

**EDEN I & R, Inc.**

**2-1-1 Alameda County Monthly Narrative Report: November 2008**

<b>Noteworthy Updates</b>	
<p>During the month of November, the 2-1-1 Resource Specialists handled over 5,200 calls and distributed 6,674 human service and 1,380 housing referrals. The majority of calls continue to be housing focused as the economy continues to nose-dive. The Information Management department, as it updates the human services database, is becoming aware of additional agencies and programs that are cutting back their services or closing down completely. In the months ahead we fear that this trend will increase. We continue to encourage our human services partners to let Eden I&amp;R know about any program/agency changes so that we can immediately update the online database for the informational benefit of the entire community.</p> <p>As we enter the holiday season we are constantly aware of the emotional nature of this time of year, especially for those people facing hardships of any kind. We also want to acknowledge how difficult it is being a service provider during these recessionary periods. We thank all of our "sister" non-profit and governmental agencies that work together in partnership to help individuals and families in need. Happy holidays to you all.</p>	

<b>Call Information</b>	
Call Examples	~ An Albany resident called seeking assistance with payment of her PG&E bill. She exceeded the income limit for all utility assistance programs and was not able to get help. A Resource Specialist was able to facilitate the negotiation of a payment plan on her current bill to ensure that her utilities would not be discontinued.
	~ A veteran called from a drug treatment program in San Leandro. He would be finishing his program in a few days but felt he needed further treatment. A Resource Specialist was able to assist him in accessing services at a drug treatment program through the Veteran's Administration.
	~ An Oakland resident called seeking advice on how to deal with her living situation. She felt she was living in unsafe and unsanitary conditions and felt that her landlord was unresponsive to her complaints. She was referred to tenant's rights organizations that could explain her rights and her landlord's responsibilities.
	~ A pregnant woman from Berkeley called seeking assistance with food. She was given referrals to food pantries in her area and to the Social Services agency to apply for food stamps.
	~ A Hayward resident called looking for job training sources and available section 8 housing. She was referred to agencies providing job training and placement services as well as available units in her area accepting section 8 certificates.
	~ A Livermore resident called looking for a safe place to go with her children. She was referred to domestic violence shelters near her and in surrounding areas.
	~ A 71 year old Fremont Senior caring for a disabled adult son called seeking rental assistance. She was referred to 3 agencies providing that service to Fremont residents.
Staff Inservice Training Sessions	~ Images on the Rise In-Service Presentation
	~ Axis Community Health In-Service Presentation
	~ Women on the Way Recovery Program In-Service Presentation

<b>Resource Information And Technology Updates</b>	
Services Database	~ Completing updating, editing and proofreading of the Big Blue Book for publication in January 2009.
	~ Four new agency were added to the database.
	~ The services database contains 929 agencies and 2177 programs.
	~ Two organizations requested to be removed from the database as they were no longer providing services or open.
Housing Database	~ 65,160 Total Housing Units Listed in Database.
	~ 139 new units added to the database.
Technology	~ Completed configuration of the new Virtual Server, installed and configured new database server.
	~ Resolved issues with capturing location/city information in the call tracking system.
	~ Met with Eden I&R Housing staff and members of EveryOne Home to review the new housing database and gather input about the system's design and features.

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**Outreach/Public Information Activities**

Meetings	<p>~ Staff attended an Alameda County VITA Site Coordinators meeting in Hayward to discuss 2-1-1's role in providing referrals to these sites as part of the Earned Income Tax Credit program (EITC).</p> <p>~ Staff attended a regional conference for organizations associated with the IRS VITA program in preparation for beginning to utilize 2-1-1 for callers seeking tax assistance.</p> <p>~ Staff attended a meeting of the Ashland Violence Prevention Collaborative and presented information about 2-1-1.</p> <p>~ Staff continue to attend meetings and provide services (over 2-1-1 and in person) to low income Oakland residents who are being displaced from several Oakland buildings.</p> <p>~ Met with representative from Goodwill Industries to explain the 2-1-1 services and make sure the service database accurately represents Goodwill Industries services.</p> <p>~ Met with the new Executive Director of the Alameda Point Collaborative and discussed the 2-1-1 services.</p> <p>~ Attended Tri-Valley Housing Scholarship Meeting to review requests for housing assistance.</p> <p>~ 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.</p> <p>~ Staff attended the East Bay Housing Organization (EBHO) membership and board meeting and presented information about the 2-1-1 program.</p> <p>~ Staff attended Emergency Volunteer Center meeting with Alameda County OES to coordinate 2-1-1 involvement with the Center.</p> <p>~ Staff attended NorCAL VOAD meeting to discuss the CA Wildfires long term recovery and infectious disease outbreak preparedness.</p> <p>~ Staff attended Volunteer workshop to expand recruitment of volunteers.</p> <p>~ The Executive Director attended a recap meeting at the Dublin OES facility related to the countywide disaster drill, Silver Sentinel. A written report will be forthcoming that prominently indicates the role of 2-1-1 in disaster efforts.</p> <p>~ The Executive Director, as a Board member of Collaborating Agencies Responding to Disasters (CARD), participated in a Strategic Planning process that incorporates the relationship between community organizations (like Eden I&amp;R/2-1-1) and CARD before, during and after disasters. This further fosters smooth communications during drills and during real-life disaster events.</p> <p>~ The Executive Director attended the monthly 2-1-1 Bay Area Partnership meeting during which a variety of 2-1-1 related issues were discussed (e.g., PR outreach; funding; disaster back-up support; etc.).</p>
Fairs/Events/ and Outreach	<p>~ Staff hosted a booth at Catholic Charities of the East Bay's Health Fair &amp; Flu Shot Day to promote 2-1-1 and distribute information.</p> <p>~ Gave area agencies thousands of 2-1-1 materials for distribution during their holiday food drive/dinner/basket: San Leandro Community Center's 31st Annual Thanksgiving Luncheon for Seniors, St. Mary's Center turkey giveaway, Herald Family Rebuilding Center's Thanksgiving Dinner for Single Parents, FESCO Family Shelters' Thanksgiving Dinner &amp; Adopt-A-Family gift box, League of Volunteer's Thanksgiving Dinner and other food distribution event, Tri-City Volunteer's Thanksgiving and Christmas baskets, Centerville Presbyterian Church's Thanksgiving Dinner, and Viola Blythe Center's Thanksgiving and Christmas baskets.</p> <p>~ The Executive Director updated the Alameda County Board of Supervisors, at their first November meeting, about the countywide successes and challenges thus far this fiscal year.</p> <p>~ The Executive Director attended the United Way's East Bay Indicator's Report event during which 2-1-1 Alameda County was recognized as being THE public communication system for this county before, during and after a disaster.</p> <p>~ The Fremont Chamber of Commerce's Top of the Week Report, distributed to over 3,200 subscribers, included a 2-1-1 ad for four weeks in November.</p> <p>~ Staff gave a 2-1-1 presentation and hosted a table distributing materials to attendees representing various agencies in Alameda County at the EveryOne Home Meeting quarterly.</p> <p>~ Thousands of 2-1-1 materials were distributed to students and parents in 66 elementary schools in the Oakland Unified School District..</p> <p>~ Staff presented 2-1-1 information and materials to Physical Therapy staff at Kaiser Hospital in Fremont.</p>