



# Eden I&R

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## June 2019 E-Newsletter



### June is Elder Abuse Awareness Month

With a growing global population of elderly people, and as longevity increases, abuse of the elderly is an increasing and serious problem that affects health and human rights, so it is vital to raise awareness of it and thus prevent it whenever and wherever possible. If you or someone you care about is suffering from abuse call 211 or text your zip code to 898-211 for a referral to an agency that can help.

### We're Hiring! - 211/Afterhours Supervisor

Eden I&R seeks a full-time 211/Afterhours Supervisor to join our compassionate team that is making a difference in the lives of low-income Alameda County residents. Under the direct supervision of the Deputy Director and in partnership with the 211 Program Manager, the 211/Afterhours Supervisor will assist in the day to day operations of the 211 Call Center and ensure adequate coverage of the Afterhours phone lines, which operate weekdays 5PM – 8AM and 24 hours on the weekends. [Click here](#) to learn more and apply.



### Help 211 Support Callers Like Maria

*"I had nowhere to go. I never, ever thought I'd be homeless with my kids," said Maria. That's when she called 211 to find support.*

*"That is what saved me."*

Please consider making a generous [donation](#) before our fiscal year ends on **June 30th**. Your gift helps ensure that someone is always there to answer calls from people like Maria. [Click here](#) to read Maria's full story.

## 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.



text your zip code to 898211



### National AIRS Conference Presentation

On June 4 our Executive Director presented on a panel at the national Alliance of Information and Referral Systems (AIRS) conference titled “How Can Your I&R Respond to Active Shooter/Mass Casualty Incidents,” and shared 2-1-1 Alameda County’s experience during and after Oakland’s Ghost Ship Warehouse Fire. Other panelists spoke about their 2-1-1’s response to the Borderline Bar shooting in Ventura County, the Route 91 Harvest Festival shooting in Las Vegas, and the shooting at Marjorie Stoneman Douglas school in Florida.

## 211 By the Numbers - May 2019

### 211 Alameda County

**5,947** conversations handled\*

**7,907** referrals provided

[Additional May 211 stats](#)

[Current fiscal year-to-date 211 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

**421** agency record updates

**619** program record updates

### Housing Database

**215** units added

**3,404** records updated

*"The (Phone Resource Specialist) helped me above and beyond. She has done everything possible to help me. I'm just grateful."*

## Caller Stories



**A Pleasanton resident called stating he was extremely lonely and depressed and needed someone to talk to.** He said that he did not plan to commit suicide but wanted to talk to someone. He was having to move out of the room he had lived in for the past 12 years which caused anxiety and fear. 211 referred him to the Suicide Prevention Crisis Line, then with his permission advocated for him by calling and warm transferring him to the ACCESS/Crisis line for immediate mental health support.

For additional 211 call examples handled in May, 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 via a designated phone line and through one-on-one, in-person assistance at clinics and AIDS Service Organizations.

In May, AHIP handled **90** calls, provided **101** service referrals and **339** housing referrals.



## May Outreach

**822** people engaged at events and fairs

**5,729** outreach materials distributed

**22** community meetings attended

**3** disaster preparedness trainings held

**42,682** website page views

**5,960** website sessions/visitors

## Thank You to Our Partners

### Donor Spotlight - Eden Area Foundation

The Eden Area Foundation was created as the result of a planned gift to Eden United Church of Christ. In 1999, Eden Church created the Eden Area Foundation, a 501(c)3 nonprofit organization, in order to create a permanent endowment of charitable funds to benefit the Eden Area. Since 2003 the Foundation has granted over \$3.5 million to local organizations serving children and youth, people in need, and community relations in the Eden Area. Eden I&R is grateful to have received support for 211 through the Eden Area Foundation for many years.





## Referral Partner Spotlight - Alameda County Community Food Bank

For over 30 years, the Alameda County Community Food Bank have stood by their unwavering belief that food is a basic human right. They distribute millions of healthy meals every year, and are on the forefront of new approaches to ending hunger and poverty. To learn more about their important work, visit <https://www.accfb.org/>.

## Volunteer Spotlight - Kim Winger

Kim Winger is the Chair of Eden I&R's Board of Directors and has volunteered as a board member since 2016. She appreciates the opportunity to work with people from different backgrounds to provide resources to those in our community that need additional support.

"I find it most gratifying when we can help vulnerable populations become self-sufficient while helping them maintain dignity at the same time," says Kim, who is a Regional Service Manager at Wells Fargo.



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 to the following organizations for providing in-services for our staff in May.



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

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**Alameda County Summary By City**

**5/1/2019 Through 5/31/2019; 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	134	211	62	29	15	44	25	18
Albany	9	2	0	0	0	0	0	0
Berkeley	371	574	154	93	66	80	25	17
Castro Valley	48	64	17	10	9	8	5	3
Dublin	62	92	35	16	4	30	11	12
Emeryville	56	88	23	11	5	17	6	4
Fremont	340	465	133	65	46	82	29	17
Hayward	605	945	294	160	73	210	105	62
Livermore	79	155	33	13	9	22	11	6
Newark	47	78	25	14	4	21	11	7
Oakland	2164	3534	965	457	269	652	331	235
Piedmont	1	1	1	1	0	1	0	0
Pleasanton	49	51	12	9	4	8	2	2
San Leandro	319	485	132	67	42	87	41	30
San Lorenzo	40	54	22	11	10	11	5	5
Union City	84	118	40	17	13	27	16	9
Other	1539	990	147	67	39	86	33	27
<b>Grand Total:</b>	<b>5947</b>	<b>7907</b>	<b>2095</b>	<b>1040</b>	<b>608</b>	<b>1386</b>	<b>656</b>	<b>454</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 5/31/2019; 2-1-1**

<i>City</i>	<b>Total CONTACTS</b>	<b>Total Referrals</b>	<sup>1</sup> Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	<sup>2</sup> Youth Under 18	Single Mom W/Minor Children
Alameda	1320	2316	435	213	98	306	140	89
Albany	135	235	40	20	14	22	7	4
Berkeley	4271	6606	1328	738	543	682	203	144
Castro Valley	614	1087	215	97	55	143	63	36
Dublin	391	594	118	47	26	82	32	28
Emeryville	493	1048	182	98	45	130	50	32
Fremont	2862	4055	821	375	303	473	216	132
Hayward	6396	10546	2085	938	515	1415	722	462
Livermore	851	1489	324	141	72	217	97	63
Newark	555	1078	200	95	49	143	90	59
Oakland	21744	39994	7181	3311	1958	4732	2351	1643
Piedmont	21	33	7	3	2	3	2	0
Pleasanton	488	779	146	69	42	91	32	19
San Leandro	2747	5199	980	461	269	647	293	211
San Lorenzo	393	840	159	75	36	110	60	39
Union City	672	1144	248	108	62	175	95	61
Other	11873	8409	1217	398	305	646	253	174
<b>Grand Total:</b>	<b>55826</b>	<b>85452</b>	<b>15686</b>	<b>7187</b>	<b>4394</b>	<b>10017</b>	<b>4706</b>	<b>3196</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.

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



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## July 2019 E-Newsletter



### Earthquake Preparedness

USGS has reported a 4.4 earthquake east of Blackhawk, CA today, July 16. There are no reports of damages, but the assessment of community damages is ongoing.

Taking the proper actions, such as "Drop, Cover, and Hold On," can save lives and reduce the risk of injury during an earthquake. [Click here](#) to learn more about what to do in specific situations or if you are living with a disability. [Click here](#) to learn more about Eden I&R's Disaster Preparedness trainings.

### Alameda County Regional Housing Survey

Alameda County is seeking feedback on housing issues to help prepare the 2020-2024 Regional Analysis of Impediments to Fair Housing Choice Report. Your feedback will help guide housing policies and housing goals in Alameda County!

To help, please take this 10-15 min [Alameda County Regional Housing Survey](#) to share your views on housing characteristics and housing needs.



### Planned 211 Phone Outage

A scheduled phone maintenance upgrade will take place **this Wednesday, July 17 from 1 am to 2 am**. If calling 211 during this time, the caller will receive a message prompting them to leave a voicemail or call again after 2 am.

This outage should affect 211 only and not our answering service for Alameda County's After Hours Service Programs.

## Resources for Immigrants

Service providers and others in the human needs community can call 211 or use the resources below to help their immigrant neighbors who are threatened by raids.

- CLASP [Immigration Raid Resources](#)
- National Immigration Law Center [How to Be Prepared for an Immigration Raid](#)
- Center for American Progress [tweet thread](#) including legal assistance numbers by location
- American Immigration Lawyers Association [Local Raids Response Hotlines and Contact Info](#)
- Fair Immigration Reform Movement [Community Raid Preparedness Checklist](#)
- National Immigrant Justice Center [Community Resources](#)
- Catholic Legal Immigration Network, Inc. [Rapid Response Toolkit](#)
- The Episcopal Church [Resources for Communities During ICE Raids](#)
- Immigrant Defense Project Know Your Rights Flyers in [English](#) or [Spanish](#)
- United We Dream Know Your Power, [Know Your Rights](#)
- American Immigration Lawyers Association [Know Your Rights Handouts](#)



ALAMEDA COUNTY

in the day to day operations of the 211 Call Center and ensure adequate coverage of the Afterhours phone lines, which operate weekdays 5PM – 8AM and 24 hours on the weekends. [Click here](#) to learn more and apply.

### We're Hiring!

#### 211/Afterhours Supervisor

Eden I&R seeks a full-time 211/Afterhours Supervisor to join our compassionate team that is making a difference in the lives of low-income Alameda County residents. Under the direct supervision of the Deputy Director and in partnership with the 211 Program Manager, the 211/Afterhours Supervisor will assist

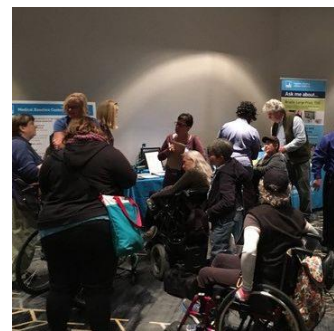
#### 211/Afterhours Phone Line Resource Specialist

Under the direct supervision of the 211 Program Manager and 211/Afterhours Supervisor, the After-Hours/211 Phone Line Resource Specialist will address 211 clients' concerns over the phone and provide needs assessments and referrals. Additionally, they will take information from After-Hours callers to relay to the After-Hours supervisors and workers. [Click here](#) to learn more and apply.

## Public Safety Power Shutoff Information

We attended the Wildfire Safety Open House hosted by Pacific Gas and Electric Company last week to learn about the expansion of their Public Safety Power Shutoff program. Here are a few key takeaways:

- Public Safety Power Shutoff is a deliberate shut down of power under a set of weather conditions, to prevent wildfires.
- This can affect anyone in California, not just the “high fire risk” zones. This is due to the fact that both transmission and distribution lines have to be considered.
- Plan for at least 48 hours without power. Hopefully power will be restored faster, but first the weather conditions have to end, and that alone could take days.





- Those with medical needs truly need to plan. Pacific ADA has a good [checklist](#).
- Visit [www.pge.com/wildfiresafety](http://www.pge.com/wildfiresafety) for more safety information from PG&E

Our Disaster Preparedness Coordinator, Lars Eric Holm, can provide trainings on how to prepare for Public Safety Power Shutoffs. [Click here](#) to learn more about our free trainings for nonprofits.



### Back to School Backpack and Shoe Giveaway Signups

Public signups for [Davis Street](#)'s Back to School drive will take place July 15-24 or until they reach capacity. The program provides new shoes, school supplies, and backpacks for children in preparation for the upcoming school year. These supplies are available for children in grades K– 12 only who live in San Leandro, San Lorenzo, Castro Valley, Ashland or Cherryland, or who are an active Davis Street client.

[Click here](#) to learn more about how to sign up. Contact Kristal at 510.347.4620x163 or [kgonzalez@davisstreet.org](mailto:kgonzalez@davisstreet.org) for eligibility.

## 211 By the Numbers - June 2019

### 211 Alameda County

**5,847** conversations handled\*

**7,459** referrals provided

[Additional June 211 stats](#)

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

### Demographics

**71%** female

**28%** single mothers with minor children

**58%** Living with disabilities

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

### Services Database

**316** agency record updates

**437** program record updates

### Housing Database

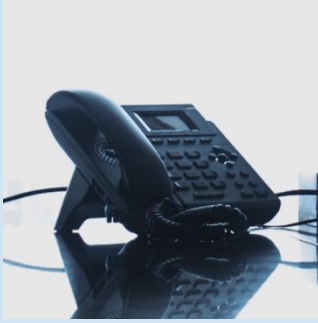
**99** units added

**3,305** records updated

*"211 has helped me so thoroughly . I was shaking when I first called because I am a senior in an old car and was scared to death to drive to Hayward. The (Phone Resource Specialist) helped me out with directions*

*and even told me where the parking was...everything. She is a lovely person and I really appreciated her help."*

## Caller Stories



**An Alameda man called for housing assistance.** He was living in his ex-wife's home. She holds a Section 8 voucher that does not include him so he needed to relocate. He has been living with her because of multiple health issues, but she received a 30-day notice for him to vacate the property. He is partially blind and uses a wheel chair and a walker. He also receives dialysis a couple of times a week and has In Home Support Services. He needed to find a place to stay before the 30 days were up. Because he did not meet HUD's definition of literally homeless he was not eligible for the county's Coordinated Entry System. 211 provided a referral to Bay Area

Community Services (BACS) for housing counseling. He was also given a referral to Community Resources for Independent Living (CRIL) to help with his SSI application and all other benefits he may be entitled, and housing resources for those living with disabilities. He was then provided referrals for transitional housing in hopes of finding space for him to move to within the 30 days.

For additional 211 call examples handled in June, 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 via a designated phone line and through one-on-one, in-person assistance at clinics and AIDS Service Organizations.

In June, AHIP handled **91** calls, provided **79** service referrals and **426** housing referrals.



## June Outreach

**520** people engaged at events and fairs

**3,962** outreach materials distributed

**18** community meetings attended

**7** disaster preparedness trainings held

**32,232** website page views

**5,751** website sessions/visitors

## Thank You to Our Partners



## Donor Spotlight - Alameda County Transportation Commission

[Alameda County Transportation Commission](#) plans, funds and delivers transportation programs and projects that expand access to vibrant Alameda County. Eden I&R is grateful to receive funding from Alameda County Transportation Commission to provide coordinated mobility management via 211, including detailed and targeted transportation recommendations for seniors and those living with disabilities.

## Referral Partner Spotlight - Alameda County Behavioral Health Care Services (ACBHCS)



The mission of Alameda County Behavioral Health Care Services is to maximize the recovery, resilience and wellness of all eligible Alameda County residents who are developing or experiencing serious mental health, alcohol or drug concerns. They administer community mental health centers, an alcohol drug center, the psychiatric inpatient program at John George Pavilion, and also provide consultation, community education and training. To learn more about their work, visit <http://www.acbhcs.org/>.



## Volunteer Spotlight - Susan Farley

Susan has wanted to be a part of the non-profit sector for some time and is volunteering as part of her training at the Computer Technologies Program. She provides administrative support to the Eden I&R team and enjoys working with the public. Susan studied Fine Art, Graphic Design and Computer Graphics, and brings those skills to her volunteer role. Thank you for volunteering with us Susan!

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 June.**



**Alameda County Summary By City**

**6/1/2019 Through 6/30/2019; 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	118	175	56	29	20	36	24	16
Albany	12	10	2	1	1	1	1	0
Berkeley	347	506	120	68	49	67	24	24
Castro Valley	42	88	23	12	9	14	6	4
Dublin	46	61	22	12	2	20	7	8
Emeryville	48	91	23	14	4	17	9	7
Fremont	279	338	114	55	43	69	28	16
Hayward	758	1134	313	175	85	218	120	77
Livermore	87	129	28	15	9	17	7	4
Newark	46	65	25	11	3	21	11	9
Oakland	2179	3383	857	470	211	626	320	230
Piedmont	1	0	0	0	0	0	0	0
Pleasanton	46	41	12	4	4	8	4	4
San Leandro	253	387	108	58	25	80	34	24
San Lorenzo	33	30	11	7	1	9	4	2
Union City	82	161	33	14	11	22	7	3
Other	1470	860	152	61	47	86	29	19
<b>Grand Total:</b>	<b>5847</b>	<b>7459</b>	<b>1899</b>	<b>1006</b>	<b>524</b>	<b>1311</b>	<b>635</b>	<b>447</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.

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Albany	147	245	41	20	14	23	8	4
Berkeley	4618	7112	1382	766	570	711	206	150
Castro Valley	656	1175	227	104	59	152	65	38
Dublin	437	655	126	51	26	90	36	33
Emeryville	541	1139	191	103	48	134	53	35
Fremont	3141	4393	893	407	332	514	234	141
Hayward	7154	11680	2235	1022	562	1515	784	498
Livermore	938	1618	339	149	80	222	99	63
Newark	601	1143	216	101	52	155	96	65
Oakland	23923	43377	7684	3596	2108	5074	2532	1781
Piedmont	22	33	6	2	2	2	1	0
Pleasanton	534	820	155	72	46	96	34	21
San Leandro	3000	5586	1031	491	284	681	312	223
San Lorenzo	426	870	162	76	37	111	62	39
Union City	754	1305	274	118	70	193	101	64
Other	13343	9269	1342	449	346	714	276	185
<b>Grand Total:</b>	<b>61673</b>	<b>92911</b>	<b>16769</b>	<b>7751</b>	<b>4747</b>	<b>10710</b>	<b>5052</b>	<b>3435</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.

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