

### Noteworthy Updates

During the month of August, 5,529 calls were handled by 2-1-1 Resource Specialists and 7,886 health, housing and human service referrals were provided. Of the unduplicated callers, 76% were female, 29% were single mothers with minor children, and 54% reported they were living with disabilities. (These statistics exclude callers who opted to not provide demographic information during intake.) The call examples below show the breadth and depth of calls handled. Additional people are also relying on Eden I&R's websites, including our online health and human services resource directory; in August they received 16,657 pageviews and 4,525 sessions.

In addition to ensuring the more than 3,000 programs are constantly updated in our Services Database, our Information Management Department works to add timely information throughout the year, removing when necessary. Throughout the hot summer months, information on cooling centers was maintained. Additionally, over the summer programs were updated for families with children preparing to go back to school in the fall. These included shoe donation programs, childhood immunizations, and free and low-cost school supplies. In the month of August, 2-1-1 provided 76 referrals to these programs.

### Call Information

#### Call Examples

~ A 53-year-old with a physical disability called for referral to an apartment in which her Section 8 housing subsidy was accepted. Because the caller's only income consisted of \$889 per month in Social Security Disability benefits, the only way that she could pay for a rental unit was with her Section 8 housing funds. 2-1-1 referred the caller to two separate one-bedroom apartments for rent in Oakland that accepted the Section 8 subsidy funds as partial payment of rent. These were market rate rental units with an immediate move-in date available for prospective tenants.

~ A 54-year-old Berkeley resident with a physical disability requested utility bill payment assistance. She had received 48-hour disconnection notices from both PG&E and EBMUD. For assistance with payment of her electricity and gas bill, 2-1-1 referred the caller to the Salvation Army's REACH Program and to Spectrum Community Services' HEAP Program (Home Energy Assistance Program). Both of these programs provide assistance in paying energy bills for those meeting income guidelines. In addition, the caller was referred to Season of Sharing, a program run by the Alameda County Social Services Agency, which provides assistance with payment of both water and electricity/gas when there is a threat of immediate shut-off. Finally, 2-1-1 referred the caller to EBMUD's CAP Program (Customer Assistance Program), which helps to pay a portion of the water bill each month for qualified low-income residential customers.

~ A senior from Fremont called because of an emotionally and financially trying relationship with her son. Her son and his wife had moved into her home and verbally abused her; they also expected and took money from her, which they used as a bargaining tool in exchange for their promise to move out. 2-1-1 referred the caller to Adult Protective Services, a program run by the Alameda County Social Services Agency's Department of Adult, Aging, and Medi-Cal Services, which investigates abuse, neglect, or exploitation of elders. Additionally, she was referred to the Victim/Witness Assistance Division of the Alameda County District Attorney's Office. This office offers an Elder/Dependent Adult Protection Program in which a victim consultant is assigned to work with victims of crime to provide services that address their needs and concerns.

~ A veteran, newly arrived in Alameda County and staying in Hayward with a relative requested assistance with finding housing. After moving into his relative's home, where he was staying with his girlfriend and their children, things had turned sour and they had been asked to move out. Because of a prior eviction on his record, the caller feared not being able to rent an apartment. 2-1-1 referred him to Dignity Commons, a transitional housing program for veterans and their families, run by Operation Dignity.

Monthly Narrative Report: August 2017

Call Examples	~ A 36-year-old Oakland homemaker, who had been suddenly abandoned with her two children by her husband called for help. She was very distraught and at a loss for what to do, considering that she had no income or been left with any means to support herself and her children. 2-1-1 referred her to the CalWORKs Program run by the Alameda County Social Services Agency, which provides cash assistance to low-income families with children; and to the Alameda County Department of Child Support Services, which establishes child support orders and collects child and spousal support payments. In addition, the caller was referred to the Alameda County Bar Association's Volunteer Legal Services Program, which operates free legal clinics that offer legal counseling on family law and any rights the caller may have as an abandoned spouse with children.
	~ A San Leandro single mother of a son with Autism called for referral to an apartment for rent. 2-1-1 referred her to three apartments within her price range. In a second call to 2-1-1 during the same month, the caller received two additional apartment referrals, one of which was subsidized or low income. Because the caller's son had a disability, she was also referred to the Housing Search Assistance Program offered by Community Resources for Independent Living (CRIL) in Hayward. In addition to helping people with disabilities find accessible and affordable housing, CRIL keeps a list of available rentals and offers housing information workshops.
	~ A 57-year-old Dublin resident with a physical disability requested food pantry referrals. The caller's household was made up of two adults whose monthly income was not quite enough to purchase food for the whole month. 2-1-1 referred the caller to the Children's Emergency Food Bank, which distributes food boxes to Dublin and Pleasanton residents six times a year; she was also referred to Tri-Valley Haven's Food Pantry, which provides free groceries for low-income, Tri-Valley residents; and finally 2-1-1 referred the caller to the Alameda County Community Food Bank, which operates a Food Helpline on weekdays that refers callers to food pantries and soup kitchens closest to their zip code. This agency also operates a website called Food Now for referral to weekend and after-hours food sites.
Caller Feedback	"I am in Castro Valley. The 2-1-1 operator was excellent. Thank you guys very much."
	"I am in Oakland and I was looking for more information on maternity leave and other resources. Your staff was very helpful. Thank you."
	"I am currently not living in any city, so to speak, I mean we are homeless, we are running out of places to stay. I talked to one of your workers over the phone, and she was very resourceful, very helpful, and she gave me information that I didn't know about. I'm definitely giving you guys a call back again tomorrow. Hopefully I will be able to find housing for myself and my family. I totally appreciate everything you do. Thank you very much."
	"Your operator offered good service. I called to get transitional housing information and I received all of the information that I needed to receive, thank you and have a good day."
Staff In-services and Training	~ In-service presentation by East Bay Community Law Center
	~ In-service presentation by Alameda County Crisis Support Services
	~ Two Call Center Staff Meetings
Resource Information And Technology Updates	
Services Database	~ Two new agencies and five new programs were added to the Services Database this month.
	~ The Services Database contains 1,178 agencies and 3,030 programs.
Housing Database	~ 31 new units were added to the housing database this month.
	~ The Housing database contains 87,354 total housing units*
	~ Housing Subscriptions (mail & PDF) were sent to community-based organizations in Alameda County.
	*We discovered an error in the number of total housing units reported in the July 2-1-1 report (85,669). The correct number for July was 87,436.

<b>Online Services Website</b>	~ Eden I&R's health and human services data is provided free through the agency's publicly accessible websites at <a href="http://www.edenir.org">www.edenir.org</a> and <a href="http://www.211alamedacounty.org">www.211alamedacounty.org</a> , and <a href="http://www.alamedaco.info">www.alamedaco.info</a> . This month the Online Services Directory received 16,657 pageviews and 4,525 sessions/visitors.
<b>Website Updates</b>	~ Updated our public facing website with links and information on Community Preparedness Event, Cooling Centers, Ponderosa Fire Evacuations, Bart Closures, Hurricane Harvey and Back to School Supplies, Giveaways, and Immunization Resources.
<b>Technology</b>	~ Participated in initial discussions with Alameda County resources regarding the 2-1-1 call form modifications that need to occur for the Coordinated Entry System.
	~ Work was completed on draft designs of the new <a href="http://edenir.org">edenir.org</a> and <a href="http://achousingchoices.org">achousingchoices.org</a> websites. Both new sites are scheduled for launch during the middle of September.
	~ A Finance SharePoint site has been created. This has enabled our finance and accounting files to now be fully stored in the cloud. Coupled with our already hosted Quickbooks, our Finance and Accounting tools and files are now more accessible in the event of a disaster.
	~ New Computers were purchased for our Finance and Human Resources staff members.
<b>Outreach/Public Information Activities</b>	
<b>Meetings</b>	~ Throughout the month, management staff continued to participate in a variety of meetings related to the planning and implementation of the Coordinated Entry System in Alameda County.
	~ The Executive Director attended the first day of the two-day AC Care Connect kick-off meeting. The County's Whole Person Care pilot, AC Care Connect is the ambitious and innovative program that aims to improve health outcomes for the homeless and other high utilizers of health care services while reducing avoidable costs. It focuses on people experiencing homelessness, people who are high utilizers of multiple systems, including emergency services, hospitalizations, and law enforcement, and people with complex conditions who need care coordination across multiple systems in order to obtain good treatment outcomes. The meeting provided much opportunity for contractors and others involved with the project to network, meet others involved, and learn more about the project.
	~ The Executive Director appeared before the City of Livermore's Human Services Commission to discuss the year-end report on the city's FY16-17 funding of 2-1-1 and share updates.
	~ The Executive Director was given a tour of the Alameda County Community Food Bank by its Director of Operations. The tour was extremely interesting and informative and the Executive Director was appreciative of getting a close-up opportunity to learn more about the amazing work of the Food Bank. Possible ideas for future collaboration were also discussed.
	~ The Executive Director participated in the monthly 2-1-1 Bay Area Partners call. One particular focus of this month's call was the roll-out for 2-1-1 Contra Costa of live texting between 2-1-1 clients and staff—a feature that 2-1-1 Alameda County will be implementing later this year.
	~ The Executive Director, IT Director, and 2-1-1 Program Manager participated in a meeting with staff from the Alameda County Transportation Commission and Nelson Nygaard. The purpose was to check in and get acquainted in advance of grant funding starting from ACTC to support Eden I&R/2-1-1's "One Call, One Click" mobility management program for seniors and those living with disabilities.
	~ The Disaster Preparedness Coordinator attended: the monthly Disaster Meeting of the ALCO EMA (Alameda County Emergency Manager's Association), a preparation for the Camp Parks Emergency Management Exercise, a Care & Shelter Best Practices Workshop, and a Tabletop Exercise On Interdependent Critical Infrastructure Impacts And Information-Sharing.

<p><b>Fairs/Events/ Outreach</b></p>	<p>~ 2-1-1 staff hosted a booth and provided resource referrals and materials to attendees at YMCA Early Childhood Services Parent Orientation Event in Emeryville; Congreso Familiar Information Fair in Hayward; Hayward Chamber of Commerce event; El Shaddai Ministries Breaking the Cycle Back to School Event in San Leandro; Davis Street 3rd Annual Health Fair in San Leandro; Livermore Health Fair; Family Self-Sufficiency Health &amp; Resource Fair in Hayward; and two Laney Student Resource Fairs in Oakland.</p> <p>~ 2-1-1 staff conducted trainings for and provided resource referrals and materials to participants at a Disaster Training: SKIP (Safety Kept In Place) Kits for Alameda County Library in San Lorenzo (the 5th of a series of 5 trainings), Eden I&amp;R's role before, during, and after Disasters for the Mounted Patrol Meeting for East Bay Regional Parks in Oakland, and Eden I&amp;R's role before, during, and after Disasters for the Livermore-Pleasanton CERT meeting in Pleasanton.</p> <p>~ Outreach materials were distributed to by request to the Center for Independent Living in Berkeley, Fremont Medical Community Health in Fremont, Alameda County Community Food Bank in Oakland, Fremont Main Library in Fremont, attendees of the People First! Summit in Oakland, and the Diamond District Citizens Group in Oakland.</p> <p>~ In summary, for August, Eden I&amp;R <b>served 927 people</b> at trainings, events, and fairs and <b>distributed 6,373 pieces of outreach materials</b> to service providers and residents of Alameda County.</p>
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