



Call **211**
Help Starts Here

Eden I&R, Inc.

"linking people and resources"
throughout Alameda County

211 Alameda County Housing Services and The AHIP Program



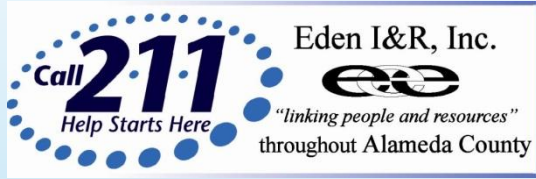


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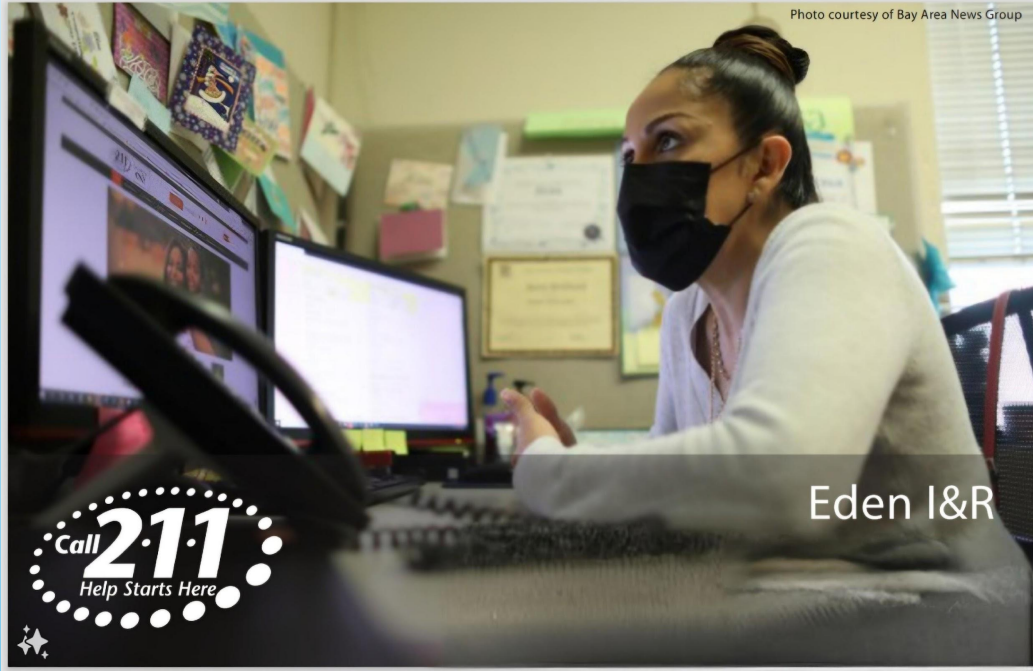




Mission: Linking people and resources

Vision: We envision a community empowered with information and connected to resources so that all people obtain health, happiness, hope, and improved livelihoods.

Eden I&R



Connecting people to hope, 24/7.
Multilingual staff assess callers' needs
and give referrals from databases of over
2,500 human service programs and
78,000 housing units.

Email 211 at info@edenir.org for referrals,
expect a response within two business
days.

Two-way texting 898-211 available
Monday-Friday 9:00am – 4:00 pm

www.211alamedacounty.org

211 Alameda county



FY 23/24

- ▶ 65,368 total contacts
- ▶ 154,558 total referrals

Caller Demographics

- ▶ 71% Female
- ▶ 50% Living with a Disability
- ▶ 27% Single Mothers with Minor Children
- ▶ 17% Seniors
- ▶ 99% Low, Very Low, Extremely Low Income



211 stats

Resource Finder on main Eden I&R's website

<https://211alamedacounty.org/>



Health, Housing, and Human Services



Transportation Services



Reentry Services

TIPS ON USING 211

- 211 only provides the caller with information to services and housing but rarely refers directly to agencies.
- Many agencies do not do intakes outside of business hours M-F, 9-5 PM, caller can take notes and call the next day.
- 211 checks shelter bed space (twice a day, 10 am and 1 PM) for a few non-CES shelters and can provide this information to callers even if they are not literally homeless.
- 211 can provide referrals to DV shelters.



How to best prepare for a 211 call



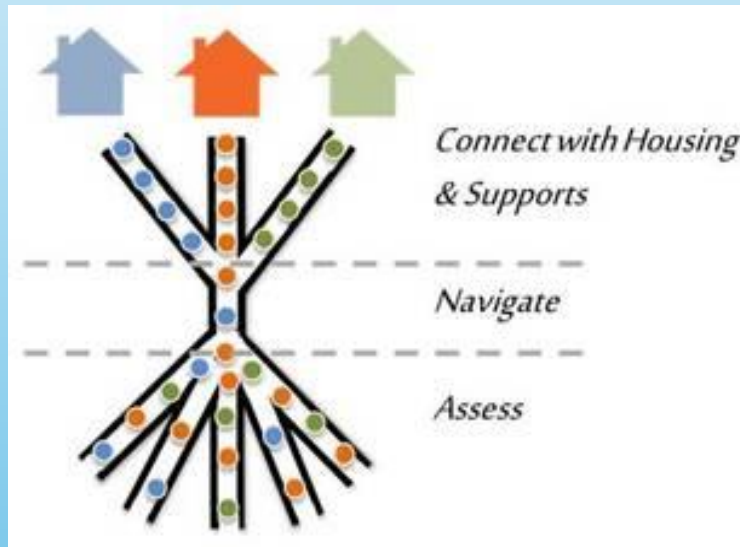
- Ask your client to be present with you and, if possible, have them answer ALL of the 211 intake questions that the Community Resource Specialist (CRS) asks.
- For those calling for themselves, that do not have email and cannot receive texts, please have a pen and paper ready.
- Assist your caller in calculating their monthly gross household income.



What if your client is having a HOUSING CRISIS? CALL 211

If your client is literally homeless (in a car, shelter/transitional housing or on the streets) 211 will transfer to the Housing Resource Center AKA Coordinated Entry System (CES)

If your client is not literally homeless (couch surfing or in a motel) 211 will provide resources like a shelter bed (very limited)



- ▶ Screening callers for HUD definition of LH
- ▶ Warm transfers to Access Point/HRCs
- ▶ Fewer shelters to refer callers directly
- ▶ Importance of setting expectations
- ▶ Housing Problem Solving

Coordinated entry system



Find Housing

Search for affordable housing in Alameda County

HOUSING SERVICES

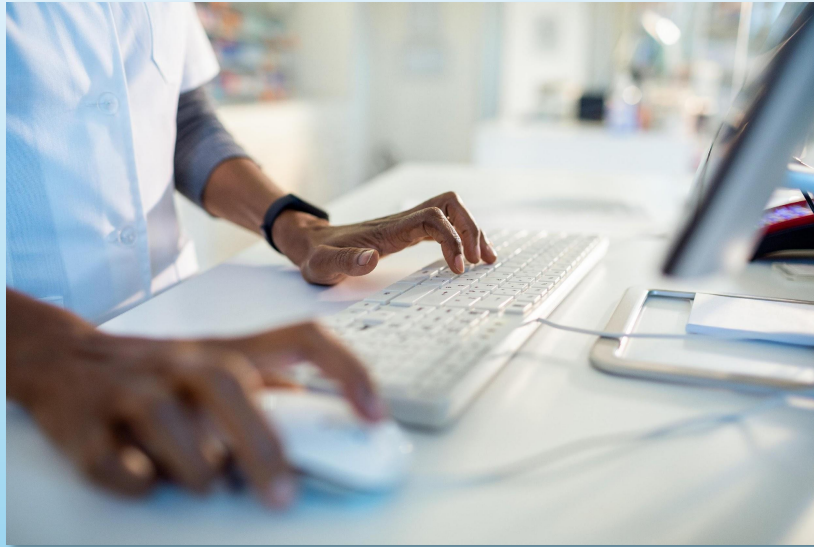
Call 211 for housing listings

- ▶ Affordable subsidized units
- ▶ Market rate units
- ▶ Shares and beds
- ▶ Transitional housing

Check www.achousingchoices.org

- ▶ Open wait lists for affordable subsidized units
- ▶ Located in Alameda County

The screenshot shows the website's header with the 'Call 211' logo and 'HOUSING CHOICES For Alameda County'. A navigation bar includes links for Home, Frequently Asked Questions, Other Helpful Sites, Special Programs, and Report a Housing Complaint. The main content area features a search form with dropdown menus for 'Any City', 'Any Bedroc', and 'Any Rent', a 'Search' button, and filter options for wheelchair access and pet-friendly units. A large image of a residential building is visible on the right side of the page.



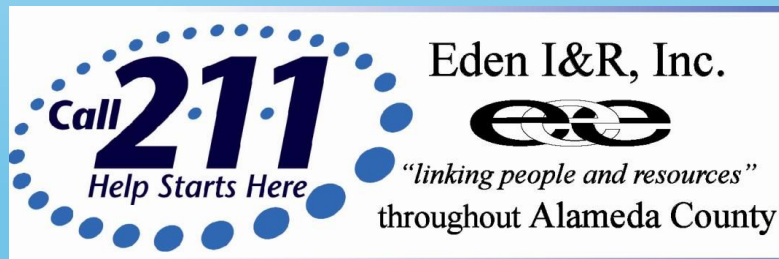
EDEN I&R HOUSING DATA

Eden I&R's housing data:

- Average of 1,334 buildings are updated monthly includes all affordable housing in Alameda County.
- Average of 400 plus affordable housing waiting lists open monthly.
- Over 280 new buildings added in FY2024.
- Monthly data hygiene reports used to update data.

Details on each property

- Proximity to public transit
- Wheelchair accessible
- Accepts subsidy or deposit assistance programs
- What utilities are paid
- Credit check fees
- Pets allowed
- Past evictions allowed?
- And more...



DOORWAY- BAY AREA AFFORDABLE HOUSING

[HTTPS://HOUSINGBAYAREA.MTC.CA.GOV/](https://housingbayarea.mtc.ca.gov/)



[WELCOME](#) [VIEW LISTINGS](#) [HELP CENTER](#) [PARTNERS](#)

Find and apply for affordable housing in the Bay Area

Bedrooms

ANY

STUDIO

1

2

3+

Max Monthly Rent

\$

Counties

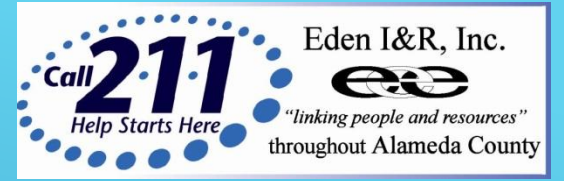
- ALAMEDA
- CONTRA COSTA
- MARIN
- NAPA
- SAN MATEO
- SANTA CLARA
- SOLANO
- SONOMA
- SAN FRANCISCO

(For San Francisco listings, go to [DAHLIA](#))

[VIEW LISTINGS](#)

[VIEW COUNTY MAP](#)





HOUSING RELATED SERVICES

- Deposit and Rental Assistance referrals
- Incremental weather shelter beds, 211 calls twice a day for open beds, 10 AM and 1 PM
- Hotels and Motels
- Domestic Violence Shelters
- Safe Parking for families
- Laundry Facilities and showers for unhoused residents

How to apply for affordable housing

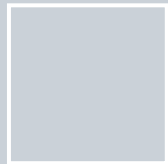


Affordable housing has waiting lists (from 6 months to 10 plus years)

Initial applications to get on wait lists are free

A credit check fee is due when names rise to the top of the list

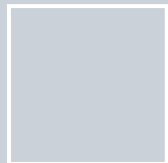
Applicant's household income must fit the income criteria for the property.



Where to get applications

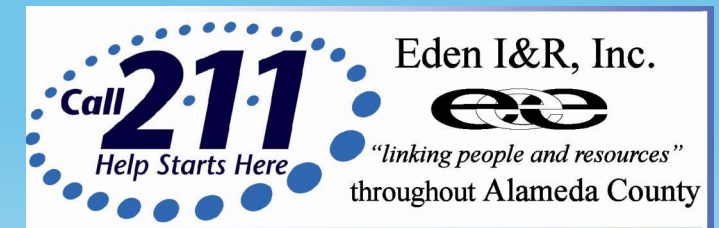
Paper Applications can be picked up at the property office or may be downloaded off the developers' website.

Online Applications, if available. Find the link on www.achousingchoices.org



To apply for properties under construction

Apply to Interest Lists to be notified for opening of formal application process. Find interest lists on www.achousingchoices.org



Application Tracking Tips

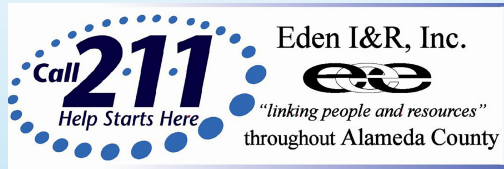
Maintain	Maintain a stable mailing address
Track	Keep a record of where you apply
Update	Update contact information
Have	Have basic documents ready – ID, Proof of Income, etc.



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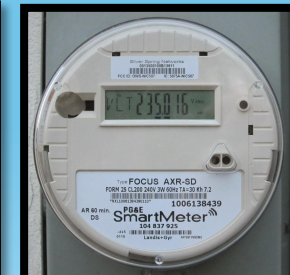


Other 211 Programs

- **Transportation department:** The **AIM transportation program** is a **subsidized LYFT/Uber ride service for older adults and people with disabilities**, helping them stay mobile and access essential services more flexibly than standard paratransit.
 - The purpose is to fill mobility gaps that traditional paratransit can't meet — especially **same-day trips, medical return rides, and short-notice travel.**
 - Must be a **City of Alameda Resident.**
 - **70+ years old, OR 18 or older and certified with East Bay Paratransit (EBP)**
 - **Wheelchair-accessible vehicles (WAVs)** are *not guaranteed* because of limited availability.
 - Enrollment is **first-come, first-served**, depending on available funding.
- **Kick-it California** – Help seekers can sign up for counseling to quit nicotine smoking/vaping and get a \$20. gift card.

What the caller can expect after the 211 Referral

- Kick It California will call them in 2-3 days to complete the Coaching Call, or schedule it.
- A Coaching Call takes about 20 minutes. The Coach will ask questions about their tobacco/nicotine use and will create a personalized quit plan.
- After the Coaching Call, they'll receive a \$20 gift card (physical or digital while supplies last) and free quit materials.



This Photo by
Unknown Author is

This Photo by Unknown

AHIP PROGRAM FOR CLIENTS LIVING WITH HIV/AIDS

The AHIP program provides information & referral services, housing navigation assistance, as well as support in navigating the Coordinated Entry System & accessing permanent supportive housing to PLHIV.

Maintains a listing of HOPWA units in Alameda & Contra Costa County & has access to these units when they become available.

Has up-to-date information on services for testing, PrEP, medical case management, outpatient care, dental & vision care, mental health and substance abuse treatment, financial assistance programs, free and low-cost transportation, COVID testing & vaccines.



AHIP (AIDS HOUSING AND INFORMATION PROGRAM)

- Founded in 1996
- Provides Housing Navigation
 - Access to shelter beds
 - Determines HOPWA eligibility - LOD
 - Refer to HOPWA units for LH clients
 - Financial assistance for move-in costs
 - Navigation through the Coordinated Entry System
- Service Navigation
 - Clinic Referrals
- Provides Housing and service referrals to PLHIV
 - Mostly virtual with some in-person site-visits
 - Monthly AHIP Newsletter with many resources



ALAMEDA COUNTY



Does Your Client Need Shelter

We Can Help. HIV-Focused Emergency Shelter Available AIDS Housing Information Project (AHIP) in partnership with East Oakland Community Services (EOCS)

- Direct Shelter Placement Available
- The AIDS Housing Information Project (AHIP) offers direct emergency shelter placement through East Oakland Community Services (EOCS).
- Tier One (T1) emergency shelter beds are available exclusively for adults living with HIV or AIDS who are experiencing homelessness or housing instability.
- This program is designed to provide immediate, supportive, and stability-focused shelter services.

SHARE:  

Join Our Email List 



2026 March AHIP Newsletter & Resources for Providers

211 Alameda County
Thriving Together:
Strength, Support and Hope for Seniors with HIV
Serving the Older Low-Income Population with HIV in Alameda County



📅 Wednesday, April 29, 2026 | 🕒 10:00 AM – 12:30 PM
📶 Virtual Event

Featured Speakers

 Dot Theodore – Public Health <i>Understanding the Bigger Picture:</i> Global, national & local HIV trends	 Bea Saki & Dan Ireland – East Bay Innovations <i>Strengthening prevention, care & long-term stability</i>
 Dr. Sami Lubega – EBGITZ <i>Supporting health & well-being as we Age</i>	 Tony Sillemon, PhD – EBAC <i>Building strong partnerships for lasting change</i>
 Damon Powell, PhD – Primary Care at Home <i>Aging with dignity at home: Innovative in-home care models</i>	

Our Shared Goals:

- ✓ Build understanding of the changing face of HIV
- ✓ Promote dignity, stability, and whole-person care
- ✓ Strengthen partnerships across systems
- ✓ Ensure older adults living with HIV not only survive – *but thrive!*

RSVP by 4/22/2026 for this free event – email ahip@edenir.org

RSVP

SHARE:  

Join Our Email List



2026 March AHIP Newsletter & Resources

Nevin Plaza Richmond CA Senior Housing 62 &Up 1 & 2 Bedrooms

HOUSING AUTHORITY OF THE COUNTY OF CONTRA COSTA
ANNOUNCES THE OPENING OF THE LISTED PROJECT-BASED VOUCHER
(PBV) WAITING LISTS Monday, March 2, 2026 at 10 AM through
Thursday, March 19, at 4:00 PM From 03/02/2026 – 03/19/2026 pre-
applications will be accepted for the properties listed below ONLY: THIS
IS NOT FOR THE HOUSING CHOICE VOUCHER WAITING LIST. Pre-
applications must be submitted on-line at:

www.contracostahousing.org. Note: ALL PRE-APPLICATIONS MUST BE
SUBMITTED ONLINE. If you would like a paper application, please
contact us at 925-957-7085 for assistance.

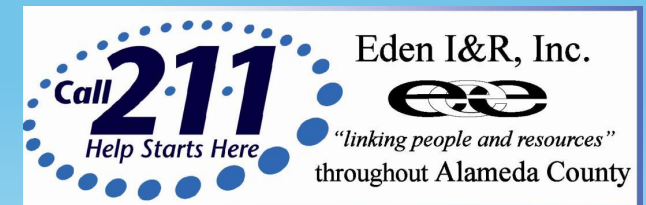
Completed pre-applications must be submitted by 4:00 PM, Thursday,
March 19, 2026. Incomplete pre-applications or partially completed pre-
applications will not be accepted. Pre-applications received after the
03/19/2026 deadline will not be accepted. Eligible families will be
referred to units subsidized with Section 8 Project-Based Vouchers from
the Housing Authority of the County of Contra Costa in partnership with
non-profit housing owners. The housing assistance is only available at
the designated properties for families meeting the property restrictions
as indicated below in the last column of the chart. After twelve months
of residency, families will be eligible for a Housing Choice Voucher,
subject to availability. All requests for Reasonable Accommodation will
be considered

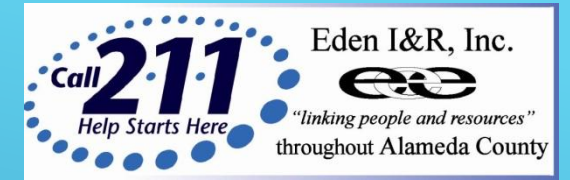
Learn More

Housing Subscription Prices

	Emailed PDF	Additional Subscription(s)	Budget
Standard Price	\$230/year	\$125	
Small Non-profit	\$140/year	\$75	(annual budget under \$800,000)
Large Non-profit	\$180/year	\$100	
AHIP	\$80/year		

Subscriptions are intended for community-based organizations and other direct service providers seeking a comprehensive source of affordable housing information for their clients. Eden I&R emails a PDF of our housing data twice a month. Prices are based on the size of your agencies budget. To obtain a copy of the housing subscription, please call our staff member at 510-727-9565, or email us at housing@edenir.org.





AMANDA CRUZ

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Program Line: 510-5372600

Work Cell/Text Line 510-695-1693