

EDEN I & R, Inc.

2-1-1 Alameda County Monthly Narrative Report: February 2008

Noteworthy Updates	
	2-1-1 Day on February 11, 2008 was a huge success. There were hundreds of people at the San Francisco City Club cheering on the 7 Bay Area counties that have already launched their 2-1-1 service centers. All media - TV (Channel 7 in particular), radio (especially KCBS) and many newspapers (including the SF Chronicle; The Daily Review; The Oakland Tribune) - covered the 2-1-1 event. The result was a large call volume bump! In addition, Eden I&R's 2-1-1 Alameda County was honored to receive 2-1-1 proclamations from the Alameda County Board of Supervisors and the cities of Hayward and San Leandro.
	Other significant events included meeting with two California Public Utilities Commissioners about the possibility of universal access fees being used for 2-1-1 service centers statewide; and Eden I&R participating in the revision of the statewide Governor's Office of Emergency Services disaster plans (we are advocating that 2-1-1 be written into the plan as part of the public communication piece). All of these efforts will eventually result in less funding having to be raised at the local level.
	Over the past seven months, the average monthly 2-1-1 call volume was 3,300 calls. In February, the call volume was over 4,300 calls! The cities with the most aggressive 2-1-1 campaigns are reaping the greatest rewards from 2-1-1. During February, the cities of Livermore and Pleasanton, for example, met with Eden I&R's Executive Director and mapped out broad PR efforts that will assist their residents and employees in hearing about, and utilizing, 2-1-1.
	During February, the 2-1-1 Bay Area Partnership met again as well and worked on regional PR materials that should be available for distribution by March.

Call Information	
Call Examples	~ A case manager from Stanford Hospital called looking for residential drug treatment facilities for a cancer patient in Castro Valley. She was given 2 referrals to residential drug treatment in Hayward.
	~ A single male from Livermore recently released from jail and on probation called for housing assistance and employment. He was referred to transitional housing and support programs for ex-offenders and job training services.
	~ An elderly woman from Hayward called for help with a water leak in her home. She was given referrals to 2 programs offering free home repair services for seniors.
	~ An Oakland man with no birth certificate or school records called for information on how to apply for a U.S. Passport. He was given referrals to state and local vital records registries, the State Department, and information on obtaining affidavits from relatives and medical care providers.
	~ A homeless man from Alameda with physical disabilities called looking for emergency shelter. He was not receiving public assistance. He was given referrals to medical clinics, the Social Security Administration, and shelters.
	~A single mother, victim of domestic violence and suffering from severe depression called looking for shelter for herself and her 16 year old son. She was given referrals to transitional housing, employment training, mental health services, and public assistance programs.
	~ A couple from Berkeley with a baby called seeking financial, food, job and housing resources. The wife works part-time and the husband is a student but unemployed. Referrals were provided to seven programs.
Staff Inservice	~ Encore Medical Clinic - Homeless Families Program Inservice Training
Training Sessions	~ Staff attended "Bridges Out of Poverty" Workshop

Resource Information And Technology Updates	
Services Database	~ Added 62 new agencies in the services database
	~ 1569 total agencies/programs listed in the services database
	~ Updating the services database: 297 agencies by mail and 250 by phone
Housing Database	~ 61,637 Total Housing Units Listed.
	~ 345 New Housing Units added this month.
Technology	~ Purchased and installed three new work station computers and a new server for the Avaya phone system.
	~ Obtained quotes for replacing the LAN cabling between buildings and for migrating our Domain Controller/E-mail server.
	~ Updated agency website including information about 2-1-1 Day, media articles and event photos.

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Technology	~ Worked on revisions to services database in preparation for moving the system to a newer version of software.
	~ Performed regular maintenance (installing updates and patches) on workstations and servers. Installed new versions of database software on workstations and computers.

Outreach/Public Information Activities	
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Meetings	~ The Executive Director met with representatives from the cities of Livermore and Pleasanton to arrange for significant 2-1-1 marketing in their cities including mailings, fairs, community meetings, etc.
	~ The Executive Director met with CPUC representatives about the possibility of universal access fees for 2-1-1 throughout California.
	~ Attended meeting of the Hayward Downtown Ministry Feeding Collaborative and presented and distributed information about the 2-1-1 program.
	~ Met with the Alameda County Earned Income Tax Credit VITA Site Coordinators to monitor the program activities which began in Jan, assuring appropriateness of referrals and the capacity of VITA sites.
	~ Met with the Employee Contributions Committee of Western Digital Corporation and gave a presentation about the 2-1-1 program.
	~ The Executive Director met with the 2-1-1 Bay Area Partnership to finalize regional 2-1-1 PR materials.
	~ Attended Citizen Preparedness Committee meeting to include 2-1-1 as a tool for volunteer management during disasters.
	~ The Executive Director attended BAEPIN/SUASI meetings to continue to promote 2-1-1 in times of disasters.
	~ Attended Tri-Valley Housing Scholarship Meeting to review requests for housing assistance.
	~ Met with East Bay Housing Organizations to plan the May 2008 Affordable Housing Week activities.
~ The Executive Director, representing all California 2-1-1 service centers as a Board member of CAIRS, attended the Governor's Office of Emergency Service's planning session for the state's disaster plan. It is the goal to make sure that 2-1-1 is prominently included in all statewide disaster plans, especially since 2-1-1 played such a critical role in the Southern California wildfires.	

Fairs/Events/ and Outreach	~ Attended the Latin American Education Summit at Cal State University East Bay. Distributed 2-1-1 information and located resources for parents.
	~ Attended a Black History Month Celebration sponsored by the Hayward Unified School District's Youth Enrichment Program. Resource Specialist spoke to participants about 2-1-1 and distributed 2-1-1 materials.
	~ "Grupo Fremont" a Spanish language radio show and support group for people living with HIV/AIDs aired information about 2-1-1 on AM1010.
	~ 2-1-1 Day (2/11/08) was celebrated at the SF City Club with hundreds in attendance including wide media coverage.
	~ Eden I&R's 2-1-1 Alameda County was honored to accept 2-1-1 Day proclamations from the Alameda County Board of Supervisors on 2/5/08, the City of San Leandro on 2/11/08 and the City of Hayward on 2/19/08.
~ Attended Property Owner briefings with Oakland Housing Authority and Rental Association of Northern Alameda County. Outreach to Rental Property Owners in the City of Oakland and Northern Alameda County to explain the benefits of 2-1-1.	