

EDEN I & R, Inc.

2-1-1 Alameda County Monthly Narrative Report: September 2008

Noteworthy Updates	
<p>One of the most noteworthy events this month is that we received written confirmation that nationally The Emergency Alert System (EAS) has added the goal of integrating "with localized warning systems and also call centers, such as those used for 911 and 211 calls." After years of responding to thousands of calls a day during and after a disaster, 2-1-1 is finally being recognized as an integral part of emergency public communication systems. 2-1-1 will continue to divert away non-life threatening calls from the 9-1-1 phone system as well as provide updated disaster information for those callers that need personal assurances as to what changing resources are available in real time (24 hours a day).</p> <p>Another milestone was the 2-1-1 Summit held on Sept. 11 in Sacramento that brought together representatives from the California Public Utilities Commission, State Departments (e.g., Transportation, Health and Human Services, Office of Emergency Services, Homeland Security, Labor and Workforce Development, Dept of Aging), United Ways, Telephone companies, 9-1-1 dispatch centers, and others to discuss: how 2-1-1 could help specific departments and specialized projects; as well as statewide ongoing 2-1-1 funding. At the meeting it was stated that there is 2-1-1 support from both the California State Association of Counties and the League of California Cities.</p> <p>Also this month, Eden I&R and the Executive Director were honored to receive the East Bay Community Law Center's Community Justice and Education Award for our past twenty years of service to Alameda County's most vulnerable populations. Most prominently mentioned was the agency's ability to provide comprehensive and accurate resource information 24/7, and in multiple languages. It was a privilege and an honor for the agency to receive this award, especially since it was from a community based organization held in such high esteem.</p>	

Call Information	
Call Examples	~ Staff from Davis Street Family Resource Center in San Leandro called looking for housing options for a mother with 3 children. They were given referrals to 4 transitional housing facilities.
	~ An Oakland resident called seeking an education program for a pregnant 16 year old. She was referred to the Cal-SAFE program through the Oakland Unified School District.
	~ A single mother with 2 children in Hayward called seeking shelter because she had lost her CalWORKs benefits. She was given referrals to shelters, transitional housing facilities, and to organizations providing benefits advocacy.
	~ A senior citizen from Livermore called looking for information on how to get a wheelchair ramp installed in her home. She was given referrals to two organizations providing that service.
	~ A 20 year old woman from Hayward caring for a relative's child called seeking support services. She was given referrals to two organizations that provide case management and support services to kinship caregivers.
	~ A single parent of two teenagers from Livermore called seeking assistance with an overdue electric bill. She did not qualify for utility assistance because her outstanding balance was more than the maximum allowed. A Resource Specialist was able to advocate on her behalf and arrange a payment plan through her electric company.
	~ A Fremont resident putting her children through college called seeking assistance with payment of her utility bill. A Resource Specialist was able to advocate on her behalf with the utility company and the Public Utilities Commission to arrange a payment plan and have her service restored.
	~ Single mother from Berkeley called requesting clothing for her children who were about to start school. She was referred to an organization that provides clothing to families in her area.
	~ A veteran from Pleasanton called seeking shelter. He was given referrals to available shelters and transitional housing programs for veterans.
Staff Inservice	~ Alameda County Shelter Plus Care Program In-Service Presentation
Training Sessions	~ Disaster Services Database In-House Training

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Resource Information And Technology Updates	
Services Database	~ In the process of breaking down the agency programs as we continue updating for the Big Blue Book.
	~ Added a total of 17 agencies in the services database.
	~ There are now 960 agencies and 2061 programs in our services database.
Housing Database	~ 64,050 Total Housing Units Listed.
	~ 652 New Units added this month.
Technology	~ Worked on disaster plan; tested ham radio operation, tested and modified Spontaneous Volunteer Database, planned for backup power systems, and prepared general guidance documents for operations following a disaster.
	~ Set up new computers/phones and accounts for new staff members.
	~ Trouble-shot problems with Avaya Call Center View software to allow monitoring of calls waiting.
	~ Worked with consultants to improve compatibility of on-line database with new Services database structure and streamline data uploads.
	~ Assisted the Fremont Family Resource Center make 2-1-1 accessible from their offices.

Outreach/Public Information Activities	
Meetings	~ Met with Oakland Housing Authority(OHA) staff to prepare Property Owner outreach materials and workshops. Attended briefings with OHA staff to explain the benefits of 2-1-1 to landlords.
	~ Attended Tri-Valley Housing Scholarship board meeting to review requests for housing assistance.
	~ Staff participated in Standard Emergency Management System Training in preparation for the Silver Sentinel Disaster Drill in Alameda County in October 2008. Numerous in-house management staff meetings have also taken place in preparation for the drill.
	~ Met with Earned Income Tax Credit VITA Site Coordinators in preparation for responding to callers for the 2009 tax season.
	~ As a member of the Emergency Food and Shelter Program Local Board staff participated in Annual Open Meeting announcing Phase 27 funding process.
	~ Executive Director and staff continued to attend meetings and provide services (over 2-1-1 and in person) to very low-income Oakland residents displaced from several Oakland housing developments.
	~ Attended Fremont Chamber of Commerce meeting to promote 2-1-1 as a resource for employers to provide assistance to their employees.
	~ Staff attended EveryOne Home Research and Evaluation Committee meeting to discuss 2-1-1 promotion, feedback and housing database.
	~ The Executive Director presented a 2-1-1 update report to Alameda County Housing and Community Development.
	~ The Executive Director met with the Alameda County Fire Chief's Association in order to update all participants about 2-1-1 as well as provide 2-1-1 outreach materials for their fire fighters and fire stations.
	~ The Executive Director attended a very informative "after action" meeting that thoroughly reviewed the successes and challenges from the two-week pandemic disaster drill that included Eden I&R/2-1-1.
	~ The Executive Director met with United Way to discuss the possibility of using 2-1-1 to assist vulnerable populations about the new TV conversion program since televisions are an important distributor of vital information before, during and after a disaster.
	~ The Executive Director presented 2-1-1 to the Fremont Lion's Club during which there was much enthusiasm about the many ways in which 2-1-1 has been, and can continue to, assist the residents of that city.
	~ The Executive Director met with community based organizations to make sure that 2-1-1 was representing their agencies in the most accurate manner possible.
~ The Executive Director met with the 2-1-1 centers from around the region to further develop partnership efforts related to mutual aid and streamlined public relations.	

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Fairs/Events/ and Outreach	~ Flyers and brochures promoting 2-1-1 were distributed to 14 agencies in Union City.
	~ Thousands of 2-1-1 flyers were distributed for all public school students in Fremont, Hayward, and Newark.
	~ Staff hosted booths at seven community fairs promoting the 2-1-1 program including the 11th Annual Senior Resource Fair in San Leandro, Alameda County's 7th Annual Healthy Aging Fair in Hayward, the Women's Ministry Health and Safety Fair in Oakland, the Combined Federal Campaign Employee Kickoff Fair in Oakland, the Housing Authority of Alameda County Healthy Families Fair in Hayward, the Veterans Job and Resource Fair in Oakland, and the two day Newark Days: People, Pride & Progress.
	~ Staff presented 2-1-1 information to staff from the Physical Therapy Department at Kaiser Hospital in Union City
	The Executive Director and staff were featured presenters at Washington Hospital's community seminar entitled: "2-1-1 Linking People to Vital Resources and Responding to Community Needs." The presentation aired on the WHHS website and InHealth on channel 78, and the Tri-City Voice ran an article about it.
	~ 2-1-1 outreach magnets and note pads (250 each) were included in the Dublin Chamber of Commerce Teacher Appreciation Event.
	~ The Executive Director attended the Tri Valley Mayor's Summit during which she promoted 2-1-1 to numerous attendees who were unaware of this public communication system.
	~ Staff presented 2-1-1 information to staff from California Assembly members Sandre Swanson's office, Loni Hancock's office, and Albert Torrinio's office; as well as California Senate member Don Perata's office, and the Oakland Mayor's office.
	~ The Fremont Chamber of Commerce's Top of the Week Report, distributed to over 3,200 subscribers included a 2-1-1 ad during two weeks in September.
	~ Staff presented 2-1-1 information to staff from US Congressman Pete Stark's Office.
~ Staff represented Eden I&R, and promoted 2-1-1, at Eden Housing's 40th Anniversary Celebration in Hayward.	