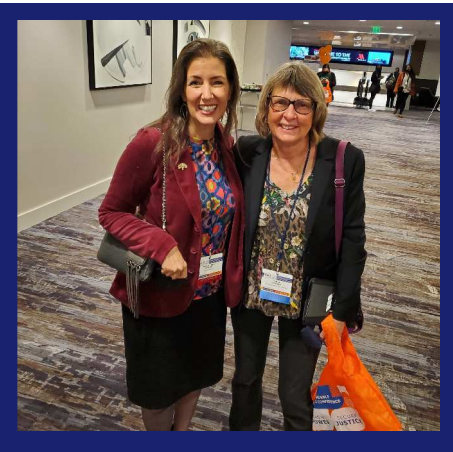
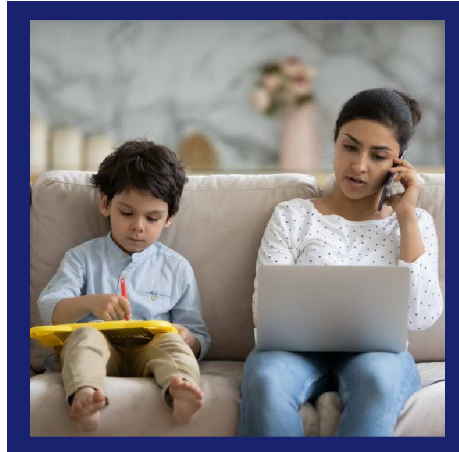




# Eden I&R/211 Alameda County

## ANNUAL REPORT JULY 1, 2022 – JUNE 30, 2023



# Letter From Our Executive Director

Dear Friend,

I am thrilled to share the highlights of Eden I&R's amazing work from the last year. Our agency has continued to thrive thanks to the dedication and hard work of our employees.

We continued to leverage the power of our 24/7 multilingual 211 contact center, serving our community in new, critical ways. These include supporting CA vs. Hate, the new hotline established by the state earlier this year for people who have experienced a hate crime, and a Housing Specialty Unit to provide extra assistance and problem-solving to callers with housing-related needs. Our team worked tirelessly throughout the year, not only in various aspects of our service delivery, but also by representing Eden I&R at an assortment of meetings and partnerships with numerous stakeholders that include other community-based organizations, county and city staff, and health plans.

Our Housing team made great strides in adding new rental units to our housing database and improving as well as maintaining the countywide housing portal; our AIDS Housing & Information Project promoted an internal staff member to the role of Coordinator who stepped up and seamlessly continued assisting people living with HIV/AIDS; our Disaster Preparedness Coordinator conducted 42 trainings to a variety of populations; our PSPS Coordinator assisted 70 Access & Functional Needs households obtain various resources to prepare them for power outages; and we continued to make improvements in our internal Information Technology and data infrastructure.

We've also increased our capacity by creating new job opportunities and investing in our employees' professional development. I am very pleased to finally have full Leadership and Finance Teams for the first time since we undertook an agency re-organization in 2018. These teams comprise individuals with diverse backgrounds and experiences who bring unique perspectives to our programs and processes. Our growth ensures that we are poised to meet community needs.

I am proud of the agency's accomplishments over the last year, and I'm excited for what is in store.

Sincerely,



**Alison DeJung**  
Executive Director, Eden I&R/211 Alameda County



**Alison DeJung,**  
Executive Director

# Letter From Our Board Chair

Dear Friend,

Over the past year, we have made significant strides in expanding the expertise and diversity of our board, and I am excited to share our progress with you.

One of our key goals for the year was to bring in new board members to support Eden I&R's efforts. I am pleased to report that we have achieved this goal. Our growing board brings new perspectives and insights to our discussions and decision-making processes, and I believe it has made us even stronger and more effective.

In addition, we have also added several new members with expertise in areas that were previously underrepresented on our board. This includes individuals with backgrounds in marketing, technology, social services, and finance, among others. Their expertise is helping us to better understand the needs of our stakeholders and to make more informed decisions.

Finally, we have also made progress in improving the engagement and participation of our board members. We have implemented new initiatives to increase communication and collaboration, including an onboarding process for new members and a buddy system to pair a tenured member with a new member for support. Our committees are now fully seated to provide oversight and guidance to Eden I&R's leadership team and to ensure they have the adequate resources needed to grow their programs.

Overall, I am thrilled with the progress we have made over the past year in growing our team of board members, and I look forward to continuing to work with all of you to make a positive impact on our organization and our community.

Thank you for your continued support,



**Patty Mok**  
Board Chair, Eden I&R/211 Alameda County



**PATTY MOK,**  
Board Chair

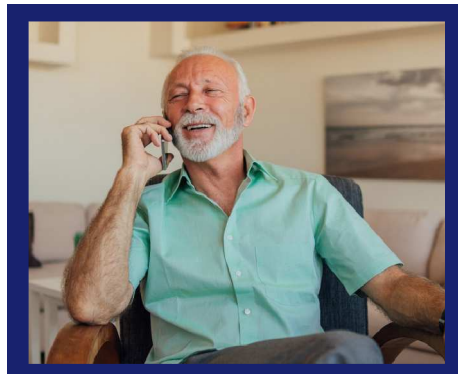
# Eden I&R/211 Alameda County



For 47 years, Eden I&R has been successfully fulfilling its mission of “linking people and resources” by consistently and creatively responding to the community’s changing needs.

The agency’s services are the result of collaborations that depend on the work of hundreds of community-based organizations. Because no other centralized source for health, housing, and human services information exists anywhere else in Alameda County, Eden I&R has become a critical resource for thousands of vulnerable individuals.

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



Team Eden I&R/211 Alameda County

# What's New: Highlights of the Year



## Launching the CA vs. Hate Hotline

Californians who experience a hate crime or hate incident can now anonymously report it to the state's Civil Rights Department through a new hotline: 833-8-NO-HATE; (833) 866-4283, Monday - Friday from 9 am to 6 pm.

If outside of those hours, people can leave a voicemail, or call 211 to report hate and seek support.

## Managing the Alameda County Housing Portal

This comprehensive housing database is a centralized location for applicants to apply for affordable housing throughout Alameda County.

Visit [www.housing.acgov.org](http://www.housing.acgov.org) to learn more.



## Expanding our diversity, equity, and inclusion work

Consulting firm Leverage to Lead has helped us build cultural competency skills, examine our values, and co-create a values statement which identifies antidiote values supporting equity and inclusion.

Our team is grateful for this partnership and eager to continue this work.

## Piloting A Housing Specialty Unit

The pilot aims to provide additional support for advanced housing-related needs from 211 callers. These needs include preventing eviction, resolving tenant-landlord disputes, unsafe living conditions, or callers facing harassment or discrimination.

To help with this new initiative, we welcomed two Housing Community Resources Specialists (HCRS) to the team.



The HCRS team

# Our Impact: Meeting Growing Community Needs

The high cost of living in Alameda County has caused many people to seek safety net services to meet their basic needs.

From its October 2022 Monthly Report, the Alameda County Social Services Agency reported that over **one in four** residents receives governmental assistance.

Eden I&R/211 Alameda County was highlighted by the Bay Area News Group, along with the other 211s in the Bay Area, discussing the surge in need for shelter and housing and what is being done to help.

Housing | 'There's never enough.' Surge in need for shelter, housing overwhelms Bay Area providers

New data from the Bay Area's headlines showcases dire need for shelter, housing.

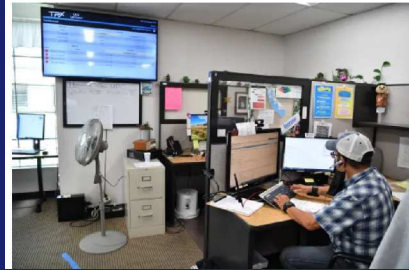


Photo credit: Jose Carlos Fajardo/Bay Area News Group

Scan the QR code to read the article:



To address homelessness, 211 Alameda County serves as the countywide call center for Alameda County's Coordinated Entry System (CES) which assists homeless individuals and families with housing needs in a coordinated manner with multiple agencies throughout the county. 211 is the point of entry for many seeking help.

- **7,399** callers screened for the County's CES
- **5,307** Access Point referrals



## Caller Impact Story:

Maria was desperate for help after a few unexpected financial setbacks: She lost her EBT benefits, her husband became ill, and her brother who also helped pay the rent had moved out.

Fortunately, we were able to provide Maria with a referral for rental assistance. Maria ecstatically let us know that the referral organization assisted her within three days, helping her pay rent and avoid eviction.

# 211 Alameda County

211 Alameda County is the one stop for 24/7 access to housing, healthcare, disaster relief, and more.

This free and simple three-digit telephone number connects clients in Alameda County with a live staff member who introduces them to resources to help with a variety of needs including affordable housing, job training, childcare, legal assistance, health services, emergency shelter, education, food, transportation, and other basic needs assistance.

Help is available in over 300 languages, and all contacts are confidential.



*% of callers who received enough information to help them with their search*



- 69,660 calls & texts
- 113,161 referrals - a 13% increase from last year

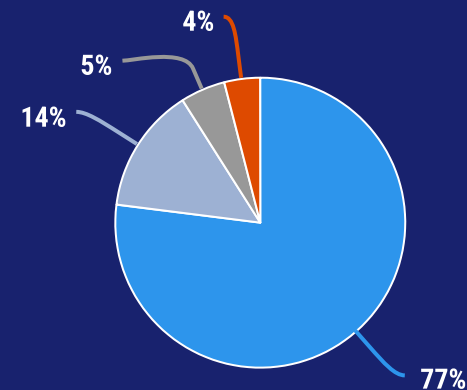
“This is the first time someone has been on my side since I found out that I’m pregnant.”  
- Jasmin, 211 Caller

## Caller Demographics:

- 99% Low Income
- 70% Female
- 50.8% Living with a Disability
- 26.3% Single Mothers with Minor Children
- 16.9% Seniors

211 partners with Alameda County Social Services Agency to help with After Hours services:

## 10,988 Total Calls

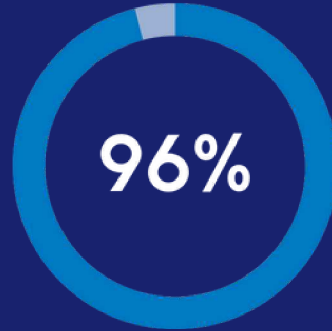


- Emergency Response
- Adult Protective Services
- Public Guardian
- Foster Care Placement

# 211 Alameda County

## Top 10 Caller Needs:

- Housing/Shelter
- Utilities
- Material Goods
- Food
- Legal Services
- Health Supportive Services
- Disaster Services
- Mental Health Assessment & Treatment
- Public Assistance Programs
- Substance Use Disorder Services



*% of callers who would recommend 211 to a friend or family member*



"I received great service. 211 answered all of my questions that I needed and referred me to somebody who could help me out. I do appreciate the help."  
- Chris, 211 Caller

## Our websites had:

- 461,200 page views
- 153,956 visitors

## Our 211 Services database updated:

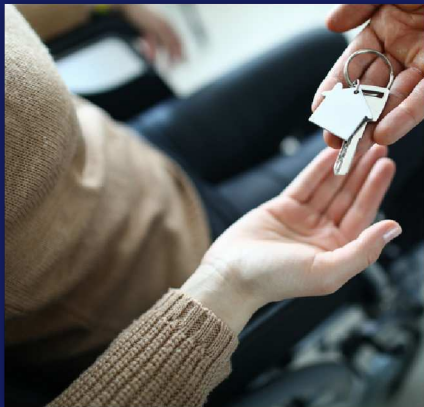
- 882 agency records
- 2,468 program records



# Ollie Arnold Housing Department and Housing Database

Eden I&R's 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.

You can view listings at [www.ACHousingChoices.org](http://www.ACHousingChoices.org).



- **180 new buildings**
- **1,993 new units**
- **77,755 total units**

Denise P., an Alameda County landlord has been listing her properties with Eden I&R since she was 22 years old and states that she only uses our services for referrals: "Eden I&R gives me good prospects for tenants, and I have never had a problem with them. When I acquire more properties, I will use you for future referrals."

# 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.

- **461 clients served**
- **925 service referrals**
- **3,559 housing referrals**
- **4 people living with HIV were able to obtain permanent affordable housing in Alameda and Contra Costa Counties**





# PSPS Care Coordination

PG&E's Public Safety Power Shutoffs (PSPS), Care Coordination Program is currently available through 211 Alameda County.

We connect with Access and Functional Needs (AFN) households and individuals who are medically electricity dependent, to provide pre-screened referrals and specialized resources, to prepare for an active PSPS event.

- **1,390** households reached
- **1,824** push notifications sent
- **126** clients connected with portable batteries
- **61** safety plans completed
- **70** AFN households secured with Disability Disaster Access and Resources services



"The Care Coordinator's knowledge, professionalism, patience, and compassion has provided me with a greater understanding to the importance of being prepared for an unexpected emergency."  
- PSPS Client

# Disaster Preparedness

Eden I&R/211 plays a crucial role in providing essential information to the public during emergencies and disasters, such as wildfires and earthquakes.

We provide customizable disaster preparedness training for staff, volunteers, and clients of community-based organizations, agencies, schools, and more.

Scan the QR code to schedule a training:



With a designated seat at the County's Emergency Operations Center, 211 provides updated and reliable information on safe travel routes, open hospitals, emergency shelters, and missing persons.

- Conducted **42** trainings
- Educated **1,789** training attendees
- Invited to speak at the **2022 Public Safety Preparedness Summit** presented by the Bay Area Urban Areas Security Initiative



# Transportation

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

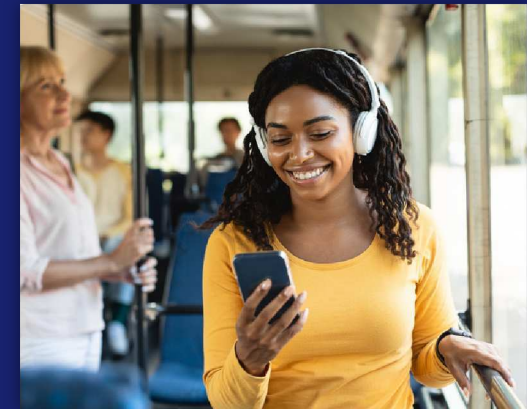
We maintain a comprehensive list of all public and private transit service providers in Alameda County available in our online transportation resource finder at:

[www.211alamedacounty.org/2-1-1-alameda-county-transportation-resource-finder](http://www.211alamedacounty.org/2-1-1-alameda-county-transportation-resource-finder)



Eden I&R provides concierge ride-scheduling for people with disabilities and senior citizens with mobility needs enrolled in Hayward Operated Paratransit (HOP) and Alameda Independent Mobility programs (AIM).

- **6,043** rides scheduled through HOP
- **820** rides scheduled through AIM



## 211

- Scheduled **1,123** free rides for medical appointments, food and employment needs scheduled in partnership with Lyft and United Way Worldwide
- Provided **1,230** referrals to transportation

"At my age, I can no longer get around by myself like I used to, and this service has given me some of my independence back. The people who answer the phones are always polite and patient with me, which I am extremely grateful and thankful for."  
- Diane, City of Hayward

# Outreach



"We are grateful that such a wonderful community organization is available to provide valuable resources at our events. Their dedication to improving the lives of those in our community is inspiring, and we are thrilled to have Eden I&R/211 Alameda County as a partner. We look forward to working together for years to come!"  
- Mark Mithaiwala, Alameda County Employment Services

- **34** events attended
- **3,260** individuals reached
- **20,589** resource materials distributed

# Volunteers

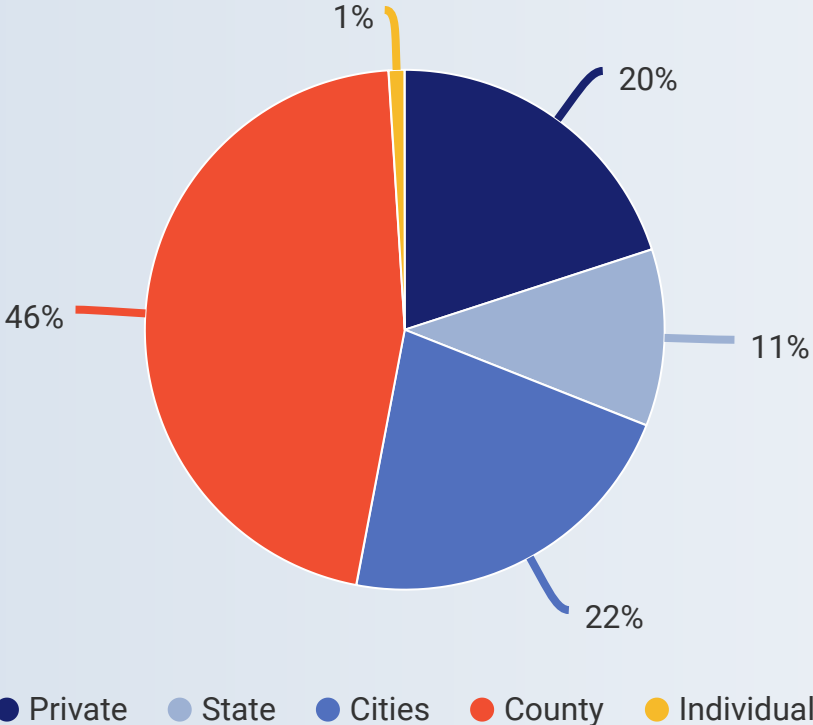
- **126** volunteer hours served

**We are actively recruiting volunteers! If you're interested in volunteer service, please scan the QR code to contact our Volunteer Coordinator:**

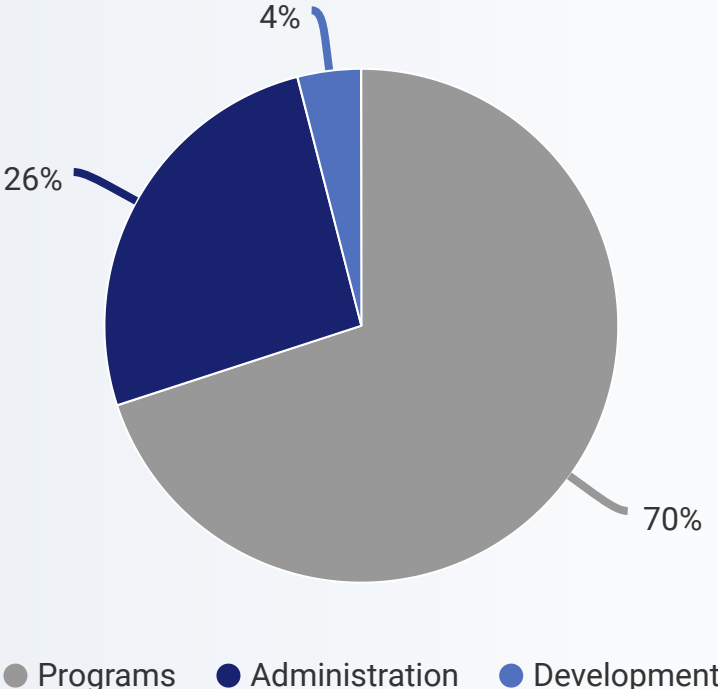


# FY 22-23 Financials

## Revenue



## Expenses



# Thank You To Our Supporters

We are immensely grateful to each funder below and each individual who has donated to support the thousands of community members who call for help every year.

- 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
- Alameda County-Oakland Community Action Partnership
- California Community Reinvestment Grant Program
- Bay Area Community Services
- Box Inc. Fund, a fund of Tides Foundation
- California Department of Public Health
- California Department of Transportation
- California vs. Hate Resource Line and Network
- Eden Health District
- Firedoll Foundation
- First Republic Bank
- Goodwill Industries of Sacramento Valley & Northern Nevada Inc., California Department of Health, and 211 California
- Hitachi High Technologies America
- Pacific Gas and Electric Company
- PG&E, SCE, and the 211 California Providers Network
- Safeway Foundation
- San Francisco Community Agencies Responding to Disaster & Bay Area Urban Areas Security Initiative
- San Francisco Foundation/Bay Area Community Services
- 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



Thank you to Nixon Peabody LLP for its generous pro bono legal support.



# Our Board of Directors



**Patty Mok**



**Amy Wilson**



**Dr. Stephanie Rosso**



**Suzie Genevieve**



**Wendy Bear**



**Reinaldi Gilder**



**Lola Allen**



**Brian Berry**

**A very special thank you to the following board members who served during 2023 and have subsequently stepped down.**



**Dr. N. Ewen Wang**



**Dayton Thorpe**

# Stay Connected

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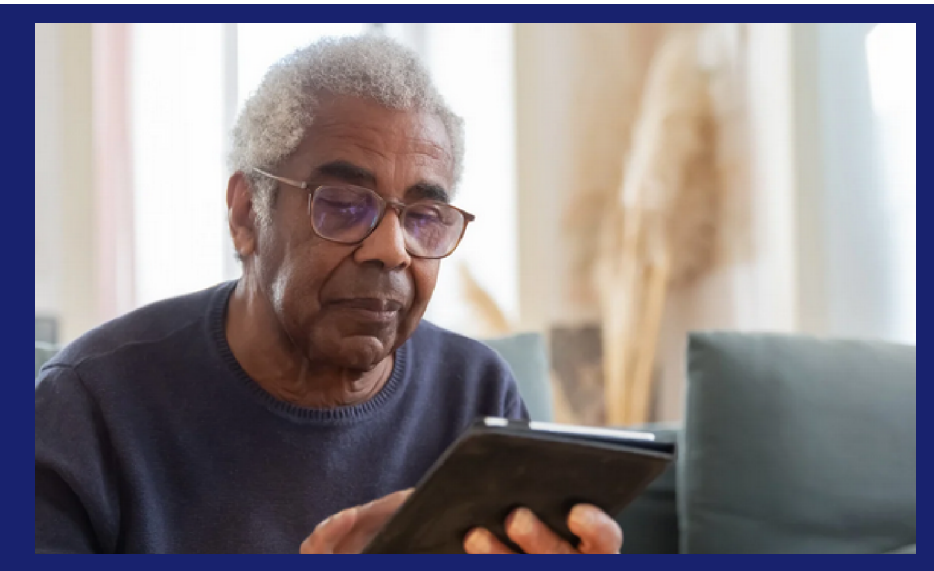


Eden I&R, Inc.  
570 B Street  
Hayward, CA 94541

info@edenir.org  
www.EdenIR.org - Agency information and news  
www.211AlamedaCounty.org - Health and human services data

Dial 211 for help 24/7  
Text 898211 Mon.- Fri. between 9 a.m. & 4 p.m. for help  
888-886-9660 Toll-Free alternate number for help  
510-537-2710 (Administration)

Facebook: [www.facebook.com/211AlamedaCounty](https://www.facebook.com/211AlamedaCounty)  
Twitter/X: [www.twitter.com/EIR\\_211Alameda](https://www.twitter.com/EIR_211Alameda)  
LinkedIn: [www.linkedin.com/company/eden-i-&-r-inc.](https://www.linkedin.com/company/eden-i-&-r-inc.)



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To support our work, please scan to donate:

