

EDEN I & R, Inc.

2-1-1 Alameda County Monthly Narrative Report: August 2009

Noteworthy Updates

This month, 2-1-1 started providing callers with the option of leaving an anonymous message regarding their experience with 2-1-1. Callers now hear a message with instructions on how to access our feedback line. We value and appreciate callers' input regarding the referral process and love to hear their success stories, but we also want callers to use this as a tool to express constructive criticism so 2-1-1 can continue to improve its services. In August, we received 133 messages regarding 2-1-1 services. The following quote is from a message left on the feedback line on August 11th. "I am truly grateful to the 2-1-1 service. I called a few months back. I got custody of my stepson. He was in juvenile hall and on drugs. Through calling you guys, I got him into all kinds of programs to help him. He's doing excellent. He's back in school. He's not on drugs anymore and his whole life has changed. I wanted to thank you for all your resources. I just called again for school supplies and the people that answer the phone are always so courteous and when I'm going through something you guys always make me feel good. Thank you."

During the month of August, 2-1-1 Resource Specialists handled over 7,600 calls and provided over 12,800 health, housing and human service referrals. Call volume continues to increase as the needs of local residents and employees continue to grow. Eden I&R staff are diligently updating both the social services and housing databases as quickly as new information is verified. Accurate and comprehensive resource information is critical at this time as many nonprofit organizations and government departments are being forced to curtail their services to those most in need.

Numerous meetings took place, in person and over the phone, related to the Oakland 2555 & 2567 Foothill Blvd buildings that were closed due to substandard conditions. Hundreds of individuals and families were left homeless and Eden I&R was asked to assist in providing alternative housing options as well as housing-related referrals (in English as well as Spanish). Eden I&R assisted both over the 2-1-1 phone lines as well as on-site at the Oakland Ira Jenkins Recreation Center shelter.

Disaster preparedness continues to be a priority for the agency with participation by 2-1-1 this past month in two extremely valuable workshops, the Emergency Management & Safety Solutions, H1N1 Global Update: Preparing for the Fall Flu Season and the Building A Resilient Bay Area Through Public & Private Leadership Collaboratives: An Emergency Preparedness Workshop. These events help assure that 2-1-1 will be prepared to function as the county's public communications system during and after a local disaster.

Call Information

Call Examples	~ A Dublin resident called seeking information on counseling services for his uninsured friend suffering from depression. He was referred to Axis Community Health and Pleasanton Community Counseling Center.
	~ An Alameda resident with a spinal injury called seeking information on in-home care and assistance with filling out paperwork. He was referred to Alameda County In-Home Support Services, Center for Independent Living, and Bay Area Community Services.
	~ A Union City family with a small child and on CalWORKS called regarding shelter and transitional housing options. They were referred to Abode Services, FESCO, Sojourner House, Alpha Omega Foundation and Ariel Outreach Mission. They were also referred to Centro de Servicios for assistance with food and clothing.
	~ A single mother from San Lorenzo called seeking information on health insurance programs for herself and her children. She was referred to Healthy Families, Alameda Alliance, and the Alameda County Public Health Clearinghouse for additional information on health insurance programs.
	~ A Piedmont resident called seeking assistance with her electricity bill. She was referred to the HEAP and REACH programs and to PG&E Customer Service to enroll in CARE, a discounted utility rate program.
	~ A disabled resident of Hayward called seeking information on residential substance abuse treatment facilities. He was referred to Horizon Services, Full Gospel Mission Ministries, and CURA Inc.
	~ A mono lingual Spanish speaking Oakland resident called seeking information on counseling services for her out of control 12 year old. She was referred to the Center for Family Counseling and to the Family Paths Family Support Hotline.
	~ A Pleasanton resident called seeking information on home repair assistance. She was referred to the Alameda County Community Development Agency's Construction Program and the City of Pleasanton's Housing Programs Information Line.

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Staff Inservice Training Sessions	~ ECHO Housing In-Service Presentation
	~ AIDS Housing and Information Project In-House Presentation
	~ Roving Housing Program In-House Presentation

Resource Information And Technology Updates	
Services Database	~ Eleven (11) new agencies were added to the services database this month.
	~ The services database contains 981 agencies and 2,443 programs.
	~ The process of updating the 2010 Big Blue Book continues, with 647 agencies in the directory, 273 have been updated.
Housing Database	~ The Housing database contains 69,871 Total Housing Units.
	~ 406 new units were added this month.
	~ With the creation of a new Housing Database, staff created a new Housing Manual for staff and volunteer training.
Technology	~ Staff continued to work with HMIS staff and consultants to identify the compatibilities between that system and Eden I&R's Client Database and to begin laying the ground work for 2-1-1 to act as a point of entry for the countywide Homeless Prevention and Rapid Re-housing Program.
	~ Staff continued working with EveryOne Home to provide remote access to the Housing Database, and to afford stakeholders the ability to review and edit funding/unit information for Restricted Housing records.
	~ Staff completed routine maintenance and trouble-shooting of work stations and servers such as the installation of software and Operating system updates, virus and spy ware scans, hardware maintenance, etc.
	~ Staff completed routine maintenance and updating of databases, call center software, and web site.
	~ Prepared training materials in preparation for staff training on new software and operating systems (Windows Vista, FileMaker 10, and Office 2007).

Outreach/Public Information Activities	
Meetings	~ Staff attended a meeting of the Tri-Valley LGBTQ Outreach Task Force and distributed 2-1-1 materials.
	~ Numerous meetings were held related to the new HPRP countywide resources that are being developed. 2-1-1 will be playing a critical role in referring pre-assessed individuals and families to the HPRP resource hubs.
	~ The Executive Director and the 2-1-1 Manager attended the first HPRP Implementation and Learning Community meeting that combines all of the countywide representatives who will be developing the new resource hubs as well as providing services to those found to be eligible for HPRP assistance.
	~ Staff attended a community meeting at the Hayward office of Alameda County Social Services to discuss changes to the CalWORKS Program.
	~ As Chairperson, Eden I&R's Housing Outreach Coordinator facilitated the monthly Tri-Valley Housing Scholarship board meeting.
	~ The Executive Director and other Eden I&R staff assisting in editing the 2-1-1 California Statewide Emergency Plan that will be submitted to CalEMA once completed.
	~ The Housing Outreach Coordinator attended a Landlord workshop facilitated by the Rental Housing Association of Northern Alameda County (RHA) to explain the benefits of listing their rental properties with Eden I&R.
	~ The Executive Director attended a regional public relations meeting with the United Way in San Francisco to focus on regionalizing 2-1-1 outreach materials.
	~ The Housing Outreach Coordinator attended Property Owner Briefings facilitated by the Oakland Housing Authority (OHA) to explain the benefits of listing their rental properties with Eden I&R.
	~ The Executive Director met with representatives from Oracle to discuss a variety of issues including: promoting 2-1-1 and other Eden I&R programs to Oracle employees who may be interested in volunteer opportunities; marketing 2-1-1 to Oracle employees at their fairs and events; and the possibility of Oracle making a financial investment in Eden I&R's services, particularly 2-1-1.

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Meetings	~ Staff participated in meetings with representatives from the Veteran's Administration to assist veterans in locating affordable housing, especially for veterans with Section 8 vouchers.
	~ The Housing Outreach Coordinator attended the Housing Network meeting, a network of housing professionals to discuss housing trends.
	~ The Executive Director met with representatives from the Alameda County Workforce Investment Board to discuss additional ways in which Eden I&R could assist laid-off workers throughout Alameda County.
	~ Staff attended the First 5 Alameda County Community Grants Initiative Orientation to explore funding opportunities for 2-1-1.
	~ The Executive Director met with representatives from the Alameda County Public Health Department's Emergency Medical Services division. Discussions included ways in which to inform ambulance companies and their employees about 2-1-1. The overall goal is to notify the public about health care alternatives to calling for an ambulance and using Emergency Rooms unnecessarily.
	~ Staff attended the Senior Services Coalition meeting to discuss the California budget and it's impact on Senior Services.
Fairs/Events/ and Outreach	~ Staff hosted a booth at four events to inform community members about 2-1-1: 4th Annual Silence The Violence Day Tailgate and Resource Fair, Community Church of Hayward Carnival, Housing Authority's Family Self-Sufficiency Healthy Families Fair, and Alameda Unified School District Community Resource Fair.
	~ The Executive Director represented the agency at the United Way's Road to Recovery event. The region's 2-1-1 centers were highlighted as a United Way supported service to the numerous business leaders that were represented at the event..
	~ The Executive Director attended the Pleasanton Chamber's event that featured U.S. Congressman McNerney. There was a very interesting exchange of opinions about a variety of subjects, especially related to veterans. 2-1-1 materials were distributed to numerous people in attendance as well as appointments made for future discussions about 2-1-1's service in the Tri-Valley area.
	~ The Executive Director attended the annual Emeryville Chamber event held at Pixar studios. It was a wonderful networking opportunity during which 2-1-1 outreach materials were distributed and follow-up meetings were arranged.
	~ Staff posted flyers in different languages at the Oakland Lakefest, Laurel Street Fair, and the Hayward Street Party.
	~ Staff attended the Hayward Chamber Mixer at City Hall, the San Leandro Chamber Senior Moments meeting and the Berkeley Chamber Firefighter BBQ Mixer to promote the 2-1-1 phone line to members.
	~ Staff attended the Bank on Oakland Midyear Celebration Breakfast and gave a presentation on 2-1-1 services to the program partners.
	~ The City of Union City posted 2-1-1 flyers on each of their 25 public transit buses.
	~ 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
	~ The Executive Director represented the agency at the Building A Resilient Bay Area Through Public & Private Leadership Collaboratives: An Emergency Preparedness Workshop held at the OES in Dublin. 2-1-1 was referenced often as the public communication system during and after a disaster. Follow-up meetings were arranged with numerous people including representatives from local, regional and statewide safety response organizations and/or government departments.
	~ The Executive Director represented the agency at Emergency Management & Safety Solutions, H1N1 Global Update: Preparing for the Fall Flu Season a pandemic flu workshop held at the San Francisco Foundation. The data presented will be used to further strengthen Eden I&R's ability to respond to a pandemic situation by remaining the communication hub for public information.
	~ Staff facilitated an inservice training for the Family Service Advocates at CAPE, Inc. Head Start on the 2-1-1 program.
	~ The Housing Outreach Coordinator facilitated a Housing Workshop at Bay Area Community Services (BACS), an agency that assists individuals and families who are homeless or facing homelessness due to disability or mental illness.
	~ The Roving Housing Resource Supervisor gave an in-service presentation on the 2-1-1 program at a domestic violence training conference sponsored by SAVE in Fremont.

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Fairs/Events/ and Outreach	~ Staff assisted displaced tenants from the Foothill Blvd. properties in Oakland at the Emergency Shelter set up at the Ira Jenkins Recreation Center. Staff assisted displaced tenants in locating housing and social services resources.
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