



Office of the City Manager

January 15, 2016

To: Honorable Mayor and
Members of the City Council

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

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

Attached is the 2-1-1 Narrative Report for December 2015, including a summary of calls by city. If you have any questions, please contact Savita Chaudhary, Information Technology Director, at 981-6541.

Attachment

cc: Gil Dong, Interim 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, Public Information Officer

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2-1-1 Alameda County Monthly Narrative Report: December 2015

Noteworthy Updates

During the month of December, 8,040 calls were handled by 2-1-1 Resource Specialists and 12,166 health, housing and human service referrals were provided. Of the unduplicated callers, 80% were female, 31% were single mothers with minor children, and 44% had disabilities. 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 service resource directory; in December they received 18,602 pageviews from 5,768 sessions/visitors.

2-1-1 worked with the Berkeley Police Department on its Annual Toys for Tots Event which provides toys to children in need. 2-1-1 handled calls for the event and registered families. This year there were a 159 families that registered through 2-1-1 for toys with 232 boys and 245 girls. At the event, the children got to choose their favorite toys, assisted by volunteers. It was an event that was greatly enjoyed by attendees, volunteers and BPD staff like.

The agency prepared for the effects of projected rain showers in a variety of ways including the attendance at a Resilient Berkeley El Niño workshop, to learn how individuals and agencies should be prepared for possible heavy rainfall. Additionally, the agency's Information Management Department updated our database with the location for sandbag distribution sites for each city and unincorporated areas. 2-1-1 was then prepared to respond to those 2-1-1 callers asking for sandbag pick-up locations to protect their property in the event of flooding. The agency also updated our website with a link to Oakland's new "How To" videos on El Niño Storm Safety.

Call Information

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| Call Examples | <p>~ A City of Alameda resident called 2-1-1 for housing information for himself and his toddler. Both father and son were homeless and needed a place right away. The caller said he could afford a rent of \$1000 or less. After referring the caller to a studio in Oakland for \$950 monthly, 2-1-1 informed him about subsidized housing and its waitlists. He was very happy to learn about subsidized housing because he was prepared to relocate anywhere and was open to any waitlist as long as he could have stable affordable housing. The caller was provided 11 subsidized housing listings in the following cities: Berkeley (2), Hayward (2), Oakland (2), Richmond (1) Martinez (1), Pittsburgh (1), Tracy (1) and Vallejo (1).</p> |
| | <p>~ A Berkeley resident who was homeless called for assistance. The caller did not have an ID, did not know of public benefits, and did not have health care. The caller was referred to Alameda County Social Services to apply for CalFresh and General Assistance; to Lifelong Medical Care to enroll in Health PAC. Since the caller needed his birth certificate to get an ID, he was referred to The City of Berkeley's Office of Vital Statistics and the Alameda County Clerk's Recorder Office. He was also referred to the City of Oakland's Municipal ID/prepaid Debit Card Program and to the DMV for identity cards. For a temporary mailing address the caller was referred to A Friendly Place in Oakland, for drop in services to the Society of St. Vincent de Paul and BOSS for showers, laundry, food, clean clothing, benefits advocacy and counseling. He was provided information on AC Transit to help facilitate follow-up with the agencies referred.</p> |
| | <p>~ A Castro Valley resident called seeking contact information for Homeland Security. The caller was provided the information to the US Department of Homeland Security.</p> |
| | <p>~ A Dublin resident called for a family member who had just graduated from a residential treatment facility. The caller identified very specific needs for sober living resources and was referred to Life House recovery Homes. Since the caller also wanted referrals in Solana County, the caller was referred to 2-1-1 Bay Area.</p> |
| | <p>~ An Emeryville resident called for low income housing and transitional housing. The caller was referred to two low-income/subsidized rental housing units and to Alpha Omega for transitional housing.</p> |
| | <p>~ A Fremont resident called because she needed psychiatric help for her mother for whom she was the caregiver. The caller declined the intake process. She wanted all service to remain both anonymous and confidential and indicated that she did not feel comfortable having any counseling in the home. In the background 2-1-1 could hear a woman crying. The caller was referred to Fremont Hospital for acute care and evaluation for patients with a primary psychiatric diagnosis.</p> |

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| Call Examples | ~ A Highland Hospital social worker called for shelter and housing resources for a Hayward based patient. The client was a single father with an infant and did not qualify for CalWorks as he had SSI benefits and survivor benefits. The caller was provided referrals to FESCO, The Salvation Army, Tri-Valley Haven, Building Opportunities for Self Sufficiency, and East Oakland Community Project. |
| | ~ A Livermore resident called for help with suicide prevention and was connected to Crisis Support Services of the Bay Area. |
| | ~ The brother of a recently murdered Oakland victim called 2-1-1 for assistance with low cost mortuary services, the funeral, and transporting the body to Mexico to the victim's parents. The caller's brother had been killed by his same sex partner. His brother's gender orientation being made public by the media had not been easy for the caller. This call came in on a Sunday and 2-1-1 emailed the Alameda County District Attorney's Victim/Witness Assistance Program to request victim support services. Even though this agency is closed on Sunday as the result of the excellent working relation 2-1-1 has with the Victim/Witness Assistance Program, a staff member called back immediately to inform the caller that the family's request for assistance would be processed right away. |
| | ~ A San Leandro resident called seeking assistance with utility assistance, and help with restraining her ex who was a batterer. He was violating a 10-year restraining order by sending her threatening text messages. The caller informed 2-1-1 that she was also struggling to care for her disabled mother for whom she was the primary caregiver. The caller was referred to PG&E's REACH Program (Salvation Army) and to the Home Energy Assistance Program (HEAP at Spectrum Community Services), for utility assistance. For help with restraining her ex, the caller was referred to The Alameda County District's Attorney's Family Justice Center. Since the caller was also informed of AC Transit services for individuals with disabilities and their care providers. |
| Caller Feedback | ~ "You are the one agency that I have dealt with that has always been responsive to my needs. I appreciate all the places that you have referred me to and just taking the time to listen." |
| | ~ "Your operator who I just spoke with was very helpful and very patient. I have a learning disability and I appreciate her effort in trying to help me and my son. Today is my son's birthday and your staff you made the day more special. Thank you!" |
| Staff Inservice Training Sessions | ~ Alameda County Social Services In-service Presentation |
| | ~ 2-1-1 Staff Training on Writing Call Notes |

| Resource Information And Technology Updates | |
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| Services Database | ~ Three new agencies were added to the services database this month. |
| | ~ The services database contains 1,143 agencies and 2,918 programs. |
| | ~ The process of updating the "Directory" agencies is complete. Now, we are proofreading to finalize the completion of the Big Blue Book 2016 edition. |
| | ~ The flyers for the CA Free Tax Events 2016 updates were successfully completed. |
| | ~ Each city's sandbag distribution location information was updated; residents may pick up sandbags in the event of flooding. |
| Housing Database | ~ 198 new units were added to the housing database this month. |
| | ~ The Housing database contains 83,200 total housing units. |
| | ~ Housing Subscriptions (mail, PDF & OHIP) were sent to community-based organizations in Alameda County and San Francisco County. |
| 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 18,602 pageviews from 5,768 sessions/visitors. |

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| Website Updates | ~ The following information was posted to Eden I&R's website in December: Open enrollment for health insurance through the Affordable Care Act, an article on Eden I&R's involvement in Berkeley Police Department's Toys for Tots program, and a link to Oakland's new "How To" videos on El Niño storm safety. |
| Technology | ~ Eden I&R management met with the Executive Director from St. Vincent DePaul Society of Marin County to share with them the history of our housing database and the current use of our database in assisting those in Alameda County in finding housing. |
| | ~ Eden I&R management met with employees of EveryOne Home and Alameda County Behavioral HealthCare Services to work on a project that would allow select staff members of EveryOne Home and Behavioral Healthcare Services to access the Eden I&R housing database for capturing data related to EveryOne Home units. |
| | ~ Provided CASEY Family Programs with a customized set of data from Eden I&R's database of Agency and Program information. |

Outreach/Public Information Activities

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| Meetings | ~ The Executive Director met with Susan Muranishi (County Administrator) along with Lori Cox (SSA Director) and Tim Dupuis (IT Director) to discuss the ways in which 2-1-1 has been broadly assisting county departments as well as the ways in which 2-1-1 could more efficiently serve all of Alameda County residents and employees. |
| | ~ The Executive Director met with Dr. Muntu Davis, the Public Health Director, to discuss the ways in which 2-1-1 has been assisting his department, and ways in which 2-1-1 and his department could further partner in the future. |
| | ~ The Executive Director, along with the IT Director met with representatives from Alameda County Behavioral Health, EveryOne Home, and Bonita House to discuss the enhancement of the CHOICES website. |
| | ~ The Executive Director attended the Re-Entry CCP Executive Committee meeting that just changed from monthly to quarterly; and from 2 hours to 4 hours. It included many updates related to all aspects of the re-entry partnerships (e.g., future funding, employment, Santa Rita in-house services, housing, etc.) |
| | ~ The Executive Director hosted an agency tour for Ed Mullins, a Hayward Chamber representative, so that he could see first-hand the many programs and services provided by Eden I&R. |
| | ~ The Executive Director and the IT Director met with representatives from St. Vincent de Paul of Marin who were interested in seeing Eden I&R's unique housing database. |
| | ~ The Executive Director participated in the 211 CA statewide Board Meeting which focused on the status of statewide fundraising and the hiring of a new Director. |
| | ~ The Executive Director attended the 211 Bay Area Partnership meeting which took place at the 2-1-1 Sonoma location. County updates were shared along with changes in the Silicon Valley 2-1-1 office. Statewide updates were also discussed. |
| Fairs/Events/and Outreach | ~ The Executive Director attended the annual holiday mixer by the San Leandro, Castro Valley and Hayward Chambers that took place at Eden Medical Center. This event was an excellent networking opportunity that resulted in several scheduled meetings in January. In addition there was great food and raffle opportunities (none of which were won by Eden I&R). |
| | ~ The Executive Director attended Alameda County Board of Supervisor Valle's Holiday event during which prior, current and new Eden I&R supporters were present. It was a great opportunity to renew and start new partnerships with local nonprofit, government and business representatives. |
| | ~ The Development/Marketing Officer made a presentation to the South Hayward Neighborhood Collaborative, and marketing materials were distributed. |
| | ~ A presentation by the Development/Marketing Officer was made at a community meeting organized by the Calvary Baptist Church in Hayward and 2-1-1 marketing materials were distributed.. |
| | ~ Outreach and marketing materials were distributed to the Alameda County District Attorney's Office, Department of Public Health and Social Services Agency. |

Alameda County Summary By City

12/1/2015 Through 12/31/2015; 2-1-1

| | 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 | 220 | 119 | 101 | 75 | 34 | 10 | 65 | 34 | 19 | 425 |
| Albany | 12 | 4 | 8 | 4 | 4 | 0 | 4 | 0 | 0 | 21 |
| Berkeley | 670 | 402 | 268 | 171 | 70 | 40 | 131 | 91 | 58 | 978 |
| Castro Valley | 98 | 48 | 50 | 38 | 18 | 5 | 33 | 12 | 6 | 153 |
| Dublin | 42 | 18 | 24 | 13 | 6 | 4 | 9 | 5 | 2 | 77 |
| Emeryville | 46 | 33 | 13 | 20 | 8 | 9 | 11 | 6 | 2 | 77 |
| Fremont | 259 | 129 | 130 | 94 | 36 | 22 | 72 | 35 | 20 | 457 |
| Hayward | 951 | 453 | 498 | 304 | 123 | 49 | 255 | 154 | 92 | 1680 |
| Livermore | 144 | 57 | 87 | 45 | 14 | 8 | 37 | 25 | 19 | 211 |
| Newark | 57 | 28 | 29 | 25 | 9 | 4 | 21 | 14 | 8 | 110 |
| Oakland | 3888 | 1769 | 2119 | 1206 | 567 | 235 | 971 | 619 | 417 | 6500 |
| Pleasanton | 31 | 12 | 19 | 11 | 3 | 3 | 8 | 4 | 3 | 65 |
| San Leandro | 372 | 221 | 151 | 170 | 74 | 41 | 129 | 81 | 48 | 696 |
| San Lorenzo | 60 | 37 | 23 | 23 | 9 | 3 | 20 | 10 | 6 | 103 |
| Union City | 57 | 39 | 18 | 35 | 13 | 6 | 29 | 24 | 11 | 84 |
| Other | 1129 | 150 | 979 | 111 | 45 | 24 | 87 | 36 | 26 | 524 |
| Grand Total: | 8040 | 3519 | 4521 | 2345 | 1033 | 463 | 1882 | 1150 | 737 | 12166 |

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

7/1/2015 Through 12/31/2015; 2-1-1

| | 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 | 1192 | 727 | 465 | 365 | 167 | 70 | 295 | 160 | 97 | 2477 |
| Albany | 100 | 53 | 47 | 28 | 17 | 10 | 18 | 9 | 5 | 215 |
| Berkeley | 2986 | 1658 | 1328 | 734 | 355 | 181 | 553 | 285 | 198 | 5202 |
| Castro Valley | 605 | 344 | 261 | 218 | 89 | 46 | 172 | 92 | 58 | 1148 |
| Dublin | 227 | 110 | 117 | 83 | 35 | 15 | 68 | 36 | 21 | 432 |
| Emeryville | 258 | 171 | 87 | 92 | 32 | 20 | 72 | 43 | 32 | 469 |
| Fremont | 1745 | 996 | 749 | 626 | 231 | 152 | 474 | 268 | 154 | 3158 |
| Hayward | 5739 | 3306 | 2433 | 1776 | 688 | 339 | 1435 | 891 | 523 | 10736 |
| Livermore | 765 | 414 | 351 | 270 | 97 | 46 | 224 | 151 | 101 | 1368 |
| Newark | 533 | 272 | 261 | 173 | 57 | 35 | 138 | 104 | 62 | 979 |
| Oakland | 24482 | 11981 | 12501 | 5984 | 2521 | 1304 | 4675 | 2877 | 1934 | 43997 |
| Piedmont | 41 | 3 | 38 | 3 | 2 | 2 | 1 | 0 | 0 | 48 |
| Pleasanton | 276 | 142 | 134 | 85 | 31 | 16 | 69 | 39 | 23 | 591 |
| San Leandro | 2751 | 1761 | 990 | 898 | 373 | 184 | 713 | 433 | 254 | 5327 |
| San Lorenzo | 359 | 226 | 133 | 136 | 49 | 21 | 115 | 77 | 45 | 737 |
| Union City | 687 | 459 | 228 | 258 | 73 | 50 | 208 | 150 | 82 | 1290 |
| Other | 7688 | 982 | 6706 | 682 | 258 | 147 | 535 | 232 | 156 | 3989 |
| Grand Total: | 50436 | 23605 | 26831 | 12411 | 5075 | 2638 | 9765 | 5847 | 3745 | 82167 |

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