

EDEN I&R ANNUAL REPORT

July 1, 2021 – June 30, 2022



ALAMEDA COUNTY



Letter from our Executive Director



Dear Friend of Eden I&R,

Last fiscal year was another period of growth for the agency. Eden I&R launched several new partnerships, which include:

- Creating a pilot Housing Specialty Unit within 211 to support advanced housing-related needs of callers
- Working with local partners to provide free DoorDash deliveries of food and essential supplies to those in need
- Being selected by Alameda County Housing & Community Development to serve as the Coordinator for the Alameda County Housing Portal (<https://housing.acgov.org/>), which was launched in 2020 with the ultimate goal of serving as a single-entry point for access to affordable rental housing
- Preparing to become part of the California vs. Hate Resource Line and Network, that allows individuals to report hate, discrimination, or bullying and get referrals to support services as well as receive follow-up support and advocacy from Care Coordinators

Additionally, Eden I&R's core programs expanded, helping more residents and employees in Alameda County throughout the year. 211 handled an 18% increase in calls in 2021/22 over the prior year, as inflation and the rising cost of living adversely impacted more and more individuals and families. Our Housing Department continued to work with landlords and property managers to add new housing units to Eden I&R's housing database, and the achousingchoices.org website received 20% more visits from those seeking housing. The agency celebrated the 25th anniversary of our AIDS Housing Information Project, which provided 17% more housing and service referrals to a larger number of clients than in 2020/21. And our Disaster Preparedness Coordinator trained nearly twice the number of people this year in a variety of topics and led the second Prepare U training in partnership with the Bay Area Urban Areas Security Initiative.

As the fiscal year drew to a close, I was extremely fortunate to begin a sabbatical. After 10 years with Eden I&R, including leading the agency through the challenging early days of the pandemic, I very much appreciated being able to temporarily step away from my role to rest, re-charge, and reflect. I returned with some new perspectives and ideas, and I look forward to continuing to refine the agency's service delivery, working towards 211 playing a key role in additional care coordination initiatives, and connecting people with hope, 24/7.

With Gratitude,

A handwritten signature in blue ink, appearing to read 'Alison DeJung'.

Alison DeJung
Executive Director

Letter from our Board Chair



Dear Friends,

My journey with Eden I&R/211 Alameda County began when I was invited to join the Board of Directors in 2018, and now, it is a privilege to introduce myself as the new Board Chair. Eden I&R/211 Alameda County's mission is powerful; personally, I've had friends who utilized 211 and were connected to services providing in-home nursing care, hospice, and rental assistance. I am proud to be part of an organization that offers such critical information via only a phone call or text.

For more than 45 years, this incredible organization has made a significant impact on neighborhoods and communities throughout Alameda County. This past year was no exception. Some accomplishments in fiscal year 2021-2022 that I am most proud of include the following:

- 211 Alameda County hired additional Community Resource Specialists, resulting in more referrals provided and lower wait times for callers
- We hired a Tech Governance Consultant firm to help bring new software services that can streamline processes and increase efficiencies at the agency
- We expanded our Transportation program and services and hired our new Care Coordinator as part of our partnership with Pacific Gas & Electric to better prepare Access and Functional Needs of community members for Public Safety Power Shutoffs

With deep appreciation for our staff, Eden I&R/211 Alameda County is poised for even more impact in the year ahead. Our team has continued to provide our clients with the utmost of services through another incredibly tough year, and we are in a time of much-needed growth for the organization. We are very grateful for the success to date, and I am excited to help continue our growth as Board Chair.

In closing, I want to thank all of you. We could not have achieved this progress without the hard work of our staff, partners, and supporters like you. I also want to give a special thanks to Amy Wilson for her leadership over the past two years as our prior Board Chair. I am grateful to follow in her footsteps. Onward!

Warm regards,

A handwritten signature in black ink, appearing to read 'Patty Mok', written in a cursive style.

Patty Mok
Chair, Board of Directors



Linking People & Resources

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



Eden I&R Equity Action Plan

During the last year, Eden I&R continued its work with an Equity Consultant. Eden I&R seeks to take a systematic approach in how we track and monitor progress to ensure a sustained and collective commitment towards:

- Creating a more inclusive and equitable organization
- Recruiting, retaining and supporting a diverse staff
- Promoting and supporting inclusive training and professional development

The objectives of the work we have been engaging in across the agency are:

- To establish a foundational understanding of four tools of cultural proficiency and equity for all staff
- Complete a comprehensive Equity Audit with representatives from various tiers of the organization based on the Essential Elements of Cultural Proficiency and Equity frameworks
- Co-create an Equity Action Plan with specific goals, built-in internal and external progress monitoring components, and follow-ups

2021-2022 Highlights:

- In effort to cultivate connection, front-line staff were offered a self-care and vicarious trauma workshop presented by AllThrive
- Peer-to-peer training began to enhance skills and coworker relations
- Increased collaboration in staff meetings and morning briefings where staff shares common experiences and shares tips on call handling

211 Alameda County

211 is often the first step for vulnerable people who don't know where to turn for help and are unsure of how to navigate the maze of government agencies and community-based organizations that provide assistance.

This free and simple three-digit telephone number is confidential, accessible 24/7, and available in over 300 languages. 211 connects callers in Alameda County with a live Community Resource Specialist (CRS) who introduces them to community resources and human service agencies.



211 Alameda County

- 81,599 calls and texts
- 100,187 referrals provided



211 Services Database

- 1,259 agencies
- 2,559 programs

"211 was a life saver. I feel much better after talking to them. Thank you." - 211 Caller

Team 211 provided over 100,000 referrals to clients across Alameda County—a 20% increase over the previous year.

Top needs for clients were housing/shelter, utilities, substance use disorder services, legal services, information services, mental health resources, food, public assistance programs, tax organizations and services, and disaster services.



Coordinated Entry System (CES)

- 5,542 callers screened
- 4,178 calls transferred to a Housing Resource Center

CES includes:

- Points of access to resources for people experiencing homelessness
- Housing Problem Solving
- Assessment
- Prioritization for available resources
- Referral/Matching to Housing/Homelessness Resources
- Grievance processes

Caller Demographics

- 99% Low Income
- 69% Female
- 51% Living with a Disability
- 25% Single Mothers with Minor Children
- 16% Seniors

After Hours Calls

- 1,608 Adult Protective Services
- 8,122 Child Protective Services Emergency Response
- 487 Foster Care Placement
- 558 Public Guardian

Caller Satisfaction

- 96% of callers stated they would recommend 211 services to a friend or family member.
- 99% of callers reported they received enough information to help with their search.

Our Impact

Team 211 helps people with many different stories that affect residents of Alameda County, such as the following:

A mother of five living with a disability in Fremont called seeking veterans' benefits assistance. 211 referred her to Swords to Plowshares, the U.S. Department of Veterans Affairs, and the California Department of Veteran Affairs.

"I just wanted to say how much I appreciate the assistance of 211. You all do a great job; I appreciate your work and information you give to the community!" - 211 Caller



Ollie Arnold Housing Department

For 33 years, Eden I&R's Housing Department has been a trusted resource that provides information about low-cost housing options to homeless individuals, families, and others seeking housing-related services in Alameda County. Those in need can obtain information from this database by calling 211 or visiting ACHousingChoices.org.

"Thank you for your service. Eden I&R's Housing has always been helpful with listing my properties. I have been listing with you for a very long time, since 2010!" - Alameda County Landlord

Housing Database



- 205 new buildings
- 2,446 new units
- 78,215 total units

ACHousingChoices.org



- 74,418 sessions/visitors
- 270,780 page views

25th Anniversary of Eden I&R's 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. In November 1996, AHIP began serving its first clients. Funded by the federal Housing Opportunities for People with HIV/AIDS program, AHIP has provided countless clients with housing information services and in-depth housing support to help them locate permanent, safe and affordable housing and HIV-related services for 25 years.

AIDS Housing Information Project



- 315 clients served
- 7,502 housing referrals
- 2,002 services referrals

"While the faces associated with HIV/AIDS have changed, as have the staff in the AHIP program, the level of care and compassion has remained constant. Thank you for being there for all of the people who need housing services." - Michelle Starratt, Housing Director of the Alameda County Housing & Community Development Department

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



Public Safety Power Shutoffs (PSPS) Care Coordination

In partnership with Pacific Gas & Electric Company, the 211 Alameda County Care Coordination program supports all callers needing connections to resources to keep them safe and healthy during an active PSPS event and help develop a free personalized safety plan to best prepare for any future PSPS events. Clients can simply dial 211 to get started.

You can also reach out to our Care Coordination team by visiting 211alamedacounty.org/psps.



Since starting the program in early 2021, we have:

- Reached **1,094** households
- Sent **296** push text notifications
- Connected **6** clients with free portable batteries
- Completed **22** Safety Plans

"I'm disabled, I'm hard of hearing, and I have a problem understanding what is being said to me. My Care Coordinator was kind enough to slow it down, repeat, and help me understand.

I am excited and very pleased with my personal safety plan. It has everything every person should have. It has phone numbers, where to go during power outages, and what's happening during the power outages. It gives you information 48 hours before a power outage.

Thank you so much!" - PSPS Care Coordination Client



Expanded Transportation Services

Eden I&R provides coordinated mobility management through 211, including detailed and targeted transportation recommendations for seniors and those living with disabilities.

Eden I&R maintains a comprehensive list of all public and private transit service providers (e.g., regional centers, churches, social services agencies, senior nutrition sites, community centers, etc.) in Alameda County. Online and phone services are available 24/7/365.



Our Transportation Manager, Lobsan Barrera, joined Bay Area Rapid Transit's (BART) Title VI/Environmental Justice Advisory Committee. The committee was designed to encourage the full and fair participation of communities of color and low-income residents in BART's decision-making process. It votes and advises on transportation, accessibility, mobility and economic issues related to environmental justice.



- Eden I&R's paratransit concierge service arranges free or reduced-price ride-hailing services to seniors and people with disabilities through Lyft, Uber, or RydeTrans services in the City of Hayward
- We expanded our concierge service to the City of Alameda, in partnership with the Alameda Independent Mobility Program
- 5,110 clients served

"Tomorrow is Thanksgiving; I have no food and I cannot drive given my health. I am so thankful for this service; I can now have a warm meal." - 211 Transportation Caller

Community Outreach

Though many events were put on hold last year due to the pandemic, Eden I&R was able to actively participate and attend community events where staff and volunteers had the opportunity to speak directly with attendees about Eden I&R's programs and services.

Looking to the future, our new Outreach Associate, Bridget Schultz, joined the team last summer to continue representing Eden I&R throughout Alameda County. If you would like Team 211 at your next event, please contact Bridget at bschultz@edenir.org.



- 10 events
- 601 event attendees
- 11,691 materials distributed

EdenIR.org



- 132,410 sessions/visitors
- 459,175 page views

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 shelters, and information to locate a missing loved one. Eden I&R also provides a full range of disaster preparedness classes designed for staff, volunteers, and clients of community-based organizations, government agencies, schools, and more. All trainings are interactive and fully customizable. Contact Lars Eric Holm, at 510-727-951 or at leholm@edenir.org to schedule.



- 38 trainings
- 1,453 training attendees
- Our Disaster Coordinator became a certified trainer for the Bay Area Targeted Violence and Terrorism Prevention Program



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



Volunteering with Eden I&R/211 Alameda County

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 and help support the work of those health and human services agencies in 211's database. Without their devoted time and energy, we would not be able to maintain the breadth of our services.

Eden I&R is always recruiting for volunteers, contact Jeanette Mills at 510-727-9503 to learn how you can get involved!

195 Hours Served

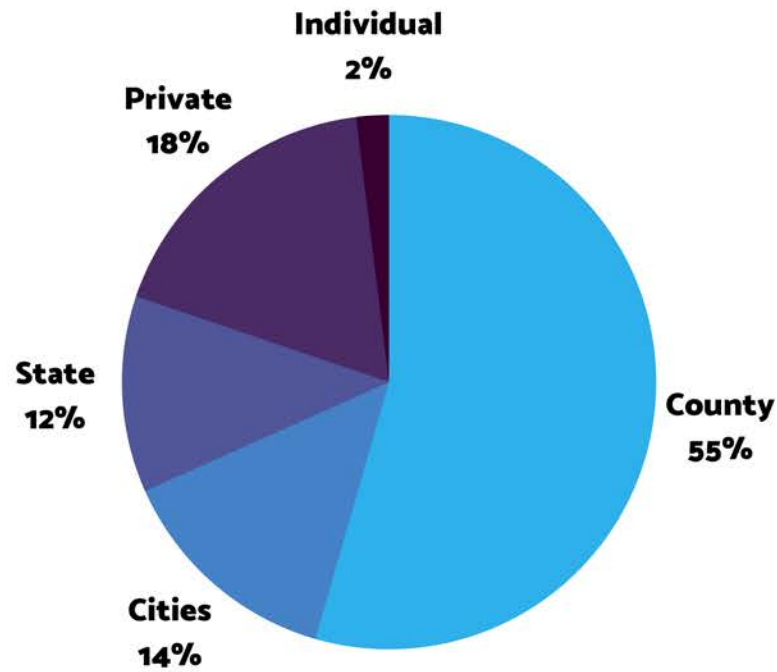


"Eden I&R is a great place to volunteer! Not only because you're giving back to various communities and helping those in need, you're also learning so many things along the way while doing so." - Colleen, Volunteer

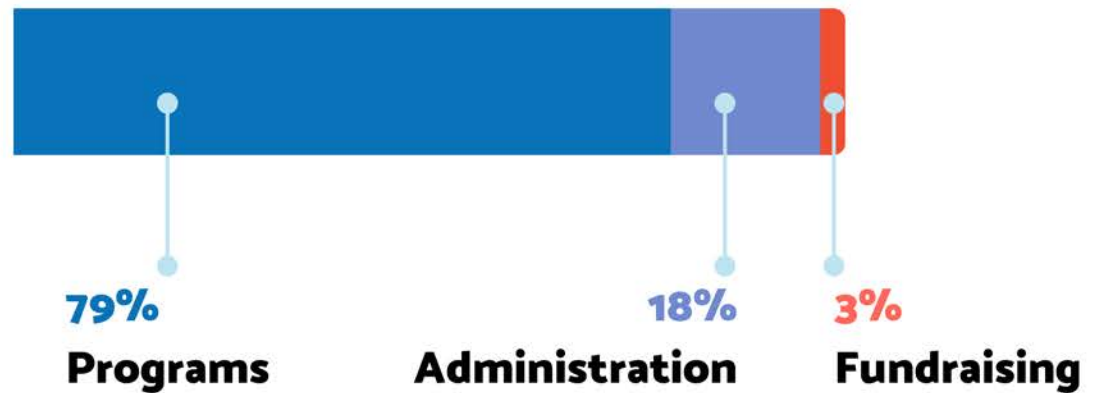
FY21-22 FINANCIALS



Revenue



Expenses



OUR SUPPORTERS

Thank you to every individual and organization who has helped Eden I&R/211 Alameda County continue to grow our services!



Funders

- 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 Public Health
- Alameda County Social Services Agency
- Alameda County Transportation Commission
- Alameda Homeless Hotline
- California Community Reinvestment Grant Program
- California Department of Public Health
- California Department of Transportation
- Firedoll Foundation
- Goodwill Industries of Sacramento Valley & Northern Nevada Inc./California
- Health Leads, Inc.
- Hitachi High Technologies America
- i4Color
- Interface Children & Family Services (PG&E)
- PG&E Corporation Foundation

- San Francisco CARD/Bay Area Urban Areas Security Initiative
- San Francisco Foundation/Bay Area Community Services
- Share the Spirit/Bay Area News Group
- Simpson Strong Tie
- Sister to Sister 2 Inc./Board of State and Community Corrections
- Sundial Fund
- United Way Bay Area
- United Ways of California
- United Way Worldwide
- Walter & Elise Haas Fund

Partners

We would like to extend our immense gratitude to Nixon Peabody LLP for its generous pro bono legal support.



And to all of our many community partners and individual contributors, thank you for supporting our team and our mission to serve all residents in Alameda County who are seeking help. We could not do this without you!

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A special thank you to Kim Winger who stepped off the board in October 2022 after nine years of service.





**Eden I&R/211 Alameda County is the
Community's Bridge to Life-saving
Resources.**



Here's How You Can Help:

Donate

Make a financial contribution either one-time or recurring at edenir.org/donate

Volunteer

Learn more at edenir.org/volunteer

Spread the word

Tell your friends and family about our resources and have them call or text 211 if they need assistance!

