

## EDEN I & R, Inc.

### 2-1-1 Alameda County Monthly Narrative Report: December 2011

#### Noteworthy Updates

During the month of December, 2-1-1 handled 8,644 calls and provided 16,813 referrals. This activity contributed to a total of 57,765 callers being assisted with 109,992 referrals for the first six months of this fiscal year. In addition, the 2-1-1 online website provided 67,218 visitors with 683,701 hits of information this month, contributing to a total of 301,624 visitors receiving 4,276,385 hits of information during the first six months of this fiscal year.

Because December is a month with several holidays, 2-1-1 helps to distribute information specifically related to those celebrations. For example, 2-1-1 registered 700 children for the Berkeley Toys for Tots Program. In addition, hundreds of callers were referred to the Alameda County Community Food Bank, social service agencies and faith-based organizations for Holiday dinners, Food Baskets, and Toy Drives.

This month the Peets Coffee located at the corner of B and Mission Street in Hayward chose Eden I&R as its holiday nonprofit donation recipient. As such, Eden I&R had staff located at the Peets store for several days educating customers about 2-1-1 and our other agency services. As a result, hundreds of people donated to our agency and Peets Coffee matched those donations up to \$1,000. We thank Peets Coffee customers and their employees for their generous support totaling over \$2,450!

December was also a time of activity related to the Occupy Movement, especially in Oakland. Eden I&R staff made sure that we kept abreast of all activities by being embedded in the Oakland Emergency Operations Center when it was activated, and/or keeping close contact with the Oakland Mayor and City Administrator Public Information Officers. In this manner we kept the 2-1-1 Resource Specialists alerted to changes that might affect the public like road closures near the Port of Oakland; public transportation diversions; business closures; rallies and police actions; etc.

#### Call Information

Call Examples	~ A Spanish speaking woman in Alameda called to inquire about rental payment assistance, housing authority information, and disabled transit discount information. The caller was referred to Operation Dignity for rental payment assistance; to Alameda County Housing Authority and City of Alameda Housing Authority for housing authority information; and to AC Transit for disabled transit discount information.
	~ A woman in Berkeley called to inquire about tenant's rights information. The caller was referred to East Bay Community Law Center, Centro Legal de la Raza, Collective Legal Services, and Bay Area Legal Aid for tenant right's information.
	~ A woman in Castro Valley called to inquire about emergency food. The caller was referred to Alameda County Community Food Bank, Salvation Army - Hayward Corps, Hope for the Heart, and New Life Christian Church for emergency food information.
	~ A woman in Dublin called to inquire about early head start information and child care provider information. The caller was referred to the Community Association for Preschool Education for early headstart information; and to Child Care Links and Trustline for child care provider information.
	~ A man in Hayward called to inquire about emergency shelter for himself and his child. The caller was referred to the Family Emergency Shelter Coalition for emergency shelter.
	~ A woman in Oakland called to inquire about medical services. The caller was referred to West Oakland Health Council, Berkeley Health Center, and LifeLong Medical Care for medical services.
	~ A man in San Leandro called to inquire about cold weather shelter and emergency shelter. The caller was referred to Operation Dignity, Henry Robinson Multi-Service Center, Berkeley Food and Housing Project, and Building Opportunities for Self Sufficiency for cold weather shelter information; and to City Team Ministries and Bay Area Rescue Mission for emergency shelter information.
	~ A Spanish speaking woman in Livermore called to inquire about transitional housing, immigrant benefit assistance, immigrant mutual assistance information, and comprehensive job assistance information. The caller was referred to the Henry Robinson Multi-Service Center, Alpha Omega Foundation, East Oakland Community Project, Berkeley Food and Housing Project, and Building Opportunities for Self-Sufficiency for transitional housing; to Refugee Transitions for immigrant benefit assistance; to Spanish Speaking Citizens' Foundation for immigrant mutual assistance information; and to East Bay Works One-Stop Career Centers in Pleasanton for comprehensive job assistance.

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Caller Feedback	~ "I was just helped by [a Resource Specialist and the Resource Specialist] did an awesome job. [The Resource Specialist] gave me all the information that I needed...I was just so upset and [the Resource Specialist] helped me and talked to me about everything."
	~ "[The Resource Specialist] was a very helpful. I just discovered 2-1-1 and it is great, thank you so much...I am in a homeless crisis and all the information [the Resource Specialist] gave me was beautiful."
	~ "I just want to say what a delight [the Resource Specialist] was to speak with. [The Resource Specialist] was so helpful, so understanding, just a wonderful blessing. [The Resource Specialist] is doing a great job and just made me feel so good."
	~ "[The Resource Specialist] has helped me with different places that I can call for housing and for food baskets. [The Resource Specialist] was really a great help for me today."
Staff Inservice	~ Operation Dignity - in-service
Training Sessions	~ ECHO Housing - in-service

### Resource Information And Technology Updates

Services Database	~ Three (3) new agencies were added in the services database this month.
	~ The services database contains 1,106 agencies and 2,827 programs.
	~ The 2012 Edition of the Big Blue Book, Directory of Human Services for Alameda County has arrived.
	~ Information Management continued tracking information about the Occupy Oakland situation in the 2-1-1 Alameda County Disaster Related Information Database.
Housing Database	~ The Housing database contains 74,694 total housing units.
	~ 222 new units were added to the Housing database this month.
	~ Housing Subscriptions (mail, PDF, OHIP) with the inventory of available units in Alameda County 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 public accessible websites at <a href="http://www.edenir.org">www.edenir.org</a> , <a href="http://www.211alamedacounty.org">www.211alamedacounty.org</a> , <a href="http://www.alamedaco.info">www.alamedaco.info</a> as well as through <a href="http://www.networkofcare.org/aging/resource/find.cfm">www.networkofcare.org/aging/resource/find.cfm</a> . This month 683,701 hits were received by 67,218 visitors.
Technology	~ Staff performed routine software and hardware maintenance, updated the agency web site, and provided updated services data for the Healthy City and Alameda County Area Agency on Aging (Network of Care) web sites.
	~ A final version of the CHOICES Housing web site has been completed and a public launch of the site is planned for January 9. Work continues on an electronic form that user can submit for listing new buildings or units from the web site.
	~ The Berkeley Toys For Tots registration program and Southern Alameda County Healthcare referral programs ended in December and associated programming was removed from the client database. Preparations for starting the EITC program and modifications to the database to improve search capabilities when making referrals through that program were started.
	~ Negotiations with AT&T on a new 2-year service contract were completed and the contract signed.

### Outreach/Public Information Activities

Meetings	~ Eden I&R kept a close partnership with the City of Oakland's Office of Emergency Services. When their Emergency Operations Center (EOC) was activated, Eden I&R was either at the EOC or in constant contact with the Public Information Officers so that the 2-1-1 Resource Specialists could provide the public with the most updated information related to the Occupy Oakland activities that related to such issues as public transportation, open/closed businesses, street closures due to rallies, etc.
	~ The Deputy Director attended the NUMMI Regional Plant Closure Team meeting and gave a presentation on the types of support services information which has been provided by 2-1-1 to NUMMI Displaced workers.
	~ Members of the Hayward Police Department, including the new Chief of Police, toured Eden I&R's facilities in order to become aware of the breadth of the agency's products and services.

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Meetings	<p>~The Executive Director attended the Community Corrections Partnership and Joint Re-Entry meetings where representatives from numerous departments and organizations discussed the new and enhanced partnerships being developed to assist the hundreds of men and women who are leaving jails/prisons and being released into our local communities. Eden I&amp;R is in discussions with several people and departments related to how our agency's programs and services can assist in these efforts (e.g., using 2-1-1's 24/7 capabilities for access to housing or other specific services; creating a new Rover position to work face-to-face with newly released individuals and their families, etc.</p>
	<p>~ The Executive Director and the 2-1-1 Manager met with representatives from the Re-Entry Services Center at the Eden MultiService Center to review new and enhanced ways that 211/Eden I&amp;R could assist the Center's clients now and in the future. The discussion included the dire need for more emergency beds for recently released male felons and a more efficient and reliable emergency bed reservation system countywide.</p>
	<p>~ The Deputy Director participated in the HPRP Grantee and HRC meeting of the Priority Housing Partnership which discussed program updates and planning for a retreat for the completion of two years of the program.</p>
	<p>~ The Executive Director has been talking with representatives from the Village to Village Network about the possibility of using 2-1-1 to assist their senior residents who may be in need of health, housing, and human services, especially after-hours.</p>
	<p>~ The Deputy Director attended a work group meeting of the Hayward Local Safety Net Initiative that discussed serving seniors by developing connections between senior service providers and emergency responders.</p>
	<p>~ The Executive Director attended Oakland's Emergency Management and Disaster Preparedness Council (EMADPC) meeting where City Department representatives met along with outside department liaisons and nonprofit organizations, to update and enhance the city's disaster plans. 2-1-1 has become an integral part of those response and recovery efforts (e.g., as a 24/7, multilingual public communication vehicle.)</p>
	<p>~ The Executive Director attended the end of year meeting of the Alameda County Manager's Association where the 2011 successes and challenges were discussed in a more informal environment between representatives from the Sheriff's Department, Berkeley Livermore Lab, local police and fire departments, nonprofit agencies (like CARD, Eden I&amp;R and the Red Cross), and many others.</p>
	<p>~ The Executive Director and the Director of Information Technology continued to meet with a representative from the Oakland Police Department regarding Eden I&amp;R producing a "pocket guide" for police to use countywide when they encounter people who need services. This guide will also direct the police, and people in need of health, housing and human service help, to call 2-1-1.</p>
Fairs/Events/ and Outreach	<p>~ The Executive director attended the Open House at the Alameda County Juvenile Hall's Transition Center. Hundreds of 2-1-1 cards were delivered, and information was exchanged between many of the attendees at this beautiful new office.</p>
	<p>~ The Housing Outreach Coordinator attended and facilitated, as chairperson, the Tri-Valley Housing Scholarship Board meeting.</p>
	<p>~ The Housing Outreach Coordinator is working in collaboration with the Oakland Housing Authority to do outreach to Rental Property Owners to inform them of the opportunities with OHA and Eden I&amp;R. Through this outreach, property owners throughout the County are able to list their properties with Eden I&amp;R at no cost.</p>
	<p>~ The Housing Outreach Coordinator facilitated a Disaster Preparedness meeting for the Glenmoor Elementary PTA, in Fremont. The function of 211 during a disaster was explained and 211 materials were distributed.</p>
	<p>~ The Housing Outreach Coordinator is working in collaboration with the East Bay Rental Housing Association to do outreach to Rental Property Owners and inform them of the opportunities with RHANAC and Eden I&amp;R.</p>
	<p>~ The 2-1-1 Community Program Manager participated in a webinar which discussed disaster/emergency management with other 2-1-1's throughout the nation.</p>
	<p>~ The 2-1-1 Community Program Manager and 2-1-1 Supervisor attended a training on how to assist difficult callers provided by the Crisis Support Center of Alameda County.</p>

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Fairs/Events/ and Outreach	~ The Executive Director met with the Hayward Police Chief and the Department of Youth & Family Services, gave them a tour of the 2-1-1 call center, and provided them with 1,000 outreach cards to distribute to the community.
	~ The Executive Director and Housing Outreach Coordinator met with a Cal State East Bay Business Professor to discuss her classes doing potential volunteer projects for Eden I&R.
	~ Eden I&R staff participated in two fairs sponsored by the Alameda County Workforce Investment Board for Solyndra displaced workers.
	~ Outreach mailings for the 2-1-1 service were sent to countywide Faith-Based organizations and to Tri-Valley Area property managers.
	~ 2-1-1 outreach materials were provided to: Fremont Congregational Church, Centerville Presbyterian Church, Parks Chapel AME, Sunset Community Church, Alameda County Health Care Services Agency, Hayward Public Library, Livermore Housing Authority, Order of Malta Free Clinic, 5th Annual Jingle Tails Holiday Event & Food Drive in Hayward.
	~ The 2-1-1 Community Program Manager performed outreach at a Chabot College (Operation Renew) meeting with NUMMI and other dislocated workers.
	~ Eden I&R's staff attended a multi-ethnic holiday mixer put on by the Oakland Chambers of Commerce.
	~ Eden I&R staffed an outreach table at Peet's Coffee & Tea in Hayward during Christmas week, collecting contributions from customers. \$2,451 was raised by customers, including a \$1,000 match by Peet's.