



ALAMEDA COUNTY

Eden I&R/211 Alameda County

Annual Report

July 1, 2023-
June 30, 2024



Message from our Executive Director



This year, I've made the difficult decision to step down as Executive Director of Eden I&R after twelve fulfilling years with the organization, including 8 years in this leadership role. While I will miss this important work, I am filled with pride for all we have accomplished together and excited about the future of 211 and its ongoing impact on the community.

How do you summarize twelve years? Throughout my time here, I have had the privilege of witnessing the profound difference we make in people's lives. One story that stands out is that of Melvin, a client living with AIDS who reached out to 211 during a crisis. He was in urgent need of housing, and we were able to quickly connect him with our AIDS Housing Information Project (AHIP) Housing Coordinator, who worked with Melvin to find him a safe, permanent home. Stories like Melvin's remind me of our vital role in providing people with resources, safety, and hope when they need it most.

As I reflect on our journey, I am proud of our progress—expanding outreach efforts, modernizing systems, and ensuring livable wages for our dedicated staff. These successes have positioned Eden I&R to meet the growing demand for services, and you'll see more of these achievements in this year's annual report.

Thank you all for your support throughout the years. I look forward to seeing Eden I&R thrive under the leadership of Gitanjali Rawat and Tiffany Major, our Interim Co-Executive Directors.

With deep gratitude,

Alison DeJung



Message from our Board Chair

On behalf of the entire Board, thank you for your steadfast belief in our mission to connect people and resources. Your trust in our mission and unwavering commitment to our work have been crucial in helping us reach new milestones, and we are deeply grateful for your continued support.



This past year has been a remarkable one for the organization, marked by significant growth, adaptability, and lasting impact—achievements made possible by the dedication and resilience of our entire team.

As Board Chair, I've witnessed firsthand the challenges our dedicated team has overcome. Seeing their passion and commitment to every project, program, and initiative has been truly inspiring. The care and professionalism they demonstrate are reflected in the tangible results they produce, showcasing their talent and drive. I also want to acknowledge the invaluable support of our donors and community partners.

Looking ahead, the Board and I are confident in the team's leadership and vision for the future. We are excited to continue supporting their efforts as they expand and deepen their programs while further strengthening their engagement with the community.

We look forward to all that we will accomplish together in the coming year.

Warm regards,

Patty Mok



Our Mission and Vision



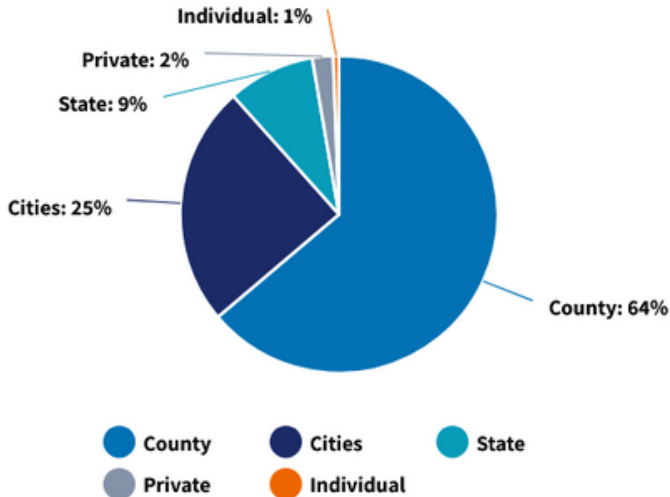
Eden I&R has been successfully fulfilling its mission of “linking people and resources” for 48 years.

The agency’s services result from 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.

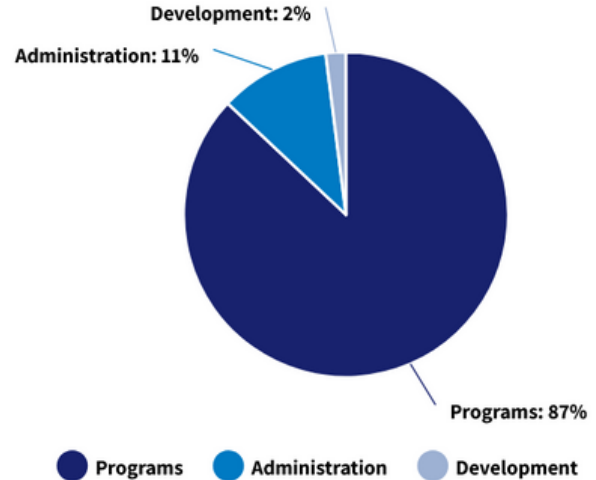
We envision a community empowered with information and connected to resources so that all people obtain health, happiness, hope, and improved livelihoods.

Financial Overview

FY23-24 Revenue:



FY23-24 Expenses:



Yearly Highlights



New Contracts



→ Awarded a new contract with Alameda County Social Services Agency to support Medi-Cal and CalFresh programs, helping individuals complete and submit their applications. Assisted **65** clients with Medi-Cal applications and **39** clients with CalFresh applications.

→ Launched Trusted Messenger contract with California's Governor's Office of Planning and Research to lead educational outreach campaigns on Extreme Heat, Save Our Water, ITIN, and Youth Mental Health.

Housing Assistance



→ Managed the Alameda County Housing Portal (<https://housing.acgov.org/>), responding to over **800** support emails monthly. Through focused outreach, we increased applications from **1,500** to **7,000** per listing. Our team proudly showcased this model at the Smart Cities Conference.

→ Housing team members attended the National Alliance to End Homelessness conference, where they explored successful strategies to address homelessness and connected with advocates and service providers from across the country.

211: Here to Help



→ 211 supported additional mutual assistance efforts by contacting callers in Santa Cruz county who were without power and offering direct assistance to those who had an electricity based medical need.

→ 211 handled **15,420** calls and texts with an average wait time of **1:00 minute**. Team members also completed 40-hour Domestic Violence Advocate Training, enhancing support for callers in crisis.

Community Roots



→ Our AIDS Housing Information Project (AHIP) team hosted a virtual conference for HOPWA Property and Case Managers on 'Empowering Our Clients.' Five speakers participated, including Recipe for Health, Alameda County Food Bank, EDD, Rubicon Employment Services, and Eden I&R's Medi-Cal enrollment program.

→ Invited to provide resources for job seekers as part of the national "Insight Global Be the Light Tour!", which reached more than **4,000** individuals and included focus on job-seekers who are BIPOC, Veterans, Justice Impacted, LGBTQ+, and more.

Impact in Action: 211's Year in Review

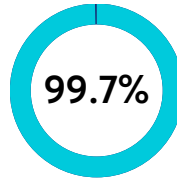
The 211 Alameda County Communication System is Eden I&R's flagship program and a vital service that connects residents to essential resources, acting as a lifeline for those navigating economic and social hardships. This easily accessible, toll-free number enables residents to reach a live 211 Community Resource Specialist who provides **24/7** confidential support in more than **300** languages. The system offers comprehensive referrals for a wide range of services, including affordable housing, job training, childcare, legal assistance, healthcare, emergency shelter, educational support, food, and transportation services.



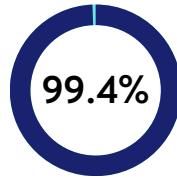
211 handled **65,368** calls and texts and provided **154,548** referrals to callers throughout the county, a **37%** increase in referrals than the previous year.



211 handled **4,642** calls from literally homeless callers and **2,565** calls from non-literally homeless callers for the coordinated entry system.



callers said that they received enough information to help with their search



callers who said the information that they received was more helpful than what they have found elsewhere

Top 10 Caller Needs

- Housing and shelter
- Substance use disorder services
- Disaster services
- Utility payment support
- Legal services
- Information services
- Material goods
- Food
- Mental health assessment and treatment
- Public assistance programs

211 Connects Communities

"Learning about 211 has made the light bulb go on and it's shining so bright!"
-Cecilia, a nursing student and resource fair attendee

211 Community Resource Specialists are trained to handle calls from clients who have various needs and often go above and beyond to ensure callers get the help that they need:

An Oakland woman called 211 in crisis. She was unhoused and had two children to care for. During the call, she started to have a panic attack. 211 staff stayed on the line with her and connected her to Alameda County Behavioral Health Care Services' ACCESS program for crisis assessment and supportive services.

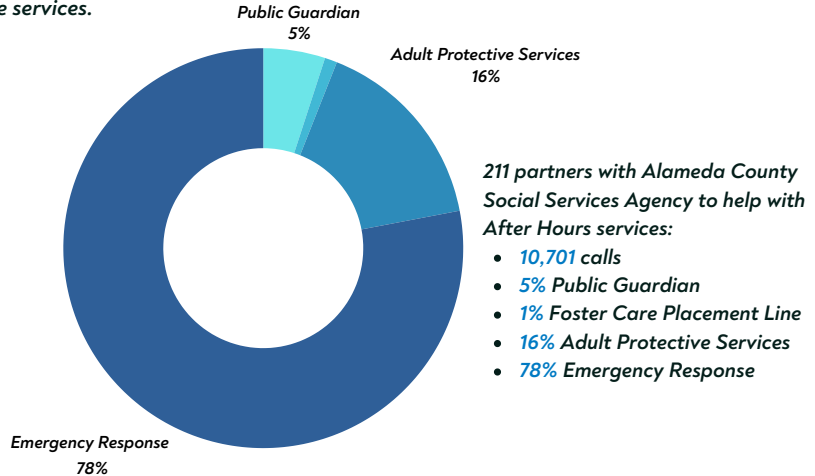


Caller Demographics:

- 99% low income
- 71% Female
- 50% Living with a Disability
- 27% Single Mothers with Minor Children
- 17% Older Adults



- Eden I&R's websites received 519,476 page views from 173,738 visitors
- Our 211 Services database updated 786 agency records and 2,285 program records



Ollie Arnold Housing Department and Housing Database

Eden I&R's Housing Database was initially created to address the housing needs of individuals displaced by the Loma Prieta earthquake in 1989. Over the years, it has expanded to include thousands of affordable housing units throughout Alameda County.

To explore nearly 78,000 housing options, visit [ACHousingChoices.org](https://www.achousingchoices.org) for comprehensive and up-to-date listings.

AHIP Program

The AIDS Housing Information Project (AHIP) provides housing and human services resource referrals to People Living with HIV/AIDS (PLWHA) through a dedicated phone line and personalized, in-person support at clinics and AIDS Service Organizations.

AHIP collaborates closely with supportive housing providers, social workers, and case managers at clinics and nonprofits to ensure comprehensive assistance. Additionally, AHIP actively participates in coalitions and collaborative initiatives aimed at addressing the unique needs of PLWHA.



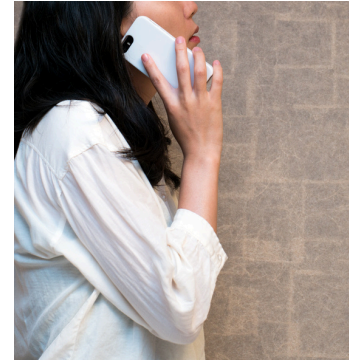
Our Housing Team:

- Added **1,542** new units to the database
- Updated **22,661** total units in the database



AHIP:

- Served **382** clients
- Provided **2,274** service referrals
- Gave **5,654** housing referrals
- **18** people living with HIV were able to obtain permanent affordable housing in Alameda and Contra Costa Counties



Scan the QR Code to read a success story from an AHIP client. This is just one of the tens of thousands of calls we receive each year from people who need help finding critical needs like housing, food, and healthcare resources.



On the Move: Transportation Highlights

Eden I&R, through its 211 service, offers detailed transportation recommendations tailored for seniors and individuals with disabilities. These resources, accessible via our online Transportation Resource Finder (211alamedacounty.org/2-1-1-alameda-county-transportation-resource-finder/), provide targeted assistance for navigating local transit options and include a comprehensive database of Alameda County public and private transit providers.

Additionally, we provide concierge ride-scheduling services for individuals with disabilities and seniors with mobility needs who are enrolled in the Hayward Operated Paratransit (HOP) and Alameda Independent Mobility (AIM) programs. These specialized services ensure seamless and accessible transportation for those who need it most.

Silvia, a visually impaired 79-year-old and avid HOP client since 2021, shared her gratitude for the program:

"Having the staff make sure I get picked up and dropped off safely is everything I could hope for in a paratransit program."

As a Spanish-speaking client, Silvia appreciates the bilingual staff who ensure her transportation needs are met with care and understanding.



Milestones from the Transportation and 211 teams:

- *Our Transportation team dispatched **8,233** one-way HOP rides*
- *Our Transportation team dispatched **1,039** one-way AIM rides*
- *211 delivered **800** free rides through United Way's Ride United program, connecting 211 callers to vital services like health, jobs, food, housing, and education!*



Our Role in Disaster Response

Eden I&R/211 Alameda County plays a critical part in delivering essential information to the public during emergencies and disasters, such as pandemics, wildfires, and earthquakes.

211 has a designated seat at the County's Emergency Operations Center and provides timely and reliable updates on critical resources, including safe travel routes, open hospitals, emergency shelters, and missing persons.

We offer tailored disaster preparedness training for staff, volunteers, and clients of community-based organizations, agencies, schools, and more. Contact our Disaster Preparedness Coordinator, Lars Eric Holm, at leholm@edenir.org to schedule a training.

In addition, PG&E's Public Safety Power Shutoff (PSPS) Care Coordination Program is available through 211 Alameda County. This program supports Access and Functional Needs households and individuals who are medically dependent on electricity. By providing pre-screened referrals and specialized resources, we help them prepare for active PSPS events and ensure their safety during power outages.



The PSPS Program:

- Reached **2,802** households
- Helped **44** people complete safety plans



Our Disaster Preparedness Coordinator:

- Conducted **26** trainings
- Educated **807** training attendees



"The 4 Simple Steps to Preparedness training was definitely a GIFT! I limped in and leaped out, with information, technical instructions, and priceless knowledge. What a fantastic wake up and energetic presentation. I am forever grateful for the opportunity to actually learn so much not just how to do a presentation, but about myself. Muchas gracias!"

-Teresa McGill

Job Developer/ Business Representative
Alameda County Social Services

211 in the Community

211 is committed to fostering strong connections with the community through ongoing outreach efforts. We regularly attend resource fairs, public events, and community gatherings to raise awareness about the wide range of services we provide.

By participating in these events, 211 builds meaningful relationships with local residents, organizations, and agencies. Our team shares critical information, answers questions, and ensures that individuals and families are connected to the resources they need—whether it's access to housing, health care, food assistance, or other support services. This year, we also provided outreach materials for the County's Point-in-Time (PIT) Count, a count of sheltered and unsheltered people experiencing homelessness on a single night in January.

Please contact our Development & Outreach Associate, Natassia Balderston, at nbalderston@edenir.org if you would like to receive resource materials or have a 211 table at an upcoming event!



Our Outreach Team:

- Attended **35** events
- Reached **5,304** individuals
- Distributed **36,851** resource materials



"We have truly enjoyed a fantastic partnership with Eden I&R. Their extensive resources and support, particularly in emergency preparedness training, have been invaluable. They have actively engaged with residents at various events, and we are deeply grateful for their contributions. We look forward to many more opportunities to collaborate in the future."

-Araceli Tellez, MS-HCA

Resident Services Portfolio Administrator
Oakland Housing Authority

Thank You To Our Supporters!

- Alameda Alliance for Health
- Alameda County Cities
- Alameda County Health
- Alameda County Housing & Community Development Department
- Alameda County-Oakland Community Action Partnership
- Alameda County Probation Department
- Alameda County Social Services Agency
- Alameda County Transportation Commission
- Bay Area Community Services
- California Department of Public Health
- California Department of Transportation
- California vs. Hate Resource Line and Network
- Eden Health District
- Firedoll Foundation
- Hitachi High Technologies America
- JPMorgan Chase
- Kendra Scott Jewelry
- PG&E, SCE, and the 211 California Providers Network
- San Francisco Community Agencies Responding to Disaster & Bay Area Urban Areas Security Initiative
- Safeway Foundation
- Simpson Strong-Tie
- Sister to Sister 2 Inc. & Board of State and Community Corrections
- Sundial Fund
- Sunlight Giving
- The Office of Community Partnerships & Strategic Communications (OCPSC)
- The PG&E Corporation Foundation
- United Way Bay Area
- United Ways of California
- United Way of Northern California
- United Way Worldwide
- Walter & Elise Haas Fund

We are grateful to every funder listed here and to the 138 individuals whose generous donations made it possible for our team to assist tens of thousands of community members seeking help last year.

A special thank you to Nixon Peabody LLP for their invaluable pro bono legal support.



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*Thank you to
Dr. Stephanie Rosso, who stepped off
the board in 2023.*

Ways to Support Us

Volunteer!



Spread the Word!



Donate!



Join us in making a difference! We're always looking for dedicated volunteers to help our cause. Whether you have a few hours or a few days, your time and skills can make an impact. Email us at info@edenir.org to learn more.

By sharing information on 211 with your family, friends, and colleagues, you can connect those in need to essential support services like housing, food, and mental health assistance. It could make all the difference for someone.

211 is a free resource for everyone in all stages of life. Donate at edenir.org/donate or scan the QR code to support the only centralized source for health, housing, and human services information and referrals in Alameda County.



Scan here to donate



ALAMEDA COUNTY

Contact Us



Phone

Dial 211 for help 24/7
Text us at 898-211:
Mon-Fri 9am-4pm



Websites

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www.211AlamedaCounty.org



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