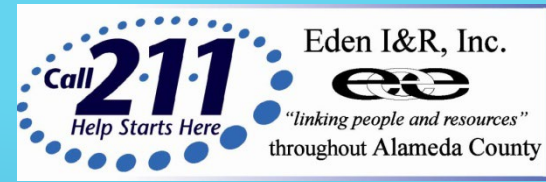




211 ALAMEDA COUNTY
PRESENTATION TO
ALAMEDA COUNTY
WORKFORCE DEVELOPMENT
BOARD
2.5.25

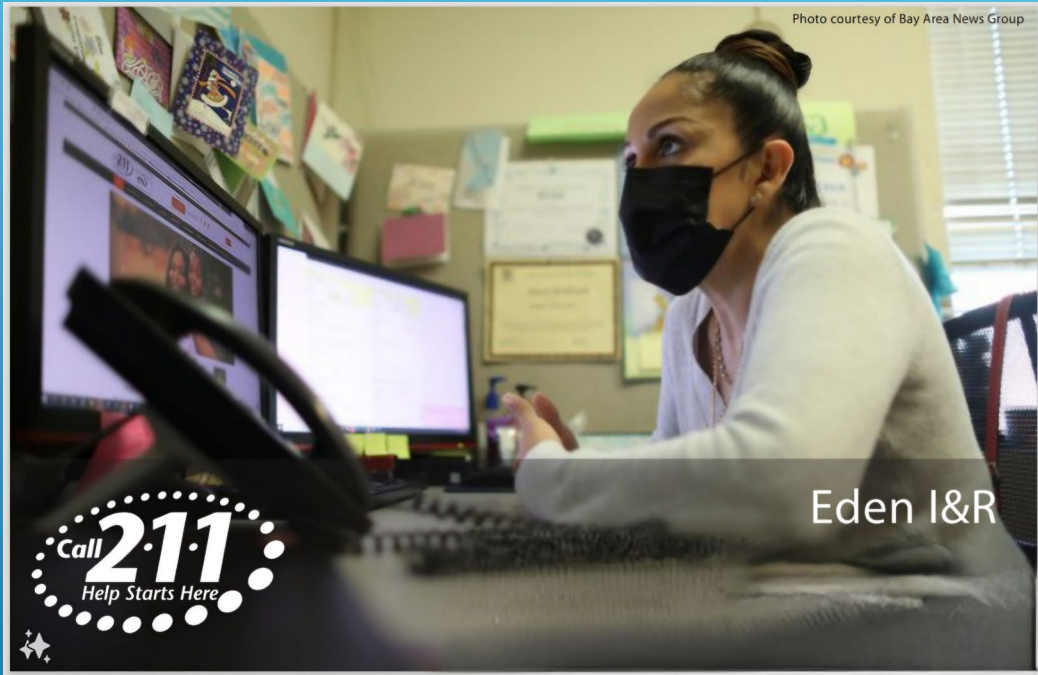




Mission: Linking people and resources

Vision: We envision a community empowered with information and connected to resources so that all people obtain health, happiness, hope, and improved livelihoods.

EDEN I&R



Connecting people to hope, 24/7. Multilingual staff assess callers' needs and give referrals from databases of over 2,500 human service programs and 78,000 housing units.

Two-way texting 898-211 available Monday-Friday 9:00am – 4:00 pm

www.211alamedacounty.org

211 ALAMEDA COUNTY

Developed in response to housing crisis following the 1989 Loma Prieta earthquake.

Thousands of affordable housing units across Alameda County updated monthly by dedicated housing team

www.achousingchoices.org

Find Affordable Housing in Alameda County

Any City Any Bedroo Any Rent Search

Units Have Wheelchair Access?

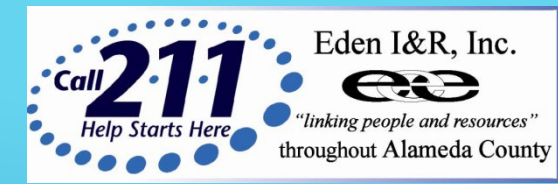
Any Yes No

Building Has Pet Friendly Units?

Yes No



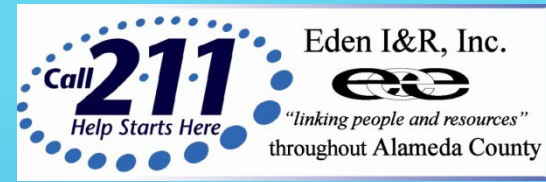
ALAMEDA COUNTY HOUSING CHOICES



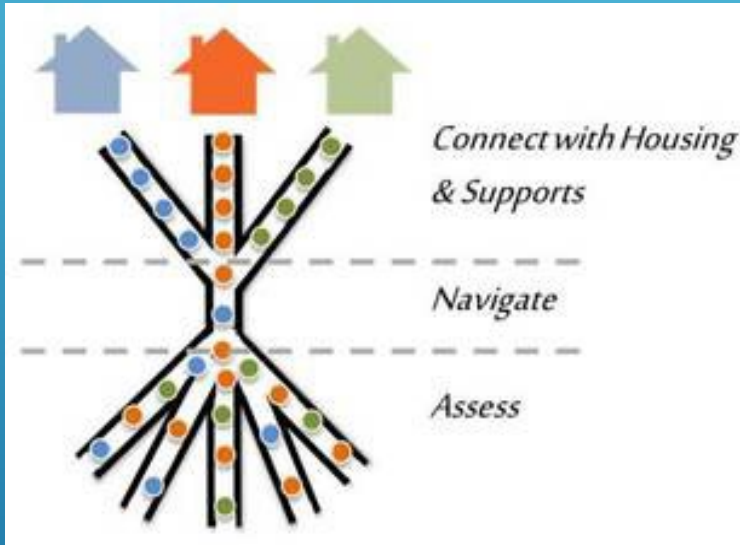
211 DURING TIMES OF DISASTER



211 IS AN EASY WAY FOR PEOPLE TO GET ESSENTIAL INFORMATION FOLLOWING A DISASTER



- ▶ Designated seat in the County Emergency Operations Center
- ▶ Emergency shelters, access to food and water, safe transportation routes, open hospitals, how to locate a missing loved one
- ▶ Oakland Ghost Ship Warehouse Fire
- ▶ Covid-19
- ▶ Overflow calls for recent Park Fire
- ▶ Variety of free disaster preparedness trainings



- ▶ Screening callers for HUD definition of LH
- ▶ Warm transfers to Access Point/HRCs
- ▶ Fewer shelters to refer callers directly
- ▶ Importance of setting expectations
- ▶ Housing Problem Solving

COORDINATED ENTRY SYSTEM



▶ Trusted Messenger

- ▶ Help prepare community for Extreme Heat
- ▶ Educate on need of ITIN, Youth Behavioral Health

▶ Medi-Cal and CalFresh Enrollment

▶ Public Safety Power Shutoffs

- ▶ Help AFN community better prepare for power outages

211 PROGRAMS



FY 23/24

- ▶ 65,368 total contacts
- ▶ 154,558 total referrals

Caller Demographics

- ▶ 71% Female
- ▶ 50% Living with a Disability
- ▶ 27% Single Mothers with Minor Children
- ▶ 17% Seniors
- ▶ 99% Low, Very Low, Extremely Low Income



Top Needs of All Callers:

- ▶ Housing/shelter
- ▶ Substance use disorder services
- ▶ Disaster Services
- ▶ Utilities
- ▶ Legal services
- ▶ Information services
- ▶ Material Goods
- ▶ Food
- ▶ Mental Health Assessment and Treatment
- ▶ Public Assistance Programs
- ▶ Individual and Family Support Services



Questions?

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