

EDEN I & R, Inc.

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

Noteworthy Updates

2-1-1 Resource Specialists handled 9,219 calls during the month of January and distributed 17,910 health, housing and human service referrals. Of the unduplicated callers, 82% were female, 36% were single headed households with children, and 40% 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 January the online directory received 817,041 hits from 63,741 visitors.

Now that tax season is upon us, 2-1-1 once again is providing assistance for low-income people. In addition to providing Earned Income Tax Credit (EITC) pre-screenings and customized referrals to tax preparation sites again this year, the agency is also providing statewide information about free workshops for people to do their own taxes using Turbo Tax software at community centers.

The City of Oakland activated it's Emergency Operations Center in response to the Occupy Oakland events. Eden I&R staff were present at the EOC, when necessary, to relay updated information directly to 2-1-1 staff regarding such issues as road closures, police actions, and public transportation diversions.

Eden I&R celebrated it's 36th Anniversary of operations and began preparations for celebrating it's fifth 2-1-1 day on February 11. Press releases were sent to the media to inform them of these events.

Eden I&R's 2-1-1 Manager, Seth Siegel, decided to move his family to Alaska in order to pursue his career goals related to obtaining a clinical counseling license. Seth was a valued member of our Eden I&R family and he will be missed. After many series of interviews, we are fortunate to have added a new 2-1-1 Manager to our staff, Ms. Sharan Aminy. Sharan has many years of experience in the nonprofit field and we look forward to her meeting all of our community partners.

Call Information

Call Examples

~ A woman in Alameda called about assistance with health care, medication to manage her bipolar disorder and food. The caller was referred to the West Oakland Health Council and Alameda County Behavioral Health Care Services (ACBHCS) for assistance with medication and healthcare services and to the Alameda County Food Bank, Alameda County Community Resource Center (ACCRC), CalFresh and Homeless Action Center for food assistance. The caller also indicated interest in low cost computer and internet service, for which she was provided referrals to The Stride Center, AT&T and DSL Extreme.

~ A woman in Dublin called for rental assistance, locating low cost housing, diapers and food. The caller was given referrals to Alameda County Social Services-Season of Sharing Program, Eden Council for Hope & Opportunity, Inc., and Community Resources for Independent Living for rental assistance. The caller was given referrals to Cento de Servicios for diapers and the Children's Emergency Food Bank and Alameda County Community Food Bank for food. The caller also asked for assistance for low income subsidized housing and was provided referrals to Sara Conner Court Apartments, Harris Court Apartments and Glen Eden Apartments.

~ A woman residing in Hayward with her family called to inquire about agencies that assist parolees. The caller required assistance with housing, mental health services, counseling, case management, chemical addiction and help with filing taxes. The caller was referred to The California Department of Rehabilitation, Division of Adult Parole Operations, The Gamble Institute, La Familia Counseling Service, Emergency Shelter Program Inc., Alameda County Behavioral Health Care Services and the Earned Income Tax preparation site in Hayward.

~ A woman in Livermore called asking for immediate assistance with shelter space for herself and her child, as well as for help locating low cost apartment in Alameda County. She was provided referrals for Emergency Shelter, Townhouse River Town Apartments, West River Town Apartments, River Town Place Apartments, Cathay Garden Apartments and Sara Connor Court.

~ A man in Oakland called to ask for legal assistance to help reduce the amount of his Child Support Order. The caller was given referrals to Bay Area Legal Aid and Alameda County Department of Child Support Services. The caller also needed referrals for help with a 15 day cut off notice regarding his PG&E bill and help applying for disability benefits. The caller was given referrals to Homeless Action Center in order to apply for disability benefits; and to Spectrum Services and The Salvation Army for HEAP and REACH program assistance to help cover the PG&E bill.

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Call Examples	<p>~ A woman in Pleasanton called for assistance with rent, a PG&E bill, child care and low cost housing. The caller was provided referrals to Operation Dignity, Inc. and Alameda County Social Services Agency to apply for Season of Sharing for rental assistance. The caller was given referrals to Spectrum Services, Inc. and the Salvation Army for assistance with her PG&E bill. The caller was also provided referrals to the following apartment complexes: Lincoln Oaks, Arroyo del Valle/Arroyo Commons, Eden Vale Special Needs, River Town Place and Union Court for assistance with low cost housing. The caller was given a referral for Child Care Links for her child care needs.</p> <p>~ A man in Union City called seeking food, low cost health insurance and rental assistance. The caller was provided referrals to WIC for infant and maternal food and formula assistance and Alameda County Community Food Bank as well as other local food pantries. Referrals to Kaiser, Healthy Families and Medi-Cal referrals were provided for assistance with health insurance for child and adults in family. In addition the caller was given referrals to Operation Dignity and Season of Sharing for rental assistance.</p>
Caller Feedback	<p>~ "2-1-1 Operator was very personable, attentive, listened, genuinely concerned and gave me lots of referrals to help me get services."</p> <p>~ "The operator needs a pat on the back, a gold star and possibly a raise which she has worked hard to earn. She was gracious and helpful. Thank you very much and I hope you find more people like her."</p> <p>~ "Your representative was really positive and I appreciate her knowledge. She is a great asset to low income individuals and to your agency. Please keep up the good work. Thank you very much."</p> <p>~ "This is the first time I called the 211 number and I was very pleased with the information that I have received from your specialist. She gave me much needed referrals important to mental health. I will use 2-1-1 again. Thank you very much and God bless."</p>
Staff Inservice Training Sessions	<p>~ Earn It Keep It Save It (earned Income Tax Credit) In-service presentation</p> <p>~Oakland Housing Authority In-service presentation</p>

Resource Information And Technology Updates

Services Database	<p>~ Five (5) new agencies were added in the services database this month.</p> <p>~ The services database contains 1,108 agencies and 2,844 programs.</p> <p>~ The 2012 Big Blue Book: Directory of Human Services for Alameda County has been printed and 300 copies are available for sale.</p>
Housing Database	<p>~ The Housing database contains 74,830 total housing units.</p> <p>~ 695 new units were added to the Housing database this month.</p> <p>~ 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.</p>
Online Services Website	<p>~ 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 817,041 hits were received by 63,741 visitors.</p>
Technology	<p>~ 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.</p> <p>~ Housing CHOICES is a collaborative housing information and education effort focused on expanding housing choices for low-income Alameda County residents. Eden I&R, working with staff from Bonita House and Behavioral Healthcare Services, formally launched the CHOICES web site (www.achousingchoices.org) on January 9. The website offers a searchable database with a range of different types of housing opportunities. The site also contains useful information and resources related to finding and keeping a home. Thus far all feedback has been very positive and usage statistics indicate steady and growing public use.</p> <p>~ The EITC program started, and with a few minor modifications after daily use was begun, the new search and referral tracking capabilities are functioning extremely well.</p>

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Outreach/Public Information Activities

<p>Meetings</p>	<p>~ Staff attended the Asian Community Collaborative meeting where the county state lobbyist provided an analysis of the Governor's budget and there were mini-workshops on the County's new policies/process of RFPs available for non-profits.</p> <p>~ The Executive Director met with Lori Jones, the Director of the Alameda County Social Services Agency, to discuss various ways in which Eden I&R could assist SSA via 2-1-1; the Roving program; with enhanced health, housing and/or human services databases; and/or with customized directories/guides. Additional discussions will be held.</p> <p>~ Staff attended the monthly Earn It! Keep It! Save It! meeting of the Alameda County Volunteer Income Tax Assistance site coordinators in preparation for the upcoming tax season.</p> <p>~ The Executive Director has been meeting with representatives from the Village to Village movement. This cooperative housing idea has been spreading across the country and is becoming very popular throughout California. Discussions are underway as to how 211 can assist the local Village to Village communities.</p> <p>~ The Deputy Director attended the First Solyndra Project Coordination Team Meeting to develop a coordinated team to serve these displaced workers, to share resource information and to create communication among providers.</p> <p>~ The Executive Director has been attending 2 meetings a month related to the release of inmates from state to local custody. These realignment/re-entry meetings focus on enhancing and creating collaborative systems that will assist inmates (and their families) as they are released back into the community.</p> <p>~ The Housing Outreach Coordinator hosted the Executive Committee meeting of the Alameda County VOAD to plan for their General Meeting. The Coordinator attended the General Meeting in which over 20 agencies were represented.</p> <p>~ The Housing Outreach Coordinator worked in collaboration with the East Bay Rental Housing Association and the Oakland Housing Authority to do outreach to property owners and inform that of the opportunity to list their properties with Eden I&R at no cost.</p> <p>~ The Executive Director has been meeting with Bay Area 2-1-1 representatives in preparation for a Bay Area regional 2-1-1 Summit. The focus of the Summit will be sharing current and new ideas as to how 2-1-1 can assist Health and Human Service departments throughout the region in reducing their costs and providing services more efficiently.</p> <p>~ The Executive Director attended the monthly Bay Area 2-1-1 Partnership meeting. Sadly it was announced that John Bateson, the Executive Director of the Contra Costa Crisis Center will be retiring from that organization after 15 years in order to focus on his book writing career. John was responsible for developing and managing the 2-1-1 phone line for Contra Costa County. His contributions to his county, as well as others (he was on the CAIRS Board), will be missed.</p> <p>~ The Executive Director has been taking a more active role in the 2-1-1 California Network which is responsible for coordinating statewide 211 advocacy efforts as well as developing new statewide 2-1-1 contracts.</p> <p>~ The Housing Outreach Coordinator facilitated a Disaster Preparedness meeting for the PEO Women's Group in Hayward where the function of 2-1-1 during a disaster was explained and 2-1-1 materials were distributed.</p> <p>~ Staff met with representatives from the Intuit Tax Freedom Project to continue our statewide contract that utilizes Eden I&R's phone banks to schedule appointments for low-income people in need of tax preparation assistance using Turbo Tax software. These workshops are free to the public and the computers, software, and technical assistance are provided on-site at no cost.</p>
<p>Fairs/Events/ and Outreach</p>	<p>~ The Housing Outreach Coordinator attended the 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>~ 2-1-1 outreach materials were provided to: Downs Memorial Methodist Church, Friendship Christian Center International, Fremont Family Resource Center, Faith Chapel Assembly of God, Family Support Services of the Bay Area, and Oakland Housing Authority.</p> <p>~ An email blast was sent to all agency contacts encouraging them to "like" Eden I&R on Facebook and advising of the availability of The Big Blue Book.</p>

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Fairs/Events/ and Outreach	<p>~ The Development/Marketing Officer, Housing Coordinator spoke to two sessions of a Cal State East Bay Business class called "Business, Government, & Society" about service projects available at Eden I&R to meet class requirements. Staff later met with two different working groups to facilitate projects on the update of our website and use of social media.</p> <p>~ Staff facilitated an In-service training for Nursing Students from CSUEB explaining how 2-1-1 works and the benefits for their future patients.</p>
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