

2-1-1 Alameda County Monthly Narrative Report: July 2007

Noteworthy Updates	
<p>~2-1-1 Alameda County officially went from Test Mode to Launch as of July 1st. Press Releases and Launch events will occur throughout the Fall 2007 as new Resource Specialists are hired and trained to answer the increased volume of 2-1-1 calls. All of the Cities and County were contacted via the Alameda County City Manager's Association meeting as well as emails and phone calls to solidify the leveraged funding plan for Fiscal Year 2008. Standardized invoices and reports were developed and distributed for review. Private sector funders were contacted for their renewed financial assistance to support the public/private aspect of the 2-1-1 funding plan. From June 2007 through July 2007, there was a one month combined 2-1-1/CHAIN increased call volume of 39%!</p>	

Resource Information And Technology Activities	
Services Database	~ 198 agency services records updated (by mail, fax or email).
	~ 4 new agencies entered into the service database.
	~ Updating Transportation routes to services because of the numerous AC Transit bus line changes.
Housing Database	~ 57,619 Total Units Listed
	~ 1,143 New Units added this month
Technology	~ Telephone system work to accommodate 24/7 2-1-1 service and provide quick call handling. Specific accomplishments include: automated call reporting for management staff, adding an additional TTY system, installing Call Manager software to give Resource Specialists more control when logging in and out, programming modifications to reduce "Phantom Calls" and capture more accurate call statistics, adding a work station and working with Comcast to ensure their customers can utilize 2-1-1.
	~ Database modifications were made to our Call/Client tracking database to speed data entry while reducing the potential for data entry errors. Reporting features were expanded and Call/Client system was better integrated with Resources and Housing databases.

Outreach/Public Information Activities	
Meetings	~United Way of the Bay Area Partnership meeting to discuss regional issues including technical problems/success; launch events and press releases; standardization and sharing of data; and joint disaster preparedness and response.
	~Oakland CDBG Housing Collaborative meeting to continue discussions about 2-1-1 as the Single Point of Entry for Oakland low income individuals and families in need of affordable housing and supportive services.
	~Collaborating Agencies Planning Meeting, defining agency and 2-1-1 roles in disaster, planning meetings with ARC for workshop 9/2007.
	~Hospital Council of Northern California heard introduction of using 2-1-1 as a single point of entry for hospital case workers who are discharging homeless patients in order to avoid "homeless patient dumping".
	~Oakland Supportive Housing Pipeline Meeting to match housing developers with service providers.
	~Behavioral Health Department meeting to integrate county housing data into our database for increased 2-1-1 access.
	~Regional Case Managers meeting to represent 2-1-1 and HIV/AIDS programs.
	~California Alliance of Information and Referral Services (CAIRS) statewide quarterly Board of Directors' conference call to discuss the national "Calling for 2-1-1" bill; status of 2-1-1 sites throughout the state; an exchange of 2-1-1 successes and challenges (e.g., inclusion of 2-1-1 ads into the AT&T Yellow Pages on a county by county basis).

**Eden I & R, Inc.**

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Meetings cont'd.	~Alameda County Access to Care Collaborative to discuss the ways in which 2-1-1 can help with better access to health care for the uninsured.
	~Tri-Valley Housing Scholarship Meeting chaired by Eden I&R Housing Outreach Coordinator to review requests for housing assistance.
	~Rental Property Owner briefings with Apartment Owners Association (AOA), Oakland Housing Authority (OHA), and Rental Housing Association (RHA) to explain our free listing service and the benefits of 2-1-1.
	~Means to Recovery meeting for KATRINA long term recovery clients (including 2-1-1/CHAIN callers).
	~Everyone Home Data and Evaluation Committee meeting to develop new countywide baseline database of subsidized housing.
	~Partner Services Meeting w/ ARC and other community partners to discuss public information shared post disaster in recovery phase.
	~Youth Health and Healing the Violence meeting to discuss ways to reduce violence in the city of Oakland.
	~Everyone Home Program Committee meeting to utilize 2-1-1 as access to housing database for providers and consumers.
	~Workforce Investment Board Community Input Forum on services for youth representing the 2-1-1 program.
	~Numerous discussions with private sector donors for continued 2-1-1 support (e.g., PG&E).
Fairs, Events and Outreach	~Mailings to Community Based Organizations(CBO's) that serve the Spanish speaking community announcing 2-1-1.
	~Hosted La Clinica de La Raza Health Fair booth to promote 2-1-1.
	~Booth at Family Summer 2007-Housing Outreach Fair sponsored by SF Mayor's Office and SF Housing Authority presenting information about housing database and 2-1-1.

<b>2-1-1 Call Activities</b>	
Staff In-service Training Sessions	~Bay Area Women Against Rape In-service
	~Taxonomy Procedures Training - how service referrals are categorized
	~Marketing and Customer Service Training

This is a report of the activities and accomplishments of 2-1-1 Alameda County for the month of July, 2007. 2-1-1 is a free, non-emergency, confidential, 3-digit phone number and service that provides easy access to housing information, and critical health and human services. 2-1-1 operates 24 hours a day, 7 days a week with multi-lingual capabilities.