



## HUMAN SERVICES REPORT

December 2016

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### ALBANY PROJECT HOPE

Berkeley Food and Housing Projects (BFHP) provides services for Albany Project Hope, which includes outreach, engagement, Case management and housing for people experiencing homelessness. The Project HOPE Case Manager continues to use a Housing First/ Rapid Re-housing approach to maintain recently housed clients in their housing as well as house additional homeless residents of Albany. The goal of outreach continues to be engagement and relationship building to encourage participation in services and housing. Case Management will continue to assess people who are homeless focusing on tenant screening and housing retention issues. Project HOPE is staffed by one full time case manager and one half time housing specialist. The Case Manager is reachable to clients by phone at (510) 684-2597. The Housing Specialist's role includes the identification of rental units, to build relationships with landlords, and work with the client on the move in process and housing retention.

Agency Website: <http://bfhp.org>

Information on City Website: Homeless Outreach & Engagement

<http://www.albanyca.org/index.aspx?page=1281>

Attachment: 1<sup>st</sup> Quarter Narrative Report FY16-17

### EDEN COUNCIL FOR HOPE AND OPPORTUNITIES (ECHO HOUSING)

ECHO is committed to ending discrimination in housing by providing counseling, investigation, mediation, enforcement, and education through its Fair Housing Program. Counselors conduct site investigations and enforcement in response to reports of housing discrimination complaints based on race, disability, children, national origin, religion, gender, sexual orientation or identity, marital status, source of income, or any other arbitrary characteristic.

ECHO will be conducting a Fair Housing Workshop in Albany

Saturday, February 4, 2017

1:00 – 4:00 PM

Location: Albany Senior Center, 846 Masonic Avenue

Agency Website: <http://www.echofairhousing.org>

Information on City Website: Human Services - <http://www.albanyca.org/index.aspx?page=961>

Attachment: A) 1<sup>st</sup> quarter report FY16-17

B) Fair Housing Workshop Flyer

## **EDEN I&R**

Eden I&R a nonprofit agency is committed to linking Alameda County families and individuals to the full range of community resources available to them. The agency manages the Alameda County 2-1-1 line. 2-1-1 is a free, confidential, 3-digit telephone number that provides all Alameda County residents easy access to health, housing and human services information 24 hours a day, 7 days a week and 365 days a year, in English, Spanish and 300 other languages.

Agency Website: <http://www.edenir.org>

Information on City Website: Human Services - <http://www.albanyca.org/index.aspx?page=961>

Attachments: Monthly 2-1-1 Reports for July, August & September 2016

## **EVERYONE HOME**

EveryOne Home is a collective impact initiative founded in 2007 to facilitate the implementation of Alameda County, California's plan to end homelessness, known as the EveryOne Home Plan. The Plan calls for ending homelessness in Alameda County by 2020, noting the need for engagement of stakeholders well beyond the homeless and housing service delivery system. To that end, the Plan has been adopted by the Alameda County Board of Supervisors, all 14 cities in the county, and over 70 non-profit homeless and housing providers.

### Alameda County Homeless Count 2017 – January 31, 2017

EveryOne Home is responsible for the implementation of the EveryOne Counts! The Point-in-Time Count of those experiencing homelessness records the number of people staying in shelters and transitional housing on a given night and estimates the number of people who are unsheltered and living outdoors. Conducting a count is a requirement of receiving federal homeless assistance funds. Volunteers are needed to physically count people living outdoors and conduct a survey questionnaire that provides data on the homeless population.

Agency website: <http://everyonehome.org>

Information on City Website: EveryOne Home - <http://www.albanyca.org/index.aspx?page=1358>

Attachments: A) EveryOne Home Progress Report FY15-16 & Invoice FY16-17

B) Volunteer Opportunity – Homeless Count

## **HOUSING REHABILITATION**

The Alameda County Healthy Homes Department provides the following services to Albany residents:

- Minor Home Repair grants to make minor plumbing, carpentry, electrical repairs and can be used for, railings, grab bars, toilets, water heaters, furnaces, doors, locks and more.
- Accessibility Improvement grants are also offered for seniors or persons with special needs to install ramps, handrails, grab bars, railings, doorways, bath and kitchen access, bathtubs and showers, counter height modifications, etc.
- Exterior Paint grants are offered to paint the exterior of your home.
- Rehabilitation Low-Interest Loans of up to \$60,000 are also available for major repairs Repayment may be deferred until the property is sold, refinanced or title transferred.

Agency website: <http://www.achhd.org/programs/housing-rehab/index.htm>

Information on City Website: Human Services - <http://www.albanyca.org/index.aspx?page=961>

**Albany Project HOPE**  
**Homeless Outreach and Engagement Program**  
**Berkeley Food and Housing Project Narrative**  
**Report to City Council**  
**July-September, 2016**

**Activities to Date**

The Albany Homeless Outreach and Engagement Program along with its full time Case Manager has continued to work closely with housed clients providing all levels of case management services. With the housed clients at the shared housing facility in Oakland there have been individual assistance in permanent housing search, filling out applications and getting on all housing lists. Making certain clients are obtaining medical appointment for overall good health has been a priority. Most of our clients have not been (to a medical doctor in a very long time if ever). With CM assistance, that is changing. One of the clients is actually addressing a chronic condition that requires bi-weekly appointments at Highland Hospital. CM is providing emotional support and transportation to ensure client's quality of life goals are being met.

Case Manager continues to provide outreach to the homeless population and others struggling in Albany. CM has been able to provide support in the form of: transportation to DMV, the hospital and Albany shower; donations such as blankets, toiletries, food sites; and referrals to legal organizations (HAC) to over 50 people over the past quarter. Only a small handful are interested in longer term assistance but CM continues to call them periodically to "check-in" and see if they are ready for longer term help.

The program cell phone has been a great communication tool and we have been able to provide longer term assistance for two people who have called that line who were literally homeless in Albany. CM is also working with a displaced senior in Albany and his caretaker in searching for suitable housing.

Case Manager continues to provide weekly house meetings at a shared housing unit in Oakland to manage disputes and to ensure timely rent payments and that all housing needs are met.

Case Manager stays in constant contact with landlord with weekly "check-ins" with positive and problem free results.

This quarter CM has provided outreach to approximately 52 potential participants. Twelve have turned out to be "travelers" and not needing long term services; however of those 12, CM was able to refer 8 to services to help them in their struggle to leave the Bay Area.

Of the remaining 40 contacted through outreach, paperwork was completed on 15 who were provided with various referrals with two people asking for housing assistance. The remaining 25

either refused services or we are still in the “talking stages” of outreach or have not been seen after initial contact.

**PLEASE NOTE:** Some of these outreach numbers are to people who wouldn’t identify whether they were homeless in Berkeley or Albany. Some have said Albany and been located in Albany one week but in the Berkeley “side” the next. Case Manager felt it necessary to talk to them all in order to establish a clearer picture as to where they are really sleeping. Because of the transient nature of the population, CM is not doing full HMIS intakes on every person whom she contacts. Therefore, their numbers would not be reflected on an HMIS report, but rather through the activity report and this narrative.

### **Successes this Quarter**

Project HOPE has successfully housed two more clients. One is a 66 year old elderly women who was very determined in what she would settle for and case managing was a struggle at times. She proved to be very grateful to Project HOPE’s efforts to secure housing and financial assistance to help her to move-in. CM has checked in with her weekly and she is doing great. She has been exited as a very successful program completion.

The other client is a 49 year old male who was literally homeless in Albany sleeping near the library, who fell into hard times after his rent doubled and he was unable to maintain his job as basic needs were not being met such as showers, clean clothes and transportation costs. He is also responsible for a fiancé (who continues to work) and small child. Project HOPE has assisted in securing a place to live and several job referrals. He has gotten back into recovery from alcohol abuse, from which he had relapsed during his homelessness. CM speaks to him weekly and he is doing well.

Our client with the longest time homelessness has finally gotten his CA ID, which was a 6 month long effort, and has been referred to and accepted by the TRUST Clinic, where he will be able to access further services to help ensure he will not return to homelessness.

Our client who has been in the program the longest, has gotten his SSI court date in December which will allow him to become fully self-supporting. This is an original “bulb client” who has battled with drug addiction. Project HOPE has been instrumental getting him the supportive services he has required.

### **Challenges this Quarter**

Lack of affordable housing in the current market continues to be a problem. Landlords are reluctant to house people with subsidies and our client base brings with them questionable credit reports and poor tenant histories. We continue to search for shared housing opportunities that will fit limited budgets. Although that speaks to the housing itself, it makes housemate matching

challenging as some of our clients have physical and/or mental health issues that makes consideration of cohabitating sometimes a long and thoughtful process.



Eden Council for Hope & Opportunity  
770 A Street • Hayward, CA 94541

510-581-9380 • Fax: 510-537-4793  
www.echofairhousing.org

**ALAMEDA COUNTY**  
**FAIR HOUSING**  
Report for July 2016 – September 2016

**INVESTIGATIONS**

During the first quarter of fiscal year 2016-2017, ECHO received 13 complaints of housing discrimination, and completed 3 audits.

We are finding that the protected classes alleging the most discrimination in this quarter are disability, race and age. The Coordinator closed 14 cases. See “Services by Protected Class” sheet for outcomes.

**Significant Case:**

A significant case for Alameda County this quarter dealt with a woman in Albany with major disabilities. The client sought out ECHO to help her get some reasonable modifications done to her unit. The costs of the modifications would be significant and the housing providers informed her that they could not accommodate her due to the major expense. The fair housing allows disabled tenants to make accommodations such as putting up a ramp or grab bars or special lights. However unless the property receives public funding, the housing provider is not obligated to pay for the expense of the modifications. This client was asking for major work to be done including testing for radiation in the home. We were not able to resolve the case for this tenant and she has opted to file her case with HUD

**CONTRACT GOALS**

**Housing Clinics**

N/A

**Flyer Distribution**

450 flyers were distributed.

**Mass Media**

N/A

**Television or Radio Spot**

9/2/16 - KPFA radio interview

9/7/16 – KALW radio interview

**Fair Housing Owner Trainings**

7/6/16 – Emerald Property Management



**Fair Housing Tenant Trainings**

7/13/16 - City of Dublin Library

**Fair Housing Service Provider Meetings**

8/20/16 - Northern California Fair Housing Coalition

**ADDITIONAL ACTIVITIES**

During the first quarter of fiscal year 2016-2017, the Coordinator provided information and flyers at the Solid Rock Resource Fair in Newark on August 20.

**Staff Training**

9/1/16 – Tenant/Landlord Training

9/21/16 – Debt Collection Workshop

## Eden Council for Hope and Opportunity

<b>ALBANY - Reporting Period: July through September 2016</b>	<b>Current</b>	<b>Last Period</b>	<b>YTD</b>
<b>1. Female</b>	6		6
<b>2. Disabled</b>	1		1
<b>3. Family Size</b>			
1 - 4	10		10
5+	0		0
<b>4. Age of Head of Household</b>			
<18	0		0
<62	7		7
62+	3		3
<b>5a. Ethnicity of Clients</b>			
Hispanic	1		1
Not Hispanic	9		9
Chose not to respond	0		0
<b>5b. Race of Clients</b>			
American Indian/Alaska Native	0		0
Asian	0		0
Black or African American	0		0
Native Hawaiian or Pacific Islander	0		0
White	10		10
<b>Multi-Race</b>			
American Indian/Alaska Native & White	0		0
Asian & White	0		0
Black or African American & White	0		0
American Indian/Alaska Native & Black or African American	0		0
Other Multiple Race	0		0
<b>6. Income Levels</b>			
0 - 30% of Area Median Income (AMI)	1		1
31 - 50% of AMI	5		5
49 - 80% of AMI	4		4
81 - 100% of AMI	0		0
>100% of AMI	0		0
Chose not to respond	0		0
<b>7. Impacts/Outcomes</b>			
c. Households for whom counselor developed a sustainable household budget through the provision of financial management and/or budget services.	0		0
d. Households that improved their financial capacity (e.g. increased discretionary income, decreased debt load, increased savings, increased credit score) after receiving Housing Counseling Services.	0		0
e. Households that gained access to resources to help them improve their housing situation (e.g. down payment assistance, rental assistance, utility assistance, etc.) after receiving Housing Counseling Services.	5		5
f. Households that gained access to non-housing resources (e.g. social service programs, legal services, public benefits such as Social Security or Medicaid, etc) after receiving Housing Counseling Services.	5		5
g. Homeless or potentially homeless households that obtained temporary or permanent housing after receiving Housing Counseling Services.	0		0
h. Households that received rental counseling and avoided eviction after receiving Housing Counseling Services.	0		0
----- 1) Remained in place	0		0
----- 2) Voluntary Vacate	0		0
i. Households that received rental counseling and improved living conditions after receiving Housing Counseling Services.	0		0
Negotiated rent increase	0		0
<b>TOTAL</b>	<b>10</b>	<b>0</b>	<b>10</b>



Albany	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits			1							1
Properties Tested/Audited										0
Counseling			1							1
Referrals to Atty/DFEH/HUD										0
Insufficient Evidence			1							1
Cases Dropped										0
Resolved by ECHO										0
Pending										0
Successful Conciliation										0

Dublin	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits	2								2	4
Properties Tested/Audited										0
Counseling	2								1	3
Referrals to Atty/DFEH/HUD	1								1	2
Insufficient Evidence									1	1
Cases Dropped										0
Resolved by ECHO										0
Pending										0
Successful Conciliation										0

Emeryville	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits	2						1			3
Properties Tested/Audited										0
Counseling	2						1			3
Referrals to Atty/DFEH/HUD	1									1
Insufficient Evidence	1									1
Cases Dropped							1			1
Resolved by ECHO										0
Pending										0
Successful Conciliation	1									1

Newark	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits	1		3							4
Properties Tested/Audited			3							3
Counseling										0
Referrals to Atty/DFEH/HUD										0
Insufficient Evidence	1		3							4
Cases Dropped										0
Resolved by ECHO										0
Pending										0
Successful Conciliation										0

Piedmont	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits										0
Properties Tested/Audited										0
Counseling										0
Insufficient Evidence										0
Cases Dropped										0
Resolved by ECHO										0
Pending										0
Successful Conciliation										0

Unincorporated Alameda County	Race	National Origin	Disability	Familial Status	Marital Status	Religion	Sex	Arbitrary	Other	TOTAL
Complaints/Inquiries/Audits			3	1						4
Properties Tested/Audited										0
Counseling			3	1						4
Referrals to Atty/DFEH/HUD										0
Insufficient Evidence			1	1						2
Cases Dropped				1						1
Resolved by ECHO										0
Pending			1							1
Successful Conciliation			2							2

Note: In some instances, there will be more units of service for fair housing than actual clients. This is because some clients allege discrimination based on more than one protected class.

## First Quarter

SERVICE CATEGORY	ANNUAL GOAL	FIRST QTR	SECOND QTR	THIRD QTR	FOURTH QTR	YEAR TO DATE	% ANNUAL GOAL
Inquiries/Complaints/Audits	70	16				16	23%
Properties Tested/Audited	40	3				3	8%
Referral to Attorney/DFEH/HUD	15	5				5	33%
Housing Clinics	4	0				0	0%
Flyer Distribution	1200	450				450	38%
Mass Media	1	0				0	0%
Television or Radio Spot	1	2				2	200%
Fair Housing Owner Trainings	2	1				1	50%
Fair Housing Tenant Trainings	4	1				1	25%
No. CA FH Coalition	4	1				1	25%
<b>TOTAL FAIR HOUSING</b>	<b>1341</b>	<b>479</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>479</b>	<b>36%</b>

INQUIRIES/COMPLAINTS/AUDITS BY SERVICE AREA	ANNUAL GOAL	FIRST QTR	SECOND QTR	THIRD QTR	FOURTH QTR	YEAR TO DATE
Albany		1				1
Dublin		4				4
Emeryville		3				3
Newark		4				4
Piedmont		0				0
Unincorporated County		4				4
<b>TOTAL</b>		<b>16</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>16</b>

RESIDENCY	MEDIAN HOUSEHOLD INCOME				SIZE OF HSEHOLD		HEAD OF HSEHOLD		AGE OF HSEHOLD HEAD		ETHNICITY										LST QTR YTD	QTR. TOTAL	YEAR TO DATE				
	1	2	3	DTS	<5	5+	F	D	<62	62+	1	2	3	4	5	6	7	8	9	10				*			
Albany	1				1		1	1	1					1												1	1
Dublin	3	1			4		3	2	2	2			3	1												4	4
Emeryville	2	1			3		3		3				2	1												3	3
Newark	1		3		4		4	2	4				1	3												4	4
Piedmont																										0	0
Uninc. AC	3	1			3	1	3	3	3	1			3	1												4	4
<b>TOTAL</b>	<b>10</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>15</b>	<b>1</b>	<b>14</b>	<b>8</b>	<b>13</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>16</b>
	<b>INCOME CODE:</b> 1) Below 30% of Median 2) 30-50% of Median 3) 50-80% of Median				<b>HEAD OF HOUSEHOLD CODE:</b> F) Female D) Disabled				<b>ETHNICITY CODE:</b> 1) American Indian or Alaska Native 2) Asian 3) Black or African America 4) Native Hawaiian or Other Pacific Islander 5) White 6) American Indian or Alaska Native and White 7) Asian and White 8) Black or African American and White 9) American Indian or Alaska Native and Black or African American 10) Balance/Other *Also Hispanic																		

# ECHO HOUSING

WELCOMES RENTERS, HOUSING PROVIDERS  
AND SERVICE PROVIDERS TO A  
**FREE FAIR HOUSING TRAINING!**

**Date: Saturday, February 4, 2017**

**Time: 1:00PM to 4:00PM**

**Albany Senior Center**  
846 Masonic Avenue  
Albany, CA 94706



**Topics will include:**

- Reasonable accommodations/modifications for tenants with disabilities
- Renting to families with children
- Occupancy standards
- What are the state and federal fair housing laws?
- Who is protected under the law?
- Advertising guidelines
- **AND MORE!**

Please register for this training by contacting Angie Watson-Hajjem at (855) ASK-ECHO x15 or at [angie@echofairhousing.org](mailto:angie@echofairhousing.org)

**See You There!**

ECHO Housing provides free Fair Housing training for tenants, rental property owners and managers, realtors, and the community at large to eliminate illegal housing practices and discrimination in housing.

This training is made possible with generous funding from the Department of Housing and Urban Development.



**Noteworthy Updates**

During the month of July 4,785 calls were handled by 2-1-1 Resource Specialists and 9,276 health, housing and human service referrals were provided. Of the unduplicated callers, 75% were female, 26% were single-headed households with minor children, and 49% reported they were living with disabilities. The call examples below show the breadth and depth of calls handled. Additional people are also relying on Eden I&R's websites, including our online health and human service resource directory; in July they received 18,095 pageviews from 5,946 sessions/visitors.

Over a period of several months, Eden I&R staff has been steadily migrating both our health and human services database and housing database to a cloud-based database, accessible to our staff by any location with Internet. Additional features include the ability to text out referrals to callers, an enhanced quality assurance follow-up call form, and an email verification request function. On July 1st we launched our new system, iCarol, and have been working diligently to make a smooth transition. In the coming months we plan to implement additional features that will serve our callers even better and enhance their call experience, including a text and chat feature for the public to use to request referrals via their phone or our public website. We are also working to enhance our online resource directory to update in real-time and provide the very latest information about free and low-cost resources throughout Alameda County.

During July the Eden I&R Board, along with members of the agency management team, met in a full-day Saturday retreat to discuss various aspects of succession and sustainability planning. This retreat was held, in large part, in recognition of the transitions due to the retirement of the agency's long term Executive Director at the end of the year. Topics discussed included staffing, program development, service analysis, current and longer term visioning, funding, and board recruitment. The retreat resulted in multiple positive next steps that will assist the agency as a whole in selecting a new Executive Director, continuing to meet or exceed all contractual service goals, and moving toward filling unmet gaps in services countywide whenever possible.

In July, Eden I&R welcomed Lars Eric Holm to the agency as the Disaster Preparedness Coordinator, made possible by the generous grant from the Walter and Elise Haas Foundation. Contact Lars Eric at [leholm@edenir.org](mailto:leholm@edenir.org) to request additional information and to schedule free disaster preparedness trainings for vulnerable populations, including seniors, youth, persons living with a disability, and low income residents of Alameda County.

The agency is planning for our 40th Anniversary and Executive Director Retirement Event to be held on Thursday November 10th at the Hayward City Hall Rotunda from 5:30-7:30. Mark your calendars and visit [edenir40years.eventbrite.com](http://edenir40years.eventbrite.com) for more information!

**Call Information**

**Call Examples**

~ An Oakland resident who had been awaiting his wife and young children to emigrate from Africa for a while called 2-1-1 after learning that they would be joining him shortly in the United States. He requested assistance with rental listings. The caller was referred to several rental listings. He also requested deposit and rent assistance and was provided referrals to Season of Sharing and for emergency assistance and referrals to the Society of St. Vincent de Paul.

~ An Abode Services worker in Fremont called for assistance for her homeless young adult client. The young man had been sleeping in his mother's back yard, but the owner of the property had said that he had to leave and he had no income and was in the process of applying for General Assistance. 2-1-1 provided referrals to the Fred Finch Youth center for transitional housing, and the Berkeley Food and Housing Men's Shelter and Bay Area Rescue Mission for short-term shelter.

~ A homeless Alameda resident called for assistance with transitional housing. He was referred to The Alpha Omega Foundation for transitional housing. In addition the caller asked and was provided 2-1-1 program information for San Francisco and Contra Costa counties.

~ A Spanish speaking single mother from Oakland called for child care information. The caller informed 2-1-1 that she was currently on probation and had been incarcerated for a year after being picked up by border patrol attempting to enter the U.S. She had an assigned probation officer in San Francisco. The caller was referred to the Alternative Payment Program through BANANAS. The caller was informed about the Help Me Grow Program—First 5 Alameda County and provided a referral to learn more about age appropriate child development.

<b>Call Examples</b>	~ A Castro Valley resident called for information on adopting a rescue animal. The caller was referred to Valley Human Society, Inc. that rescues homeless cats and dogs from public shelters and also takes in adoptable pets through private owner surrender.
	~ An extremely low income Hayward resident who had lost her WIC coupon called because she needed formula for her baby. The caller was referred to St. Vincent de Paul's Visitation Center for Women and Children, and Centro de Servicios for baby formula.
	~ A Berkeley resident called for assistance with counseling. The caller informed 2-1-1 that her husband had recently left her and she could not get over the loss of not having him in her life and was depressed. She was provided referrals to the Berkeley Therapy Institute; Berkeley Cognitive behavioral Therapies Clinic; and to Psychology Clinic-University of California Berkeley.
<b>Caller Feedback</b>	~ "My call was handled by your employee who was helpful, happy to help, highly professional and a good listener. She provided great information, and I even received a text from 2-1-1, all of which helped my daughter's housing situation. Thank you 2-1-1, and keep up the good work. 2-1-1 is the only agency that always gives me great information that is very helpful, every time. I love your new system of sending texts. Now I don't have to worry about writing information down. THANK YOU 2-1-1!"
	~ "I live in Oakland and I was assisted by your operator, and I am really, really, thoroughly appreciative. I am surprised and pleased, with not only her compassion but her suggestions, as well as the 2-1-1 resources she gave me. I truly appreciated the understanding that she showed, and the encouragement helping me to connect with what Oakland has available, and next steps to follow up with. And so, thank you!"
	~ "The call that I made to 2-1-1 has helped me a lot. I got so many referrals, and I am thankful for such good employees that really help those who are in need, like me being from Africa who does not know anybody, I don't have a place, I need hope and I need help. Thank you all for your help to those who don't know what to do, who don't know where to go. Thank you so much."
<b>Staff Inservice Training Sessions</b>	~ A representative from the Hayward Fire Department visited Eden I&R and presented to staff about personal and family fire safety. Participants learned how to identify which type of extinguisher should be used for different types of fires as well as steps to take to extinguish a fire and evacuate a building safely.
	~ A representative from MISSEY (Motivating, Inspiring, Supporting and Serving Sexually Exploited Youth) presented an in-service training to 2-1-1 program staff.
	~ Additional staff trainings were conducted weekly related to iCarol database features.

**Resource Information And Technology Updates**

<b>Services Database</b>	~ Seven new agencies were added to the services database this month.
	~ The services database contains 1,149 agencies and 2,915 programs.
	~ Information on free school supplies and on cooling centers was updated.
<b>Housing Database</b>	~ 423 new units were added to the housing database this month.
	~ The Housing database contains 84,266 total housing units.
	~ Housing Subscriptions (mail, PDF & OHIP) were sent to community-based organizations in Alameda County and San Francisco County.
<b>Online Services Website</b>	~ Eden I&R's health and human services data is provided free through the agency's publicly accessible websites at <a href="http://www.edenir.org">www.edenir.org</a> and <a href="http://www.211alamedacounty.org">www.211alamedacounty.org</a> , and <a href="http://www.alamedaco.info">www.alamedaco.info</a> . This month the Online Services Directory received 18,095 pageviews from 5,946 sessions/visitors.



**2-1-1 Alameda County**

**Monthly Narrative Report: July 2016**

<b>Website Updates</b>	~ The following information was posted to Eden I&R's website in July: Locations of Cooling Centers in Alameda County; Eden I&R Holds Board Retreat; Eden I&R participated in a fundraiser at Round Table Pizza.
<b>Technology</b>	~ Migrated current FileMaker databases used for tracking 2-1-1 callers, Health and Human Services, and Housing Resources to a new system called iCarol.
	~ Five new computers and three new monitors were distributed to staff. Additionally, upgrades to the OneDrive software were completed on several computers.
	~ Work began on migrating our AHIP and After Hours programs from FileMaker to iCarol.

**Outreach/Public Information Activities**

<b>Meetings</b>	~ The Executive Director participated in the monthly 2-1-1 CA Network conference call as well as the California Alliance of Information and Referral Services (CAIRS) Board of Directors conference call. Both meeting calls focused on the statewide CAIRS annual conference and the 2-1-1 Summit which are both occurring in Sacramento in October.
	~ The Executive Director attended the reentry CCP Fiscal and Procurement Work Group where updated funding information was submitted to many of the organizations currently providing reentry services.
	~ Management staff met with representatives from AC Transit and Nelson Nygaard regarding their research into a 24/7 answering service that would relay transportation information to people living with disabilities.
	~ The Deputy Director attended the CCP Fiscal and Procurement Workgroup where participants reviewed the Capacity Building Plan grant timeline and learned about the call for applications for the Implementation Funding grant.
	~ The Deputy Director attended the 2016 HUD CoC NOFA Bidders' Conference to learn about the next steps for interested community partners to apply for the Cordinated Entry System Application.
	~ The Deputy Director participated in the Probation Department Exploring Collaboration: Networking Meeting for Capacity Plan grantees to network with other community partners and explore opportunities to work together, share resources, and collaborate to better serve reentry clients.
	~ Nominated and elected to serve as the Emergency Managers' Association's Treasurer, the Deputy Director attended the annual Alameda County EMA Executive Board Transition meeting with retiring and new board members. The new board discussed agenda items for the next EMA meeting and set goals for the upcoming year.
	~ The Disaster Preparedness Coordinator attended the Quarterly Alameda County VOAD meeting, where the topic was the Private Non Profit, Organization Assistance Program, regarding Nonprofit organizations obtaining post-disaster reimbursement when stepping up to respond.
<b>Fairs/Events/and Outreach</b>	~ 2-1-1 staff hosted a booth and provided resource referrals to participants at Super Safety Saturday Health Expo, Hayward Housing and Resource Fair, and both days of the City of Alameda Park Street Art and Wine Fest.
	~ Outreach materials were distributed to attendees at the Oakland Housing Authority, to students visiting Eden I&R from Cal State Hayward, and by request to Paramedics Plus.
	~ In summary, for July, Eden I&R served 602 people at events and fairs and distributed 3,890 pieces of outreach materials to service providers and residents of Alameda County.





**Noteworthy Updates**

During the month of August 2016, 2-1-1 Resource Specialists handled 5,646 calls and offered 10,365 health, housing and human services referrals to callers. Of the unduplicated callers, 76% were female, 29% were single mothers with minor children, and 50% reported that they or someone in their household were living with a disability. The call examples below show the breadth and depth of call issues handled. In addition to calling 2-1-1, the public can access 2-1-1 Alameda County's resources via its online public resource directory. In August, Eden I&R's websites received 21,767 pageviews from 7,266 sessions/visitors. To search for resources, visit:

[www.211alamedacounty.org](http://www.211alamedacounty.org)

Eden I&R staff finalized preparations for the launch of our fundraising campaign, via HandUp, an organization that helps nonprofits raise money online. Thanks to a generous gift from Google.org, up to \$2,000 in donations to the agency via HandUp will be matched dollar-for-dollar. At the time that this report was published, Eden I&R had reached 60% of our \$4,000 fundraising goal! To check out the agency's online campaign and to make a gift to the organization, please visit:

<https://handup.org/campaigns/alamedacounty>

Staff and board members were busy this month tackling the various logistics involved in planning the agency's 40th anniversary celebration set for November 10th, 2016 at Hayward City Hall. Our Host Committee grew to include all five members of the Alameda County Board of Supervisors. We are happy to announce additional event sponsorships and thank them for their gracious support: our Hero Level Sponsor, **Fremont Bank**, and additional sponsorships from **PG&E, BSR Realty, United Way, Simpson StrongTie, i4Color, Assembly member Bill Quirk, and two anonymous family foundations**. Tickets are on sale now for the event! Please come help us celebrate Eden I&R's 40 years of service to Alameda County and the upcoming retirement of our beloved Executive Director, Barbara Bernstein. To read more about the event, which will be held from 5:30-7:30pm on November 10 at the Hayward City Hall Rotunda, or purchase tickets, visit:

<https://edenir40years.eventbrite.com>

**Call Information**

<b>Call Examples</b>	~ An Oakland resident called for assistance for her daughter. The daughter had recently lost her partner and her mental health was poor. She had developed substance abuse issues. The caller did not want CPS involved but was excited to learn about Help Me Grow, offered through First 5 Alameda County. 2-1-1 referred the caller to FESCO's Banyan House; East Oakland Community Project's Ariel Outreach; Images on the Rise; and Alpha Omega Foundation for transitional housing. 2-1-1 also provided the caller with referrals to Change to Come for case management, counseling and a place to stay while getting help with recovery, and Shepherd's gate for its 14-month long-term recovery program.
	~ A San Leandro resident called for shelter for herself and her young grandchild. She was in need of domestic violence shelters. The caller was referred to Shiloh, A Safe Place, and Building Futures for Women and Children's Midway Shelter. She had called 2-1-1 in the past and had already been provided with information on domestic violence support programs offered at the DA's One Stop for domestic violence victims in Oakland.
	~ A man called from Union City and stated that had had moved in with a friend who had suffered a serious health emergency. The caller was helping the friend by paying rent. He thought that the manager of the rental unit had become aware of him living with his friend, and was concerned since he was not on the lease. The caller wanted to know his rights and was referred to Bay Area Legal Aid and ECHO Housing.
	~ A senior called from Berkeley for 1-3 bedroom housing listings and support services for persons living with disabilities. The caller was contemplating having another individual live with her as well as a caregiver. She was provided several listings, including a listing to Center for Independent Living for support services for persons living with disabilities.



**2-1-1 Alameda County  
Monthly Narrative Report: August 2016**

	~ A Castro Valley resident called for childcare services, transitional housing, and food. She was referred to East Oakland Community Project, Alpha Omega Foundation, Images on the Rise, Building a Solid Foundation, Destiny Builders, BOSS, and Berkeley Food and Housing Project for shelter/transitional housing. For childcare she was referred to 4C's and to the California Child Care Program Alternative payment offered through CFCS. For food and emergency assistance the caller was provided referrals to the Society of St. Vincent de Paul of Alameda County; to the North Oakland Helping Hands-General Closet for food clothing, diapers, shoes and dry goods; to the Telegraph Community Center for homeless drop-in services; and to Alameda County Community Food Bank's food helpline.
<b>Call Examples</b>	~ A Livermore resident called for residential substance abuse treatment programs. The caller was referred to CURA Incorporated; Cronin House-Horizon Services, Inc.; Chrysalis-Horizon Services, Inc.; and the Adult Rehabilitation Center-Salvation Army Alameda County.
	~ An employee from La Clinica de la Raza in Oakland called for referrals to mental health facilities on behalf of a client. The caller was provided referrals to Gladman Mental Health Rehabilitation Center; Bonita House; Bay Area Community Services, Inc.; and CURA incorporated.
<b>Caller Feedback</b>	~ Feedback from a landlord in Eden I&R's housing database: <i>"I appreciate you calling me periodically for (rental unit) updates. My tenants have been with me for years and they all were referred to me by 2-1-1!"</i>
	~ <i>"I am homeless, I am in the city of San Leandro, and I'd just like to give feedback. You have a wonderful staff person who served me--very polite, very helpful. She maintained an easy pace giving my information so that I understood. She was listening, letting me ask questions, and answering them professionally. Just to let you know, you've got a good girl there, it's a pleasure getting assisted by her. I really appreciated that. I was expecting something entirely different, like a person just giving me numbers to get me off the line, but she went above and beyond. She was searching for different numbers to give to me and ended up giving me 10 or so. I have a lot to thank you for, and to thank her for. Thanks a lot."</i>
	~ <i>"I am staying with my son in Hayward. I talked to your staff member and she gave me excellent listings of apartments. She provided me with a lot of details and she took the time to speak to me, I really appreciate it. Actually, she was very excellent."</i>
	~ <i>"I live in West Oakland, and I have called 2-1-1 a few times. I spoke to one of your phone staff. It was a very worthwhile, productive experience. I got referrals for tenant's rights as well as two housing unit referrals. She was just so courteous and productive. It was totally worth my time and effort to make a 2-1-1 call. I appreciate it, thank you!"</i>
<b>Staff In-service Training Sessions</b>	~ iCarol database call form, resources, taxonomy, and quality assurance trainings
	~ 2-1-1 Staff Meetings
<b>Resource Information and Technology Updates</b>	
<b>Services Database</b>	~ Three new agencies were added to the service database this month.
	~ The services database contains 1,152 agencies and 2,923 programs.
	~ Staff continue to update 503 Non-Directory agencies in the services database.
	~ The Information Management Department updated resource records for free back-to-school supplies and relayed information from Lake County related to the Clayton Fire.
<b>Housing Database</b>	~ 239 new units were added to the housing database in August.
	~ The Housing database contains 84,401 total housing units.
	~ Housing Subscriptions (mail, PDF & AHIP) were sent to community-based organizations in Alameda County and San Francisco County.
<b>Online Services</b>	~ Eden I&R's health and human services data is provided free through the agency's websites at <a href="http://www.edenir.org">www.edenir.org</a> and <a href="http://www.211alamedacounty.org">www.211alamedacounty.org</a> , and <a href="http://www.alamedaco.info">www.alamedaco.info</a> . This month the Public Resource Directory received 21,767 pageviews and 7,266 sessions/visitors.



**2-1-1 Alameda County  
Monthly Narrative Report: August 2016**

<b>Website Updates</b>	~ The following information was posted to Eden I&R's website in August: Eden I&R's 40th Anniversary, information on assisting people affected by the Clayton Fire, and the Eden I&R Board Retreat.
<b>Technology</b>	~ A meeting among Eden I&R staff, Alameda County Behavioral Health staff, and Bonita House staff was held to discuss the new iCarol database being used by Eden I&R and integrating the database into the www.achousingchoices.org website.
	~ Call statistics for the previous month (first month of the agency's new fiscal year) were generated for the first time using the statistics from our new iCarol database system.
	~ New computers and monitors were deployed to 2-1-1 staff.
<b>Outreach/Public Information Activities</b>	
<b>Meetings</b>	~ The Executive Director participated in the monthly 2-1-1 CA Network conference call, and the 2-1-1 California Board of Directors conference call that reviewed best practices and current projects, updates about the SB1212 bill that would bring 2-1-1 to all counties within California, and preparations for the 2-1-1 CAIRS Conference and 2-1-1 CA Summit in Sacramento.
	~ The Executive Director and the Succession & Sustainability Consultant met with the consultant who facilitated the recent Board Retreat to review and refine an initial draft of the agency's new three-year Strategic Plan that will go to the Board for review and approval before the end of the calendar year.
	~ Eden I&R and United Way Bay Area renewed its long term MOU to partner in efforts to bring quality 2-1-1 service to all counties in the Bay Area. UWBA supports 2-1-1 Alameda County as a funder and community partner.
	~ Eden I&R and United Way Bay Area discussed enhancing the Earned Income Tax Credit (EITC) assistance program that is available to Alameda County residents who meet the income requirements for this tax credit program. New funding is being sought to increase marketing efforts and respond to EITC-related inquiries.
	~ The Executive Director hosted the bi-annual full staff meeting where the agency's new fiscal year budget was presented and discussed; the transition of the Executive Director position was outlined; and directors gave their annual report on programs, goals achieved, and challenges.
	~ The Executive Director participated in the VOAD Executive Committee conference call.
	~ The Executive Director and Deputy Director participated in the monthly Bay Area 2-1-1 Partnership conference call. Each county reported on current projects and services, upcoming events, disaster exercises, and 2-1-1 statewide initiatives that affect the Bay Area.
	~ The Executive Director and Deputy Director met with Fremont Bank representatives to give a tour of the agency and accept a donation for the 40th Anniversary Event as the Hero Level Sponsor.
	~ The Succession & Sustainability Consultant attended a workshop to learn about the requirements of the annual Share the Spirit grants program, a partnership with the Bay Area News Group and Contra Costa Crisis Center to bring help and hope to East Bay residents in need by enhancing programming and services during the November to January holiday season.
	~ The Succession & Sustainability Consultant participated in an online webinar, "The Secret to Converting Donors Through Email," offered by HandUp.
	~ The Deputy Director attended the Alameda County Probation Department's Community Capacity Fund Bidders' Conference to learn about the next steps for interested community partners to apply.
	~ The Deputy Director attended the Performance Management Committee meeting with other Continuum of Care representatives to review the upcoming data submission to HUD as well as plan for the 2017 Homeless Count.
	~ The Deputy Director and Disaster Program Coordinator participated in weekly Northern California Voluntary Organizations Active in Disasters (VOAD) phone call meetings to learn about updates related to the Clayton Fire.



**2-1-1 Alameda County  
 Monthly Narrative Report: August 2016**

<p><b>Meetings</b></p>	<p>~ The Deputy Director attended the Alameda County-Oakland Community Action Partnership (OCAP) Bidder's Conference to learn about the RFP for projects that provide job training and employment placement or housing and community development.</p> <p>~ The Deputy Director and Disaster Program Coordinator participated in a training and webinar for Public Information Officers to prepare for the Urban Shield Yellow Command Exercise. Participants learned how to access and use the information sharing Slack platform that would be used during the exercise.</p>
<p><b>Fairs/Events/          Outreach</b></p>	<p>~ 2-1-1 staff hosted a booth and provided resource referrals to participants at Glad Tidings Church Community Festival, Covenant Worship Center 4th Annual Community Fair, and Laney College Resource Fair and presented to American Red Cross Client Caseworkers.</p> <p>~ Outreach materials were distributed by request to Eden Housing, Aspire Public Schools, and Center for Independent Living.</p> <p>~ In summary, Eden I&amp;R served 397 people at events and fairs and distributed 5,495 pieces of outreach materials to service providers and residents of Alameda County during the month of August.</p>



**Noteworthy Updates**

During the month of September, 5,512 calls were handled by 2-1-1 Resource Specialists and 10,435 health, housing and human service referrals were provided. Of the unduplicated callers, 70% were female, 22% were single mothers with minor children, and 35% reported they were living with disabilities. The call examples below show the breadth and depth of calls handled. Additional people are also relying on Eden I&R's websites, including our online health and human services resource directory; in September they received 20,005 pageviews and 6,332 sessions.

This month Eden I&R's Deputy Director and Disaster Preparedness Coordinator attended the annual Urban Shield Yellow Command exercise for regional Public Information Officers (PIO) in the newly renovated Joint Information Center (JIC) in the PIO room at the Alameda County Emergency Operations Center in Dublin. The exercise scenario focused on Commodity Points of Distribution for water distribution following a major earthquake on the San Andreas Fault. PIO representatives relayed to Eden I&R staff updates and information about the scenario, which was then distributed to all 2-1-1 Call Center and Information Management Department staff. The agency tested its new database system during the exercise and handled mock 2-1-1 calls related to the exercise.

Eden I&R Deputy Director, Sarah Finnigan, was selected for the California Emergency Services Association (CESA), Coastal Chapter, Silver Award for exceptional efforts in the field of emergency management and preparedness, in creating useful and innovative materials for local volunteer organizations and for leadership in her local community. The CESA Coastal Chapter Awards Ceremony took place on September 19 during the quarterly CESA Coastal Chapter Workshop.

We are only a few weeks away from the celebration of the agency's 40th anniversary and the upcoming retirement of Executive Director Barbara Bernstein and board member Ilene Weinreb! In September, **Kaiser Permanente**, **First Republic Bank**, **Wells Fargo**, and **Paramedics Plus** joined the growing list of event sponsors. Tickets are on sale now! To read more about the event, which will be held from 5:30-7:30pm on November 10 at the Hayward City Hall Rotunda, and to purchase tickets, go to: <https://edenir40years.eventbrite.com>

**Call Information**

**Call Examples**

~ A Berkeley senior called for assistance with legal advice to deal with an abusive property manager who was harassing her and her roommate. The caller was referred to Bay Area Legal Aid, to ALACODA for services for seniors who are victims of crime and to the Victim/Witness Assistance Program, and to Adult Protective Services and Center for Independent Living for assistance with housing advocacy.

~ A Dublin resident called for shelters. The caller informed 2-1-1 that he had children but they were not living with him. He further informed 2-1-1 that he had been in a car accident that had left him unable to fully care for himself and his children. He was waiting for his application for disability benefits to be approved. The caller was referred to five subsidized housing listings; to IHSS for in-home support services; and to Second Chance, Inc. for emergency shelter space.

~ A Fremont resident called for resources for her son. She informed 2-1-1 that her son would not consider sober living homes and that even the mention of them would make him very angry. The caller said her son had physical difficulties that resulted in having serious anger management issues that included verbally abusive and threatening behavior. The caller had already called the Fremont Police Department several times to report her son and was considering helping her son move in to different place. The caller was referred to two subsidized housing listings. She was also provided referrals for her son to Portia Hume Behavioral Health for outpatient and partial hospitalization programs and the Alameda County Network of Mental Health Clients for mental health-related support groups.

~ An undocumented Pleasanton resident called because she was in the process of becoming homeless with her three children and needed to locate shelter space. She was referred to Sojourner house. The caller was asked and shared with 2-1-1 that she was receiving CalWorks and CalFresh for the children and that the children had Medi-Cal.

~ A homeless woman called from Oakland for shelter for herself and her 10-year-old child as well as a crisis hotline. 2-1-1 referred the caller to Love N Me for women's support groups, and Building a Solid Foundation, Alpha Omega Foundation, Images on the Rise, and the Berkeley Food and Housing project for housing.

**Caller Feedback**

~ "I live in Hayward. I am getting assistance for a short sale on my home. I have lived in Hayward since 1999, and I am 84 years old, and I try very hard not to get discouraged about selling my home. After speaking with 2-1-1, I feel much better. 2-1-1 gave me the number to legal aid, and I feel much more encouraged than I did before. I feel much better, so thank you everyone who works with the 2-1-1 program. It is very helpful. Thank you very much."

<b>Caller Feedback</b>	~ "I am calling from Dublin, and I want to compliment you so much for the wonderful assistance I received. This is the first time I ever called 2-1-1, and I am going to tell my friends. Thank you very much and have a good day."
	~ "I live in San Leandro. I just got done talking with 2-1-1, and your operator was very helpful, making sure that she found some places for me to call to apply to for subsidized housing, so I can get on the waiting list. She was very kind and was patient, so I really appreciate the help. I like all the program staff that work at 2-1-1. Thank for your help, and I appreciate everything! Thank you!"
	~ "I am currently homeless, residing between Oakland and Berkeley. I called 2-1-1 for the first time today and got five or six different referrals. I wish I had found 2-1-1 sooner. I have been suffering for the last two weeks, just looking for help. 2-1-1 helped me tremendously...you really helped a lot. Thank you very much and I hope you have a good day."
<b>Staff Inservice Training Sessions</b>	~ 4C's of Alameda County In-Service Presentation
	~ 2-1-1 Review of Best practices on Call Notes, MAA, AC Transit, and Help Me Grow
	~ 2-1-1 iCarol Review and Q&A
	~ CRIL: Community Resources For Independent Living In-Service Presentation

### Resource Information And Technology Updates

<b>Services Database</b>	~ Two new agencies and nine programs were added to the service database this month.
	~ The services database contains 1,152 agencies and 2,929 programs.
	~ The process of updating the 503 Non-Directory agencies in the services database continues.
	~ The Information Management Department also participated in two disaster preparedness drills.
<b>Housing Database</b>	~ 111 new units were added to the housing database this month.
	~ The Housing database contains 84,637 total housing units.
	~ Housing Subscriptions (mail, PDF & OHIP) were sent to community-based organizations in Alameda County and San Francisco County.
<b>Online Services Website</b>	~ Eden I&R's health and human services data is provided free through the agency's publicly accessible websites at <a href="http://www.edenir.org">www.edenir.org</a> , <a href="http://www.211alamedacounty.org">www.211alamedacounty.org</a> , and <a href="http://www.alamedaco.info">www.alamedaco.info</a> . This month the Online Services Directory received 20,005 pageviews and 6,332 sessions.
<b>Technology</b>	~ This month, Laurie Aldrich was hired as the new Information Technology Specialist for Eden I&R. Laurie fills the position vacated by Bill Ferguson who left in August after 10 years at Eden I&R. She will be assisting with the agency's IT needs, website, and overseeing the phone system.
	~ With the assistance of a volunteer, IT staff reorganized the IT equipment and software storage closet. Outdated equipment was identified for e-recycling.
	~ Staff worked with the iCarol support team on feature enhancements and reporting refinements.

### Outreach/Public Information Activities

<b>Meetings</b>	~ The Executive Director continued to meet with the agency's Board in preparation for the smooth transition to a new ED by the end of December 2016.
	~ Management staff and Board representatives continued to meet in preparation for the 40th Anniversary and Retirement event on November 10, from 5:30-7:30pm, in the beautiful Hayward City Hall Rotunda. Check out Eden I&R's website for more details: <a href="http://www.edenir.org">www.edenir.org</a> .
	~ The Executive Director participated in statewide calls in preparation for the annual CAIRS Conference and 2-1-1 Summit to be held in Sacramento on October 5th and 6th.
	~ The Deputy Director and the Disaster Preparedness Coordinator hosted the first meeting of the Alameda County Emergency Managers' Association (ALCO-EMA) Strategic Planning committee. Besides accomplishing the first objectives of the committee, a tour of Eden I&R and the 2-1-1 call center was provided to familiarize the ALCO-EMA Strategic Planning committee members with Eden I&R's mission and programs.
	~ The Deputy Director attended the Alameda County Probation Department's Fiscal/Procurement Workgroup meeting.
	~ The Deputy Director attended the Eden Area One Stop Partners Meeting and provided updates regarding career development and training resources and discussed further collaborations with partners.
	~ The Deputy Director attended the Programs and Services Workgroup with Probation Department partners and services providers.
	~ The Deputy Director attended the Community Corrections Partnerships Executive Committee meeting to hear updates and review the finalized bylaws and budget for the fiscal year.



<b>Meetings</b>	~ The Deputy Director participated at the Listening Session with Alameda County's new Chief Probation Officer, Wendy Still, in Berkeley. Chief Still interacted with each focus group and responded to questions and concerns related to re-entry and probation issues in Alameda County.
	~ The Disaster Preparedness Coordinator attended the second meeting of the ALCO-EMA Strategic Planning committee.
	~ The Disaster Preparedness Coordinator represented Eden I&R at the Emergency Management and Disaster Preparedness Council (EMADPC) quarterly meeting.
	~ The Succession & Sustainability Consultant participated in a webinar offered by TechSoup about how to navigate GrantStation, a fundraising tool.
	~ The Disaster Preparedness Coordinator represented Eden I&R at the Ashland Cherryland Healthy Community Collaborative meeting. Discussion included the upcoming Ashland-Cherryland FamFest, in which Eden I&R is participating.
	~ The Disaster Preparedness Coordinator conducted a preparedness training for seniors at Beebe Memorial Cathedral in Oakland, using CARD's fear-free and empowered disaster preparedness curriculum. The topic was "SKIP (Safety Kept in Place) Kits" and Preparedness for Seniors.
<b>Fairs/Events/ Outreach</b>	~ 2-1-1 staff hosted a booth and provided resource referrals at the following events in September: Justice Fair; Kaiser Permanente Emergency Preparedness Fair; Back-to-School Shoe Giveaway; 2016 Re-entry Expo at Santa Rita Jail; City of Oakland Parks and Recreation Department's Adult Recess event.
	~ The Deputy Director presented to participants at the 2016 California Statewide Mass Casualty Incident Medical/Health Tabletop Exercise that took place in Dublin. She spoke about Eden I&R's role working alongside and coordinating with local, regional, and state partners at the Alameda County Emergency Operations Center in the event of a medical surge event.
	~ The 2-1-1 Program Manager made a presentation about the 2-1-1 system to employees of Certa Simmons.
	~ Outreach materials were requested and distributed to Ohlone Gardens, Tri-Valley YMCA, City of Alameda Police Department, Oakland Fire Department, Tri-Valley One Stop Career Center, and to participants at the Comprehensive HIV-1 Update.
	~ In summary, Eden I&R served 2,522 people at events and fairs and distributed 9,830 pieces of outreach materials to service providers and residents of Alameda County during the month of September.



August 22, 2016

Isabelle Leduc  
City of Albany  
846 Masonic Ave.  
Albany, CA 94706

Dear Isabelle Leduc:

EveryOne Home is submitting the invoice for the City of Albany's pro-rata share of InHouse and EveryOne Home contributions. The formula basis for contributions has not changed and you will find that the amount of \$1,473 remains the same as last year. Our organization remains dedicated to implementing a cost-effective approach for ending homelessness in every Alameda County community.

You will find the total budget for the city and county contributions to EveryOne Home activities is \$224,000 with \$91,568 dedicated by federal regulation as matching funds to the InHouse HMIS grant. The HMIS portion has not changed and is based on the original formula for determining the fair share between jurisdictions. The non-HMIS portion of this request has been derived by a formula that uses HUD's pro rata homeless needs index for each jurisdiction and total population, weighted 60% and 40% respectively. Jurisdictional contributions will continue to be administered by Alameda County Housing and Community Development, and **payments should be made to HCD.**

Please find the attached progress reports for both InHouse and EveryOne Home. EveryOne Home is proud of our collaborative efforts across the county that have leveraged additional resources and implemented numerous best practices for helping individuals, families and the community achieve housing stability.

Under the partnership of EveryOne Home, I look forward to continuing to work with the City of Albany to achieve our mutual goals. If you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Elaine de Coligny".

Elaine de Coligny  
Executive Director, EveryOne Home  
510.670.5944  
[edecoligny@everyonehome.org](mailto:edecoligny@everyonehome.org)

**Enclosures:**  
EveryOne Home Progress Report  
InHouse Progress Report  
SHP Match shares of Cost  
Local Shares of Cost  
Invoice





## Progress Report from FY 2015-16

EveryOne Home continues to design and incubate best practices and innovative approaches to reducing and ending homelessness in Alameda County. Moreover, EveryOne Home helps providers; jurisdictions and the service system as a whole meet the requirements of receiving federal homeless assistance funding. Below are highlights of EveryOne Home's effort.

### **Planning, Designing, and Launching Innovative Approaches and Best Practices:**

System Restructure—EveryOne Home has continued to work with community members to restructure our system so that we make the best use of the resources we have. The newest and most significant initiative has been developing a coordinated entry system. Given that Alameda County is a large and geographically diverse; our coordinated entry will include multiple access points, or Housing Resource Centers (HRC's), which will work with individuals and families experiencing homelessness in their region. Each HRC is expected to have assessment and triage capacity, direct access to refer households to vacant emergency shelter beds, rapid rehousing (temporary subsidies to be used to assist with rent in a new home) and other resources, and provide links to community-based services. The number and location(s) of the HRC's is still to be determined. Two are already operating, and at least three to four more are likely, to ensure that all regions in the county have access. Within the planning conversation, the special needs of youth, veterans, and people fleeing domestic violence are also receiving consideration.

Using a Housing Resource Center model will help us have a standardized approach to assessing people's housing-related needs, prioritizing them for resources, and linking those in need to a range of types of assistance. During the first half of the year, we held over 20 meetings with dozens of community stakeholders providing input on the Initial Design. Then on June 30th, the EveryOne Home Leadership Board approved the Initial Design for Alameda County's Homeless Coordinated Entry System (available on [www.everyonehome.org](http://www.everyonehome.org)).

Home Stretch— Alameda County has over 1800 units of Permanent Supportive Housing (PSH) for formerly homeless people. Home Stretch, a partnership led by EveryOne Home and Alameda County Health Care Services Agency, is Alameda County's strategy to prioritize PSH opportunities to homeless and disabled people with the highest needs in order to maximize the impact PSH can have in ending homelessness. Home Stretch will establish a county-wide registry of people who are homeless and disabled, and a centralized process for linking high need individuals and households with PSH opportunities. In addition, Home Stretch will include housing navigation services for people prioritized for PSH in order to provide a supportive process that includes assistance obtaining necessary documentation for move-in.

Our community is selecting a database to serve as the central registry of all homeless, disabled people in the County, utilize assessment scores and other indicators to prioritize people for housing and services, and match the most vulnerable with housing navigators who will work with them to secure stable housing. This will help communities across the County ensure that the most vulnerable people are moved more quickly into our most expensive housing resources. It should also reduce the numbers of unsheltered homeless and create more space in our emergency shelters. Home Stretch anticipates it will re-launch on July 18, 2016.

### Operation Vets Home—

The U.S. Department of Veterans Affairs (VA), The United States Interagency Council on Homelessness, and the federal Department of Housing and Urban Development tasked continuums across the country with ending Veteran

homelessness by December 31, 2015. In response to this challenge, EveryOne Home partnered with the local VA and the five Supportive Services for Veteran Families (SSVF) organizations in Alameda County (Abode Services, Berkeley Food and Housing Project, Swords to Plowshares, East Bay Community Recovery Project, and East Oakland Community Project) to implement a countywide strategy, known as Operation Vets Home. Together the partners are working to ensure that every Vet who is experiencing homelessness gets connected to housing.

Operation Vets Home partners are working to identify every homeless Veteran by name and ensure they are connected to the extensive housing resources made available by the federal government to meet the goal. EveryOne Home maintains the 'master list' of all Veterans to track our progress in locating and housing all Veterans in Alameda County. Out of the 173 Veterans housed county-wide since January 1, 2015, OVH partners have housed 153 Veterans. Efforts are underway by the collaborative to engage outreach agencies from across the county to expand our pool of resources for finding unsheltered Veterans, and will continue to work on building connections with elected officials and local landlords in order to increase housing stock for Veterans in the county.

*Rapid Rehousing and Homeless Prevention*—EveryOne Home has maintained collaboration with local partners to fund and operate rapid rehousing and homeless prevention projects and worked to ensure additional local, state and national resources are available to expand our capacity to deliver this promising approach to ending homelessness. While we have been able to increase the resources, many providers have challenges utilizing subsidies in the private rental market. As a result, EveryOne Home is exploring system-wide strategies to engage landlords so they are incentivized to accept rental subsidies.

#### **Ensuring Providers and the Continuum of Care Comply with the Requirements of Federal Homeless Assistance Funds:**

*Homeless Count 2015* – Once again, EveryOne Home coordinated the biennial Point-In-Time unsheltered homeless count. This research project is a federal mandate that marks our progress at reducing homelessness. Field work occurred on Thursday, January 29, 2015. At 39 sites across the County, 368 volunteers surveyed and counted people utilizing services. The results of the field work were published in the fall of 2015. It not only reported on the total Point-In-Time census, but also the numbers of singles and families, sheltered and unsheltered, Veterans, those with disabilities and the numbers of chronically homeless people in our community.

The data show that the estimated number of people who are homeless in Alameda County has remained about the same since the last count, 4,040 in 2015 versus 4,264 in 2013. Moreover the system served over 9,000 people in 2014, just over half of whom were still in services at the year end. Overall, we have made great strides in decreases of homeless sub-populations for whom the community has invested resources including homeless Veterans, homeless families, and chronically homeless individuals. To learn more visit [everyonehome.org](http://everyonehome.org) to view the data collected from the 2015 homeless count.

*Coordination of local rating & ranking for federal & state homeless funding*— EveryOne Home continues to aid the effort to bring federal and state homeless assistance resources into the County. The HEARTH Act Interim CoC Regulations published in July 2012 require communities to establish a local rating and ranking process that would then inform federal funding decisions for individual programs and the County as a whole. As a result, EveryOne Home coordinated Alameda County's 2015 local process by seating a scoring committee and holding community forums for the purposes of; orientation, technical assistance, and a post-application debrief to evaluate the process as a whole. As a result, Alameda County is able to maintain over \$28.9 million in federal assistance for housing and homeless assistance. Currently, EveryOne Home is facilitating the 2016 local process for this funding and hopes to expand these resources by adding new projects to help more populations experiencing homelessness.

To stay up to date on our initiatives visit us at [www.everyonehome.org](http://www.everyonehome.org).



224 W. Winton Ave., Suite 108  
Hayward, CA 94544

phone 510.670.5404  
fax 510.510.670.6378  
www.acgov.org/cda/hcd

## Fiscal Year 2014/2015 Progress Report

InHOUSE is Alameda County's Homeless Management Information System (HMIS). HUD requires that any jurisdiction receiving Homeless Assistance Grant funding must have an HMIS database system. Entities within Alameda County receive more than \$25 million annually in Homeless Assistance Grant funding. Core funding for InHOUSE is primarily from a Supportive Housing Program (SHP) Grant from HUD. In the SHP Program, HUD requires a 20% match for HMIS activities. By agreement, all of the cities within Alameda County and the County contribute toward meeting the 20% match requirement.

### Major Accomplishments during Fiscal Year 2014/2015:

During the 2014/2015 Fiscal Year, HMIS staff utilized InHouse to become more familiar with ServicePoint system updates and platform five (current version: 5.11.20). Efforts included the review and utilization of Bowman-created data quality reports for use within the local CoC Application project submission process. Additionally, HMIS staff modified and enhanced InHOUSE-created reports to better calculate pertinent information based upon HUD (2014 Data Standards) specifications. InHOUSE activities also included the assistance with the addition of new Housing Stabilization programs whose population outreach includes probation and social services agencies, including CalWorks recipients. The InHOUSE system was an integral part in the creation of the 2015 Biennial Homeless Count, which included the completion of the Housing Inventory Chart and Point-In-Time Count. This project included coordination with over 45 agencies and 142 service entities. Furthermore, the submission of Annual Homeless Assessment Report (AHAR) was completed and Alameda County data was usable within the following areas: Emergency Shelter – Family - All; Transitional Housing – Family - All; Transitional Housing – Individual – All; Emergency Shelter – Family – Veterans; Transitional Housing – Family – Veterans; and Permanent Supportive Housing – Family - Veterans.

### InHOUSE activities during Fiscal Year 2014/2015:

- Implementation of newly released Data Standards and upgrade of data collection with changes to forms and software input procedures for increases in efficiency and workflow (completed 10/01/2014).
- Assisted with the review and release of HUD Performance Standard goals and objectives, including providing input to vendor (Bowman Systems) regarding production of report (report estimated completion: Fall 2015).
- Trained and reviewed upgraded forms (and new collection processes) with all data collection users (SIF versions: 5.2 and 5.3 – released September 2014).
- Completion of implementation of ESG (solutions) programs within InHOUSE.
- HMIS support and discussion regarding coordinated assessment process within InHOUSE.
- Data extraction and collaborative efforts in completion of the 2015 HIC and PIT report.
- Ensured data quality improvements completed in submission of the Annual Homeless Assessment Report (AHAR).
- Provided support to agencies regarding frequent data quality issues and remedies needed.
- Collaborate with EveryOne Home and Alameda County regarding CoC application data needs.
- Provided 12 Privacy and Security Certification classes. (training duration: four hours)
- Provided 12 ServicePoint Initial Client Set-up Software trainings. (training duration: 16 hours)
- Provided six ART Report Training Software classes. (training duration: two hours)
- Provided six Quality Improvement ART Report Training Software classes. (training duration: two hours)

- Convened and facilitated User (six) and Policy Group (six) Meetings on alternating months.
- Provided support and participation within the Performance Management committee meetings.
- Coordinated and supported the addition of new agencies into HMIS to support and broaden community services reported within InHOUSE (completed: City of Hayward - in process: Alameda Family Services)
- Collaborated with funders to create data reports needed for agency and funder submission.
- Conducted “best practices” trainings and reviews to Agencies to ensure data quality and cleanliness.
- Provided support to agencies in capitalizing on further utilizing ServicePoint functionality including case management, ShelterPoint, funding organization and service usage.
- Provided research data to SSVF collaborative entity and other requested from the VA.
- HMIS System Administrator attended the Bowman Systems 2015 Boot Camp for additional training on best practices, including collaborative approaches in data management and data standards.
- Upgrade completed for agency reports, including the Demographics, Point-In-Time, Housing Inventory Count and Outcomes, numerous data quality and agency specific reports.
- Coordination and inclusion of non-HUD funded community partners which had not previously been included in the community’s Housing Inventory Count.
- Data extraction and collaborative efforts for the January 2014 Point-In-Time (PIT) Homeless Count.
- Facilitation and collaboration with the Veteran’s Administration to ensure VA participation within HMIS (including confirmation of VA beds/units within the HIC).
- Completion of review and realignment of program assessments for each project within InHOUSE (365 projects).
- Participated and presented in Performance Management committee meetings (held monthly).
- Conducted Privacy Training sessions for 185 community staff members. Trainings were conducted at two community locations and held monthly (duration: four hours).

**Planned Activities for Fiscal Year 2015/2016:**

- *Following release of HMIS Privacy Standards*, coordinate and implement additions of community partners needing data collection and input into HMIS.
- Continued assistance with the review and implementation of HUD Performance Standard goals and objectives, including training community members on data entry and review modifications. (*Expected vendor release Fall 2015*)
- Training and review of upgraded forms (and/or new collection processes) with all data collection users.
- Creation of coordinated assessment process within InHOUSE.
- Data extraction and collaborative efforts in preparation for the 2016 HIC and PIT report, including implementing data collection process for sub-group (youth, veterans) data requested.
- Ensure data quality improvements completed in preparation for submission of the Annual Homeless Assessment Report (AHAR).
- Provide support to agencies regarding frequent data quality issues and remedies needed.
- Collaborate with EveryOne Home and Alameda County regarding CoC application data needs.
- Provide 12 Privacy and Security Certification classes. (training duration: four hours)
- Provide 12 ServicePoint Initial Client Set-up Software trainings. (training duration: 16 hours)
- Provide six ART Report Training Software classes. (training duration: two hours)
- Provide six Quality Improvement ART Report Training Software classes. (training duration: two hours)
- Convene and facilitate User (six) and Policy Group (six) Meetings on alternating months.
- Provide support and participation within the Performance Management committee meetings.
- Coordinate and support the addition of new agencies into HMIS to support and broaden community services reported within InHOUSE.
- Provide continued support and data needed for CalWorks Housing Support Project,
- Collaborate with funders to create data reports needed for agency and funder submission.
- Provide HMIS support in preparation of City-funded Homeless Connect events.
- Provide HMIS support for upcoming Housing Resource Centers (City of Berkeley, City of Oakland).
- Conduct “best practices” trainings and reviews to Agencies to ensure data quality and cleanliness.
- Provide support to agencies in capitalizing on further utilizing ServicePoint functionality including case management, funding organization and service usage.



## **SHP Match Shares of Cost**

### **Key Principles of the SHP Match Allocation**

- All Jurisdictions in the County are included in the match distribution and are approached for contributions.
- Council staff will create a strategy for requesting match from each jurisdiction.
- Agencies covered by the HMIS mandate are responsible for InHOUSE operating costs within their agency, including staff time for required training activities, data entry, systems configuration consultations, and administrator-level training and oversight

### **Match Allocation Formula**

- Each jurisdiction is assessed a \$1,000 base membership fee (Column #6).
- The fee for the Unincorporated County includes an additional \$9,000 in recognition of the importance of County-wide data to several County Departments including Health Care, Behavioral Health Care, and Social Services, bringing the County's membership fee \$10,000.
- InHOUSE membership fees total \$24,000.
- The total match amount is \$91,568. The balance needed after membership fees is \$ 67,568 (Column # 7).
- To distribute the remaining \$67,568, a Needs Adjustment is applied to each jurisdiction.
- The Needs Adjustment spreads the balance across jurisdictions based on a formulaic representation of each jurisdiction's adjusted share of users since the InHOUSE HMIS captures and reports information about homeless service users.\*
- The Adjusted User Share is the average (or midpoint) between the jurisdictions' proportion of the county population and the proportion of service users (Column # 5).
- The Adjusted User Share for each jurisdiction is then multiplied by the balance of match needed, creating the Jurisdiction-Specific Needs Fee (Column #8).
- The Final Match Amount is the total of the Base Membership Fee and the Jurisdiction-Specific Needs Fee (Column 9 = Column # 6 + Column # 8).

\*All service use numbers are taken from the 2004 Alameda Countywide Shelter and Services Survey data set, published by the Alameda Countywide Homeless Continuum of Care Council.



### SHP Match Shares of Cost

This formula assesses a minimum membership fee and a jurisdiction-specific needs fee to calculate each jurisdiction's HMIS Match Amount. The last column on the right identifies the cash match requested.

Column # 1	# 2	# 3	# 4	# 5	# 6	# 7	# 8	# 9
<b>Jurisdiction (Area)</b>	Population Total 1,496,200	Share of County Population	Share of Service Users	ADJUSTED USER SHARE Average of Population Share & Share of Service Users	<b>Base Membership Fee</b>	Needs Adjustment Amount  Full Match minus Membership Total \$91568 – 24000 = \$ 67,568	<b>Jurisdiction Specific Needs Fee</b> Initial Share x Flexible Match Amount Rounded to nearest whole dollar	<b>Final Match Amount</b>
Alameda	74,900	5.0	4.3	4.7 %	\$ 1,000	\$ 67,568	\$ 3,176	\$ 4,176
Albany	16,800	1.1	0.2	0.7 %	\$ 1,000	\$ 67,568	\$ 473	\$ 1,473
Berkeley	104,600	7.0	9.8	8.4 %	\$ 1,000	\$ 67,568	\$ 5,676	\$ 6,676
Dublin	35,550	2.4	0.3	1.4 %	\$ 1,000	\$ 67,568	\$ 946	\$ 1,946
Emeryville	7,550	0.5	0.4	0.5 %	\$ 1,000	\$ 67,568	\$ 338	\$ 1,338
Fremont	209,000	14.0	8.8	11.4 %	\$ 1,000	\$ 67,568	\$ 7,703	\$ 8,703
Hayward	144,700	9.7	1.7	5.7 %	\$ 1,000	\$ 67,568	\$ 3,851	\$ 4,851
Livermore	78,000	5.2	5.2	5.2 %	\$ 1,000	\$ 67,568	\$ 3,514	\$ 4,514
Newark	43,950	2.9	0.8	1.9 %	\$ 1,000	\$ 67,568	\$ 1,284	\$ 2,284
Oakland	412,200	27.5	56.8	41.2 % *	\$ 1,000	\$ 67,568	\$ 27,566 *	\$ 28,566
Piedmont	11,150	0.7	0.8	0.8 %	\$ 1,000	\$ 67,568	\$ 541	\$ 1,541
Pleasanton	67,000	4.5	0.5	2.5 %	\$ 1,000	\$ 67,568	\$ 1,689	\$ 2,689
San Leandro	81,400	5.4	4.4 <sup>i</sup>	4.9 %	\$ 1,000	\$ 67,568	\$ 3,311	\$ 4,311
Union City	70,300	4.7	3.6	4.2 %	\$ 1,000	\$ 67,568	\$ 2,838	\$ 3,838
Unincorporated	139,100	9.3	4.4	6.9 %	\$ 10,000	\$ 67,568	\$ 4,662	\$ 14,662
<b>Total</b>	<b>1,496,200</b>	<b>100.0 %</b>	<b>102.0 %<sup>ii</sup></b>	<b>100 %</b>	<b>\$24,000.00</b>			<b>\$91,568.00</b>

<sup>i</sup> In Table 2-5, data from San Leandro was reported together with unincorporated Castro Valley area. In this Table, the service users are divided equally between the Unincorporated row and San Leandro.

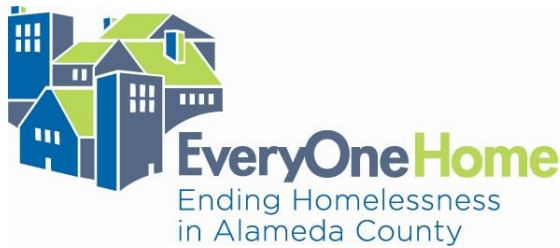
<sup>ii</sup> Some respondents identified more than one area of residence as allowed by the survey instrument.

\* Rounding adjustments to reach whole-number totals.

**EveryOne Home General Support and HMIS Match Contributions  
Local Shares of Cost 7/1/16 - 6/31/17**

<b>Jurisdiction</b>	<b>16/17 EveryOne Home General Support</b>	<b>InHOUSE HMIS Match</b>	<b>Total City Contribution</b>
City of Alameda	\$5,084	\$4,176	\$9,260
City of Berkeley	\$20,124	\$6,676	\$26,800
City of Fremont	\$9,437	\$8,703	\$18,140
City of Hayward	\$7,339	\$4,851	\$12,190
City of Livermore	\$3,088	\$4,514	\$7,602
City of Oakland	\$26,024	\$28,566	\$54,590
City of Pleasanton	\$2,516	\$2,689	\$5,205
City of San Leandro	\$3,921	\$4,311	\$8,232
City of Union City	\$3,348	\$3,838	\$7,186
County of Alameda	\$30,439	\$14,662	\$45,101
Alameda County Urban County (Cities of Albany, Dublin, Emeryville, Newark, and Piedmont, and County)	\$10,124		\$10,124
Albany		\$1,473	\$1,473
Dublin		\$1,946	\$1,946
Emeryville		\$1,338	\$1,338
Newark		\$2,284	\$2,284
Piedmont		\$1,541	\$1,541
<b>TOTAL</b>	<b>\$121,444.00</b>	<b>\$91,568.00</b>	<b>\$213,012.00</b>





August 22, 2016

Isabelle Leduc  
City of Albany  
846 Masonic Ave.  
Albany, CA 94706

**2016/2017 INVOICE**

EveryOne Home General Support

InHOUSE HMIS Match Contribution \$1,473

**TOTAL AMOUNT OF THIS INVOICE \$1,473**

Payment due September 26, 2016

Thank you again for your contribution.

Elaine de Coligny  
Executive Director, EveryOne Home  
510.670.5944  
[edecoligny@everyonehome.org](mailto:edecoligny@everyonehome.org)

Please make payment to:

**Alameda County Housing and Community Development Department  
224 W. Winton Ave, Room 108  
Hayward, CA 94544**

224 W. Winton Avenue, Room 108, Hayward, CA 94544-1215

**EveryOne Home Sponsoring Agencies:** County of Alameda Housing and Community Development, Alameda County Health Care Services Agency and Alameda County Social Services Agency; the City of Oakland Department of Human Services; the City of Berkeley Health, Housing & Community Services Department; and the Alameda Countywide Homeless Continuum of Care Council.



# VOLUNTEER OPPORTUNITY



## TUESDAY, JANUARY 31<sup>ST</sup>, 2017 ALAMEDA COUNTY HOMELESS CENSUS & SURVEY

**Do you want to make a difference in your community?  
Volunteer with your neighbors to help us understand  
homelessness in Alameda County.**

On Tuesday, January 31<sup>st</sup>, Alameda County will be conducting its 2017 Point-in-Time Count to understand the number of homeless individuals living throughout the county. We are in need of community volunteers to work alongside currently or previously homeless guides to count the number of homeless individuals they see across all areas of Alameda County. There will be a 1-hour training the week before to prepare you for the count, and you do not need any experience with homelessness.

The data we collect will be combined with shelter and survey data to give us a valid, accurate snapshot of homeless individuals, youth, and families. The resulting data will also help secure Alameda County's funding for homeless services for the following year.

Volunteer Locations  
will be across  
Alameda County

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Volunteers must be  
over the age of 18,  
and willing to attend  
a 1-hour training the  
week before the  
count

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Join us on January  
31<sup>st</sup> and make a  
difference in your  
community!

---

5-6 Hours  
Total Time  
Commitment

**INTERESTED IN MORE  
DETAILS &  
PARTICIPATING?**

Please visit our online  
registration link at  
<https://www.surveymonkey.com/r/2017AlamedaPIT>

Or feel free to call Connie  
Chu, Applied Survey  
Research, at (408) 813-  
2419