

EDEN I & R, Inc.

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

Noteworthy Updates

In the last month of the fiscal year, 2-1-1 Resource Specialists answered over 7,971 calls, contributing to an annual total of 69,938 calls. This call volume represented a 52% increase in the number of calls handled by 2-1-1 from the previous fiscal year (FY08) and a 65% increase in the number of calls handled during the month of June this year over last June. Every city experienced an increase in the number of callers utilizing 2-1-1 and these callers received 90,713 service referrals and 23,082 housing referrals.

As indicated in the call examples below the breadth and depth of calls continues to grow. The majority of 2-1-1 callers are seeking housing and housing related services but increasingly the calls are from individuals who have never needed assistance before and find themselves having to request services from an environment they are unfamiliar with and one that they lack the skills to navigate.

Disaster drills, training and preparedness activities were significant this month with staff participating in the Alameda County Influenza Conference to review the county's response to the H1N1 Influenza Virus, to develop plans for future response activities in the Fall, and to further reinforce the importance of using 2-1-1 as the public communication tool during a disaster to keep the public alerted to essential information. The agency was also involved in cosponsoring the "Building Disaster Resilient Communities Symposium" in partnership with the Red Cross, Catholic Charities and United Way. This all day training targeted CBO's and faith-based organizations and aimed to provide them with tools to effectively serve their constituents during disasters.

Securing funding for 2-1-1 has been particularly challenging this fiscal year because of the continued state budget uncertainty. Staff participated in numerous city and county meetings to make sure funding for the 2-1-1 communication system will continue next year.

An Annual 2-1-1 Report will be available by the end of July 2009 that will summarize the activities of 2-1-1 Alameda County over the past fiscal year. This report will be mailed to funders and available online at www.211alamedacounty.org.

Call Information

Call Examples	~ An uninsured Hayward resident called seeking assistance with diabetes care and supplies. She was given referrals to Tiburcio Vasquez Health Center, Elmhurst Pharmacy, and Partnership for Prescription Assistance.
	~ A Fremont resident called seeking information on counseling services for a 3 year old with anger issues related to domestic violence. Referrals were given to Fremont Human Services Department Youth and Family Services Division, Family Services of the Tri-Cities, and the Fremont Family Resource Center.
	~ A Livermore resident called looking for information on where to get her pets spayed or neutered. She was given referrals to the Valley Humane Society and the Tri-Valley Chapter of the East Bay SPCA.
	~ A Berkeley resident called seeking information on individual counseling agencies accepting Medi-Cal. He was given referrals to the Berkeley Therapy Institute, The Wright Institute Clinic, and the City of Berkeley Mental Health Services Division.
	~ A San Lorenzo resident called seeking information on education programs for pregnant teens. She was referred to the Cal-Safe program through the Alameda County Office of Education
	~ A San Leandro resident called seeking information on counseling for anxiety and insomnia after finishing an inpatient drug treatment program. He was referred to Davis Street Family Resource Center and to Narcotics Anonymous meetings in San Leandro.
	~ A single father from Union City called seeking information on assistance with minor home repairs he could not afford to pay for. He was referred to the Alameda County Community Development Agency's Minor Home Repair Grant program.
	~ An Oakland grandmother called looking for support groups for kinship caregivers. She was referred to Family Support Services of the East Bay, Family Paths, Inc., and Taylor Memorial Church.
Staff Inservice Training Sessions	~ Centro De Servicios In-Service Presentation
	~ Lighthouse Community Center In-Service Presentation
	~ Adult Protective Services In-Service Presentation

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Resource Information And Technology Updates	
Services Database	~ The process of updating information for the 2010 Big Blue Book has begun.
	~ Thirteen new agencies were added to the Services database.
	~ The Services database contains 956 agencies and 2388 programs.
Housing Database	~ The Housing database contains 69,340 Total Housing Units.
	~ 6,885 new units were added this month.
Technology	~ Continued upgrading the Housing Database to accommodate EveryOne Home needs, improve search capabilities for Resource Specialists, and better track updating.
	~ Worked with HMIS staff and consultants to identify the compatibilities between that system and Eden I&R's Client Database and to begin laying the ground work for 2-1-1 to act as a point of entry for the Homeless Prevention and Rapid Re-housing Program.
	~ Upgraded the hard drive and RAM on existing server and set it up as a file server/backup server.
	~ Conducted 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.

Outreach/Public Information Activities	
Meetings	~ The Executive Director attended the second Northern California 2-1-1 Partnership meeting during which there was discussion about forming a new 501(c)3 organization, 2-1-1 California, that would assist in raising and distributing federal and state financial resources to local 2-1-1 centers as well as help provide 2-1-1 coverage to ALL California residents.
	~ Staff participated in the Alameda County Influenza Planning Conference to discuss the county response to the Influenza A (H1N1) outbreak and prepare for the next influenza outbreak.
	~ The Executive Director met with staff from the Oakland Community and Economic Development Agency to review ways in which the 2-1-1 phone line has been performing its role as the major point of entry to Oakland's Fair Housing collaboration of programs and services.
	~ Staff facilitated a Housing Workshop and Inservice Training for Project Pride.
	~ Agency staff attended numerous meetings related to the stimulus funding that will be distributed throughout the county. Community based organizations and jurisdictional staff met to discuss the processes and outcomes related to this funding and the most pressing needs of constituents/clients.
	~ Staff attended several meetings with EveryOne Home staff in order to discuss the ways in which 2-1-1 serves as a major point of entry for clients and advocates who are seeking information and services supported by the new stimulus funding.
	~ The Housing Coordinator chaired the Tri-Valley Scholarship Committee Meeting to review requests for housing assistance.
	~ Staff attended city council meetings throughout the county urging all cities to continue funding 2-1-1 in FY10.
	~ Staff attended the Rental Property Owners briefing with the Oakland Housing Authority to explain the agency's listing service and the benefits of 2-1-1.
	~ Staff attended the Bank On Oakland committee meeting to discuss the program, marketing activities, financial workshops and 2-1-1 partnership.
	~ Staff attended Local Emergency Food and Shelter Board meeting to distribute stimulus funds for food, shelter, vouchers and utility assistance.
~ Staff participated in the Kaiser Permanente Grantee orientation and presented 2-1-1 information to other grantees.	
Fairs/Events and Outreach	~ The Executive Director and the 2-1-1 Manager taped a cable Channel 30 TV segment for "Conversations" that will air in the Tri-Valley area this month.
	~ Staff was interviewed for a segment of Comcast Newsmakers regarding 2-1-1 services which will air in July.
	~ The Executive Director edited the Spring edition of the California Alliance of Information and Referral Services (CAIRS) statewide newsletter which updated the membership on statewide 2-1-1 coverage, national and statewide funding, and the ways in which 2-1-1 centers assisted in public dissemination of information related to the H1N1 virus.
	~ The City of San Leandro's Recreation and Human Services Department included information about 2-1-1 in their Summer 2009 Activities Guide.

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Fairs/Events and Outreach	~ Staff hosted booths at four events to inform the public about 2-1-1: City of Livermore's Employee Health and Safety Fair, Sojourner Truth Manor's 4th Annual Health and Resource Fair in Oakland, North Berkeley Senior Center's Gay Pride Event, and Paradise Baptist Church's Block Party in Oakland.
	~ 2-1-1 materials were made available at four events: San Leandro's Cherry Festival, Eden Area One Stop Job Fair, Oakland's 6th Annual Healthy Living Festival and Walk-A-Thon, and the Union City Chamber of Commerce's Meet Your City Officials Luncheon.
	~ The City of Pleasanton's Parks and Community Services Department included information about 2-1-1 on the back of its Summer 2009 Activities Guide.
	~ Staff attended a small business owners/employees networking breakfast in Hayward and shared with the group information about 2-1-1.
	~ The City of Oakland's Summer Lunch Program received thousands of 2-1-1 outreach materials for distribution to residents participating in the program.
	~ Eden I&R planned and cosponsored the "Building Disaster Resilient Communities Disaster Symposium" with United Way, Catholic Charities and Red Cross which provided disaster training to community organizations.