

EDEN I & R, Inc.

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

Noteworthy Updates

During the month of May 9,286 calls were handled by 2-1-1 Resource Specialists and over 18,500 health, housing and human service referrals were distributed. Of the unduplicated callers, 80% were females, 36% were single headed households with minor children, and 42% were disabled. Additional people are also relying on Eden I&R's online health and human services resource directory since this month it received 498,415 hits from 69,885 visitors.

On Monday 4/30, Eden I&R was requested to be in the activated City of Oakland Emergency Operations Center on 5/1 in anticipation of the expected Occupy Oakland activities. The Executive Director spent approximately 14 hours in the EOC feeding the most up to date information to the 2-1-1 phone line staff. This exchange related to such information as road and BART station closures, police and protestor activities, and business/government updates.

Much of May was spent meeting with representatives from Alameda County departments and Alameda County Cities as Eden I&R completes another successful year of providing over 110,000 individuals and families with the critical up-to-date information about health, housing and human services that they and their families need. Preparations are under way for a very busy Fiscal Year 2012.

Eden I&R said goodbye to one of our closest friends, Cate Steane, the now former Executive Director of FESCO. Our agencies have often partnered as we worked together with the same clients to help them achieve housing stability. We wish Cate well in her future endeavors.

Call Information

Call Examples

~ A disabled Oakland resident called 2-1-1 seeking assistance with payment of their utility bill. The caller's physical disabilities prevented her from being able to write, so the caller asked her caregiver to assist her with writing down the referral information for utility assistance from Spectrum Services that 2-1-1 provided. While waiting for her caregiver to come on the line, the 2-1-1 Resource Specialist heard a man in the caller's home being verbally abusive to the caller. When the Phone Resource Specialist asked the caller if she was safe, the caller indicated that her caregiver is verbally and emotionally abusive towards her and is keeping her isolated. The caller was immediately informed that 2-1-1 could connect her right away with Adult Protective Services (APS) or 2-1-1 could call APS and report the caller's situation, if the caller so desired. As the caregiver was in the home, the caller requested 2-1-1's assistance in informing APS on her behalf. 2-1-1 contacted APS immediately and alerted them of the caller's situation.

~ A disabled Dublin resident called 2-1-1 for housing assistance as her family was being evicted. The caller indicated that she is the sole care provider for her family. The caller was referred to Building Opportunities for Self Sufficiency and Banyan House for assistance with transitional housing programs for families. The caller was also screened for HPRP in Dublin and was referred to the East County Housing Resource Center. For tenant rights assistance, the caller was provided referrals to ECHO, Bay Area Legal Aid and CIL.

~ A Union City resident called 2-1-1 seeking information on medical services for her grandson and dental services for both him and herself and information about unemployment assistance. The caller was referred to The Tiburcio Vasquez Health Center for medical and dental services, as well as to the University of the Pacific School for Dentistry for low cost dental services. The caller was also provided a referral to the Public Health Clearinghouse for additional healthcare referral services. The caller indicated that she had awarded guardianship of her autistic grandson and needed assistance with his care. The caller was referred to In Home Support Services for assistance with support services in the home. The caller was provided a referral to the Employment Development Department for unemployment benefits.

~ A disabled Berkeley resident called 2-1-1 seeking information about domestic violence shelters and meals. The caller was referred to Building Futures with Women and Children for shelter. The caller was also provided referrals to McGee Avenue Baptist Church, Berkeley Food and Housing Project and Open Door Mission for meals.

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Call Examples	~ A homeless caller working in Pleasanton called 2-1-1 seeking re-housing assistance in the Tri-Valley area for herself and her 10 year old son. The caller indicated that she has been homeless for many years and has relied on the generosity of friends and family to house her son and herself in between shelter stays. The caller needed help with a deposit and first month's rent. An HPRP screening was conducted and the caller was referred to the East County Housing Resource Center for re-housing assistance.
	~ A homeless caller in Alameda called 2-1-1 seeking information about emergency shelter and substance abuse assistance. The caller was referred to the Alameda Point Collaborative, Cronin House, Highland Hospital and Second Chance.
	~ The brother of a senior Livermore resident called 2-1-1 from New York for information on how to verify his sister's well-being. His sister had contacted him and informed him that she is being held against her will and being verbally abused by her daughter. The caller needed a referral to an agency who could check on his sister's situation. The caller was provided a referral to Alameda County Adult Protective Services (APS).
Caller Feedback	~ "It's nice that there is still good customer service being offered..... your worker is someone who is patient.....hears your story and refers you to the right places."
	~ "I was helped by your 2-1-1 operator she gave me more referrals than I had hoped for..... Your employee was kind.... willing to go the extra mile to help me with referrals and gave me helpful tips. I have never had anyone ask and answer all my questions before. I really appreciate your staff and your great service."
	~ "I was assisted by one of your specialists. I was provided all the information I was looking for.....I'm glad that I don't have to go through a whole bunch of loops to get the help I need."
	~ "I just got off the phone with 2-1-1....the person helping me was very polite, very knowledgeable and helped me greatly"
Staff Inservice Training Sessions	~ Team Review of 2-1-1 Best Practice In I&R
	~ Food & Drug Administration In-Service Presentation
	~ Team Review of 2-1-1 of Calls from Callers in Crisis Situations

Resource Information And Technology Updates	
Services Database	~ Two (2) new agencies were added in the services database this month.
	~ The services database contains 1,102 agencies and 2,861 programs.
	~ The process of updating the 454 "Non-Directory" agencies continues. So far 349 agencies have been updated.
Housing Database	~ The Housing database contains 75,333 total housing units.
	~ 84 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 498,415 hits were received by 69,885 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 new server to replace older systems that are currently running our database server, accounting software, and phone system was ordered and has been delivered. New versions of the necessary software and operating system have been purchased. The new server will be configured as a Virtual Server and will perform the functions currently being handled by two separate servers. Scheduled completion is July 2012.
	~ Staff began preparing our client, services, housing and other databases for conversion to a new version of FileMaker database software. Scheduled completion is August 2012.
	~ Eden I&R is currently planning for a major hardware upgrade to replace older workstation computers and backup power supply systems. Separate funding is being sought to support this effort and it is expected that upgrades will be completed within two months of securing that funding.

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Outreach/Public Information Activities

Meetings	<p>~ The Executive Director was asked to participate in a statewide California Re-Entry Council Network conference call, along with 2-1-1 California staff, in order to explain to their members the benefits of 2-1-1 assisting offenders re-entering local communities. Topics included using 2-1-1 as: the gateway to overall resources in the local county; a bed reservation system; a court notification service; a provider of a pocket-guide with customized information; and many other recommendations. All of these ideas were meant to assist probation officers who report that they are overwhelmed with the number of people they assist as well as the breadth of services they are being asked to provide.</p> <p>~ The Deputy Director attended a meeting organized by Wells Fargo to discuss their efforts to help distressed homeowners and stabilize communities affected by foreclosures.</p> <p>~ The Housing Outreach Coordinator attended the Northern California VOAD meeting and the National VOAD Conference in Virginia where 2-1-1 was highlighted for it's service during disasters.</p> <p>~ The 2-1-1 Community Programs Manager attended the EveryOne Home Meeting to participate in the planning stages of a Coordinated Intake Process.</p> <p>~ The Housing Outreach Coordinator participated in the 9 week Hayward Community Academy to inform participants of the 2-1-1 service.</p> <p>~ The 2-1-1 Community Program Manager attended the 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 facilitated a presentation to the Alameda County Workforce Investment Board about prior contract successes (i.e., serving former NUMMI employees) and continued future partnerships.</p> <p>~ As a member of the Emergency Food and Shelter Program Local Board, the Deputy Director participated in the review of proposals for the FEMA Phase 30 funding process.</p> <p>~ The 2-1-1 Community Programs Manager attended the Alameda City Council Meeting and thanked the City of Alameda for their ongoing support of 2-1-1.</p> <p>~ The 2-1-1 Community Programs Manager attended the Alameda County Housing and Community Development Meeting and presented as well as thanked the HCD for their ongoing support of 2-1-1.</p> <p>~ The Executive Director attended the monthly 2-1-1 Bay Area Partnership meeting that is experiencing lots of changes. The new Executive Director of the Contra Costa Crisis Center has yet to be named; the Silicon Valley United Way just appointed its new 2-1-1 Manager; the Sonoma County 2-1-1 center lost its Manager due to a very premature death; and the United Way of the Bay Area will be losing its 2-1-1 champion, Ed Schoenberger to retirement next month. All of these changes represent challenges as well as the opportunity for new ideas and fresh perspectives.</p> <p>~ The Executive Director attended the annual California Alliance of Information and Referral Services (CAIRS) Board of Directors retreat. Many items were discussed at great length including: the enhanced statewide standardization of the health and human services databases; the conversion to a different phone system; the coverage of rural areas that do not have 2-1-1 centers during and after a disaster; 2-1-1 funding sustainability statewide; and the evolving role of 2-1-1 California.</p> <p>~ The Executive Director continued to attend the many county-wide re-entry/realignment meetings whose purpose is to assist returning offenders find the resources they need to assist them in becoming positive members of the community (and not re-offending).</p>
Fairs/Events/ and Outreach	<p>~ 2-1-1 outreach materials were distributed to the Hayward Community Academy, Hume Center in Fremont, Bayport Village in Oakland, Oakland Housing Authority, Breakthrough Ministry in Berkeley, Improving Pregnancy Outcome Program in San Leandro, Tri-Valley Community Foundation in Pleasanton, San Leandro Unified School District, Hayward Unified School District, and Cal State University East Bay Credential Student Service Center,</p> <p>~ The Housing Outreach Coordinator is working in collaboration with the Oakland Housing Authority to do outreach to Rental Property Owners, on a monthly basis, to inform them of the opportunities with OHA and Eden I&R. Through this outreach property owners throughout the County are able to list their properties with 2-1-1.</p>

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Fairs/Events/ and Outreach	~ The Development/Marketing Officer participated in the following resource and health fairs to meet with community members and distribute 2-1-1 marketing information: ITT Career College Resource Fair in Oakland, Alameda One Stop Career Center's Community Job Fair at College of Alameda, Hayward Area Recreation & Park District Annual Senior Health Fair at the Kenneth C. Aitken Senior & Community Center in Castro Valley, 4C's Annual Children's Fair in Hayward, and Treeview Elementary School Open House in Hayward
	~ The Housing Outreach Coordinator made a presentation and distributed housing and 2-1-1 information at Allen Temple Manor Senior Apartments in Oakland.
	~ The Development/Marketing Officer made a presentation about Eden I&R and 2-1-1 at an inservice session for Alameda County Probation Department staff/Community Partnership meeting in Oakland.
	~ Eden I&R welcomed the new 2-1-1 Silicon Valley Manager, Maya Esparza, for a tour of Eden I&R and a summary of it's many accomplishments throughout the past 5 years of Alameda County's 2-1-1 operation.
	~ The Development/Marketing Officer made a presentation about Eden I&R and 2-1-1 to residents of Broadmoor Senior Housing in San Leandro.
	~The 2-1-1 Community Programs Manager distributed 2-1-1 marketing information at Bidwell Elementary School Open House in Hayward.
	~ 2-1-1 Marketing materials were provided for participant goodie bags at the Crisis Support Services Healing Hearts Walk in Oakland and the Alameda County-Oakland Community Action Partnership Walk to End Poverty/Multicultural Community Fair in Oakland.
	~ Eden I&R was a co-sponsor of Property Owners Appreciation Day at Frank Ogawa Plaza together with the Oakland Housing Authority.
	~ Eden I&R is beginning to use Craigslist Classifieds (Community Section) for 2-1-1 outreach. In May, postings included information about 2-1-1 and volunteering.