



Office of the City Manager

October 4, 2017

To: Honorable Mayor and
Members of the City Council

From: *DWR* Dee Williams-Ridley, City Manager

Subject: **2-1-1 Phone Service (Social Services Hotline)**

Attached is the 2-1-1 Narrative Report for August 2017, including a summary of calls by city. If you have any questions, please contact Savita Chaudhary, Information Technology Director, at 981-6541.

Attachment

cc: Jovan Grogan, Deputy City Manager
Mark Numainville, City Clerk
Ann-Marie Hogan, City Auditor
Savita Chaudhary, Information Technology (IT) Director
Teresa Berkeley-Simmons, Budget Manager
Matthai Chakko, Assistant to the City Manager/Public Information Officer

Noteworthy Updates

During the month of August, 5,529 calls were handled by 2-1-1 Resource Specialists and 7,886 health, housing and human service referrals were provided. Of the unduplicated callers, 76% were female, 29% were single mothers with minor children, and 54% reported they were living with disabilities. (These statistics exclude callers who opted to not provide demographic information during intake.) The call examples below show the breadth and depth of calls handled. Additional people are also relying on Eden I&R's websites, including our online health and human services resource directory; in August they received 16,657 pageviews and 4,525 sessions.

In addition to ensuring the more than 3,000 programs are constantly updated in our Services Database, our Information Management Department works to add timely information throughout the year, removing when necessary. Throughout the hot summer months, information on cooling centers was maintained. Additionally, over the summer programs were updated for families with children preparing to go back to school in the fall. These included shoe donation programs, childhood immunizations, and free and low-cost school supplies. In the month of August, 2-1-1 provided 76 referrals to these programs.

Call Information

Call Examples

~ A 53-year-old with a physical disability called for referral to an apartment in which her Section 8 housing subsidy was accepted. Because the caller's only income consisted of \$889 per month in Social Security Disability benefits, the only way that she could pay for a rental unit was with her Section 8 housing funds. 2-1-1 referred the caller to two separate one-bedroom apartments for rent in Oakland that accepted the Section 8 subsidy funds as partial payment of rent. These were market rate rental units with an immediate move-in date available for prospective tenants.

~ A 54-year-old Berkeley resident with a physical disability requested utility bill payment assistance. She had received 48-hour disconnection notices from both PG&E and EBMUD. For assistance with payment of her electricity and gas bill, 2-1-1 referred the caller to the Salvation Army's REACH Program and to Spectrum Community Services' HEAP Program (Home Energy Assistance Program). Both of these programs provide assistance in paying energy bills for those meeting income guidelines. In addition, the caller was referred to Season of Sharing, a program run by the Alameda County Social Services Agency, which provides assistance with payment of both water and electricity/gas when there is a threat of immediate shut-off. Finally, 2-1-1 referred the caller to EBMUD's CAP Program (Customer Assistance Program), which helps to pay a portion of the water bill each month for qualified low-income residential customers.

~ A senior from Fremont called because of an emotionally and financially trying relationship with her son. Her son and his wife had moved into her home and verbally abused her; they also expected and took money from her, which they used as a bargaining tool in exchange for their promise to move out. 2-1-1 referred the caller to Adult Protective Services, a program run by the Alameda County Social Services Agency's Department of Adult, Aging, and Medi-Cal Services, which investigates abuse, neglect, or exploitation of elders. Additionally, she was referred to the Victim/Witness Assistance Division of the Alameda County District Attorney's Office. This office offers an Elder/Dependent Adult Protection Program in which a victim consultant is assigned to work with victims of crime to provide services that address their needs and concerns.

~ A veteran, newly arrived in Alameda County and staying in Hayward with a relative requested assistance with finding housing. After moving into his relative's home, where he was staying with his girlfriend and their children, things had turned sour and they had been asked to move out. Because of a prior eviction on his record, the caller feared not being able to rent an apartment. 2-1-1 referred him to Dignity Commons, a transitional housing program for veterans and their families, run by Operation Dignity.

Monthly Narrative Report: August 2017

Call Examples	~ A 36-year-old Oakland homemaker, who had been suddenly abandoned with her two children by her husband called for help. She was very distraught and at a loss for what to do, considering that she had no income or been left with any means to support herself and her children. 2-1-1 referred her to the CalWORKs Program run by the Alameda County Social Services Agency, which provides cash assistance to low-income families with children; and to the Alameda County Department of Child Support Services, which establishes child support orders and collects child and spousal support payments. In addition, the caller was referred to the Alameda County Bar Association's Volunteer Legal Services Program, which operates free legal clinics that offer legal counseling on family law and any rights the caller may have as an abandoned spouse with children.
	~ A San Leandro single mother of a son with Autism called for referral to an apartment for rent. 2-1-1 referred her to three apartments within her price range. In a second call to 2-1-1 during the same month, the caller received two additional apartment referrals, one of which was subsidized or low income. Because the caller's son had a disability, she was also referred to the Housing Search Assistance Program offered by Community Resources for Independent Living (CRIL) in Hayward. In addition to helping people with disabilities find accessible and affordable housing, CRIL keeps a list of available rentals and offers housing information workshops.
	~ A 57-year-old Dublin resident with a physical disability requested food pantry referrals. The caller's household was made up of two adults whose monthly income was not quite enough to purchase food for the whole month. 2-1-1 referred the caller to the Children's Emergency Food Bank, which distributes food boxes to Dublin and Pleasanton residents six times a year; she was also referred to Tri-Valley Haven's Food Pantry, which provides free groceries for low-income, Tri-Valley residents; and finally 2-1-1 referred the caller to the Alameda County Community Food Bank, which operates a Food Helpline on weekdays that refers callers to food pantries and soup kitchens closest to their zip code. This agency also operates a website called Food Now for referral to weekend and after-hours food sites.
Caller Feedback	"I am in Castro Valley. The 2-1-1 operator was excellent. Thank you guys very much."
	"I am in Oakland and I was looking for more information on maternity leave and other resources. Your staff was very helpful. Thank you."
	"I am currently not living in any city, so to speak, I mean we are homeless, we are running out of places to stay. I talked to one of your workers over the phone, and she was very resourceful, very helpful, and she gave me information that I didn't know about. I'm definitely giving you guys a call back again tomorrow. Hopefully I will be able to find housing for myself and my family. I totally appreciate everything you do. Thank you very much."
	"Your operator offered good service. I called to get transitional housing information and I received all of the information that I needed to receive, thank you and have a good day."
Staff In-services and Training	~ In-service presentation by East Bay Community Law Center
	~ In-service presentation by Alameda County Crisis Support Services
	~ Two Call Center Staff Meetings
Resource Information And Technology Updates	
Services Database	~ Two new agencies and five new programs were added to the Services Database this month.
	~ The Services Database contains 1,178 agencies and 3,030 programs.
Housing Database	~ 31 new units were added to the housing database this month.
	~ The Housing database contains 87,354 total housing units*
	~ Housing Subscriptions (mail & PDF) were sent to community-based organizations in Alameda County.
	*We discovered an error in the number of total housing units reported in the July 2-1-1 report (85,669). The correct number for July was 87,436.

Online Services Website	~ Eden I&R's health and human services data is provided free through the agency's publicly accessible websites at www.edenir.org and www.211alamedacounty.org , and www.alamedaco.info . This month the Online Services Directory received 16,657 pageviews and 4,525 sessions/visitors.
Website Updates	~ Updated our public facing website with links and information on Community Preparedness Event, Cooling Centers, Ponderosa Fire Evacuations, Bart Closures, Hurricane Harvey and Back to School Supplies, Giveaways, and Immunization Resources.
Technology	~ Participated in initial discussions with Alameda County resources regarding the 2-1-1 call form modifications that need to occur for the Coordinated Entry System.
	~ Work was completed on draft designs of the new edenir.org and achousingchoices.org websites. Both new sites are scheduled for launch during the middle of September.
	~ A Finance SharePoint site has been created. This has enabled our finance and accounting files to now be fully stored in the cloud. Coupled with our already hosted Quickbooks, our Finance and Accounting tools and files are now more accessible in the event of a disaster.
	~ New Computers were purchased for our Finance and Human Resources staff members.
Outreach/Public Information Activities	
Meetings	~ Throughout the month, management staff continued to participate in a variety of meetings related to the planning and implementation of the Coordinated Entry System in Alameda County.
	~ The Executive Director attended the first day of the two-day AC Care Connect kick-off meeting. The County's Whole Person Care pilot, AC Care Connect is the ambitious and innovative program that aims to improve health outcomes for the homeless and other high utilizers of health care services while reducing avoidable costs. It focuses on people experiencing homelessness, people who are high utilizers of multiple systems, including emergency services, hospitalizations, and law enforcement, and people with complex conditions who need care coordination across multiple systems in order to obtain good treatment outcomes. The meeting provided much opportunity for contractors and others involved with the project to network, meet others involved, and learn more about the project.
	~ The Executive Director appeared before the City of Livermore's Human Services Commission to discuss the year-end report on the city's FY16-17 funding of 2-1-1 and share updates.
	~ The Executive Director was given a tour of the Alameda County Community Food Bank by its Director of Operations. The tour was extremely interesting and informative and the Executive Director was appreciative of getting a close-up opportunity to learn more about the amazing work of the Food Bank. Possible ideas for future collaboration were also discussed.
	~ The Executive Director participated in the monthly 2-1-1 Bay Area Partners call. One particular focus of this month's call was the roll-out for 2-1-1 Contra Costa of live texting between 2-1-1 clients and staff—a feature that 2-1-1 Alameda County will be implementing later this year.
	~ The Executive Director, IT Director, and 2-1-1 Program Manager participated in a meeting with staff from the Alameda County Transportation Commission and Nelson Nygaard. The purpose was to check in and get acquainted in advance of grant funding starting from ACTC to support Eden I&R/2-1-1's "One Call, One Click" mobility management program for seniors and those living with disabilities.
	~ The Disaster Preparedness Coordinator attended: the monthly Disaster Meeting of the ALCO EMA (Alameda County Emergency Manager's Association), a preparation for the Camp Parks Emergency Management Exercise, a Care & Shelter Best Practices Workshop, and a Tabletop Exercise On Interdependent Critical Infrastructure Impacts And Information-Sharing.

Fairs/Events/ Outreach	<p>~ 2-1-1 staff hosted a booth and provided resource referrals and materials to attendees at YMCA Early Childhood Services Parent Orientation Event in Emeryville; Congreso Familiar Information Fair in Hayward; Hayward Chamber of Commerce event; El Shaddai Ministries Breaking the Cycle Back to School Event in San Leandro; Davis Street 3rd Annual Health Fair in San Leandro; Livermore Health Fair; Family Self-Sufficiency Health & Resource Fair in Hayward; and two Laney Student Resource Fairs in Oakland.</p>
	<p>~ 2-1-1 staff conducted trainings for and provided resource referrals and materials to participants at a Disaster Training: SKIP (Safety Kept In Place) Kits for Alameda County Library in San Lorenzo (the 5th of a series of 5 trainings), Eden I&R's role before, during, and after Disasters for the Mounted Patrol Meeting for East Bay Regional Parks in Oakland, and Eden I&R's role before, during, and after Disasters for the Livermore-Pleasanton CERT meeting in Pleasanton.</p>
	<p>~ Outreach materials were distributed to by request to the Center for Independent Living in Berkeley, Fremont Medical Community Health in Fremont, Alameda County Community Food Bank in Oakland, Fremont Main Library in Fremont, attendees of the People First! Summit in Oakland, and the Diamond District Citizens Group in Oakland!</p>
	<p>~ In summary, for August, Eden I&R served 927 people at trainings, events, and fairs and distributed 6,373 pieces of outreach materials to service providers and residents of Alameda County.</p>

Alameda County Summary By City

8/1/2017 Through 8/31/2017; 2-1-1

City	¹ Total Calls	² Client Calls	³ General Calls	⁴ Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	⁵ Youth Under 18	Single Mom W/Minor Children	Referrals
Alameda	163	112	51	87	39	21	57	24	15	202
Albany	18	4	14	3	1	1	1	1	0	28
Berkeley	247	137	110	99	47	18	68	21	15	400
Castro Valley	59	31	28	23	12	8	13	6	2	93
Dublin	44	22	22	16	7	3	11	0	0	63
Emeryville	50	34	16	25	10	5	19	6	5	82
Fremont	246	128	118	95	43	19	62	29	15	342
Hayward	676	382	294	293	108	58	213	112	76	993
Livermore	96	56	40	40	14	6	23	12	9	150
Newark	43	20	23	16	4	5	10	9	4	65
Oakland	2292	1164	1128	885	359	188	583	313	217	3834
Piedmont	3	0	3	0	0	0	0	0	0	5
Pleasanton	59	30	29	26	6	2	21	9	6	98
San Leandro	335	198	137	143	58	28	100	53	37	510
San Lorenzo	53	31	22	16	10	5	6	5	5	98
Union City	56	33	23	28	13	8	16	7	6	97
Other	1089	225	864	190	42	31	82	31	20	826
Grand Total:	5529	2607	2922	1985	773	406	1285	638	432	7886

Monthly and year-to-date 2-1-1 statistics include all calls/intakes handled by 2-1-1 Resource Specialists, including incoming calls and completed quality assurance calls. Callers include individuals in need of resource referrals as well as service providers and advocates seeking resource referrals for clients.

1. **Total Calls:** The total of Client Calls and General Calls for the reporting period.
2. **Client Calls:** The number of times Clients called during the reporting period.
3. **General Calls:** The number of callers who did not provide demographic information, birth date, and full address.
4. **Unduplicated Clients:** The number of unduplicated clients who called during the reporting period. These are callers willing to provide demographic information, birth date, and full address.
5. **Youth Under 18:** The total number of households with youth under the age of 18 in the household.

Alameda County Summary By City

7/1/2017 Through 8/31/2017; 2-1-1

City	¹ Total Calls	² Client Calls	³ General Calls	⁴ Un-duplicated Clients	Disabled Clients	Male Clients	Female Clients	⁵ Youth Under 18	Single Mom W/Minor Children	Referrals
Alameda	272	175	97	116	45	24	77	31	16	333
Albany	25	7	18	6	2	2	2	1	0	32
Berkeley	511	253	258	175	79	39	111	37	25	717
Castro Valley	116	51	65	42	20	11	27	10	4	202
Dublin	92	42	50	26	11	5	18	2	1	118
Emeryville	84	61	23	38	12	6	29	11	10	131
Fremont	464	221	243	159	59	36	99	53	27	708
Hayward	1406	762	644	534	193	103	375	208	127	2003
Livermore	177	88	89	65	18	10	31	19	13	250
Newark	102	48	54	34	9	9	23	19	6	171
Oakland	4607	2221	2386	1535	625	333	1006	525	355	7338
Piedmont	5	1	4	1	1	0	0	0	0	9
Pleasanton	100	45	55	36	8	3	28	13	7	166
San Leandro	658	375	283	236	91	54	156	83	58	1108
San Lorenzo	102	58	44	28	19	7	16	11	7	164
Union City	126	74	52	55	25	11	38	19	14	224
Other	2057	399	1658	313	73	52	132	41	29	1506
Grand Total:	10904	4881	6023	3399	1290	705	2168	1083	699	15180

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