

EDEN I & R, Inc.

2-1-1 Alameda County Monthly Narrative Report: February 2010

Noteworthy Updates

2-1-1 Alameda County celebrated its third "2-1-1 Day" on 2/11/10. The celebration included inviting the community to visit Eden I&R. Two agency tours were conducted one in the morning and one in the afternoon to afford the community the opportunity to see first hand the operations of 2-1-1. In addition, the Alameda County Board of Supervisors approved a proclamation designating February 11, 2010 as 2-1-1 Alameda County Day.

2-1-1 Resource Specialists handled over 7,476 calls during the month of February and distributed over 13,000 health, housing and human service referrals. This call volume represented a 42% increase over the number of calls handled during the month of February 2009. The online services website included 20,498 unique visitors who requested 232,469 hits of information, an increase by over 209% of the number of visitors from last February.

The Executive Director participated in two PG&E utility assistance related events in which 2-1-1's experience serving a range of households in need of utility assistance helped highlight the extreme need that exists in the community for an expansion of vital utility assistance programs and efforts.

The Executive Director met with county and city staff to further identify ways that 2-1-1 can be of assistance next fiscal year during these particularly challenging financial times due to continued state and local budget deficits and revenue losses. As programs need to consolidate and reduce duplication of efforts, 2-1-1 is available to assist as an entry and pre-assessment point for specified services.

Call Information

Call Examples	The Alameda Police Department called seeking information on emergency shelters for a homeless 18 year old man. They were given information on 5 shelters accepting single males.
	A Livermore resident called seeking assistance filling out an SSI application for a relative. She was referred to CRIL in Livermore and was also referred to the Tri-Valley Haven food pantry for food assistance.
	A Spanish speaking Oakland resident called looking for assistance with child support paperwork for court. She was referred to Centro Legal de la Raza, Family Violence Law Center, Bay Area Legal Aid, and Centro de Servicios.
	A Spanish speaking Hayward resident called looking for financial assistance. Her CalWORKs payments stopped suddenly and she wasn't sure why. She was referred to East Bay Community Law Center for assistance with her CalWORKs case.
	A senior citizen from San Leandro called looking for information on AARP health insurance and other health insurance programs. She was referred to the Health Insurance Counseling and Advocacy Program (HICAP) through Legal Assistance for Seniors and to the Alameda County Public Health Clearinghouse.
	A teenager from Newark called seeking information on relationship violence programs. She was referred to SAVE in Fremont for information about their Teen Dating Violence Prevention Program and to their 24-hour crisis line.
	A parent of a child with learning disabilities from Albany called seeking information on education programs for her child. She was referred to the Bay Area Learning Disability Foundation Reach for Learning Program for information on their evaluation and year round education services.
Caller Quotes from 2-1-1 Feedback Phonenumber	~ "This is my first time calling 2-1-1. I was very satisfied. It was a really good experience. It's the best thing you can do for people like me who can't read or can't understand things clearly. It helps to be able to talk to someone who understands. Thank you very much to everyone who works there."
	~ "(The person I spoke with) was a breath of fresh air. I was having a frustrating day and was fed up and this person gave me some numbers to contact and boosted my day. It was just wonderful. God bless you."
	~ "[The person I spoke with] was able to think outside the box and I appreciated that. They showed respect and consideration and were able to give me useful information. I hope this helps the 211 number continue to exist and help people."
Staff Inservice Training Sessions	~ Alameda County Shelter Plus Care Program In-Service Presentation
	~ Alameda County Social Services General Assistance Program In-Service Presentation

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Resource Information And Technology Updates	
Services Database	<ul style="list-style-type: none"> ~ Three (3) new agencies were added in the services database this month. ~ The service database contains 997 agencies and 2,491 programs. ~ The process of updating the 321 Non-Directory agencies continues. 158 agencies have been updated so far.
Housing Database	<ul style="list-style-type: none"> ~ The Housing database contains 72,729 total housing units. ~ 825 new units were added to the Housing database this month. ~ 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.
Online Services Website	~ Eden I&R's online social service resource directory websites at www.alamedaco.info and www.211alamedacounty.org received 232,469 hits from 20,498 visitors.
Technology	<ul style="list-style-type: none"> ~ Staff provided updated resource information to Trilogy Integrated Resources for the Online Resource Directory. ~ Staff worked with Trilogy Integrated Resources to provide additional functionality allowing users of the Online Resource Directory to change their account information. ~ Subscribed to the SOS Online Backup service, installed this software and began online backup of critical agency data to insure the safety of the agency's critical information.

Outreach/Public Information Activities	
Meetings	<ul style="list-style-type: none"> ~ Staff attended disaster trainings provided by the San Francisco Foundation to create a comprehensive Business Contingency disaster plan for our agency. ~ The Executive Director and staff attended a PG&E Bill Assistance meeting during which PG&E representatives described in great detail the various programs they have for low-income people (e.g., REACH, CARE, FERA, Balanced Payment Plan, Medical Baseline, Third Party Notification, etc.). Eden I&R staff stressed to the PG&E representatives that thousands of Alameda County low-income individuals and families are still having their power shut off due to such things as: not being eligible for programs; having used and exhausted the programs; basically for being chronically poor. ~ The Executive Director and staff attended the monthly ILC Priority Home Partnership meeting held in Livermore. Part of the discussion was whether or not to change the pre-assessment questions that are asked by 2-1-1 Resource Specialists before they are referred to the appropriate Housing Resource Centers for direct assistance. Also, each HRC discussed its current status as to whether or not it was accepting new client referrals. ~ The Housing Outreach Coordinator worked in collaboration with the Oakland Housing Authority to do outreach to Rental Property Owners, on a monthly basis, to inform them of the opportunities with OHA and Eden I&R. Through this outreach property owners throughout the County are able to list their properties with 2-1-1. ~ Staff attended a monthly meeting of the Alameda County VITA site coordinators sponsored by United Way of the Bay Area. Partner organizations discussed the successes of the program that has reached a record number of people this tax season and continues to keep up with ever-changing tax credit information. Alameda County Community Asset Network (ACCAN) also presented information to the group of other asset building programs that could potentially assist VITA tax clients ~ Staff continued to plan for Affordable Housing Week (AHW) in collaboration with the Oakland Housing Authority and East Bay Housing Organizations (EBHO). ~ Staff attended the Program Coordinating Committee meeting with the Alameda County Housing Authority. This is a committee which includes the housing authority, community based organizations and Family Self-Sufficiency Participants. ~ The Executive Director met with Dave Kears, Alameda County's CAO's Special Assistant, to begin the discussions as to how 2-1-1, and/or Eden I&R's other programs, might assist the county departments next fiscal year. The primary focus would be in assisting with necessary consolidations and reduction of duplication of services in order to meet the budget reduction demands.

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Meetings	<p>~ The Executive Director and staff met with a property owner of several low-income properties in Oakland. One of the discussions was feedback from 2-1-1 callers that some of the owner's properties are sub-standard. There was acknowledgement of prior problems that are currently being resolved. In addition, there was the possibility of reducing move-in costs and/or rent levels for specific 2-1-1 callers related to their current income situations and past eviction/credit histories.</p>
	<p>~ The Executive Director and staff have been discussing with representatives from Alameda County's Employment Department, the ways in which 2-1-1 can assist in the pre-assessment and referral of people to the AC Hire program.</p>
	<p>~ The Executive Director and staff attended the Communitywide EveryOne Home meeting held in San Leandro. There was considerable discussion about the progress that the CBO and government partners have made toward decreasing homelessness throughout the county. The HPRP/Stimulus efforts were summarized including the contributions and pivotal role of 2-1-1's pre-assessment and referral.</p>
	<p>~ Staff continues to attend the series Community Living Review Team Meetings convened by Alameda County Behavioral Health Services and EveryOne Home to discuss requirements for Board & Care Facilities and Transitional Housing.</p>
	<p>~ Staff attended the meeting of Bay Area Disaster Planning Steering Committee to discuss regional disaster recovery.</p>
	<p>~ The Executive Director and staff have been discussing with the Alameda County Workforce Investment Board staff the ways in which 2-1-1 can assist NUMMI and NUMMI-related employees, who are about to be laid-off, with access to employment, health, housing and human services.</p>
	<p>~ The Executive Director presented an updated, comprehensive 2-1-1 PowerPoint presentation that was very well received by the Pleasanton Human Services Commission. Countywide and city-specific statistics and anecdotes were presented.</p>
	<p>~ The Executive Director conducted an Alameda County tour of the 2-1-1 facility for the new Coordinator for 2-1-1 California. Lilian Coral will be assisting all 2-1-1 centers in federal and statewide funding efforts as well as providing 2-1-1 services to all California residents.</p>
Fairs/Events/ and Outreach	<p>~ The Executive Director was asked to participate in a national Stakeholders conference call related to Pacific Gas and Electric company's community partnerships and engagement. The primary points contributed by Eden I&R included: PG&E has many programs that assist low-income families including REACH, however, there are chronically poor families who either do not meet, or have exhausted the assistance provided by these programs. The result is that thousands of homes are having their utilities shut off due to an inability to pay the bills. PG&E needs to recognize that a portion of the population needs ongoing assistance, and then work with Community Based Organizations to identify and assist these individuals and families, so that they have the basic necessity of gas and electric utilities. 2-1-1 offered its statistics as proof of this need here in Alameda County.</p>
	<p>~ The Alameda County Board of Supervisors presented Eden I&R's Executive Director with a proclamation designating February 11, 2010, 2-1-1 Alameda County Day. Tom Guarino, PG&E's Government Relations Manager, partnered in accepting the proclamation in recognition of PG&E's ongoing financial and in-kind support of the 2-1-1 communication system.</p>
	<p>~ The Executive Director, as Public Relation's Director of the California Alliance of Information and Referral Services, edited and produced the quarterly CAIRS Newsletter that was distributed throughout the State. This publication highlights the progress made by 2-1-1 centers, including the fact that 2-1-1 services are currently available to over 90% of the State's residents.</p>
	<p>~ Staff facilitated an in-service training for the job club at the Alameda County Labor Council. The training was for employees laid off from DHL and the SF Chronicle.</p>
	<p>~ Staff gave a 2-1-1 power point presentation at a domestic violence training for counselors and workers sponsored by SAVE of Fremont. Attendees are trained to work with DV victims and many were not aware of 2-1-1 and all the services it offered. They will be returning to their agencies as case workers and therapists with lots of material to distribute and access to resources for their clients through 2-1-1.</p>
	<p>~ CBS 5 Early Edition aired a photo of Eden I&R staff/volunteers holding a 2-1-1 banner, and made an announcement about the agency and the 2-1-1 program during their Hi-5 segment.</p>
	<p>~ Staff hosted a booth at the Lunar New Year Celebration in Oakland, the NUMMI Educational Fair in Fremont, and the Alameda County Office of Education's Closing the Achievement Gap Summit to inform event attendees about the 2-1-1 service.</p>

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Fairs/Events/ and Outreach	~ Staff facilitated an in-service training at the American Medical Response ambulance service and distributed 2-1-1 information to paramedics to give out to the public.
	~ Staff attended the San Leandro Chamber of Commerce's Coffee Connection to promote the 2-1-1 service to the business community.
	~ 2-1-1 materials were made available at the Alameda County Consumer Affairs Commission's Free Consumer Education Event.
	~ A new Comcast PSA was taped, that will air in March, that focuses on using 2-1-1 to obtain information about the Earned Income Tax Credit program.