

EDEN I & R, Inc.

2-1-1 Alameda County Monthly Narrative Report: December 2007

Noteworthy Updates	
<p>December was another busy month for Alameda County's 2-1-1. We are proud to announce that in our first 6 months of operation 2-1-1 Resource Specialists handled over 19,170 calls from across the county. As the outreach increases, so does the call volume. We thank all of the cities and the county that are doing their part in letting their staff and residents know about this new phone service. This month we also got to test our 2-1-1 back-up systems and procedures while downtown Hayward experienced a short-term power outage. This assisted the agency's technical staff who are moving quickly to identify and improve upon all aspects of our communication systems (in-house and externally) as we continue to prepare for a large-scale disaster.</p>	

Call Information	
Call Examples	~ 2-1-1 received a relay call from a deaf person in San Leandro in need of utility payment assistance. Referrals were given to Salvation Army and Spectrum. The caller was also informed of 2-1-1's TTY service.
	~ Oakland Fire Department called for information on how to direct clients who come to their station asking for shelter information. Referred them to our website for contact information on all Alameda County shelters. Encouraged them to call 2-1-1 so we can give them information on available shelter space on any particular day.
	~ Cornerstone Church in Livermore called on behalf of a single male in need of emergency shelter. Referrals were given to two shelters and the Oakland Army Base Winter Shelter.
	~ A single mother from Dublin with an eight year old child called seeking information on food assistance. Referrals were provided for two agencies.
	~ An agency from Union City called seeking information on environmental and recycling agencies. Referrals were provided for two agencies.
	~ A 36 year old veteran from Newark called seeking legal assistance for an eviction notice. Caller had lost her job at a mortgage company and her last commission check had been returned for non-sufficient funds. Caller also had a military service connected disability. Referrals were given to the Disabled Veterans, Operation Dignity and two legal services for the eviction.
	~ A 48 year old disabled woman from Oakland recovering from major burns called seeking assistance with getting her MediCal restarted. Referrals were provided for disabled advocacy groups and legal aid groups as well as in-home supportive services.
	~ A Fremont woman called seeking assistance for her grandmother who is low income and needed her house plumbing repaired. She was referred to the City of Fremont Office of Housing and Development.
Staff In-service Training Sessions	~ ECHO Housing In-service Training

Resource Information And Technology Updates	
Services Database	~ Finished updating and proofing the 2008 edition of Big Blue Book ~ 26 new agencies were added in the services database.
Housing Database	~ 59,661 Total Units Listed. ~ 245 New Units added this month. ~ 21,200 Housing Flyers mailed to Oakland Rental Property Owners on City of Oakland mailing list.
Technology	~ Met at length with an AT&T representative about making 2-1-1 an "essential service" so that the 2-1-1 number will be given priority service after a disaster. Purchased upgraded "PRI" T-1 line for telephone service to allow advanced features for disaster preparedness including Alternate Call Routing and Enhanced Busy Routing, so calls will immediately get routed to our alternate location, in case of a phone service outage. Continued to negotiate about AT&T switching stations that are located new county borders.

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Technology	~ Backup power systems and procedures were tested during an approximately 2-hour local area power outage. Overall the agency's disaster procedures were put into practice and went well. Several areas for improvement were identified and changes have been implemented.
	~ Consultant was hired to perform a network evaluation and provide recommendations for improving LAN and WAN configuration. This consultant also setup and configured network switches and trained staff in the management of these switches.
	~ Improved "Phone Restart Instructions" for emergency situations and trained core management staff in their execution.
	~ Researched backup radio/communication systems including ham radio systems and local walkie-talkie systems.

Outreach/Public Information Activities

Meetings	~ Met with the new Executive Director of EveryOne Home, Elaine DeColigny, and discussed the many ways in which 2-1-1 and EveryOne Home can work together providing complementary services and information.
	~ Attended a regional 2-1-1 partnership meeting in Santa Clara where discussions were held about the 2/11/08 regional event to officially launch the 2-1-1 regional system; disaster preparedness and back-up systems; statistical reporting systems; and regional PR materials.
	~ Met with Oakland CDBG partners Center for Independent Living (CIL) and East Bay Community Law Center (EBCLC) about further promoting 2-1-1 as the Single Point of Entry for all Oakland housing related services.
	~ Met with statewide representatives about the possibility of using 2-1-1 for additional outreach for the Food Stamp program.
	~ Met with United Way about advantages and disadvantages of using 2-1-1 for the EITC program this year. The decision was to continue the 800 number for one more year since not all of the Bay Area's 2-1-1 programs are functional as of January 1, 2008.
	~ Eden I&R's Executive Director, as a Board member of Collaborating Agencies Responding to Disasters (CARD), attended a Board meeting and distributed 2-1-1 materials and presented a 2-1-1 update report.
	~ Attended Alameda County Social Services Agency Community Forum on new General Assistance Regulation implementation in 2008 to enable 2-1-1 to assist callers with new regulations.
	~ Met with Alameda County Earned Income Tax Credit VITA Site Coordinators to prepare to provide services to callers on Jan. 15 for the 2008 tax season.
	~ Presented Housing Workshop for East Bay Conservation Corp. and distributed information about 2-1-1.
	~ Met with Family Paths staff regarding the complementary nature of the two agency's I&R services for the public.
~ Attended Emeryville Public Safety Committee meeting and made 2-1-1 presentation to City Commissioners and police and fire department staff.	
Fairs/Events/ and Outreach	~ Conducted Toys 4 Tots registration for residents of Berkeley in conjunction with the Berkeley Police Department.
	~ Attended a Piedmont City Council meeting during which the Executive Director updated City Council members, city staff and the public about 2-1-1 services.
	~ Attended SUASI meetings during which we distributed 2-1-1 flyers to Oakland OES personnel, and got 2-1-1 listed as a potential funding proposal for 2008
	~ Attended the Oakland Chamber of Commerce holiday event and distributed information about 2-1-1. The Eden I&R Executive Director's photo and story appeared in the Oakland Business Review Newsletter related to how 2-1-1 can help promote services for Oakland residents.
	~ Presented a 2-1-1 presentation to the Alameda County 9-1-1 Fire Communications meeting in San Leandro. 2-1-1 materials were distributed and additional presentations were scheduled.
	~ Eden I&R's Executive Director, as the Chair of the California Alliance of Information and Referral Services (CAIRS) PR Committee, produced the statewide Newsletter that focused on 2-1-1 services across California.
	~ Provided 8,500 2-1-1 flyers for Earn It, Keep It, Save It mailing to Alameda County providers.

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Fairs/Events/ and Outreach	~ Attended the Castro Valley Chamber of Commerce December mixer and distributed information about 2-1-1.
	~ Discussed future AT&T Real Yellow Pages ads with the AT&T representative for Alameda County
	~ All Police Department and Fire Department Chiefs in Alameda County were provided with 2-1-1 materials via a mass mailing.
	~ Hosted a booth at the Project Homeless Connect event in Oakland distributing information about 2-1-1 and Eden I&Rs housing database.
	~ Attended a Southern Alameda County Kaiser event in Newark during which 2-1-1 materials were distributed.

This is a report of the activities and accomplishments of 2-1-1 Alameda County for the month of December, 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.