



Office of the City Manager

March 27, 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 February 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 February, 5,346 calls were handled by 2-1-1 Resource Specialists and 6,368 health, housing and human service referrals were provided. Of the unduplicated callers, 75% were female, 28% 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 February they received 15,802 pageviews and 5,187 sessions.

On February 7, the Dublin City Council presented Eden I&R with a certificate of recognition that read: "In recognition of their continued contributions to the Dublin community through linking families and individuals to the full range of community resources for health, housing, and human services."

The Executive Director accepted the certificate on behalf of Eden I&R's staff, board and clients and gave a brief update to the council on the agency's leadership transition, migration to our new cloud-based database, the Oakland Ghost Ship warehouse fire as a real-life example of 2-1-1's role in a disaster, and specifics pertaining to Dublin callers. We are most grateful for this recognition and look forward to serving Dublin, and all of Alameda County, for many years to come.

On February 10, the agency celebrated National 2-1-1 Day, a day designated to promote and recognize 2-1-1 systems across the country. Since the actual 2-1-1 Day (February 11) fell on a Saturday this year, Eden I&R celebrated a day early with an open house at our offices. We welcomed guests with a light lunch and cake, tours of the 2-1-1 call center, a safety demonstration by our Disaster Preparedness Coordinator, and a visit by Hayward firefighters. It was an enjoyable event that both allowed us to show off the breadth of our services and say "THANK YOU" to all of our hard working staff and volunteers.

Call Information

Call Examples	~ A man on SSDI disability, with a wife and teenage daughter, called from Union City to inquire about any services that were available to him. After completing an assessment, 2-1-1 referred him to several programs. To address an issue with the mobile home park owner where he lived, the caller was referred to Bay Area Legal Aid for tenants' rights counseling. Because he had inquiries about his disability payments from the SSDI Program, he was referred to public benefits counseling agencies, including Community Resources for Independent Living (CRIL) and Bay Area Legal Aid, which in addition to tenants' rights information also provides legal assistance with public benefits. To obtain free food, he was referred to New Life Christian Church's weekly food pantry and the Salvation Army's Tri-Cities Corps Community Center. Lastly, the caller was referred to Satellite Affordable Housing Associates for information on low-income, subsidized housing available in Alameda County.
	~ A woman from Newark with three children called because her apartment had several electrical wall outlets that malfunctioned and had no electricity, and which the landlord would not repair. Similarly, PG&E had referred the caller to her landlord for assistance. 2-1-1 referred her to ECHO Housing, Inc. (Eden Council for Hope and Opportunity) and Bay Area Legal Aid, two agencies that provide legal counseling on renters' rights. In addition, the caller was referred to the City of Newark's Community Development Department, for building code information and enforcement. She was also looking for low-income housing so she was referred to a subsidized rental unit in Hayward with an open wait list to apply.
	~ A homeless man called from Pleasanton to request shelter space. 2-1-1 referred the caller to three shelters that operate during the winter months: the Livermore Homeless Refuge, the Fremont Warming Center/Shelter, and South Hayward Parish's Winter Warming Shelter. In addition, the caller was referred to the Men's Housing Program run by Berkeley Food and Housing Project, which provides shelter beds to men nightly but also offers meals and housing case management to help individuals find permanent housing.
	~ A Spanish speaking single mother with four children from Oakland called because her male partner had thrown them out of their home during a domestic violence episode and she and the children had no place to stay. 2-1-1 referred the caller to the 24-Hour Mobile Response Team of the Family Violence Law Center. This team provides assistance with emergency/shelter relocation for those in immediate danger, free transportation, meals, and crisis counseling administered by trained and certified domestic violence counselors.

Call Examples	<p>~ A Livermore grandmother, who cares for her adult granddaughter who lives with a mental health disability, as well as her daughter's two children, called to obtain low-cost dentures, as her current dentures had shattered and would not hold together with glue. 2-1-1 referred the caller to two services of the California Dental Association: the Southern Alameda County Dental Society, for referral to a dentist, and the Donated Dental Services Program that provides affordable dental care referrals to seniors and persons with disabilities. The caller was concerned that her granddaughter's mental illness was adversely affecting the two children, so 2-1-1 also referred her to the Valley Community Support Center of Alameda County Behavioral Health Care Services. In addition, the caller was referred to CRIL's (Community Resources for Independent Living) Benefits Advocacy Program for assistance with reinstating her granddaughter's public benefits (CalFresh and CalWORKs), which had been discontinued due to a mix-up.</p> <p>~ A Spanish speaking Hayward resident requested free tax preparation services. 2-1-1 referred her to two Volunteer Income Tax Assistance Program (VITA) sites: Eden Area Multi-Service Center and 4Cs of Alameda County, both of which offer free tax service to qualified individuals who earned less than \$54,000 in the tax year. This service is available beginning in February and ending in April every year during tax filing season.</p>
Caller Feedback	<p>~ "Hello, I'm calling from the Catholic Charities of the East Bay. I just want to let you know that I had a very helpful experience with your resource specialist. I was looking for anger management classes in the East Bay, and she was able to give me 3 different resources. Thank you for very much, bye."</p> <p>~ "I received 2-1-1 services today. I live in the city of Oakland and I appreciate all of your staff's time and patience and her smile over the phone you could definitely hear it. Very helpful, very considerate and she knows her job well. She deserves any and everything good thing that comes her way. Thank you for hiring someone like her."</p> <p>~ "I live in the city of San Leandro, CA. I spoke with your employee, and she directed me in the right direction. She gave me a lot of information, overall she was great at giving me information for what I needed, thank you."</p>
Staff Inservice Training Sessions	<p>~ In-service presentation by the FBI on crime victim services</p> <p>~ 2-1-1 call center staff meeting on new employee orientation</p> <p>~ 2-1-1 call center staff meeting on the call intake procedures</p> <p>~ The Deputy Director trained Information Management and Housing Department staff on the iCarol Automated Verification function, in preparation for both teams to launch verifications via iCarol.</p> <p>~ 2-1-1 call center staff training on conducting caller assessments</p>
Resource Information And Technology Updates	
Services Database	<p>~ Three new agencies and four programs were added to the services database this month.</p> <p>~ The Services Database contains 1,167 agencies and 3,001 programs.</p> <p>~ Oroville Dam – Butte County Spillway Information was posted in 2-1-1 memos, including information to refer callers to the American Red Cross, Salvation Army, Yolo County Animal Services, Disaster Distress Helpline, shelters, crisis counselors, and also inform about sandbag locations, road closures, etc.</p> <p>~ San Jose flooding information posted in 2-1-1 memos, including information about evacuation centers, shelters, shelters for pets, road closures, sandbags locations, donations, volunteer opportunities, etc.</p> <p>~ Winter Shelter hours of operation updated on an ongoing basis, based on the weather forecast and as information is sent to us via email.</p>
Housing Database	<p>~ 64 new units were added to the Housing Database this month.</p> <p>~ The Housing Database contains 85,348 total housing units</p> <p>~ Housing Subscriptions were sent to community-based organizations in Alameda County and San Francisco County.</p>
Online Services Website	<p>~ 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 15,802 pageviews and 5,187 sessions/visitors.</p>



**2-1-1 Alameda County
Monthly Narrative Report: February 2017**

Website Updates	~ Updated website Spotlight Section with 2-1-1 Event Celebration coverage. Website Hot News Section updated with news item for Immigrant and Refugee Defense Funding. Utilized Spotlight Section on Website to host targeted links giving latest updates on Butte County and San Jose Evacuations and Storm Disasters.
Technology	~ Participated in a Bay Area-wide event hosted by the USGS to discuss how technology could be utilized after a major earthquake to share and communicate information about reported damages from the quake.
	~ Launched an internal effort to review and improve the Eden I&R website.
	~ Evaluated potential vendors for a new phone infrastructure solution.
Outreach/Public Information Activities	
Meetings	~ The Executive Director participated in the monthly 2-1-1 California Network call. Topics included an update on Proposition 64, a substance abuse funding bill that 2-1-1 CA has been working to advance, and the development of Coordinated Entry Systems (and local 2-1-1's role in them) across the state.
	~ The Executive Director attended the second Boot Camp at the East Bay Community Foundation in preparation for East Bay Gives, the 24-hour online giving event that will take place on May 4.
	~ The Executive and Deputy Directors delivered a presentation to the San Leandro City Council on the 2-1-1 system in Alameda County, with particular highlights on Eden I&R/2-1-1's disaster preparedness and response role.
	~ The Executive Director made a presentation to the City of Oakland's Life Enrichment Committee, highlighting 10 years of 2-1-1 service to Oakland and expressing appreciation for our partnership.
	~ The Deputy Director attended the Alameda County Emergency Managers' Association monthly meeting, hosted by the American Red Cross in Oakland.
	~ The Deputy Director and 2-1-1 Program Manager hosted a meeting at Eden I&R with First 5 Alameda County to review the Help Me Grow collaboration and program statistics.
	~ The Deputy Director and Disaster Preparedness Coordinator participated on the Nor Cal Voluntary Organizations Active in Disasters (VOAD) conference call, which focused on the Butte County response.
	~ The Deputy Director attended the Probation Department's Fiscal Procurement meeting and learned about the 1400 Jobs Initiative and updates related to the Community Capacity Fund recommendations.
	~ The Deputy Director attended the Alameda CTC Joint Paratransit Advisory and Planning Committee (PAPCO) and Paratransit Technical Advisory Committee (ParaTAC) and presented on 2-1-1 Alameda County.
	~ Management staff met with CHOICES partners to discuss updates and improvements to the Housing CHOICES website for Alameda County, http://www.achousingchoices.org/
~ The Housing Coordinator offered a tour of the organization for the Housing Authority of Alameda County and discussed collaborative outreach to landlords who accept Section 8.	
~ The Housing Coordinator attended a meeting on displacement in Alameda County, presented by HCD - Housing and Community Development of Alameda County	
Fairs/Events/ Outreach	~ 2-1-1 staff hosted a booth and provided resource referrals to participants at the Laney College Resource Fair in Oakland, the Livermore Job Fair for the Tri-Valley One-Stop Career Center in Livermore, the Veterans Townhall meeting for the National Coalition of Black Veteran Organizations in Oakland, and the 2-1-1 Day Celebration in Hayward.
	~ 2-1-1 staff conducted trainings for and provided resource referrals to participants at Community Resources for Independent Living (CRIL) in Hayward, and St. Vincent de Paul in Oakland.
	~ Outreach materials were distributed to the Laney College Resource Fair in Oakland, the Livermore Job Fair for the Tri-Valley One-Stop Career Center in Livermore, the Veterans Townhall meeting for the National Coalition of Black Veteran Organizations in Oakland, and the 2-1-1 Day Celebration in Hayward, and attendees of trainings at Community Resources for Independent Living (CRIL) in Hayward, and St. Vincent de Paul in Oakland.
	~ In summary, for February 2017, Eden I&R served 965 people at events and fairs and distributed 898 pieces of outreach materials to service providers and residents of Alameda County.

Alameda County Summary By City

2/1/2017 Through 2/28/2017; 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	118	59	59	44	20	6	29	12	7	181
Albany	10	5	5	4	2	2	2	0	0	11
Berkeley	234	93	141	80	44	20	48	17	10	359
Castro Valley	50	23	27	16	6	4	12	5	4	71
Dublin	17	7	10	7	2	1	6	3	1	37
Emeryville	40	21	19	15	6	2	10	5	5	76
Fremont	184	71	113	56	26	12	38	13	10	228
Hayward	547	221	326	180	85	30	128	61	40	918
Livermore	73	30	43	25	11	5	18	10	5	99
Newark	26	9	17	8	5	3	5	5	1	37
Oakland	1849	729	1120	578	239	118	391	196	142	3011
Piedmont	2	0	2	0	0	0	0	0	0	0
Pleasanton	27	9	18	9	1	1	7	5	4	37
San Leandro	247	112	135	92	39	19	65	33	26	473
San Lorenzo	32	18	14	15	7	3	10	5	4	54
Union City	47	20	27	19	7	8	10	6	2	102
Other	1843	375	1468	346	12	24	46	9	9	674
Grand Total:	5346	1802	3544	1494	512	258	825	385	270	6368

Monthly and year-to-date 2-1-1 statistics include all calls/intakes handled by 2-1-1 Resource Specialists, including incoming calls and 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

7/1/2016 Through 2/28/2017; 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	821	467	354	276	125	49	205	88	62	1673
Albany	83	36	47	30	15	10	19	9	3	173
Berkeley	2123	1064	1059	730	261	167	504	273	157	3577
Castro Valley	402	202	200	147	45	25	111	45	33	709
Dublin	211	127	84	90	32	16	68	33	22	397
Emeryville	419	260	159	158	63	32	113	46	36	849
Fremont	1644	864	780	535	209	130	368	174	105	2922
Hayward	4471	2462	2009	1564	505	303	1128	652	398	8926
Livermore	506	235	271	178	59	40	126	71	42	851
Newark	321	172	149	126	41	28	91	61	38	729
Oakland	15379	8016	7363	5110	1824	1091	3544	1777	1194	29932
Piedmont	22	2	20	2	0	0	2	0	0	24
Pleasanton	255	129	126	98	25	22	67	37	22	421
San Leandro	2075	1253	822	750	289	172	534	258	151	4352
San Lorenzo	270	162	108	111	42	24	76	41	26	501
Union City	494	291	203	192	62	52	127	89	48	875
Other	12209	1649	10560	1319	188	224	603	166	102	9339
Grand Total:	41705	17391	24314	11416	3785	2385	7686	3820	2439	66250

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