

Eden I&R 2021 Annual Report

July 1, 2020 - June 30, 2021

Dear Friend of Eden I&R,

I am proud to share this annual report with you that highlights the myriad ways in which Eden I&R served the community over the last year. Covid-19 was the backdrop for so much of the agency's work whether it was working closely with both the state and Alameda County Health Care Services Agency to inform callers about vaccine availability and eligibility, to providing multilingual assistance to callers who need to schedule a Covid-19 test, to referring people to the Emergency Rental Assistance Program and other resources needed as a result of the economic impact caused by the pandemic.

The agency also launched the new Transportation Department. Through assorted partnerships, staff arranged free Lyft rides for callers as well as scheduled Lyft and Uber rides subsidized by the city of Hayward (and soon by the city of Alameda!) for eligible seniors and people with disabilities. The team is also continuing Eden I&R's mobility management work, to help curate information about transportation services to customers, including older adults, people with disabilities, and individuals with lower incomes.

20/21 was a banner year for Eden I&R as partnerships were born, funding increased, new staff were hired (and continue to be recruited), and 211 Alameda was featured in several local and national media. The agency undertook a strategic organizational priority and budget planning process for the first time that obtained input from all staff, and we started critical equity work intended to undergird all of the agency's programs and policies moving forward.

With Gratitude,




Alison DeJung
Executive Director

Dear Friend,

Hundreds of years of systemic racism and structural inequalities have left people of color disproportionately represented in the prison population, much more likely to experience homelessness, and to be more adversely impacted by Covid-19. As a result of these and other challenges, those who call 211 Alameda County are also disproportionately people of color; last year nearly two-thirds of callers were African American women.

This year we have had many authentic, often emotional, conversations about cultural proficiency with our entire team, facilitated by an experienced DEI Consultant. We have since established a staff equity team, conducted an organizational audit, and are currently creating an agency equity plan to guide our steps over the next few years. I look forward to continuing to dig deep into these issues to better serve our community.

Eden I&R additionally continued to support important initiatives to promote health equity for our callers. These included providing referrals to the Kick It California (formerly known as the California Smokers' Helpline), sharing information on disaster preparedness as part of the Listos California for All campaign, and promoting Covid-19 vaccinations.

I am incredibly proud of Eden I&R's great work this year and their expansion into new services and funding sources. On behalf of the Board of Directors, thank you for your continued support.

Sincerely,




Amy Wilson
Chair, Board of Directors



211 Services Database

909 agencies

2,461 programs

TOP 10 CALLER NEEDS

1. Housing/Shelter
2. Utilities
3. Information Services
4. Legal Services
5. Food/Meals
6. Substance Use Disorder Services
7. Public Health
8. Tax Assistance
9. Mental Health
10. Public Assistance Programs

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 Community 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.



66,843
calls and texts

83,253
referrals provided



Just after 5 pm one day, “JR,” a man with health issues who was experiencing homelessness, called 211 from a kidney dialysis center with no place to go for the night. 211 staff member Rashana (pictured on the left) identified a shelter across town with an open space, but JR had to arrive at the shelter by 6 pm. When our staff asked if there was anyone who could help him get to the shelter, JR said, “There’s no one here, no one here to help me.” Rashana helped JR get a free Lyft ride to the shelter where a safe bed and a warm meal awaited him.

Photo courtesy of 99% Invisible podcast

"The staff showed concern and showed that they really cared." - Desiree, 211 Caller

211 Alameda County



Coordinated Entry System

5,468 callers screened

4,178 calls transferred to a Housing Resource Center

After Hours Calls

1,732 Adult Protective Services

7,992 Child Protective Services
Emergency Response

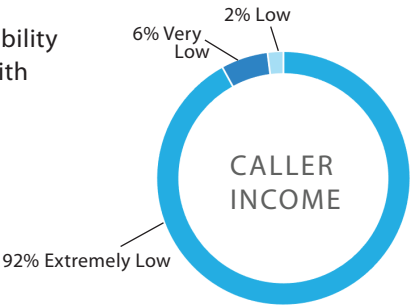
299 Foster Care Placement

617 Public Guardian

A San Leandro family called seeking resources for Covid-19. Both adults in the household tested positive for Covid-19, have been unemployed since the end of January, and were unsure when they could go back to work. One adult was collecting CalWorks but did not receive full benefits. 211 provided this family with information on several drive-through food pantries as well as Eden Council for Hope and Opportunity, Inc. for rental assistance.

CALLER DEMOGRAPHICS

68% Female
52% Living with a Disability
23% Single Mothers with
Minor Children
17% Seniors



CALLER SATISFACTION



96% of callers stated they would recommend 211 services to a friend or family member.



94% of callers reported they received enough information to help with their search.

“I was a little nervous but the staff member helped calm my anxiety.” - Lupita, 211 Caller

Covid-19-Related Activities

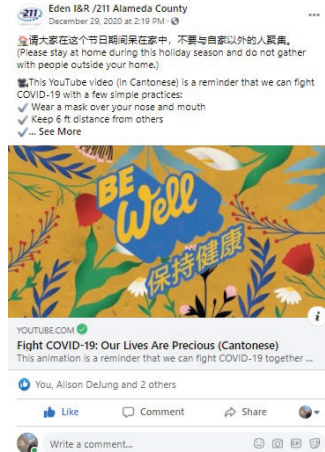
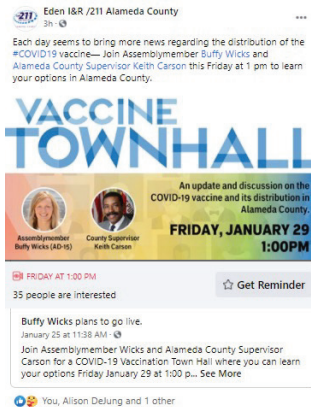
- Set up all staff to work from home
- Deployed staff from other departments to assist in resource updating
- Informational text campaign
- Covid-19 resource page on agency website
- Disaster Preparedness Coordinator deployed to county Emergency Operations Center
- Representation on several countywide and regional partner groups
- Asked to supply data to various partners

Top Covid-19 Needs

- Vaccine information
- Quarantine resources (e.g., food delivery)
- Covid-19 testing
- Employment legal advice
- Rental assistance
- Someone close tested positive
- Sanitizer, PPE availability
- Closures (e.g., schools)
- Transportation

Covid-19 Response

While the initial wave of calls to 211 Alameda County about Covid-19 eased this year, we continued to respond to increased call volume around vaccines, masking requirements, and rental assistance. The agency partnered with Alameda County Health Care Services Agency to conduct outreach about vaccination and Covid-19 contact tracing.



Edén I&R, Inc.
@EIR_211Alameda

Text "coronavirus" or "COVID19" to 211211 for information on how the illness spreads, prevention & treatment, symptoms and more. #coronavirus #COVID19

Text "coronavirus" or "COVID19" to 211211
for current information on how the illness spreads, prevention & more.



"We're thankful for 211's ongoing partnership in responding to our community with accurate and consistent information about Covid-19." - Alameda County Health Care Services Agency

NEW - 211 Transportation

For the past few years, 211 Alameda County has seen transportation consistently rank within the top five needs of our callers. The mission of the new 211 Transportation Department is “to reduce transportation barriers in underserved communities in an attempt to level the playing field.” In effort to accomplish our mission, 211 Transportation has partnered with United Way Worldwide’s Ride United program to offer callers free Lyft rides for the purposes of employment, medical, food, and vaccinations, when no other transportation resources are available. Additionally, 211 Transportation has partnered with the Hayward Operated Paratransit program to schedule subsidized Lyft and Uber rides for eligible seniors and people living with disabilities in Hayward, Castro Valley, San Lorenzo, Ashland and Cherryland. The 211 Transportation team has also performed a comprehensive review of Alameda County transportation and paratransit resources, ensuring 211 is able to provide callers requesting transportation assistance with accurate guidance and referrals.



3,623
rides coordinated



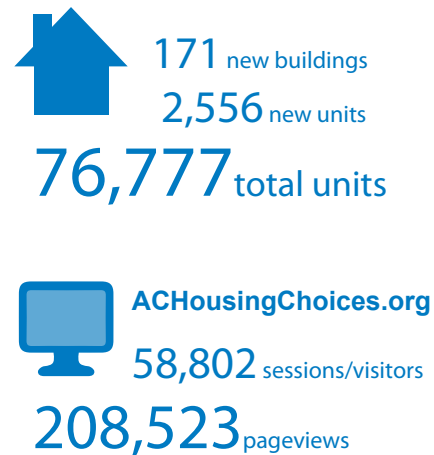
12 second
average answer time
for transportation calls



“211 Transportation has been of great help, I just moved to California and soon after my arrival I required surgery on my right leg. Being new to the state and with no family members near, I had no one to drive me to the hospital or after being released. The 211 Transportation staff helped me book a ride to my surgery and back home. They ensured I was safe and taken care of.”

- Christina, 211 Transportation Caller

“The program is well run and very dependable.” - Steve, 211 Transportation Caller



In December 2020, Eden I&R announced the launch of the new improved website www.achousingchoices.org, home to ALL active waiting lists for affordable housing in Alameda County. The website features improved accessibility features based on best practices and input from local focus groups comprising individuals experiencing homelessness and those living with a mental illness and their advocates.

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.



Emergency Rental Assistance Program

The Alameda County Housing Secure Emergency Rental Assistance Program (ACHS-ERAP) launched in Spring 2021. The program helps income-eligible households pay rent and utilities, both for past due and future payments. 211 provides support for callers that need help with the ERAP program, and designated 211 staff have been trained to provide initial online application assistance to those callers who do not have internet access or require technical assistance.

Landlords have also been able to benefit from this program, and the Eden I&R housing team has conducted significant outreach to the more than 900 landlords in its housing database.

Owner Appreciation Day 2021 was held virtually. Eden I&R's housing team presented two hour-long Zoom presentations covering topics like the history of Eden I&R and 211, the housing database and how it works, and the details of housing records we keep. The team also presented www.achousingchoices.org and how to search for affordable housing.

"I got a renter within a few days using the 211 Alameda County Services." - Tom, Landlord

AIDS Housing Information Project (AHIP)

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 nonprofits, and participates in coalitions and collaborative efforts that focus on the needs of PLWHA.



309 clients served

6,025 housing referrals

1,850 services referrals



In April 2020, the AHIP team received word from HomeStretch, a component of Alameda County's Coordinated Entry System, that the Harrison Hotel in downtown Oakland was seeking referrals for several newly-remodeled Single Room Occupancy units funded by two federal housing programs, Shelter Plus Care and Housing Opportunities for People with HIV/AIDS. Candidates for the units were required to be living with HIV and "literally homeless," e.g., living in an emergency shelter, a vehicle, a tent encampment or on the street.

Many PLWHA in Alameda County live in places not suitable for habitation, and many have been at heightened risk for contracting Covid-19 due to age or underlying health conditions. With several of our clients already placed in "Project Roomkey" hotel rooms so that they could safely self-isolate, AHIP worked with its partners in the Ryan White HIV care system and HUD Continuum of Care to refer suitable clients to the SRO units at the Harrison and guide their applications toward approval.



13 people
were housed as a
direct result of AHIP
involvement

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

Over the course of five months, AHIP worked closely with medical case managers at LifeLong Medical's Ashby Health Center and AIDS Healthcare Foundation (AHF), often meeting with clients at the Safer Ground hotels and the EOCP Crossroads Shelter to obtain the required documents. The process of approving clients for housing involved working with Alameda County Shelter Plus Care administration, the Oakland Housing Authority, and the John Stewart Company, the property management company that manages the hotel. By September, five AHIP clients had obtained permanent housing at the Harrison Hotel, paying 30% of their income toward rent and benefitting from on-site supportive services provided by LifeLong staff. AHIP, AHF and LifeLong Medical staff worked with some of the new residents to prepare applications for move-in financial assistance, furniture and household items through the HomeStretch Fund and Season of Sharing.

"You're the best housing person I've worked with. You're excellent at your job." - Eva, Client



Prepare U Training

Eden I&R organized a 7-week course on Disaster Preparedness called "Prepare U" in Fall 2020. The class met virtually twice each week for 1.5 hours per session. Topics ranged from Personal Preparedness, to Organizational Preparedness, to Donations Management. In all, 95 students and 10 panelists attended Prepare U, with an average attendance of 30 students per class. 8 students attended all 14 sessions. The Bay Area Urban Areas Security Initiative funded this work after selecting Eden I&R as the agency to represent community-based trainings in the East Bay.

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 for staff, volunteers, and clients of community-based organizations, government agencies, schools, and other entities. All trainings are interactive and fully customizable.



900

training attendees

37

trainings

Emergency Operations Center Support

211 has a seat at the Alameda County Emergency Operations Center (EOC) in Dublin, which was activated for Covid-19. Our Disaster Preparedness Coordinator has supported the EOC 67 times in-person during the pandemic and has also supported efforts virtually by participating in calls for the County's Joint Information System. A key part of his role is to collect up-to-date information for our callers on emerging resources related to Covid-19.

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. We educated **more than 12,000** community members on the steps to disaster preparedness as part of this project.

"Everything was engaging and presented clearly." - Kerrie, Prepare U Participant

211 in the News

211 Alameda County was featured in several local and national media outlets this year, including in two profiles by the Bay Area News Group. Below is an excerpt from an article in the Mercury News. Elsa Gonzalez, the staff member mentioned, is pictured on the front of this report.

"During a recent shift at the Alameda County 211 center, Elsa Gonzalez took a call from an Oakland man who was sleeping in his car after losing his job. He wanted a housing voucher. Gonzalez couldn't give him one, but she explained how he could find a shelter bed for the night, and told him how to get on the county's housing waitlist.

Calling Gonzalez ma'am, he thanked her and explained he'd never asked for help before, but he was willing to do whatever it took to get back on his feet.

'This is a big step for me,' he said. 'I really appreciate this.'

After she hung up, Gonzalez put a hand over her heart.

'That was good,' she said, smiling. 'That was a good call.'"



211 Alameda County was featured on *This American Life* in the January 2021 episode "Making the Cut." We were grateful for listeners to have a window into our world, the challenges our staff face, and the lengths we go to to help where we can.

The story on page three of this report, about Community Resource Specialist Rashana helping a man find shelter for the night, is featured in this podcast. A longer version was recorded for the 99% Invisible podcast series "According to Need."

"She kept my spirits up," VM said of the 211 staff member. "She touched me and I believe I touched her as well." - VM, 211 caller as quoted in the East Bay Times



Senator Wieckowski Community Partner

Thank you to state Senator Bob Wieckowski for choosing Eden I&R as his 2020 Community Partner! It is a great honor to have this acknowledgment and recognition of all the staff's hard work during this challenging year. Eden I&R's Executive Director accepted this award, along with the Senator's other Local Hero Awardees, Second Harvest Food Bank and Project More Foundation, during the Virtual State of the 10th Senate District Address & Awards Ceremony.

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.

1,007 people reached | 42 events | 3,064 materials distributed
423,711 website pageviews | 120,660 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.



11 volunteers | 160 hours of service

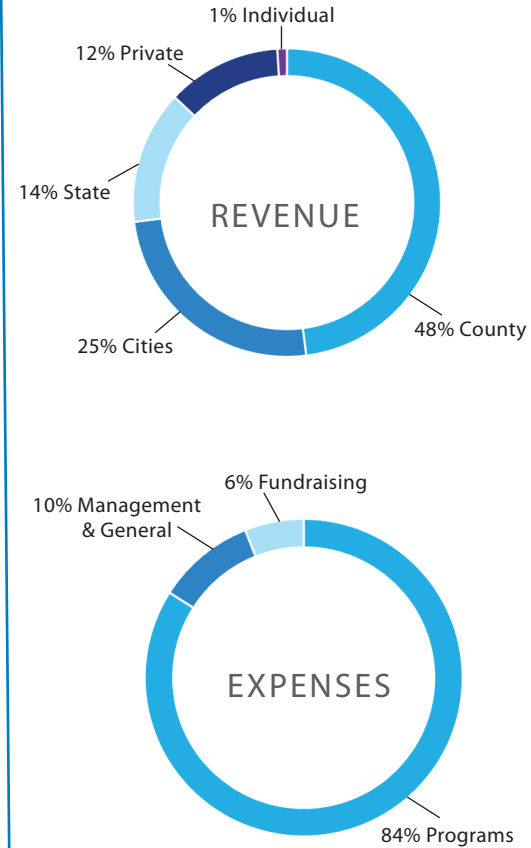
For volunteer opportunities, contact Jeanette Mills, Volunteer Coordinator, at 510-727-9503.

"Volunteering with Eden I&R was a very enriching experience for me." - Joshua, Volunteer

Financial Information

Thank You to Our Supporters

- Alameda County Board of Supervisors
- Alameda County cities
- Alameda County Health Care Services Agency
- Alameda County Housing & Community Development Department
- Alameda County Probation Department
- Alameda County Social Services Agency
- Alameda County Transportation Commission
- Albertsons Companies Foundation
- Aurrera Health Group, LLC/California Department of Health Care Services
- California Department of Public Health
- California Department of Transportation
- Christopher & Dana Reeve Foundation
- Eden Health District
- Firedoll Foundation
- First Republic Bank
- Goodwill Industries of Sacramento Valley & Northern Nevada Inc./California Department of Public Health
- Hitachi High-Tech America
- Kaiser Permanente/Kaiser Foundation Hospitals
- The PG&E Corporation Foundation
- Public Health Institute/California Office of Emergency Services
- San Francisco Foundation
- Share the Spirit
- San Francisco CARD/Bay Area Urban Areas Security Initiative
- Simpson Strong Tie
- Sister to Sister 2/Board of State and Community Corrections
- Sundial Fund of the Marin Community Foundation
- United Way Bay Area
- United Ways of California
- United Way Worldwide
- Walter & Elise Haas Fund



"It has been lovely to work with you to support the programs and services offered by 211."

- Lena Robinson, First Republic Bank

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A special thank you to the following board members who served during 2021 and have subsequently stepped down.



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Critical Care Medicine, Stanford University



KACEY JONES
Senior Program Manager for Leadership
Development, Robert Half International

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

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.



Stay Safe. Get Vaccinated. Covid-19.ACgov.org/Vaccines

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