

## EDEN I & R, Inc.

### 2-1-1 Alameda County Monthly Narrative Report: April 2014

#### Noteworthy Updates

During the month of April, 8,975 calls were handled by 2-1-1 Resource Specialists and 13,619 health, housing and human service referrals were provided. Of the unduplicated callers, 79% were female, 33% were single-headed households with minor children, and 42% had disabilities. The call examples below show the breadth and depth of calls handled. Additional people are also relying on Eden I&R's online health and human service resource directory; in April it received 135,429 hits from 13,825 visitors.

Eden I&R's staff and board are still reeling from the loss of our beloved Housing Outreach Coordinator, Ollie Arnold. Ollie passed away on May 1. Passionate about her work at Eden I&R for over 15 years, Ollie wore many hats including heading up our housing department, coordinating our volunteer program, and leading the agency's disaster preparedness and response work. Ollie was full of energy and was described as "the heart and soul of Eden I&R" by one of the many colleagues who have expressed their condolences to the agency. She was not only a wonderful employee but a community volunteer and a loving wife and mother. Ollie's contributions to Eden I&R, the City of Hayward, and throughout Alameda County were many. She will be greatly missed. In her memory, Eden I&R's Executive Director and Board of Directors have re-named the agency's housing department, the Ollie Arnold Housing Department.

Volunteers are an important part of Eden I&R's organization and Volunteer Appreciation Week in April is our way to thank our volunteers for their time and efforts they contribute to our agency. In honor of our 10 active volunteers and 21 past volunteers from 2013, we organized several activities to show how much they are appreciated. These 31 volunteers have donated a combined total of 5,833 hours to the agency. Throughout the week we had various activities for the volunteers including a bagel breakfast, an ice cream social, and a barbeque.

#### Call Information

	~ A caller from Piedmont indicated she was the mother of a girl whom she suspected was a victim of human trafficking and was seeking assistance. The caller was referred to MISSEY and the National Human Trafficking Resource Center.
	~ A homeless woman from Pleasanton called for assistance with obtaining a divorce. The caller shared with the Phone Resource Specialist that she was a victim of domestic violence. She was referred to Bay Area Legal Aid and the Hayward Hall of Justice. 2-1-1 informed the caller about CalFresh and General Assistance and referred her to Alameda County Social Services to apply for these benefits programs.
	~ A single mother of two children from Newark called for psychiatric and outpatient alcohol treatment programs. The caller shared that she had a history of domestic violence abuse and had a physical disability. She was referred to The Hume Center, Pathways to Wellness and Fremont Hospital, as well as the ACCESS line for further referrals.
	~ A Berkeley caller who is a single mother of two adult children, one of whom has mental and physical disabilities, called for legal advice regarding tenant rights. She was referred to East Bay Community Law Center, Bay Area Legal Aid, and Centro Legal de la Raza. The caller was also pre-screened for and referred to CalFresh.
<b>Call Examples</b>	~ A mother of two children aged 12 and 16 called from San Lorenzo. The caller informed 2-1-1 that she had been formerly incarcerated for physically assaulting the father of her children, for which she had received two years probation and joint custody of the children, but the court had denied her child support due to her record of domestic violence. She shared that she was living with her brother and his family but needed her own home. The caller was referred to The Latino Commission Women With Hope Program for counseling and other resources, Alameda County Family Justice Center and the Legal Aid Society for legal assistance, and two low-income apartment wait lists: Terraza Palmera and Seven Directions Apartments.
	~ A caller who is part of a two-parent family called from a relative's house in Fremont. The caller was seeking two-bedroom rental listings under \$1000/month in only certain cities, which 2-1-1 was not able to locate. The caller was told about transitional housing as an alternative, and was referred to McKinley House and Sankofa House in Berkeley and Banyon House in Hayward. The caller called again the next day for low-income housing and was referred to the Terraza Palmera and Cathedral Gardens.
	~ A single male veteran from Alameda called for housing, informing 2-1-1 that he was going to be homeless in June. The caller also shared that his SSI benefits had been terminated because he had come into a small inheritance, so he no longer had an income. He was referred to the U.S. Department of Veterans Affairs National Call Center for Homeless Veterans, the SSVF program through Berkeley Food and Housing, East Oakland Community Project, and Sunrise Village. The caller was also pre-screened and referred to CalFresh.

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<b>Caller Feedback</b>	<p>~ "I used to work for a law firm, but I haven't worked in a few years. Your employee told me about programs that can help me, that I never even knew existed. She provided me several referrals. I knew nothing about Season of Sharing, General Assistance or CalFresh before calling 2-1-1. Your employee gave me several numbers to various food banks. I also received information on Medi-Cal. I even received information regarding the Department of Consumer Affairs. Your employee was very informed, very personable, very patient and took the time to make sure I had all the information I needed to help me locate the resources I need at this challenging time. Please thank her for helping a senior like me. I hope to speak with her specifically, if I need to call 2-1-1 again."</p> <p>~ "I just wanted to give your employee kudos because she was a great help and very informative."</p>
<b>Staff Inservice Training Sessions</b>	<p>~ Native American Health Care Center In-service Presentation</p> <p>~ Alameda County Public Health Department In-service Presentation on Vicarious Traumatization and Self-Care in the Social Service Field.</p> <p>~ 2-1-1 Staff Training on the California Emerging Technology Fund (CETF) from Eden I&amp;R's Director of Information Technology</p> <p>~ 2-1-1 Staff Follow-up Discussion on Self-care with Eden I&amp;R's Deputy Director</p>

### Resource Information And Technology Updates

<b>Services Database</b>	<p>~ Two new agencies were added in the services database this month.</p> <p>~ The services database contains 1,142 agencies and 2,912 programs.</p> <p>~ The process of updating the 474 "Non-Directory" agencies continues. So far, we have updated 404 agencies.</p>
<b>Housing Database</b>	<p>~ 115 new units were added to the housing database this month.</p> <p>~ Housing Subscriptions (mail, PDF &amp; OHIP) were sent to community-based organizations in Alameda County and San Francisco County.</p>
<b>Online Services Website</b>	<p>~ Eden I&amp;R's health and human services data is provided free through the agency's publicly accessible websites at <a href="http://www.edenir.org">www.edenir.org</a> and <a href="http://www.211alamedacounty.org">www.211alamedacounty.org</a>, and <a href="http://www.alamedaco.info">www.alamedaco.info</a>. This month the Online Services Directory received 135,429 hits from 13,825 visitors.</p>
<b>Technology</b>	<p>~ In-depth development work was done on a new website that will provide enhanced transportation-related information. This soon-to-be-launched website is made possible through a partnership with AC Transit.</p> <p>~ System updates on the local client desktop were completed including the FileMaker application.</p> <p>~ Visio diagrams were created for a funding proposal to illustrate process flow, as well as for a large scale national 2-1-1 project to capture a summary picture of the current national 2-1-1 environment.</p>

### Outreach/Public Information Activities

<b>Meetings</b>	<p>~ Several Eden I&amp;R managers met with Code For America representatives while negotiating whether or not 2-1-1 centers statewide would work more directly with this open referral data project.</p> <p>~ The Executive Director represented the agency at an Emergency Volunteer Center (EVC) meeting with Alameda County Social Services Agency's HR Director, various library employees, as well as volunteer representatives in order to discuss how Eden I&amp;R/2-1-1 Alameda County could partner with the county after a disaster. 2-1-1 would handle the virtual EVC while the on-site EVCs are being prepared to open for the public.</p> <p>~ The Executive Director led a tour for the new Workforce Investment Board (WIB) financial analyst who was interested in all of the various programs and services provided by the agency.</p> <p>~ The management team continued to work with AC Transit on the website project that will provide a separate portal on Eden I&amp;R's website for transportation information, particularly for seniors and people with disabilities.</p> <p>~ The Executive Director of 2-1-1 Sacramento visited Eden I&amp;R to see firsthand the various programs that are similar and different (like the agency's extensive housing database) than those of his agency.</p> <p>~ The Executive Director renewed the California Emerging Technology Fund (CETF) contract with 2-1-1 California. This partnership includes funding which allows the agency to provide 2-1-1 callers with information on low-cost broadband services, free computer training, and free or low-cost computers so that their families can have better access to such information as employment and educational data.</p> <p>~ The Management staff spent most of April re-negotiating with all 14 cities and various county departments for Fiscal Year 2015 funding.</p>
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<b>Meetings</b>	<p>~ Eden I&amp;R's Board of Directors had their quarterly meeting during which strategic plans were solidified for continued services for Fiscal Year 2015.</p>
	<p>~ The Executive Director met with the East Bay Employment Development Agency's Executive Director in order to discuss ways in which businesses can benefit from Eden I&amp;R's services, and how businesses can provide additional financial support from the private sector to the agency's various programs.</p>
	<p>~ The Executive Director represented the agency at the monthly Community Corrections Partnership Executive Committee meeting at the Probation Department. Topics of discussion included employment and housing services for recently released inmates as well as current information related to the new Day Reporting Center and the new Community Advisory Board.</p>
	<p>~ The Executive Director attended the monthly 2-1-1 Bay Area Partnership meeting held at the United Way of Silicon Valley. A tour of the Silicon Valley 2-1-1 operation was provided as well as discussions about current regional projects.</p>
	<p>~ The Executive and Deputy Directors met with the directors of the county's Social Services Agency and Health Care Services Agency, along with representatives from the IT department, in order to discuss the numerous ways in which 2-1-1 is currently assisting county staff and their clients. Also discussed were new and enhanced ideas of ways in which 2-1-1 could further serve county staff and residents.</p>
	<p>~ The Executive Director attended the quarterly statewide California Alliance of Information and Referral Services (CAIRS) board meeting. Topics of discussion included CalFresh outreach and enrollment, the CAIRS annual conference in October, the CAIRS newsletter features, statewide 2-1-1 apps, and regional-specific projects.</p>
	<p>~ The Deputy Director attended the Alameda County Volunteer Workgroup Meeting at the Office of Emergency Services in Dublin. The discussion continued on how various county agencies, cities, and Eden I&amp;R/2-1-1 will work together to mobilize Emergency Volunteer Centers (EVCs) and disseminate information about spontaneous volunteers in the event of a disaster.</p>
	<p>~ The Deputy Director attended the bimonthly Workforce Investment Board ACCESS Steering Committee meeting and gave an update on recent employment-related trends and needs noticed by 2-1-1 Resource Specialists among callers.</p>
	<p>~ The Deputy Director attended the Hayward City Council meeting to hear various updates about the city including funding recommendations for social service agencies in FY14/15.</p>
	<p>~ The Deputy Director had a conference call with members of the team from the 2014 Free Tax Assistance Events sponsored by Intuit/CCIA. The purpose of the call was to do a "debrief" of this year's free tax assistance events including 2-1-1's participation. The team leaders thanked 2-1-1 for its great work on the program for the sixth consecutive year.</p>
	<p>~ The Deputy Director and one of the 2-1-1 Phone Resource Specialists who had become a Certified Enrollment Counselor met with the representative who served as the agency's liaison with Covered California throughout the open enrollment process. These two staff provided feedback on Eden I&amp;R's experience as a Certified Enrollment Entity, assisting clients apply for health insurance between November and the extended open enrollment deadline of April 15.</p>
	<p>~ The Housing Outreach Coordinator worked in collaboration with the Oakland Housing Authority (OHA) to conduct outreach to rental property owners, on a monthly basis, to inform them of the opportunities with OHA and Eden I&amp;R. Through this outreach, property owners throughout the County are able to list their properties with us at no cost.</p>
	<p>~ As Chairperson, The Housing Outreach Coordinator, facilitated the monthly Tri-Valley Housing Scholarship board meeting.</p>
	<p>~The Housing Outreach Coordinator and one of the Housing Resource Specialists attended the Alameda County Aging &amp; Disability Resource Connection (ADRC). Part of the discussion was about the role of Eden I&amp;R/2-1-1 Alameda County in disseminating information.</p>
	<p>~ The Deputy Director and Housing Outreach Coordinator conducted an in-service training for Cal State East Bay Nursing Students.</p>
	<p>~ One of the Housing Resource Specialists attended the RHA Property Owner Workshop and explained how to list properties in Eden I&amp;R's housing database.</p>
	<p>~ One of the Housing Resource Specialists attended a meeting to continue the discussion with CRIL and other community-based organizations about the creation of an Aging &amp; Disability Resource Connection (ADRC) in Alameda County.</p>
<p>~ The Housing Outreach Coordinator attended the Alameda County Disaster Volunteer Workgroup in order to keep other members abreast of the ways in which Eden I&amp;R/211 Alameda County assist volunteers before, during, and after a disaster.</p>	

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	<p>~ As Chairperson, the Housing Outreach Coordinator facilitated the quarterly Alameda County Voluntary Organizations Active in Disaster (VOAD) General Meeting. This month the group had a Resource Tabletop exercise to test the communications and resources amongst the group.</p>
<p><b>Fairs/Events/ &amp; Outreach</b></p>	<p>~ An article titled "2-1-1 Assists Seniors Access Services" was published in Alameda County Renew Magazine (targeted toward senior citizens) Fall/Winter 2014 edition.</p>
	<p>~ 2-1-1 Outreach materials were distributed this month to: Brighter Beginnings, Crisis Support Center of Alameda County, Hayward Promise Neighborhood, American Red Cross, Alameda School District, Child Care Links, Native American Health Center, City of Dublin Human Services Commission, Alameda County Public Defender's Office, Campbell Village Community Center, and City of Hayward Community Services Department.</p>
	<p>~ The Development/Marketing Officer participated in and distributed 2-1-1 outreach materials at: Chabot College Health Center's Denim Day Sexual Violence Awareness Fair in Hayward, North Berkeley Senior Center Health Fair, and City of Oakland Mayor's Job Fair.</p>
	<p>~ The Deputy Director made a 2-1-1 presentation at the American Red Cross in Oakland.</p>
	<p>~ The Development/Marketing Officer made two extended 2-1-1 presentations at Spanish Speaking Unity Council Head Start in Oakland.</p>
	<p>~ Staff participated in and distributed 2-1-1 outreach materials at a Victim Rights Week Event hosted by the Alameda County District Attorney's Office in Castro Valley,</p>
	<p>~ Housing Staff participated in and distributed 2-1-1 outreach materials at a Leadership Luncheon hosted by the Rental Housing Association.</p>