



Connecting Alameda County residents to health, housing and human services

Presented to the City of Oakland Commission on Homelessness

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50 Years of Connection

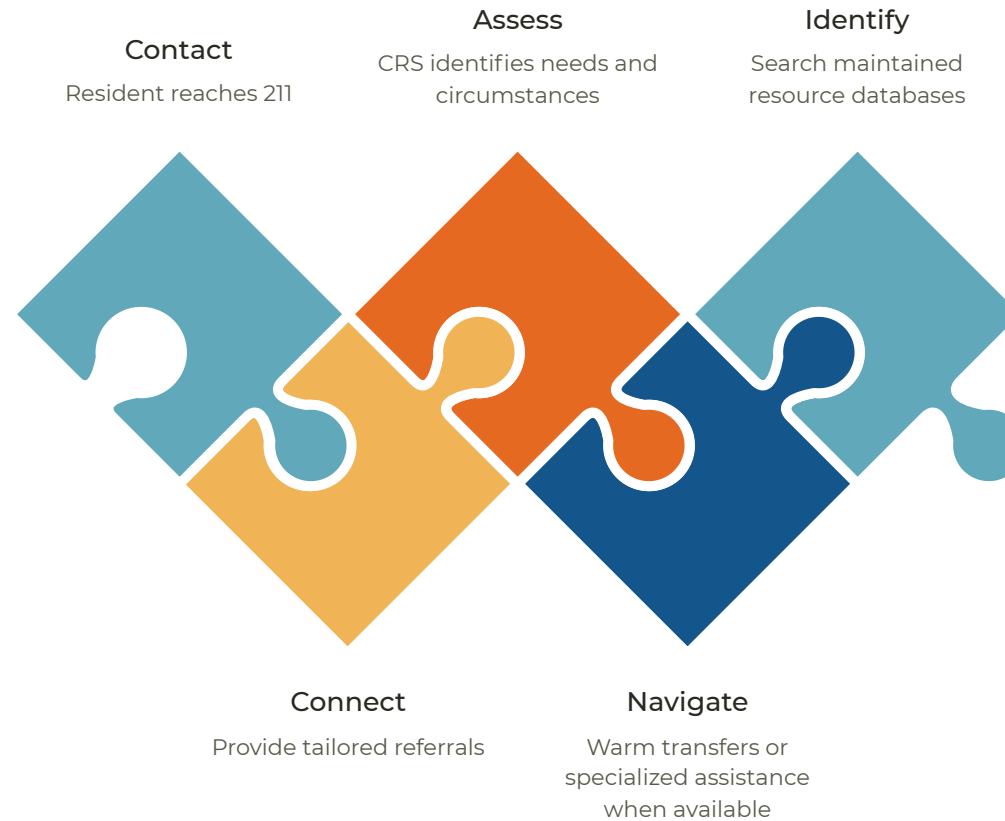
For 50 years, Eden I&R has connected Alameda County residents to critical health, housing and human services.



- **24/7**
211 access
- **2500+**
Health and human service programs
- **Countywide**
Serving communities throughout Alameda County
- **One Connection Point**
For health, housing and human services

The 211 Process

A streamlined approach to community resource navigation



The 211 process ensures individuals are efficiently guided from initial contact to successful connection with community resources.

The Scale of Need (FY2024–25)

Key performance metrics and service volume

Total Calls and Texts

62,477

total interactions

Referrals Provided

174,525

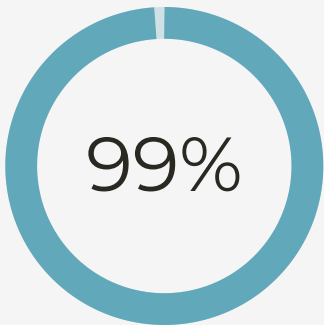
total referrals

Referral Growth

+13%

increase in volume

Caller Satisfaction



Leading Area
of Need

Housing

Oakland's Connection to 211 **25,473**

Contacts **79,325**

Referrals **5,387**

Unduplicated Clients

Oakland represented approximately **40%** of contacts and **45%** of referrals captured in the FY25 city-level data.

Role in Housing & Homelessness

Continuum of Support and Performance Metrics

Continuum of Support

PREVENT

Rental assistance • utility assistance • legal resources • housing stabilization

→ FIND

Affordable housing database • open waiting lists • AC Housing Choices

→ CONNECT

Screening for Coordinated Entry • connections to Housing Resource Centers

→ NAVIGATE

Specialized housing support, including AHIP

Housing Resource Center Referrals

5,948

connections to services

Coordinated Entry Screens

5,838

completed assessments

Oakland Connections

3,056

FY25 referrals to Oakland-based
Housing Resource Centers

More Than a Referral Line

Our Four Core Pillars of Support

Our Core Pillars of Support



Housing & Navigation

Centralized database management and facilitating informed Alameda County housing choices.



Benefits & Basic Needs

Direct assistance with Medi-Cal enrollment and CalFresh application support.



Mobility & Access

Bridging the gap to essential services through transportation solutions.



Community Resilience

Proactive disaster response planning and emergency coordination.

What 211 Allows Us to See

The Intersection of Residents, Providers, and Systems

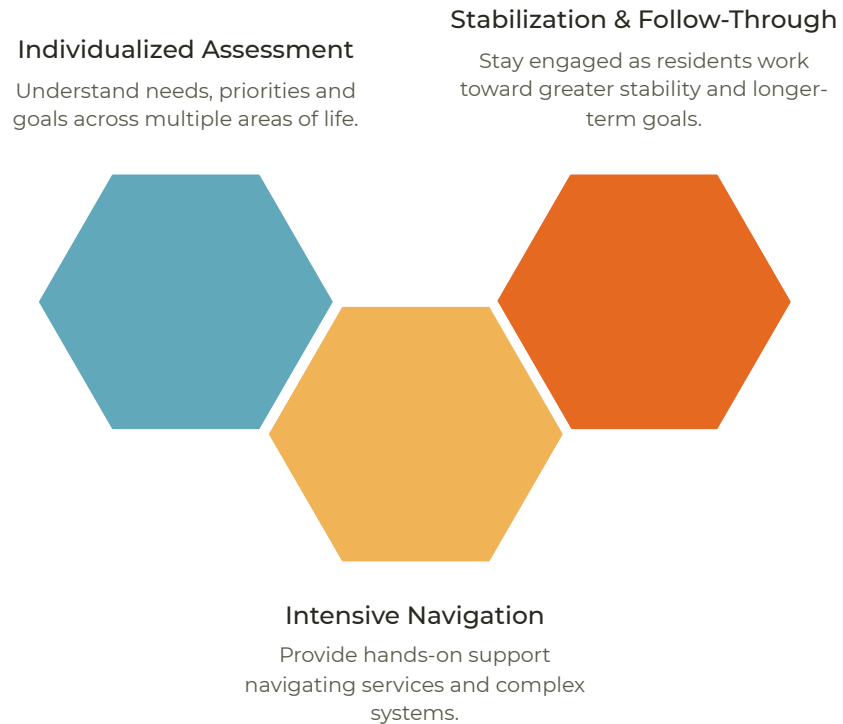


- **WE HEAR: Resident Requests**
Capturing the direct voice and essential needs of the community.
- **WE SEE: Eligibility Barriers & Service Gaps**
Where resources exist — and where barriers and service gaps remain.
- **WE LEARN: Referral Efficacy & Navigation Needs**
When a referral is enough — and when someone needs deeper support.

Community-Led Navigation

Moving from referral to deeper, individualized support

For residents facing multiple, interconnected barriers, receiving the right referral may only be the first step.



An emerging model building on 211's existing infrastructure, community knowledge and system relationships.

A Stronger Safety Net

The Current Landscape

211 serves as a countywide entry point into Alameda County's health, housing and human-services safety net.

- **Today:** We help residents identify and connect to services.
- **The Opportunity:** Strengthen what happens after the initial connection.
- **Our Direction:** Pair 211's information and referral infrastructure with deeper navigation for residents facing complex barriers.

Get Connected

- **Call:** 211
- **Availability:** 24/7 Support
- **Learn More:** 211alamedacounty.org

