

Noteworthy Updates

During the month of July, 5,375 calls were handled by 2-1-1 Resource Specialists and 7,294 health, housing and human service referrals were provided. Of the unduplicated callers, 75% were female, 26% were single mothers with minor children, and 55% 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 July they received 15,322 pageviews and 4,145 sessions.

This month marked the 10th anniversary of 2-1-1 Alameda County! This system has been operating continuously 24/27/365 since its inception on July 1, 2007. During that time, over 900,000 calls have been handled and 1.5 million referrals to health, housing, and human services have been provided to the community by our hard working staff. To celebrate the occasion, the agency treated its staff to a late afternoon barbeque with activities and raffle prizes. We are most grateful to the dedication of our staff and to the many funders, community partners, and other stakeholders who make this work possible. Here's to another 10 productive and successful years of 2-1-1!

Call Information

Call Examples	~ An Alameda resident called for assistance with shelter or transitional housing. 2-1-1 referred the caller to Our House Services, Inc., Oakland Elizabeth House, and the Alpha Omega Foundation.
	~ An elderly caller residing in Fremont called for contact information for Meals on Wheels offered by Life ElderCare. The caller informed 2-1-1 that whenever she does not hear from her close friend in Fremont for a day, she calls Meals on Wheels to check if they had delivered a meal to her friend, and if they inform they had, she knows her friend is well even though their phone is going unanswered.
	~ A senior resident of Newark called for currently available three-bedroom homes or apartments with two bathrooms in or close to Newark. The caller was referred to four available rentals.
	~ A Union City resident called for assistance with their PG&E bill that exceeded \$1,000. The caller was referred to the Home Energy Assistance Program with Spectrum Community Services, REACH with Salvation Army's Tri-Cities Corps Community Center, and Season of Sharing at Alameda County Social Services.
	~ An Oakland resident called seeking free school supplies for his children. The caller informed 2-1-1 that he had lost his wife not too long ago and that he was receiving SSI for a mental disability and that finances were tight. 2-1-1 asked, and the caller confirmed, that he was receiving CalFresh and CalWorks for his children, and that the household had Medi-Cal. The caller was referred for free school supplies from the Back to School Children's Reading Celebration at Eastmont Library, and to the 10th Annual Attend and Achieve event at Oakland City Hall.
	~ An Oakland resident who was monolingual Spanish speaking called for legal assistance. The caller informed 2-1-1 that she had been in a long-term relationship with her partner who had started dating another woman who was behaving very aggressively towards her. The caller shared that she had children with this partner and that she was concerned about her legal status in terms of documentation. The caller was referred to Self Help and Family Law Facilitator at the Superior Court of California, County of Alameda for legal assistance. She was referred to International Institute of the Bay Area and Centro Legal de la Raza for immigrant issues. Since the caller shared that she was very stressed and not doing well physically and emotionally, 2-1-1 referred her to La Familia Counseling Service for counseling for children, and The Native American Health Center for counseling for herself, in addition to a referral to Street Level Health Project for its Health Access Program.
Caller Feedback	"I live in Hayward, and I am satisfied with the help so far. Your staff has been amazing with the information explained everything to me step by step, so I appreciated. Thank you very much, and have a good day."
	"Yes, the city of my living is Oakland. I talked to your operator, and she's very helpful, looking forward to using you guy's service again. So thank you, bye."

Caller Feedback	"I just had a conversation with 2-1-1, your staff was fabulous, she was wonderful, and she helped me out tremendously! I am in a very, very bad situation, me and my wife have a hard time finding housing referrals, low-income housing. My wife has cancer, things are very bad. Your specialist did a wonderful job, and thank you and God bless, bye."
	"I live in Oakland. The 2-1-1 staff has been very nice to me, they went above and beyond for me, and you know they are truly resource specialists."
Staff In-services and Training	~ In-service presentation by Rubicon
	~ All Staff Training Sessions provided in July for new automated time card system
	~ One Staff Meeting held in July
Resource Information And Technology Updates	
Services Database	~ Two new agencies and seven new programs were added to the Services Database this month.
	~ Free School Supplies/Backpack Programs were updated in the Database
	~ The Services Database contains 1,176 agencies and 3,026 programs.
Housing Database	~ 107 new units were added to the Housing Database this month.
	~ The Housing Database contains 85,669 total housing units
	~ Housing Subscriptions (mail, PDF & OHIP) were sent to community-based organizations in Alameda County and San Francisco County.
Online Services Website	~ Eden I&R's health and human services data is provided free through the agency's publicly accessible websites at www.edenir.org and www.211alamedacounty.org , and www.alamedaco.info . This month the Online Services Directory received 15,322 pageviews and 4,145 sessions/visitors.
Website Updates	~ Updated our public facing website with monthly reports and photos. Continued promotion of links offering Alameda County Summer Lunch Programs, Cooling Centers and a Registration Link for a Disaster Preparedness Webinar.
Technology	~ New online hosted timekeeping/integrated payroll system went live. First payroll was successfully processed on the new system, at the end of July.
	~ A simulated webpage reflecting embedded health and human services resources was presented to the Alameda County City Managers Association. The webpage demonstrated the ability of Eden I&R to make the health and human services resources contained and updated in our database directly available on individualCity websites. Further exploration on this capability will occur with eachCity in more detail during the upcoming fiscal year.
	~ Improvements were made to the Eden I&R Housing Database. Field options were refined and new search filter capabilities were made available. These changes also enhanced the responsiveness of the in development new Choices website.
Outreach/Public Information Activities	
Meetings	~ The Executive Director participated in the first of the Implementation & Learning Collaborative meetings with other partners involved in the upcoming Coordinated Entry System in Alameda County.
	~ The Executive Director attended "Executive Director and Faith-based Leader Boot Camp" sponsored by OCCUR and The San Francisco Foundation Faiths Program that discussed, among other topics, the top five skills and competencies an executive director needs to address the many challenges faced by nonprofit organizations. The workshop, intended for new and seasoned nonprofit executive directors and faith leaders, was led by Gina Fromer, VP and Regional Executive Director of the YMCAs of the East Bay, West Contra Costa County, and was extremely informative and inspiring.

Meetings	~ The Executive Director delivered a presentation to the Alameda County City Managers Association to update those in attendance about Eden I&R's leadership transition, what's new at the agency and with 2-1-1 including technological enhancements, and some exciting things ahead.
	~ The Executive and Deputy Directors hosted the quarterly in-person 2-1-1 Bay Area Partners meeting. The focus of the meeting was discussion amongst the various 2-1-1's how coordinated entry systems are being/have been implemented in respective communities, and a presentation was given by a representative from the nonprofit technology company, Benetech, about its work and a data sharing pilot project.
	~ Members of the management team participated in a demonstration from Eden I&R's database software vendor, iCarol, on its new Public Resource Directory.
	~ The Executive Director delivered a presentation on 2-1-1 to UCSF Benioff Children's Hospital Oakland. Those in attendance work for the Encore Medical Clinic, a specific clinic within primary care that supports children who are experiencing transitional housing or homelessness with medical care.
	~ The Executive Director and Disaster Preparedness Coordinator gave a presentation on 2-1-1 and its critical role in disaster preparedness and response to the City of San Leandro's Mayor's Disaster Council.
	~ The Executive Director, as a member of the Executive Committee, and the Disaster Preparedness Coordinator attended the quarterly AICoVOAD meeting. Agenda items included presentations from the Better Business Bureau and Alameda County Department of Public Health, and discussion about the upcoming Grey Command exercise.
	~ Eden I&R's Board of Directors met for its quarterly meeting. Highlights included a presentation given by the agency's representative from Morgan Stanley on the status of Eden I&R's investment accounts, and approval of the agency's FY17/18 organization budget.
Fairs/Events/ Outreach	~ 2-1-1 staff hosted a booth and provided resource referrals to participants at the Tennyson All American Festival in Hayward and the Help Me Grow event in Oakland.
	~ 2-1-1 staff conducted trainings and presentations for, and provided resource referrals to, participants at the ALCO EMA (Alameda County Emergency Manager's Association) in Dublin, Eden United Church of Christ in Hayward, Brighter New Beginnings Youth Services in Oakland, Deaf Plus Adult Community in Newark, UCSF Benioff Children's Hospital in Oakland, San Leandro City Council in San Leandro, and the branches of the Alameda County Libraries in Fremont, Albany, Castro Valley, and Newark.
	~ Outreach materials were distributed by request to the Diamond District Improvement Committee in Oakland, Roots Community Health Center in Oakland, and the Hayward Chamber of Commerce.
	~ In summary, for July 2017, Eden I&R served 359 people at trainings, events, and fairs and distributed 2,711 pieces of outreach materials to service providers and residents of Alameda County.