



CIE Partner Network Monthly Meeting Minutes September 26, 2019

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: 2-1-1 San Diego, Child Development Associates, Blue Shield of California Promise Plan, Family Health Center of San Diego, Father Joe's Villages, Serving Seniors, UCSD Healthcare, North County Health Services, South Bay Community Services, Insititute on Aging, Reboot, San Ysidro Health Center, San Diego Food Bank, PATH San Diego, YMCA of San Diego, Southern Caregiver Resource Center, The San Diego LGBT Center, Imperial Beach Health center, Planned Parenthood, Champions for Health, South Bay Community Services

Welcome and Introductions

New CIE Direct Referrals

Khalif from Family Health Centers presented on their Patient Engagement Outreach Program – which provides outreach services to individuals in communities across San Diego to build relationships and trust and guide and encourage them to access resources to end their homelessness.

The Patient Engagement Outreach Program serves people experiencing homelessness and serves South, East, Central Regions and Beach Area of San Diego County. This program is now accepting direct referrals from the CIE partner network.

Elder Law and Advocacy provides an array of services including legal services, health insurance counseling, and more. They serve adults ages 60 and older in San Diego and Imperial county. The programs below are now accepting direct referrals from the CIE partner network.

- Elder Abuse Restraining Order Representation Project
- Health Insurance Counseling and Advocacy Program (HICAP), Imperial County
- Health Insurance Counseling and Advocacy Program (HICAP), San Diego County
- Nursing Home Rights and Enforcement Project, Imperial County
- Nursing Home Rights and Enforcement Project, San Diego County
- Senior Citizens Legal Services, South Bay Regional Office
- Senior Legal Services, Imperial County
- Senior Legal Services, San Diego Office

Homeless Emergency Aid Program (HEAP) Program Overview

According to the Regional Task for the Homeless, the Homeless Emergency Aid Program (HEAP) was authorized by SB 850 and was signed into law on July 27, 2018 by Governor Edmund G. Brown. HEAP provides for one-time flexible block grant funds of \$18.8 million that was awarded to be distributed by the Regional Task Force on the Homeless (RTFH) for San Diego county over the course of a 2 year period. The one-time funding is intended to provide immediate emergency assistance to people experiencing homelessness or who are at imminent risk of homelessness in San Diego County.

Salvation Army was one of the agencies awarded for HEAP funding. They serve as the fiscal lead to partners that have subcontracted with Salvation Army to provide systematic communitywide coordination of homeless prevention services.

Activities of the subcontracted homeless prevention providers participating in HEAP and the Study include:

- Leverage 2-1-1/SDHC's screening tool and CIE risk rating scale assessments to screen for appropriateness of homeless prevention services
- Accept Direct referrals
- Consent and create client records to complete the screening tool
- Create program enrollments for all clients receiving their Homeless Prevention service
- Create care teams when appropriate
- Refer to other homeless prevention programs that are a better fit
- Capture good fits but could not get services because of no capacity
- Use CIE to send referrals to other services needed (identified during case management) (this helps analysis for what other services are often needed in tandem with HP and where did someone go/get connected to or not and what was the impact on the outcome?)
- Collect minimal client demographic to provide a referral, and receiving agency has enough to judge appropriateness of the referral
- **Is agency open to sharing additional data such as associative need captured from biopsychosocial in case management?

SDSU school of Research and Data will provide a research and evaluation of the programs that will provide the Homeless Emergency Aid Program (HEAP) after 1 year of activity.

The HEAP screening tool will launch during the month of October.

Farther Joe's Villages shared that they were also awarded HEA funding which is strictly dedicated to SSI/SSDI Outreach, Access, and Recovery (SOAR) case management for homeless clients.

More information about HEAP and the award subrecipients can be found here:
<https://www.rtfhsd.org/wp-content/uploads/2019/09/HEAP-Award-List-9.4.19.pdf>

To learn about homeless and housing data that is collected via 211 and CIE, read the Housing Instability in San Diego Brief [here](#).

CIE Integration Plan

An integration plan focuses on how the "integration" of CIE within an organizations program/service and covers the following components:

- Program Overview
- Training
- Staffing Participation Overview
- Functions of CIE
- CRM Notes
- Next Steps for 211/CIE
- Next Steps for CIE Partner

During the integration process, a partner can expect to walk through an internal capacity assessment of a specific program/service to see who will participate in CIE, what functions of CIE they will use, how their workflow will be impacted by activities in CIE, the training/onboarding support they will need, timeframes and frequency of use.

Some of the things to consider include:

- What is the size of the staffing that needs access
- What functions of CIE will they be using?
- What type of training do they need (in person, online, multiple workshops)
- Will your program be sharing data with CIE?
- What are your larger organizational goals with using CIE?

Roxanne Suarez from 211's CIE team shared the two models that are often used to integrate partners.

The low touch model covers small teams, pilot groups, online trainings and single CIE functions (i.e Look-ups, direct referrals)

The workgroup model includes integration into various existing flows within an agency and includes an initial demo, implementation meeting(s), identification of a focus group that can help re-think workflows within an agency and work toward the development of SOP's, Best Practices, and Use Cases to deploy CIE within their agency

CIE System Maintenance

During the month of September, the CIE platform experienced a system maintenance that impacted routine CIE access. The system maintenance impacted previously 'bookmarked' short cuts and links.

As of 9/27/2019, the CIE system maintenance is complete and all functions, including CIE partner login and public resource search, have been restored.

Announcements

The 3rd Annual CIE Summit is taking place March 18-20 at the Marriot Marquis Hotel San Diego Marina. This year's event will be focused on Accelerating Multi-Sector Collaboration to Advance Equity.

This year's summit tracks feature: Examples from the Fields, Theories and Concepts, and Policy and Research.

For more information, visit: <https://ciesandiego.org/cie-summit-2020/>

To register, [click here](#)

Registration Rate is: \$600 (early bird)/ \$695 after December 1, 2019

CIE Partners Rate: \$500 - Enter the following prom code for discount at registration: **CIEPTNR2020**



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A partner from San Diego Food Bank asked about messaging regarding the recent "Public Charge Rule" as it relates to consenting clients into CIE.

Other partners also voiced that clients that may be subjected to the Public Charge Rule are concerned about sharing their data with other partners including CIE.

One partner asked if CIE had some messaging that relates to the security around CIE and data sharing.

The CIE team will work with other CIE partners in the community to prepare some information to dispel concerns in CIE due to the "Public Charge Rule".

Next Partner Meeting: October 24, 2019 from 9:00 am-10:30 pm at the 2-1-1 Connections Center, 3860 Calle Fortunada, San Diego, CA 92123.