



FY 2016/2017 ANNUAL REPORT

570 B Street, Hayward, CA 94541
Office: (510) 537-2710 Fax: (510) 537-0986
www.edenir.org

BOARD OF DIRECTORS



From Left to Right

KIM WININGER

Regional Service Manager - Wells Fargo

TIM STUTT

CEO - Atimba

AMY WILSON

SVP Products, SAP Success Factors

ANNAMARIA SWARDENSKI

Emergency Preparedness Consultant
Vice-President

STEPHANIE CARTWRIGHT

Owner, Cartwright Associates

CHRIS LOW

Sr. Management Analyst, City of Alameda
President

KACEY JONES

Senior Manager, Learning & Development, Banana Republic
Secretary

ROBERT MACIAS

Sr. Human Resources Analyst (Retired)
City of Hayward

EDWIN REULING

Founding Board Member (1937 - 2014)

A MESSAGE FROM OUR EXECUTIVE DIRECTOR ALISON DEJUNG



2016-17 was full of milestones. We celebrated Eden I&R's 40th anniversary serving vulnerable individuals and families in Alameda County. We showed our appreciation to Barbara Bernstein upon her retirement for leading the agency 27 of those 40 years. We successfully migrated our Services and Housing databases to a new, cloud-based platform. We created a bilingual outreach flyer that describes the various resources with which 2-1-1 can connect immigrants and refugees in response to heightened fear and uncertainty after last year's presidential election. And we began offering interactive, empowering disaster preparedness trainings throughout the county.

My personal and professional milestone was taking the helm of Eden I&R as Executive Director. It is a role that is at times daunting, stressful, frenetic, inspiring, intense, and extremely gratifying (sometimes all on the same day!). I am grateful to the Board for their support and efforts. I am grateful to staff and volunteers who go above and beyond for the people we serve. I am grateful to our funders, including all 14 cities, various county departments, private foundations, corporations and other grant makers, as well as individuals, who invest in the agency. I am grateful to our community partners including CBOs, government agencies, landlords and property managers who provide information so that our comprehensive databases remain accurate.

Eden I&R envisions a community empowered with information and connected to resources so that all people obtain health, happiness, hope and improved livelihoods. It is truly a privilege for me every day to contribute to this vision. I am pleased and proud to showcase the work and accomplishments of Eden I&R over the past fiscal year in this report. Thank you for reading!

Sincerely,

A handwritten signature in black ink, appearing to read "Alison DeJung".

A MESSAGE FROM OUR BOARD PRESIDENT CHRIS LOW



Fiscal year 16-17 marked my 20th anniversary on Eden I&R's Board of Directors, and it was also a monumental transition period for the agency. We bid a fond farewell to Ilene Weinreb who served on the Board for more than 30 years. We also celebrated the retirement of Barbara Bernstein, who led the agency for nearly 28 years as Executive Director, and thanked her for many contributions. Last but not least we welcomed Alison DeJung as Eden I&R's new Executive Director, and Amy Wilson and Tim Stutt, two additions to our Board.

People have sometimes asked me why I've dedicated so many years to Eden I&R and the answer is pretty straightforward. I believe I was put on this third rock from the sun with a purpose, part of which is to give my time to Eden I&R because it makes a difference. Though it's impossible to see firsthand the difference in every person's life assisted by Eden I&R, I love to read the feedback from clients about their experience calling 2-1-1 and the examples of clients successfully housed after working with AHIP. I also firmly believe that we all need to "DO" (this is an action verb) something to help our neighbors who are less fortunate. Homelessness, hunger, and illness are not seasonal. Through 2-1-1, staff is ready and able to connect people to the critical resources they need, 24/7/365.

The proverb "It takes a village to raise a child" is applicable to the work of Eden I&R. We are on the lookout for more board members with diverse backgrounds and experiences because through our robust discussion and discernment, better solutions are created. If you or someone you know is interested in Eden I&R's mission of linking people and resources and would like to be considered for a spot on our board, I invite you to contact Alison. On behalf of the Board of Directors, thank you for your interest in and support of Eden I&R.

Sincerely,

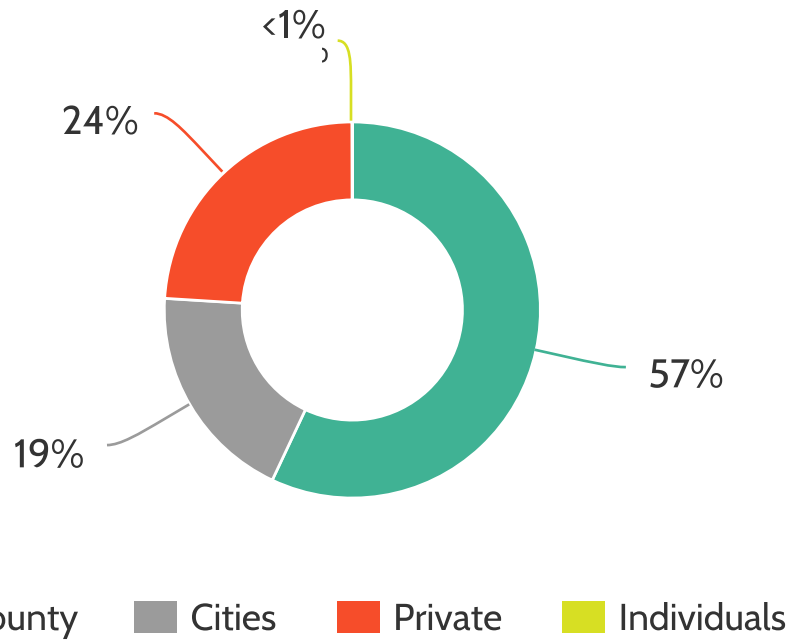
A handwritten signature in black ink, appearing to read "Chris Low".



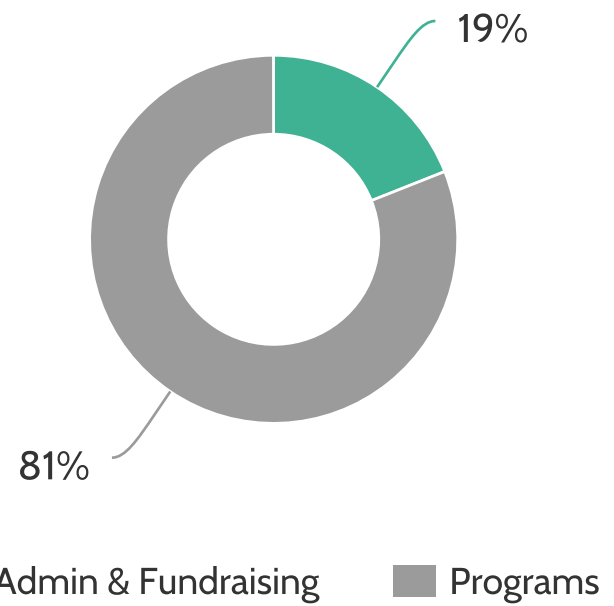
FINANCIAL INFORMATION



REVENUE



EXPENSES



SUPPORTERS

PUBLIC FUNDERS

- AC Transit
- Adult Protective Services / Public Guardian
- Alameda County Behavioral Health
- Alameda County Cities
- Alameda County Health Care Services Agency
- Alameda County Housing & Community Development - HOPWA (Housing Opportunities for People with HIV/AIDS)
- Alameda County Probation Department
- Alameda County Social Services Agency
- Alameda County Workforce Development Board
- Eden Health District
- First 5 Alameda County
- Veterans Administration

PRIVATE FUNDERS

- Crescent Porter Hale
- Catholic Charities of Santa Clara County
- Eden Area Foundation
- Firedoll Foundation
- First Republic Bank
- Fremont Bank
- Hitachi
- Kaiser Permanente
- PG&E
- Ross Dress for Less
- Safeway
- Simpson Strong Tie
- Thomas J. Long Foundation
- United Way Bay Area
- Walter & Elise Haas Fund

IN-KIND DONORS

- Lifelong Elder Care
- Alegio Chocolates
- AMC
- Arizmendi Bakery
- Black Angus, San Lorenzo
- Buffalo Bill's Brewery
- Costco, Hayward
- Elephant Bar, Hayward
- Fairmont Copley Plaza
- Safeway, Pleasanton
- Scott's Seafood
- Starbuck's, Oakland
- Trader Joe's, Castro Valley
- Columbia Sportswear, Livermore
- Chocolate Factory

We appreciate the continued support from all of our donors whose generosity has sustained our work in the community. Thank you.



OLLIE ARNOLD HOUSING DEPARTMENT

To list a property in our housing database, contact (510) 727-9565 Email: housing@edenir.org



HOUSING DATABASE

211 New Buildings Added

2,606 New Units Added

85,595 TOTAL Units at end of FY 2017

Thanks to funding from the County, the Housing and IT Departments designed a new improved website for www.achousingchoices.org. This expands our ability to provide the community with greater access to affordable housing through open wait lists and some low-cost rentals for immediate occupancy, primarily in Alameda County. By doing the work to research and find the open wait lists and qualifications, we are able to streamline the process for service providers and those in need of housing.



OWNER APPRECIATION DAY

Every year East Bay Housing Organization's (EBHO) Affordable Housing Week features many events to educate the public on affordable housing to keep it a strong and vital part of Alameda County. Along with the Oakland Housing Authority, 2-1-1 Housing Department co-hosted Owner Appreciation Day, an event to promote and vitalize the Section 8 program among Oakland landlords. Over **150** landlords attended two workshops to hear about the programs and incentives.

AIDS HOUSING INFORMATION PROJECT (AHIP)

For more information, please contact us at (510) 537-2600



STATS

- 352** • Unduplicated clients
- 3,340** • Housing referrals
- 1,160** • Referrals to human services programs
- 82.5%** • Of services provided by phone
- 17.5%** • Of services provided in person at 6 HIV/AIDS clinics and AIDS service organizations (ASO's)
- 9** • Community training workshops conducted at clinics/ AIDS service organizations

Since 1996, AHIP (AIDS Housing Information Project) has offered housing and human services resource referrals to People Living with HIV/AIDS (PLWHA) via a designated phone line and through one-on-one, in-person assistance at clinics and AIDS Service Organizations. AHIP maintains close working relationships with supportive housing providers as well as social workers and case managers at clinics and non-profit organizations. AHIP also participates in numerous coalitions and collaborative efforts that focus on the needs of PLWHA in Alameda County, especially those who are homeless.

CLIENT STORY

"R", a 54-year old man with HIV and other disabilities, was referred to AHIP in August 2016. He had an Oakland Housing Authority Housing Choice Voucher but had not been able to find a landlord who would rent to him. He had been living on the street and in shelters since February 2016. During the severe rain storms of winter 2016-17, "R" slept outdoors near Lake Merritt and under an overpass on I-580. AHIP worked closely with "R's" medical social worker at the Highland Immunology Clinic, providing numerous housing referrals, advocacy work, intensive coaching and housing search assistance (which included arranging transportation and accompanying "R" to housing interviews). In February 2017 "R" was selected for a one-bedroom apartment in downtown Oakland where he could use his housing voucher. Since April 2017 he has been living in stable, affordable housing.



ABOUT
AHIP



AHIP is funded by a HOPWA grant awarded to the City of Oakland and Alameda County (HCD)

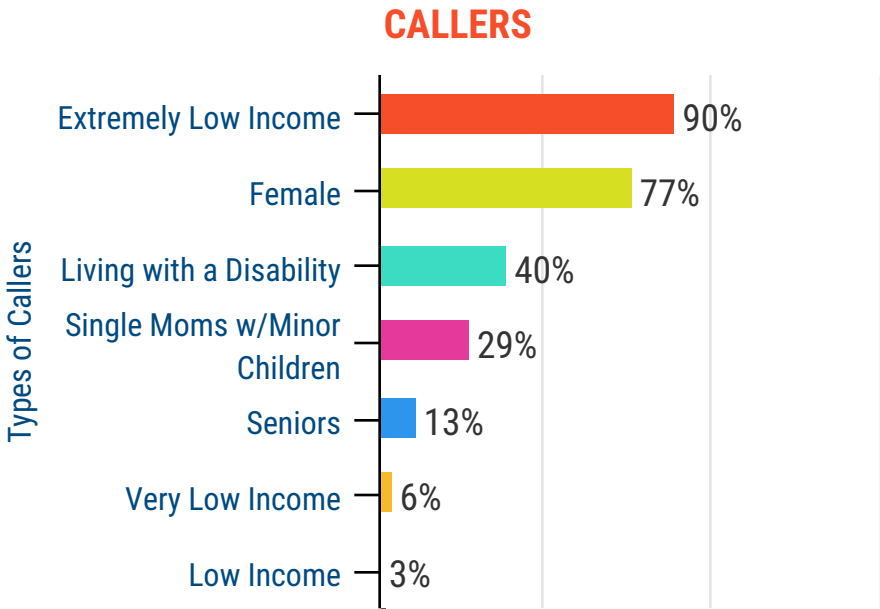


January 2017: In honor of our former Executive Director’s contributions to Eden I&R and the community, we announced the new name of the **Barbara Bernstein 2-1-1 Alameda County Call Center**.

STATS
66,131 calls handled
156,527 referrals provided



AFTER HOURS CALLS HANDLED
1,437 Emergency Response Unit
517 Foster Care Placement
1,781 Adult Protective Services
663 Public Guardian



“ I wouldn’t be here today if it weren’t for 2-1-1. ” - Caller feedback

CALLER EXPERIENCE

- 94%** of callers stated that 2-1-1 made a good effort to find resources for them.
- 94%** of callers stated the referrals given by 2-1-1 were helpful and they would call again.
- 99%** of callers stated they would recommend 2-1-1 services to a friend or family member.

TOP 10 CALLERS' NEEDS

- | | |
|--------------------------------------|-----------------------------------|
| 1 Housing/ Shelter | 6 Mental Health/Addictions |
| 2 Information Services | 7 Food/Meals |
| 3 Legal Services | 8 Healthcare |
| 4 Individual / Family Support | 9 Utility Assistance |
| 5 Income Support/ Assistance | 10 Disaster Services |

2-1-1 CALL EXAMPLES

- A domestic violence survivor called from Livermore for legal services. The caller was a single parent with young children and in the process of getting a divorce. Referrals were provided to the Superior Court of California’s Self Help Services and Family Law Facilitator, which provides procedural information for litigants who do not have an attorney. Also provided were referrals to Bay Area Legal Aid and SEEDS Community Resolution Center. 2-1-1 also referred the caller to Alameda County Department of Child Support for child support service assistance. Since the caller was struggling financially and needed help with rent, she was referred to ECHO Housing for assistance. The caller was informed about the Family Justice Center, the One Stop for domestic violence survivors offered by the Alameda County District Attorney, and referred to the Family Violence Law Center. The caller was encouraged to contact the Victim/Witness Assistance Program for victim support services offered through the Alameda County District Attorney’s Office. Due to the fact that the caller and her children had experienced much trauma, 2-1-1 referred the caller to Help Me Grow, a program of Alameda County First 5 that assists parents with their child’s development.

- A senior resident of the City of Alameda called for assistance paying a deposit to get PG&E service established. She informed 2-1-1 that her young grandchild lived in the household and is asthmatic and that having power was critical. 2-1-1 referred the caller to the REACH Program with Salvation Army, and to HEAP, offered through Spectrum Services. In addition she was referred to Season of Sharing.

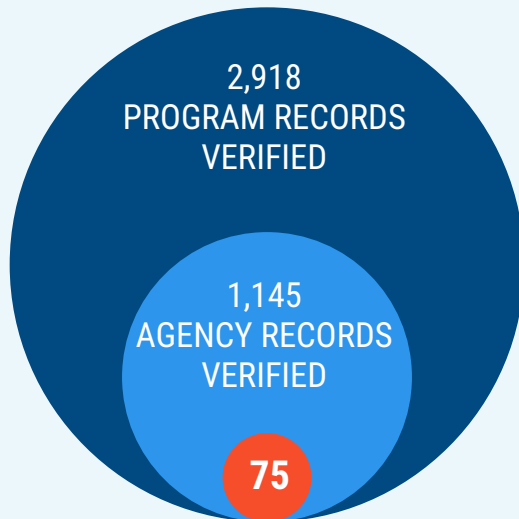


2-1-1 Phone Resource Specialist assisting a caller

“Thank you 2-1-1 for being here and providing services to our community. Thank you for listening and being compassionate. I wanted to let you know I got approved for Season of Sharing and my new apartment!” - Caller feedback



SERVICES DATABASE



NEW PROGRAMS

2,918 program records and **1,145** agency records were verified by 2-1-1 Info Management and **75** new programs were added to the 2-1-1 Health and Human Services Database.

SEASONAL PROGRAMS AND SPECIALIZED REFERRALS

- Cooling center locations during hot weather months
- Warming center locations during cold weather months
- Summer Lunch Programs for youth
- Holiday meal locations and delivery programs
- Holiday food baskets and Toys for Tots gift distributions events
- CA Free Tax Assistance Events and Earn It! Keep It! Save It! Free Tax Preparation sites
- Back-to-School supplies and backpack giveaway events
- Easter Egg Hunt locations

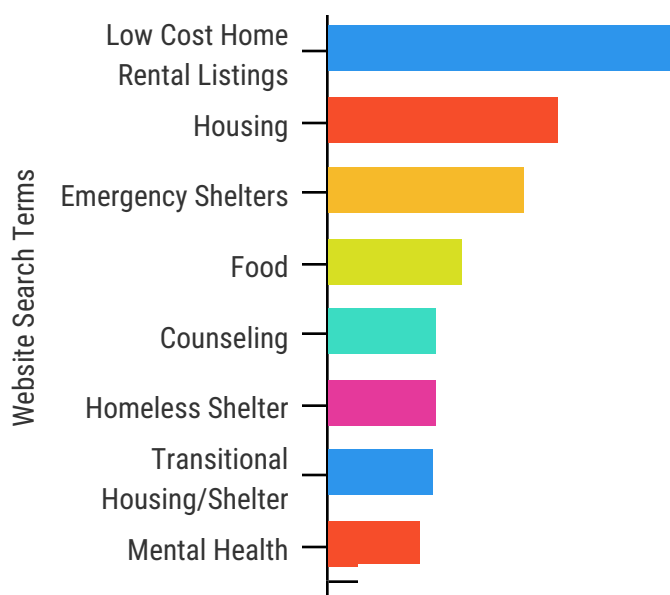


TECHNOLOGY

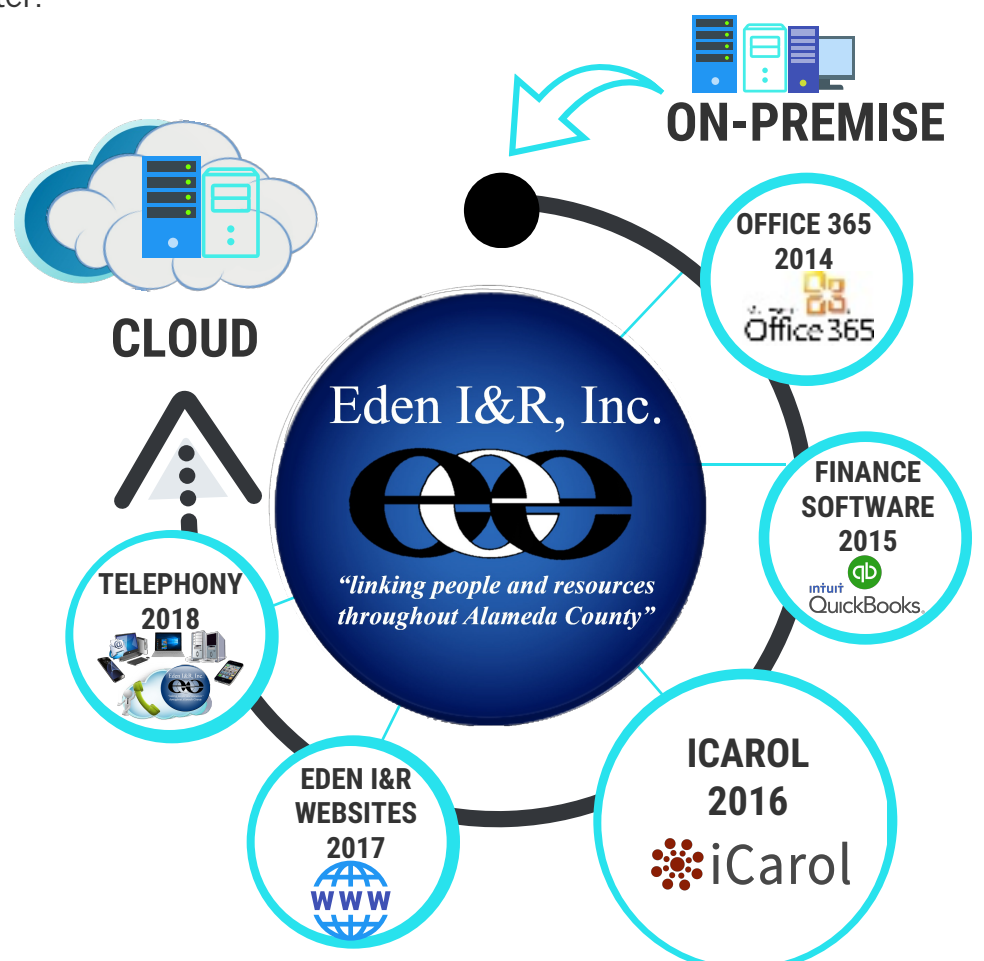


217,868 pageviews received from **68,908** sessions/visitors at Eden I&R's websites, including the online health and human services resource directory.

TOP 10 WEBSITE SEARCH TERMS



In July 2016, after months of preparation and 'All Hands on Deck', Eden I&R migrated our services database, housing database, AHIP database, and our 2-1-1 and After Hours call center functions to the cloud. We joined the ranks of many other 2-1-1's nationwide, and went live with iCarol, an online contact center and helpline management software. We are now in the mode of continuous improvement and looking ahead. In the upcoming fiscal year, we anticipate moving our telephone infrastructure to a cloud-hosted VOIP solution. We remain focused on, and committed to, a business model that provides unified communications, resiliency, and continuity of services in a disaster.



2-1-1 DURING TIMES OF DISASTER

2-1-1 serves as the public communication system locally and statewide through collaboration with partner 2-1-1's. In the event of a disaster, 2-1-1 works closely with the local and state Emergency Operations Centers and the Alameda County Public Health Department to publicize important disaster response and recovery resources.

In a state of panic, 2-1-1 is an easy way for people who are in non-life threatening situations get essential information.



CALL 2-1-1

- Emergency Shelters
- Safe transportation routes
- Access to food, water and medical care locations, etc.
- Who to contact for assistance in locating a family member



Eden I&R staff participate in a disaster drill and remain in a duck, cover, and hold position under their desks.

In 2016-17, thanks to funding from the Walter & Elise Haas Fund, Eden I&R hired a Disaster Preparedness Coordinator and began offering a variety of free trainings to the community.

DISASTER PREPAREDNESS

TOTAL Number of Disaster Trainings Provided	TOTAL Number of People Trained	TOTAL Number of Drills Participated In
26	722	4

The Disaster Training program was provided to students, agency staff and managers, teachers, volunteers, emergency professionals, veterans, youth, seniors and faith-based organizations.



TESTIMONIAL FROM MILLS COLLEGE

"Feedback polls and firsthand observations by event organizers agree that Mr. Holm's execution of SKIP (Safety Kept In Place) kit and Everyday Preparedness Tools workshops displayed unique command, amusement and adaptability of subject matter. Guest surveys deemed Eden I&R training as 'hands down the most straightforward and easiest to remember and Mr. Holm, ...fantastic in making us all feel comfortable and wanting to engage...' - Nevice D. Robinson, Director of Public Safety & Transportation, Mills College. Lars Eric Holm was awarded a Best in Show Recognition and a Most Valuable Expert Recognition - Shared Honor.



Lars Eric Holm, Disaster Preparedness Coordinator, tabling at an event.

VOLUNTEER PROGRAM

JEANETTE MILLS, Volunteer Coordinator
For volunteer opportunities, contact (510) 727-9503

6 volunteers and interns contributed over **1,325** hours of service to the agency in support of our mission. Volunteers and interns assisted staff in all departments and are a great asset to the agency.

VOLUNTEER PROFILE: LISA CLAUSEN



At the 2017 Hearts of Hayward Volunteer Recognition Event, Award Recipient Lisa Clausen, Eden I&R's Housing Coordinator Pam Glassoff (center), Almira Robleza, Housing Specialist and Eden I&R's Volunteer Coordinator Jeanette Mills (right).

Lisa Clausen was a valuable volunteer with Eden I&R for over a year. Lisa took her job very seriously making phone calls to private rental property owners and landlords, and entering affordable housing information into the housing database. After a short time, Lisa was also assisting with answering the main phone line and greeting customers at the door. Lisa came to us through a training program and remained even after her program completed, giving 40 hours per week of her free time until she became permanently employed. Lisa is a tremendous asset to her current employer and greatly missed by Eden I&R. In October, Lisa was selected as Eden I&R's volunteer to receive the 2017 Ruby Heart of Hayward award.

COMMUNITY OUTREACH

To request outreach materials or to invite Eden I&R to table at an event, contact (510) 537-2710

Eden I&R continued to maintain a strong presence throughout the community by actively participating and attending events where staff and volunteers have the opportunity to speak directly with attendees about Eden I&R's programs and services.

OUTREACH HIGHLIGHTS

TOTAL Number of Events Attended	TOTAL Number of People Served	TOTAL Number of Requests for Materials	TOTAL Number of Materials Distributed
117	11,835	60	60,224

21st ANNUAL BACK TO SCHOOL SHOE GIVEAWAY EVENT



Eden I&R representatives tabled at the 21st Anniversary Back to School Shoe Giveaway **"Put Your Best Foot Forward"**, hosted by First African Methodist Church at the Oracle Arena. This free event provides new shoes to K-12th grade students across Alameda County. A staff and volunteer from Eden I&R distributed information about 2-1-1 to those in attendance.



Contact Us

570 B Street, Hayward, CA 94541

(510) 537-2710

www.edenir.org

info@edenir.org

Find Resources!

Dial 2-1-1

or if outside of Alameda County dial

1-888-886-9660



Eden I&R /211 Alameda County



@EIR_211Alameda