

## EDEN I & R, Inc.

### 2-1-1 Alameda County Monthly Narrative Report: March 2009

#### Noteworthy Updates

As we complete the end of the third quarter of the year we are pleased to report that 2-1-1 Resource Specialists assisted 49,412 callers, an increase of 56% over last fiscal year at this time. Those callers received over 76,710 health, housing and human service referrals. Eden I&R staff have been spending many nights and weekends, in addition to weekdays, attending community events so that 2-1-1 becomes as well known throughout the county's households as 9-1-1. We also thank the multitude of city and county staff who are using and promoting 2-1-1 to their clients and fellow workers.

Disaster drills and disaster preparedness continues to be a priority for the agency as we work closely with safety officials, the Office of Emergency Services, Community Based Organizations, as well as sister 2-1-1 providers to make sure that our public communication system will be functional during and after a local disaster.

One of the new enhanced services that was provided this month was outreach and assistance in helping people find out about, and enroll in, the food stamps program. Thousands of individuals and families who are eligible for food stamps are not taking advantage of this very critical resource. Therefore, Eden I&R is now reaching out to the public, especially in the Tri Valley area where there is less participation at this time, in order to assist in 24/7 food stamps information and referral through 2-1-1.

March was also a busy month for the Earned Income Tax Credit (EITC) program. The agency received 2,524 calls this month alone for this service, and these callers were given 3,527 referrals to the VITA sites where free tax preparation services were being provided.

Eden I&R's unique housing database surpassed the 67,000 record mark this month by adding an additional 695 units into the database this month alone. Since a large proportion of the 2-1-1 calls are related to housing, it is one of the agency's goals to maintain the largest and most accurate housing database in the Bay Area.

As next fiscal year's budgeting processes are becoming a priority in the cities and the county, Eden I&R's Executive Director has been spending much of her time meeting with city and county officials to make sure that the fair and equitable funding investments in the 2-1-1 communication system will continue next year. As Alameda County residents continue to lose their jobs and their homes during this recession, 2-1-1 is relied upon by those needing help for the very first time. 2-1-1 also remains an integral part of the navigation through the ever-changing maze of the public and private human service delivery systems.

#### Call Information

Call Examples	~ An Oakland resident called seeking information on illegal rent increases. She was referred to the Oakland rent board and tenant's rights organizations.
	~Staff from Bay Area Community Services in Fremont called looking for low-income housing for a disabled client with pets. He received 4 housing referrals
	~ A 19 year old former foster child on probation called from Dublin seeking information on employment. He received referrals to 2 programs which provide training and employment services to former foster youth and those on probation.
	~ An uninsured Castro Valley resident called looking for information on where to get a TB test. She was given 2 referrals to agencies providing that service at a low cost.
	~ A senior citizen from Pleasanton called seeking information on transportation and on how to obtain in-home care. She was given 4 referrals.
	~ A disabled couple from Berkeley called seeking information on mortgage loan modification, foreclosure assistance, and on how to start a small business. They were given 7 referrals.
	~A domestic violence victim from San Leandro called seeking assistance with filing for custody of her children. She was given 2 referrals.
	~ A recently arrived Afghani immigrant in Alameda called looking for counseling services in Farsi and assistance in dealing with cultural transition issues. She received 2 referrals.
Staff Inservice Training Sessions	~Workforce Investment Board In-Service Presentation
	~In-House Food Stamp Training
	~In-House Housing Workshop
	~The Ramsell Public Health Rx Prescription Drug Discount Card In-Service Presentation

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<b>Resource Information And Technology Updates</b>	
Services Database	~ 22 new agencies were added to the services database.
	~ The service database contains 956 agencies and 2,311 programs.
	~ Added to the services database the Banks and their branches that are participating in the Bank on Oakland program.
Housing Database	~ The housing database contains 67,385 Total Housing Units.
	~ 695 New Units were added this month.
Technology	~ Staff met with AT&T to discuss phone system and emergency preparedness options.
	~ Staff prepared grant proposal for emergency preparedness and for improved coordination between 2-1-1 and the County OES.
	~ Staff worked with Avaya telephone software consultants to improve call center view reporting.
	~ Staff completed work on the data upload process for the On-line Services Directory matching the on-line system to the new Services database design.
	~ Staff performed 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.
	~ Staff completed programming changes for Bank on Oakland callers to streamline data entry for this program.

<b>Outreach/Public Information Activities</b>	
Meetings	~ Staff attended Alameda County Housing and Community Development Advisory Committee to present information about the 2-1-1 program and request funding.
	~ Staff continue to attend meetings and provide services (over 2-1-1 and in person) to low income Oakland residents who are being displaced from several Oakland buildings.
	~ Staff participated in the 2009 Severe Influenza Tabletop Exercise which was conducted by the Alameda County Department of Public Health to assure that 2-1-1 is prepared to deliver consistent and coordinated messages to the public during an influenza outbreak.
	~ The Executive Director participated in strategy sessions convened by The Y&H Soda Foundation focused on maintaining and strengthening the "safety net" for homeless and near homeless individuals and families during these turbulent economic times.
	~ The Executive Director met with elected officials and department heads from around the county to update them on 2-1-1's progress and to begin discussions about next year's leveraged funding.
	~ The Executive Director attended the Board of Supervisor's Budget Workshop as well as the "The Worst Is Yet To Come" forum held at the State Building in order to stay abreast of the many ways in which services may be curtailed due to anticipated funding reductions in all county departments.
	~ The Executive Director attended the Fremont State of the City Annual Meeting in order to hear first-hand the issues facing that part of the county.
	~ The Executive Director and staff met with a representative from the Hayward Fire Department to further enhance our disaster preparedness efforts on behalf of the agency, our programs, and our partnerships.
	~ The Executive Director met with representatives from Pleasanton's Parks and Community Services Department to discuss the ways in which 2-1-1 can be further promoted in the Tri-Valley area so that additional people can take advantage of the 24/7 service.
	~The Executive Director met with representatives from Western Digital Foundation when accepting a \$20,000 donation from that corporation this month.
	~ The Executive Director participated in the first Northern California 211 partnership meeting held in San Francisco. The counties represented included Alameda, Contra Costa, San Jose, Fresno, Monterey, San Francisco, Marin, Solano, Sonoma, and Sacramento. The Southern California 211 Collaborative sent representatives to the meeting as well from San Diego and Los Angeles. It was decided that the Northern California 211 agencies will continue to meet on a regular basis in order to work on such collaborative efforts as: disaster relief efforts, and statewide 211 coverage in rural areas.
	~The Executive Director participated in the monthly 2-1-1 Bay Area Partnership meeting hosted by The United Way in Oakland. New participants from the wine country attended, and the major discussion points were regional PR coordination, disaster response MOUs, Drug Discount programs, and the HealthyCity project.

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Meetings	~ The Executive Director participated in the EveryOne Home Community Meeting that brought together numerous community organizers and officials to discuss the most effective and efficient ways of preventing people from slipping into homelessness.
	~ Staff chaired the Tri-Valley Housing Scholarship Meeting to review requests for housing requests.
	~ Staff attended Affordable Housing Week planning meetings with Oakland Housing Authority (OHA) and East Bay Housing Organizations.
	~ Staff spoke at Property Owner briefings along with the Oakland Housing Authority and the Rental Housing Association to promote rental property listing on 2-1-1.
	~ Staff facilitated a housing workshop for Foster Youth Alliance.
	~ Staff met with the Alameda County Food Bank and the California Association of Food Banks to discuss food stamp outreach and application prescreening through 2-1-1.
	~ Staff attended the Project Homeless Connect planning meeting for the April 16th event and 2-1-1's participation.
	~ Staff attended housing network meeting to stay updated on new housing issues and create new relationships.
	~ Staff participating in a planning meeting for May Disaster Preparedness Symposium.
	~ Staff attended a monthly meeting of the Alameda County VITA Site Coordinators sponsored by United Way of the Bay Area.
Fairs/Events/ and Outreach	~ The Dublin Chamber of Commerce inserted a 211 flyer in their March/April Newsletter.
	~ Staff hosted booths at several events: Poverty Truth Commission's Redemption Screening in Oakland, Rental Housing Association of Northern Alameda County (RHANAC) Tradeshow, and the Transition Info Faire for Students with Developmental Disabilities.
	~ Staff attended the Alameda County Developmental Disabilities Council meeting and spoke to the group about 2-1-1 and the role it plays during and after a disaster.
	~ Abode Services (formerly Tri-City Homeless Coalition) included a paragraph about 211 in their March mailing.
	~ The agency participated in a DTV Conversion test in partnership with all television stations that informed analog TV owners that their TV sets would stop working in June due to the new FCC regulations. 2-1-1 was involved in this test because many analog TV owners are elderly and low income, both of whom depend on their televisions for emergency information during a disaster.
	~ The Executive Director attended the Alameda County Point Of Dispensing (POD) disaster drill at the Oracle Arena during which the aftermath of an anthrax attack was simulated. Should that actually occur, 2-1-1 phone lines would be used as the public information phone system so that 9-1-1 phone lines could be kept clear for life-threatening emergencies.
	~ The Executive Director and staff participated in an Alameda County Behavioral Health Care meeting in which 2-1-1 PR materials were distributed to over 60 participants.
	~ Staff facilitated an in-service housing workshop for the Alameda Health Alliance.
~ Staff hosted a resource table at the Rental Housing Association Trade Show and gave out over 150 landlord registration forms and 211 flyers.	