

MISSION STATEMENT

- We believe that all individuals are entitled to fully utilize all community resources for which they are eligible.
- We believe that optimum utilization of these resources can substantially enhance the quality of life in the community.
- We believe that access to these resources is often limited by lack of awareness of their existence.
- Therefore, this agency commits itself to serve as a link between individuals and the full range of community resources available to them. We dedicate the agency's resources to the empowerment of individuals through dissemination of timely and accurate information on how to access community resources.

AGENCY BACKGROUND

Eden I&R, Inc., (Information & Referral) was incorporated as a nonprofit 501(c)(3) agency in January 1976 in response to a community need for a service that would assist people in obtaining information about, as well as gaining access to, community resources.

Eden I&R provides a variety of services to fulfill its mission of "linking people and resources":

- Housing and human service information
- After-hours emergency phone services
- Disaster response services
- Specialized information and referral services

The agency has had only four Executive Directors since its incorporation. The current Executive Director, Barbara Bernstein, has been with the agency since 1989.

Learn more about the different agency programs at www.edenir.org! To search for direct social services, visit www.211alamedacounty.org.

August 2009

BOARD OF DIRECTORS

Stephanie CartwrightCartwright Associates
Michael DiasAttorney-at-law
Christopher LowCity of Alameda
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SUPPORTERS

Eden I&R gratefully acknowledges support from the following:

Alameda County Departments & Agencies
Alameda County Emergency Managers' Association
Associated Community Action Program
AT&T The Real Yellow Pages
Chevron Corporation
Eden Area Foundation
Eden Township Healthcare District
Firedoll Foundation
First Five/Every Child Counts
Housing Opportunities for People With AIDS
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Pacific Gas and Electric Company
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The Cities of Alameda County
The San Francisco Foundation
Thomas J. Long Foundation
United Way of the Bay Area
Walter & Elise Haas Fund
WD Foundation
Wells Fargo Foundation
Y & H Soda Foundation

...and our many individual donors.



Pacific Gas and Electric Company®



Eden I&R, Inc.

*"linking people and resources"
throughout Alameda County*



**Health, Housing, and Human Services
Information and Referrals**

2-1-1 ALAMEDA COUNTY

**570 B Street
Hayward, CA 94541**

510-537-2710; 510-537-0986 (fax)
email: edenir@edenir.org

www.edenir.org
www.211alamedacounty.org

2-1-1 Alameda County Community Service Phone Line

OVERVIEW

On December 3, 2003, the California Public Utilities Commission (CPUC) designated Eden I&R, Inc., a nonprofit agency located in Hayward, as the 2-1-1 provider for Alameda County.

After several years of negotiations to secure funding for this program, Eden I&R officially launched 2-1-1 Alameda County on July 1, 2007.

WHAT IS 2-1-1?

2-1-1 is an accessible 3-digit telephone number* that enables all Alameda County residents to have free and simple, 24/7 access to multilingual health, housing and human service information. Although available to everyone, 2-1-1 is especially critical for vulnerable populations such as single parents, very low-income families, frail elders, people with disabilities, caregivers, and non-English speakers who are in need of vital resources. 2-1-1 Phone Line Resource Specialists are trained to assess callers' needs and provide comprehensive and up-to-date information on a wide range of services.

- ☎ **Toll-free call and service.**
- ☎ **Every call is answered by a trained Resource Specialist.**
- ☎ **Available 24 hours a day, 7 days a week, 365 days a year.**
- ☎ **Over 150 language capability.**
- ☎ **Callers are provided with information from Eden I&R's databases of over 2,400 health and human service programs, and over 69,000 affordable housing units.**

**Some locations and landline/cell phone callers may have to dial 1-888-886-9660 to access this service.*

2-1-1 CAN HELP LOCATE:

Affordable housing
After-school programs
Tenants' rights assistance
Public assistance programs
Services for domestic violence victims
Free or low-cost health care services
Emergency shelters
Hot meals and food programs
Rental and utility assistance
Employment resources
Support groups
Legal aid
And more!



2-1-1 CALL EXAMPLES

- ☎ An Oakland resident called looking for transitional housing for her son who had lost his job. She was given three referrals to organizations providing this service to single men.
- ☎ An uninsured Hayward resident called seeking assistance with diabetes care and supplies. She was given referrals to a health center, a pharmacy, and a prescription assistance program.
- ☎ A pregnant woman from Berkeley called seeking assistance for food. She was given referrals to food pantries in her area and to the Social Services Agency to apply for food stamps.

GOALS & BENEFITS

- ★ Simplify access to critical services by providing up-to-date and accurate information through a single phone call.
- ★ 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 services.
- ★ Disseminate vital information related to disasters and hazards affecting Alameda County.
- ★ Be part of a statewide network of 2-1-1 services offering integrated communication options for the State's crisis preparedness and response.

HELP SPREAD THE WORD

- ✔ **Tell everyone you know about 2-1-1!**
- ✔ Help distribute information about 2-1-1 by posting or placing materials in public areas.
- ✔ Inform us of upcoming events so we can make 2-1-1 visible to attendees.

Please call 510-537-2710, ext. 8 and we will gladly provide you with the necessary materials for your distribution or outreach event.

HOW YOU CAN HELP..

Eden I&R's goal is to ensure that every community member has full knowledge and access to available resources. To reach this goal, the agency relies on the community's support. To volunteer, please call 510-537-2710, ext. 8. To contribute in other ways:

Designate Eden I&R on your United Way Campaign form.

Conduct your web searches at www.goodsearch.com and designate Eden I&R as the recipient.

**Mail your tax deductible contributions to:
Eden I&R, 570 B Street, Hayward, CA 94541.**