



**Interim Grant Report: One-Year Grant
Eden Health District**

Grantee Organization Name: Eden I&R, Inc.
Program or Project Name: 2-1-1 Alameda County Communication System
Application Number and Grant Amount: 15-003; \$18,000
Beginning and Ending Dates of Grant Period: 1/1/16—12/31/16
Organization Contact Person and Phone Number: Barbara Bernstein, Executive Director, 510-532-2710 x8
Date: July 15, 2016
Signature and title of the person preparing the report: Sarah Finnigan, Deputy Director

1. Please list the objectives of your grant and describe the progress you have made toward meeting each one.

- **Provide a single point of entry to health, housing and human services for a minimum of 5,500 unduplicated Eden Area callers via 2-1-1.**
 - Alameda County 2-1-1 operates 24/7/365 and provides referrals in multiple languages. Phone Resource Specialists (PRS) conduct in-depth assessments with callers to determine the full breadth of their circumstances, and to gauge their personal skills and strengths. The PRS completes a caller intake and then searches the comprehensive resource database to find appropriate services and/or housing referrals for that caller. During the report period (January 1, 2016 through June 30, 2016), 2-1-1 Alameda County received calls from 3,162 unduplicated Eden Area callers via 2-1-1. *We expect to exceed this objective.*
- **Handle a minimum of 20,000 calls and provide 39,000 referrals to at least 5,500 unduplicated Eden Area callers.**
 - During the report period (January 1, 2016 through June 30, 2016), 2-1-1 Alameda County handled a total of 10,630 calls and offered 16,093 service/housing referrals to 3,162 unduplicated clients. *We have exceeded or are close to exceeding half of each part of this objective. We expect to exceed this objective.*
- **Specifically for healthcare-related information and referral, handle a minimum of 1,700 healthcare information calls for such needs as substance abuse services, health insurance information, mental health evaluation and treatment, dental care, etc., and provide 3,500 health-related referrals to Eden Area callers.**
 - Of these calls received during this reporting period, we received 301 healthcare needs requests, 225 mental health needs requests, 205 substance abuse needs requests, and 17 public health needs requests, totaling 748 healthcare-related requests. Of these calls, we offered 462 healthcare services referrals, 378 mental health services referrals, 390 substance abuse services referrals, and 19 public health services referrals, totaling 1,249 healthcare-related referrals. *We are slightly below the half way mark for both parts of this objective but we anticipate that we will meet both parts of this objective by proactively assessing whether Eden Area callers have healthcare related needs.*
- **Participate in at least three health-related fairs in the Eden Area to inform residents about 2-1-1.**



- **City of Oakland Emergency Management And Disaster Preparedness Council meeting**
- **Nor Cal Voluntary Organizations Active in Disaster (VOAD) meeting**
- **Alameda County Voluntary Organizations Active in Disaster (AlCo VOAD) meetings:** In April, the Deputy Director was invited to present about 2-1-1 and its role before and after disaster as the public communication system.
- **Bay Area Business Continuity & Emergency Management Professionals Disaster Summit:** The Executive Director was invited to present on 2-1-1 and its role as the public communication system during and after disaster.
- **11th Annual CADRE Conference:** Eden I&R's Deputy Director was invited to present about strengthening relationships and building partnerships to better address community needs before and after disasters. The conference highlighted a three tier approach to disaster readiness. The Deputy Director presented on the third tier, "Fulfilling a Broader Community Role."
- **Management staff will attend 1-2 countywide meetings sponsored by various County agencies and healthcare providers to build on partnerships and collaborations.**
 - The Deputy Director and the 2-1-1 Program Manager attended the kick-off community partners meeting in San Leandro related to planning for a Coordinated Entry System to better integrate the work of various agencies providing shelter services, housing, and access to health, mental health, and other human services resources.
 - The Deputy Director and the AHIP Housing Specialist hosted the Annual HOWPA Property Managers and Service Providers Meeting. Attendees gave updates about their respective organizations and properties and shared information and resources that will help clients secure housing, health, and human services resources.
 - Between March and April, management staff met with First 5 of Alameda County and collaborated together to plan and launch a pilot program that connects families with children ages 5 or younger to First 5's program, Help Me Grow, through outreach provided by 2-1-1 call center staff. The pilot ran May through June, and has since launched as an ongoing program for FY17.

2. Do you expect to be able to complete the grant objectives by the end of the grant period? Please explain.

Yes, Eden I&R is on target to meet or exceed the grant objectives by the end of the grant period.

3. How does your actual progress differ from the timeline in your project application? Please explain.

We have exceeded nearly all objectives within the first half of our grant period and will strive to meet all objectives by the end of the grant period.

4. Do you expect to achieve the measurable outcomes specified in your grant application? Please list those outcomes and explain your current expectations.

- 2-1-1 Alameda County strives to, and expects, to meet our expected outcomes:
 - Serve as the single, central access point for a full range of information related to personal and economic self-sufficiency, including crucial health, housing, and human services;
 - Make free and easy access to accurate and appropriate health and human service information readily available to ALL residents and employees;



Financial Report

Please see the below the breakdown of all grant expenditures up to the end of this reporting period and specifying the use of Eden Health District funds:

Eden I & R, Inc.
Eden Health District Expenditures
January through June 2016
As of 7/01/2016

Expense	
Salaries and Wages	\$ 7,498
Taxes and Benefits	1,289
Consulting/Contractual	213
Occupancy	
Insurance	286
Bldg Lease & Maint.	749
Utilities	428
Telephone	722
Equipment & supplies	399
Other Miscellaneous	
Dues, Fees & other charges	26
Total Expense	<u>\$ 11,610</u>