

# EDEN I & R, Inc.

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

### Noteworthy Updates

2-1-1 Resource Specialists accomplished what was projected just 4 short years ago: they handled over 106,000 calls in one fiscal year! In the month of June alone the Resource Specialists assisted 10,197 calls, and distributed 19,524 health, housing and human service referrals. This incredible call volume was achieved despite no increase in staff, and much more difficult calls. For example, suicide and crisis calls are becoming increasingly more common as are more first time users of any form of social service assistance. These types of calls are extremely difficult and long. In addition, Eden I&R's Information Management department was extremely busy this month tracking and updating changes to nonprofit agency programs.

June 2011 is just a prelude to the extensive changes expected in services countywide as well as the continued increase in demand for assistance as we enter Fiscal Year 2012. Eden I&R and its 2-1-1 communication system is available to partner with other nonprofit agencies, as well as municipal departments, as we all struggle to meet the critical needs of our communities, particularly from those individuals and families who are most vulnerable.

As Fiscal Year 2011 comes to an end, Eden I&R staff want to extend a heart-felt "Thank You" to those of you who partnered with us this past year and helped us achieve, and exceed, our goals.

An Annual 2-1-1 Report will be available by the end of July 2011 that will summarize the activities of 2-1-1 Alameda County over the past fiscal year. This report will be mailed to funders and be available online at [www.211alamedacounty.org](http://www.211alamedacounty.org).

### Call Information

Call Examples	~ A woman in Alameda called to inquire about rental payment assistance, income assistance, and CalFresh (formerly Food Stamps) information. The caller was screened for the HPRP program, found eligible, and was referred to the Mid-County HRC. The caller was also referred to Alameda County Social Services Agency for CalFresh information. The caller was referred to Homeless Action Center, the Center for Independent Living, and Bay Area Legal Aid for information on income assistance.
	~A woman in Berkeley called to inquire about domestic violence information and emergency shelters. The caller was referred to A Safe Place and the Family Violence Law Center for Domestic Violence Hotline for domestic violence information. The caller was also referred to Bay Area Rescue Mission, Ariel Outreach, Tri-Valley Haven, and Safe Alternatives to Violent Environments (SAVE) for emergency shelter information.
	~ A man in Union City called to inquire about dental care services. The caller was referred to Tiburcio Vasquez Health Center and Tri-City Health Center.
	~ A woman in San Leandro called to inquire about emergency food assistance. The caller was referred to South Hayward Parish, Davis Street Family Resource Center, San Lorenzo Family Help Center and Alameda County Community Food Bank for food assistance.
	~ A woman in Hayward called to inquire about emergency shelter and residential substance abuse treatment facilities. The caller was referred to the Society of St. Vincent de Paul of Alameda County and Family Emergency Shelter Coalition (FESCO) for emergency shelter information. The caller was also referred to Horizon Services and East Bay Community Recovery Project for residential substance abuse treatment facility information.
	~ A Spanish-speaking woman in Oakland called to inquire about tenant rights assistance. The caller was referred to Centro Legal de la Raza, Bay Area Legal Aid, Oakland Tenants Union, Causa Justa, and ECHO Housing for tenant rights assistance.
	~ A woman in Livermore called to inquire about domestic violence shelters, General Assistance information, and emergency food information. The caller was referred to Tri-Valley Haven, Emergency Shelter Program, Safe Alternatives to Violent Environments (SAVE), and Building Futures with Women and Children for domestic violence shelter. The caller was referred to Alameda County Social Services Agency for General Assistance information. The caller was also referred to the Alameda County Community Food Bank for emergency food information.

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Call Examples	~ A woman in Fremont called to inquire about youth and adult employment programs. The caller was referred to Pivotal Point Youth Services and the California State Employment Development Department for youth employment programs. The caller was also referred to Civicorps Schools, Goodwill Industries of the Greater East Bay, Centro de Servicios, and the Fremont Family Resource Center for adult employment programs.
Caller Feedback	~ "[The Resource Specialist] was incredible, she was awesome. She helped me out with everything ... she gave me tons of numbers that I was able to get myself and my children into a shelter, I really appreciate her service. I just want to say thank you."
	~ "211 just referred my friend to an agency that helped with her first rent payment and deposit. And they've been following up to make sure she's ok...they are great."
	~ "[There was a] fire at our house in Castro Valley and I spoke with a [the Resource Specialist] who truly uplifted my spirit, made me start believe in myself again, and just helped me out, gave me a lot of information and knowledge on different stuff. [The Resource Specialist] made me feel so much better and gave me information...thank you so much for making me feel so good in this time in need."
Staff Inservice Training Sessions	Tri-City Health Center In-Service Presentation
	Alameda County Adult Day Services Network In-Service Presentation
	Problem Gambling In-Service Presentation

### Resource Information And Technology Updates

Services Database	~ Three (3) new agencies were added in the services database this month.
	~ The services database contains 1,096 agencies and 2,829 programs.
	~ The process of updating the 2012 Big Blue Book has begun with a letter, fax or email that was sent to every agency in the database requesting their current agency information.
Housing Database	~ The Housing database contains 74,583 total housing units.
	~ 265 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 877,330 hits were received by 35,489 visitors. During FY11, the online services website received over 6,645,395 hits from 344,032 visitors, this was a 76% increase in the number of hits over FY10.
Technology	~ Signed up for Microsoft Online Services and evaluated Exchange Online and SharePoint Portal Online for use by Eden I&R. Staff will complete a full migration to Microsoft Online Services during July.
	~ Eden I&R staff continued to work with staff at Bonita House, Alameda County Behavioral Health Care Services and The Support Group on the CHOICES housing project. During a monthly meeting among staff from Eden I&R, Bonita House and Behavioral Health Care Services final revisions were suggested for both site design and the way searches are handled. Most revisions have been completed and the web site is in a final testing phase.
	~ Staff performed routine software and hardware maintenance, updated the agency web site, and provided updated services data for the CETF and Alameda County Area Agency on Aging (Network of Care) web sites.

### Outreach/Public Information Activities

Meetings	~ The 2-1-1 Community Program Manager attended an HPRP Implementation Learning Community (ILC) meeting with Housing Resource Center and EveryOne Home staff to discuss challenges, best practices, and processes to ensure effective and efficient service delivery.
	~ Staff attended the HEARTH (Homeless Emergency Assistance and Rapid Transition to Housing) Act Implementation Clinic, hosted by EveryOne Home. The clinic reviewed HUD changes taking place this year with Emergency Solutions Grants and the Continuum of Care as well as Homeless Population and Performance Trends for the county. Work groups discussed system design change strategies including a coordinated point of entry.

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Meetings	~ The Executive Director negotiated with the county's Social Service Agency to assist with the IHSS (In Home Support Services) program on a short-term special project that begins in July. 2-1-1 is available to assist most county departments when they are in need of customized 24/7 (or less), multilingual information and referral services.
	~ 2-1-1 Community Program Manager met with Eden Area One Stop/ Rubicon Programs staff to discuss collaboration, and coordination of services.
	~ Staff worked in collaboration with the American Red Cross to develop a curriculum for Rental Property Owners to prepare for disaster related scenarios.
	~ Staff participated in the Alameda County VOAD meeting which established the mission statement, by laws, and executive committee.
	~ As a result of the agency's participating in the Operation Independence Anthrax Drill last month, management staff met to discuss the internal After Action Report as it relates to the successes and challenges learned during the exercise.
	~ The 2-1-1 Community Program Manager represented the non-profit perspective at Not by Land, Air or Sea...Transportation Resiliency Summit.
	~ The Executive Director met with elected officials from most cities this month to stress the importance of continued funding in relation to the "fair and equitable leveraged funding plan" that was originally established by the city Mayors. The leveraged aspect of the funding has expanded beyond the cities and the county to the private sector.
	~ Several agency staff covered multiple city council meetings this month in order to represent the 2-1-1 program. Throughout the discussions of 2-1-1, this communication system was widely praised for its excellent and broad based services as well as its cost efficiencies.
	~ PG&E arranged a meeting, and tour of Eden I&R's facilities, with the appropriate agency staff in order to review the ways in which our nonprofit agency can reduce the costs of our utility bills. The meeting resulted in concrete steps that are being taken to use less energy, be more efficient, and save the agency money!
	~ The Executive Director attended the quarterly 2-1-1 Statewide Collaborative meeting during which there were discussions about further standardizing phone systems and data collection techniques; creating a statewide MOU with Healthy Cities (which provides expansive mapping capabilities); the CPUC's review of the 2-1-1 Centers' request to cover rural areas during a disaster; and preparations for the statewide CAIRS Conference and statewide 2-1-1 Summit in the fall.
~ The 2-1-1 Community Program Manager attended a webinar conducted by 2-1-1 California to discuss with other 2-1-1s best practices and challenges.	
Fairs/Events/ and Outreach	~ The Housing Outreach Coordinator working in collaboration with the Oakland Housing Authority conducted outreach to Rental Property Owners to inform them of the opportunities with OHA and 2-1-1. Through this outreach, property owners throughout the County are able to list their properties in Eden I&R's housing database.
	~ Staff presented 2-1-1 information at a training for Domestic Violence caseworkers and volunteers sponsored by SAVE.
	~ Materials were provided for placement at Broadmoor Plaza's Health Fair and the Pleasanton farmer's markets.
	~ Staff hosted a booth at 5 (five) community events to promote the 2-1-1 service to the public: Alameda County Workforce Investment Board's (WIB) Employer Information Forum held at the Fremont City Council Chambers, Heald College's Resource Fair in Hayward, City of Livermore's Health and Safety Fair, Sojourner Truth Manor and North Oakland Senior Center's 5 <sup>th</sup> Annual Health and Resource Fair, and C. William Johnson Community Block Party at Paradise Baptist Church in Oakland.
	~ Two staff attended Cisco Foundation's Community Impact Cash Grants event in which Eden I&R was presented with a check for \$15,000 for 2-1-1 and a Flip video camera.
	~ The City of Pleasanton's 2011 Summer Activities Guide includes a full page 2-1-1 ad on its last page.
	~ Staff worked in collaboration with the Rental Housing Association of Northern Alameda County to do outreach to Rental Property Owners and inform them of the opportunities with RHNANAC and 2-1-1.
	~ The 2-1-1 Community Program Manager and NUMMI Resource Specialist conducted a presentation to staff and clients of Operation Renew at Chabot College to inform the individuals about 2-1-1 services.