

EDEN I & R, Inc.

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

Noteworthy Updates	
<p>January started the second half of our first year of 2-1-1 and the call volume continued to climb. As people hear about 2-1-1, and tell their friends and colleagues, the call center receives more diverse calls and feedback. For example, we received a call from an Oakland resident who asked to speak to a Supervisor. He called back to thank the agency for the way in which he was treated. He said, "It is so rare to be treated with such respect and kindness." He said he called originally because he couldn't afford to buy diapers and he was grateful to be able to get the help he needed through 2-1-1.</p> <p>During January, the Executive Director spent a lot of her time planning for the 2/11/08 2-1-1 Day festivities with our Bay Area 2-1-1 partners. There will be a very large press conference that will help promote 2-1-1 Day Bay Area wide.</p> <p>As of the end of January all of the major cell phone companies have signed contracts with Eden I&R allowing 2-1-1 to be accessible 24/7 via mobile phones.</p> <p>Eden I&R's Executive Director also spent part of this month gaining final approval for additional FY08 funding.</p>	

Call Information	
Call Examples	~ A woman from Dublin called seeking case management and housing resources for her senior parents. Referrals were provided to six organizations.
	~ An Oakland caseworker called for referrals to respite care services and after school activity programs for a teenage boy with down syndrome. Referrals were provided to eight organizations.
	~ A woman from Fremont called, her husband had recently been incarcerated and she was behind in the mortgage payments facing housing foreclosure for her family. She also needed assistance to repair a leaky roof. Referrals were given to five organizations.
	~ A Newark Police Officer called seeking residential alcohol rehabilitation and shelter for a disabled man in a wheelchair living in a motel. Referrals were given to seven organizations.
	~ A woman from Castro Valley, caring for her 2 grandchildren, called seeking shelter. She was self employed and her funds vary. She had been staying with a family member, but needed to relocate. She was referred to CalWORKS. She wasn't aware that she could qualify for funds based on being the guardian of her daughter's children.
	~ An 81 year old woman from San Leandro called inquiring about mental health services for her 83 year old brother. Referrals were given to three organizations.
	~ A Hayward disabled man who was a stroke victim called seeking referrals to providers who accept Medi-Cal for medical treatment for a swollen leg. Referrals were provided for three agencies.
	~ A single, unemployed mother from Oakland called seeking referrals for legal advice on sudden eviction by landlord (one week notice). Referrals were given to ten agencies.
Staff Inservice Training Sessions	~ Family Paths, Inc. In-service Training
	~ Earned Income Tax Credit Program In-service Training
	~ General Assistance In-service Training

Resource Information And Technology Updates	
Services Database	~ Big Blue Book publication updates completed
	~ Converted FileMaker Pro 7 database to FileMaker Pro 9
	~ 112 new agencies were added to the services database.
Housing Database	~ 61,356 Total Units Listed.
	~ 1,575 New Units added this month.
Technology	~ Obtained quotes for the replacement of LAN cabling between buildings. Ordered additional workstation computers and a server for the telephone system.
	~ Worked with the Alameda County Office of Emergency Services on the coordination of Spontaneous Volunteers during an emergency or disaster. Reviewed Eden I&R's role in volunteer coordination and the use of our Disaster Volunteer database.
	~ Set up agency emergency alert system to enable text message notification on staff cell phones and personal emails.
	~ Set up and activated EITC phone lines in order to begin providing call services.

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Technology	~ Worked on reducing the problem with phantom calls by updating Avaya phone system and installing new firmware; also worked with AT&T to eliminate charges for phantom calls.
	~ Developed plans with AT&T to update agency T1 line to increase phone capacity.

Outreach/Public Information Activities

Meetings	~ Met with EveryOne Home Data Committee to discuss function of County Housing Database and the role of Eden I&R's 2-1-1 and housing databases.
	~ Executive Director distributed information about 2-1-1 to the fire and police responders in the cities of Alameda and Albany.
	~ Met with Alameda County Earned Income Tax Credit VITA Site Coordinators and began providing services to callers on Jan. 14 for the 2008 tax season.
	~ Attended Emergency Managers Association meeting and distributed 2-1-1 materials and announced National 2-1-1 Day on Feb. 11.
	~ Executive Director met with Melanie Sanders, the Bay Area Red Cross Communications Manager, in order to promote more efficient communication between 2-1-1 and the Red Cross before, during and after a disaster.
	~ Attended California Department of Social Services Planning for Emergency Care and Shelter of People with Disabilities and the Elderly Forum and distributed 2-1-1 information.
	~ Executive Director presented updated 2-1-1 information to the Pleasanton City Council.
	~ Attended Oakland Chamber of Commerce Nonprofit Roundtable and gave a presentation on 2-1-1 emphasizing it's importance as a support system for community service providers.
	~ Attended Alameda County Emergency Volunteer Center meeting to discuss role of 2-1-1 in management of spontaneous volunteers during an emergency.
	~ Attended Rental Property Owner briefings with Oakland Housing Authority (OHA) and Rental Housing Association (RHA) to explain our free listing service and the benefits of 2-1-1 directly to rental property owners.
Fairs/Events/ and Outreach	~ Executive Director discussed ways in which 2-1-1 and 9-1-1 could be more formally and technically connected at the Alameda County 9-1-1 Communications Manager's meeting.
	~ Attended Tri-Valley Housing Scholarship Meeting to review requests for housing assistance.
	~ Staffed a booth at the Embrace the Dream Health Fair and distributed 2-1-1 materials.
	~ Met with East Bay Housing Organizations to start planning for May 2008 Affordable Housing Week activities.
	~ Article in the Alameda County Area Agency on Aging Senior Update about the 2-1-1 program and it's importance to seniors.
~ Executive Director participated in a very well attended EITC press conference at Oakland City Hall in which she distributed information about 2-1-1.	