

**EDEN I & R, Inc.**

**2-1-1 Alameda County Monthly Narrative Report: May 2010**

<b>Noteworthy Updates</b>	
<p>~ During the month of May over 7,100 calls were handled by 2-1-1 Resource Specialists and over 14,200 health, housing and human service referrals were distributed. Of the unduplicated callers, 79% were females, 37% were single headed households with minor children, and 35% were disabled. The call examples below show the breath and depth of calls handled. The majority of 2-1-1 callers are seeking housing and utilities assistance followed by legal and consumer information. Additional people are also relying on Eden I&amp;R's online health and human services resource directory since this month it received 273,820 hits from 18,491 visitors.</p>	
<p>~ The Alameda County Earned Income Tax Credit Program (EITC) generated a significant \$12,485,509 in tax returns this year for eligible participants. From January 2010 through April 2010, 2-1-1 Resource Specialists (in multiple languages) assisted low income families who called the program by explaining EITC eligibility guidelines, and by referring callers to their most convenient Volunteer Income Tax Assistance (VITA) site.</p>	
<p>~ Disaster preparedness and response continues to be a priority for the agency with 2-1-1 participating in the planning and data collection aspects of a spontaneous volunteer database for a county-wide disaster exercise to be conducted June 3. In addition, Eden I&amp;R reviewed MOUs with all our neighboring 2-1-1 regional partners (United Way of the Bay Area and Contra Costa Crisis Center) to handle each others calls during emergencies and establish backup procedures for sharing data.</p>	

<b>Call Information</b>	
Call Examples	~ Staff at a nursing home in Fremont called to inquire about friendly visiting programs for a disabled elderly resident who had no family to visit him. She was referred to LifeElder Care, Fremont City Multipurpose Senior Services Program and to the Area Agency on Aging's Senior Information Line.
	~ A Spanish speaking Oakland resident called to inquire about food programs while she was waiting for unemployment benefits to come through. She was screened and referred for food stamps and also received referrals for rent and utility assistance, job search assistance, and counseling and stress management programs.
	~ A Livermore resident called seeking information on residential substance abuse treatment programs that would accept her with her children. She was referred to Magnolia Women's Recovery Program, Orchid Women's Treatment Program, and to East Bay Recovery Project's Project Pride Program.
	~ A Castro Valley resident called seeking counseling services for her adolescent daughter after the death of her sibling. She was referred to Hope Hospice's Bereavement Program, Crisis Support Services of Alameda County, East Bay Agency for Children's Circle of Care Program, and Family Path's Families in Transition Program.
	~ A Union City resident called seeking information for her husband who was in need of assistance in filling out forms to receive Veteran's benefits. She was referred to the Veteran's Service Office in Fremont.
	~ A Berkeley resident called seeking information on how to apply for disability benefits for a disabled homeless friend. She was referred to Center for Independent Living and the Homeless Action Center for benefits assistance.
	~ An Alameda resident called to inquire about mental health assessment services for her school age daughter. She was referred to Alameda Family Services and to Alameda Children's Services for assessment and treatment, and to the Alameda County ACCESS phone line.
Caller Feedback	~ "Thank you for all the information. I really appreciate this service. Please don't ever change because disabled people like me need to use this line."
	~ "I am elderly and hard of hearing. The [Resource Specialist] I spoke with was very patient with me and gave me very good information. Thank you for your patience and understanding."
Staff Inservice Training Sessions	~ Disaster Volunteer Database In-House Training.
	~ Eden I&R's General Counsel presented an in-service training to all staff related to service ethics. It was a productive session that generated a lot of questions and useful responses.
	~ Bay Area Women Against Rape In-Service Presentation.

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<b>Resource Information And Technology Updates</b>	
Services Database	~ Thirteen (13) new agencies were added in the Services database this month.
	~ The Service database contains 1,046 agencies and 2,632 programs.
	~ The process of updating the 322 Non-Directory agencies is almost completed.
Housing Database	~ The Housing database contains 73,529 total housing units.
	~ 1,108 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 <a href="http://www.edenir.org">www.edenir.org</a> , <a href="http://www.2-1-1alamedacounty.org">www.2-1-1alamedacounty.org</a> , <a href="http://www.alamedaco.info">www.alamedaco.info</a> as well as through <a href="http://www.networkofcare.org/aging/resource/find.cfm">www.networkofcare.org/aging/resource/find.cfm</a> . This month 273,820 hits were received by 18,491 visitors.
Technology	~ Proposals were solicited from four consultants for development of an on-line housing availability database. Meetings were conducted with three of the consultants and a review of the proposals was begun.
	~ Staff tested and revised Eden I&R's Spontaneous Volunteer database in preparation of a county-wide disaster exercise to be conducted on June 3.
	~ The operating systems and software were upgraded on four workstations as part of an agency-wide process to move all computers to Windows 7, MS Office 2007, and FileMaker 11.
	~ 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.
	~ Staff reviewed 13 2-1-1 web sites from around the country as we began the process of re-designing our agency web site.

<b>Outreach/Public Information Activities</b>	
Meetings	~ The Executive Director, as statewide Public Relations chair, attended the California Alliance of Information and Referral Services (CAIRS) board of directors annual retreat in Asilomar. Some of the primary topics discussed included: the formation of 2-1-1 California with staff who could help fundraise statewide to help local 2-1-1 centers; the creation of a 2-1-1 California Board of Directors that would set policy and procedures for the statewide 2-1-1 centers; continued discussions about statewide back-up procedures during and after disasters that would include ongoing ways of sharing data; updates about the rural counties and how to assist them in gaining 2-1-1 coverage; updates on lobbying efforts aimed toward the passage of The Calling for 2-1-1 Act in Congress so that 2-1-1 centers nationwide could receive some much-needed federal funding; shared information about earmarked funding that might be accessible to 2-1-1 centers; the importance of ongoing training and AIRS certification of 2-1-1 staff; and plans for a statewide conference and 2-1-1 summit in Sacramento in the fall.
	~ The Executive and Deputy Directors spent a considerable amount of time preparing the initial processes for Medi-Cal Administrative Activities funding to support those 2-1-1 calls directly related to Medi-Cal health issues. We thank Les Hall of the Alameda County Public Health Department for all of his time and assistance.
	~ The Executive Director of AIDS Project of the East Bay visited and toured the agency. He was impressed with the 2-1-1 service center and there was agreement that our agencies would continue to work in close partnership on an ongoing basis.
	~ Staff attended the Associated Community Action Program (ACAP) Heart of Eden AmeriCorps Program members meeting and gave a presentation about 2-1-1, the Big Blue Book and a demonstration of the online searchable database. The twenty AmeriCorps members who participated also took 2-1-1 cards and magnets to distribute at their worksites.
	~ The Executive Director attended the Alameda County Housing and Community Development Department's Housing and Community Development Advisory Committee meeting during which 2-1-1 was recommended for full funding next fiscal year (\$45,000). The Board of Supervisors will vote on this recommendation in June.

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Meetings	~ The Executive Director was invited by the Oakland Police Department to make a 2-1-1 presentation to the Command Staff. Approximately 50 people were in attendance, PR materials were distributed, and a variety of excellent questions were asked and answered.
	~ As Chairperson, Eden I&R's Housing Outreach Coordinator facilitated the monthly Tri-Valley Housing Scholarship board meeting.
	~ The Executive Director attended the monthly 2-1-1 Bay Area Partnership meeting along with representatives from San Francisco, Silicon Valley, Sonoma County and Contra Costa County. This month there was much discussion about regional PR efforts. The United Way of the Bay Area has a marketing department that is designing marketing materials that will assist all of the centers in promoting 2-1-1 throughout the Bay Area. These materials will be in addition to the county specific efforts made by each center, since each county has its own target populations and specialized programs.
	~ Staff continues to attend the series of Community Living Review Team Meetings convened by Alameda County Behavioral Health Services and EveryOne Home to discuss requirements for Board & Care Facilities and Transitional Housing.
	~ The Executive Director and the Director of Information Technology attended the quarterly EveryOne Home Community-wide Meeting where the technical aspects of sharing data and coordinating services for the county's homeless population were discussed.
	~ The Housing Outreach Coordinator collaborated with the Oakland Housing Authority to do outreach to Rental Property Owners and inform them of the opportunities to be able to list their properties with 2-1-1.
	~ The Executive Director spoke with representatives from Kaiser Permanente's regional division about ongoing local financial support as well as statewide 2-1-1 California opportunities.
	~ The agency's management team had its annual Risk Management meeting whereby all aspects of the agency's operations were reviewed for security purposes. A report will be generated, reviewed by the Board of Directors, and then submitted to the agency's auditor.
	~ In a spirit of collaboration, the Executive Director signed Letters of Support for several organizations countywide that are applying for continued Federal Emergency Shelter Grant Program funding. It is a privilege and a pleasure working in partnership with these amazing nonprofit agencies. We wish them luck!
	~ 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.
	~ Staff attended the May VOAD meeting to discuss spontaneous volunteers and their impact, both positive and negative, on disaster response. Eden I&R represents all 2-1-1s in the region at the VOAD meetings.
	~ Staff attended Rental Property Owner briefings facilitated by Rental Housing Organization (RHO) to outreach to property owners in Southern Alameda County. 2-1-1.
	~Staff attended a monthly meeting of the Implementation Learning Community of the Homelessness Prevention and Rapid Re-housing Program. The group discussed the challenges in assisting clients and gave updates on the status of all Housing Resource Centers. Information was also presented on new food programs available through stimulus funds.
	Fairs/Events/ and Outreach
~ Staff members hosted a table at 3 resource fairs and 3 disaster/emergency preparedness fairs to inform and remind the public about the 2-1-1 phone service, and 2-1-1's role during a disaster: Albany Fire Department Emergency Preparedness Fair, Alameda County Transgender Health & Resource Conference, Assemblymember Hayashi's 3rd Annual Women's Health Fair, Lawrence Berkeley Lab's 4th Annual Emergency Preparedness Fair, 4C's 8th Annual Children's Faire, and Livermore-Pleasanton Fire Department's Community Readiness Day.	
~ The Executive Director attempted to reach all of the cities to determine the FY11 funding status. The county notified the agency at the end of the month that it will commit the same resources as last year from the SSA budget. This was very good news!	

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Fairs/Events/ and Outreach	~ The Affordable Housing Week event sponsored by Eden I&R and Oakland Housing Authority was very successful with over 130 rental property managers and owners attending and 25 non-profit resource vendors tabling.
	~ The Housing Outreach Coordinator facilitated an Affordable Housing Workshop for FESCO (Family Emergency Shelter Coalition) clients.
	~ Staff presented 2-1-1 information to members of the Center for Working Life, a group of displaced NUMMI workers acting as peer counselors/advocates. The group discussed ways in which 2-1-1 can be utilized to assist them, and they were also introduced to the designated 2-1-1/ NUMMI Resource Specialist.
	~ A 2-1-1 NUMMI flyer was created, and 500 flyers and 1,300 2-1-1 outreach cards were placed at the NUMMI Re-Employment Center in Fremont.
	~ The Housing Coordinator was a panelist at the Every Child Counts quarterly meeting and resource session.
	~ Assemblymember Hayashi included information about 2-1-1 in her Senior Community Resource Guide ( <a href="http://democrats.assembly.ca.gov/members/a18/pdf/SeniorServiceGuide.pdf">http://democrats.assembly.ca.gov/members/a18/pdf/SeniorServiceGuide.pdf</a> ).
	~ Staff members attended the Berkeley/Emeryville/Albany Chambers' Business Expo to promote the 2-1-1 service to the business community.