

EDEN I & R, Inc.

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

Noteworthy Updates	
<p>This month there was a concentrated effort on expanding 2-1-1 outreach now that the agency has begun to hire and train additional 2-1-1 Resource Specialists to handle the increased call volume. Countywide P.R. efforts included mass mailings to all of the public schools through the Superintendents' offices, and all of the public libraries. The first AT&T Yellow Pages with a 2 page spread on 2-1-1 also was produced in the Oakland directory. Additional ads will appear throughout the county when AT&T produces its other area-specific Yellow Pages directories. Cell phone provider contracts are also in the process of being signed so that all cell phone users can dial 2-1-1. A press conference is being planned for October to recognize PG&E's considerable contributions to the regional 2-1-1 service providers. The agency also spent part of this month solidifying some of the 2-1-1 invoicing procedures for various cities.</p>	

Call Information	
Call Examples	~ Oakland Veterans Clinic called inquiring about low income housing listings for seniors and disabled. Referred them to specific housing developers for listing of properties.
	~ A 62 year old woman from Oakland called because her PG&E service was scheduled to be turned off. She had just been released from the hospital and was recovering from a severe heart condition. She had spent all her money on essential medication. We assisted her with arranging an extension on her PG&E bill and connecting her with the HEAP program to help her with her bill.
	~A Spanish speaking woman from Fremont called in need of information about child care subsidies and house payment assistance. Referrals were given to the Child Care Coordinating Council and ECHO Housing.
	~ A case worker from the Alameda County Social Services office called our 2-1-1 Spanish line to test the line and its language capabilities before referring her Spanish speaking clients.
	~ A woman from Berkeley called seeking rental and PG&E assistance, and she was referred to the Salvation Army and ECHO Housing.
Staff In-service Training Sessions	~ Food Stamp Program In-service Training
	~ Housing 101 In-service Training
	~ Alameda County Public Health Clearing House In-service Training
	~ Agency Disaster Preparedness Staff In-service Training
	~ Staff toured the following agencies: Emergency Shelter Program, East Oakland Community Project, Fremont Merrill Gardens, Newark Gardens, Union City Alma Via Senior Homes, and Youth Uprising.

Resource Information And Technology Activities	
Services Database	~ 116 agency service records were updated (by mail, fax or email).
	~ 2 new agencies were entered into the service database.
	~ Alameda County Recycling Board purchased 730 (nonprofit organizations) mailing labels.
Housing Database	~ 59,449 Total Units Listed.
	~ 506 New Units added this month.
Technology	~ Worked on disaster preparedness plans including planning for hardware and software needs and how to best ensure access to equipment and power following a regional disaster event.
	~ Worked with local human service agencies experiencing difficulty accessing 2-1-1 through their office phone systems to allow users to connect to 2-1-1. Assisted Alameda County in making 12 buildings accessible to 2-1-1 and Children's Hospital to enable their phone system to connect with 2-1-1.
	~ Finalized contract for Verizon to begin the work of routing their cell phone calls to 2-1-1. Developing contract with AT&T to route their cell phones and have requested the service from Metro PCS, Sprint and T-Mobile.

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Outreach/Public Information Activities

Meetings	~ The Children's Hospital Center for the Vulnerable Child and Encore Medical Clinic met with Eden I&R staff to discuss 2-1-1 services and training for staff at Children's Hospital.
	~ Presented information about 2-1-1 at Alameda County Area Agency on Aging Roundtable and distributed materials.
	~ Staff participated in Oakland CDBG training pertaining to contract requirements and documentation for 2-1-1 Single Point of Entry services.
	~ Met with EveryOne Home Committee members and Behavioral Health Services staff to review proposal for utilizing 2-1-1 for Affordable Housing Database.
	~ Met with Earned Income Tax Credit VITA Site Coordinators in preparation for responding to callers for the 2008 tax season.
	~ Facilitated Housing Workshop and 2-1-1 Service Training for Seneca Center in Fremont. Attendees were youth aged 16-19 years old.
	~ Attended Planning Committee meeting for the Project Homeless Connect Event in December in which 2-1-1 will be promoted.
	~ Facilitated a Housing Workshop and 2-1-1 Service Training for Hayward Public Library. Attendees were members of the community interested in finding permanent housing.
	~ Presented a 2-1-1 update at the City of Fremont's City Council meeting.
	~ Provided formal 2-1-1 update presentation to the regional Bay Area Emergency Preparedness Public Information Officers (BAEPIN) at their 9/11 meeting.
	~ Met with the 2-1-1 Regional Partnership to discuss disaster preparedness and back-up procedures; regional PR outreach efforts; ongoing technology concerns; and the exchange of data.
	~ Presented and distributed 2-1-1 materials to the Fremont Family Resource Center's Executive Council.
	~ Met with the Hospital Council of Northern California to discuss using 2-1-1 as a bed reservation system for homeless patients about to be discharged.
	~ Met with Oakland Housing Collaborative to re-enforce the use of 2-1-1 as the Single Point of Entry.
~ Short presentation to a well-attended Oakland City Council meeting about 2-1-1 progress.	
~ Co-sponsored the Agency Collaboration in Disaster Workshop and distributed 2-1-1 materials.	
Fairs/Events/and Outreach	~ All Libraries in Alameda County were provided with 2-1-1 materials for posting in every library in the County.
	~ Each school district's Superintendent was provided with 2-1-1 materials to be distributed to all students, teachers and staff.
	~ AT&T Oakland Yellow Pages was distributed to over 461,200 residents with a two-page 2-1-1 ad in English with Chinese and Spanish translations.
	~ Hosted a Table at the Annual Alameda County Healthy Seniors Fair to promote 2-1-1.
	~ Hosted a booth at the Combined Federal Campaign Employee Fair distributing 2-1-1 information to over 500 attendees.
	~ Trained over 40 volunteers and staff of the Fremont Community Ambassadors for Seniors Program on 2-1-1 and Information and Referral
	~ Hosted a booth at the Praise Fellowship Block Party in East Oakland attended by approximately 300 community members.
	~ City Council members of Oakland and Alameda each received information about the 2-1-1 program to share with constituents.

This is a report of the activities and accomplishments of 2-1-1 Alameda County for the month of September, 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.