

EDEN I & R, Inc.

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

Noteworthy Updates

Eden I&R celebrated its 33rd Anniversary in January and the Executive Director celebrated her 20th year with the agency. Oh yes, and the country inaugurated a new President! Eden I&R was a proud partner in the Oracle Arena festivities on 1/20/09 during which we distributed thousands of promotional materials for 2-1-1 (including a full page ad on the back of the beautifully produced programs).

The Executive Director has begun the process of meeting with City Managers, Mayors and members of the Board of Supervisors on an individual basis in order to review the current 2-1-1 client statistics and needs for each city as indicated by the 2-1-1 databases. Also being discussed is how 2-1-1 can further assist each city now, and into next fiscal year, in light of the services cutbacks resulting from the continued economic downturn locally, regionally, statewide and nationally.

Since January officially starts tax season, 2-1-1 has broadened its assistance for low-income people. In addition to providing Earned Income Tax Credit (EITC) pre-screenings and customized referrals to tax preparation sites again this year, the agency is also providing statewide information about free workshops for people to do their own taxes using Turbo Tax software at community centers.

2-1-1 also continued to provide support to the DTV Conversion promotions so that vulnerable populations will not be cut off from television reports should there be a disaster.

The agency has many private and public funding partners who are equally important to the financial stability of the agency and its programs. This month, however, we were pleasantly surprised (to put it mildly) to be the recipient of a \$50,000 donation from Chevron. We were one of many organizations that were hand-picked by the East Bay Community Foundation for this one-time gift.

Call Information

Call Examples	~ Staff from Livermore High School called looking for an agency that could provide counseling services in Spanish in the Tri-Valley Area. They were given 2 referrals to organizations providing that service.
	~ A 21 year old woman from Alameda called seeking shelter and pregnancy testing/services. She was given referrals to shelters, maternity homes, and health service agencies.
	~ A family from Union City with 3 children called looking for assistance with diapers. They were given referrals to an organization in the area that provides diapers and baby items to low income families.
	~ A San Lorenzo resident called seeking information on hotlines and support groups for friends and families of those who committed suicide. They were given 2 referrals.
	~ A young family from Oakland called looking for assistance after both parents lost their jobs. They were given referrals to apply for unemployment, food stamps, and CalWORKS and to agencies providing employment services.
	~ A single disabled Hayward resident called looking for available apartments that were wheelchair accessible and would accept section 8. They were given 4 referrals to units matching that criteria.
	~ A Fremont resident called seeking depression screening and treatment. They were provided with 3 referrals to agencies providing that service.
	~ An Emeryville resident called seeking a drug treatment program that would satisfy their agreement with Child Protective Services. They received 3 referrals.
Staff Inservice Training Sessions	~ Earned Income Tax Credit/Volunteer Income Tax Assistance In-Service Presentation
	~ California Free Tax Event Information In-Service Training
	~ SEEDS In-Service Training

Resource Information And Technology Updates

Services Database	~ The updating for the publication of the Big Blue Book 2009 edition was completed.
	~ The updating of the 287 Non-Directory agencies in the services database was started and each agency was mailed a request to update their information.
	~ Eleven new agencies were added in the services database.
	~ The services database contains 937 agencies and 2219 programs.
Housing Database	~ The housing database contains 66,085 Total Housing Units.
	~ 418 New Units were added this month.

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Technology	~ The agency website was updated with program information, the Comcast video interview of Executive Director, funder information and the updated Big Blue Book order form.
	~ Phone lines for the free tax assistance program and Earned Income Tax Assistance program were set up and activated.
	~ Pay phones in Livermore were tested to see if 2-1-1 could be successfully dialed from them.
	~ Performed 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, etc.
	~ Conducted ongoing trouble-shooting of Call Center View software for monitoring phone lines.
	~ The databases for EITC and Free Tax Assistance programs were modified.
	~ Staff participated in FileMaker Pro webinar training for version 10.

Outreach/Public Information Activities

Meetings	~ Staff continue to attend meetings and provide services (over 2-1-1 and in person) to low income Oakland residents who are being displaced from several Oakland buildings.
	~ Staff chaired the Tri-Valley Housing Scholarship Meeting to review requests for housing assistance.
	~ Staff attended Property Owner briefings with the Oakland Housing Authority and the Rental Association of Northern Alameda County and outreached to the rental property owners in the City of Oakland and Northern Alameda County to explain the benefits of 2-1-1.
	~ The Executive Director met with the City Manager of Hayward to discuss 2-1-1 services in that city.
	~ The Executive Director and staff renegotiated this year's EITC contract which, for the first time, advertises 2-1-1 as the primary number to call for free tax assistance.
	~ The Executive Director had several discussions with the California Department of Aging regarding their Ombudsman After Hours Crisis Line. Eden I&R may be able to assist this statewide service that is in need of a new after hour phone service provider.
	~ The Executive Director and staff met with representatives from Intuit in order to negotiate a statewide contract that would utilize Eden I&R's phone banks to schedule appointments for low-income people in need of tax preparation assistance using Turbo Tax software. These workshops will be free to the public and the computers, software, and technical assistance will be provided on-site at no cost.
	~ The Executive Director and staff met with representatives from the United Way of the Bay Area to negotiate a contract whereby 2-1-1 would be used to promote and refer people in Oakland to local banks in order to establish personal bank accounts. Called "Bank On Oakland" this project will help low-income people save money on such things as check cashing services, and will encourage financial savings.
	~ The 2-1-1 Bay Area Partnership continued to share information about data collection processes in order to best compile statistics regionally and statewide.
	~ The Executive Director met with the Director of Alameda County Social Services, Yolanda Baldovinos to discuss whether 2-1-1 could assist in promoting and pre-screening for food stamps since 50% of those <u>eligible for food stamps in our county are not receiving this very critical resource.</u>
	~ Staff met with East Bay Housing Organizations (EBHO) to plan the May 2009 Affordable Housing Week activities.
	~ Staff met with Oakland Housing Authority and Attitudinal Healing to discuss outreach and collaboration.
	~ Staff attended EveryOne Home Research and Evaluation Committee meeting to discuss 2-1-1 promotion, feedback and housing database.
	~ As a member of the Emergency Food and Shelter Program Local Board staff participated in the review of proposals for the Phase 27 funding process.
	~ Staff met with Alameda County Earned Income Tax Credit VITA Site Coordinators and began providing services to callers for the 2009 tax season.
	~ Staff attended two quarterly grantee meetings of the Oakland Fund for Children and Youth and presented 2-1-1 information and materials to grantees.
~ Staff attended meeting announcing the City of Berkeley Emergency Shelter Bed Reservation system in order to insure appropriate 2-1-1 referrals to emergency shelters that operate in Berkeley.	

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Fairs/Events/ and Outreach	~ 2-1-1 had a prominent window display for the month of January at the Albany Chamber of Commerce, located at the heavily trafficked street of Solano Avenue.
	~ The Executive Director compiled, edited and produced the statewide California Alliance of Information and Referral Services (CAIRS) newsletter which, in part, summarized the current status of 2-1-1 services throughout California.
	~ The Executive Director was interviewed by Comcast Headline News/Local Edition promoting 2-1-1 phone lines services. The 5 minute segment will run throughout February.
	~ The Executive Director and staff attended chamber of commerce mixers in order to promote 2-1-1 to local businesses for their customers and their employees.
	~ An article about 2-1-1 appeared in Vision Hispana Newspaper, a bi-weekly Spanish publication; and it was also available online at www.visionhispanausa.com
	~ The City of Newark Recreation and Community Services Department printed an article about 2-1-1 in their Spring Activities Guide for February-May 2009.
	~ Staff hosted booths at three events to promote the 2-1-1 service: Acts Full Gospel Church, Obama Inauguration Celebration at Oracle Arena, and the 9th Annual Latino Education Summit.
	~ The Alameda Chamber of Commerce ran an article about 2-1-1 in their January 2009 issue of their monthly Business Newsletter.
	~ The Hayward Chamber of Commerce included a 2-1-1 flyer in their newsletter.
	~ The Dublin Chamber of Commerce ran a brief article about 2-1-1 in their January/February newsletter.
	~ The Emeryville Chamber of Commerce ran an article about 2-1-1 in their January 2009 issue of The Emeryville Connection. The article is also available on their website.