



# Eden I&R

Donate Now



## April 2019 E-Newsletter



### **FREE Disaster Preparedness Training** Saturday, April 27 at 11 am | Ed Roberts Campus, Berkeley

At Momentum Expo 2019, learn how to 'MacGyver' your own Emergency Preparedness Kit using household items. Our Disaster Preparedness Coordinator, Lars Eric Holm, will be presenting on SKIP (Safety Kept in Place) at 11 am.

Register for this free event at [MomentumExpo.org](http://MomentumExpo.org).

### **April is National Volunteer Month**

In honor of National Volunteer Month, we extend our deepest gratitude to the many volunteers who help us achieve our mission. Check out our [facebook page](#) to see spotlights of some of our amazing volunteers, like Patty Mok, pictured here!

If you are interested in learning more about volunteer opportunities, please contact Volunteer Coordinator Jeanette Mills at 510-727-9503 or [jmills@edenir.org](mailto:jmills@edenir.org).



### **Quick Question? Text 2-1-1 at 898-211** Available Monday-Friday 9 am - 4 pm

Have a quick question? Did you know you can now text 2-1-1 Alameda County Monday-Friday from 9 am – 4 pm? Text your zip code to 898-211 for fast referral information.

You can also visit our comprehensive online [services database](#) or [housing database](#) to search for information any time.

## Board Match San Francisco

Wednesday, May 8 at 5:30 pm | Hilton Union Square, San Francisco

Eden I&R is excited to participate in [Board Match San Francisco](#), an event where potential board members meet face-to-face with the Chief Executives of nonprofits, to share their interest in nonprofits and learn what it means to serve on a board of directors.

Eden I&R is actively recruiting new board members. If you would like to learn more about board service at Eden I&R, please contact Development Manager Catherine Stahl at [cstahl@edenir.org](mailto:cstahl@edenir.org).



### Thank You Supervisor Keith Carson

Thank you to Supervisor Keith Carson for hosting Alameda County Emergency Preparedness Day this past Saturday, April 13. It was an excellent event, and we were honored to have our Disaster Preparedness Coordinator, Lars Eric Holm, deliver the keynote address to more than 300 attendees.

Eden I&R provides a full range of disaster preparedness training classes. Contact Disaster Preparedness Coordinator, Lars Eric Holm, at 510-727-9516 or [leholm@edenir.org](mailto:leholm@edenir.org) to schedule your training today!

## 2-1-1 By the Numbers - March 2019

### 2-1-1 Alameda County

**5,823** conversations handled\*

**8,928** referrals provided

[Additional March 2-1-1 stats](#)

[Current fiscal year-to-date 2-1-1 stats](#)

### Demographics

**70%** female

**26%** single mothers with minor children

**56%** Living with disabilities

\*reflects both calls and two-way texts to 2-1-1

### Services Database

**236** agency record updates

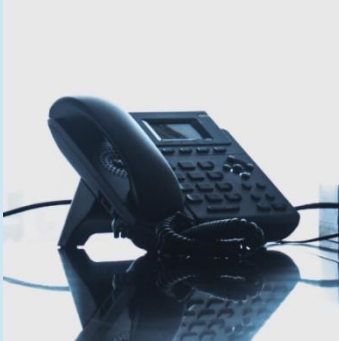
**285** program record updates

### Housing Database

**943** units added

*"I know you love your job. You guys give good information and I have only got the best from you. Every time, I meet a female who thinks she is alone I tell her you are not alone, just call 2-1-1, they can help you."*

## Caller Stories



**A woman on probation in Oakland called seeking a residential substance abuse program.** She had been released from jail several months ago and had been staying with family members but was asked to leave due to conflict and lease violations. 2-1-1 provided the caller with referrals to Full Gospel Mission Ministries Residential Rehab program; Cronin House, a residential facility for co-occurring disorders; and Chrysalis, a residential substance use rehab program for single women.

For additional 2-1-1 call examples handled in March, go [here](#).

## AHIP (AIDS Housing Information Project)

AHIP (AIDS Housing Information Project) offers housing and human services resource referrals to People Living with HIV/AIDS (PLWH) via a designated phone line and through one-on-one, in-person assistance at clinics and AIDS Service Organizations.

In March, AHIP handled **71** calls, provided **131** service referrals and **254** housing referrals.



## March Outreach

**223** people engaged at events and fairs

**5,019** outreach materials distributed

**16** community meetings attended

**4** disaster preparedness trainings held

**36,416** website page views

**6,968** website sessions/visitors

## Thank You to Our Partners

Thank you to the following organizations for providing in-services for our staff in March.



**CRISIS SUPPORT SERVICES**  
of Alameda County



[www.edenir.org](http://www.edenir.org)

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Alameda County Summary By City

3/1/2019 Through 3/31/2019; 2-1-1

City	Total CONTACTS	Total Referrals	<sup>1</sup> Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	<sup>2</sup> Youth Under 18	Single Mom W/Minor Children
Alameda	128	229	52	30	14	35	12	8
Albany	14	70	7	3	4	2		
Berkeley	300	542	144	79	54	75	26	19
Castro Valley	65	76	33	12	8	24	8	4
Dublin	25	50	14	6	2	11	3	2
Emeryville	46	79	27	13	8	18	8	6
Fremont	287	374	103	49	44	53	25	16
Hayward	808	1107	412	197	89	298	139	81
Livermore	118	231	62	25	16	39	20	12
Newark	58	110	30	14	4	24	16	12
Oakland	2076	4066	953	458	257	630	309	223
Piedmont	4	7	1	0	0	0	0	0
Pleasanton	41	55	19	6	4	12	1	3
San Leandro	273	529	137	69	39	88	33	20
San Lorenzo	38	98	21	9	4	15	9	9
Union City	75	161	43	20	14	28	12	7
Other	1467	1144	155	55	45	77	38	31
<b>Grand Total:</b>	<b>5823</b>	<b>8928</b>	<b>2213</b>	<b>1045</b>	<b>606</b>	<b>1429</b>	<b>659</b>	<b>453</b>

Monthly and year-to-date 2-1-1 statistics include all CALLS/2WAY TEXT CONVERSATIONS handled by 2-1-1 Phone Resource Specialists, including incoming calls, INCOMING TEXTS, and completed quality assurance calls. Contacts include individuals in need of resource referrals as well as service providers and advocates seeking resource referrals for clients. The column Total Contacts includes CALLS/2WAY TEXT CONVERASATIONS from clients who provided demographic information and can be counted as unduplicated, as well as clients who chose not to provide such information.

1. Unduplicated Clients: The number of unduplicated clients who called during the reporting period.

These are contacts who provided their demographic information on a completed 2-1-1 phone intake.

2. Youth Under 18: The total number of households reporting youth under the age of 18 in the household.

Alameda County Summary By City

7/1/2018 Through 3/31/2019; 2-1-1

City	Total CONTACTS	Total Referrals	<sup>1</sup> Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	<sup>2</sup> Youth Under 18	Single Mom W/Minor Children
Alameda	1061	1881	361	176	83	250	114	69
Albany	111	209	37	19	13	20	7	3
Berkeley	3516	5469	1122	614	452	576	173	121
Castro Valley	498	868	182	82	42	124	55	31
Dublin	288	417	92	33	24	59	21	16
Emeryville	376	796	155	85	41	106	43	29
Fremont	2279	3240	673	311	247	386	177	105
Hayward	5228	8632	1778	772	428	1211	624	401
Livermore	674	1155	280	122	65	184	84	56
Newark	443	867	170	79	45	118	80	49
Oakland	17424	32450	6000	2778	1605	3961	1964	1394
Piedmont	14	20	3	1	0	1	0	0
Pleasanton	385	653	131	58	36	83	31	18
San Leandro	2162	4187	817	382	213	549	243	180
San Lorenzo	312	702	134	66	26	97	56	36
Union City	526	930	209	92	46	151	79	53
Other	8950	6352	1001	308	244	527	206	138
<b>Grand Total:</b>	<b>44247</b>	<b>68828</b>	<b>13145</b>	<b>5978</b>	<b>3610</b>	<b>8403</b>	<b>3957</b>	<b>2699</b>

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