

CAIRS

NEWSLETTER

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CALIFORNIA ALLIANCE OF INFORMATION AND REFERRAL SERVICES

211 California Status Report

There have been several developments involving 2-1-1 in California that are of importance to the entire Information and Referral Community. The most important is the development of a statewide 2-1-1 California Network involving all local 2-1-1's in the state. Below are described 9 highlights of the new 2-1-1 California network.

1. The Memorandum of Agreement establishing the Network: Following last year's 2-1-1 Briefing for State Officials, the 2-1-1 leadership team was challenged by state leaders to work together so that state officials could think about 2-1-1 as a system. Reasonably, no state agency or department wanted to have to go to 58 separate 2-1-1's or even to 18 separate 2-1-1's to utilize 2-1-1. State OES (now CalEMA), in particular was insistent that for 2-1-1 to be an effective partner in an emergency there needed to be one point of coordination with the state, and a means for covering the entire state with phone service.

Following a 2-1-1 California meeting and the Annual CAIRS Board retreat in early 2009, the goal was set and a Memorandum of Agreement was drafted that would build the statewide agreement to work together. A CAIRS Board team of Bill Batty, Erik Sternad, Nancy Findeisen, John Bateson, Gary Madden and Ed Schoenberger took on the job of promoting the MOA to every 2-1-1 in the state.

As you will note, within two months just about every 2-1-1 and its Board had considered and acted on the MOA, and by the August 31 target date, 16 of the 18 CPUC approved 2-1-1's had sent in their signed copies. The discussions held at the Northern and Southern California 2-1-1 Collaboratives to review potential governance models will culminate with a 2-1-1 Summit planned for December 2 where we hope to select a final governance structure and implementation plan.

2-1-1 CA MOA Tracking Table by County

County	Signed MOA's Received
Alameda	X
Contra Costa	X
Fresno	X
Kern	X
Los Angeles	X
Monterey	X

Orange	X
Riverside	X
Sacramento	X
San Bernardino	e-mail confirmation
San Diego	e-mail confirmation
San Francisco	X
(also includes Marin, Napa, Solano Counties)	
San Luis Obispo	X
Santa Barbara	X
Santa Clara	X
Sonoma	X
Stanislaus	X
Ventura	X

The agreement provides for 2-1-1's to speak and act with one voice at the state level to:

- Negotiate with the State for funding and program development.
- Develop a Statewide Disaster Planning and Response Capacity.
- Establish Overflow Call Handling and Mutual Assistance Protocols.
- Support and develop Standards and Quality Performance Measures.
- Provide Training and Assistance to the Network Membership.
- Establish Statewide Coverage.
- Collect and Compile 2-1-1 Information.

2. Next Steps: Governance - Building the statewide organization: As a result of the MOA discussions and the development of the new expanded statewide functions, 2-1-1's are now working together to strengthen and develop the 2-1-1 statewide governance structure and practice that will define:

- Active 2-1-1 involvement in 2-1-1 California planning and decision-making.
- Regular meetings of 2-1-1 Providers.

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Letter from the President . . .

Dear CAIRS Members:

Many of your organizations are probably experiencing the challenges resulting from the ongoing economic downturn. Whether difficult program and/or staffing cuts have been made or existing resources are being stretched to cover a growing client base, we are all sharing the same pain. Government and charitable funding sources have also been hit hard so the pursuit of new funding to meet our growing service demands must be approached with tougher competition in mind. In such an environment, service quality, measurable outcomes, and performance tracking can help your agency stand out among other service providers, and give you the edge needed to maintain or attract new funding sources. Towards this end, the CAIRS Board is working hard to bring you *I&R – Riding the Waves in Turbulent Times* a training conference on December 3, 2009 that will focus on service quality best practices and strategies for measuring performance and other outcomes (visit www.cairs.org for more information about the conference workshops).



In addition to the CAIRS conference that is scheduled to take place in San Diego, CAIRS as part of 211 CA is helping to organize a 211 Summit for December 2 (also in San Diego) that aims at bringing together all the active 2-1-1's to select a governance structure and to finalize the 211 CA emergency operations plan. 211 CA is a partnership of CAIRS and the United Ways of California. As the president of CAIRS, I am also the co-chair of 211 CA. The United Ways has recently identified Pete Manzo, President of United Ways of California as the other 211 CA co-chair. Dave Smith, CEO of United Way of Ventura County is the outgoing co-chair of 211 CA and long time CAIRS board member. Thanks Dave for your service in that capacity and I gladly report that Dave will continue as part of the 211 CA leadership team. More information will be sent directly to the active 2-1-1's regarding attending the 211 Summit. Congratulations are in order for United Way of Kings County — their 2-1-1 application was approved by the PUC on October 15. In addition, there are three new 2-1-1 applicants, United Way of Tulare County, Private Industry Council of Butte County (for 2-1-1 Nevada County), and United Way of the Wine Country in partnership with the Volunteer Center of Sonoma County (for 2-1-1 Mendocino County). These agencies will also be invited to participate in the Summit.

CAIRS continues to be busy getting support for the Federal Calling for 2-1-1 Act (HR 211 and SB 211) that currently has 157 co-sponsors in the House and 54 in the Senate. CAIRS members who want to help get additional co-sponsors or need more information on how to help advocate for HR 211/SB 211, please visit <http://liveunited.org/PublicPolicy/DoA2009.com> or if you are interested on tracking the bill's progress, visit www.thomas.gov.

Letters to the Editor

As always, the Board of Directors is looking for your input. You can provide feedback and comments by contacting the Editor, Barbara Bernstein at bbernstein@edenir.org or (510) 537-2710 x8.



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- Engagement of Key Stakeholders in 2-1-1 California (funders, policymakers, stakeholders).
- Sharing of Program information for emergency response and related purposes.

Local 2-1-1's will participate in the statewide 2-1-1 Summit on December 2, 2009 in San Diego where the next steps in governance work will be discussed and decided, and the implementation of the Emergency Operations and other MOA provisions will be explored and shaped. The next day is the CAIRS conference which all readers should attend.

3. One new 2-1-1 is approved by the PUC and three new 2-1-1 applications have been submitted: United Way of Kings had their 2-1-1 application approved by the PUC on October 15 — Hooray! The United Way of Tulare County, Private Industry Council of Butte County (for 2-1-1 Nevada County), and United Way of the Wine Country in partnership with the Volunteer Center of Sonoma County (for 2-1-1 Mendocino County) have submitted 2-1-1 applications for approval by the Public Utilities Commission. Tulare and Nevada County application are both scheduled for consideration at the December 17 meeting of the Commission. All are reviewing the MOA now as well. Therefore, we can expect to have four more 2-1-1's in the Statewide Network.

4. CAIRS Annual Statewide Conference: The CAIRS conference will take place the day after the 2-1-1 Summit. We are still seeking workshop presenters and anyone interested should contact Nancy Findeisen (916/447-7063x328 \ nfindeisen@communitycouncil.org) or Gary Madden (909/980-2857x202 \ gmadden@ieuw.org).

Date: Thursday, **December 3, 2009**

Location: check CAIRS website at www.cairs.org

Theme: *I&R: Riding the Waves in Turbulent Times*

Workshops (4 General Tracks, 4 Workshops in each Track)

Track 1: Information & Referral Training

Track 2: 2-1-1

Track 3: Special Services

Track 4: Best Practices

5. 211 CA Leadership Team: Pete Manzo, President of United Ways of California has been selected as the new co-chair of 211 CA, replacing Dave Smith, CEO of United Way Ventura County. Maribel Marin continues to serve as the other co-chair representing CAIRS. John Ohanian, Executive Director of 211 San Diego and Pat Clary, United Way of Fresno (and 211 Fresno) joined the leadership team. There are now a total of 8 team members, selected by either CAIRS or United Ways, with each partner having 4 representatives. Other team members include Dave Smith, CEO – United Way of Ventura, Mary Adams, CEO – United Way of Monterey (and 211 Monterey), Ed Schoenberger, Executive Director - United Way of the Bay Area/211 San Francisco, Nancy Findeisen, Executive Director – 211 Sacramento.

6. Branding: In 2004, CAIRS Board members participated in a branding exercise to select the 2-1-1 statewide logo. That

logo is the one used in all 2-1-1 California materials. Despite this statewide logo, a variety of local logos have been developed, some in line with the national logo, others derived from the statewide logo and some completely different from anything else. Given the outreach and relationship building work that 2-1-1 California continues to be engaged in, the 2-1-1 CA Leadership Team felt that it was a good time to reconvene to discuss the potential for developing a unifying brand and messaging campaign. The public relations firm that has supported United Ways of California's work in Sacramento has been invited to present a concept for 2-1-1 CA.

7. 211 Statewide Emergency Operations Plan: 2-1-1 California adopted as its number one goal, statewide coverage for disaster response by December 2010. This goal aims at ensuring that the telecommunications and operational infrastructure is in place so that the entire state can receive access to 2-1-1 services no matter where a disaster takes place. The 2-1-1 statewide MOA provides for all 2-1-1's to mobilize the existing 2-1-1's to provide statewide assistance. To do this it is necessary that all 2-1-1's have a NIMS/SEMS compliant disaster response plan and that a plan be developed for how individual centers will be coordinated. This plan will be addressed at the 2-1-1 Summit, the Northern and Southern Collaborative meetings.

8. CESA Conference: The California Emergency Services Association held their annual conference in South Lake Tahoe on October 5-8, and 211 California presented to the full audience of 150 emergency officials on October 6th. We communicated both the lessons of the San Diego wild fire experience and the commitment of the new 211 California network to connect with emergency responders across the state to ensure our goal of statewide coverage. Points highlighted include:

- 2-1-1 providers across the state have formally joined together as a statewide network, acknowledging 211 CA as their statewide representative.
- 211 CA requests support in the following manner for establishing 2-1-1 disaster-only services in non-2-1-1 counties:
 - Connecting 211 CA reps. to local OES and other local responders
 - Placing 2-1-1 on distribution lists for disaster related information
 - Encouraging CPUC to act so that 2-1-1 switch programming can take place in non 2-1-1 counties for disaster-only services (switch programming to enable 2-1-1 dialing during disaster only)
- Request that CESA members adopt a 211 resolution to be introduced at the conference, acknowledging support for 211 CA efforts to provide disaster related services to all Californians through the actions stated in the previous bullet.

211 Representation at CESA:

Pete Manzo - United Ways of California / 211 CA Leadership Team

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Ed Schoenberger – 211 CA Leadership Team (Northern California)

John Ohanian – 211 CA Leadership Team (Southern California)

Tom Bennett – 211 San Diego, Disaster Coordinator/Retired Sheriff

9. Federal Legislation: H.R.211 proposes allocating \$750 million to fund 211 operations over 5 years. It now has 157 co-sponsors in the House of Representatives (goal is 218) and 54 co-sponsors in the Senate (goal is 60). The bill is currently

in the House Committee on Energy and Commerce headed up by CA representative Henry Waxman. On the Senate side it sits with the Committee on Health, Education, Labor, and Pensions formerly chaired by the late Senator Ted Kennedy of Massachusetts. To date, CA has 28 co-sponsors in the House: Eshoo, Capps, Matsui, McNerney, Farr, Bilbray, Filner, Stark, Woolsey, Miller, Schiff, Cardoza, Susan Davis, Lofgren, Harman, Honda, Spier, Tauscher, Bono-Mack, Lee, Thompson, Watson, Berman, Baca, Calvert, Chu, Roybal-Allard, and Napolitano. Both Senators Feinstein and Boxer are in support.

— Ed Schoenberger

I&R: Riding the Waves in Turbulent Times

Join your CAIRS colleagues at the 2009 statewide conference, *I&R: Riding the Waves in Turbulent Times*, Thursday, December 3rd, 8:00 a.m. to 4:30 p.m. in San Diego, CA. Choose from among 12 workshop topics, including I&R 101 and 102, Database Management, Improving I&R Services of Seniors, Resources for Military Families and Veterans, Social Networking for I&R, and best practices in Quality Assurance and Improving Customer Service. There's something for everyone among our four workshop tracks: Information and Referral Training, 2-1-1, Special Services and Best Practices.

Some of this year's special features include:

- ◆ 2-1-1 San Diego's "super trainer" Bill York presenting I&R 101 and I&R 102.
- ◆ Amy Latzer, COO of 2-1-1 Los Angeles, reprising her highly rated AIRS Conference presentation on Coaching: Best Practices for I&R Contact Centers and an updated Quality Assurance workshop.
- ◆ 2-1-1 Disaster Specialists training on disaster response.
- ◆ John Kim of Healthy Cities discussing how to use I&R data to impact public policy.
- ◆ Specific workshops for aging services, military I&R, and using volunteers effectively to expand services.

Register by November 13th to get the Early Bird member rate of \$100. For registration information, go to the CAIRS website, www.cairs.org. CAIRS has also arranged for a special conference hotel rate for Wednesday, December 2 and Thursday, December 3 at Humphreys Half Moon Inn & Suites, 2303 Shelter Island Drive, San Diego, CA 92106. Check the CAIRS website for details.

— Nancy Findeisen



2-1-1 Central Valley: A Success Story

A young man called 2-1-1 from his car needing help. The caller had just had a fight with his wife, who was also very young. His son was acting up; screaming and whining in the back seat. The caller was just about ready to turn around and scream at his son to behave and stop acting up when he heard the radio announcer say, "Don't take it out on your kids."

At that moment, he pulled the car over and sat for a minute realizing what he was about to do...take it out on his kids. He said he felt just awful. He was already feeling bad because of the argument with his wife. So, he picked up his cell phone and simply dialed 2-1-1.

He explained everything that had just happened, and said he wanted information about marriage counseling and family counseling. The 2-1-1 Central Valley Phone Specialist provided him with the information he was looking for, and in addition, continued to read the different types of counseling programs available to him. He stopped the 2-1-1 Central Valley Phone Specialist when she mentioned "parenting classes and parenting hotlines" and he asked for that information as well.

After giving him the information, he thanked the 2-1-1 Central Valley Phone Specialist and agreed to a "follow-up call". The 2-1-1 Central Valley Phone Specialist took his information, and thanked him for calling 2-1-1 urging him to call 2-1-1 anytime he needed the service. He replied by saying, how glad he was that he'd heard the announcement on the radio and was grateful that 2-1-1 was there at a time it meant the most to him and his family.

As reported by: 211 Central Valley Phone Specialist

CAIRS/AIRS Membership Provides Many Benefits for I&R Agencies

CAIRS/AIRS members will be receiving soon a renewal reminder for the 2010 membership year. Renewing a joint membership in CAIRS and AIRS has many benefits, including reduced prices for on-line training and AIRS training products, reduced fees for conferences (both AIRS and CAIRS), and, at the Enhanced and Premium levels, *The ABC's of I&R* (updated 2009) at no cost. The new edition of *The ABC's of I&R* contains professionally developed training scenarios for I&R specialists among other updates.

There are four membership levels – Basic (\$50), Standard (\$250 for agencies with budgets below \$75,000; \$350 for agencies with budgets over \$75,000), Enhanced (\$500) and Premium (\$750). If you want to learn the most cost-effective level for your agency, www.airs.org links to a worksheet that will help you calculate the membership level that provides the optimal cost-benefit for your organization.

For a full detailed description of CAIRS and AIRS membership benefits at each level, please visit the CAIRS website at www.cairs.org. To join or renew a membership, download the application from www.airs.org.

Barbara Bernstein, Eden I&R's Executive Director, accepts the 2009 Bay Area Red Cross Community Service Hero award from Marian Wilson-Sylverstre, the Bay Area Red Cross External Relations Officer. Ollie Arnold, Eden I&R's Housing Outreach Coordinator (on Barbara's left) nominated Barbara for the award in recognition of the eight years it took to bring 2-1-1 to Alameda County





BEWARE OF CENSUS SCAM

Next spring, the Census Bureau makes its once-a-decade count of the U.S. population. But scammers who just want to count your cash are already piggybacking on the event.

Although census workers conduct another survey each month, beware of anyone who comes to your door between now and next spring claiming to be gathering data for the 2010 census.

Here's why: Mailing of the official postage-paid census questionnaires begins in mid-March 2010. Households that do not respond to that first mailing are sent a second questionnaire. Only after they do not respond to the second census taker sent to the home.

Visits by one of the bureau's census workers will occur in 2010 between April and July. Citizens shouldn't see any census workers at the door until then.

Already, some census-related scams have emerged. In rural Kentucky near the Tennessee border, several individuals say that people identifying themselves as census workers come to their doors, ask a few census-type questions, and then solicit a donation. They tell consumers they don't get paid for their travel expenses and need gas money to conduct the census.

In the Midwest people have reported receiving a "2009 Census of Senior Citizens." Sent by the self-styled Civic

Council of Maryland, based in Frederick, it asks questions such as "Should the Death Tax be permanently repealed?" and "Should Medicare benefits be means tested?" The mailing asks that surveys be returned with a donation of up to \$25.

Census takers will never ask personal or financial information such as your Social Security number, bank account information or credit card accounts.

Other tips to distinguish census takers from scammers:

Legitimate census takers will wear a badge and carry a black canvas shoulder bag reading "U.S. Census Bureau." The badge is not a photo ID but will contain the taker's name and signature. So if you have doubts, ask to see a driver's license or other photo identification to validate the taker's identity.

- Any e-mail you receive purporting to be from the U.S. Census Bureau is a fake. Delete, without opening, any incoming e-mails alleged to be from the Census Bureau, as they may contain harmful spyware.

- Census workers will never solicit donations or other types of payment.

- To verify when home visits will be made in your area, or to report suspicious census-related activity, call your local Census Bureau office. Remember, Scamnot...

— Cory Scholtes

Reach a Statewide Audience with CAIRS

Have a conference, service or product you want to promote statewide? Consider purchasing ads in the CAIRS Newsletter. The current circulation is over 200, with membership in CAIRS continuing to grow. We are offering very low advertising rates:

- **For-Profit rate = \$400 for 4 quarter page ads (\$100 per ad)**
- **Non-Profit rate = \$200 for 4 quarter page ads (\$50 per ad)**

If you are interested contact Barbara Bernstein at (510) 537-2710, ext. 8; or by email: bbernstein@edenir.org



2-1-1 Alameda County Tests Ham Radio Communication System

Twenty years after the Loma Prieta Earthquake the Bay Area continues its efforts to be better prepared to respond to the next earthquake. In Alameda County, Eden I&R recently tested its back-up communication systems including its Ham Radio capabilities.



Carl Costa, Hayward R.A.C.E.S. Radio Officer, and Eden I&R IT Specialist, Bill Ferguson, install a ham radio antenna on the roof of Eden I&R's Hayward offices. The ham radio will serve as a backup communication system, if needed, during and after a disaster. [Left]



Carl Costa, Hayward R.A.C.E.S. Radio Officer, tests Eden I&R's/ 2-1-1 Alameda County's new ham radio, communicating with Douglas Jackson at the United Way of the Bay Area's/ 2-1-1 San Francisco office. [Above]

Carl Costa, Hayward R.A.C.E.S. Radio Officer, continues to test Eden I&R's new ham radio while Anthony Thomas, 2-1-1 Contra Costa Call Center's Supervisor, and Bill Ferguson, Eden I&R's IT Specialist, learn about this communication system. [Left]

Disaster Websites

Emergency Preparedness Information Sites

<http://www.whatsyourrq.org/>

What's your Readiness Quotient? – tool to evaluate person's readiness for emergencies

<https://www.citizencorps.gov/>

Citizen Corp site with information on preparedness, training, volunteer opportunities during disasters

<http://www.homeland.ca.gov/>

CA Homeland Security website

<http://www.hhs.gov/disasters/>

Department of Health & Human Services – information on emergency preparedness

<http://www.hrsa.gov/emergency/>

Health Resources & Services Administration – include scenarios from natural disasters to terrorist attacks

<http://www.fda.gov/>

US Food & Drug Administration – Protecting & Promoting Your Health

<http://www.fda.gov/oc/opacom/hottopics/bioterrorism.html>

US Food & Drug Administration – role of FDA in counter-terrorism

<http://www.aoa.gov/prof/preparedness/preparedness.asp>

Emergency preparedness by Administration on Aging (AoA) on the special needs of older disaster victims

<http://www.atsdr.cdc.gov/2p-emergency-response.html>

Agency for Toxic Substances & Disease Registry information on emergencies involving hazardous substances in the environment

<http://www.fema.gov/hazard/index.shtm>

FEMA's Disaster information page

<http://emergency.cdc.gov/>

Center for Disease Control & Prevention information on public health emergencies

<http://www.foodsafety.gov/~fsg/fsgdisas.html>

Government food safety information

<http://www.disastersafety.org/>

Institute for Business & Home Safety – tips & information for preparing home & businesses for disasters

<http://www.ed.gov/admins/lead/safety/emergencyplan/index>

US Department of Education site on emergency planning for schools including information on various natural disasters & terrorism

Tragic Infant Death

In May 2009 an infant was found dead in one of Union City's (Alameda County) trash bins.

The next day staff at Eden I&R/2-1-1 Alameda County discussed the need for more targeted 2-1-1 outreach material geared toward pregnant teens.

Within a few days, Eden I&R staff designed and started distributing a targeted flyer [see Page 11] (in both English and Spanish) to locations where teens tend to hang out (e.g., schools, after-school activity sites, fast food restaurants, etc.). This is just one example of the many ways in which 2-1-1 can and should be responsive to vulnerable populations who need to know about, and use, 2-1-1 for such resources as safe baby surrender information.

— Barbara Bernstein

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Become a California Leader in the Information and Referral Field. Explore Joining the CAIRS Board!

CAIRS is looking for new leadership, new ideas and fresh energy on the Board.

Like any other professional association CAIRS does not run itself. It takes the leadership, hard work and cooperation of its members to simply survive, much less flourish, prosper and succeed. Because we do not have paid staff, it has taken the participation, planning and implementation efforts of Board members and other individual CAIRS members for our conferences, training, newsletters and advocacy to succeed.

Right now, making 2-1-1 a reality in every California community is our priority! This is a remarkable opportunity and challenge to us as the premier Information and Referral organization in the State. This is the moment for increased involvement from more of you in the field.

If you are interested in being on the Board or would like to nominate someone, please send the appropriate information to Ed Schoenberger, Nominations Committee, CAIRS at eschoenberger@uwba.org.

Write *CAIRS BOARD* in the subject line.

—Ed Schoenberger

H1N1 Response in San Diego County

In response to the recent influx of H1N1 cases in San Diego County, 211 San Diego has activated its call center for the public to call for non-emergency information related to the H1N1 influenza in the region. The County of San Diego Public Health Department has activated 211, and asked the public to dial 2-1-1 to speak with live specialists 24/7 for information on the situation. As of 8/17/09, 211 San Diego has responded to 3,585 calls from San Diegans looking for information.

Reason for calling:		How they heard about 211?	
General Information	55%	TV	57%
Testing	8%	Word of Mouth	26%
Symptoms	26%	Government Agency	10%
Vaccine	6%	Internet	7%

One Mother's Story:

While taking a disaster call regarding the H1N1 influenza A, a woman called from the Poway area. She had just left her Doctor's Office with her son, whose immune system is impaired. The Doctor had written a prescription for Tamiflu, with the important instructions that her son must take the first dose within 24 hours or he would become deathly ill. The caller said her hospital's pharmacy had called all the local pharmacies within their HMO plan and none of them had the medication in stock. The caller was frantic – she had also called other local pharmacies and no one had the medication in stock. The caller said the nurse in her doctor's office told her to call 211.

After talking to the caller and allowing her necessary time to take a deep breath, I was able to take down her information and provide a number to epidemiology. I ensured her we would look into possible solutions and give her a call back as soon as possible. At the same time, I informed a coworker of the situation. She quickly picked up the phone and began calling pharmacies in the Poway area. One call on her list was Wal-Mart which had Tamiflu in stock. Wal-Mart was able to verify that they would be able to give the caller the medication her son needed if she were to visit the store that same day, with her prescription. With this great news, I was able to call the woman back and gave her the information. The caller was almost in tears she was so happy! As it turns out, the Poway Wal-Mart was just a few blocks from her house.



Need Help?

SIMPLY DIAL 2-1-1

Get access to FREE and CONFIDENTIAL information over the phone about your pregnancy and your baby.



2-1-1 has information to help you find...

- ★ Free and confidential health care
- ★ Adoption services
- ★ Counseling services
- ★ Safe surrender sites (locations where you can safely give up your baby within 72 hours of birth without prosecution)
- ★ Reproductive health education
- ★ Prenatal care
- ★ Services for battered women
- ★ Support groups
- ★ And more!

2-1-1 is a **toll free**, three-digit phone number dedicated to providing information and referrals 24/7. All calls are **CONFIDENTIAL** and are answered by experienced Resource Specialists. If 2-1-1 is temporarily unavailable on your cell or landline phone, dial 1-888-886-9660.

Eden I&R, Inc.

PRIOR & CURRENT SUPPORTERS:

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Eden I&R, a nonprofit 501(c)3 organization, is the provider for the 2-1-1 phone service in Alameda County. For more information, visit www.211alamedacounty.org.