



Overview

December 3, 2003, the California Public Utilities Commission approved Eden I&R, Inc., a non-profit agency located in Hayward, as the designated 2-1-1 provider for Alameda County.

2-1-1 Launch

Eden I&R started a “soft launch” of 2-1-1 in July 2007 after several months of technical and phone line testing. Once additional staff are hired and trained, launch events will increase publicity and call volume.

What Is 2-1-1?

2-1-1 is a free, accessible, 3-digit telephone number that enables all Alameda County residents easy access to customized multilingual health, housing and human services information 24/7/365. Although available to everyone, 2-1-1 is especially critical for vulnerable populations such as single parent and very low-income families, frail elders, people with disabilities, caregivers, and non-English speakers who are in need of such vital resources as emergency housing, food, financial aid, healthcare, and legal assistance. 2-1-1 has also proven to be a critical public communications tool during recovery efforts after a disaster.

Other Goals & Benefits

2-1-1 Alameda County is also designed to:

- Simplify access to emergency services by eliminating the need for people to struggle with hundreds of government and nonprofit telephone numbers.
- Reduce 9-1-1 non-emergency call volume and unnecessary ambulance dispatches, allowing for faster response to life threatening emergencies, and cost savings.
- Reduce misdirected calls to community based agencies and government offices, allowing staff to concentrate on their core competencies.
- Disseminate vital information relative to disasters and hazards affecting Alameda County.
- Be a part of a statewide network of 2-1-1 services which offers integrated communication options for the state’s crisis preparedness and response.

Projected 2-1-1 Call Volume Eden I&R Background

One in every ten residents is expected to call 2-1-1 annually. This equates to approximately 140,000 calls per year countywide.

For over 31 years, Eden I&R has been successfully fulfilling its mission of “linking people and resources” by consistently and creatively responding to the community’s changing needs.. The agency’s services are the result of a collaboration that depends on the work of hundreds of community-based organizations. Because no other centralized source for this information exists anywhere else in Alameda County, Eden I&R has become a critical resource for thousands of at-risk individuals, such as youth, non-English speakers, the economically disadvantaged, people living with HIV/AIDS, domestic violence survivors, the elderly, disabled, the homeless, and human service agencies seeking services or housing for their clients. Current programs include: • 2-1-1/Community Housing And Information Network (CHAIN) Phone Line; • Earned Income Tax Credit (EITC) phone line; • AIDS Housing and Information Project (AHIP); • YouthLink phone line; • Roving Housing Resource Programs (including the Housing Academy); • After-Hours Emergency Phone Services for Alameda County’s Children and Adult Protective Services, Foster Care Placement Line, and the Public Guardian's Office; • Disaster Recovery Services; • Housing Database with over 57,000 housing units throughout Alameda County, including subsidized housing suited to those with special needs; • Social Services Database with over 1,350 health and human services listings; • *The Big Blue Book: The Directory of Human Services for Alameda County* an annual printed directory of health and human services, and the directory online at www.alamedaco.info.

Public/Private Financial Supporters (past & current)

2-1-1 Alameda County relies on a multi-year, public/private leveraged funding plan. Prior and current financial contributors include: United Way of the Bay Area; Alameda County and all 14 cities; Walter & Elise Haas Fund; San Francisco Foundation; Community Technology Foundation; AT&T/AT&T Yellow Pages; First 5/Every Child Counts; KB Home; Pacific Gas & Electric Company; Kaiser Permanente; Safeway; Eden Township Healthcare District; Alameda County Emergency Manager’s Association



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