

EDEN I & R, Inc.

2-1-1 Alameda County Monthly Narrative Report: June 2013

Noteworthy Updates

During the month of June, 8,217 calls were handled by 2-1-1 Resource Specialists and 15,047 health, housing and human service referrals were provided. Of the unduplicated callers, 81% were female, 36% 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 June it received 82,732 hits from 7,948 visitors.

This report marks the end of Fiscal Year 2012-13. Eden I&R staff and board are extremely proud of another successful year providing the critical 2-1-1 service to Alameda County. Over the past 12 months, 2-1-1 Resource Specialists handled 105,569 total calls. These callers received 189,081 housing and service referrals. The agency's online resource directory was also heavily used throughout the year, receiving 1,134,534 hits from 120,000 visitors.

Eden I&R's partnerships with municipal departments and other community-based organizations enabled 2-1-1 to continue to serve as an easy point of entry and eligibility assessment for numerous benefit programs including CalFresh, Earned Income Tax Credit, Medi-Cal and holiday toys and food for needy families, as well as to maintain the daily inventory of available emergency shelter beds and our housing and services databases. These partnerships are truly appreciated because they assist us all in successfully serving the community. Eden I&R wishes to extend a heartfelt "Thank You" to all of our partners and funders. A 2-1-1 Annual Report will be available by the end of July that will provide greater detail and further highlights of 2-1-1 Alameda County over the past fiscal year. This report will be mailed to funders and will be available online at www.211alamedacounty.org.

Call Information

Call Examples

- ~ A staffer from Congressman Eric Swalwell's office in Pleasanton called 2-1-1 for housing and resources for a homeless single male veteran. The caller was referred to Operation Dignity and Alameda Point Collaborative transitional housing programs, and the Homeless Veterans Outreach Office at the U.S. Department of Veterans Affairs.
- ~ A Dublin resident who is the mother of three small children, one of whom was a newborn, called seeking information on rental and utility assistance, as well as subsidized child care. Without rental and utility assistance, she would lose her Section 8 Voucher. The caller and one of her children had physical disabilities. She was referred to Season of Sharing, Catholic Charities, and ECHO Housing for rent, REACH and HEAP for PG&E assistance, and Child Care Links for child care referrals.
- ~ A senior female with mental and physical disabilities living with relatives in Livermore called for resources to help pay for her prescription medications on which she was running low, as she could not afford her co-pay. The caller was referred to Ramsell Corporation's Prescription Drug Discount Card Program and the California Rx Card program.
- ~ A resident of Piedmont called for information on community gardening programs for fresh produce. The caller was referred to Alameda County Deputy Sheriff's Activities League Dig Deep Farms & Produce program.
- ~ A 17-year-old youth from Oakland called for assistance in locating employment. The caller was referred to Youth Employment Partnership and East Oakland Youth Development Center.
- ~ A single mother with a physical disability living with her adult daughter in Alameda called for resources to help save her home from foreclosure. The caller stated that her home needed repairs that she could not afford and that she was behind on her mortgage payments due to a pending divorce and loss of spousal income. She was referred to Season of Sharing for potential help making a mortgage payment, the City of Alameda Housing Rehabilitation Programs and Alameda County Community Development's Minor Home Repair Program, NID Housing Counseling Agency, and HERA and ECHO Housing for mortgage counseling. For the caller's daughter, who had problems with her credit, had no healthcare and no income, 2-1-1 provided referrals to A Hand 'N Hand Career Training Center for employment training, La Clinica de la Raza, LifeLong Medical Care, and Highland Hospital for HealthPAC enrollment, CalFresh for food benefits, and Money Management International for credit counseling and credit repair. The Phone Resource Specialist also provided the number for Fresno's 2-1-1 Program, requested by the caller to explore resources in advance, in case she loses her home and needs to relocate.

EDEN I & R, Inc.

Call Examples	~ A homeless, married couple staying at Second Chance shelter in Newark called for information on programs that could assist with a deposit to move into a rental unit, since the husband had recently become employed. The wife, who has a physical disability and suffers from seizures, had her SSI benefits cut for a period during which she was incarcerated, and was awaiting reinstatement of her benefits. The couple was referred to Catholic Charities, Season of Sharing, and Operation Dignity.
	~ A resident of San Leandro called seeking immediate refuge from a domestic violence situation impacting her and her two young children. The caller indicated that she worked for a check cashing business in Oakland. The Phone Resource Specialist asked the caller whether her place of employment was known to her abuser and whether the caller was safe returning there. The caller assured 2-1-1 that she worked behind bulletproof security glass, so she felt safe within, but since she had no transportation of her own, she needed to be able to get to work from a shelter. As there was no available shelter space that day for the family of three, 2-1-1 provided the caller with referrals to The Family Violence Law Center for a Temporary Restraining Order and motel placement, as well five transitional housing programs: McKinley and Sankofa House, Bridget House, Images on the Rise, Banyan House, and transitional housing outside Oakland (for safety) and the 24-Hour Mobile Response Team for assistance with leaving the home. The Phone Resource Specialist noticed that based on the full time-income the caller reported, she was making less than minimum wage. The caller stated that she lacked legal documentation and was being paid under the table. She also stated that having lived in the U.S. since infancy and not knowing any other country or culture, she was very fearful of what the future held in store for her children and herself. She was referred to Centro Legal de la Raza, Catholic Charities, and International Institute of the Bay Area for legal assistance including visa information.
Caller Feedback	~ "Your employee is wonderful. He is compassionate, caring, and courteous and if I had the opportunity I would give him a hug."
	~ "I would like to say thank you to 2-1-1 for helping me find a place."
	~ "I called 2-1-1 and was referred to East Oakland Community Project Emergency Shelter. Through their housing program I was able to get Section 8 within two weeks. They also helped me with deposit, furniture, and the other needs that I had moving into a place. 2-1-1 really works for people, they really help. Thank God for 2-1-1."
	~ "Thank you for having (name of employee) on the job. She is excellent, she is super on the phone. That is very important."
	~ "I live in Hayward, and I am very happy to discover 2-1-1 this morning. I had never heard of it before. Your staff person was very helpful with a lot of information to help me out, not just what I was calling for but other things that I also qualified for to help me out, with my life and helping the people that I live with. So I am very happy that I found you today and you were such a great help. Thank you very much."
Staff Inservice Training Sessions	~ Alzheimer's Services of the East Bay In-Service Presentation
	~ An In-Service Presentation from BART Director John McPartland and Linton Johnson, BART's Manager, Strategic Programs, Office of External Affairs
	~ Axis Community Health In-Service Presentation

Resource Information And Technology Updates	
Services Database	~ One new agency was added in the services database this month.
	~ The services database contains 1,111 agencies and 2,863 programs.
	~ The process of updating the 474 "Non-Directory" listings continues. So far we have updated 441 agencies.
Housing Database	~ 106 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 82,732 hits from 7,948 visitors.
Technology	~ Programming was added to Eden I&R's Client database system that captures the call time data and associates each call with a specific Medi-Cal Administrative Activities (MAA) code. Beginning July 1 the system will begin daily reporting of the time spent on calls within each MAA category for all 2-1-1 Phone Line Resource Specialists.

EDEN I & R, Inc.

Technology	~ All Eden I&R staff were provided training in the MAA reporting process and, in particular, how staff time will be tracked and reported as 2-1-1 initiates the new MAA Perpetual Time Study.
	~ Staff performed routine software and hardware maintenance, updated the agency web site, and provided updated services data for the Online Service Directory and Healthy Cities web sites.

Outreach/Public Information Activities

Meetings	~ The Executive Director attended the statewide 2-1-1 CA Collaborative meeting held simultaneously in Northern and Southern California. The focus of the meeting was presentations by Covered CA describing the ways in which healthcare is going to be changing beginning this fall, the timeline involved, and how 2-1-1 may be affected. It was agreed upon that 2-1-1 call volume will increase to handle these calls so it's imperative that 2-1-1 Resource Specialists need to be kept abreast of all changes. There was also acknowledgement that 2-1-1 Centers need additional funding to cover the costs of increased, ongoing healthcare training as well as projected additional and longer calls.
	~ The Executive Director was the featured speaker at the newly formed Alameda County Veteran Collaborative meeting. A comprehensive PowerPoint presentation was made that included 2-1-1, in general, as well as the ways in which Veterans have been served, and can be served.
	~ The Executive Director negotiated a new contract with the Probation Department that will help fund calls from individuals (and their families) who are currently on probation.
	~ The Executive Director made a short presentation before the CPUC in Oakland City Hall that concentrated on the ways in which PG&E has partnered with our agency and supported our ongoing community services (in particular, 2-1-1).
	~ Eden I&R staff attended a variety of criminal justice reentry meetings including the programs and services workgroup.
	~ The Executive Director was a speaker at the San Francisco Foundation's Collaboration in Disaster conference held in Oakland. The focus of the workshop presentation was the negotiation and solidification of MOUs related to disaster preparedness and response.
	~ The Executive Director attended the monthly Bay Area 2-1-1 Partnership meeting during which discussion items included: 2-1-1 CA network goals and updated procedures, healthcare changes and 2-1-1's roles, and sharing a variety of "best practices" with one another.
	~ Eden I&R staff attended a workshop on planning for an Emergency Volunteer Center following a local or regional disaster. One critical role of 2-1-1 Alameda County following a disaster will be to support the efforts of local and county agencies in coordinating volunteer response to the disaster.
	~ The Deputy Director and 2-1-1 Program Manager gave a tour of Eden I&R's office and the 2-1-1 call center to employees from Alameda County Department of Child Support Services (DCSS). Eden I&R staff had given a 2-1-1 presentation to DCSS a few months ago which was so well received, some of their staff wanted to come see 2-1-1's operations firsthand as well as discuss potential ways the two agencies might collaborate in the future.
	~ Eden I&R staff attended a community forum sponsored by Wells Fargo to share and hear from other community-based organizations about some of the issues/needs in Alameda County and learn about some of the resources and efforts Wells Fargo is involved with in the community.
	~ The Deputy Director and the Housing Outreach Coordinator met with representatives from the County Health Department to discuss a pilot project involving emergency preparedness for community-dwelling older adults.
	~ The Development/Marketing Officer represented Eden I&R at the Alameda County Workforce Investment Board's (WIB) Community Forum which presented information about WIB's local strategic goals and workforce system redesign.
	~ The Deputy Director and the Development/Marketing Officer made a presentation to a joint meeting of the Pleasanton and Livermore Human Service Commissions to update them on service and outreach delivery in the Tri-Valley.
~ The Development/Marketing Officer represented Eden I&R at California Provider and Health Plan Collaborative panel discussions and health provider fair in Berkeley. The purpose of the meeting was to develop an improved understanding of the resources available within managed care plans and local service providers to improve care for individuals eligible for Medicare and MediCal in the new CalMediConnect Program.	

EDEN I & R, Inc.

Meetings	~ The Housing Outreach Coordinator participated in the Public Health discussion of creating a countywide registry for the disabled and frail elderly.
	~ The Housing Outreach Coordinator is working in collaboration with the American Red Cross to develop a curriculum for rental property owners to prepare their properties and tenants for disaster-related scenarios.
	~ 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 Eden I&R at no cost.
	~ The Housing Outreach Coordinator attended the Housing Action Team Meeting with PEERS in Oakland. This meeting was to discuss tenant organizing and helping tenants with mental health issues live independently.
	~ The Housing Outreach Coordinator attended the Alameda County Emergency Managers Association meeting. New officers were elected and there was discussion about how to create better access to Mental Health Services after a disaster.
	~ The Housing Outreach Coordinator attended the Hayward Non-Profit Alliance meeting. There were presentations from Eden Hospital's fundraising team and an agency dedicated to boys of color.
	~ As Chairperson, Ollie Arnold, the Housing Outreach Coordinator, facilitated the monthly Tri-Valley Housing Scholarship board meeting.
	~ The Housing Outreach Coordinator attended the Alameda County Children in Emergency Committee meeting. There was discussion about what will happen to kids if there is an earthquake during working and school hours.
	~ The Housing Outreach Coordinator attended the Alameda County VOAD meeting and will be the new Chairperson.
~ The Housing Outreach Coordinator attended the Emergency Management and Disaster Preparedness meeting.	
Fairs/Events/and Outreach	~ Eden I&R participated in the 2013 Operation Independence Emergency Preparedness fair. We gave out information about 2-1-1's role before, during, and after a disaster.
	~ The Housing Outreach Coordinator was part of the interview panel at Housing Authority of Alameda County for the FSS Coordinator position.
	~ The Housing Outreach Coordinator facilitated an American Red Cross preparedness class for the ESL students at Castro Valley Adult School. She explained the role of 2-1-1 before, during, and after a disaster.
	~ 2-1-1 Marketing materials were distributed this month to Horizon Home Health Care, Lifelong Medical Care in Oakland, Alameda County Veterans Collaborative, American Red Cross, La Clinica de la Raza, and St. Vincent de Paul.
	~ Staff represented Eden I&R at the following resource fairs and distributed 2-1-1 marketing materials: Crisis Support Services Walk and Health Fair, Annual C. William Johnson/Paradise Baptist Church Community Block Party, and Broadmoor Plaza's Annual Senior Health, Wellness & Resource Fair in San Leandro.
	~ The Development/Marketing Officer participated in and distributed 2-1-1 marketing materials at the Four Seasons of Health Expo in Fremont sponsored by the City of Fremont's Human Services Department Pathways to Positive Aging; City of Livermore Health and Safety Fair for city department employees; E.C. Reems Community Services Annual Job and Health Fair in Oakland; and Lawrence Berkeley Laboratory Emergency Preparedness Fair.
	~ The 2-1-1 Program Manager and 2-1-1 Supervisor made a 2-1-1 presentation to a CalWorks Supervised Job Search Group in Oakland.
	~ The Roving Housing Resource Specialist and the AHIP Coordinator attended a Housing Academy presented by the Alameda County Veterans Housing Rover and spoke about 2-1-1 and distributed outreach materials.