

EDEN I & R, Inc.

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

Noteworthy Updates

In the last month of the fiscal year, 2-1-1 Resource Specialists answered over 4,840 calls, contributing to an annual total of 46,102 2-1-1 calls. Every city saw a growth in call volume, and the calls continued to represent a myriad of needs ranging from emergency housing for the homeless, to credit counseling toward home ownership, to food and utilities assistance.

As the economy continues to slide and prices continue to rise, 2-1-1 call volume will continue to grow. As disasters such as the wildfires throughout California increases, the need for 2-1-1 continues to grow. Key stakeholders like the California Public Utilities Commissioners, elected representatives, safety officials, school and health care professionals, all understand the value of 2-1-1 in its ability to provide 24/7 assistance to people dealing with personal daily disasters as well as a community responding to more global and long-lasting disasters.

By the end of June all but one city, and the county, had pledged to continue its full 2-1-1 leveraged funding for next fiscal year. The remaining city has postponed its vote until the Governor's budget has been approved. The private sector also continues to leverage its funding (e.g., United Way of the Bay Area; Pacific Gas and Electric Company; Kaiser Permanente) continuing the much needed private/public financial partnership.

An Annual 2-1-1 Report will be available in the near future that will summarize the tremendous successes and occasional challenges that 2-1-1 Alameda County faced in its first year of operation. This report will be mailed to funders and available online at www.211alamedacounty.org.

Call Information

Call Examples	~ A single mother from Oakland who recently aged out of the foster care system called looking for housing options for herself and her disabled child. She was given 6 referrals to subsidized housing programs, transitional housing, and supportive services for parents of disabled children.
	~ A woman from San Lorenzo called seeking information on credit counseling and homeownership. She was given referrals to credit counseling agencies and to agencies providing first time homebuyer education programs.
	~ A victim of domestic violence from San Leandro called looking for anger management and counseling. He was given 3 referrals to organizations providing these services.
	~ A disabled Fremont resident on GA called seeking information on food resources and rent assistance. She was given referrals to agencies providing these services and to the Social Security Administration for a disability income application.
	~ An HIV positive male from Oakland called looking for shelter. His social security disability payments were pending. He was referred to Social Services to apply for GA and to shelters with available space. He was also referred to Eden I&R's AHIP coordinator for additional housing options.
	~ A mother from Livermore called seeking financial assistance and counseling for herself and her 4 children after her husband left. She was given referrals to the Social Service Agency, food resources, child support assistance, and counseling resources in her area.
	~An Oakland woman called on behalf of her disabled mother whose electric bill was past due. Her mother was receiving section 8 and was in danger of losing her voucher if her electricity was turned off. A 2-1-1 Resource Specialist facilitated calls to Spectrum Community Services, PG&E and the California Public Utilities Commission. As a result, the disabled woman's electricity was turned back on and she was able to keep her section 8 voucher.
	~ A Fremont Police Officer called for a 22 year old male in need of shelter who had previously been kicked out by parents. He was given referrals to several shelters, as well as, information about Job Corps.
Staff Inservice	~ Alameda County Crisis Support Services In-Service Training
Training Sessions	~ Learning Through Diversity, Staff Inservice Diversity Training

EDEN I & R, Inc.

Resource Information And Technology Updates	
Services Database	~ Continued the updating of the Non-Directory agencies in the database
	~ Updating the agencies program information in the new database system
	~ 3 new agencies were added in the database
Housing Database	~ 62,771 Total Housing Units Listed.
	~ 471 New Housing Units Added this month.
Technology	~ Completed migration of domain controller to new server and operating system/software.
	~ Database revisions made to track Oakland CDBG client calls.
	~ Ordered three additional workstation computers and a new database server.
	~ Database revisions made to improve access of phone line staff to current services information.

Outreach/Public Information Activities	
Meetings	~ Rental Property Owner briefing with Oakland Housing Authority to explain our free listing service and the benefits of 2-1-1.
	~ Facilitated a Housing Workshop and 2-1-1 Service Training for residents at Clara House.
	~ The Executive Director, along with fellow California Alliance of Information and Referral Service's (CAIRS) Board members, met with CPUC Commissioner Chong and her key staff to further discuss a 2-1-1 Summit in Sacramento. The goal would be ongoing 2-1-1 leveraged funding at the state level.
	~ The Executive Director met with representatives from the City of Oakland to assist in relocating over a hundred low-income individuals and families from several buildings that will be closing next fiscal year. Although a separate roving on-site program will be developed, 2-1-1 has already been called by some tenants to obtain additional resource information.
	~ Attended Alameda County Social Services Agency Medi-Cal Program Manager's meeting and gave presentation about the 2-1-1 program.
	~ At a Joint Livermore/Pleasanton Human Services Commission Meeting presented information about the 2-1-1 program.
	~ Participated in the Emergency Managers' Association meeting and presented information about 2-1-1 services during the Southern California Wildfires in Nov. 2007.
	~ At the Alameda County Social Services Quarterly Perinatal Meeting presented Housing Inservice Workshop.
	~ The Executive Director continued to meet with representatives from the City of Oakland and the Oakland Housing Collaborative to provide a Single Point of Entry for low-income Oakland residents in need of fair housing assistance.
	~ Meetings with Oakland Community and Economic Development Agency to develop the Oakland Tenant Assistance Program for numerous housing sites in Oakland.
	~ At the Alameda County Emergency Volunteer Management training presented a workshop on using 2-1-1 to manage spontaneous volunteers during an emergency.
	~ The Executive Director attended numerous City Council meetings throughout the county urging all cities to continue funding 2-1-1 in FY09.
	~ The Executive Director met with the Bay Area 2-1-1 partner service providers to further discuss collaborative efforts in fundraising, marketing, disaster preparedness and response.
	~ At the Alameda County Family Justice Center staff meeting conducted an online database demonstration and gave a presentation about the 2-1-1 program.
	~ The Executive Director signed a Phase One contract with EveryOne Home that will eventually increase housing information available to the collaborative members as well as 2-1-1 callers.
	~ Attended Tri-Valley Housing Scholarship Meeting to review requests for housing assistance.
~ Attended the Office of Emergency Services Coastal Region workshop on the 2008 Fire Season.	
~ Participated in planning meeting for the Silver Sentinel disaster drill to be held in October.	

EDEN I & R, Inc.

Fairs/Events/ and Outreach	~Hosted a booth at the South Hayward Stroll resource fair in Hayward.
	~Hosted a booth at the Livermore Employee Health and Safety Fair and distributed 2-1-1 information to City of Livermore employees
	~ The Executive Director continued to negotiate barter agreements with AT&T Real Yellow Pages to make sure that the 2-1-1 ads remained in the Yellow Page directories.
	~ The Executive Director edited and produced a quarterly CAIRS Newsletter that included recognition of the Bay Area 2-1-1 service providers that were awarded United Way's Community Impact Award for collaboration in bringing 2-1-1 to the region.
	~ Hosted a booth at the Oakland Housing Fair and distributed information about housing resources and the 2-1-1 program.
	~ Attended the C. William Johnson Community Block Party in Oakland and distributed 2-1-1 information.
	~Hosted a booth at the FEMA Safety and Preparedness Expo to distribute 2-1-1 information and emphasize 2-1-1's role during disasters
	~ Hosted a booth at the 5th Annual Healthy Living Festival in Oakland and distributed 2-1-1 information to senior citizens
	~ Attended the Oakland Mayor's Job Resource Fair and distributed 2-1-1 information to job seekers and other community based organizations