

EDEN I & R, Inc.

2-1-1 Alameda County Monthly Narrative Report: November 2007

Noteworthy Updates	
	<p>2-1-1 had several milestones this month. For the first time as a 24/7 operational 2-1-1 call center, Eden I&R's Executive Director participated in the annual Alameda County disaster drill at the Emergency Operations Center (EOC) in Dublin. This allowed us to practice 2-1-1's key role in the Public Information aspect of disaster recovery (in this case after a major earthquake). It also gave us a forum in which to expand the knowledge about 2-1-1 to the county's first responders including fire, police, health, public works, and human resources. Many lessons were learned and documented.</p> <p>2-1-1 also experienced its first suicide call. As indicated below it took the efforts of our veteran and new 2-1-1 and Information Management Resource Specialists, working together, to quickly and decisively steer a potentially deadly situation to a safe conclusion for all involved.</p> <p>This month also involved continued individual city negotiations to finalize 2-1-1 per capita funding resolutions.</p>

Call Information	
Call Examples	~ A man from Fremont called seeking assistance with his November rent for his wife and four children. Referrals were given to four agencies.
	~ The Oakland Mayor's Office called regarding a woman whose PG&E had been turned off. Working with the woman and PG&E we were able to negotiate the restoration of power and establish a repayment plan for past due amounts. Referrals were also given to two agencies.
	~ A suicidal man from Fremont called requesting immediate assistance because he was concerned he might take his own life. The Resource Specialist spoke to a friend with the caller who was concerned that contacting the police might result in the police restraining her friend inappropriately in the presence of her two children. Other members of the I&R phone specialist team contacted the police simultaneously and relayed the concerns. The police confirmed that they would approach the scene in a child sensitive manner. The friend was requested to maintain eye contact with the client and make sure she continued to maintain communication with him until the police arrived.
	~ A woman from Pleasanton called seeking information on low-income housing in the Tri-Valley area. Referrals were given to three agencies.
	~ A senior from Castro Valley called seeking rental assistance. Because he was a veteran he was referred to Operation Dignity and two other agencies.
	~ A school teacher in Fremont called on behalf of a student's family who had their water turned off and needed assistance with their water bill. Referrals were given to three agencies.
	~ A Spanish speaking woman called distraught that her husband had lost his job and concerned about the welfare of her children. Since the parents had legal residence and all three children had been born in the U.S. she was advised to apply to CalWORKS. Referrals were also given to four other agencies for food, rental and medical assistance.
	~ An Emeryville woman called seeking assistance for a family member. Referrals were given to four agencies for family counseling, anger management and parenting classes.
~ A Spanish speaking man from Berkeley called seeking treatment for alcohol abuse. Referrals were given to four outpatient and residential treatment facilities.	
Staff Inservice Training Sessions	~ Fremont Family Resource Center Inservice Staff Training
	~ Human Outreach Agency In-service
	~ "SISTA" Training-- Effective Behavioral Intervention for HIV Prevention for African American Women
	~ Staff toured the following agencies: Berkeley 3-1-1 Call Center and Community Resources for Independent Living.

Resource Information And Technology Updates	
Services Database	~ Final 19 records were updated for the 2008 Big Blue Book.
	~ 16 new agencies were added in the database.
	~ The directory of Faith Based organizations was increased to a total of 1049 records. 672 records were updated.
Housing Database	~ 60,033 Total Units Listed.
	~ 6,194 New Units added this month.

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Technology	~ Met with new regional Avaya representative in order to facilitate a closer working relationship to help with phone equipment problems.
	~ Avaya Consultants upgraded firmware on the Avaya IP406 system.
	~ Joined Avaya User's Group to network with other Avaya users to help get technical questions answered for free.
	~ Researched and solicited quotes for upgrades to the phone system that would provide additional features/functionality for re-routing calls in the event of disaster.
	~ Arranged and tested system for transferring 2-1-1 calls between Eden I&R and Contra Costa Crisis Center.

Outreach/Public Information Activities

Meetings	~ Attended Tri-Cities Elder Coalition meeting and gave a presentation to over sixty agency representatives about 2-1-1 and distributed flyers and brochures.
	~ Attended Emeryville Commission on Aging meeting and made 2-1-1 presentation to City Commissioners.
	~ Attended Means to Recovery meeting for Katrina victims as we continue to provide long term recovery services.
	~ Attended the Alameda County Veterans Affairs Commission and gave a presentation about the 2-1-1 program.
	~ Met with Earned Income Tax Credit VITA Site Coordinators in preparation for responding to callers for the 2008 tax season using 2-1-1 for the first time.
	~ Attended Project Homeless Connect meeting that is planning December 2007 event and 2-1-1 participation in the event.
	~ Attended East Bay Housing Organizations meeting to plan for May 2008 Affordable Housing Week events.
	~ Attended Hayward Social Services Agency Commission and presented information about the 2-1-1 program.
	~ Attended Alameda County Continuum of Care Council meeting and distributed 50 2-1-1 flyers.
	~ Attended Bay Area Super-Urban Area Security Initiative (SUASI) and Bay Area Emergency Public Information Network (BAEPIN) joint meeting that discussed the 2-1-1 call centers roles in the Southern California Wildfire Disaster response and recovery.
	~ Attended the annual California Alliance of Information & Referral Centers (CAIRS) Board Retreat. Major emphasis was on lessons learned during the Southern California Wildfires especially related to back-up assistance from other 2-1-1 providers.
	~ Met with the new Hayward City Manager to comprehensively detail all of Eden I&R services, but especially 2-1-1, for all Hayward residents and employees.
	~ Participated in the monthly regional 2-1-1 meeting during which disaster preparedness and 2-1-1 PR outreach were discussed.
	~ Attended Alameda County Case Managers Meeting and represented 2-1-1 and HIV/AIDs programs.(AHIP)
Fairs/Events/ and Outreach	~ Over six hundred faith based organizations were provided with 2-1-1 materials, via a mass mailing, to be distributed to their memberships and posted in their facilities.
	~ 2-1-1 flyers distributed to participating schools in the McKinney-Vento Homeless Education Project via the Alameda County Superintendent of Schools.
	~ Hosted a booth at the Eden Council for Hope and Opportunity Senior Financial Health & Community Resource Fair in Pleasanton.
	~ Alameda County Public Health Clearinghouse distributed 2-1-1 materials at Pre-Natal Care Workshop.
	~ Hosted a booth at the United Way of the Bay Area Alameda County Community Conversations meeting providing information about the 2-1-1 program.

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Fairs/Events/and Outreach	~ Hosted a booth at the Newark Resource Faire for Seniors and distributed 2-1-1 materials.
	~ Hosted a 2-1-1 meeting with the Executive Directors of key Alameda County childcare providers (Bananas, 4-C's, and Linkages) to make sure that 2-1-1 Resource Specialists and Child Care Specialists understand the complementary nature of our I&R services for the public.
	~ Hosted a booth at the Clean Slate Summit which was enabling people to begin the process of cleaning up their criminal records. Information was provided about the 2-1-1 programs and it's services.

This is a report of the activities and accomplishments of 2-1-1 Alameda County for the month of November, 2007. 2-1-1 is a free, non-emergency, confidential, 3-digit phone number and service that provides easy access to housing information, and critical health and human services. 2-1-1 operates 24 hours a day, 7 days a week with multi-lingual capabilities.