



Eden I&R 211 Alameda County Annual Report

July 1, 2024 - June 30, 2025



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A Message from Our CEO

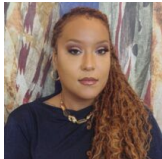
Alameda County residents are at the heart of everything we do at Eden I&R. The community members who call 2-1-1 every day are represented throughout our team, who live, work, and come from this community.

We have experienced housing instability. We are parents. We are older adults. We have experienced having to go without our basic needs being met. We are navigating the complexities of living with disabilities. We represent the cultures and communities that make Alameda County such a diverse place to live.

Our work and lived experience show up during every call we receive from a member of our community: a single mother navigating homelessness with her children; an older adult navigating changes in their ability to provide for themselves; a father unsure of how he'll afford to make rent this month; a survivor of violence seeking safety; a veteran in need of resources; or a student navigating a complex legal situation.

This work would not be possible without the dedication of our team answering more than 60,000 calls each year, our partners working to meet the needs of vulnerable and marginalized families and individuals, and our funders and donors, who believe, along with us, that every Alameda County resident deserves dignity, support, and somewhere to turn when they are in need.

Looking ahead, I'm excited to continue ensuring this support remains available throughout Alameda County and expanding our services and programs so that we can help even more people and strengthen the resilience of our community.



With gratitude,
Jazmyn Brown
Chief Executive Officer

Message from our Board Chair

On behalf of the entire Board, thank you for your steadfast belief in our mission to connect people and resources. Your trust in our mission and unwavering commitment to our work have been crucial in helping us reach new milestones, and we are deeply grateful for your continued support.

This past year has been a remarkable one for the organization, marked by significant growth, adaptability, and lasting impact — achievements made possible by the dedication and resilience of our entire team.

As Board Chair, I've witnessed firsthand the challenges our dedicated team has overcome. Seeing their passion and commitment to every project, program, and initiative has been truly inspiring. The care and professionalism they demonstrate are reflected in the tangible results they produce, showcasing their talent and drive. I also want to acknowledge the invaluable support of our donors and community partners.

Looking ahead, the Board and I are confident in the team's leadership and vision for the future. We are excited to continue supporting their efforts as they expand and deepen their programs while further strengthening their engagement with the community.

We look forward to all that we will accomplish together in the coming year.



Warm regards,
Patty Mok

Board of Directors

Patty Mok, Chair
Technical Program Director

Lola Allen, DTM, Vice Chair
*Community Outreach Worker
HCSA, Alameda County*

Wendy Bear, Treasurer
*Director of Finance
Gardens of Golden Gate Park*

Amy Wilson, Secretary
*SVP Products
SAP Success Factors*

Reinaldi Gilder
*Restorative Justice Navigator
Bay Area Community Services*

Khaleel Frederick
*Student
Cal State University East Bay*

Our Mission & Vision

Eden I&R has been successfully fulfilling its mission of “linking people and resources” for 50 years.

The agency’s services result from collaborations that depend on the work of hundreds of community-based organizations. Because no other centralized source for health, housing, and human services information exists anywhere else in Alameda County, Eden I&R has become a critical resource for thousands of vulnerable individuals.

We envision a community empowered with information and connected to resources so that all people obtain health, happiness, hope, and improved livelihoods.



Our 2024-2025 Highlights



In our last fiscal year, 211 handled **62,477** calls and texts and provided **174,525** referrals to clients throughout the county, a **13%** increase in referrals compared to the previous year.



99.5% of callers said they were satisfied with the information and support they received and **100%** said they would recommend 211 to a friend or family member.



211 handled **3,989** calls from literally homeless callers and **1,849** calls from non-literally homeless callers for the coordinated entry system.



5,838 callers were screened for Alameda County Coordinated Entry System and **5,948** callers were referred to a Housing Resource Center.

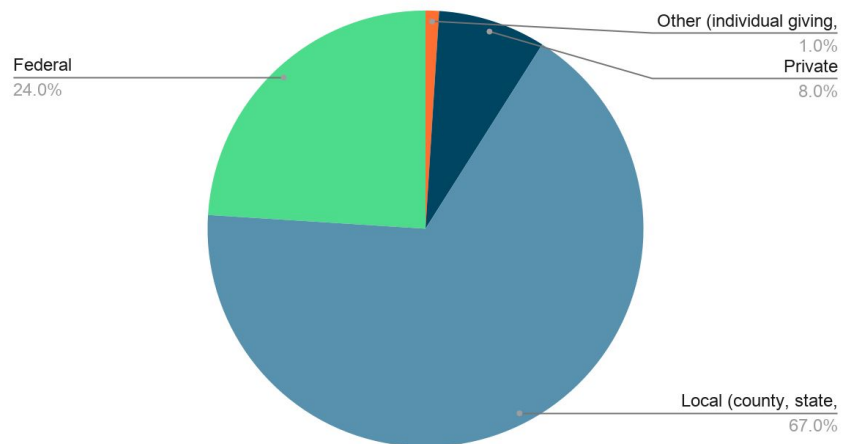
“Every call teaches us something about resilience, about dignity, and about the power of human connection.”

-Jazmyn Brown, CEO

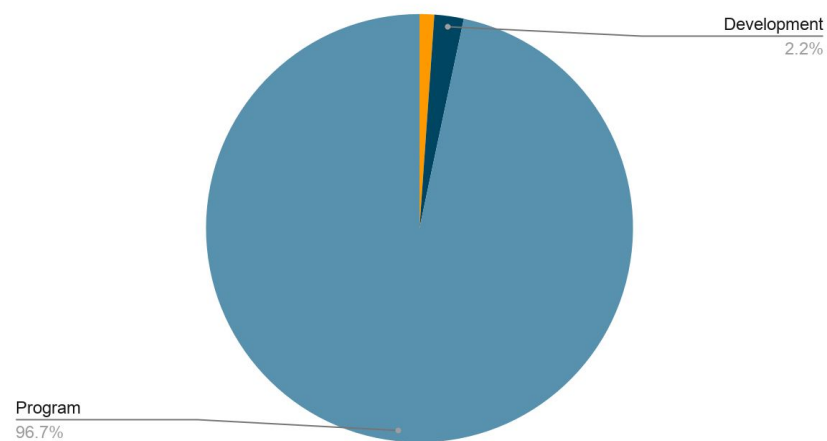


Financial Overview

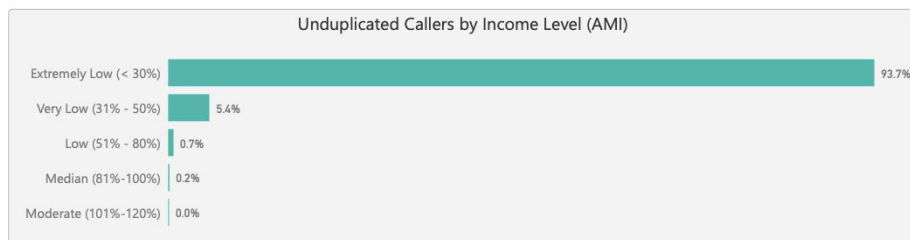
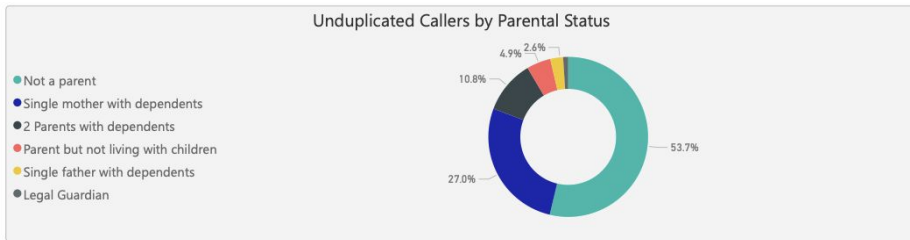
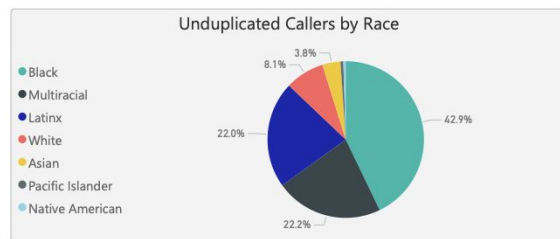
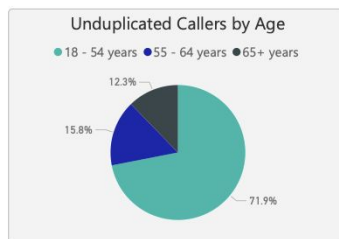
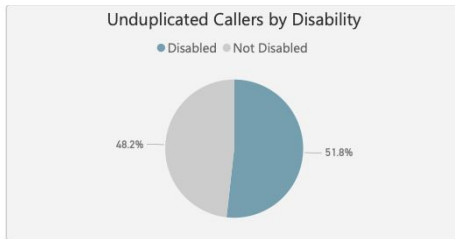
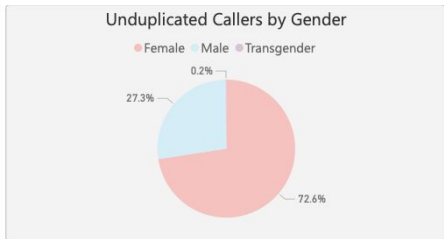
FY24-25 Revenue



FY24-25 Expenses



Caller Demographics at-a-glance

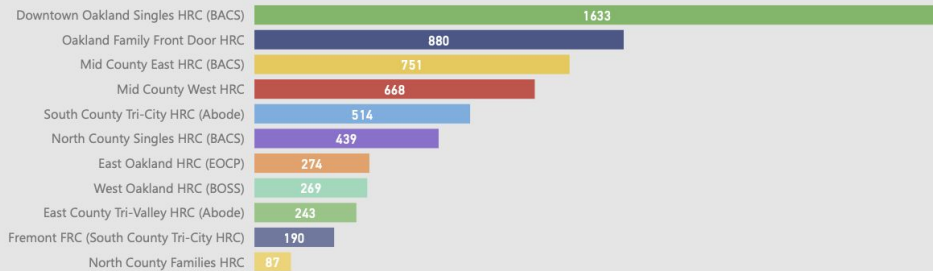


Caller Demographics: Top Needs & Referrals

Top 20 Needs for Contacts	
Number of Needs	Level 2 Need
52458	Housing/Shelter
18145	Transportation
13101	Substance Use Disorder Services
7202	Legal Services
7172	Utilities
6485	Disaster Services
4317	Information Services
4302	Food
4013	Material Goods
3070	Mental Health Assessment and Treatment
2542	Individual and Family Support Services
2467	Legal Assistance Modalities
1645	Public Assistance Programs
1097	Money Management
1039	Employment
862	Tax Organizations and Services
714	Consumer Assistance and Protection
701	Community Groups and Government/Administrative Offices
660	Health Supportive Services
566	Victims/Survivors

Connecting the Community: HRC Referrals

Referrals Made to HRC



Total HRC Referrals

5948

Callers Screened for CES

5838

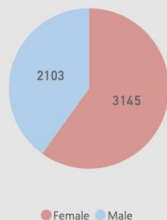
Total LH Calls

3989

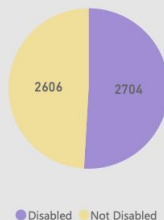
Total NLH Calls

1849

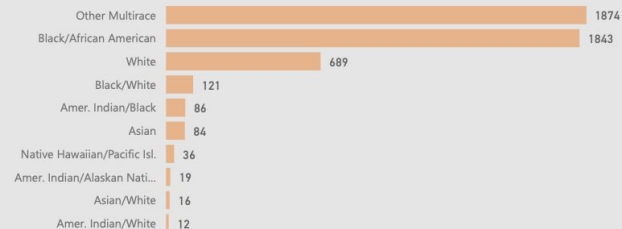
HRC Referrals by Gender



HRC Referrals by Disability



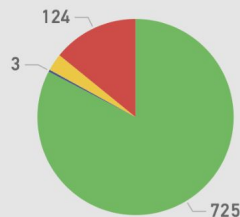
HRC Referrals by Ethnicity



Call Center: After-Hours Call Totals

Monthly Totals

- ERU
- Placement Line
- Public Guardian
- APS

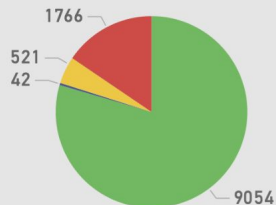


Monthly Grand Total After-Hours

877

YTD Totals

- ERU
- Placement Line
- Public Guardian
- APS



YTD Grand Total After-Hours

11383

Affordable Housing Highlights

Ollie Arnold Housing Department

- **2,324** new units added at the end of FY 24/25
- **21,480** units updated

Eden I&R's achousingchoices.org Website

- **248K** pageviews, averaging **21K** a month
- **91K** sessions, averaging **7.5K** a month



In May 2025, Amanda Cruz, AHIP Coordinator received the CoC Wendy Jackson Service and Leadership Award for their work and service in our Alameda County Homelessness Response system and Continuum of Care.

Success Story: Asian Health Services (AHS)

From Homelessness to Housing: A Story of Hope and Resilience

This success story highlights the powerful collaboration between Asian Health Services (AHS) and the AHIP Program, and the life-changing impact that long-term, client-centered partnership can have.

AHS referred a client who had experienced homelessness for approximately three years, much of that time spent living in a broken-down car while managing serious health challenges, including extreme swelling in his legs and feet that significantly affected his mobility. Since February 2024, AHS worked closely with AHIP to ensure ongoing coordination of care, housing navigation, and advocacy.

Through this collaboration, the client was successfully referred into a direct HOPWA housing unit, with rent set at 30% of his income — providing affordable, stable housing critical to supporting his health. After a long and complex housing process, the client finally moved into his own apartment.

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Success Story: Asian Health Services (AHS)

Asian Health Services' partnership remained central throughout the transition. Together, the team supported the client with move-in planning, furniture selection, and accessing additional resources. Seasons of Sharing were secured to cover the security deposit and first month's rent, allowing the client to move forward without financial barriers.

During a furniture selection appointment, the client became emotional and shared that he could never begin to repay the support he received from AHS and AHIP.

“The only repayment we ask for is that you live happily and take care of your health.”

This moment captured the heart of the work being done. It reflects how housing, healthcare, and compassionate partnership — led by Asian Health Services and supported through AHIP — can restore dignity, stability, and hope.

This success story is a testament to AHS's commitment to holistic care and to the impact that strong cross-agency collaboration can have for clients with complex needs. Together, we are not just housing people — we are supporting healing, stability, and renewed opportunity.



Thank You to Our Supporters

*Alameda Alliance for Health
Alameda County Cities
Alameda County Health
Alameda County Housing & Community
Development Department
Alameda County-Oakland Community Action
Partnership
Alameda County Probation Department
Alameda County Social Services Agency
Alameda County Transportation Commission
Bay Area Community Services
California Department of Public Health
California Department of Transportation
California vs. Hate Resource Line and Network
Eden Health District
Firedoll Foundation
Hitachi High Technologies America*

*JPMorgan Chase
PG&E, SCE, and the 211 California Providers Network
San Francisco Community Agencies Responding to Disaster & Bay Area Urban
Areas Security Initiative
Safeway Foundation
Simpson Strong-Tie
Sister to Sister 2 Inc. & Board of State and Community Corrections
Sundial Fund
Sunlight Giving
The Office of Community Partnerships & Strategic Communications (OCPSC)
*Please include this hyperlink and the attached logo.
The PG&E Corporation Foundation
United Way Bay Area
United Ways of California
United Way of Northern California
Walter & Elise Haas Fund*

Contact

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Instagram: [@211alamedacounty](https://www.instagram.com/211alamedacounty)

X/Twitter: [@EIR_211Alameda](https://twitter.com/EIR_211Alameda)