



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:	16-004; \$18,100
Beginning and Ending Dates of Grant Period:	1/1/17—12/31/17
Organization Contact Person and Phone Number:	Alison DeJung, Executive Director 510-532-2710 x8
Date:	June 30, 2017
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 3,240 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, 2017 through June 29, 2017), 2-1-1 Alameda County received calls from 2,347 unduplicated Eden Area callers via 2-1-1.

We expect to exceed this objective by the end of CY17.

- **Handle a minimum of 10,800 calls and provide 21,600 referrals to at least 3,240 unduplicated Eden Area callers.**
 - During the report period (January 1, 2017 through June 29, 2017), 2-1-1 Alameda County handled a total of 7,659 calls from Eden Area callers and offered 11,117 service/housing referrals, including referrals to 2,347 unduplicated Eden Area callers.

We are on track to meet, or exceed, each part of this objective by the end of CY17.

- **Specifically, for healthcare-related information and referrals, handle a minimum of 1,080 healthcare information calls for such needs as substance abuse services, health insurance information, mental health evaluation and treatment, dental care, etc., and provide 1,800 health-related referrals to Eden Area callers.**
 - 2-1-1 handled 329 mental health/health assistance related calls during this reporting period and offered 474 healthcare-related referrals to Eden Area callers.

We are below the half way mark for both parts of this objective, but we anticipate that we will meet both parts of this objective by participating in a greater number of health care related outreach events in the area during the second part of the calendar year.



- **Participate in at least three health-related fairs in the Eden Area to inform residents about 2-1-1.**
 - During the reporting period, staff had a booth or distributed outreach materials at the following events within the Eden Area:
 - Parent/Student Resource Fair for SLUSD, San Lorenzo
 - Chabot Student Health Center Denim Day, Hayward
 - CSU East Bay: food and housing insecurity event, Hayward
 - 4C's Annual Children's Fair, Hayward
 - Cal State East Bay Community Health Workers Presentations, Hayward
 - PVAC Regional Center of the East Bay, San Leandro
 - Davis Street 3rd Annual Health Fair, San Leandro

We have exceeded this objective for CY 17.

- **Update every entry in the services database at least once annually to provide the most current information to Eden Area callers.**
 - As of June 29, 2017, the health and human services database contains 1,174 agencies and 3,020 programs. The Information Management Department has updated 1,539 program records this calendar year.

We are on track to meet this objective by the end of the calendar year.

- **Increase the number of affordable housing units in the housing database by 450 units.**

As of June 29, 2017, 955 units were added to the housing database since January 1, 2017.

We have exceeded this objective.

- **Continuously train 2-1-1 Phone Line Resource Specialists in the health-related resources in the area by conduction weekly in-service trainings which will include presentations from Eden Area Service providers. Provide at least three in-service sessions conducted by healthcare agencies from the Eden Area.**

During the report period, 2-1-1 Phone Resource Specialists received in-service trainings conducted by local health service providers and other health-related organizations:

- Child Protective Services Mandated Reporter Training, AlCo Social Services Agency
- Adult Protective Services Mandated Reporter Training, AlCo Social Services Agency
- AIDS Housing Information Project, Eden I&R

We have met our objective, though Eden I&R plans to host at least one additional in-service with an Eden Area health service provider during the second half of the calendar year.

- **Participate and play an active role in local and statewide disaster drills and local disaster/emergency planning groups to ensure that 2-1-1 remains up-to-date on disaster planning and action procedures.**

During the report period, Eden I&R presented and participated in numerous meetings and other disaster preparedness-related activities including:

 - **Alameda County Emergency Managers' Association meetings**
 - **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**



Also, Eden I&R offers to the public and their advocates free disaster preparedness trainings. The Disaster Program Coordinator attended outreach events, participated at drills, attended meetings, and developed curriculum and presentations to share with the community.

- **Management staff will attend at least two countywide meetings sponsored by various County agencies and healthcare providers to build on partnerships and collaborations.**
 - The AIDS Housing Information Project (AHIP) Housing Coordinator and Housing Resource 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.
 - The Deputy Director attended a preliminary meeting with county-wide participation from service providers and Alameda County government agency representatives to discuss implementation of the Coordinated Entry System (CES), with specific discussion about how best to serve individuals and families who are victims of domestic violence. Eden I&R has been awarded the position of Call Center for the CES and is looking forward to serving as a very important link to helping vulnerable populations connect with wrap-around services and housing.

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 complete 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 met 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 has met, our expected outcomes for CY17:
 - 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;
 - Reduce wasted effort, expense and time off from work for vulnerable Alameda County residents seeking needed services and eliminate duplication of efforts by other human service organizations and allow department/agency staff to concentrate on their core competencies and not referral services;
 - Assess callers' needs and match them appropriately with community resources;
 - Provide culturally and linguistically appropriate services 24/7;
 - Assist callers to prepare for service appointments by reminding them of the types of paperwork and documents that are required to obtain services.
- A critical objective measure of the impact of 2-1-1 is the statistical data that is collected from 2-1-1 callers. At the end of each intake, the caller is asked:
 - Have you received enough information to help you with your search?
 - Is the information that you have received more helpful than what you have found elsewhere?
 - 2-1-1 values your opinion. Would you like to leave a message on our feedback line about your experience calling 2-1-1?



- Callers who wish to leave a message are given the opportunity to leave anonymous feedback on a separate line at the conclusion of their call. Below is an example of such feedback left during this reporting period:

"2-1-1 did a fantastic job and gave me more information than I expected. I know that the person that I am calling for will be able to get the information she needed for her and her child. I am very happy with you and I will continue to refer other people to you. Keep up the good work, thank you and bye."

- Additionally, 2-1-1 staff conducts regular quality assurance follow-up calls to previous callers to inquire if they were successful in attaining the help they needed and if 2-1-1 may provide any additional referrals.

5. Have you encountered any unexpected problems or opportunities during this grant? Will they change your outcomes? Please explain.

As of January 2017, Eden I&R has undergone leadership changes in two positions: Eden I&R hired a new Executive Director, Alison DeJung, who has replaced our long-time Executive Director, Barbara Bernstein, who retired after serving the organization for 28 years. In March, Eden I&R hired a full-time Development Manager, Colleen Miller, who is responsible for managing grant proposals, engaging donors, coordinating participation at outreach events, scheduling presentations for service providers and community partners, and planning fundraising initiatives. The organization, its staff and board, are pleased to have had no gap between the transition between executive directors and to now have filled the Development Manager position, which had been vacant since January 2016. Now that these important positions are filled, the organization can focus energy towards programs and service delivery.

6. Is there anything else you would like the Eden Health District to know about your project?

We would like to share an Eden Area call example handled by 2-1-1 during the reporting period:

~ A San Leandro resident called for assistance with mental health issues and substance abuse. The caller was asked if she had health Medi-Cal or any other form of health insurance and the caller confirmed that she had Medi-Cal. The caller was also in need of women's health/family planning services. The caller was referred to Planned Parenthood Mar Monte, Servicios Gratuitos, and the Ann Chandler Public Health Center for women health/family planning services. For substance abuse treatment assistance, the caller was referred to Cherry Hill Detox, Davis Street Clinic, and Wistar R& R Program Inc. The caller was additionally provided referrals for outpatient psychiatric services at Fairmont Skilled Nursing and Acute Rehabilitation Facility-Alameda Health Systems, Hedco House Wellness Center, and the Portia Bell Hume Behavioral Health and Training System.

We greatly appreciate Eden Health District's continued support for 2-1-1 Alameda County.



Financial Report

Please see 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 Grant Expenditures
For the period, January 1, 2017 to June 30, 2017**

Personnel Expense	
Salaries and Wages	\$ 8,698.87
Taxes and Benefits	1,289.42
Total Personnel	9,988.29
Operating Expense	
Consulting/Contractual	24.42
Occupancy:	
Insurance	90.39
Bldg Lease	403.00
Utilities	151.94
Telephone	229.00
Equipment & supplies	114.32
Total Operating Expense	1,013.07
Total Expenses	\$11,001.36