



Eden I&R

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October 2019 E-Newsletter

Planned Safety Power Shutoffs

During the recent Planned Safety Power Shutoffs, Alameda County's Emergency Operations Center activated and Eden I&R had staff in the public information officer room for 36 consecutive hours relaying information back to 211 for our callers on outage locations, community resource centers, transportation resources, and more.

PG&E has notified Alameda County that we will experience another Public Safety Power Shutoff starting Saturday, October 26 at around 5 pm. Power is expected to be off for more than 48 hours and 57,000 customers could be affected. For the most up-to-date information on these outages, please follow us on twitter at https://twitter.com/EIR_211Alameda or call 211.



Left to Right: Eden I&R Executive Director Alison DeJung, Alameda County Public Information Officer Sergeant Ray Kelly, and Senior Emergency Services Coordinator for the Alameda County Office of Emergency Services Domingo "DJ" Cabrera.

To see if you are affected by the public safety power safety shut off, visit:

https://www.pge.com/en_US/safety/emergency-preparedness/natural-disaster/wildfires/psps-service-impact-map.

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 to schedule a training for your community group.



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. The 211/Afterhours Supervisor will manage 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.

211 Phone Line Resource Specialist

The 211 Phone Line Resource Specialists are the front-line staff responsible for assessing callers' needs; conducting client intake; collecting accurate client information and referrals provided; and researching and making appropriate referrals. [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.



The Great California ShakeOut

On October 17 at 10:17 am our staff dropped, covered, and held on for the Great California ShakeOut. This year marked the 30th Anniversary of the Loma Prieta earthquake.

The ShakeOut is dedicated to preparing cities, schools, organizations, and families for major earthquakes. Since 2-1-1 plays a pivotal role in disaster response, our agency

drills frequently throughout the year. For additional information, please visit: ShakeOut.org/California/

211 By the Numbers - September 2019

211 Alameda County

5,760 conversations handled*

7,529 referrals provided

[Additional September 211 stats](#)

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

Demographics

74% female

29% single mothers with minor children

57% Living with disabilities

*reflects both calls and two-way texts to 211

Services Database

103 agency record updates

377 program record updates

Housing Database

33 units added

1,937 records updated

"I just wanted to call and say that the referral program is very good. The staff member I spoke with is very good at what she does and is very professional."

Caller Stories



A man in Livermore called at the suggestion of his parole officer to inquire about reentry programs and housing. 211 provided the caller with referrals to Men of Valor Academy and Healthy Measures at Roots Community Health Center. In addition, he was provided with information on affordable housing he was qualified for based on his income. As a second option for housing, 211 gave him information on the BACS Workshop for Housing Education and Counseling.

For additional 211 call examples handled in September, 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 September, AHIP had **11** in-person meetings and **81** calls with clients, provided **82** service referrals and **331** housing referrals.



September Outreach

1,557 people engaged at events and fairs

18 community meetings attended

35,366 website page views

3,808 outreach materials distributed

7 disaster preparedness trainings held

5,740 website sessions/visitors

Thank You to Our Partners

Board Member Spotlight - Amy Wilson

Huge thanks to our board member, Amy Wilson, and her husband, Paul Schwartz, for hosting an event at their house last weekend to introduce Eden I&R and 211 Alameda County to more people and help raise critical unrestricted dollars in support of our work. It was a very successful and enjoyable evening!

If you would like to learn more about board service at Eden I&R, please contact Development Manager Catherine Stahl at cstahl@edenir.org.





Donor Spotlight - Hitachi High Technologies America

[Hitachi High Technologies America, Inc.](#) ("HTA") is a privately-owned global affiliate company that operates within the Hitachi Group Companies. HTA sells and services semiconductor manufacturing equipment, analytical instrumentation, scientific instruments, and bio-related products as well as industrial equipment and materials, systems products, and IoT solutions.

HTA's Community Action Committee (CAC) leads the company's involvement in local communities starting from food and toy drives, community clean-up campaigns, support for shelters, to cancer research fundraising, and many more. Each major office location has a CAC team who plan, promote, and lead various activities. Eden I&R thanks the HTA Pleasanton CAC for its ongoing support of 211 Alameda County!

Referral Partner Spotlight - Sister to Sister 2, Inc.

Founded in 2009, the mission of Sister to Sister 2 is to help women survivors of addiction, violence, homelessness, and incarceration heal, empower, and achieve their dreams! They are located at 2363A San Pablo Avenue in West Oakland, easily accessible by bus and Bart, and offer 3 Programs for Women:

Serenity Sisters Day Program: This program offers women a variety of individualized services, including healing groups, parenting classes, addiction recovery treatment & support, counseling, case-management services, housing assistance, and more.

Serenity House Residential Recovery Program: This 6-9 month program provides housing and support services for women seeking recovery in a sober living environment.

Serenity Wellness & Business Program: This 18-week program for formerly incarcerated women, offers entrepreneurial & job-skills through developing individual creativity & talent! Participants may earn up to \$1,000!

Bus passes are available for women participating in their programs. To learn more call 510-891-0464, email melissa@serenityhouseoakland.org or visit www.serenityhouseoakland.org.



Volunteer Program Spotlight -

Computer Technologies Program

Computer Technologies Program (CTP) prepares people with disabilities for professional employment by providing technical training, coaching and associated services. Since 1974, CTP has helped hundreds of people with disabilities gain employment and develop their careers. Eden I&R is lucky to benefit from CTP's skilled volunteers, including Joshua Yates who recently wrote about his experience volunteering with us [here](#).



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City	Total CONTACTS	Total Referrals	¹ Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	² Youth Under 18	Single Mom W/Minor Children
Alameda	98	144	43	25	11	31	14	9
Albany	24	20	8	4	2	6	1	0
Berkeley	399	586	130	74	46	82	26	17
Castro Valley	42	76	23	11	6	16	11	4
Dublin	26	63	18	8	4	13	5	2
Emeryville	59	97	20	12	4	15	6	5
Fremont	326	420	114	70	43	69	33	22
Hayward	726	1045	239	134	47	180	103	66
Livermore	108	146	39	20	8	30	12	6
Newark	45	73	26	13	8	15	14	11
Oakland	2047	3217	842	410	187	623	320	220
Piedmont	1	2	0	0	0	0	0	0
Pleasanton	62	82	21	10	9	11	5	4
San Leandro	233	447	106	56	25	79	29	27
San Lorenzo	34	62	17	9	2	15	11	9
Union City	68	122	29	17	4	22	13	9
Other	1462	927	127	36	37	70	34	24
Grand Total:	5760	7529	1802	909	443	1277	637	435

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 9/30/2019; 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	304	451	100	58	25	73	30	21
Albany	49	39	12	6	2	9	1	0
Berkeley	1143	1580	350	206	129	206	63	46
Castro Valley	117	168	47	25	16	30	17	9
Dublin	67	131	35	19	8	26	8	5
Emeryville	156	249	47	25	14	31	15	11
Fremont	906	1220	265	151	100	160	69	43
Hayward	1985	2855	601	315	121	456	233	158
Livermore	296	445	99	53	24	72	37	21
Newark	146	240	64	32	14	45	26	19
Oakland	6199	9582	2145	1031	556	1506	801	572
Piedmont	3	2	0	0	0	0	0	0
Pleasanton	207	266	50	25	17	32	19	11
San Leandro	742	1190	299	147	64	225	93	74
San Lorenzo	95	186	44	22	4	40	23	16
Union City	228	359	83	37	16	60	33	23
Other	4730	3081	389	139	108	236	110	75
Grand Total:	17373	22044	4630	2291	1218	3207	1578	1104

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