

Eden I&R



2018 Annual Report

July 1, 2017 - June 30, 2018

Board of Directors

(as of June 30, 2018)



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Owner, Cartwright Associates



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IT Professional



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Senior Program Manager for Leadership
Development, Robert Half International



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Emergency Preparedness Consultant



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ROBERT MACIAS
Sr. Human Resources Analyst (Retired)
City of Hayward



KIM WININGER
Regional Service Manager - Wells Fargo

Mission

Linking people and resources

Vision

We envision a community empowered with information and connected to resources, so that all people obtain health, happiness, hope, and improved livelihoods.

Dear Friend of Eden I&R,

To me, 2017-18 was all about partnership. 2-1-1's role as the countywide call center for the new Coordinated Entry System has allowed us to work with the County, the cities of Berkeley and Oakland, and other community-based organizations in new, more intensive ways. We are pleased to be involved in AC Care Connect, the County's Whole Person Care pilot, and be part of the Universal Authorization Work Group to provide input on the development of a form and process to give clients the option to share their information for better care coordination across agencies. This improved care coordination is currently a popular topic of discussion among 2-1-1 systems, and we are excited to be part of that, learning about innovations from others including 2-1-1 San Diego, and helping figure out how we can further increase partnerships to bring such innovations to Alameda County.

Over the last fiscal year, I was also extremely fortunate to form a Work Group with the city managers of Pleasanton, Livermore, Union City, and San Leandro. These four, along with other city staff, graciously devoted many hours, taking a close look at how 2-1-1 Alameda has been funded since its inception. We looked at national research, local data, and 2-1-1 call volume across the 14 cities to help illustrate 2-1-1's value and to recommend a new funding model by the cities.

I remain grateful to these and other partners who invite us to discuss how to best serve our mutual clients and constituents. Thank you for reading about Eden I&R's accomplishments in our beautifully re-designed annual report!

In Service,




Alison DeJung
Executive Director

Dear Friend,

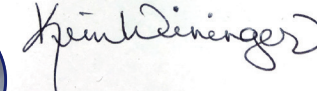
Fiscal year 17-18 has been another productive year for Eden I&R. Executive Director Alison DeJung is continuing to lead the agency together with an amazing staff. Natalie Tercero was hired as Deputy Director and Catherine Stahl as Development Manager, to help meet the strategic vision and objectives of the agency.

There have been many exciting accomplishments over the past year, including key infrastructure changes like a new phone system as well as new marketing and brand strategies. Eden I&R was selected to be a recipient of pro bono services from the Taproot Foundation, which involved a team of six professionals from the for-profit sector developing new messaging for Eden I&R. It is our sincere hope that through this project, the agency will be even more recognizable for its role in linking people and resources in Alameda County.

On behalf of the Board of Directors, thank you to our fantastic staff, our supportive funders and our critical partners that help us ensure that Eden I&R/2-1-1 Alameda County continues to be the one stop for 24/7 access to housing, healthcare, disaster relief, and more. I am so proud of the agency's service to Alameda County, particularly to the most vulnerable members of our community.

Sincerely,




Kim Wininger
Chair, Board of Directors

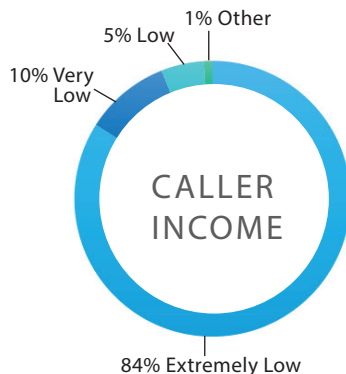


A single mother with cancer called from Oakland seeking emergency resources to help pay her rent and utility bills. Her SDI benefits had been discontinued and she was no longer able to pay her rent, which was subsidized through a Section 8 voucher, or her PG&E bill. She had minor children in the home to take care of. 2-1-1 advocated on her behalf and called PG&E to make payment arrangements. In addition, 2-1-1 provided her information for the Emergency Financial Assistance Programs through both Season of Sharing and St. Vincent De Paul.

2-1-1 Alameda County

2-1-1 is the one stop for 24/7 access to housing, healthcare, disaster relief, and more. This free and simple three-digit telephone number connects callers in Alameda County with a live Phone Line Resource Specialist who introduces them to resources and advocates who can help with a variety of needs including affordable housing, job training, child care, legal assistance, health services, emergency shelter, education, food, and other basic needs assistance. Help is available in over 300 languages and all calls are completely confidential.

2-1-1 handled 60,911 calls and provided 92,399 referrals in FY 18



CALLER DEMOGRAPHICS

72% Female
53% Living with a Disability
25% Single Mothers with Minor Children
15% Seniors

TOP 10 CALLER NEEDS

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

“The 2-1-1 operator was different. She took time to listen.” - Caller

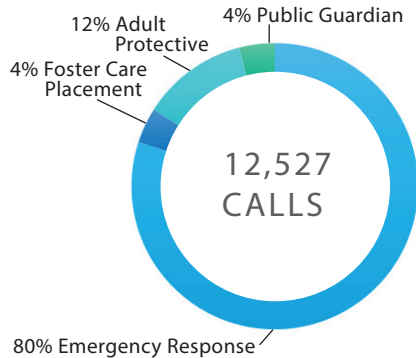
2-1-1 Alameda County

Coordinated Entry System

In November 2017, 2-1-1 was selected to serve as the countywide call center for Alameda County's Coordinated Entry System (CES). CES is a new system by which homeless individuals and families are assessed and prioritized based on a number of factors, and assisted with housing needs in a coordinated manner by multiple agencies throughout the county. 2-1-1 is the point of entry for many struggling with homelessness. Our staff helps determine caller eligibility for CES, engages in housing problem solving, and provides appropriate referrals and transfers to the county's eight Housing Resource Centers.

2-1-1 handled 3,763 calls from literally homeless callers and 2,822 calls from non-literally homeless callers for the coordinated entry system in FY 18.

AFTER HOURS STATS



"2-1-1 is a life saver. Before 2-1-1 there was no good, central way of getting resources. I was a single parent with three kids and 2-1-1 was the best friend I could have had." - Amalia

CALLER SATISFACTION



99% of callers stated they received enough information to help with their search.



90% of callers stated they would recommend 2-1-1 services to a friend or family member.

"Your resource providers are very helpful, and not impatient." - Caller



**Eden I&R's websites received
287,408 pageviews from 65,586
sessions/visitors in FY18**

TOP 10 WEBSITE SEARCH TERMS

1. Low Cost Home Rental Listings
2. Extreme Heat Cooling Programs
3. Emergency Shelters
4. Transitional Housing/Shelter
5. Homeless Shelter
6. Housing Search & Information
7. Residential Housing Options
8. Housing
9. Homeless Permanent Supportive Housing
10. Housing Issues

Information Management

Eden I&R maintains a comprehensive and up-to-date services database to provide critical health, housing and human services referrals to Alameda County residents, especially vulnerable populations.

Eden I&R's services database contained 1,218 agencies and 3,110 programs at the end of FY 18

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 distribution events
- Earn It! Keep It! Save It! free tax preparation sites
- Back-to-School supplies and backpack giveaway events
- Easter egg hunt locations



EdenIR.org - Agency information and news

211AlamedaCounty.org - Health and human services data

ACHousingChoices.org - Housing resources

"I got good information. Thank you for your time." - Caller

Ollie Arnold Housing Department

The Housing Database was created in response to the housing needs of those displaced by the Loma Prieta earthquake in 1989. Since then, Eden I&R has grown our database to include thousands of units of affordable housing in Alameda County. People can get information from this database by calling 2-1-1 or visiting our housing website, [ACHousingChoices.org](https://www.achousingchoices.org)

125 new buildings and 3,695 new units were added for a total of 89,427 units at the end of FY 18



In April, Eden I&R partnered with the Oakland Housing Authority to host Owner Appreciation Day, one of 16 events included in East Bay Housing Organizations' 2018 Affordable Housing Week. Owner Appreciation Day recognized landlords who participate in Section 8, the largest source of affordable housing in Alameda County. Landlords enjoyed a vendor fair, lunch, gifts, and an educational workshop on landlord incentives. Mayor Libby Schaaf of Oakland (pictured here with our housing staff) spoke about new initiatives to bring aboard partners to combat the housing crisis. In all, over 1,000 people participated in 2018's Affordable Housing Week.



[ACHousingChoices.org](https://www.achousingchoices.org) received 191,508 pageviews from 34,762 sessions/visitors in FY18

To expand low-cost options for our 2-1-1 callers and county residents, the Housing Department has included rooms for rent and shared housing in our monthly updating process. Additionally, the team implemented a new process to review our entire housing database and update records from the beginning, archiving old information. This ongoing process will provide continuous improvement to our housing data.

"I was calling for affordable housing in Oakland. You gave me a lot of information that really helped." - Caller



In December 2017, seven seniors living with HIV/AIDS moved into brand-new apartments in downtown Hayward after being guided through the application process by the AHIP team. Three had been living in their cars, one moved from a homeless shelter, and three had been living in substandard housing and were at risk of homelessness. As he walked into his kitchen, one of the new tenants whispered, with tears in his eyes, "I've never had a good kitchen with real cabinets and a nice counter like this."

AIDS Housing Information Project

AIDS Housing Information Project (AHIP) offers 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.

AHIP served 368 unduplicated clients and provided 3,738 housing referrals and 1,625 human services referrals in FY18

21 At least 21 people were housed as a direct result of AHIP involvement in FY 18

"You provided me the most adequate housing from being homeless. Now, I can work on my health and mental stability and being a productive individual in society. Knowing that you all are there gives me the incentive to strive forward in building a foundation around helping others."

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

"I'm so grateful this client has fierce advocates like you to provide support!" - Partner Agency Staff Member

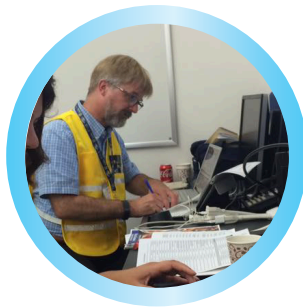
Disaster Preparedness

2-1-1 is a vital resource for the whole county before, during, and after emergencies and disasters. EIR/2-1-1 has a designated seat in the County's Emergency Operations Center and in the event of a disaster, 2-1-1 is used to provide vetted, updated information to the public including safe travel routes, open hospitals, safe drinking water, and how to locate a missing loved one. Additionally, Eden I&R provides a full range of disaster preparedness classes designed to meet the preparedness needs of staff, volunteers, and clients of community-based organizations, government agencies, schools, and other entities. All trainings are interactive and fully customizable.

Eden I&R provided 38 trainings for 1,176 people in FY18



To schedule a training, contact
Lars Eric Holm,
Disaster
Preparedness
Coordinator at
510-727-9516



Eden I&R
participated in four
disaster drills in
FY18 including the
annual "Yellow
Command"
exercise.

Eden I&R's cloud-based databases and phone system are a critical infrastructure improvement and will allow 2-1-1 Alameda County to be up and running with our own local staff much more quickly should our buildings be damaged or otherwise inaccessible after a disaster. Having these technologies in the cloud has also connected our agency in a new way to many partner 2-1-1's across the state and nation. Over the past 18 months, 2-1-1 Alameda County has provided assistance for five sister 2-1-1's by handling overflow calls after disasters, including 2-1-1 Texas after Hurricane Harvey in FY 18. This mutual aid will prove invaluable should a large scale disaster occur in Alameda County and we need assistance handling a high volume of calls from the public.

"It was a serious topic but presented in a fun and upbeat way."

- Preparedness Training Participant



Volunteer Spotlight

Christina Blackmon has volunteered with Eden I&R since March 2017 answering phones, preparing outreach materials and greeting visitors. She brings several years of relevant work experience to her position, having previously served as a Court Clerk for the Alameda County Superior and Medical Clerk for the Department of the Army. The Eden I&R team enjoys Christina's high spirited personality and can-do attitude.

Community Outreach

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.



Eden I&R participated in 103 events, served 7,763 people and distributed 56,580 materials in FY 18

Volunteer Program

Our information and referral staff manage a number of programs as part of its mission to help low-income families obtain health and human services. Volunteers are an essential part of these efforts. Without their time and energy we simply would not be able to maintain the breadth of our services.

11 volunteers contributed 1,798 hours of service in FY 18



For volunteer opportunities, contact Jeanette Mills,
Volunteer Coordinator at 510-727-9503

"It's great to lend your skills to such an important cause." - Volunteer

Financial Information

Thank You to Our Supporters

Public Funders

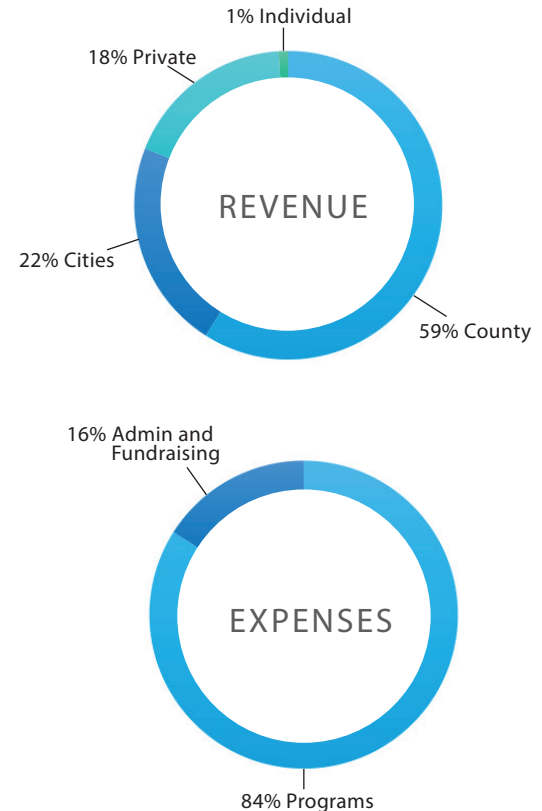
- Alameda County Transportation Commission
- Alameda County Cities
- Alameda County Health Care Services Agency
 - Behavioral Health Care Services
 - Public Health Department
- Alameda County Housing & Community Development
 - HOPWA (Housing Opportunities for People with HIV/AIDS)
- Alameda County Probation Department
- Alameda County Social Services Agency
 - Adult Protective Services
 - Child Protective Services
 - Foster Care Placement
 - Public Guardian
- Alameda County Workforce Development Board
- Eden Health District

Private Funders

- Crescent Porter Hale
- Eden Area Foundation
- Firedoll Foundation
- First Republic Bank
- Hitachi High Technologies
- Kaiser Permanente
- PG&E
- Ross Dress for Less
- Safeway
- Share the Spirit
- Thomas J. Long Foundation
- United Way Bay Area
- Walter & Elise Haas Fund
- Wells Fargo

In-kind Donors

- Columbia Sportswear
- Costco
- Nixon Peabody LLP
- Prana
- Taproot Foundation



“Thank you for the important work you do for our community.” - Donor



We connect people with hope, 24/7. Our dedicated staff provide Alameda County residents with information, support, and the chance for a better tomorrow.

[EdenIR.org](https://edenir.org) | 510-537-2710