

Noteworthy Updates

During the month of January, 5,252 calls were handled by 2-1-1 Resource Specialists and 6,799 health, housing and human service referrals were provided. Of the unduplicated callers, 77% were female, 29% were single mothers with minor children, and 51% reported they were living with disabilities. (These statistics exclude callers who opted to not provide demographic information during intake.) The call examples below show the breadth and depth of calls handled. Additional people also relied on Eden I&R's websites for resource information, including our online health and human services public resource directory. In January, Eden I&R websites received 16,788 pageviews and 5,560 unique sessions.

January signified the beginning of a new year, the start of Eden I&R's 41st year serving the Alameda County community, and some leadership changes. Not only did Alison DeJung become the agency's new Executive Director, but we are pleased to announce the addition of two new members to our board of directors. Amy Wilson is currently on sabbatical from her position as VP HCM Products at Workday, an enterprise software company. During her sabbatical, Amy is Managing Director at Golden Seeds, a group of investors that seek and fund high-potential, women-led businesses. Tim Stutt is the CEO of Atimba, a cloud solutions and innovation services company. Both Tim and Amy bring a wealth of experience and skills, including in technology, and we are thrilled to have them join our board.

Staff was busy in January with the kick-off of tax season. Once again 2-1-1 is providing callers information about the Earned Income Tax Credit and free tax preparation sites in partnership with the City of Oakland and the United Way's Earn It! Keep It! Save It! Program. Additionally, this month we planned our annual celebration of National 2-1-1 Day, a day to promote the critical 2-1-1 service locally and across the country, and to thank our staff for their diligent work. Since the actual 2-1-1 Day (February 11) fell on a Saturday this year, we celebrated a day early on Friday, February 10, with an open house at our office. More details on 2-1-1 Day will be provided in the February 2-1-1 monthly report.

More rain is heading our way! In light of the many storm-related emergencies impacting California residents this winter, we encourage everyone who lives, works, or visits in Alameda County to sign up for AC Alert, the Alameda County emergency notification system. Signing up will allow you receive emergency and topical information about flooding, earthquakes, fires and other emergencies occurring in your area. To sign up for AC Alert and ensure the county can reach you, go to <http://ACAlert.org>.

In gratitude to the agency's former Executive Director, Barbara Bernstein, and her legacy to the community, we are proud to announce the 2-1-1 call center has been named in her honor. We invite all of our partners to come tour the **Barbara Bernstein 2-1-1 Alameda County Call Center** to see our Phone Resource Specialists in action, take a look at our cloud-based database, and get a sense of the breadth of the 2-1-1 service.

Call Information

Call Examples	~ A senior residing in Alameda called for assistance with paying a deposit to get PG&E set up. She informed 2-1-1 that she had a 6-year-old child in the household that was asthmatic and having PG&E was critical. 2-1-1 referred the caller to the REACH Program with Salvation Army, and to HEAP, offered through Spectrum Services. In addition the caller was referred to Season of Sharing.
	~ A low-income Berkeley resident called to ask for information on where she could go to get help with tax filing. She was referred to the North Berkeley Senior Center (City of Berkeley Housing & Community Services), which is an AARP site offering assistance with taxes, and to Alameda County Social Services' Enterprise office, which is a VITA site helping with tax filing assistance.
	~ A Fremont resident called for her mother who had suffered a stroke that left her with serious mental health issues. The nursing home where the caller's mother had resided before the stroke refused to take her back, and the hospital where the mother had been treated had discharged her. The caller was concerned that her mother's vulnerability had resulted in neglect and she wished to report the nursing home and her mother's situation. The caller was referred to Alameda County Social Services APS Unit to report her concerns, and to SSA's Department of Adult, Aging and Medi-Cal Services for additional supportive information.
	~ A Newark resident with an infant called for assistance with a domestic violence situation. The caller said she was running out of funds, having spent most of what she had on motel rooms. She was prepared to relocate out of county if necessary. She was provided referrals to the 24 Hour Hotline—SAVE. For shelter, she was referred to Love N Me; Ruby's Place and the North County Winter Shelter. Additionally, the caller was referred to the National Domestic Violence Hotline, the Alameda County District Attorney's Family justice Center, and the Family Violence Law Center for help with restraining orders, and to 2-1-1 in a neighboring county.

Call Examples	~ A Hayward parent called for assistance with her preteen who was out of control and was "too violent." She said her child was not listening to her, skipping schoolwork, vandalizing the home and the family car causing great damage and expense, hitting the parent, and breaking things in the home. The child had been living with her father, but he could no longer care for her and she had moved in with her mother. The caller said that she knew her daughter was consuming alcohol, but she was not sure if there was a mental health problem that was undiagnosed. The caller was referred to Willow which offers a safe and structured acute inpatient environment for Alameda County adolescents in crisis. In addition the caller was provided referrals to Uplifteen Program; CASA C.H.E at La Clinica de la Raza; Dream Catcher Youth Shelter and Support Services; Youth ALIVE!; National Hotline (girls, boys and parents); and the California Youth Crisis Line.
	An Oakland resident, who indicated was both homeless and a senior, called for assistance with obtaining mental health services. For acute crisis care, the caller was referred to the ACCESS Program offered by Alameda County Behavioral Health Care Services; he was also referred to the psychiatric case management program offered by La Cheim Behavioral Health Services to persons with chronic and severe mental health issues, and also to the Schuman Liles Clinic; and finally he was referred to the Supported Independent Living (SIL) Program offered by BACS to persons with a mental health disability. The caller was additionally referred to Alameda Health Systems' Highland Hospital Campus for possible consideration under the Shelter Plus Care Program.
	~ A female resident of San Leandro called for assistance with a domestic violence shelter. The caller was also concerned about the safety of her pets. 2-1-1 referred the caller to Love N Me, Ruby's Place, and the 24 hour Hotline-Safe Alternatives to Violent Environments. The caller was also referred to an animal shelter so she could get her pets into safe hands.
Caller Feedback	~ "I am calling from Oakland. Your staff was very helpful. They did a great job. Thank you very much."
	~ "I am staying with a family temporarily, and they are also going to be moving. I just want to say that I spoke to your employee. She is wonderful, she is patient every time I asked her to repeat things, she was funny, and she was informative. Thank you, she did a great job, I was very lucky that there was not a long wait time. Overall, I am very pleased. Thank you very much, bye."
	~ "I am a veteran. Your operator is very helpful; she gave me resources for veterans who are homeless. She was very helpful. Thank you guys for the great service."
Staff Inservice Training Sessions	~ EITC Staff Training
	~ 2-1-1 Staff Training on 2-1-1 Best Practices in Call Handling
Resource Information And Technology Updates	
Services Database	~ Nine new agencies, and 46 new programs were added to the services database this month.
	~ The services database contains 1,165 agencies and 2,998 programs.
	~ 28 AARP and 23 VITA tax assistance sites were updated in the services database for this year's EITC program.
Housing Database	~ 123 new units were added to the housing database this month.
	~ The Housing database contains 85,319 total housing units.
	~ 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 . In January, Eden I&R websites received 16,788 pageviews and 5,560 unique sessions.
Website Updates	~ Our public facing website was updated to promote 2-1-1 Day, with a link to an Eventbrite invitation. Links were also added to media on Bay Area rents, an internal job posting, and a monthly reporting update.
Technology	~ Implemented changes in our database and phone system to communicate and track California EITC information.
	~ Updated information in our database related to early January storms, flooding, and road closures in Alameda County.

Technology	~ Purchased and installed a video display screen in the organization's emergency operations center, to be used for disaster trainings, presentations, and viewing press briefings during disasters.
	~ Tested/Updated Desktop Disaster Equipment in disaster staging area
Outreach/Public Information Activities	
Meetings	~ The Executive Director met with a Victim Specialist from the San Francisco Division/Oakland RA of the Federal Bureau of Investigation. The Victim Specialist was interested in learning more about 2-1-1 Alameda County and how it could assist her clients. She was given a tour of the call center and provided with assorted 2-1-1 outreach materials to distribute to her colleagues and clients.
	~ The Executive Director participated in a monthly 2-1-1 California Network call. Discussion items included the creation of a 501c3 or other governance structure for 2-1-1 California, and an update on the latest implementation of SB1212, designed to expand 2-1-1 service in rural areas of the state.
	~ The Executive Director participated in a webinar and the first of two "boot camps" for this year's East Bay Gives, the 24-hour online giving event taking place on May 4.
	~ The Executive Director, other management staff members, and members of the agency's board of directors, met again to continue discussing and refining the agency's new strategic plan which is scheduled to be completed by late March.
	~ The Executive Director attended a meeting of the County Board of Supervisors' Health Care Service Committee where Housing and Community Development staff presented on the implementation of Measure A1, the affordable housing bond. Eden I&R staff is paying close attention to the implementation and how 2-1-1 could assist with outreach efforts and other capacities.
	~ The Deputy Director attended the Emergency Managers' Association meeting in Dublin at the Office of Emergency Services. Representatives from the American Red Cross, City of Oakland, and Alameda County Office of Emergency Services presented on each agency's response to the Oakland Ghost Ship warehouse fire.
	~ 2-1-1 and support staff participated in training with a representative from United Way Bay Area in preparation for the Earn It! Keep It! Save It! free tax preparation program and California Earned Income Tax Credit (EITC) outreach program. 2-1-1 staff reviewed how to search the database for free tax preparation sites and how to promote EITC to eligible callers.
	~ The 2-1-1 Program Manager attended the Probation Department's Program and Services meeting and participated in discussion about the sub-committee's steps to create a mobile response unit near Santa Rita Jail to assist people after release from jail to be connected with resources, i.e., transportation, food, clothing, shelter.
	~ Eden I&R leadership met to discuss current disaster response processes and areas to improve preparedness among staff and the organization. The Disaster Preparedness Committee will continue to meet monthly as part of Eden I&R's ongoing effort to be prepared to respond to local and regional disasters.
	~ Eden I&R submitted the Big Count Report to 2-1-1.org, highlighting 2-1-1 Alameda County's work throughout calendar year 2016. All 2-1-1's across the nation submit data to the national organization, which then compiles all data into nationwide statistics.
	~ The Deputy Director and 2-1-1 Program Manager presented to the Elders Committee Pool of Consumer Champions about Eden I&R and 2-1-1. The group was particularly concerned about where to find housing search and tenant/landlord mediation assistance as many attendees voiced concerns about a competitive housing market, limited inventory, and issues around eviction and legal counsel.
	~ The Deputy Director, 2-1-1 Program Manager, and IT Specialist reviewed call statistics and tracked CA Free Tax Assistance Event calls to relay reports weekly to program partners. With the first tax preparation events taking place at the beginning of February, 2-1-1 staff were busy directing callers to sites for this statewide program.

<p>Meetings</p>	<p>~ Members of the management team met with representatives from Alameda County Housing & Community Development, Alameda County Behavioral Health, and EveryOne Home to discuss the various initiatives taking place in Alameda County with regard to housing and how 2-1-1 might play a role, as well as enhancement of the current Housing CHOICES website.</p>
	<p>~ The 2-1-1 Program Manager attended the Immigration Forum, hosted by First 5 Alameda County, and listened to panelists discuss ways to support families in Alameda County who are concerned or dealing with immigration related challenges.</p>
	<p>~ The Deputy Director attended the Emergency Operations Center & Professional Development Workshop in San Rafael to learn about credentialing opportunities for EOC positions, such as the Public Information Officer. In addition, the CA State Office of Emergency Services representative shared information about the credentialing process for emergency management professionals.</p>
	<p>~ The Housing Outreach Coordinator attended the Union City Council meeting. The Union City Council meeting took Rent and Tenant Task Force Recommendations and public comment to counteract displacement in Union City.</p>
<p>Fairs/Events/ Outreach</p>	<p>~ 2-1-1 staff hosted a booth and provided resource referrals to participants at the Laney College Student Resource Fair in Oakland, and the City Council Rent and Tenant Taskforce Meeting in Union City.</p>
	<p>~ Outreach materials were distributed to attendees at a meeting of the HOPWA (Housing Opportunities for Persons With AIDS) Property Managers & Service Providers in Oakland, and a presentation for the Elders Committee POCC (Pool of Consumer Champions) in Oakland, and Immigration Forum: How to Support Families in Alameda County in San Leandro.</p>
	<p>~ Outreach materials were also distributed by request to the Alameda County Probation Department, Nursing Students from CSUEB (Cal State University East Bay), who attended an on-site presentation at Eden I&R in Hayward, and to a Victim Specialist from the FBI receiving an on-site tour at Eden I&R in Hayward.</p>
	<p>~ In summary, for January, Eden I&R served 173 people at events and fairs and distributed 3,632 pieces of outreach materials to service providers and residents of Alameda County.</p>