

EDEN I & R, Inc.

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

Noteworthy Updates

It is with tremendous pride that Eden I&R begins its second year of providing 2-1-1 services to Alameda County. In the first month of the new fiscal year, July 2008, our 2-1-1 call volume passed the 5,000 mark for the first time. As the call volume continues to grow, so does the number of bilingual Resource Specialists who are available 24/7 to provide comprehensive and current health, housing and human services information. As indicated in the call examples below the breadth and depth of call needs continues to grow as well.

2-1-1 call volume increases are the result of enhanced outreach efforts through meetings, fairs and other events countywide. We want to acknowledge the outstanding outreach assistance we are receiving from our partners throughout the county. For example, EveryOne Home is encouraging all municipalities to set up a link on their website homepage to 2-1-1. Check out the description of 2-1-1 on the county's home page at www.acgov.org!

Continuing challenges involve working with the major phone companies including private pay phone providers related to calls being appropriately directed to Alameda County's 2-1-1 center in the Tri-Valley area. In the meantime, Contra Costa 2-1-1 and our 2-1-1 center seamlessly transfer calls when needed.

Disaster preparedness and various partnership efforts continue to strengthen Eden I&R's ability to respond to the community's changing needs. As the economy continues to worsen, the need for tracking services countywide will continue to rise (especially as it relates to housing and housing-related services). After 32 years of I&R experience Eden I&R is prepared to meet that demand by keeping our resources up to date, and our community partnerships strong.

Call Information

Call Examples	~ An Oakland resident called on behalf of a family of 6 looking for utility and housing payment assistance and food resources after the father was injured on the job. The family received referrals to the Alameda County Food Bank and to organizations providing rent and utility assistance.
	~ A Fremont resident called looking for resources for his developmentally disabled brother. He was given referrals to Bay Area Community Services and Noll Adult Center for adult day care programs and independent living skills instruction.
	~ An after hours emergency shelter director called seeking a referral to an agency with the language capacity of a walk in client, the Resource Specialist who answered the call indicated they spoke that language and assisted the individual. The Resource Specialist also said they had on the 2-1-1 phone line a young mother with a child in a phone booth looking for available shelter. Well, as luck would have it, the shelter had an available family room. So, with one phone call two crisis situations were solved.
	~ A single mother from Fremont called seeking shelter for herself and her 3 children all under 5 years of age. She was given referrals to emergency shelters with available family spaces.
	~ An emotional single mother from Alameda called seeking advice on dealing with parental stress. She was referred to Family Paths parental stress hotline and to Alameda County Crisis Support Services.
	~ A senior citizen from Hayward called seeking information on refinancing her home because she could no longer make the payments. She was given referrals to ECHO Housing and Acorn Housing for housing counseling
	~ A physically disabled Hayward resident called seeking information on how his friend could become his caregiver. He was referred to Alameda County In-Home Support Services and the Public Authority Office.
	~ An Oakland resident called looking for case management services for his mentally ill brother. He was given referrals to Bay Area Community Services and to Alameda County Behavioral Health Services.
Staff Inservice Training Sessions	~ Rebuilding Together Oakland in-service presentation
	~ Housing information session from Eden I&R's Housing Department
	~ Berkeley Center for Independent Living in-service presentation

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Resource Information And Technology Updates	
Services Database	~ Updated agencies information and specifying all programs components for the services database.
	~ Added 3 new agencies in the database.
	~ Updating the information for the annual printing of the services directory (The Big Blue Book).
Housing Database	~ 63,099 Total Housing Units Listed.
	~ 330 New Housing Units Added this month.
Technology	~ Added additional Ethernet cables and phone wiring to accommodate additional Resource Specialist staff members.
	~ Installed new Windows Server, both hardware and software, to increase hard drive and memory capacity.
	~ Subscribed to DSL 10m service from a 300k service to increase internet access speed.
	~ Worked with AT&T directory assistance to correct inaccurate Eden I&R phone numbers in their database.
	~ Consulted with Avaya on improved call reporting systems.

Outreach/Public Information Activities	
Meetings	~ Presented 2-1-1 services to Alameda County Librarians at their staff meeting as well as reviewed Eden I&R's online services database.
	~ Several Eden I&R staff continued to meet countywide in preparation for the statewide Silver Sentinel earthquake disaster drill in October.
	~ Executive Director participated in 2 statewide conference calls with the CAIRS board and the CPUC Commissioner Chong regarding the 2-1-1 Summit in Sacramento on 9/12/08 whose purpose is to provide ongoing funds to 2-1-1 centers statewide.
	~ Executive Director and the Systems Administrator continued to meet with City of Oakland representatives as enhancements to 2-1-1 are finalized in order to provide a Single Point of Entry for all low-income Oakland residents in need of fair housing assistance.
	~ Executive Director and the 2-1-1 Manager met with U.S. Congressman's McNerney's Statewide and District Manager in order to get their support in helping to secure long-term financial assistance for 2-1-1 centers within and beyond his congressional jurisdiction, as well as to assist in publicizing 2-1-1 to his constituents.
	~ Meet with RMD Housing Services and CALEB House to identify additional low-cost housing for 2-1-1 housing database.
	~ Attended Tri-Valley Housing Scholarship Meeting to review requests for housing assistance.
	~ Executive Director negotiated and signed the FY08 regional partnership MOU between the United Way of the Bay Area and the Contra Costa Crisis Center. This MOU results in ongoing financial support from the United Way as well as continued mutual support agreements for a seamless 2-1-1 system throughout the Bay Area.
	~ Several Eden I&R staff met with Oakland city representatives and CBO advocates to continue assisting Oakland low income individuals and families being displaced due to the bankruptcy of a local non-profit housing developer. The tenants are working with Eden I&R Rovers as well as with 2-1-1 Resource Specialists.
	~ Executive Director participated in the first 2-1-1 statewide web-based teleconference focusing on long-term goals such as full 2-1-1 coverage statewide by the end of 2010.
	~ Facilitated a Housing Workshop and Service Training for Project Pride.
	~ Executive Director participated in the quarterly statewide CAIRS conference call that brought 2-1-1 center managers together to share the recent successes and challenges of their communication systems.
	~ Executive Director participated in the monthly 2-1-1 Regional Partnership meeting that focused on disaster preparedness and response. This month disaster preparedness expert Bill Norris presented specific ways in which 2-1-1 centers can learn from the Southern California wildfire response efforts in San Diego county.

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Fairs/Events/and Outreach	~ Executive Director participated in the beginning of a 2 week Alameda County Public Health drill called Red Dragon. 2-1-1 was the primary vehicle through which the public could talk to a live Resource Specialist 24/7 when inquiring about the flu epidemic.
	~ 2-1-1 information was included in programs of Woman's Will production of "The Good Person of Szechuan." Flyers were also distributed at all thirteen performances.
	~ Flyers and brochures promoting 2-1-1 were distributed to 48 government and community based organizations throughout the cities of Livermore, Fremont and Dublin.
Fairs/Events/and Outreach	~ Executive Director attended Dublin Chamber of Commerce's Annual Mayor's update during which 2-1-1 outreach cards were distributed to each table that included city council members and business representatives.
	~ Attended two Property Owner briefings at the Oakland Housing Authority to promote Eden I&R's Free Housing Listings.
	~ Partnered with Chabot College to include 2-1-1 program information in their mailing to 10,000 fall quarter students.
	~ Provided 2-1-1 program information and materials for the Annual Alameda County Employee picnic at the Pleasanton Fairgrounds.