

EDEN I & R:

40 YEARS OF COMMUNITY SERVICE

- 1976 Agency incorporated as a 501 (c)3 providing telephone/walk-in Information and referral services located in Hayward City Hall basement
- 1978 Job Development for Youth Employment Training started (CETA on wheels; Individual Services System)
- 1979 Alameda County 911 Translation Service for Spanish, Cantonese, Vietnamese & TTY started
- 1983 After-Hours Phone Services for Alameda County's Child Protective Services (CPS) and Emergency Response Unit (ERU) started
- 1984 Moved to Current 570 B Street Hayward Location July 1984
- 1984 9-1-1 Translation Service for State of California begins (over 2 million People served within 14 years)
Attorney Referral Services started
Human Services Network Organized
Bay Area Information & Retrieval System (BAIRS) created (5-county I & R system)
- 1987 First edition of the Directory of Human Services for Alameda County (the Big Blue Book")
Countywide Shelter Daily Survey begins
- 1989 Homeless Phone Line and Housing Database created in response to Loma Prieta earthquake
- 1990 After-Hours Phone Services for Alameda County's Public Guardian's Office started
- 1991 Alameda County's Prison health Services started
Mid-High Range Housing Database created in response to Oakland Firestorm
- 1992 Pacific Bell's Emergency Cantonese Language Assistance Bureau started
- 1993 Area Agency on Aging's Monolingual Spanish Senior Services Program started

- 1995 City of Hayward's Roving Housing Program starts Eden I&R's Roving Department
- 1996 Alameda County's AIDS Housing Information Project (AHIP) Roving Program started
- 1999 After-Hours Phone Services for Adult Protective Services (APS) started
- 2000 Maximizing Opportunities for Mothers to Succeed (MOMS) program started at Santa Rita Jail including Eden I&R's Post Employment Roving Program
- 2003 After-Hours Phone Services for Foster Care Placement Line started in partnership with Bay Area Urban League
Eden I&R's Earned Income Tax Credit program began
- 2006 Alameda County 2-1-1 Communication System launched
Referrals for the annual Berkeley Toys for Tots holiday program began
- 2009 2-1-1 served as the Homelessness Prevention and Rapid Rehousing Program (HPRP) primary access point
- 2009 Partnership launched with 2-1-1 San Diego to conduct CalFresh Program outreach
- 2009 In partnership with the Computer and Communications Industry Association and Intuit, began referrals to California Free Tax events
- 2010 Eden I&R begins the Medi-Cal Administrative Activities (MAA) program providing outreach about Medi-Cal
Veteran's Housing Roving Program started in Alameda County
In partnership with 2-1-1 California began conducting outreach about the California Emerging Technology Fund (CETF), to bridge the digital divide for low-income individuals and families
- 2012 VA Housing Roving Program started in Contra Costa
- 2014 Disaster Preparedness Program launched
- 2016 Last printed edition of Big Blue Book
Partnership with First 5 Alameda County's Help Me Grow Program launched