

Numainville, Mark L.

To: Williams-Ridley, Dee
Subject: 2-1-1 Report for December

From: Gan, Yvette **On Behalf Of** Williams-Ridley, Dee

Sent: Wednesday, January 31, 2018 8:25 AM

To: Arreguin, Jesse L. <JARreguin@cityofberkeley.info>; Bartlett, Ben <BBartlett@cityofberkeley.info>; Birnbach, Kerry <KBirnbach@cityofberkeley.info>; Campbell, Brandi <BCampbell@cityofberkeley.info>; Chang, James <jchang@cityofberkeley.info>; Davila, Cheryl <CDavila@cityofberkeley.info>; Droste, Lori <Ldroste@cityofberkeley.info>; Elgstrand, Stefan <SElgstrand@cityofberkeley.info>; Hahn, Sophie <SHahn@cityofberkeley.info>; Harrison, Kate <KHarrison@cityofberkeley.info>; Ioffee, Karina <Kloffee@cityofberkeley.info>; Litzinger, Bradan <BLitzinger@cityofberkeley.info>; Maio, Linda <LMAio@cityofberkeley.info>; McCormick, Jacquelyn <JMcCormick@cityofberkeley.info>; McWhorter, Laurie <LMcWhorter@cityofberkeley.info>; Medina, Yvonne <YMedina@cityofberkeley.info>; Naso, Christopher <CNaso@cityofberkeley.info>; Norris, Brandon <BrNorris@cityofberkeley.info>; Skjerping, Lars <LSkjerping@cityofberkeley.info>; Sreekrishnan, Tara <TSreekrishnan@cityofberkeley.info>; Stender, Talia <TStender@cityofberkeley.info>; Wengraf, Susan <SWengraf@cityofberkeley.info>; Worthington, Kriss <KWorthington@cityofberkeley.info>

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Please see the 2-1-1 Phone Service report, below in a new format, for December 2018. Thank you.

Link to stats - <http://files.constantcontact.com/9d1cc131701/e4713faa-12d3-4a54-9748-4f5bb5193e63.pdf>

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2-1-1 Monthly Report for December 2017



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Noteworthy Updates

Welcome to a brand new year and a brand new format for Eden I&R's monthly 2-1-1 report!

During the month of December, **4,342 calls** were handled by 2-1-1 Resource Specialists and **7,014 health, housing and human service referrals** were provided. Of the unduplicated callers, **74% are female, 31% are single mothers with minor children, and 53% reported they are living with disabilities.** (These statistics exclude callers who opted to not provide demographic information during intake.) For additional 2-1-1 stats for December, go [here](#).

Once again, 2-1-1 played a pivotal role during the holidays for those in need. 2-1-1 handled **1,004 calls requesting information about holiday programs, including food and toys, and provided 861 referrals.** For the City of Berkeley, 2-1-1 registered 103 households (325 children) for the City's Toys for Tots program. One caller to 2-1-1 who had been provided a referral to Berkeley Toys for Tots stated, *"I had two children enrolled and they both got something to their liking, so overall my experience was GREAT."* Sergeant Robert Rittenhouse also sent a note of appreciation to Eden I&R after this year's Toys for Tots: *"2-1-1 is one of the most important parts of the Berkeley Police Department's annual toy drive and nobody ever gets to see all of their hard work. We are so very grateful."*



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A mother of three called from Oakland searching for holiday food and toy assistance. She has limited income through CalWORKs and couldn't afford any presents for Christmas. The caller stated she receives CalFresh, but the family didn't have enough food to last them until the end of the month. 2-1-1 referred the caller to McGee Ave. Baptist Church for a holiday food basket and toy distribution; a holiday toy and hot meal event at City Team ministries; and The Alameda County Community Food Bank for a holiday food giveaway.

"I am really satisfied with the way 2-1-1 helped me. I give 2-1-1 a 10! Your employee gave me all the numbers to assist me with help, and I just got an apartment here in Hayward. I really appreciate your help, and thank you for all the information. Have a blessed holiday and a happy new year."

Databases

4 new programs were added to the **Services Database** for a total of 1,193 agencies and 3,060 programs.

The **Housing Database** contains 87,882 total housing units.

Websites

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.achousingchoices.org. Starting in the month of November, the total website traffic reported now includes the traffic from achousingchoices.org website. Across all of the Eden I&R websites, we received 28,940 page views and 5,622 sessions/visitors.

Meetings

Staff attended **9** meetings with external partners. This included the Executive Director accompanying city staff from Hayward, Fremont and Oakland on a site visit to Avenidas, a social service agency in Palo Alto that serves older adults. The purpose of the visit was to talk to staff who use the Lyft Concierge platform to schedule rides for clients of Avenidas. These city staff and Eden I&R have been in discussion about exploring a potential pilot project using the Lyft Concierge platform to assist seniors and those living with disabilities schedule and access rides.

Fairs/Events/Outreach

Outreach materials were distributed by request to the United States Postal Service and the NAACP Youth and College Unit.

Staff In-services & Training

In-service presentation by Season of Sharing

Two Call Center Staff Meetings:
Coordinated Entry System Orientation and Housing Problem Solving Training

Technology

Created weekly process and reports to summarize referrals provided to regional hubs through Coordinated Entry.

Implemented an increase in internet speed for the agency.