



# Eden I&R

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## September 2019 E-Newsletter

### September is National Preparedness Month

National Preparedness Month is recognized each September to promote family and community disaster and emergency planning now and throughout the year. The 2019 theme is "Prepared, Not Scared."



Eden I&R provides a full range of disaster preparedness trainings including Personal Preparedness, Agency Preparedness, SKIP (Safety Kept in Place) Kits, and Workplace Violence/Active Shooter. Contact Disaster Preparedness Coordinator Lars Eric Holm at 510-727-9516 or [leholm@edenir.org](mailto:leholm@edenir.org) to schedule a training for your community group.



This month is also a great time to plan your participation in the Great ShakeOut, the world's largest earthquake drill, which will take place on October 17. To learn more about participating, visit [www.shakeout.org](http://www.shakeout.org).



### We're Hiring!

**Full-time Finance Manager** - Eden I&R seeks a Finance Manager to lead our finance department and handle the major reporting, invoicing, and reconciliation duties for our company. With an annual budget of over \$2 million and 34 employees, Eden I&R is a medium-size nonprofit organization that has seen financial growth the past few years. [Click here](#) to learn more and apply.

### New Voicemail Option for 211

Callers to 211 Alameda County now have the option to leave a voicemail and receive a call-back if their wait time lasts more than a few minutes. This is just one of several recent improvements to 211's service. Callers also now have the option to text their zip code to 898-211 Monday-Friday from 9 am – 4 pm for fast referral information.





## 211 Featured in Alameda Sun

"Dialing '211' in Alameda (County) provides individuals and families in need with a shortcut through what can be a bewildering maze of health and human service agency phone numbers. By simply dialing 211, those in need of assistance can be referred — and sometimes connected — to appropriate agencies and community organizations." [Click here](#) to read the full article.

## 211 By the Numbers - August 2019

### 211 Alameda County

**5,476** conversations handled\*

**6,920** referrals provided

[Additional August 211 stats](#)

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

### Demographics

**75%** female

**29%** single mothers with minor children

**55%** Living with disabilities

\*reflects both calls and two-way texts to 211

### Services Database

**253** agency record updates

**662** program record updates

### Housing Database

**40** units added

**2,405** records updated

*"I really appreciate the time she took to help me look for places.  
This 211 is a godsend. Thank you so much."*

## Caller Stories



**A single mother called from San Leandro looking for back to school programs and or back to school giveaways.** She has a very low income and has trouble making ends meet. 211 referred her to the Davis Street Family Resource Center Backpack and Shoe Giveaway and Ariel Outreach Mission Backpack Giveaway.

For additional 211 call examples handled in August, 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 August, AHIP had **23** in-person meetings and **95** calls with clients, provided **95** service referrals and **289** housing referrals.



## August Outreach

**338** people engaged at events and fairs

**3,589** outreach materials distributed

**22** community meetings attended

**6** disaster preparedness trainings held

**38,811** website page views

**5,970** website sessions/visitors

## Thank You to Our Partners



### Donor spotlight - Wells Fargo

[Wells Fargo](#) has a long legacy of serving and supporting communities, and has long been one of the most generous corporate foundations in the U.S. The company, through its business and the [Wells Fargo Foundation](#), uses its resources and expertise to solve complex societal problems and pave a path to stability and financial success for underserved communities. Eden I&R thanks the Wells Fargo Foundation for its ongoing support of 211 Alameda County.

## Referral Partner Spotlight - Love Never Fails

The mission of Love Never Fails is to be dedicated to the restoration, education and protection of those involved or at-risk of becoming involved in human trafficking. They provide long-term restorative safe housing, workforce development for sustainable careers and awareness education. To learn more about their work, visit [www.loveneverfailsus.com](http://www.loveneverfailsus.com)



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

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**Alameda County Summary By City**

**8/1/2019 Through 8/31/2019; 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	90	136	33	20	8	24	12	9
Albany	10	8	2	1	0	1	0	0
Berkeley	312	441	113	70	36	72	19	14
Castro Valley	28	31	10	5	3	7	3	2
Dublin	16	28	8	4	1	7	5	1
Emeryville	41	63	11	3	3	8	4	2
Fremont	271	339	84	52	28	53	24	15
Hayward	549	772	195	107	33	157	76	49
Livermore	81	141	30	16	6	24	13	8
Newark	50	70	24	15	5	19	5	5
Oakland	1993	3076	811	381	211	572	312	224
Piedmont	2	0	0	0	0	0	0	0
Pleasanton	71	88	20	14	6	14	5	2
San Leandro	257	397	116	51	17	96	42	30
San Lorenzo	31	74	18	8	2	16	9	5
Union City	81	102	29	10	5	23	12	9
Other	1593	1154	167	69	45	105	50	33
<b>Grand Total:</b>	<b>5476</b>	<b>6920</b>	<b>1671</b>	<b>826</b>	<b>409</b>	<b>1198</b>	<b>591</b>	<b>408</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**

**7/1/2019 Through 8/31/2019; 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	206	307	71	44	15	55	20	15
Albany	25	19	5	3	0	4	0	0
Berkeley	744	994	245	145	87	144	43	33
Castro Valley	75	92	26	15	10	16	8	6
Dublin	41	68	20	12	4	16	5	3
Emeryville	97	152	34	16	11	22	12	8
Fremont	580	800	176	99	66	106	43	27
Hayward	1259	1810	416	217	82	320	152	108
Livermore	188	299	69	37	17	50	28	17
Newark	101	167	45	25	8	35	13	9
Oakland	4152	6365	1515	741	408	1052	561	409
Piedmont	2	0	0	0	0	0	0	0
Pleasanton	145	184	38	21	11	27	17	9
San Leandro	509	743	214	103	41	165	71	54
San Lorenzo	61	124	30	16	2	28	13	8
Union City	160	237	60	23	13	43	22	15
Other	3268	2154	291	115	79	184	84	57
<b>Grand Total:</b>	<b>11613</b>	<b>14515</b>	<b>3255</b>	<b>1632</b>	<b>854</b>	<b>2267</b>	<b>1092</b>	<b>778</b>

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