



***Final Grant Report: One-Year Grant 2017
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: December 29, 2017

Signature and title of the person preparing the report:
Executive Director

A handwritten signature in blue ink, appearing to read "Al DeJung".

Alison DeJung,



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 December 29, 2017), 2-1-1 Alameda County received calls from 3,736 unduplicated Eden Area callers via 2-1-1.

We have exceeded this objective.

- **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 December 29, 2017), 2-1-1 Alameda County handled a total of 13,258 calls from Eden Area callers and offered 20,868 service/housing referrals, including referrals to 3,736 unduplicated Eden Area callers.

We have exceeded 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 1,105 mental health/health assistance related calls during this reporting period and offered 2,041 healthcare-related referrals to Eden Area callers.

We have exceeded each part of the objective by the end of CY17.



- **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 (or bordering the Eden Area where Eden Area residents were likely in attendance):
 - Congreso Familiar Information Fair
 - Davis Street 3rd Annual Health Fair
 - Family Self-Sufficiency Health & Resource Fair
 - Chabot Health and Wellness Fair
 - Fall 2017 Castro Valley High School Health and Wellness Career Exploration Day

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 December 29, 2017, the health and human services database contains 1,193 agencies and 3,056 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 December 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 grant period, 2-1-1 Phone Resource Specialists received in-service trainings conducted by local health service providers and other health-related organizations:

Center For Elders' Independence (San Leandro) offers a program of all-inclusive care for the elderly (PACE). CEI offers a full range of medical and social services.

Child Protective services (Hayward) provides protection for any child 0-17 years old, against any form of physical, sexual, emotional abuse or neglect. CPS ensures that children receive all of the support and security needed from their family unit.

4C's child care (Hayward) and parenting support for the emotional and physical wellbeing of children 0-8 years. 4C's offers payment assistance and childcare subsidy for those who are income qualified

We have met this objective.



- **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 (AICo VOAD) meetings**
 - **Participated in the California Great ShakeOut drill**
 - **Participated in the Statewide Medical Exercise**

We have met this objective.

Also, Eden I&R offers to the public and their advocates free disaster preparedness trainings. The Disaster Preparedness Coordinator presented a variety of trainings throughout Alameda County in CY17, including in the Eden Area.

Management staff will attend at least two countywide meetings sponsored by various County agencies and healthcare providers to build on partnerships and collaborations.

- For a portion of the grant period, Eden I&R/2-1-1 was engaged in a partnership with First 5 of Alameda County to conduct proactive outreach for Help Me Grow, a program that supports families in understanding their child's development and with school readiness. Screening is conducted for autism, social and emotional delays so that families receive the support they need. If a caller to 2-1-1 was identified as having children aged 0-3 in the household, the Phone Resource Specialist would ask the caller at the conclusion of the call if they would be interested in learning more about the development of their child(ren). If the caller answered in the affirmative, 2-1-1 transferred the caller to Help Me Grow. This partnership emerged as a result of meeting First 5 staff at a countywide meeting.
- Throughout the grant period, Eden I&R staff continued to attend various meetings of the Alameda County Probation Department. These meetings include the Fiscal & Procurement Workgroup and the Executive Committee. A presence at these meetings ensures 2-1-1 continues to be responsive to its callers who are formerly incarcerated and/or on probation at the time of the call, as well as to probation officers, family members, and other advocates.

2. What measurable outcomes did you achieve with this project? Please list the outcomes described in your proposal. Explain how you did or did not meet each of those, and explain any additional outcomes you may have achieved.

- 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?

For CY17, 98% of callers asked the first question answered in the affirmative and 96% of callers asked the second question answered in the affirmative.

- 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.

- 3. If not included in response to question #2, please report:**
- a) Number of individuals served with the Eden Health District funds**
 - b) Specific geographic areas or neighborhoods served with the Eden Health District funds**

Yes, the answers are included in #1 and #2.



4. Describe any problems you encountered, any unexpected benefits you gained and lessons you learned during this project.

2017 for Edén I&R is marked with significant organizational changes and Executive transitions. Incumbent for 27 years, Barbara Bernstein retired and Alison DeJung has come onboard as the new Executive Director. Along with this transition, the Development Manager and Deputy Director also transitioned in mid-year. These leadership transitions are supporting the agency to pause, reflect and plan to evaluate where and when to prioritize leadership resources for Edén I&R while the critical programming continues. Lina Sheth, has been brought in as an Interim Deputy Director, to conduct an organizational audit, leadership bench assessment and structure analysis to support Edén I&R's next phase sustainability and growth in line with a strategic plan adopted in September 2017. We know this investment will support our programs in the future for critical health information and referral services for residents in Alameda county.

5. Would you make any changes if you were to do this project again? Please explain

Edén I&R would not make any changes at this point to the project as we are still integrating a new cloud-based information and referral system, iCarol.

6. What are your plans for continuing this project in the future?

Edén I&R will continue to ensure people in need have access to health and human service referrals to enhance or protect their lives through 2-1-1. As the Bay Area and Alameda county show increased need because of the high rates of ongoing need, access to 2-1-1 as a coordinating and central information and referral system is critical to maintain. Edén I&R is investing in upgrading our technological systems – digital and remote phone systems, website refresh updated in the fall 2017 – and will integrate web chat and text messaging functions to build different access points for users of 2-1-1.

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

We would like to share an Edén 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 Edén Health District's continued support for 2-1-1 Alameda County.



Please enclose the following attachments:

- A financial report giving a breakdown of all grant expenditures and specifying the use of Eden Health District funds.
- One copy of any printed publicity about this grant.

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	\$ 13,596
Taxes and Benefits	1,850
Total Personnel	15,446
Operating Expense	
Consulting/Contractual	191
Occupancy:	
Insurance	140
Bldg Lease	160
Utilities	591
Telephone	909
Equipment & supplies	285
Total Operating Expense	2,654
Total Expenses	\$18,100