

# EDEN I & R, Inc.

## 2-1-1 Alameda County Monthly Narrative Report: March 2010

### Noteworthy Updates

March was the highest call volume month thus far for Alameda County's 2-1-1 communication system: over 8,600 calls were handled by 2-1-1 Resource Specialists who provided over 15,272 health, housing and human service referrals.

As we complete the end of the third quarter of the year, we are pleased to report that we have assisted 70,120 callers, an increase of 42% over last fiscal year at this time. Those callers received over 116,688 health, housing and human service referrals. Eden I&R is committed to continued outreach to educate the community about the availability of the 2-1-1 service.

In addition the 2-1-1 online services website had a 352% increase in the number of visitors during the first nine months of this fiscal year, over last year, by serving 239,445 visitors with 2,057,804 hits of information.

Eden I&R 2-1-1 staff have been working with representatives from the Alameda County Workforce Investment Board to prepare for comprehensive services for the thousands of people who have been laid-off from NUMMI and NUMMI affiliated employers. 2-1-1 will be one of many programs and groups that will be working cooperatively to help those men and women who lost their jobs find other employment. This may involve retraining, going back to school, moving, and/or other options. 2-1-1 will also be well-versed in the unique benefits that the NUMMI workers were provided at the end of their long-term employment.

Eden I&R's Executive Director has begun discussing with city and county officials, during these difficult economic times, FY11 funding support for the 2-1-1 program. This is to ensure that the fair and equitable funding between the cities, county and private funders continues so that thousands of Alameda County residents can continue to receive up-to-date information about health, housing and human services.

### Call Information

Call Examples	~ A disabled mother of 4 from Oakland called looking for food assistance. The Resource Specialist she spoke with was able to assess her situation and ascertain that she was also in need of prescription drug assistance. The caller was referred to several food pantries in her area and to 4 programs to help her cover the costs of her prescriptions.
	~ A 20 year old single parent from Fremont called looking for information on job training programs. She was referred to the Ohlone Community College CalWORKs Program, the Tri-Cities One Stop Career Center, and the Mission Valley ROP program.
	~ An Oakland resident called looking for prenatal care providers accepting medi-cal. She was referred to Clinica Alta Vista, the Native American Health Center, and to the Alta Bates Summit Perinatal Center.
	~ A senior citizen from Livermore called because he and his spouse were having trouble making ends meet. He was looking for part-time employment to supplement their retirement income. He was referred to the Senior Community Service Employment Program offered through Self-Help for Seniors and to the Tri-Valley One-Stop Career Center.
	~ A Hayward resident called to request information on programs that could help with bathroom modifications for his disabled mother. He was referred to the City of Hayward Housing Rehabilitation Program and to the Alameda County Community Development Department's Fix Your Home Construction Program.
	~ A 21 year old homeless former foster youth in Berkeley called in need of a mental health evaluation and formal diagnosis and help in applying for disability. She was referred to the Alameda County Behavioral Health Services' ACCESS program for evaluation and referral, to Community Resource for Independent Living for application assistance and to the Fred Finch Youth Center's Transitions Program for case management.
	~ A San Leandro resident called seeking information for a relative who was having trouble obtaining housing due to a prior criminal record from 10 years ago. The caller was referred to the East Bay Community Law Center's Clean Slate Program for assistance in expunging his relative's criminal record.
	~ A San Lorenzo resident called seeking information on first-time homebuyer counseling programs. She was referred to Operation Hope, Lao Family Community Development Center, and Acorn Housing.

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Caller Feedback	~ "2-1-1 service was very fast, very professional, and very efficient. I thank you for using my tax dollars in a constructive way."
	~ "I called 2-1-1 today and spoke with [a Resource Specialist]. Not only did she listen with care and compassion but she was also able to provide 10-12 referrals for housing options. She really made me feel better about any situation and gave me hope. Thank you."
	~ "I wanted to thank you for the 2-1-1 service. I was feeling very desperate about my rental situation and 2-1-1 was able to direct and help me. Thank you very much."
Staff Inservice Training Sessions	~ Alameda County Community Asset Network In-Service Presentation
	~ Bank On Oakland In-Service Presentation
	~ International Institute of the Bay Area In-Service Presentation

### Resource Information And Technology Updates

Services Database	~ Forty two (42) new agencies were added in the services database this month.
	~ The service database contains 1,035 agencies and 2,606 programs.
	~ The process of updating the 311 Non-Directory agencies continues. 238 agencies have been updated so far.
	~ The Alameda County Workforce Investment Board (WIB) was provided 355 formatted mailing labels for agencies from the services database.
Housing Database	~ The Housing database contains 72,962 total housing units.
	~ 845 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 online social service resource directory websites at <a href="http://www.alamedaco.info">www.alamedaco.info</a> and <a href="http://www.211alamedacounty.org">www.211alamedacounty.org</a> received 236,438 hits from 21,428 visitors this month.

### Outreach/Public Information Activities

Meetings	~ Staff met with representatives from Alameda County First 5 to discuss their Screening, Assessment, Referral & Treatment (SART) phoneline aimed at early diagnosis of developmental, emotional and behavioral problems in children and how this new phoneline and 2-1-1 can work together to provide comprehensive services to children and parents in Alameda County.
	~ Staff attended a monthly meeting of the Alameda County Volunteer Income Tax Assistance (VITA) Site Coordinators. Pertinent information regarding tax credits available through the American Recovery and Reinvestment Act was discussed by the group along with outreach strategies to engage more low-income tax filers who go to paid preparers during the tax season.
	~ The Executive Director met with Alex Briscoe, Director of Alameda County Public Health Department, in order to discuss the multiple ways in which our agency and his department could better support one another. It was a very informative and successful meeting that resulted in the possibility of new formalized partnerships.
	~ Staff attended a monthly meeting of the Priority Home Partnership to discuss progress of the Homeless Prevention and Rehousing Program (HPRP). The seven Housing Resource Centers serving Alameda County updated the group on the status of their HPRP application process and discussed common problems within that process.
	~ The Housing Outreach Coordinator attended Rental Property Owner briefings facilitated by the Oakland Housing Authority to explain the benefits of listing their rental properties with 2-1-1.
	~ The Executive Director attended the first combined Statewide Northern and Southern 2-1-1 Collaborative Meeting held via video conferencing in San Francisco and Los Angeles. It was a day long session that resulted in the official approval of a statewide disaster plan; the continued discussion of a new technical plan that would connect all 2-1-1 centers' phones and databases statewide in case of a disaster; 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); the progress of 2-1-1 California in becoming a 501c3 representing all California 2-1-1 centers related to statewide issues; and the ways in which 2-1-1 centers are assisting with statewide food stamp assessments and applications.

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Meetings	~ Staff continued to participate in Affordable Housing Week planning activities with the Oakland Housing Authority and East Bay Housing Organizations (EBHO).
	~ Staff toured the NUMMI Re-employment Center in Fremont and met with representatives from Alameda County Workforce Investment Board (WIB), Employment Development Department (EDD), and Alameda County Crisis Support Services (ACCSS). Staff from WIB and EDD explained the benefits available to displaced NUMMI employees and discussed how the partnership between WIB, EDD, ACCSS and 2-1-1 can help guide workers through their options.
	~ 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.
	~ The Executive Director attended the Alameda County March Budget Workgroup facilitated by Board of Supervisor Keith Carson. The State debt was a major discussion item and how the State's fiscal problems will filter down and negatively affect local resources. It was primarily bad news for health, housing and social programs including education.
	~ Staff attended and spoke at the city of San Leandro Budget Workshop to present information to City Council Member's about the vital services 2-1-1 is providing to residents of San Leandro and to request continued funding for the program.
	~ The Executive Director continued negotiations with Pacific Gas & Electric company representatives in order to get additional financial support for the thousands of utility related calls that 2-1-1 is receiving.
	~ The Executive Director and staff met with representative from the Alameda County Social Services Department ACHire program to discuss the new Subsidized Employment Program made possible by the American Recovery and Reinvestment Act. 2-1-1 Resource Specialists will screen callers for this program which provides an 80% wage subsidy to employers who hire eligible workers from low-income families.
	~ The Executive Director and technical staff met with two representatives from the Alameda County Healthcare Consortium to determine the ways in which they can build upon Eden I&R's health database for their purposes (e.g., add more specific data related to health clinics and health insurance). This will result in less duplication of efforts related to starting a new database from scratch, and less need to bother health personnel with multiple updates each year.
	~ The Housing Outreach Coordinator facilitated an in-service with the job club at the Tri-Valley One Stop. These are the employees laid off from companies in the Contra Costa and Tri-Valley areas.
	~ The Executive Director and technical staff met with Robert Ratner from Alameda County Behavioral Health Services to discuss ways in which Eden I&R's housing database could further assist in maintaining information related to homeless mentally ill residents.
	~ The Executive Director met with Hayward's Assistant City Manager to reconfirm the use of City Hall as Eden I&R's 2-1-1 back up location in case of a disaster.
	~ Staff gave a presentation to the Alameda County Public Health Maternal, Paternal, Child and Adolescent Health staff. Over 30 outreach workers, public health nurses and administrative staff were given 2-1-1 fliers, cards and magnets.
	~ Staff participated in a national webinar, Connecting People with Services: AIRS I&R Study Findings and Futures. AIRS (Alliance of Information and Referral Systems) is the national organization which develops Information and Referral operating standards.
	~ Staff was invited to participate in a community meeting convened by Wells Fargo bank to learn more about Wells Fargo's efforts when it comes to assisting homeowners in distress and ways they are helping to stabilized communities hit hard with foreclosures.
~ Staff attended the Crisis Emergency and Risk Communications Training conducted by the Bay Area Cross Sector Partners for Preparedness focused on the essential knowledge and tools to navigate communicating to the public media, partners and stakeholders during an emergency or disaster.	
Fairs/Events/ and Outreach	~ Staff presented 2-1-1 information to a group of First Five service providers at a monthly meeting in San Leandro. 2-1-1 flyers, cards, and magnets were distributed.
	~ Staff gave a brief presentation about 2-1-1 at the Hayward Youth Leadership Summit. 2-1-1 materials were included in each packet and a 2-1-1 table was also set up.
	~ Supervisor Keith Carson included information about calling 2-1-1 for the EITC program in his newsletter.

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Fairs/Events/ and Outreach	~ Staff hosted a booth at four events to inform attendees about the 2-1-1 service: Rental Housing Association of Northern Alameda County Tradeshow, Pleasanton Transit Fair, Albany Senior Resource Fair, and Alameda County Transition Information Faire.
	~ The Executive Director was asked to participate as one of four panelists in a San Francisco Foundation facilitated meeting related to the regional Safety Net Funder Network. The day long Safety Net Panel meeting included discussions with several major Bay Area foundation representatives about the ways in which major funding cutbacks are having a devastating effect on peoples' ability to access basic needs for themselves and their families. There was general agreement by all in attendance that crisis intervention and information and referral programs are funded less, proportionally, than other service providers.
	~ The Eden Church of Christ invited Eden I&R to be the recipient of proceeds from their March Performing Arts Concert held on Sunday March 21st. There was a large turnout to listen to a fantastic local operatic singer, Rebecca Krouner, and staff hosted a booth promoting the 2-1-1 service.
	~ The Executive Director participated in the Alameda County "An Emergency Preparedness Training and Roundtable Discussion: Are You On the Grid?" facilitated by BARN (Bay Area Resiliency Network) held at the Dublin Office of Emergency Services. During the meeting Dr. Muntu Davis of the Alameda County Public Health Department agreed to meet to discuss ways in which his department and Eden I&R could reduce duplicative efforts related to our two agency's health and human services databases.
	~ Several key staff members participated in the statewide webinar launch of Healthy Cities, a statewide online website ( <a href="http://www.healthycity.org">www.healthycity.org</a> ) that is an interactive online resource offering advanced data analysis and mapping tools. Healthy City is the first web site of its kind in the country. It offers the public, policy makers, and researchers an opportunity to analyze complex social, economic, and resource data to support positive change in their community.
	~ The Housing Outreach Coordinator facilitated in-service and affordable housing workshops for Health Care for the Homeless, the Family Violence Law Center and the Davis Street Resource Center.
	~ Staff attended the Hayward Chamber of Commerce's Mixer to promote the 2-1-1 service to the business community.
	~ 2-1-1 materials were made available at the Alameda County Office of Education's 10th Annual Latino Education Summit.
	~ Staff performed extensive outreach in the Cities of Pleasanton, Dublin, Albany, and Berkeley.
	~ The Oakland Business Review printed an article about Catholic Charities of the East Bay which included information about calling 2-1-1 for help with housing and homelessness.