

EDEN I & R, Inc.

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

Noteworthy Updates	
<p>During the month of May Eden I&R, along with the Contra Costa Crisis Center and HELPLINK, was awarded the United Way of the Bay Area's Community Impact Award for Community Collaboration. This very prestigious award was in recognition of our very long and hard work in bringing 2-1-1 to this region. Throughout the month, Eden I&R staff continued our relentless efforts in promoting 2-1-1 throughout the county via health fairs, career fairs, neighborhood summits, landlord events, and disaster-related events. These efforts resulted in over 41,260 calls being handled in the first 11 months of 2-1-1's operation. These callers received 58,560 service referrals and 11,096 housing referrals. As the end of the fiscal year quickly approaches, much time was also spent meeting with public and private sector funders to remind them of the multi-year commitments that are needed for a public communication system such as 2-1-1. As 2-1-1 becomes more established throughout the community, government and community based organizations are seeing expanded roles for 2-1-1 that can assist them in better serving their residents, employees and clients.</p>	

Call Information	
Call Examples	~ A woman recently released from Santa Rita Jail in Livermore called to request information on low income housing. She was given 8 referrals.
	~ A recently unemployed woman from Castro Valley called seeking information on how to apply for unemployment. She was given 5 referrals to employment and mortgage counseling resources, and the Employment Development Department.
	~ A man from Oakland called seeking assistance in filing for custody of his children. He was given 4 referrals.
	~ An Oakland family called for health care information for their autistic son. They were given referrals to health care programs for children and to food resources, utility assistance and rent assistance programs.
	~ A senior domestic violence victim in Berkeley called seeking legal assistance with her divorce. She was given 3 referrals.
	~ A senior citizen from Newark called looking for shelter information for his daughter. He was given one referral to a shelter in Newark.
	~ A physically disabled homeless veteran in Union City called looking for shelter and housing resources. He was given referrals to emergency and transitional shelters with wheelchair access and to veteran's service organizations.
Staff In-Service Training Sessions	~ Social Service Database Update in-service
	~ Alameda County Area Agency on Aging In-service training
	~ Alameda County Social Services Medi-Cal In-Service training
	~ Alameda County Community Food Bank Food Stamp Training

Resource Information And Technology Updates	
Services Database	~ Updating the Non-Big Blue Book Directory database containing approximately 240 records.
	~ Added two agencies to the social services database totaling 1,747 programs.
	~ Continuing to update the agencies and programs in the new database as we switch from Filemaker Pro 6 to 9.
Housing Database	~ 62,546 Total Housing Units Listed.
	~ 178 New Housing Units Added this month.
	~ Eden I&R Housing newsletter mailed to 2,511 Property Owners.
Technology	~ Reviewed and updated new version of service database.
	~ Conducted Ham Radio test with 2-1-1 San Francisco to check equipment range and determine appropriate equipment purchase.
	~ Reviewed Chronicall, the beta version of a new Avaya Telephone Reporting program.
	~ Donated surplus computers and monitors to another non-profit organization.

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Outreach/Public Information Activities

Meetings	<p>~ The Executive Director signed the Alameda County Public Health Emergency Preparedness Program Cooperative Agreement that includes 2-1-1 and the Public Health Department participating in mutual preparedness trainings, disaster drills, and exchanging information during an emergency.</p> <p>~The Executive Director attended several meetings in preparation for 2-1-1 to serve as the Single Point of Entry for Oakland's Fair Housing-related programs.</p> <p>~The Executive Director negotiated with the City of Oakland related to the ways in which Eden I&R could partner with the city to assist hundreds of individuals and families facing evictions in the next couple of months.</p> <p>~The Executive Director attended the Office of Emergency Services' Coastal Region Emergency Forum in order to stay abreast of the public communication needs statewide, regionally and locally.</p> <p>~The Executive Director attended the first in a series of meetings at the Alameda County Office of Emergency Services in preparation for Silver Sentinel, a county-wide disaster drill that will coincide with the statewide Golden Guardian disaster drill.</p> <p>~The Executive Director met with the Area Agency on Aging Director to update him and his staff about the ways in which 2-1-1 can assist the elderly.</p> <p>~Throughout the month the Executive Director met with city and county representatives to promote continued, multi-year 2-1-1 leveraged funding.</p> <p>~The Executive Director began negotiations with AT&T Real Yellow Pages for continued barter agreements that provide 2-1-1 advertisements in all of the county's AT&T's Yellow Page directories.</p> <p>~The Executive Director met with two representatives from the San Francisco Foundation to promote continued 2-1-1 funding as a leveraged grant along with government financial support.</p> <p>~ Staff attended an anti-gang conference hosted by the Oakland Unified School District Office of Alternative Education and distributed 2-1-1 materials to parents.</p> <p>~ Facilitated Housing Workshops and 2-1-1 Service Trainings for the staffs of Fred Finch Youth Center and the Alameda County Family Preservation Unit.</p> <p>~ Attended Tri-Valley Housing Scholarship Meeting to review requests for housing assistance.</p> <p>~ Attended NorCal Voluntary Organization Addressing Disasters (VOAD) meeting to coordinate disaster response strategies and 2-1-1 services.</p>
Fairs/Events/ and Outreach	<p>~ Staff hosted a booth and distributed 2-1-1 materials at the Women's Health Fair in San Leandro sponsored by Assemblywoman Mary Hayashi.</p> <p>~Eden I&R, along with its local 2-1-1 partners the Contra Costa Crisis Center and HELPLINK, were awarded the United Way's Community Impact Award for Community Collaboration in recognition of our joint efforts in bringing 2-1-1 to the Bay Area.</p> <p>~Ollie Arnold, Eden I&R's Housing Outreach coordinator, co-hosted this year's Affordable Housing Week's "The Property Owner Connection: A link to Local Resources for Rental Property Owners." Numerous community based organizations and the co-host Oakland Housing Authority, made presentations. Eden I&R's Executive Director promoted 2-1-1 as being a free and easy vehicle through which people in need of housing could connect with available housing in their neighborhoods.</p> <p>~ Flyers and brochures promoting 2-1-1 were distributed to government and community based organizations throughout the cities of Pleasanton and Union City.</p> <p>~ Staff hosted a booth at the 6th annual Older Americans Month Celebration in Oakland sponsored by the Oakland Department of Human Services.</p> <p>~ Staff hosted a booth at the Oakland Housing Authority's 70th Birthday Celebration at Laney College.</p> <p>~ Staff hosted a booth at the 8th Annual Health Fair hosted by Cal State University East Bay.</p> <p>~The Executive Director attended the monthly Bay Area 2-1-1 Partnership meeting during which Eden I&R, the Contra Costa Crisis Center and United Way's Helplink discussed our mutual aid agreements, PR campaigns, and ways in which we could further collaborate.</p> <p>~ Staff hosted a booth at the 3rd Annual Sojourner Truth Manor Health Fair & distributed 2-1-1 materials.</p> <p>~ Staff hosted a booth at the Success Train Job and Career Resource Fair in San Leandro.</p> <p>~The Executive Director of Eden I&R and the Contra Costa Crisis Center met with the United Way of the Bay Area's marketing department to discuss future joint regional PR campaigns, as well as share local marketing strategies.</p> <p>~ Staff hosted a booth at the Neighborhood Summit sponsored by the City of Oakland and the Oakland Police Department.</p>