

EDEN I & R, Inc.

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

Noteworthy Updates

During the month of May Eden I&R staff continued our strategic efforts in promoting 2-1-1 throughout the county via participation in and material dissemination at neighborhood fairs, career fairs, health fairs, faith based events, landlord outreach events, social services meetings and disaster related events. These efforts have resulted in over **6,500** calls being handled this month, the highest call volume for a month since 2-1-1 began in Alameda County.

Because the H1N1 Virus is still a health issue for the community, staff maintained open communication with the Alameda County Public Health Department in order to provide the public with any new local developments.

The 2-1-1 program continues to partner with Bank on Oakland (a program that promotes checking and savings accounts for low income people) by maintaining a directory of participating financial institutions and providing referrals. 2-1-1 is also conducting outreach and pre-screening services for the Food Stamp program to increase participation by eligible individuals and providing information and referral services related to the Digital Television (DTV) conversion which will occur June 12 to assist vulnerable populations maintain this vital means of communication.

Eden I&R staff have been spending a significant amount of time participating in city and county meetings about the state, county and local budgets to insure support for 2-1-1 during these difficult economic times and stay abreast of the changes occurring to health and human services. Staff have also been engaged in discussions about American Recovery and Reinvestment Act (ARRA) funds that may be available to the cities and county as stimulus funds and the role 2-1-1 can play to assist in the delivery of services through these funds to low income individuals and families.

Call Information

Call Examples	~ An Oakland resident called seeking information on literacy programs in Spanish. She was not able to read or write in any language. She was referred to two organizations providing literacy services.
	~ An Alameda resident called seeking information on cancer support groups and counseling. She was given 3 referrals.
	~ A Newark resident called seeking information on residential substance abuse treatment programs. She received 6 referrals to agencies providing that service.
	~ A San Leandro resident called seeking information on home delivered meals for her mother recovering from a stroke. She was given 2 referrals.
	~ A Livermore resident called seeking information on where to obtain a telephone for her blind mother. She received 3 referrals.
	~ A grandmother from Fremont with custody of 3 young grandchildren called seeking assistance with her utility bill. A Resource Specialist was able to facilitate a call between PG&E, the HEAP Program, and the CPUC to enroll her in payment plans and arrange for her electricity to be turned back on.
	~ A recently unemployed single mother from Hayward called seeking information on rental assistance programs. She was given 3 referrals to agencies that provide that service in addition to information about where to apply for unemployment.
Staff Inservice Training Sessions	~ East Bay Community Law Center In Service Presentation
	~ Lifetime In Service Presentation
	~ In-House Housing Database Training

Resource Information And Technology Updates

Services Database	~ Twenty-five new agencies were added to the Services database.
	~ The Services database contains 961 agencies and 2349 programs.
Housing Database	~ The Housing database contains 70,219 Total Housing Units
	~ 2,964 new units were added this month.
Technology	~ Completed Follow up module for client database to randomly identify a subset of callers that will participate in follow up. System will schedule calls, track the number of calls made and results of those calls.
	~ Completed changes in the Services database to facilitate regular updates of the on-line database that incorporate the new Taxonomy.

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Technology	~ Continued updating/revisions of Housing database to accommodate a wider range of housing types and more specific information about restrictions for subsidized housing.
	~ 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.
	~ Updated website with current public information provided by the Alameda County Public Health Department on the H1N1 swine flu virus and resources in the county.
	~ Completed changes to the telephone system in response to program changes such as the completion of the EITC program.

Outreach/Public Information Activities

Meetings	~ Staff attended a monthly meeting of Head Start providers in Oakland to present 2-1-1 information and materials.
	~ Staff attended the recap meeting of the 2009 Alameda County Earned Income Tax Credit (EITC) program which included the Volunteer Income Tax Assistance (VITA) Site Coordinators, the IRS, United Way of the Bay Area and 2-1-1 that celebrated another year of returning millions of tax earned revenues to the people who earned it. Staff also attended the regional end of season wrap-up meeting for Bay Area 2-1-1 providers to debrief and reflect on the past tax season's EITC referral process.
	~ Staff attended the Stimulus Bill Workshop sponsored by Congresswoman Lee and The East Bay Community Foundation which included presentations by Federal Agencies describing their resources from the American Recovery and Reinvestment Act (ARRA).
	~ Staff attended several citywide and countywide budget meetings related to the downturn in the economy in order to stay abreast of the social service changes taking at the local, statewide and national levels.
	~ Staff participated in local and countywide meetings regarding stimulus funding that may be available to the cities and the county in order to combat the reductions in services available to low income individuals and families.
	~ The Executive Director attended the Emergency Manager's Association (EMA) Meeting that recapped the county's response to the H1N1swine flu public health emergency. 2-1-1 and Eden I&R were recognized for its 24/7 public information access to information provided by the Alameda County Public Health Department.
	~ The Executive Director participated in a statewide conference call focused primarily on the ways in which 2-1-1 partners can help provide statewide 2-1-1 coverage for all Californians, especially those in rural areas.
	~ The Executive Director made a presentation at the City of Piedmont's FY10 budget meeting on Sunday 5/17 that focused on the achievements of 2-1-1 over the last year and its capabilities in times of disaster.
	~ The Executive Director met with the Chief of Staff for Oakland City Council member Rebecca Kaplan in order to fully describe the breadth of Eden I&R services available to Oakland residents including the 2-1-1 phone line.
	~ Staff coordinated an examination through the Alliance of Information and Referral Services to obtain Information and Referral Certification for staff.
	~ Staff attended Rental Property Owner briefings with Oakland Housing Authority (OHA) and Rental Housing Association (RHA) to explain our free listing service and the benefits of 2-1-1.
	~ Staff participated in Tri-Valley Housing Scholarship Meeting to review requests for housing assistance.
	~ Staff attended NorCal Voluntary Organization Addressing Disasters (VOAD) meetings locally and regionally to coordinate disaster response strategies, long term recovery and 2-1-1 services.
~ Staff attended training at the Alameda County Social Services Agency (ACSSA) on the appropriate method to use to process food stamp applications with ACSSA.	
Fairs/Events and Outreach	~ Staff hosted a booth at nine events to promote the 2-1-1 service: 3rd Annual Senior Health and Wellness Resource Fair in Castro Valley, Women's Health Fair in San Leandro, Property Owner's Appreciation Day in Oakland, Housing Authority of the City of Alameda, Ashland Little League Carnival in San Lorenzo, 7th Annual Older Americans Month Celebration in Oakland, 4C's Children's Faire in Hayward, CSU East Bay's 2nd Annual Spring Fest in Hayward, and 7th Annual Community Health Fair and Youth Expo in San Leandro.

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Fairs/Events and Outreach	~ 2-1-1 materials were made available at nine events: Fruitvale-San Antonio Senior Center Health Fair in Oakland, Union City Senior Program's 11th Annual Step Out Walk and Health Fair, Berkeley Adult School 15th Annual Career Fair, Alameda County Sheriff & Tri-Valley ROP's Re-entry Expo in Dublin, Westlake Christian Terrace Senior Services Fair in Oakland, Covenant Worship Center's Community Fair in Berkeley, Asian Resource Fair in Alameda, Baywood Apartment's 2nd Health Fair in Oakland, and OCAP's Walk to End Poverty Community Fair in Oakland.
	~ Staff attended the San Leandro Chamber of Commerce's Coffee Connection, the Union City Chamber of Commerce's Business Connection Group Networking Mixer, and the Alameda Chamber of Commerce's Expo and Mixer to share information about the 2-1-1 service to members.
	~ Staff gave a presentation about 2-1-1 to the National Hispanic University's Special Education Class.
	~ The Executive Director and 2-1-1 Manager filmed two cable TV programs, that will air in June on Channel 30, highlighting the many benefits of 2-1-1 phone line services to Tri-Valley area residents.
	~ The Executive Director attended the United Way Spirit of the Bay Awards which highlighted those corporations that contribute funds and volunteers toward assisting those most in need throughout the Bay Area (including financial support for Alameda County's 2-1-1 phone service).
	~ Staff gave a presentation on 2-1-1 and its role in disaster preparedness at the Livermore Amateur Radio Klub (LARK) general meeting.
	~Staff co-hosted an event with the Oakland Housing Authority during Affordable Housing Week with the focus on local resources for rental property owners.
	~ Staff facilitated an in-service housing workshop for the Center for Independent Living and the Alameda County Social Services Agency.