

## Eden I & R, Inc.

### 2-1-1 Alameda County Monthly Narrative Report: August 2007

<b>Noteworthy Updates</b>	
	~ Eden I&R negotiated an agreement with AT&T The Real Yellow Pages to include a two page 2-1-1 advertisement in the new edition of the Oakland Yellow Pages. This is the first step in getting 2-1-1 advertised in each of the county's Yellow Page directories. The ad includes information in three languages (English, Spanish and Chinese).
	~ The Executive Director talked with Pacific Gas and Electric about highlighting 2-1-1 resources for the county's various ethnic communities.
	~ Agency staff designed a new 2-1-1 flyer that will be sent to schools and throughout the county to promote the use of 2-1-1 by anyone in need of health, housing or human services.
	~ Negotiations began with Verizon in order to extend 2-1-1 services to cell phone users. The agency must negotiate separate agreements with each cell phone provider.
	~ By the end of the month, almost all of the invoicing procedures for each of the 14 cities had been agreed upon on a case-by-case basis. The agency thanks the cities for overwhelmingly agreeing to one invoice and a standardized monthly report process. This will help keep costs down and efficiencies up for all concerned.
	~ From July 2007 through August 2007, there was a one month combined 2-1-1/CHAIN increased call volume of 19%.
	~ The Executive Director attended the farewell dinner for Chet Hewitt during which she presented him with a "2-1-1 Stress Ball" to remember us. Chet was a champion for 2-1-1 within the county and we regret his departure very much.

<b>2-1-1 Call Activities</b>	
Call Examples	~ A 60 year old woman from Fremont called seeking housing, moving and medical assistance. She was afraid her boyfriend would make her leave their apartment and she had no where to go or family to stay with. She was given referrals for housing and medical care.
	~ A disabled woman from Pleasanton called to find out about the 2-1-1 services. She was glad to learn that 2-1-1 is here for her in case she needs help.
	~ A Livermore woman with an eleven year old daughter called looking for a domestic violence shelter. She was given referrals to two domestic violence shelters.
	~ Willow Tree Nursing Center in Oakland called for client in need of motel voucher.
	~ A Spanish speaking man from Hayward called seeking counseling for depression and was given a referral to counseling services with Spanish language capability.
	~ An elderly woman from Hayward called to find out the day, date and time. That was all she wanted to know and she was very appreciative of our assistance.
	~ Kaiser Hospital Hayward called looking for emergency shelter for a woman and her nine year old daughter. Referrals to five shelters were given for her.
Staff In-service Training Sessions	~ Salvation Army, Oakland Garden Street Service Center Agency In-service Training
	~ Hedco House, Bay Area Community Services Agency Briefing and Tour
	~ Agency Disaster Preparedness Staff In-service Training
	~ KQED Free Facilitator Workshop to enhance staff meeting facilitation skills.

<b>Resource Information And Technology Activities</b>	
Services Database	~ 156 agency services records updated (by mail, fax or email).
	~ 4 new agencies entered into the service database, 10 new agency forms were sent out.
	~ 286 agencies were sent mailings requesting updated information on their services.
Housing Database	~ 59,024 Total Units Listed
	~ 1,381 New Units added this month
Technology	~ The 2-1-1 telephone system reporting features continued to be upgraded. Phones and accounts for three additional telephone workstations were added. The greetings and menus for the 2-1-1 Call Center recording were modified.
	~ The Databases reporting functions were automated for generating monthly and annual client and call statistics. Computers were purchased and installed for three new workstations and the computer was replaced at a fourth workstation.

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Outreach/Public Information Activities	
Meetings	~ The Alameda County Health Department's Clearinghouse division met with Eden I&R to discuss the ways in which 2-1-1 and the Clearinghouse staff can cross-train staff.
	~ The regional Bay Area Emergency Public Information Network (BAEPIN) meeting at the Oakland Office of Emergency Services to update Public Information Officers about 2-1-1.
	~ The Bay Area 2-1-1 Regional Partnership met in Oakland to discuss such items as: regional PR materials and events; technical successes and challenges; further standardization of data; preparations for exchange of data; disaster preparedness issues.
	~ Everyone Home Program Committee meeting to review program models for housing special needs populations in Alameda County..
	~ Behavioral Health Department meeting to review county subsidized housing data and update the Department on the status of 2-1-1 implementation.
	~ Rental Property Owner briefings with Apartment Owners Association (AOA), Oakland Housing Authority (OHA), and Rental Housing Association (RHA) to explain our free listing service and the benefits of 2-1-1 directly to rental property owners.
	~ Means to Recovery meeting for KATRINA victims long term recovery.
	~ Tri-Valley Housing Scholarship Meeting chaired by Eden I&R Housing Outreach Coordinator to review requests for housing assistance.
	~ NorCal Voluntary Organization Addressing Disasters (VOAD) meeting to coordinate disaster response strategies and 2-1-1 services.
	~ Collaborating Agencies Planning Meeting to plan workshop to be held at American Red Cross, Oakland 9/21 on defining agency roles and 2-1-1 role in a disaster.
	~ Alameda County Food Bank meeting for annual update on the Food Stamps program and to inform emergency food service providers of 2-1-1 program.
	~ At housing workshop at Banyan House, a transitional housing program of FESCO, we presented 2-1-1 service to homeless families.
	~ Alameda Point Collaborative service providers meeting to disseminate information about 2-1-1 to members of the collaborative.
	~ Associated Community Action Program (ACAP) meeting to describe and distribute information about 2-1-1 to other service providers.
~ Oakland Housing Authority Client Outreach Planning Meeting to organize outreach event to Oakland residents under OHA jurisdiction and to promote 2-1-1.	

This is a report of the activities and accomplishments of 2-1-1 Alameda County for the month of August, 2007. **2-1-1** is a free, non-emergency, confidential, 3-digit phone number and service that provides easy access to **housing** information, and critical **health** and **human services**. 2-1-1 operates 24 hours a day, 7 days a week with multi-lingual capabilities.