

Meeting time: 9-10:30am, 4th Thursday of the month.

Meeting location: 2-1-1 Connections Center, 3860 Calle Fortunada, San Diego, CA 92123

Agencies in attendance: Veterans Community Catalyst, Salvation Army, St Paul's PACE, Say San Diego, PATH, Second Chance, YMCA CRS, North County Health Services, CDA, JFS, and UCSD Healthcare

Welcome and Introductions

New CIE Partners

- Salvation Army – Offers various services at their seven locations including Neighbor to Neighbor, EFSP, Senior Nutrition Services, Home Delivered Meals, homeless outreach, transitional and affordable housing and substance treatment to residents in downtown San Diego. Will participate as a Tier 3 partners.
 - Paul from Salvation was present at the meeting and mentioned that the Salvation Army will leverage CIE to connect their clients to other partners, and will make more informed interventions when providing services to their clients.
- National Veterans Transitional Institute (aka: Reboot) - Provides cognitive-behavioral education, workshops, and case management to help service members “re-boot” from military living. Will participate in CIE as a Tier 3 partner.
- City of Vista’s Fire Department team will participating as a Tier 3 partner sharing EMS data.

Utilization: Trends, and CIE wins

2-1-1 shared data trends and wins for CIE utilization by sector, partner logins, direct referrals, and data sharing.

Logins:

The data currently indicates that CIE partners in the Criminal Justice/Legal Services sector as login into the CIE system most frequently with 755 logins from September to December followed by the Nutrition sector at 425 logins from the same time period.

Direct Referrals:

Currently there are 16 agencies that have accepted 2,971 referrals and provided outcomes for 863 referrals.

Data Sharing:

The following CIE agencies are currently sharing data in CIE

- 2-1-1 San Diego
- Homeless Management Information System (Regional Taskforce on the Homeless)
 - PATH
 - Catholic Charities
 - Alpha Project
- CSTAR (Father Joes Villages)
- Oasis (San Diego Food Bank)
- WATER/Emergency Transport Information (EMS)
- Jail Arrest Notifications (San Diego Police Department)
- SD United (Veterans Network/UniteUS)
- EHR Medical/ER Connect (Family Health Centers)

- San Diego Rescue Mission
- Fraternity House, Inc.
- Episcopal Community Services
- Whole Person Wellness, County of San Diego
- San Diego Workforce Partnership

Client Success Story

Client had a direct referral sent for the Senior Food Program, SDFB reached out and was able to enroll client into their program. Through data integration, SDFB monthly automated batch uploads updated his referral and enrolled him into the program.

Client is also a high utilizer, with 53 referrals from 2-1-1. After enrollment into the Senior Food Program in July, client has not called back with a food need.

CIE Strategic Goals

Infrastructure/Communication

The CIE team has created a new process to support the CIE partner network through the onboarding process. This process includes 4 phases: Engagement, Implementation, Integration, and Utilization.

CIE launched the first newsletter on January 15, 2019. The CIE newsletter will be released on a quarterly basis and provide the CIE Partner Network with information about all of the amazing work that CIE Partners are doing. The newsletter includes:

- Community events
- Highlights of CIE high achievers
- Summary of system function updates
- Information about future CIE meetings
- Client success stories and more!

Identifying and Creating Value

CIE is working on identifying ways to expand the network and is seeking opportunities to become more efficient with the current workflows. Some opportunities include:

- Diabetes Prevention Referral Network to establish a standard referral form to be able to provide bi-directional referrals
- Support CACHI neighborhoods to align larger initiative
- Seek opportunities with the hospital systems to identify a process to support SB1152 which requires hospitals to screen client for homelessness before discharge.
 - Some partners expressed that currently there is a lack of understanding on SB1152 and the homelessness in our county
 - Some partners expressed that hospitals (lack of awareness of homeless resources and that there is a fear that hospitals become homeless shelters
 - Goal is to help make others aware of the housing need in San Diego County
- Bridging technologies and collaborating with the County's Connect Well system and San Diego Health Connect platform.

Increasing the # and Levels of Outputs

CIE team is completing implementation and actions plan with each partner and provide them with users guides, training and monthly dashboard to align with their CIE membership expectations and overall goals.

Call to Action based on feedback:

- Focus resources internally as an agency (agency readiness)
- Provide Input on how you, your team, and your clients can benefit from using CIE
- Better handle on why people are login in to the system, start tracking what fields of information (objects) agencies are accessing the most when they look-up clients
- What else needs to be on a client's record to make it worthwhile to login to the system
 - Add Emergency Contact Field: what do other agencies want to see in the system?
- Use Program Enrollments to track enrollments and so others can find out what other agencies clients are working with.
 - Avoid duplication of services, see how agencies are interacting
 - Use functions in the system to refer clients back to 2-1-1 for further assessment
 - Avoid having clients re-explain their situation, someone will follow-up with them
- Discuss how we can work together to consent more client so that look-up numbers go up
 - Leveraging agencies that already have a consented process
- Connect with the CIE training team to learn maximize the use of the CIE system functions
 - Rox, the CIE Partner Integration Manager shared that she is providing training to over 40 case managers from YMCA. Their intake form will incorporate the CIE authorizations for families that recertify in their program and have other needs including CalFresh, Energy Assistance, Medi-cal and more.
- Getting other partners to join CIE network
 - From San Diego's point of view, thinking about, internal assessment of an agency's readiness and figuring out what is pushing them over the edge to use CIE. Working with a group or cohort, rather than on an individual basis.
 - Exploring Cohorts – Partners that use the same/similar services – for example (all homeless providers), (child resource services joined together).
 - Come together in groups to start discussions around changing the way the work or do services across partners that work closely together.

System Functionality

Partners are encourage to attend a meeting to test the new functionality for Global CIE Network Referrals. The meeting is taking place of February 6, 2019 from 3:00 pm-4:30 pm. **Space is limited. RSVP** (limit 2 people per agency): <https://www.tfaforms.com/4715636>

3rd Quarter Announcements

Policy Workgroup

Feedback on the use of time at each meeting

- Come up with a policy
- Form working groups that speaks to a specific policy
- Re-engineer the workgroup into pieces (form a group to tackle a specific issue)
- Some partners expressed that it is currently very overwhelming
- Sub-committees that are specific to skills by agency

CIE Partner Inclusion Policy DRAFTED and will be emailed out to the group for review.

211 is the compiler of information and agencies can lead the discussion. Considerations of:

- How safe is the data that we are using?
- Are we using the data appropriately?
- What security do we have in place?
- Checks and balances for example bullet stating must not be legally obligated to mandated reporting.
- Do we have a policy that states as to why agencies can be part of CIE or cannot be part of CIE

CIE Summit

- **April 24-26, 2018-Marriot Marquis**
- **Rate-\$695**
 - \$500 for CIE Network Partners (up to two registrations)
 - CIE partners can register [here](#).
- **Call for Abstracts**
 - If you are interested in joining us as a presenter at the CIE Summit, we are now accepting session abstracts. All submission must be received by February 4th at 5 PM PST. Submit your proposal [here](#).

Announcements

Do you want to participate in the creating of a support hub for people at risk of violence or collaborate with other violence prevention advocates in the community? Contact Tanissha Harrell at: tharrell@211sandiego.org

Partner announce that the District Attorney has multiple connection to local community agencies that are focused on justice involved individuals.

Next Meeting: February 28, 2019 @9:00 am