

EDEN I & R, Inc.

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

Noteworthy Updates

2-1-1 Resource Specialists handled over 7,780 calls this month by providing over 11,930 health, housing and human service referrals. In addition our online services website had a 495% increase in the number of visitors during the first quarter of this year, over last year, by serving 121,046 visitors with 841,667 hits of information (July - Oct. 2009).

Eden I&R staff worked closely with the Alameda County Health Department as we continually updated the H1N1 virus information for the public, especially as it pertained to the availability of vaccines.

Staff also went to numerous meetings to prepare for the public's access to the HPRP Stimulus funding. Eden I&R's 2-1-1 service is now prepared, with new intake procedures and additional partner information, to be the central access point for those individuals and families applying for the Stimulus funding. In addition, Eden I&R's Roving program has a Rover that will be stationed at the Mid-County hub to directly work with HPRP eligible clients.

2-1-1 Resource Specialists also started pre-screening for food stamp eligibility this month, saving time and frustration on the part of the potential recipients and the food stamp workers.

The agency celebrated the 20th Anniversary of the Loma Prieta Earthquake in a variety of ways including: participated in the statewide California Shakeout drill; tested our HAM radio equipment with drills along with the San Francisco and Contra Costa 2-1-1 centers; and hosted an informational booth at the memorial service held in West Oakland at the site of the freeway collapse. We also celebrated that the Eden I&R housing database started as a result of the gap in services throughout Alameda County at the time of the earthquake, and this database has grown to over 70,000 housing units.

Barbara Bernstein, Eden I&R's Executive Director, was honored this month with the Bay Area Red Cross 2009 Community Hero Individual Award for the eight years it took to bring 2-1-1 to Alameda County, and the leverage support garnered from both the private and public sectors.

Call Information

Call Examples	~ A Pleasanton resident called seeking information on tutoring services for her daughter. She was referred to the Twin Valley Learning Center in Livermore.
	~ A Fremont resident called seeking information on benefits and education programs for her pregnant 14 year old daughter. She was referred to Alameda County Social Services and to the Cal Learn Program.
	~ A domestic violence victim from Oakland called seeking information on child support and custody assistance. She was referred to the Family Violence Law Center, Bay Areal Legal Aid, and the Alameda County Department of Child Support Services.
	~ A Hayward resident called seeking information on health insurance for her disabled daughter. She was referred to the Medi-Cal office and to Centro de Servicios for health insurance counseling and enrollment.
	~ A Berkeley resident called seeking assistance with appealing his SSI denial. He was referred to Center for Independent Living, Homeless Action Center, and East Bay Community Law Center.
	~ A San Leandro resident called looking for information on first time homebuyer programs. He was referred to the City of San Leandro's First Time Homebuyer Program and to the Unity Council's Home Ownership Center.
	~ A domestic violence victim from Alameda called regarding court mandated support group enrollment. She was referred to Alameda Family Services' domestic violence survivors support group.
	~ A concerned Emeryville resident called seeking in-home care assistance for her neighbor, a disabled senior. She was referred to the Emeryville Meals on Wheels program through the Emeryville Senior Center and to Alameda In-Home Support Services and Bay Area Community Support Services for case management and care planning.
Staff Inservice Training Sessions	~ AIDS Housing and Information Project (AHIP) In-Service Presentation
	~ Fremont Family Resource Center In-Service Presentation
	~ Homeless Prevention and Rapid re-housing Program (HPRP) In-Service Presentation and Confidentiality Training
	~ Alameda County Social Services Medi-Cal In-Service Presentation
	~ California Association of Food Banks Food Stamp In-Service Training
	~ Homeless Management Information Systems (HMIS) off-site training

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Resource Information And Technology Updates	
Services Database	~ Eight (8) new agencies were added to the services database this month.
	~ The services database contains 979 agencies and 2,457 programs
	~ The process of updating the agencies for the Big Blue Book 2010 edition is complete. Now the introductory pages and transportation information is being updated and proofreading is being done to finalize the completion of the Big Blue Book 2010 edition.
Housing Database	~ The Housing database contains 70,210 total housing units.
	~ 240 new units were added to the 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 online social service resource directory websites at www.alamedaco.info and www.211alamedacounty.org received 226,124 hits from 26,402 visits.
Technology	~ Staff developed a database for tracking information about vaccinations for H1N1 and seasonal flu that is available to Resource Specialists.
	~ Worked with Healthy Cities staff to prepare Eden I&R's services data for sharing as part of a regional web resource.
	~ Staff completed modifications to Eden I&R's Client Database in preparation for 2-1-1 to act as a point of entry for the Homeless Prevention and Rapid Re-housing Program.
	~ Completed upgrade to FileMaker Pro 10 software on all workstations.
	~ 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.
	~ Eden I&R's ham radio was tested and utilized to communicate with other 2-1-1 providers.
	~ Staff conducted troubleshooting and repair when the agency's DSL modem went down and the spam manager/blocker program failed.
~ Staff completed routine maintenance and updating of databases, call center software, and web site.	

Outreach/Public Information Activities	
Meetings	~ The Executive Director and the 2-1-1 Manager attended the countywide HPRP ILC meeting to solidify plans for the opening of the new housing assistance hubs. 2-1-1 will be the public's entry point for a pre-assessment into the HPRP system.
	~ The Executive Director attended the monthly 2-1-1 Bay Area Partnership meeting during which there were discussions about promoting 2-1-1's role in providing current information about H1N1 vaccine information; back up systems in case a 2-1-1 center has a mass sick-out and needs another center to take their calls; and planning for the December 2-1-1 statewide conference and summit in San Diego.
	~ Staff attended the Alameda County VOAD meeting facilitated by United Way.
	~ Staff attended an UASI regional disaster planning meeting to discuss the coordination of spontaneous volunteer recruitment activities during a disaster.
	~ Meetings and discussions took place within and outside of Eden I&R related to the software, ReliefPoint. This was used during the California Wildfires as a relatively easy to use template in which disaster related data was entered. The primary problem is that the software costs \$10,000 plus a monthly fee. The statewide 2-1-1 coalition is trying to negotiate a more affordable price for each 2-1-1 center.
	~ The Executive Director attended the Collaborating Agencies Responding to Disasters (CARD) Board of Directors meeting during which the partnership between their organization and Eden I&R was discussed (especially as it relates to disaster preparation, response and recovery for vulnerable populations are concerned).
	~ Staff facilitated a meeting with key community partners in disaster recovery in an effort to create an Alameda County Disaster Coalition of Agencies.
	~ As Chairperson, Eden I&R's Housing Outreach Coordinator facilitated the monthly Tri-Valley Housing Scholarship board meeting.
	~ Staff attended the EveryOne Home Research and Evaluation Committee meeting to discuss 2-1-1 promotion, feedback and the housing database.

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Meetings	~ Staff attended the San Leandro Community Assistance Program Directors Meeting and presented information and distributed materials about the 2-1-1 program.
	~ Staff attended the first in a 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.
	~ Staff attended the Housing Network meeting, a network of housing professionals to discuss housing trends.
	~ The Housing Outreach Coordinator attended Rental Property Owner briefings facilitated by the Oakland Housing Authority and the Rental Housing Association of Northern Alameda County to explain the benefits of listing their rental properties with 2-1-1.
	~ Staff attended an Alameda County Volunteer Income Tax Assistance Site Coordinators' meeting sponsored by United Way of the Bay Area to clarify the 2-1-1 role for the 2010 Earned Income Tax Program activities.
	~ The Executive Director presented information about local, statewide and national 2-1-1 services to the annual National Hemophilia Foundation conference held at the San Francisco Marriott hotel. Hundreds of people from all over the United States were in attendance, most of whom were social workers and health care providers. Many of the conference attendees did not know that 2-1-1 was available in their area and were very excited to start using the service. For those workers in areas of the country without 2-1-1, information was provided to help start the service.
Fairs/Events/ and Outreach	~ Staff prepared to register Berkeley residents for the Berkeley Police Department's Toys for Tots program during November and December.
	~ Staff compiled information on holiday programs to provide to callers seeking information on where to obtain Thanksgiving or Christmas meals and baskets.
	~ The Executive Director and the Housing Outreach Coordinator attended the Red Cross 2009 Community Heroes breakfast during which Barbara Bernstein was awarded the 2009 Community Hero Individual Award.
	~ The Executive Director attended the Tri Valley Mayor's Summit and had the opportunity to personally discuss the increase in 2-1-1 calls being generated from this area due to additional marketing by organizations in the Tri Valley areas as well as by Eden I&R staff.
	~ On behalf of the 2-1-1 centers regionally, the United Way of the Bay Area produced press releases related to the H1N1 virus/vaccine information being available locally by dialing 2-1-1.
	~The Executive Director represented the agency at the Hayward Chamber of Commerce event at Comerica Bank. A subsequent meeting has been arranged with representatives of the bank to discuss possible 2-1-1 funding.
	~ The Independent and InsideBayArea.com both wrote an article telling readers to call 2-1-1 for a referral to the Alameda County Homeless Prevention and Rapid Re-Housing Program (HPRP).
	~ Staff attended the Kaiser Permanent Southern Alameda County Community Benefit Grantee Recognition Lunch to network with other grantees and distribute information about the 2-1-1 program.
	~ The City of Pleasanton included information about 2-1-1 in their October 2, 2009 issue of Pleasanton Today.
	~ Staff attended the Grand Opening celebration for Fox Courts, a building Eden I&R worked closely with to house displaced OCHI tenants.
	~ Staff facilitated an inservice training for Habitat for Humanity in Oakland on the 2-1-1 program.
	~ The Executive Director, as the Chair of the Pubic Relations committee of the California Association of Information and Referral Services (CAIRS) and the Editor of the statewide newsletter, produced the Fall 2009 CAIRS newsletter which summarizes much of what is happening throughout the state related to 2-1-1. The newsletter can be accessed at www.cairs.org .