

EDEN I & R, Inc.

2-1-1 Alameda County Monthly Narrative Report: February 2012

Noteworthy Updates

2-1-1 Alameda County Resource Specialists handled 8,407 calls during the month of February and distributed 15,949 health, housing and human service referrals. Of the unduplicated callers, 79% were female, 33% were single headed households with children, and 43% were disabled. In addition, people are also relying on the 2-1-1 online health and human services website resource directory. During the month of February the online directory received 758,159 hits from 63,533 visitors.

On 2/13/12 the United Way of the Bay Area hosted a 2-1-1 Summit for several Bay Area County Health and Human Services directors and their county 2-1-1 organizations to find opportunities by which Bay Area counties and local 2-1-1 organizations can share experiences, facilitate learning and accelerate best practices. The results of the discussions yielded a catalogue of some 20 County Government/2-1-1 partnerships that will be used as a foundation upon which to build new cost efficient and effective cooperative models to assist those most in need throughout the region.

Eden I&R's recent efforts to connect to the community via social networking is starting to pay off. Our Facebook page now has 42 "likes" and information has been posted on topics ranging from the norovirus outbreak to tax facts. If you haven't joined us on Facebook, we hope you will come aboard. The agency is working with a student group at Cal State Hayward to help us expand our presence and impact in social media.

Call Information

Call Examples	<p>~ A woman in Livermore called seeking assistance for disaster related services; the family apartment had been destroyed in a fire. The caller was provided referrals to The American Red Cross for support services, Tri-Valley Haven for shelter for herself, spouse and two children, and to The Society for St. Vincent de Paul and Hill View Baptist Church for household goods and clothing. For help with deposit and first month's rent towards a new apartment, the caller was referred to Season of Sharing at Alameda County Social Services Agency and ECHO Housing.</p>
	<p>~ A woman in Pleasanton called seeking assistance for detoxification and residential drug treatment for uninsured indigent persons. The caller was given referrals to Horizon Service, Inc. and to Alameda County Behavioral Health Care Services (ACBHCS) for central intake and assessment.</p>
	<p>~ A caller in Hayward called for assistance with rent, utilities, food, and health care services for her son who has developmental delays and for herself. The caller was provided referrals for Seasons of Sharing, Community Resources for Independent Living, Operation Dignity and ECHO Housing for rental assistance. For help with utilities the caller was referred to HEAP and REACH. The caller was also given referrals to Tiburcio Vasquez Health Center for enrollment in HealthPac, and The Winton Wellness Center for free medical care. For assistance with food, the caller was referred to Hope For The Heart, South Hayward Parish, New Life Church and the Alameda County Community Food Bank. In addition, the caller was provided the referrals she requested for low cost internet and computer equipment.</p>
	<p>~ A woman in Dublin called for assistance with tenant rights for the disabled. She had submitted a moving out notice to her landlord and had subsequently changed her mind about moving. The landlord however wanted the caller to vacate. The caller was referred to Centro Legal de la Raza, ECHO Housing, Bay Area Legal Aid and Center for Independent Living.</p>
	<p>~ A woman in Oakland called asking for assistance with emergency shelter and/or motel vouchers for herself and her children; assistance with filing for divorce and child support, locating rental unit; and assistance with deposit and first month's rent. The caller was referred to the Women's Daytime Drop-in Center, Family Emergency Shelter Coalition (FESCO) and Building Opportunities for Self Sufficiency (BOSS) for shelter and/or assistance with motel vouchers. The caller was provided referrals to Bay Area Legal Aid for help with filing for divorce and to Alameda County Department of Child Support Services and The Superior Court of California, County of Alameda to file for child support. The caller was also provided referrals to Seasons of Sharing, Alameda County Social Services, and to Operation Dignity, Inc, for help with a rental deposit and first month's rent. The caller was given referrals to assist with an apartment rental search.</p>

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Call Examples	~ A woman in San Leandro called for assistance with rent and a utility bill for her disabled son and herself. The caller was informed that because she is on Section 8 if she gets evicted for lack of payment she may lose her Section 8 Voucher. The caller was also informed that she may not qualify for rental assistance through the Seasons of Sharing Program because she has a Section 8 voucher, although she was provided a referral to the program. The caller was referred to REACH at Salvation Army as she has received assistance from HEAP before. The caller was also referred to Spark Point Center for assistance with learning how to budget her monthly expenses and to The Davis Street Food Pantry, All Saints Church and The Alameda County Community Food Bank (Cal Fresh) for food.
	~ A woman in Alameda called seeking referrals for legal services for seniors and a water bill. The caller was facing eviction as a result of being unable to pay the water bill. The caller was extremely distressed and emotional over the phone. The 2-1-1 Resource Specialist made pertinent inquiries regarding the caller's well-being to assess whether any suicidal ideology was present in order to direct the caller to dial 9-1-1 if necessary. She helped the caller calm down and then provided the caller with a referral to Crisis Support Services of Alameda County for assistance with emotional trauma. The 2-1-1 Resource Specialist provided the caller with referrals to Legal Assistance for Seniors and also to St. Vincent de Paul's for help with the water bill.
	~ A female caller in Berkeley called seeking assistance for a teenager who is possibly pregnant. The caller requested help with locating shelters for runaway teens, help with pregnancy testing and programs that serve pregnant teens. The caller was referred to Alameda Family Services and the Runaway Youth Shelter for shelter assistance. The caller was also provided referrals to First Resort for pregnancy testing and to Brighter Beginnings to access support services for pregnant teens.
Caller Feedback	~ "I called 2-1-1, and it is so helpful,... I needed housing help and help with my medical needs and food, and you helped me greatly.... I am very glad. I got so much information, you are awesome, your workers are great."
	~ "I just finished calling 2-1-1...your operator stopped me from crying, and I forgot about my problems. ...you need more operators like her. Thank you, without 2-1-1, I don't know what I would have done. She gave me crisis numbers to call. She was so helpful... I want to adopt your operator, so you let her know."
	~ "I was just helped by your specialist who was very pleasant and helpful....going the extra mile to help me find housing and employment. She answered my questions and helped me get through a very stressful situation."
	~ "I have just talked to a call specialistthey listened so keenly and sensitively to the situation that I presented.... I feel much better."
Staff Inservice Training Sessions	~ AIDS Housing and Information Project (AHIP) In-Service presentation
	~ Community Resources for Independent Living (CRIL) In-Service presentation

Resource Information And Technology Updates	
Services Database	~ Five (5) new agencies were added in the services database this month.
	~ The services database contains 1,112 agencies and 2,859 programs.
	~ The updating process for the 469 Non-Directory agencies in the services database has began. Each agency has been requested by mail to update their information.
Housing Database	~ The Housing database contains 74,827 total housing units.
	~ 149 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 www.edenir.org , www.211alamedacounty.org , www.alamedaco.info as well as through www.networkofcare.org/aging/resource/find.cfm . This month 758,159 hits were received by 63,533 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.

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Technology	~ Staff attended FileMaker webinars for development in the Apple iOS and an introduction to the new online FileMaker Developer Community. Also attended a 211 California webinar that reviewed new features and functionality of the HealthyCity web site.
	~ Staff evaluated a new online services directory offered by Trilogy Integrated Resources and has begun looking at options for replacing or upgrading the Online Resource Directory at www.alamedaco.info .
	~ Staff met with Dwight Brisco of Brisco & Associates a web site consulting firm to discuss ways to optimize Eden I&R's web sites and gain greater exposure online. A number of recommendations were made and staff has begun implementing them.
	~ Staff met with representatives from Collaborating Agencies Responding to Disaster (CARD) to review Eden I&R's Disaster Recovery Plan. This meeting is part of the agency's on-going effort to ensure 2-1-1 will be able to quickly respond following a local or regional disaster.

Outreach/Public Information Activities

Meetings	~ The Executive Director continued to attend two monthly meetings related to realignment issues: the Community Corrections Partnership meeting and the Joint ReEntry meeting. Both meetings are very well attended by community partners representing police/sheriff, mental health, employment, shelter, legal aid, and many other departments and organizations. The agendas focus on how many offenders are being brought into the county, and how to best have them re-enter society so that crime is not increased and recidivism rates are decreased.
	~ The Deputy Director attended the monthly Solyndra Project Coordination Team Meeting whose purpose is to develop a coordinated team to serve these displaced workers, to share resource information and to create communication among providers.
	~ The Housing Outreach Coordinator participated in a meeting of the Housing Network, a group of housing professionals who work together to providing housing and housing information to individuals and agencies.
	~ The Executive Director attended the Board of Supervisor's Alameda County Budget Workshop during which a rather bleak economic forecast was presented for the State and the County for next Fiscal Year.
	~ The Housing Outreach Coordinator presented information on our housing program at an in-service for Alameda Hospital caseworkers.
	~ The Development/Marketing Officer and the Housing Outreach Coordinator met with several groups of students from Cal State University East Bay's Business, Government, and Society classes to review work plans for their service projects for Eden I&R on the agency website, social media, and outreach to the campus community.
	~ As Chairperson, Eden I&R's Housing Outreach Coordinator facilitated the bi-monthly Tri-Valley Housing Scholarship board meeting.
	~ The Executive Director hosted a tour of the agency for representatives from the Behavioral Health Care department. Their focus was how 2-1-1 assists in helping people find employment throughout the county, especially clients with mental health related issues.
	~ The Housing Outreach Coordinator worked in collaboration with the American Red Cross to develop a curriculum for Rental Property Owners to prepare for disaster related scenarios.
	~ The Deputy Director hosted a tour of the 2-1-1 Alameda County center for staff of the New York City Dept. of Homeless Services and discussed the implementation of HPRP in Alameda County using 2-1-1 to screen potential clients.
	~ The Housing Outreach Coordinator attended the Northern California Meeting of Volunteer Organizations Addressing Disasters (VOAD). The various ways organizations can stay connected and communicate in a disaster were discussed as well as 2-1-1's role in getting information to the general public and other agencies.
	~ The Executive Director met with the new Interim Executive Director of the Contra Costa Crisis Center, which manages the 2-1-1 services for that county. There was agreement that we would work closely together as the search for a permanent new Executive Director was in process.
~ Staff attended the HPRP provider's retreat in San Leandro to mark the second anniversary of the program. At this meeting, the past year's service performance was reviewed and plans for future homelessness prevention and rapid rehousing services were discussed.	

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Meetings	<p>~ The Executive Director hosted a tour of the 2-1-1 Alameda County center for the Co-chair of the 2-1-1 California Network. Agenda items included statewide projects that are in process, and projects that are in the discussion phases.</p> <p>~ The Executive Director, as a member of the national Alliance of Information and Referrals Systems(AIRS), participated in the AIRS Marketing Committee conference call during which there was a focus on the September 2012 annual conference in New Orleans. Items included how best to get as many 2-1-1 centers as possible to participate in order to share best practices.</p> <p>~ The Executive Director, as the Public Relations Chair of the California Alliance of Information and Referral Services (CAIRS), participated in the quarterly CAIRS statewide conference call during which statewide 2-1-1 issues were discussed including pertinent workshops for the statewide conference in Sept 2012; new board members for the 2-1-1 California Network; and current status of statewide phone and database systems.</p>
Fairs/Events/ and Outreach	<p>~ The Executive Director continued to talk to representatives around the country from the Village to Village Network in order to discuss how 2-1-1 Centers can assist their members (i.e., with 24/7 phone assistance when there is a non-life-threatening emergency).</p> <p>~ 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 were encouraged to list their properties in Eden I&R's housing database at no cost.</p> <p>~ The Housing Outreach Coordinator participated in the East Bay Rental Housing Association (EBRHA) mixer and described the 2-1-1 program and the housing database.</p> <p>~ The Housing Outreach Coordinator 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 RHANAC and 2-1-1.</p> <p>~ The Housing Outreach Coordinator facilitated an in-service training at the Alameda Hospital with the case management staff, explaining how 2-1-1 works and its benefits to their patients.</p> <p>~ 2-1-1 outreach materials were provided to: American Red Cross, Psychotherapy Practice of Arthur L. Hall, PhD., and AIDS Project of the East Bay,</p> <p>~ The Development/Marketing Officer attended the Workforce Investment Board's Employer Information Forum at the Robert Livermore Community Center in Livermore.</p> <p>~ The Development/Marketing Officer provided information about 2-1-1 to families with disabled/special needs high school students at the 3rd Annual Transition Information Night for The Fremont, Newark, and New Haven Unified School Districts.</p> <p>~ The Development/Marketing Officer made a presentation about 2-1-1 to the Day Break Lion's Club of Fremont.</p> <p>~ Staff attended a Workforce Services Orientation for Dislocated Workers for former employees, vendors and contractors of the Solyndra plant. At the event, Eden I & R staff spoke with dislocated workers about how they could be assisted by 2-1-1.</p> <p>~ The Development/Marketing Officer provided information about 2-1-1 at a college information and resource fair at the 4th Annual Joint African American and Latino Education Summit at Cal State University East Bay.</p>