



Eden I&R 2020 Annual Report

July 1, 2019 - June 30, 2020

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A special thank you to the following board members who served during 2020 and have subsequently stepped down.



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CHRIS LOW
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City of Alameda

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 lean on one of the most overused words from the past year, 2020 was certainly unprecedented. Calls to 211 surged following the first Stay at Home Order in March. Hundreds of records in our database had to be immediately updated as programs and other information were impacted by Covid-19. Our AHIP staff and outreach team quickly pivoted as meetings could no longer be held face to face nor events in person. And we set up all 35 of our employees to work from home within days.

And amidst the backdrop of a global pandemic, the nation experienced civil unrest protesting systemic racism after yet more senseless killings of Black people at the hands of police. It is critical that we acknowledge our Black employees' current state of emotions and to recognize their exhaustion, anger, grief, and trauma. Eden I&R has begun investing in diversity, equity and inclusion work so that we can do even better for our staff and clients of color.

I am incredibly proud of the agency's staff and board for rising up to meet the challenges of 2020 and beyond. This period has provided tremendous opportunity to highlight the value of the 211 system which has received kudos at the county, statewide, and national levels for its nimble response and various roles it has played. We know the impact of Covid-19, economic and otherwise, will be long-term. Thankfully, Eden I&R and its programs will continue to connect individuals and families with the information and resources they need, 24/7.

In Service,




Alison DeJung
Executive Director

Dear Friend,

Throughout my career, I have focused on supporting other women, so I am proud to serve on the board of Eden I&R whose callers are 70% women of color, and which has a staff reflective of the population we serve. I am incredibly grateful to work with these women and see the ways in which they support our callers, from offering Covid-19 testing information, to resources for childcare, to mental health referrals. Our staff is there for women and men during life's difficult moments.

I could not be prouder of Eden I&R's response during the Covid-19 pandemic. In addition to the many ways we have supported the community during this time, we have also prioritized the health and wellbeing of our own staff so they could continue to be effective during this crisis. Leadership has shared resources for self-care, like a free Calm app subscription and free counseling for frontline workers, offered child care stipends for those who needed it in the early days of the pandemic, and provided small gift certificates for meal deliveries when funds allowed.

With support from the community, the Eden I&R team rose to the occasion this year, and the following report demonstrates all we were able to accomplish. We look forward to continuing to compassionately support our community through the Covid-19 recovery and beyond.

Sincerely,




Amy Wilson
Chair, Board of Directors



211 Services Database

1,004 agencies

2,558 programs

TOP 10 SEARCH TERMS

1. Low Cost Home Rental Listings
2. Emergency Shelters
3. Transitional Housing/Shelter
4. Homeless Shelter
5. Housing Search and Information
6. Housing
7. Housing Issues
8. Rent Payment Assistance
9. Permanent Supportive Housing
10. Residential Housing Options

211 Alameda County

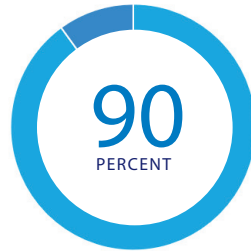
211 is the one stop for 24/7 access to housing, healthcare, disaster relief, and more. This free and simple three-digit telephone number connects callers in Alameda County with a live Phone Resource Specialist who introduces them to resources and advocates who can help with a variety of needs including 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 confidential.



71,974
calls and texts

85,143
referrals provided

17%
increase in calls/texts
over last fiscal year



90% of callers stated the information they received was more helpful than that they found elsewhere.



"I knew that there were resources out there to be had, I just needed to find out what they were. And so I called 211... and from there it was just uphill, really." - V.M.

Photo courtesy of Bay Area News Group.

"I feel like a weight has been lifted off my back." - Brenda, 211 Caller

211 Alameda County



Coordinated Entry System

5,646 callers screened

5,368 calls transferred to a Housing Resource Center

After Hours Calls

1,853 Adult Protective Services

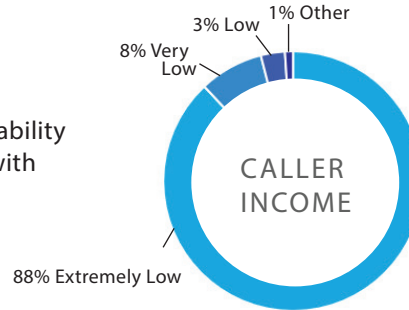
8,381 Child Protective Services
Emergency Response

508 Foster Care Placement

581 Public Guardian

CALLER DEMOGRAPHICS

70% Female
53% Living with a Disability
26% Single Mothers with
Minor Children
18% Seniors



A woman battling cancer called from Fremont, concerned about paying her rent. She was out of work and not sure if she would be able to work again because she was considered high risk for Covid-19. She was looking for information regarding applying for unemployment benefits. 211 provided this caller with information on the Pandemic Unemployment Assistance that was part of the CARES Act and Temporary Moratorium Information on Residential Evictions in Fremont.

TOP 10 CALLER NEEDS

1. Housing/Shelter
2. Information Services
3. Food/Meals
4. Transportation
5. Legal Services
6. Utilities
7. Mental Health
8. Income Support/Assistance
9. Individual/Family Support
10. Public Health

TOP COVID-19 NEEDS

1. Quarantine resources
2. Public Health Information
3. Employment Advice
4. Testing Availability
5. When to Stay Home
6. Closures
7. Close Proximity to Covid Case
8. Mask Availability
9. Sanitizer/Cleaning Products
10. How to Prevent

"This 211 is a godsend. Thank you so much." - Darryl, 211 Caller

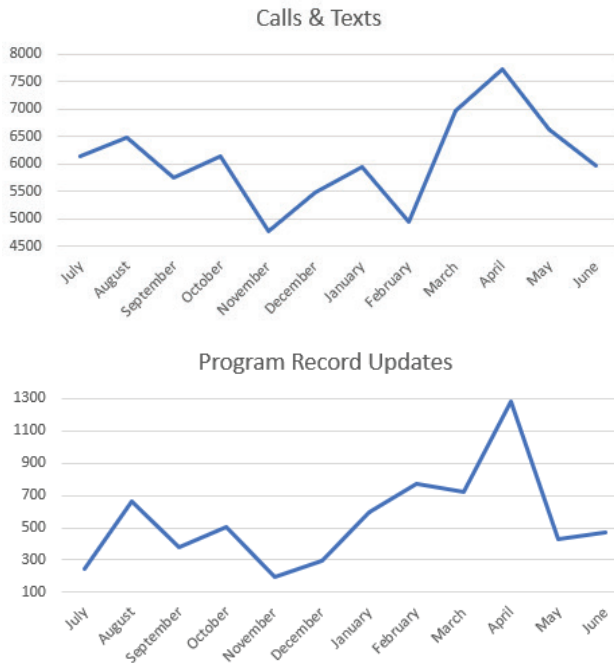


“Our 211 system is an incredible system in the state of California that connects people to real services, in real time. So if a loved one or a neighbor or a stranger is in need and they need something more than just nice words and just a check-in, but needs specific services, we partner now with 211 to provide those services at the local level all throughout the state of California.”

-California Governor Gavin Newsom

Covid-19 Response

211 responded to a dramatic surge in calls beginning in March 2020 as a result of the Covid-19 Pandemic. At the same time, a record number of programs were updated to maintain accurate information on rapidly changing resources.



Eden I&R also responded to Covid-19 by:

- Partnering with 211s across California to launch a campaign for people to text “COVID19” to 211211 for information
- Answering calls for County Public Health Department and the State of California
- Updating our website with information and resources related to Covid-19
- Scheduling Covid-19 testing appointments at county sites for those needing language or technical support
- Partnering with county to disseminate accurate and trusted information on Covid-19 to hard-to-reach communities

“211 has been working very hard through this crisis.” - Oakland Mayor Libby Schaaf

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 affordable housing units in Alameda County. People can get information from this database by calling 211 or visiting ACHousingChoices.org.



Highlights

- Staff served on the steering committee of the BLOOM website, a new affordable housing portal for the county
- Housing Coordinator served as a panelist for the Rental Housing Association presentation to local landlords

During the 4th Quarter of FY20 some housing staff pivoted to updating the services database and help make all the detailed and necessary changes to programs responding to Covid-19 and shelter in place regulations. To accomplish this, the team streamlined the housing updating process enabling a fewer number of staff to maintain the housing data for the 211 Call Center and our website content.



75,365 total units

166 new buildings

2,679 new units



ACHousingChoices.org

112,797 pageviews

26,240 sessions/visitors

Software developer Exygy worked with the housing team to implement upgrades to the Eden I&R AC Housing CHOICES website.

“Eden I&R is the only way I advertise my units.” - Landlord



307 clients served

3,838 housing referrals

1,214 services referrals

AIDS Housing Information Project (AHIP)

AHIP offers housing and human services resource referrals to People Living with HIV/AIDS (PLHIV) 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 nonprofits, and participates in coalitions and collaborative efforts that focus on the needs of PLWHA.

Ray was referred to AHIP by his Ryan White social worker in November 2018. He had moved into the EOCIP Crossroads Shelter in September, after becoming homeless at the age of 52 when his landlord of 24 years died and the property was sold. Between Fall 2018 and Spring 2020, AHIP helped Ray apply to nearly 40 subsidized properties, including those with funding from HUD's Housing Opportunities for Persons with HIV/AIDS (HOPWA) program. Throughout the lengthy process of applying for housing, Ray never lost his optimism and determination.

In November 2019, EAH Housing asked AHIP for suitable referrals for a one-bedroom HOPWA vacancy in Oakland. Ray's application was initially denied due to medical bills and small credit card balances that had gone to collections. He paid off the balances with money saved during his shelter stay, appealed the denial, and was approved as a new tenant pending approval from the Oakland Housing Authority.

Shelter in Place orders caused several delays, but Ray finally moved into his apartment in May 2020. After he signed his lease, he texted a picture of his keys, saying they were the most beautiful keys in the world. AHIP helped him apply to the HomeStretch Financial Assistance Fund, which paid for move-in costs, furniture, and household items. Ray is now thriving in his new home. AHIP's work is done in close collaboration with other agencies. Ray's success was the result of close partnerships between AHIP, the Adult Immunology Clinic at Highland Hospital, the EOCIP Crossroads Shelter, EAH Housing, and the Alameda County Health Care Services Agency.



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




14 people
were housed as a
direct result of AHIP
involvement

“Eden I&R has been instrumental with helping us fill our HOPWA units.” - EAH Housing

Disaster Preparedness

211 is a vital resource for the whole county before, during, and after emergencies and disasters. Eden I&R/211 has a designated seat in the County's Emergency Operations Center and in the event of a disaster, 211 is used to provide vetted, updated information to the public including safe travel routes, open hospitals, emergency shelter, 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.

 **926** people educated | **39** trainings

Disaster Preparedness Summit

Our Disaster Preparedness Coordinator co-led an all-day Disaster Preparedness Training for nonprofits and community based organizations in December 2019. The event was organized by Alameda County Voluntary Organizations Active in Disaster (ALCO VOAD) and funded by Bay Area Urban Areas Security Initiative.

To schedule a training, contact Lars Eric Holm at 510-727-9516.



211 Alameda County is a proud partner in the Listos California for All campaign to help Californians prepare for any disaster.



Executive Director Alison DeJung, Alameda County Sheriff's Public Information Officer Sgt. Ray Kelly, & Senior Emergency Services Coordinator Domingo Cabrera

211 has a seat at the Alameda County Emergency Operations Center (EOC), which was activated for two PG&E Planned Safety Power Shutoffs in October 2019. Our seat was staffed for 36 continuous hours for the first activation, and 48 hours for the second.

Eden I&R's Disaster Preparedness Coordinator was deployed to the EOC beginning on March 18, 2020, and he worked there either in-person or virtually for 75 operational periods during weekdays in FY 20.

"Great trainer! Engaging, creative, and makes it easy to participate." - Sara, Participant



Volunteer Spotlight

Ten additional volunteers were recruited and trained in April and May 2020 to help 211 Alameda County answer the increased call volume due to the pandemic. In May and June 2020, these volunteers provided 254 hours of service to our community. When time allowed, they also provided backup support to other Bay Area 211s.

The volunteer opportunity was promoted as part of State Senator Nancy Skinner's April 30, 2020 Town Hall.

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.

3,564 people reached | 36 events | 25,550 materials distributed
414,582 website pageviews | 81,482 website sessions/visitors

Volunteer Program

Our staff manage many programs as part of our mission to help low-income families obtain 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.



29 volunteers | 2,546 hours of service

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

“Volunteering helps increase my knowledge of community resources.” -Sophia, Volunteer

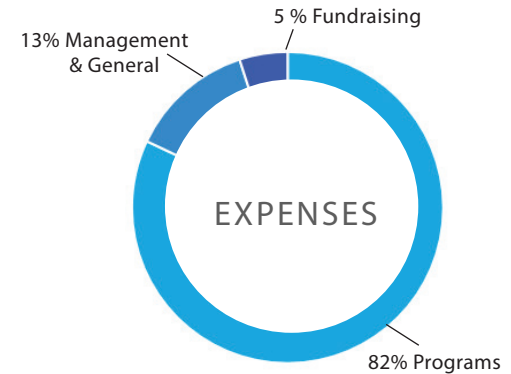
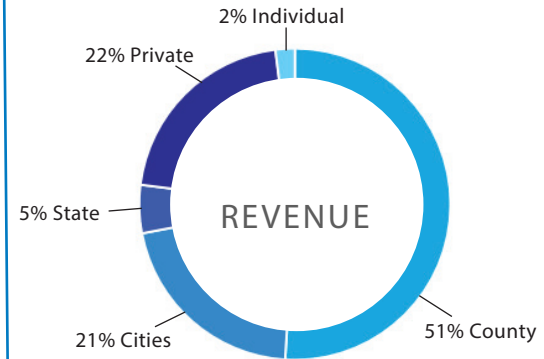
Financial Information

Thank You to Our Supporters

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) • The Center on Disability at the Public Health Institute/California Office of Emergency Services • Christopher & Dana Reeve Foundation • Columbia Sportswear • Eden Area Foundation • Eden Health District • Firedoll Foundation • First Republic Bank • Hitachi High Technologies • Kaiser Permanente • PG&E • San Francisco Foundation • Share the Spirit • SF CARD/Bay Area Urban Areas Security Initiative • Simpson Strong Tie • Sister to Sister 2/Board of State and Community Corrections • United Way Bay Area • United Way Worldwide • Walter & Elise Haas Fund • Wells Fargo

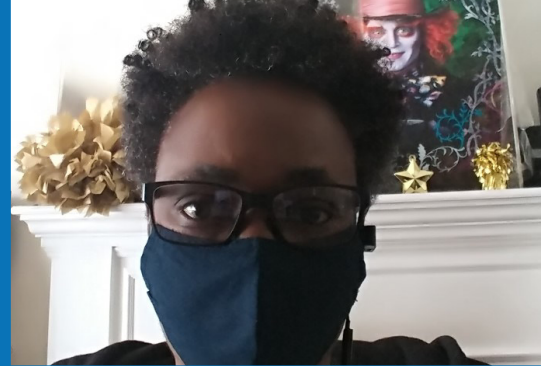
Covid-19 Response Supporters

Alameda County Housing & Community Development • Alameda County Public Health Department • City of Hayward • District 2 COVID Response Fund • East Bay Community Energy • East Bay Community Foundation • Goodwill Sacramento Valley & Northern Nevada/California Department of Public Health • Oakland Covid Relief Fund • San Francisco Foundation • Statewide CA 211 Network/California Department of Social Services • Sundial Fund • United Way Bay Area • United Way Worldwide



“We appreciate all you are doing to serve the community during this difficult time.”

- Walter & Elise Haas Fund



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

510-537-2710

EdenIR.org - Agency information and news
211AlamedaCounty.org - Health and human services data
ACHousingChoices.org - Housing resources

Text us at 898-211
Mon-Fri 9am-4pm