



# Eden I&R

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## May 2019 E-Newsletter



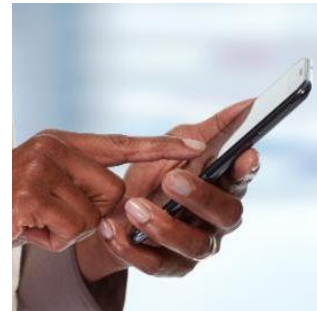
### May is Mental Health Awareness Month

Mental health consistently ranks in the top 10 needs of callers to 211 Alameda County. In Fiscal Year 2017-2018, 211 handled 8,812 calls related to mental and/or physical health, and made 12,698 referrals for mental health and other health care. If you or someone you care about could benefit from mental health support, don't let stigma keep you from getting help. Call 211 or text your zip code to 898-211 for a referral to an agency that can provide support.

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

Have a quick question? Did you know you can now text 211 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.



### Disaster Preparedness

Eden I&R's Disaster Preparedness Coordinator, Lars Eric Holm, was recently featured on Power On: LIVE! where he talked about 211's services and how to prepare for emergencies like floods, wildfires, and earthquakes.

Eden I&R provides a full range of disaster preparedness trainings. Contact Lars Eric at 510-727-9516 or [leholm@edenir.org](mailto:leholm@edenir.org) to schedule a training!

## Community Information Exchange Summit

Eden I&R's Executive Director and Deputy Director were excited to attend the second annual Community Information Exchange Summit in San Diego last month. Lots of learning and sharing took place, from not only 211 San Diego, but other 211 systems, community-based organizations, health care, government, and others from across the country about data sharing and care coordination to improve the lives of our mutual clients/patients. We are very grateful to our funder, Kaiser Permanente, for making it possible for our staff to attend.



**Upcoming Event - Ohana Health Fair**  
**Saturday, June 8, 10 am - 1 pm**  
**Washington High School , 38442 Fremont Blvd,**  
**Fremont**

Stop by Eden I&R's table at the Tri-City Health Center's Ohana Health Fair on June 8. Need help finding the right care for you? Want to see what's available? With so many diverse options, come, learn and discover the health tools that are available in Fremont at this family-friendly fair.

## 211 By the Numbers - April 2019

### 211 Alameda County

**5,634** conversations handled\*

**8,717** referrals provided

[Additional April 211 stats](#)

[Current fiscal year-to-date 211 stats](#)

### Demographics

**71%** female

**26%** single mothers with minor children

**56%** Living with disabilities

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

### Services Database

**185** agency record updates

**4** new programs added

**304** program record updates

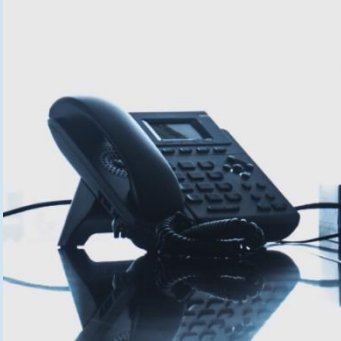
### Housing Database

**309** units added

**2,412** records updated

*"The (Phone Resource Specialist) gave us wonderful service, wonderful program information, and is a wonderful person to be working for you."*

## Caller Stories



**A senior couple called from Newark in need of shelter.** They had been homeless and on the streets for over three weeks. Both were living with physical disabilities and received SSI benefits. 211 screened the callers for the county's Coordinated Entry System and connected them to the Tri-City Resource Center for an assessment. 211 also provided a referral to CRIL (Community Resources for Independent Living) for housing for persons living with disabilities and provided information on a couple of low-income properties with wait lists in the area.

For additional 211 call examples handled in April, 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 April, AHIP handled **78** calls, provided **114** service referrals and **256** housing referrals.



## April Outreach

**755** people engaged at events and fairs

**16,079** outreach materials distributed

**14** community meetings attended

**5** disaster preparedness trainings held

**32,137** website page views

**6,115** website sessions/visitors

## Thank You to Our Partners

### Donor Spotlight - Kaiser Permanente

Kaiser Permanente's community involvement uniquely pairs grant funding with nearly 70 years of clinical expertise, medical research,

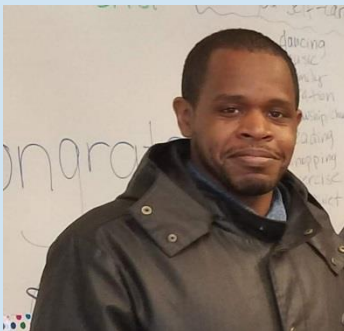


and volunteerism to support prevention-focused, evidence-based programs that expand access to care, create healthy environments and advance health knowledge. Our Kaiser Permanente grants totaling \$100,000 will help more people in this community get access to the resources they need to lead a healthy life through 211.

### Referral Partner Spotlight - Community Resources for Independent Living (CRIL)

Community Resources for Independent Living (CRIL) is a peer-based disability resource organization that advocates and provides resources for people with disabilities to improve lives and make communities fully accessible. CRIL offers

independent living services at no charge to persons with disabilities living in southern and eastern Alameda County. In order to become a CRIL consumer, an individual must have a disability or functional limitation and be able to benefit from independent living services. Everyone is welcome regardless of race, ethnicity, the nature of the disability or limitation, age, socioeconomic status, sexual orientation, gender identity and expression, immigration status, health condition or any other characteristics. CRIL is also a resource for disability awareness education and training, advocacy and technical advice. To learn more about CRIL's services visit: <http://www.crilhayward.org/>.



### Volunteer Spotlight - Joshua Yates

Joshua is volunteering as part of his training at the Computer Technologies Program to acquire valuable work experience. As a volunteer in the IT department, Joshua helps staff with any problems that arise throughout the day, such as forgotten passwords or hardware issues. He is also learning about the iCarol database we use to assist our callers.

"I find it very fulfilling to volunteer for a company that works to help people who are in need," says Joshua. "I also get to learn more about technology along the way!"

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).

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



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

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**Alameda County Summary By City**

**4/1/2019 Through 4/30/2019; 2-1-1**

<i>City</i>	Total <b>CONTACTS</b>	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	125	224	58	35	12	44	15	10
Albany	15	24	3	1	1	2	0	1
Berkeley	384	563	152	98	62	82	20	17
Castro Valley	68	155	38	17	12	25	12	4
Dublin	41	85	17	7	3	13	9	9
Emeryville	61	164	29	13	4	25	10	8
Fremont	243	350	100	47	42	55	25	20
Hayward	563	969	244	129	66	167	84	56
Livermore	98	179	44	21	9	31	14	8
Newark	65	133	29	16	4	24	14	12
Oakland	2156	4010	986	477	255	692	346	233
Piedmont	6	12	4	2	2	2	2	0
Pleasanton	54	75	16	8	8	6	1	1
San Leandro	267	527	136	60	36	89	41	25
San Lorenzo	41	84	20	9	6	12	7	4
Union City	62	96	29	11	7	22	13	8
Other	1385	1067	144	51	40	81	35	29
<b>Grand Total:</b>	<b>5634</b>	<b>8717</b>	<b>2049</b>	<b>1002</b>	<b>569</b>	<b>1372</b>	<b>648</b>	<b>445</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 4/30/2019; 2-1-1

City	Total <b>CONTACTS</b>	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	1186	2105	395	197	89	277	122	75
Albany	126	233	40	20	14	22	7	4
Berkeley	3900	6032	1224	678	500	626	186	132
Castro Valley	566	1023	206	90	50	139	62	34
Dublin	329	502	105	39	26	69	26	22
Emeryville	437	960	173	94	41	125	49	33
Fremont	2522	3590	736	337	275	419	195	121
Hayward	5791	9601	1930	849	475	1307	673	432
Livermore	772	1334	308	136	69	205	90	61
Newark	508	1000	187	88	46	133	86	55
Oakland	19580	36460	6597	3055	1769	4368	2175	1528
Piedmont	20	32	7	3	2	3	2	0
Pleasanton	439	728	142	65	41	88	32	19
San Leandro	2428	4714	902	417	238	600	269	195
San Lorenzo	353	786	145	70	28	105	60	38
Union City	588	1026	224	96	51	162	88	58
Other	10334	7419	1108	345	277	583	230	154
<b>Grand Total:</b>	<b>49879</b>	<b>77545</b>	<b>14429</b>	<b>6579</b>	<b>3991</b>	<b>9231</b>	<b>4352</b>	<b>2961</b>

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