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|---|---|
| **From:** | Cece Marin |
| **To:** | Kalb, Dan; Santana, Deanna; Brooks, Desley; Bernheimer, Erika; Clemons, Estelle; Blackwell, Fred; Quan, Jean; Ongoco, Kristian; Reid, Larry; Schaaf, Libby; McElhaney, Lynette; Church, Mike; Gallo, Noel; Kernighan, Pat; Bedford, Sara; Shelton, Susan |
| **Subject:** | FW: 2-1-1 Monthly Report for January |
| **Date:** | Wednesday, February 19, 2014 9:37:48 AM |
| **Attachments:** | 2-1-1 Narrative Report for January 2014.pdf<br>CitySummary_Jan2014.pdf<br>CitySummary_Jan2014_YTD-FY.pdf |

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Dear Oakland Mayor, Council Members and City Manager:

During the month of January, 8,609 calls were handled by 2-1-1 Resource Specialists and 13,248 health, housing and human service referrals were provided. Of the unduplicated callers, 80% were female, 33% were single-headed households with minor children, and 41% had disabilities. The call examples below show the breadth and depth of calls handled. Additional people are also relying on Eden I&R's online health and human service resource directory; in January it received 129,276 hits from 14,147 visitors.

Tax season has arrived and Eden I&R is once again providing assistance for low-income people and those on active military duty. 2-1-1 Resource Specialists are pre-screening and referring callers eligible for the Earned Income Tax Credit (EITC) to free tax preparation sites in Alameda County. Additionally, Resource Specialists are providing information and scheduling appointments at several events outside the County for people to do their own taxes, with the free assistance of volunteer tax professionals, using Turbo Tax software.

One of the most unfortunate events of last month was the very unexpected passing of Luther Jessie. Luther was a passionate and articulate advocate for the re-entry population, and as such, he was a very vocal and constructive team member at all of the countywide re-entry meetings. Luther will be greatly missed but his positive influence in the lives of hundreds of people will live on for many years to come.

Attached are the complete 2-1-1 Narrative and Statistical Reports for the month of January 2014 which contain the information above as well as the remainder of the activities and statistics for the 2-1-1 program. If you have any questions or problems with the attachments, please let me know.

Thank you for your continued support of 2-1-1.

Sincerely,

Barbara Bernstein
Executive Director
Eden I&R, Inc.
570 B Street
Hayward, CA 94541
Phone: 510-537-2710 ext 8
FAX: 510-537-0896
Email: bbernstein@edenir.org
Agency Website: www.edenir.org

*2-1-1 is a toll-free phone number that provides **free and confidential** information and referrals to callers from Alameda County. You have access to hundreds of health and social services by simply dialing 2-1-1 (or 888-886-9660). Call to speak with a live call specialist 24 hours a day, seven days a*

*week. Alameda County 2-1-1 is an initiative of Eden I&R, Inc - learn more online at www.211alamedacounty.org or www.edenir.org.*

The new 2014 edition of The Big Blue Book: The Directory of Human Services for Alameda County will soon be available for distribution. This comprehensive, one-of-a-kind directory is sold on a first-come, first-serve basis. Order your new edition now by contacting Cece Marin at 510-537-2710, ext.8.