

EDEN I & R, Inc.

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

Noteworthy Updates

January was the highest call volume month thus far for Alameda County's 2-1-1 communication system: over 8,000 calls were handled by 2-1-1 Resource Specialists who provided over 14,158 health, housing and human service referrals. Another milestone achieved this month included the agency's housing database increasing its capacity to over 72,000 housing units.

Now that Tax Season is upon us, 2-1-1 once again became the Primary Point of Entry for Alameda County's Earned Income Tax Credit (EITC) program as well as Intuit's statewide free tax preparation program. In addition to these seasonal programs, 2-1-1 continues to be the pre-assessment point for the countywide Homelessness Prevention & Rapid Re-Housing Program (HPRP) Stimulus funding as well as food stamps applications and The Bank On Oakland program.

Looking ahead to the next few months, Eden I&R staff met with Alameda County representatives to negotiate the ways in which 2-1-1 could assist the thousands of people who will be laid-off due to the NUMMI plant closure; as well as assist in the placement of low-income unemployed people into jobs associated with the AC Hire subsidized employment program.

The 2010 edition of The Big Blue Book: The Directory of Human Services for Alameda County was delivered during the month of January. The 2009 edition sold out early, within a few months, so the agency is notifying past public and private sector Directory buyers that they should purchase the book quickly, before they sell out again. As always, the Directory prices are on a sliding fee scale basis thanks to the financial contributions of the 2010 co-sponsors, Kaiser Permanente and Wells Fargo Bank.

Call Information

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| Call Examples | ~ A single father of two from San Leandro called seeking assistance. He lost his job, but was not eligible to receive unemployment. He spoke to a resource specialist who provided him with information on the CalWORKs program and local career centers. He was also referred to the Davis Street Family Resource Center and the Alameda County Community Food Bank to receive assistance while his Food Stamp and CalWORKs applications were processed. |
| | ~ A domestic violence victim from Oakland called looking for deposit assistance to move into a new home. She was referred to Catholic Charities, Operation Dignity, ECHO Housing and Season of Sharing. She was also referred to the Alameda County Family Justice Center for support services. |
| | ~ A Piedmont resident called seeking information on support groups for men suffering from depression. He was referred to The Men's Center and to the East Bay Men's Network for information on their support groups. |
| | ~ A concerned mother called from out of state on behalf of her disabled daughter living in Alameda. Her daughter needed assistance in filling out and following up on applications for disability benefits. She was referred to the Center for Independent Living and the Homeless Action Center. She also received information on food stamps. |
| | ~ A Newark resident called to inquire about drug testing and counseling for her teenage son. She was referred to the Community Counseling and Education Center in Fremont for drug testing and counseling and to Fremont Youth and Family Services for additional counseling and support services. |
| | ~ A Hayward resident called because he could no longer afford to make insurance payments for his vehicle but needed a vehicle for his job. A resource specialist was able to provide him with information on the Low Cost Auto Insurance program through the State of California. |
| | ~ A case manager called seeking information on financial planning and money management programs for a client in Pleasanton. She was referred to Consumer Credit Counseling Services of the East Bay and to the Tri-Valley Housing Opportunity Center for information on their financial education programs. |
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| Caller Quotes from 2-1-1 Feedback Phonenumber | ~ "One of my sons is in prison and is having some issues but when I called 2-1-1, the Resource Specialist gave me phone numbers and listened to what I had to say. I'm grateful for 2-1-1. The staff there is outstanding, even when I needed help with my PG&E bill. They were able to give me the right numbers and I was able to get connected with the services I needed." |
| | ~ "I called 2-1-1 to try and find some resources for my brother who has Alzheimer's. I saw the 2-1-1 notice on television. I called up and talked to someone who was very helpful. I've got four different places I can contact for my brother now regarding services for Alzheimer's patients. Thank you." |
| | ~ "I would like to thank 2-1-1 for helping me accomplish my goals with housing and food. I've used 2-1-1 more than once and I know it as a resource to help me throughout the community. I'm getting ready to branch out on my own and they're really a big support." |
| | ~ "I spoke with someone regarding finding and trying to identify possible shelters for an 18 year old female with no children. I was really impressed with the details she was able to give me regarding shelters and other social services for a person with no income. I really appreciate the service. I work with Chabot College and we use your service quite a bit." |
| Staff Inservice Training Sessions | ~ Intuit Tax Freedom Project In-Service Presentation |

| Resource Information And Technology Updates | |
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| Services Database | ~ Nine (9) new agencies were added in the services database this month. |
| | ~ The services database contains 994 agencies and 2,490 programs. |
| | ~ The process of updating the services database of the 321 Non-Directory agencies was started and each agency was requested by mail to update their information. |
| Housing Database | ~ The Housing database contains 72,104 total housing units. |
| | ~ 742 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 226,894 hits from 23,512 visitors. |
| Technology | ~ Phone lines for the Intuit Tax Freedom Project and the Alameda County Earn It, Keep It, Save It Tax Assistance program were set up and activated. |
| | ~ The agency website was updated with program information, funder information and the Big Blue Book order form. |
| | ~ Three on-line directory web-sites were reviewed to evaluate them as possible replacements for the agency's current system. |
| | ~ Staff worked with Healthy City to upload Alameda County data for use on the state-wide web site. |

| Outreach/Public Information Activities | |
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| Meetings | ~ Staff attended a monthly meeting of the Priority Home Partnership to discuss the progress of the HPRP program in Alameda County. Each participating Housing Resource Center gave an update on their ability to accept new clients and worked through ideas on how to handle potential re-opening of some centers to new clients. |
| | ~ The Executive Director attended the 2-1-1 Northern California Collaborative meeting held in San Francisco. It was noted that close to 90% of the State's residents now have access to a 2-1-1 call center. One of the meeting's focuses was moving forward toward covering the rural areas of the State, especially during a disaster. 2-1-1 California is taking a lead in this endeavor. |
| | ~ Staff met with representatives from the Intuit Tax Freedom Project to continue our statewide contract that utilizes 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 are free to the public and the computers, software, and technical assistance are provided on-site at no cost. |

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| Meetings | ~ Staff attended a kick-off event for the Alameda County Earn It, Keep It, Save It Program which provides free tax preparation services to low-income families and individuals in Alameda County. The event was hosted by the Fremont Family Resource Center and was attended by community organizations, volunteer tax preparers, Fremont's Mayor and City Council, and representatives from United Way of the Bay Area. |
| | ~ Staff attended the monthly roundtable meeting of nonprofit organizations serving the unincorporated areas of Alameda County to network with other service providers and provide 2-1-1 outreach. |
| | ~ As a member of the Emergency Food and Shelter Program Local Board staff participated in the review of proposals for the Phase 28 funding process. |
| | ~ The Executive Director and staff are negotiating the ways in which 2-1-1 can assist in the county's AC Hire program which encourages local employers to hire low-income Alameda County residents. A stipend is available for employers who participate in the program until the end of September, 2010. |
| | ~ The Executive Director and staff are negotiating with the Alameda County Workforce Investment Board to determine how 2-1-1 could play a primary role in assisting the NUMMI employees, and NUMMI suppliers, before and after the plant closes on 3/31/10. |
| | ~ Staff participated in a Social Networking Webinar to learn more about the ways in which 2-1-1 could expand its marketing efforts as well as its interaction with the public (especially youth). |
| | ~ Staff attended the Board of Supervisor's CBO Budget Briefing as well as the Budget Work Group Meeting with guest speaker John Chiang, State Controller in order to stay abreast of the many ways in which services may be curtailed due to anticipated funding reductions in all county departments and in the state budget. |
| | ~ Staff continued to meet and plan for Affordable Housing Week (AHW) with the Oakland Housing Authority and East Bay Housing Organizations (EBHO). |
| | ~ Staff met with the Volunteer Center of the East Bay to coordinate our efforts during a disaster. Disasters large and small, local or regional will need coordination of spontaneous volunteers. We are working with Volunteer Center of the East Bay to coordinate the phonenumber and online response information dissemination. |
| | ~ The Housing Outreach Coordinator attended the Alameda County Disaster Agency Network meeting which organizes local voluntary agencies to respond in disasters. |
| ~ Staff attended the Kick off training for disaster preparedness with the San Francisco Foundation to further improve upon the agency's comprehensive disaster plan. | |
| Fairs/Events/ and Outreach | ~ The City of Pleasanton collaborated with Eden I&R's staff to write an article about 2-1-1 in their January 15, 2010 Pleasanton Today newsletter. To read the article, please visit (page 3): http://www.ci.pleasanton.ca.us/pdf/PleasantonToday-011510.pdf . |
| | ~ The Executive Director gave an overview of the 2-1-1 program to a committee of the Dublin City Council. At this point in the city budget process, 2-1-1 is being recommended for full funding next fiscal year based upon its excellent and cost efficient services. |
| | ~ Staff gave a 2-1-1 presentation and distributed 2-1-1 materials to over 50 EBMUD Floor Warden employees as part of their monthly meetings focused on emergency preparedness and disaster response. |
| | ~ The Housing Outreach Coordinator worked in collaboration with the Oakland Housing Authority to do outreach to Rental Property Owners 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 Eden I&R. |
| | ~ Staff hosted a booth at the NUMMI Career Fair to inform soon-to-be laid off employees about the 2-1-1 service. |
| | ~ Staff also hosted a booth at Senator Ellen Corbett's Housing Information Fair to promote the 2-1-1 service and its Housing Database and housing-related resources. |
| | ~ Hundreds of 2-1-1 materials were provided to Alameda County's First 5/Every Child Counts for distribution to different organizational groups during First 5's Grantee Orientation. |
| | ~ Staff gave a morning and an evening presentation to English-learning students at The English Center about the 2-1-1 program. The Center serves immigrant populations with varying English proficiencies to prepare them for employment and post-secondary education. Hundreds of 2-1-1 materials were given to students and for placement at the Center. |
| | ~ Staff attended the Asian Business Alliance's meeting in Hayward to inform the new group about the 2-1-1 service. |