

EDEN I & R, Inc.

2-1-1 Alameda County Monthly Narrative Report: December 2014

Noteworthy Updates

During the month of December, 9,152 calls were handled by 2-1-1 Resource Specialists and 14,245 health, housing and human service referrals were provided. Of the unduplicated callers, 80% were female, 32% were single-headed households with minor children, and 43% had disabilities. The call examples below show the breadth and depth of calls handled. Additional people are also relying on Eden I&R's websites, including our online health and human service resource directory; in December they received 17,606 pageviews from 4,906 sessions/visitors.

Once again, 2-1-1 played a pivotal role during the holidays for those in need. 2-1-1 handled 1,758 calls requesting information about holiday programs and provided 4,549 referrals. For the City of Berkeley, 2-1-1 registered 209 households (622 children) for the City's Toys for Tots program. Additionally, on December 23rd, Walgreens in Castro Valley called 2-1-1 to advise that their toy drive had ended on December 15 but the boxes had never been picked up by the agency who was managing the drive. The store manager asked if someone from our staff would pick up the three giant boxes of toys/gifts that their customers had donated. Our Development/Marketing Officer picked up the more than 100 toys the next morning. She called upon several local shelters to see if they could take delivery of these gifts. FESCO in Hayward was not only able to use the toys but had a neighborhood toy drive for the children of Cherryland. A family with six children happened to pull up to the offices to see if there were any more gift cards for families. The dad was informed that his kids could take the toy of their choice. It was heart-warming to see the excitement on the children's faces when they were told to pick what they wanted.

Call Information

Call Examples	~ A female senior with a physical disability called from Alameda for tenant rights assistance. She shared with 2-1-1 that her landlord had just started charging her utilities on top of the rent and she wanted to know if that was legal. The caller was referred to the Alameda City Rent Review Advisory Committee, ECHO Housing, and Bay Area Legal Aid.
	~ A female foster youth with mental health disability called from Hayward for help finding housing. She was referred to Second Chance for a Shelter Plus Care application, YEAH Youth Shelter, Abode Services' Project Independence, and Destiny Builders for transitional housing programs.
	~ A senior female with a physical disability called from Fremont for food pantries. She informed 2-1-1 that she lived with her adult son, that her CalFresh benefits had been recently cancelled, and that she was referred by the Social Services Agency to 2-1-1. She was referred to Tri-City Volunteers and Dollie's Closet for immediate food, and the Fremont Family Resource Center for benefits assistance with her CalFresh case. The caller expressed great appreciation for 2-1-1's assistance.
	~ A Berkeley caller who was part of a Spanish-speaking couple with three young children called to register for Toys For Tots. 2-1-1 ascertained that while the family received WIC, they were not receiving CalFresh. The caller was registered for the Berkeley Police Department's Toys For Tots and was also encouraged to apply for CalFresh at Social Services.
	~ A single mother of a young child called from Dublin for legal help. She informed 2-1-1 that she had no income, and she had recently received an Unlawful Detainer, and she knew the offices and court were closing for the Christmas Holiday and so time was of the essence. She was referred to Bay Area Legal Aid, the California Courts Online Self-Help Center, and Centro Legal de la Raza. The caller was also encouraged to apply for CalFresh at Social Services.
	~A single mother of a young child called from Oakland for low-income housing. She shared with the Phone Resource Specialist (PRS) that she had been a victim of domestic violence, was shot twice by her abuser, and that she herself had also been incarcerated and was currently on informal probation. The caller was referred to the Casa Verde Apartments for low-income housing, and the PRS also suggested transitional housing programs with shorter wait lists. She was referred to Alpha Omega Foundation, New Chance Ministries, Bay Area Community Services, Destiny Builders, and Urojas Community Services for transitional housing programs.
	~ A single mother of two young children, and who is also a veteran, called from Pleasanton for help paying her electric bill and rent. She shared with the Phone Resource Specialist that she was self-employed but that work had been a bit slow so she needed one-time assistance. The caller was referred to Season of Sharing, ECHO Housing, Operation Dignity, HEAP, and REACH, for rent and/or utility payment assistance. She was very thankful for the service.

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Caller Feedback	~ "I am calling from Livermore. I appreciate you for being a helpful resource because I am unable to get on a computer to access information and numbers, and I am sure my friends get tired of me calling them to look up something for me. You always make me feel comfortable, your staff is always helpful, very kind and I feel no one is judging me and I appreciate your service so much. And it would be a waste if we didn't have it, so I am glad that you guys are around."
	~ "I just spoke with one of your Resource Specialists who gave me a lot of good information. I want to let you guys know that she does a very, very good job. She's also very friendly, she keeps a calm voice, she knows what she is doing. She's a very good worker. She helped me and my daughter a lot, so thank you."
	~ "2-1-1 actually helps people. I wish I had known about you guys earlier."
Staff Inservice Training Sessions	~ CRIL In-Service Presentation
	~ California Free Tax Assistance Event Training
	~ 2-1-1 Staff MAA (Medi-Cal Administrative Activities) Review
	~ 2-1-1 Call Documentation Review and Documenting Crisis Calls

Resource Information And Technology Updates	
Services Database	~ Three new agencies were added to the services database this month.
	~ The services database contains 1,155 agencies and 2,921 programs.
	~ The process of updating the 585 "Directory" agencies is complete. Now we are proofreading to finalize the completion of the Big Blue Book 2015 edition.
	~ In December we continued updating the Toy Drives, Holiday Food, and Winter Shelters.
Housing Database	~ 76 new units were added to the housing database this month.
	~ Housing Subscriptions (mail, PDF & OHIP) were sent to community-based organizations in Alameda County and San Francisco County.
Online Services Website	~ Eden I&R's health and human services data is provided free through the agency's publicly accessible websites at www.edenir.org and www.211alamedacounty.org . This month the Online Services Directory received 17,606 pageviews from 4,906 sessions/visitors.
Technology	~ During December, our IT Department worked with our new Development/Marketing Officer to improve our Events Calendar. The new capabilities within the calendar will provide us with additional fields with which we can track and generate reports on community activities in which Eden I&R participated.
	~ Improvements were made to the AIDS Housing Information (AHIP) database. This will allow the AHIP team to better serve their clients and generate newly formatted reports.
	~ Eden I&R's website served as a key reference point during the holiday season. The site was continually updated with information about free holiday baskets for those in need and additionally served as a reference point for those needing winter shelters.
	~ As a result of the December storms, there was a partial power outage to Eden I&R's main building. The IT Department was able to respond to the situation with minimal disruption to business activities. Staff were able to continue to access phones and utilize their computers until the outage was repaired three days later.

Outreach/Public Information Activities	
Meetings	~ The Executive Director attended (via conference call) the 2-1-1 California Network Board meeting in order to stay abreast of the California 2-1-1 centers and their successes and challenges, including any new possible statewide funding.
	~ The Executive Director attended the Alameda County Volunteer Organizations Assisting in Disasters (VOAD) Executive Committee meeting at the Red Cross offices in Oakland. One of the focuses of the meeting was a presentation next month related to how 2-1-1 assists in response before, during, and after a disaster.

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Meetings	~ The Executive Director attended the monthly 2-1-1 Bay Area Regional meeting in Walnut Creek. Each 2-1-1 center reported on special events occurring during the holiday season including food and toy drives, winter weather shelters, and Season of Sharing.
	~ The agency met with representatives from the California Free Tax Assistance Events and ultimately signed another contract for 2-1-1 to schedule appointments for these free events held throughout the state for low-income taxpayers and those on military duty.
	~ Agency management staff continued to work with AC Transit management as we continued to enhance and promote the new transportation portal through Eden I&R's website.
	~ The Executive Director attended the monthly Community Corrections Partnership Executive Committee meeting held at the Probation Department in Oakland. It was a very well attended meeting during which updates were given related to such re-entry topics as: employment, housing and the new Transition Center.
	~ The Executive Director had conversations with Berkeley nonprofit organizations about 2-1-1 assisting, countywide, with a shelter bed reservation system. This has been a discussion item for decades, and because EveryOne Home is now interested in this possibility, there are more concrete discussions being held to perhaps make this a reality in the next few years. In the meantime, 2-1-1 continues to call countywide shelters twice daily for space availabilities and provide this information to callers 24/7.
	~ Staff attended the Tri-Valley Housing Scholarship Advisory Board meeting to discuss policies and procedures for the Housing Scholarship Program.
	~ Staff attended East Bay Community Foundation's "East Bay Gives" orientation at its office.
	~ Staff attended a First Five Alameda County Communications Training
Fairs/Events/and Outreach	~ The Executive Director attended the Tri City Elder Coalition event during which Wendy Peterson, the Director of Senior Services Coalition for Alameda County, was honored for her many years of service to the senior population throughout Alameda County. Wendy was instrumental in getting contract increases to many nonprofit senior-related contracts with the county this fiscal year.
	~ The Executive Director attended the lovely holiday event held at Eden Medical Center in Castro Valley. Each year this event brings together nonprofit and for-profit health care related providers who get to network in an informal and enjoyable manner. The food is great and the raffle prizes are terrific (although we never win any).
	~ 2-1-1 materials were distributed to Computer Technologies Program (CTP) in Berkeley, as well as Alameda County Probation Department.