

**EDEN I & R, Inc.**

**2-1-1 Alameda County Monthly Narrative Report: August 2008**

<b>Noteworthy Updates</b>	
<p>August was a very busy month for 2-1-1. Call volume exceeded 5,100 calls which indicated that the massive 2-1-1 outreach efforts are working. Thanks to our many PR partners throughout the county (e.g., cities and chambers of commerce that include 2-1-1 in their newsletters), residents and advocates are learning about 2-1-1 and using the service for a variety of purposes including information about employment opportunities to mortgage default assistance to locating rehab facilities. In addition to helping people deal with their personal disasters, the agency continued to work on community-wide disaster preparedness through disaster drills and a variety of agency partnership meetings. Mutual aid and efficient communications are key during and after a disaster and Eden I&amp;R is preparing for both.</p>	

<b>Call Information</b>	
Call Examples	~ A disabled senior veteran from Oakland called seeking transportation to medical appointments. He was referred to organizations providing paratransit services.
	~ A dually diagnosed Union City resident called seeking information on rehabilitation services. He was referred to 4 residential rehabilitation facilities.
	~ A senior citizen from Castro Valley called looking for information on rent assistance programs and senior housing. She was given referrals to rent assistance programs servicing Castro Valley, to senior housing complexes, and to the Area Agency on Aging for additional assistance.
	~ A disabled Fremont resident called seeking information on mortgage default. She was referred to 2 agencies that provide mortgage counseling.
	~ A single mom from Oakland called seeking information on where to obtain diapers for her child and for information on job training programs. She was referred to 3 agencies providing diapers and 3 job training programs.
	~ A single male from Oakland called needing professional attire for job interviews. He was given referrals to 3 agencies providing this service to job seekers.
	~ An uninsured Fremont resident called seeking information on short-term residential drug treatment facilities. He was referred to 3 facilities that provide services to the uninsured.
Staff Inservice Training Sessions	<ul style="list-style-type: none"> <li>~ Lighthouse Community Center In-service Training</li> <li>~ Emergency/Disaster Procedures In-house Training</li> </ul>

<b>Resource Information And Technology Updates</b>	
Services Database	~ Updating all agency listings in preparation for the printing of the Big Blue Book.
	~ Continued breaking down the specifications for the program services of each agency.
	~ Two new agencies were added to the database.
Housing Database	~ 63,296 Total Housing Units Listed.
	~ 246 New Units added this month.
Technology	~ Continued Emergency Preparedness activities including testing staff emergency email and text message system.
	~ Completed migration of mail server.
	~ Set up two computer stations for additional 2-1-1 Resource Specialists.
	~ Researched web hosting companies and moved new domains to Network Solutions.
	~ Purchased and set-up new database server.
	~ Installed new switches and networking hardware.

<b>Outreach/Public Information Activities</b>	
Meetings	~ Staff met with Alameda Head Start representatives to conduct a 2-1-1 information session and group tour of 2-1-1 facilities.

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Meetings	~ Facilitated Housing Workshop and 2-1-1 Service Training for the staff of Health Care for the Homeless.
	~ Attended Tri-Valley Housing Scholarship Meeting to review requests for housing assistance.
	~ Executive Director participated in a 2 week pandemic drill with Alameda County Public Health, Alameda County Emergency Medical Services, Berkeley Public Health, CARD, and numerous other government departments and Community Based Organizations. Tested were roles, responsibilities, activities, coordination and communication between all of the players. The drill solidified relationships and indicated areas for improvements. 2-1-1 was recognized for its key role in disseminating accurate and comprehensive public information before, during and after a disaster.
	~ Executive Director met with the VP of Government Affairs for Sybase to introduce this technology giant to 2-1-1.
	~ Executive Director and staff continued to attend meetings in preparation for the statewide Golden Guardian disaster drill that will be called Silver Sentinel throughout Alameda County in October 2008.
	~ Executive Director attended the monthly 2-1-1 Bay Area Partnership meeting that focused on disaster preparedness and mutual aid; future 2-1-1 funding; PR efforts; and the upcoming 2-1-1 Summit in Sacramento next month.
	~ Attended Rental Property Owner briefings with the Oakland Housing Authority (OHA) and Rental Housing Association (RHA) to explain our free listing service and the benefits of 2-1-1.
	~ Executive Director met with the Mayor and City Council members of Fremont in order to discuss that city's continued support of 2-1-1. Numerous Fremont 2-1-1 call examples were cited to support the need for the service as well as the leveraged funding foundation upon which 2-1-1 Alameda County is dependent. Fremont has postponed its funding decision until after the State budget is passed.
	~ Attended NorCal Voluntary Organizations Addressing Disasters (VOAD) meeting to discuss CA Wildfires and possible Long Term Recovery efforts.
	~ Executive Director and staff continued to attend meetings and provide services (over 2-1-1 and in person) to the very low-income Oakland residents who are being displaced due to the bankruptcy of the non-profit development company that own several Oakland buildings.
	~ Executive Director met with the staff of Assemblyman Torrico in order to further inform them about 2-1-1 (they are already using the service) and to arrange for a 2-1-1/I&R training for their case workers. In addition the state and federal 2-1-1 funding legislation was discussed.
~ Participated in Alameda County VOAD meeting to discuss storms in the Gulf Region and possible evacuations to the Bay Area.	
Fairs/Events/ and Outreach	~ Staff hosted a booth at he East Bay Stand Down in Pleasanton and provided resources and information to displaced veterans
	~ The Oakland Unified School District's Attend and Achieve Program received and distributed 2-1-1 program information.
	~ Staff hosted a booth at the 6th Annual Family Health and Career Fair in Oakland sponsored by the Port of Oakland and the Council of Acorn Residents.
	~ Emeryville Police and Fire Departments received 2-1-1 outreach cards to distribute to community members.
	~ Staff attended a reception for contractors of the Alameda County Probation Department and distributed 2-1-1 and YouthLink materials.
	~ Staff hosted a booth and distributed 2-1-1 information at a resource fair for City of Fremont employees.
	~ The Alameda County Unified School District received 2-1-1 posters, outreach cards and flyers for distribution to students and their families.
	~ A health-related 2-1-1 fact sheet was created and disseminated to appropriate organizations.
	~ All Alameda County school districts were contacted in an effort to have each student bring home a flyer and/or outreach card about 2-1-1.
	~ Staff participated in the Hayward Zucchini Festival distributing 2-1-1 program information.
	~ The Globe Newspapers ran a large color ad promoting 2-1-1 and its services.
~ Alameda County Emergency Medical Services and Oakland's Office of Emergency Services agreed to help with the distribution of 2-1-1 outreach materials within their jurisdictions.	

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Fairs/Events/ and Outreach	~ The Alameda County Workforce Investment Board (WIB) received 2500 2-1-1 flyers and 50 outreach cards.
	~ This month the targeted citywide 2-1-1 outreach efforts included massive 2-1-1 outreach in Fremont, Newark and San Leandro.
	~ Staff attended Chamber of Commerce events including Emeryville's event held at Pixar that was well attended and afforded a great opportunity for spreading the word about 2-1-1.