

EDEN I & R, Inc.

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

Noteworthy Updates

In the last month of the fiscal year, 2-1-1 Resource Specialists answered over 7,950 calls, contributing to an annual total of 93,190 calls. This call volume represented a 33% increase in the total number of calls handled by 2-1-1 from the previous fiscal year (FY09). Every city experienced an increase in the number of callers utilizing 2-1-1 and these callers received 136,644 service referrals and 24,730 housing referrals. Additionally people are increasingly relying on Eden I&R's online health and human services resource directory. During FY10 it received over 3,765,000 hits from 367,318 visitors.

Eden I&R staff participated in an all-day countywide Emergency Volunteer Center (EVC) Drill on June 3 which, for our agency, tested Eden I&R's Spontaneous Volunteer capabilities. The exercise focused on a major earthquake hitting the area and the drill tested responders assuming that it was several days after the quake. Eden I&R's Executive Director was stationed at the Emergency Operations Center in Dublin along with the agency's Technology Phone Specialist. They worked in concert with other EOC participants, including most of the county's cities, as well as Eden I&R staff in Hayward. Primarily, the agency tested it's ability to take information from spontaneous volunteers (e.g., their skills/abilities; and availabilities), as well as from agencies/departments in need of volunteers (e.g., types of jobs; timeframes; etc.), and matching those criteria with one another.

2-1-1 continued to serve as an easy point of entry and eligibility assessment for AC HIRE, the Alameda County subsidized employment program for low-income unemployed individual. This program was completed in June and during the three months it was active 3,680 callers were assisted with 8,391 referrals. 2-1-1 also provided a dedicated phone line for displaced NUMMI and NUMMI affiliated workers to access the most comprehensive and up-to-date information on assistance and resources available to them throughout Alameda County.

In June, in conjunction with the Alameda County Public Health Department and a collaboration of other community based organizations, 2-1-1 began surveying callers to assess attitudes and behaviors related to receiving or not receiving an H1N1 vaccination. The targeted population was "at-risk" and "high-risk" groups, including diverse socioeconomic populations, particularly in under-represented communities. The results of these efforts will assist the Department in developing effective methods to help stimulate demand for vaccination services among these vulnerable populations.

An Annual 2-1-1 Report will be available by the end of July 2010 that will summarize the activities of 2-1-1 Alameda County over the past fiscal year. This report will be mailed to funders and be available online at www.211alamedacounty.org.

Call Information

Call Examples	~ A disabled resident of Emeryville called seeking information on programs serving hot meals in his area. He received referrals to two hot meal programs and was also screened for food stamp eligibility. He was also referred to Eden I&R's Food Stamp Specialist who was able to provide assistance with the submission of a Food Stamp application.
	~ A Spanish-speaking single mother of 4 from Fremont called seeking information on rent assistance programs because her unemployment benefits were about to run out. She was referred to 4 rental assistance programs and was also screened and referred to AC Hire, Alameda County's subsidized employment program. She was also pre-screened for food stamp eligibility and referred to the Fremont Family Resource Center for assistance with her application.
	~ A single mother from Newark called to inquire about summer camp programs her children could attend while she is working. She was referred to Salvation Army Tri-Cities Corps Summer Camp Program and also to 4Cs for additional referrals.
	~ A Dublin resident called to inquire about employment and rent assistance programs. The family income had been reduced significantly due to a loss of employment. The youngest child had also recently been diagnosed with a developmental disability. The Resource Specialist screened the caller for eligibility for the HPRP program, and also provided referrals for rent and utility assistance and benefits assistance to apply for SSI for the child. The parent was also screened and referred to AC Hire, Alameda County's subsidized employment program.
	~ An Oakland resident called seeking information on how to obtain a wheelchair for a friend with no health insurance. The caller was referred to the ReCares Network for assistance in obtaining a wheelchair and also referred to the Alameda County Public Health Clearinghouse for information on health insurance programs his friend could potentially be eligible for.

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Call Examples	~ A couple from San Leandro called seeking information on bereavement counseling and support groups after the death of their infant child. They were referred to the Compassionate Friends Group at the Unity Church of San Leandro, St. Rose Hospital Grief Support Groups, Alameda County Crisis Support Services' Grief Counseling Project and to the FamilyPaths Families in Transition Program.
	~ A Berkeley resident called to inquire about programs that could help her transition out of prostitution and provide support. She was referred to the SAGE Project and also given information on the U-Visa and immigration assistance programs.
Caller Feedback	~ "I am a Case Manager for a domestic violence organization in Los Angeles. I called to find information on transitional housing programs in Alameda County for my client and [the Resource Specialist] I spoke with was incredibly helpful and answered all my questions. Thank you for having this program available."
	~ "[The Resource Specialist] I spoke with helped me with professionalism and had a lot of knowledge of resources and excellent communication skills. I really appreciate the information and assistance."
Staff Inservice Training Sessions	~ Terra Firma In-Service Presentation
	~ La Familia Counseling Services In-Service Presentation
	~ Family Violence Law Center In-Service Presentation
	~ Alameda County Veteran's Service Office In-Service Presentation

Resource Information And Technology Updates

Services Database	~ Fifteen (15) new agencies were added in the services database this month.
	~ The service database contains 1,059 agencies and 2,657 programs.
	~ The process of updating the 2011 Big Blue Book has begun with a letter that was sent to every agency in the database.
Housing Database	~ The Housing database contains 73,796 total housing units.
	~ 545 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 health and human services data is provided free through the agency's public accessible websites at www.edenir.org , www.2-1-1alamedacounty.org , www.alamedaco.info as well as through www.networkofcare.org/aging/resource/find.cfm . This month 256,984 hits were received by 15,047 visitors.
Technology	~ Staff participated in a county-wide disaster exercise and tested the 2-1-1 Spontaneous Volunteer Coordination Service. The exercise proved to be an excellent test of the technology systems as well as an opportunity to provide hands-on training for operators and Information Management staff.
	~ Staff set up the California Emerging Technology Fund (CETF) survey per 2-1-1 California's specifications. Resource Specialists will begin conducting surveys for selected client and general calls in July. CETF is designed to assist in decreasing the "digital divide."
	~ Staff set up the H1N1 Vaccination Survey for Alameda County Public Health Department and began conducting surveys during selected client calls. The goal is to increase vaccinations among high risk groups.
	~ Reviewed proposals from web design/database consultants for creating new online housing web site. The Support Group was selected to provide development services and a final budget was submitted to Alameda County Behavioral Health Care Services for the first year of the project.
	~ Staff completed 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, hardware maintenance, etc.

Outreach/Public Information Activities

Meetings	~ In June staff toured the new Transfer Employment and Career Services Center at Chabot College in Hayward. Staff also met with representatives from the Center for Working Life and Alameda County Workforce Investment Board to discuss issues surrounding service provision to displaced NUMMI workers.
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Meetings	<p>~ Staff attended a monthly meeting of the Alameda County VITA Site Coordinators sponsored by United Way of the Bay Area. The group discussed future volunteer trainings and volunteer retention strategies and also discussed planning large outreach events early in the tax season.</p>
	<p>~ Staff attended a monthly meeting of the Implementation and Learning Community of the Homelessness Prevention and Re-Housing Program. The meeting provided an opportunity for representatives from the seven Housing Resource Centers county wide to provide updates and vital information regarding their program processes. Representatives from the Veteran's Administration were also in attendance to discuss ways in which the HPRP program could be used to assist Veterans with subsidized housing vouchers.</p>
	<p>~ Staff attended the Community Living Review Team Meeting convened by Alameda County Behavioral Health Services and EveryOne Home to discuss requirements for Board & Care Facilities and Transitional Housing.</p>
	<p>~ The Executive Director made several presentations at city council meetings throughout the county including San Leandro and Livermore.</p>
	<p>~ Staff worked in collaboration with the American Red Cross to develop a curriculum for Rental Property Owners to prepare for disaster related scenarios.</p>
	<p>~ Staff participated in a Bay Areawide Webinar and attended meetings convened by the San Francisco Foundation to review Assembly Bill 903, proposed state legislation addressing regulations for nonprofit reimbursement for disaster response and recovery activities and to encourage public comments on the regulations at public hearings.</p>
	<p>~ Staff attended a meeting of the Alameda County Cancer Network to discuss 2-1-1 and their collaboration to share resource information.</p>
	<p>~ Eden I&R staff participated in a conference call related to a disaster-based client database called Coordinated Assistance Network (CAN) that would be used by such organizations as the Red Cross after a disaster. Our agency's role would be to coordinate client data with organizations using CAN when people in need call 2-1-1 for assistance.</p>
	<p>~ Staff continued to attend disaster meetings and trainings with the San Francisco Foundation; and updated the agency's Disaster Preparedness Plan; and created a comprehensive Business Disaster Contingency Plan.</p>
	<p>~ The Executive Director and staff met with Lt. Morgado of the Sheriff's Department, located in the Office of Emergency Services in Dublin. Discussion items included: review of the current contract related to Spontaneous Volunteers and 2-1-1; the possibility of 2-1-1 participating in the national Urban Shield drill in August; and the request that OES help fund 2-1-1 should funding become available. Lt Morgado stated, "You're (2-1-1) part of my EOC."</p>
	<p>~ As Chairperson, Eden I&R's Housing Outreach Coordinator facilitated the monthly Tri-Valley Housing Scholarship board meeting.</p>
	<p>~ Staff attended the Bank On Oakland All-Partners meeting and discussed the role of the 2-1-1 in the partnership as a central referral source to the financial partners.</p>
	<p>~ The Executive Director attended the Bay Area's 2-1-1 Partnership meeting. Discussion items included: approval of new regional marketing campaigns; the signing of regional disaster back-up MOUs; a statewide grant to use 2-1-1 to reduce the "digital divide" for low income people; encouragement to support The Calling for 211 Act which had gathered legislative support; and discussion about AB903 which would assist non profit organizations in California in reimbursements for services provided during and after a disaster.</p>
<p>~ Staff attended the second combined Statewide Northern and Southern 2-1-1 Collaborative Meeting held via video conferencing in Oakland and Los Angeles at the California Endowment offices. It was a day long session that discussed statewide 2-1-1 Emergency Operation Plans, an update of the Calling for 2-1-1 Act that will designate federal dollars to 2-1-1 centers nationally (as well as require State matching funds), governance for 2-1-1 California, in service training for implementation of the CETF for all 2-1-1 centers and an update on the progress of the Data Sharing Initiative.</p>	
Fairs/Events/ and Outreach	<p>~ Staff working in collaboration with the Oakland Housing Authority conducted outreach to Rental Property Owners to inform them of the opportunities with OHA and 2-1-1. Through this outreach, property owners throughout the County are able to list their properties in Eden I&R's housing database.</p>

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Fairs/Events/ and Outreach	~ Staff and a volunteer hosted tables at 7 resource fairs to inform and remind the public about the 2-1-1 phone service: City of Livermore's Health & Safety Fair, People's Federal Credit Union's 10th Anniversary Resource Fair, Union City Chamber of Commerce's "Buy Local-Shop Union City" Kick-Off Event, Muslim Support Network's Senior Health Fair in Fremont, Lao Family Community Development's 30th Anniversary Community Resource Fair in Oakland, Project Homeless Connect for Youth Resource Fair, and Paradise Baptist Church's Community Block Party.
	~ The Executive Director was interviewed by Channel 30 TV's Conversations with Robin Fahr. This 15 minute interview which focused on 2-1-1's current programs (e.g., eligibility screenings for food stamps; NUMMI; and AC Hire) will air throughout the month of June in the Tri-Valley area.
	~ The Housing Outreach Coordinator participated in the American Red Cross Bay Area chapter disaster exercise, creating partnership links between 2-1-1 and the chapter.
	~ As the Public Relations Chair of the California Alliance of Information and Referral Services (CAIRS), Eden I&R's Executive Director edited and produced the quarterly statewide newsletter that focused on 2-1-1 updates. There were several articles about state and federal legislation that would assist local 2-1-1 providers with much needed financial resources. Although these leveraged funds would not be recognized for at least a couple of years, this additional financial support would be extremely helpful at the county and state levels. The newsletter can be accessed via www.cairs.org and on Eden I&R's website at www.211alamedacounty.org
	~ The Housing Outreach Coordinator attended Rental Property Owner Briefings facilitated by the Rental Housing Organization (RHO) to outreach to property owners in Southern Alameda County and inform them of opportunities to list their properties with 2-1-1.