



Eden I&R

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August 2019 E-Newsletter

Welcome to Our New Board Members



Ana Maria Crawford, M.D., M.Sc. is an Anesthesiologist and Critical Care Medicine physician with a masters degree in Global Health Sciences. Although her public health work started with international programs, primarily in Africa, the rising inequities in access to health care and safe housing across the Bay Area has led her to refocus on the underserved populations here at home. Dr. Crawford is determined to learn more about the social constraints specific to our local communities in order to advocate for the underserved, positively impact outcomes and work toward meaningful solutions. Dr. Crawford works clinically in both Anesthesia and Critical Care at Stanford University, Alameda Health Systems, and Kaiser

Permanente. She lives in Oakland.

Guljot Grover is a Bay-area based Business Operations Executive with rich experience in turning strategic goals into operational plans and running plan implementation. In his current role, Guljot is responsible for leading the Business Operations organization for the Americas business of a medical device company in the Oncology space. He enjoys going to work every day knowing his work and that of his colleagues' makes a positive difference in the lives of cancer patients.

In his career, Guljot has done a variety of operational roles on the business and engineering side in industries as diverse as hi-tech, finance, digital marketing and eCommerce. As a Board Member at Eden I&R/211, Guljot saw yet another fantastic opportunity to use his experience and skills to make a positive difference in lives of those helped by Eden I&R's services. He earned a Bachelor in Engineering from India and an M.B.A from The Wharton Business School at University of Pennsylvania.





Dayton Thorpe is a Data Scientist at Valor Equity Partners. He works with late stage startups to help make their sales and marketing more efficient and to solve the operating challenges that come up as they grow. Dayton holds a Ph.D. in Physics from UC Berkeley, where he was a National Science Foundation Graduate Research Fellow.

Eden I&R is in a unique position to connect people with multiple service providers and to monitor whether we have solved their problems. Dayton is excited to help pursue new uses for the data Eden I&R collects.

Eden I&R in the Community

On August 23, our Executive Director was pleased to attend [Alameda County Social Service Agency's 3rd Annual Legislative Breakfast](#), "Building Power: Policy, Opportunity, Will, Engagement, Resilience." The informative program kicked off with welcome remarks from the Agency's Director, Lori Cox; an amazing talk from Jessica Bartholomew, Policy Advocate at Western Center on Law & Poverty; an update on the county's legislative agenda from Anissa Basoco-Villareal, Policy Director at SSA; a panel presentation on Building Community Power—Alameda County for All: How Do We Get There?; and breakout sessions discussing a variety of topics impacting county residents including livable wages, healthcare, homes, employment, and food for all. #SSAPOW2019



211 By the Numbers - July 2019

211 Alameda County

6,137 conversations handled*

7,595 referrals provided

[Additional July 211 stats](#)

Demographics

71% female

28% single mothers with minor children

58% Living with disabilities

*reflects both calls and two-way texts to 211

[Services Database](#)

[Housing Database](#)

102 agency record updates

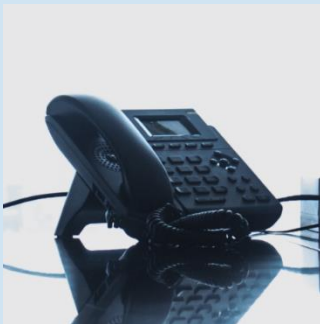
160 units added

245 program record updates

2,851 records updated

"The staff took time to listen to my problem and they had patience."

Caller Stories



A young man called looking for shelter in the Dublin or Fremont area. He had been sleeping in a car for the past three days and was a victim of crime from an incident that happened earlier in the month. 211 referred him to the Victim/Witness Program through the Alameda County District Attorney's office for possible witness compensation for re-location or a motel voucher, general Coordinated Entry System information, Life Transformation Program's center for single homeless men, and CityTeam Ministries men's shelter.

For additional 211 call examples handled in July, 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 July, AHIP handled **112** calls, provided **144** service referrals and **483** housing referrals.



July Outreach

195 people engaged at events and fairs

1,655 outreach materials distributed

15 community meetings attended

3 disaster preparedness trainings held

44,327 website page views

6,019 website sessions/visitors

Partner Spotlight



Eden I&R was the recipient of an in-kind mini grant award from the [Earthquake County Alliance Bay Area](#) to enhance the safety of our workspace. We were given 3-day emergency supplies for 20 people, including a site safety kit with lighting, tools, and other safety equipment. We also received a kit with items required to Secure a Community Organization which included furniture straps, file cabinet straps, and more. Thank you Earthquake County Alliance Bay Area for making our offices safer, and allowing us to be there for the community in case of disaster!



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Alameda County Summary By City

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

<i>City</i>	Total CONTACTS	Total Referrals	¹ Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	² Youth Under 18	Single Mom W/Minor Children
Alameda	116	171	44	28	7	37	12	10
Albany	15	11	3	2	0	3	0	0
Berkeley	432	553	146	83	57	79	28	20
Castro Valley	47	61	18	12	7	11	6	4
Dublin	25	40	13	9	4	9	0	2
Emeryville	56	89	27	17	12	14	8	6
Fremont	309	461	109	58	43	64	25	17
Hayward	710	1038	266	143	59	198	89	70
Livermore	107	158	47	27	12	33	17	11
Newark	51	97	27	15	6	19	10	5
Oakland	2159	3289	846	436	228	586	304	227
Piedmont	0	0	0	0	0	0	0	0
Pleasanton	74	96	22	9	6	16	12	8
San Leandro	252	346	113	63	26	82	36	29
San Lorenzo	30	50	15	10	0	15	6	4
Union City	79	135	36	16	10	23	12	7
Other	1675	1000	141	51	35	91	39	29
Grand Total:	6137	7595	1873	979	512	1280	604	449

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.