



Community
Information
Exchange



Community Information Exchange (CIE) Partner Meeting

April 9, 2020

WELCOME & INTRODUCTIONS

Agenda

1. Welcome & Introductions
2. 211 & Resource Update
3. Leveraging CIE for COVID-19
4. Needs or New Resources
5. Opportunities with consent CIE
6. Next Steps/Next Meeting

Next Meeting: April 23, 2020 @ 9:00 am

211 & Resource Update

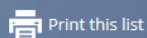
Trends

Over 93,000 calls since March 13, 2020 (our activation date)

Top Needs:

- Food
 - Housing
 - Health
 - Financial Assistance (including utility assistance)
-
- Increase in demand for Access Sites and community shelters has been steadily increasing
 - Rent payment assistance represents more than 20% of the housing needs
 - About 1 in 6 total clients' needs food assistance, with emergency food assistance as the most common type of food need.
 - Utility assistance also remains among top needs for clients; gas/electric payment assistance is more than half of utility needs.
 - Unemployment and disability application assistance is 10 times the typical need on an average weekday
 - 118% increase in client need for legal services, with tenant rights information or counseling and landlord/tenant dispute resolution as most common specific needs

COVID-19 Tags

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896 results

sorted by: [Relevance](#) | [Distance](#)

COVID-19 City of San Diego Eviction Ban

[San Diego Housing Commission](#)

This webpage was created to provide information for tenants around the City of San Diego eviction ban. The webpage also includes FAQs in English and Spanish, a sample letter to send to a landlord...
[Eligibility](#)

Coronavirus Information COVID-19

[2-1-1 San Diego](#)

2-1-1

If traveled to an area affected by COVID-19 within the last 14 days or had close contact (within 6 feet/2 meters) with someone who has been laboratory confirmed to have COVID-19 and develop...
[Eligibility](#)

COVID-19 Food Delivery

[Jewish Family Service \(JFS\) of San Diego](#)

2-1-1

Delivers prepared foods to seniors ages 65 and older who do not have access to transportation, unable to access commercial food delivery services, or access to someone who can pick up food for...
[Eligibility](#)

COVID-19 Emergency Fund

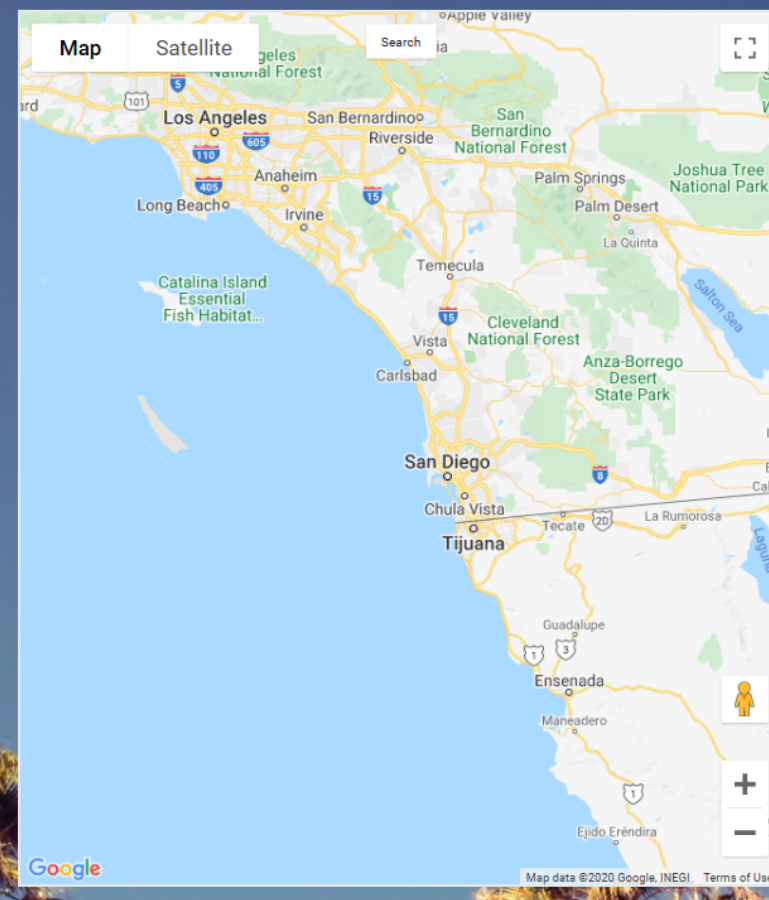
[Betancourt Macias Family Scholarship Foundation](#)

If you are undocumented or have family members who are undocumented and have been impacted by the COVID-19 pandemic, you can apply for emergency funds.
[Eligibility](#)

COVID-19 Resources for Businesses and Workers

[San Diego Regional Chamber of Commerce](#)

Resource page dedicated to providing updated information for business/employers to respond to



Leveraging CIE for COVID-19

Emergency Food

Need: Delivery for Seniors (new clients), under 60 with underlying health conditions or with symptoms that meet income eligibility for pantry programs cannot get delivery

Existing Services: Food Pantry & Senior Food Commodity Program (can send proxy for individual) and delivery for existing clients to pick up food, and commercial providers

Support from the Network:

- Partnership with County of San Diego, San Diego Food Bank, FACT, Red Cross, and City of Chula Vista to deliver emergency food boxes to San Diegans that fit the criteria via CIE direct referrals

Eligibility

- For low income households (250% FPL) that need to be isolated due to COVID-19 symptoms or are quarantined, and do not have anyone who can pick up food on their behalf, and are unable to purchase commercial food delivery.

Action

- For your clients/patients that meet the criteria above, direct referrals will be available 4/9 within CIE
- If you have more than one program, you can complete the survey several times – once for each program. Food Needs Among Vulnerable Communities: <https://www.surveymonkey.com/r/FoodNeedsCOVID-19>
- Also - if you are a **food provider**, we ask that you complete the questionnaire at the link below: Food Capacity of Current Food Providers: <https://www.surveymonkey.com/r/FoodCapacityofProviders>

Application Assistance: CalFresh, Medi-Cal & Covered CA

Need:

- *92% increase in CalFresh applications*
- *In-person assistance at hospitals and health centers is limited or not operational*
- *Increase unemployment and loss of coverage*

Existing Services: *Mybenefitscalwin.org; telephonic application assistance (2-1-1 San Diego)-at least 2-week delay; getcalfresh.org; coveredca.com*

Support from the Network:

- *Are other organizations providing application assistance in-person or telephonically? Any interest in supporting telephonic services via 2-1-1?*

Financial Assistance

Need: Due to stay at home order and only essential business, financial assistance around basic needs, including utility assistance, rental assistance, etc. continues to increase

Existing Services:

- *United Way Worker Assistance Initiative-currently placed on hold for new applications*
- *San Diego for Every Child*
- *Limited resources available*
- *Opportunities for homeless prevention funds in future*

Support from CIE Network:

- *If you are providing COVID specific financial assistance, we would like to coordinate funding opportunities for de-duplication and efficient coordination, please reach out to CIE team and will help to coordinate a meeting to discuss.*

Messaging/211 Routing

Need: *Communicate information to the public, route to appropriate agencies who can assist and support the needs of the community.*

Existing Services:

- *211 currently is a public resources 24/7 and updating resources in real-time*
- *Using automated messaging (IVR) to share information and route to specific skills (food, utility, housing, financial, etc.)*
- *Leveraging support of partners as subject matter experts*

Support from the Network:

- Public Health Nurses in partnership with County of San Diego
 - If you have symptoms for COVID-19 and do not have a healthcare provider, the County of San Diego Public Health in collaboration with 211 San Diego has created avenue to get connected to a Public Health Nurse
 - We have established a nurse triage line through 211 San Diego to help route those without health insurance or a primary care provider to a nurse for further questions or information, dial 211, select a language and select 1 for COVID-19 health information
 - You will be prompted select you have symptoms and route to the Public Health Nurse triage line who are available 7 days a week, 8:00 AM-8:00 PM with voicemail available for a call back within 24 hours.
- City of Chula Vista
 - Providing 30 librarians to answer 211 calls through our system
 - With the need for food delivery, using recreation staff to deliver food boxes in Chula Vista

Action:

- If you have staff can support in anyway, have specific messaging to include or ideas or suggestions, let us know!

**Needs
or
Resources**

Pertinent Resources

- ***San Diego Workforce Partnership, Andrew Picard, Chief Program Officer***
 - For workers: <https://workforce.org/covid-19>
 - For businesses: <https://workforce.org/covid-19-bus/>
- **COVID-19 Food Delivery Program**
 - <https://my211.force.com/s/service/a1j3h000000LJhoAAG/covid19-food-delivery-program>
 - <https://my211.force.com/s/service/a1j3h000000LJi3AAG/covid19-food-delivery-program>
- **Access and Crisis Line**
 - <https://my211.force.com/s/service/a1j41000000f9TbAAI/access-and-crisis-line>

New Resources

- “In response to COVID-19” this is what my agency is doing...and how our agency is impacted”
- New Programs you want highlight

Opportunities with Consent CIE

Authorization Updates

1. Authorizations can be captured verbally without uploading a wav file.

New Process: Staff can read out the script to the client, and as long as the client agrees to complete the authorization, staff may upload a copy of the consent script in lieu of a copy of the phone recording. **See:** ciesandiego.org

Action: We encourage you all to Authorize clients/patients to connect them to Direct Referrals and other resources.

CIE end-users must upload a CIE Authorization containing this clause:

“I have read the CIE Authorization to the client and they have agreed to share their health and social need information, knowing that I was unable to obtain their signature. In lieu of signature, I upload this document as verification.”

Authorization Updates

2. Translated/Updated Authorizations available at ciesandiego.org

- English
- Spanish
- Arabic
- Russian
- Tagalog
- Vietnamese

3. Joint HMIS/CIE Authorizations began 4/1:

- HMIS began collecting verbal consents in response to COVID19
- Joint HMIS/CIE consents generate a CIE profile

Next Steps/Next Meeting