

**EDEN I & R, Inc.**

**2-1-1 Alameda County Monthly Narrative Report: October 2015**

**Noteworthy Updates**

During the month of October, 8,485 calls were handled by 2-1-1 Resource Specialists and 13,776 health, housing and human service referrals were provided. Of the unduplicated callers, 79% were female, 30% were single mothers with minor children, and 44% 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 October they received 19,846 pageviews from 6,169 sessions/visitors.

Eden I&R continued to stay abreast of all Northern California fire events in order to keep Alameda County residents abreast of any donation and volunteer opportunities to assist people and organizations in the fire areas. Updated information from statewide & regional conference calls (e.g., Northern California VOAD; 2-1-1 Sonoma County) were added to Eden I&R's website as well as passed along to our 2-1-1 Resource Specialists. In addition, 2-1-1 centers statewide were available to assist as back-up if and when needed.

Eden I&R was invited to host a delegation from Nepal who were exploring disaster preparedness, response and recovery information from a variety of health care providers, Government departments, and nonprofit agencies. Eden I&R's Executive Director appeared on a panel to give a brief presentation about 2-1-1's role related to disasters. The next day the entire delegation toured Eden I&R's facilities, where they requested and received information to take back to their country to possibly start a similar phoneline for their residents. Materials shared included: Two PowerPoint presentations with overviews of 2-1-1; several marketing/outreach materials; and the 2-1-1 training manual. The delegation members were extremely appreciative of our work and it is our hope that they will succeed in building a similar 24/7 service in their country.

The Alameda County VOAD (Voluntary Organizations Assisting in Disasters) honored the Arnold Family this month for the many years of service Ollie Arnold provided to disaster related preparedness, response and recovery. Not only was Ollie a 15 year employee of Eden I&R, but she was also a founding member, and Chair, of VOAD. The Arnold family was presented with resolutions from California Assembly member Bill Quirk and the Alameda County Board of Supervisors (who will honor Ollie again at their November 3rd meeting).

**Call Information**

<b>Call Examples</b>	~ An Alameda resident called for assistance with housing. The caller informed 2-1-1 that she had mobility issues and was frail. She had concerns about her current unit because she had 9 electrical outlets on one circuit and had been told that this was both illegal and dangerous as it could result in fire. She had approached her landlord but he had not resolved the issue and she did not want to pursue landlord tenant mediation. The caller had a foreign retirement income as she relocated from Europe in late adulthood. The caller was referred to 4 low income/subsidized housing units, as well as to a room share in Antioch, and one in Hayward, and to a one bedroom apartment in Oakland.
	~ An Albany resident called for information on urgent care centers that accept Medi-Cal. The caller was referred to Asian Health Services, and to Valley Care Health Systems.
	~ A Berkeley resident called for housing resources. The caller informed 2-1-1 that she had a child who was developmentally disabled and that she needed to locate a place that was close to her child's school and her workplace. The caller was referred to 6 rental units.
	~ A Berkeley resident called for alcohol dependency support groups and for anger management classes. The caller was referred to Alameda Family Services for substance abuse services and anger management classes as well as to Alcoholics Anonymous for alcohol dependency support group.
	~ A Castro Valley resident called for referrals to nearby clinics to schedule a general care appointment. The caller was asked and indicated that she had Medi-Cal at the time of the call. The caller was referred to the Eden Medical Center and to the Hayward Wellness Center-Alameda Health Systems (AHS).
	~ A Dublin resident called stating that she was depressed and had suicidal thoughts. The caller was asked if she had a plan and the means to hurt herself and she indicated she did not. The caller was asked if she needed assistance connecting to a suicide prevention hotline, and the caller indicated she could make the call on her own. The caller was referred to the Crisis Support Services of Alameda County, the National Suicide Prevention Hotline and the Contra Costa Crisis Center.
	~ An Emeryville resident called to inquire about St. Mary's. The caller indicated that she had heard they had events for victims of domestic violence that could help someone like her. 2-1-1 provided the caller referrals to The Women Daytime Drop-in Center (WDDC); to St. Mary's for homeless case management; to Ruby's Place for shelter; and to the Family Justice Law Center, Family Violence Law Center and the 24 Hour Mobile Response Team for domestic violence services.

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<b>Call Examples</b>	~ A Fremont resident called for rental listings. The caller informed 2-1-1 that she had lost her home to foreclosure and was looking to rent immediately. Caller said her son in law and her daughter's 9 year old twins live with her. The caller was provided several listings for housing, but she accepted only the one in Castro Valley.
	~ A Hayward resident, who was going through divorce proceeding, called for housing listings. The caller informed 2-1-1 that she was caring for her 2 children. The caller was referred to 6 rental units in Alameda County.
	~ A Livermore resident called 2-1-1 to ask if her daughter could receive any sort of financial compensation for caring for her. The caller had been informed by her physician that she did not have long to live and her daughter wanted to move in with her and take care of her. The caller was informed about In-Home Support Services and referred to the Alameda County Social Services Agency.
	~ An Oakland resident called for information on criminal record expungement assistance. The caller indicated that she was pregnant and wanted the record cleared before her baby was born. The caller was referred to The East Bay Community Law Center's Clean Slate Clinic; and to the Alameda County Public Defender for dismissal of old convictions, record sealing and Certificate of Rehabilitation.
	~ A Piedmont resident called for landlord tenant assistance. The caller was referred to Causa Justa and the East Bay Community Law Center.
	~ A San Leandro resident called for assistance with an eating disorder which he informed 2-1-1 was affecting him psychologically. The caller was asked and informed 2-1-1 that he had both Medi-Cal and Medicare. The caller was referred to the Berkeley therapy Institute for assistance with eating disorders and psychological testing.
<b>Caller Feedback</b>	~ "I was just talking to your employee, I didn't get a chance to get her name. She was excellent, the lady is a blessing. Your employee was so patient, so respectful and so empathetic. I explained my situation and she took the time to listen to me."
	~ "I appreciate your service, it's always great."
<b>Staff Inservice Training Sessions</b>	~ East Bay Community Law Center In-Service Presentation
	~ Legal Assistance for Seniors In-Service Presentation
	~ Alameda County Community Foodbank In-Service Presentation
	~ 2-1-1 Staff Training, MAA, CETF & AC Transit

### Resource Information And Technology Updates

<b>Services Database</b>	~ Four (4) new agencies were added in the services database this month.
	~ The services database contains 1,163 agencies and 2,939 programs.
	~ The process of updating the 577 "Directory" agencies is almost complete. There are only 5 agencies left to update.
<b>Housing Database</b>	~ 241 new units were added to the housing database this month.
	~ The Housing database contains 82,825 total housing units.
	~ Housing Subscriptions (mail, PDF & OHIP) were sent to community-based organizations in Alameda County and San Francisco County.
<b>Online Services Website</b>	~ Eden I&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 19,846 pageviews from 6,169 sessions/visitors.
<b>Website Updates</b>	~ The following information was posted to Eden I&R's website in October: Information about the Northern California wildfires was updated including a workshop on healing and resilience and another on insurance claims. Also posted was information about The Great ShakeOut and a visit from a delegation from Nepal.
<b>Technology</b>	~ Installed newer phone components and additional backup phone equipment to minimize downtime in the event of a future hardware failure.
	~ Submitted first quarterly report related to the Managing Mobility through 2-1-1 project with AC Transit.
	~ Conducted Big Blue Book analysis to make determination of optimum number of books to print in the future.
	~ Conducted an evaluation of the future direction of the Online Housing and Information Project (OHIP) service offering.

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<b>Outreach/Public Information Activities</b>	
<b>Meetings</b>	~ Management team members continued to meet with AC Transit representatives as we move forward on enhancements to Eden I&R's transportation information as well as additional transportation/2-1-1 marketing materials.
	~ The Executive Director met with an Oakland consultant assisting with an updated housing strategy for Oakland residents. The consultant toured the agency and became more acquainted with 2-1-1s capabilities, particularly as it relates to the unique housing database with over 82,000 unit listing countywide.
	~ The Executive Director, Director of Information Technology and the 2-1-1 Manager all participated in an Eden I&R website presentation at the Joint ReEntry meeting that focused on how to search the agency's website for health, housing and human services information. It was a very participatory presentation that was very well received and included a variety of questions from the re-entry advocate community.
	~ The Executive Director attended the monthly ReEntry Community Partnership Executive Committee meeting during which updates were exchanged about reentry client employment, & housing successes and challenges.
	~ Conversations were held with several nonprofit agencies outside of Alameda County who are interested in starting housing databases similar to Eden I&R's. They are impressed by what we have achieved, and dismayed by the costs in terms of staff time needed to populate the database, continually enhance it, as well as keep the housing data up to date. It's needed by most every community but extremely staff intensive.
	~ The Executive Director participated in the monthly 2-1-1 Regional Partnership conference call that focused, in large part, on the northern California fires.
	~ The 2-1-1 Manager attended the EveryOne Home Annual Meeting.
<b>Fairs/Events/and Outreach</b>	~ Eden I&R staff participated in the California Great ShakeOut again this year. This important earthquake drill includes finding a safe place to drop, cover and hold (eg, under a heavy desk), safety checks of each other and the building, checking for "go bags" that include individual staff member's emergency supplies, and other basic response activities. Practicing the agency's full disaster response plan takes place when the EOCs are activated and Eden I&R's assigned staff member relays emergency information back to the agency for public dissemination over the phone and the web.
	~ The Executive Director attended an event (thanks to our partners at PG&E) held by and for CASA For Children (Court Appointed Special Advocates) during which there was an update about the many good works of that organization related to mentoring foster youth who have been abused; as well as an exchange of information related to 2-1-1.
	~ The Development/Marketing Officer attended a community meeting about the Emergency Food and Shelter Program funded by FEMA.
	~ Staff hosted booths at seven events this month to inform the community about the 2-1-1 service: Lifelong Medical Care event in Berkeley, Dublin Senior Center Fair, the Ashland/Cherryland FamFest in Hayward, the Courageous Women event at Glad Tidings Church in Oakland, the Tri-Valley Housing Mixer in Pleasanton, Supervisor Keith Carson's Disaster Preparedness Fair in Oakland, and a Community Open House hosted by The Principled Academy in San Leandro.
	~ 2-1-1 outreach materials were provided to the following organizations and agencies: Oakland Public Library, Supervisor Keith Carson's office, Lifelong Medical Care, CSU East Bay, Alameda County Superior Court and Alameda County VOAD.