

EDEN I & R, Inc.

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

Noteworthy Updates

During the month of February, 7,901 calls were handled by 2-1-1 Resource Specialists and 11,299 health, housing and human service referrals were provided. Of the unduplicated callers, 80% were female, 30% were single-headed households with minor children, and 41% 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 February it received 137,673 hits from 12,518 visitors.

2-1-1 centers across the country celebrated "National 2-1-1 Day" on February 11. Eden I&R had an informal yet much appreciated luncheon for staff on-site. Because 2-1-1 calls are constant, Resource Specialists covered one another's shifts so that everyone could partake in a quick lunch. During the lunch, the Executive Director thanked staff members for their consistent dedication toward providing comprehensive and updated information and referrals to our thousands of callers. Also appreciated were the staff members who collect and manage the health, housing and human service data that is relied upon by the 2-1-1 communication system, as well as those staff members who are trained to back-up Resource Specialists when we are inundated with calls.

Call Information

Call Examples	<p>~ A Pleasanton caller who had recently been diagnosed with uterine cancer called 2-1-1 for cancer support groups. She was referred to Women's Cancer Resource Center of Oakland for support groups and the American Cancer Society for further referrals.</p>
	<p>~ A single parent with two teenaged children and an adult child in the home called from Newark for assistance paying a water bill. The caller was at risk of losing her Section 8 Housing Voucher if the shut-off occurred. The caller had a shut-off notice, so she was referred to St. Vincent de Paul and Catholic Charities' Cassidy Program for seniors 55+ (the caller met the age criteria) offering temporary financial assistance to marginally housed seniors.</p>
	<p>~ An Oakland caller who was homeless and had a physical disability called for information on residential programs for parolees. The caller shared that he was about to exit the re-entry program at which he was currently living and needed another place to live. He had no income or benefits, so he was referred to the Homeless Action Center, Healthy Oakland's Urban Male Health Center, Alameda County Human Resource Services Department's Re-Entry Pilot Program, and was encouraged to call 2-1-1 back for transitional housing when his General Assistance benefits are in place. The caller was also pre-screened and referred to the CalFresh Program.</p>
	<p>~ A senior with physical disabilities called from San Leandro for rental listings that would accept his Section 8 voucher. The caller was referred to five different properties in Oakland from Eden I&R's unique housing database, and was also given a referral to the Hayward Senior Center as he requested.</p>
	<p>~ A Berkeley caller, who had both mental and physical disabilities, called for information on how to better manage her diabetes. The caller told the Phone Resource Specialist she wanted referrals in Oakland, so she was referred to Eastmont Wellness Center, West Oakland Health Center, and Native American Health Center.</p>
	<p>~ A senior from Hayward called because his vehicle had been broken into. Several parts of the vehicle had been stolen rendering it inoperable, and the City had eventually towed the vehicle. The caller has had several financial setbacks including foreclosure and was very upset. 2-1-1 advocated for the caller and connected him, at his request, to City staff. 2-1-1 also referred him to St. Vincent de Paul for financial assistance. 2-1-1 asked the caller if he was interested in learning about programs that could assist him with in-home support services, transportation to appointments, etc. as he had indicated that transportation was an issue and that he was not always able to keep up with his laundry and housework. The caller indicated that he was interested. He was provided with referrals to PACE through Center for Elders' Independence, as he had indicated that he had both Medi-Cal and Medicare, and to the Area Agency on Aging, Alameda County Social Services Agency. He called back to inform 2-1-1 that he had followed up with PACE and they had sent him several materials to review regarding their services. He indicated that he was still trying to get an application from the Area Agency on Aging.</p>

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Caller Feedback	~ "You have helped me a lot and the resources you provide are very helpful. Don't stop your service ever, because it is beneficial for folks like me."
	~ "I am calling from San Leandro. I called to inquire about low-income apartments, and your employee helped me. She was so wonderful with finding all of these places, and I just want you to know how awesome she was."
	~ "I live in Hayward, my experience with your operator has been excellent."
	~ "The representative that I spoke to was very friendly, very kind, very helpful and very caring. I appreciate her kindness."
Staff Inservice Training Sessions	~ East Oakland Community Project
	~ Adult Protective Services

Resource Information And Technology Updates

Services Database	~ Six new agencies were added to the services database this month.
	~ The services database contains 1,133 agencies and 2,906 programs.
	~ The 2014 Big Blue Book: Directory of Human Services for Alameda County has been printed and copies are available for sale.
	~ The process of updating the 473 "Non-Directory" agencies continues. So far we have updated 179 agencies.
Housing Database	~ 620 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 , and www.alamedaco.info . This month the Online Services Directory received 137,673 hits from 12,518 visitors.
Technology	~ The agency welcomed Rick Otto as its new Director of Information Technology this month. Rick brings more than 20 years of experience in the technology field to the organization, and his previous employment includes Hewlett-Packard, the Sequoia Union High School District, and the San Francisco Opera. He is ITIL certified, a certified Chief Technology Officer, and has an MBA from San Jose State. After 15 years with Eden I&R, former Director of Information Technology Craig Miller is forming his own consulting firm. To help with the transition, Craig will continue working with the agency in the near future on a part-time basis.
	~ Old UPS batteries were swapped out for new batteries on devices servicing internet and network equipment.
	~ Equipment was purchased in preparation for the hire of a new staff person, a Specialist in the agency's AIDS Housing & Information Project.
	~ Staff performed routine software and hardware maintenance and updated the agency website.

Outreach/Public Information Activities

Meetings	~ The Executive Director met with the Executive Directors of the East Bay Volunteer Center and the Contra Costa Crisis Center to discuss the many ways in which the agencies can further solidify and enhance our working partnerships. Currently we are working on a formalized MOU related to disaster response activities.
	~ Two staff members from California Assemblyman Bill Quirk's office visited the office to familiarize themselves with the breadth and depth of Eden I&R's services, especially as they relate to the Assemblyman's constituents.
	~ The Executive Director attended a 2-1-1 California network board meeting held in Santa Rosa in order to hear firsthand the many ways in which statewide 2-1-1 efforts are benefitting low-income individuals and families. In particular, discussions were held related to the new statewide business plan that is being written with the assistance of a generous grant by Kaiser Permanente.
	~ Two staff members from Alameda County Supervisor Wilma Chan's office were given a tour of the agency so that they could better understand the full complement of Eden I&R's programs and services. Supervisor Chan was one of the first Alameda Board members to support 2-1-1 in the early 2000s.

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Meetings	~ Several Eden I&R staff members met with a representative from Code For America. The primary discussion related to creating a mobile "app" from which national 2-1-1 services could be accessed. Because 2-1-1 is a national number that is managed and funded locally, the Code For America representatives are speaking with 2-1-1 centers across the country about this project.
	~ The City of Fremont sent representatives to Eden I&R to monitor the many ways in which we provide services to its city's residents. Statistical information, anecdotal data as well as requested agency documents were provided and the representatives were given a tour of the agency including the 2-1-1 call center. As always, Eden I&R is performing according to our contractual goals.
	~ The Executive Director attended the City of Alameda's Social Service Human Relations Board meeting. A presentation was made focusing on the many ways in which 2-1-1 has specifically assisted Alameda's low-income, at-risk populations.
	~ The Executive Director attended the monthly regional 2-1-1 Bay Area partnership meeting held in Oakland. This month's meeting focused on the statewide California Healthcare Navigation system and the ways in which 2-1-1 has been, and could be, assisting people complete healthcare insurance applications.
	~ Several agency staff members worked to restore funding related to assisting low-income callers obtain low-cost broadband internet services. This assistance would also involve referrals for low-cost internet training and computer equipment.
	~ The Deputy Director attended the bimonthly Workforce Investment Board ACCESS Steering Committee meeting at which she made a presentation about 2-1-1 and recent employment-related calls and trends observed by the Phone Line Resource Specialists.
	~ The Deputy Director and the 2-1-1 Program Manager attended an open house hosted by Eden Township Healthcare District at its newly remodeled, environmentally friendly offices in Castro Valley. The Deputy Director accepted a plaque on behalf of Eden I&R that commemorates the grants the agency has received from Eden Township Healthcare District since 2005. The two agency staff had the opportunity to meet other grantees and Eden Township Healthcare District staff, and enjoy some wonderful refreshments.
	~ The Deputy Director attended an all-day forum at the Office of Emergency Services in Dublin sponsored by the Bay Area Center for Regional Disaster Resilience. The topic of the forum was Bay Area Community Health Resilience. Representatives from several different organizations including Association of Bay Area Health Officials, Bay Area Urban Areas Security Initiative, Kaiser Permanente, and the American Red Cross, made presentations relating to the theme of community health resilience which is the ability of a community to understand the consequences it faces from disasters or other events that affect public health and safety to recognize the preparedness gaps and develop or strengthen capabilities that help the community.
	~ The Deputy Director participated in a webinar hosted by Healthy City to learn more about the very rich website, Healthycity.org , and how Eden I&R might use its data tracking abilities to better inform our work.
	~ The Housing Outreach Coordinator is working 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&R. Through this outreach property owners throughout the County are able to list their properties with us at no cost.
	~ The Housing Outreach Coordinator attended the Alameda County Emergency Managers Association meeting. This meeting was dedicated to a Tabletop Disaster drill focusing on climate change and power outages.
	~ The Housing Outreach Coordinator attended the Nor Cal Voluntary Organizations Active in Disaster (VOAD) meeting. The topic of discussion was agency reimbursement after a declared disaster.
	~ The Housing Outreach Coordinator attended the Alameda County Disaster Volunteer Planning meeting. This meeting was dedicated to the launch of a new portal on the County website for spontaneous volunteers.
	~ As Chairperson, the Housing Outreach Coordinator facilitated the monthly Tri-Valley Housing Scholarship board meeting.
~ The Housing Outreach Coordinator met with a representative at the Alameda County Housing Authority to work on a collaborative rental property owner outreach event.	

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Fairs/Events/and Outreach	~ 2-1-1 marketing and outreach materials were distributed this month to: Assemblyman Bill Quirk's office, Emerson Elementary School (Oakland Unified School District Resource Center), United Seniors of Oakland and Alameda County, City of Fremont, Oakland Fire Department Emergency Operations Center, Resources for Community Development in Berkeley, Oakland Police Department Internal Affairs Division, and the Office of Alameda County Supervisor Wilma Chan.
	~ The Executive Director, as the Public Relations chair of the statewide California Alliance of Information and Referral Services (CAIRS), edited and produced the Spring edition of the CAIRS Newsletter. This publication included stories about 2-1-1 Day activities, Earned Income Tax Credit services, and Human Trafficking Awareness Month.
	~ The Executive Director attended the screening of "Fatherhood 101" by First 5 at the Oakland Grand Lake Theater. The film was enlightening, emotional and educational. The very large audience was diverse, attentive and very appreciative of the film.
	~ The Housing Outreach Coordinator attended the ORC Network meeting and gave out 2-1-1 information to attendees.
	~ As Chairperson, the Housing Outreach Coordinator facilitated the monthly Alameda County VOAD executive committee meeting.
	~ The Alameda County Sheriff's Department added a link on their website to the 2-1-1 website.
	~ The Development/Marketing Officer made a 2-1-1 presentation to the College of Alameda ATLAS Program. The ATLAS program includes a 2-1-1 presentation in each of their new student orientations.
	~ The Development/Marketing Officer participated in and distributed 2-1-1 materials at the Earn It! Keep It! Save It! event at the Oakland Public Library. At this event, low-income residents were assisted in completing their taxes and in submitting applications to Covered California.
	~ The Development/Marketing Officer made a 2-1-1 presentation to deputies and staff in the Hayward office of the Alameda County Probation Department.
~ The Development/Marketing Officer participated in and distributed 2-1-1 materials at the Senior Center in Castro Valley, and Project Access Health Fair at St. Joseph Senior Apartments in Oakland.	