

includes unprecedented needs with unemployment, financial, housing, rental assistance, food, utilities, and more.

- 2-1-1 has a seat at the Joint Information Center at the County Emergency Operations Center (EOC) which allows us to coordinate the response to needs, and report the trends and needs in the community.
- 2-1-1 activated to respond to COVID-19 needs on March 13, 2020. Since then, they have answered more than 53,000 calls, which is 70% higher than their typical demand.
- The top Needs that 2-1-1 is responding to are housing and needs from people that are homeless. Besides, the demand for food assistance is eight times higher than normal, and the financial needs in the community continue to grow.
- They also had an increase in calls from people that wanted to get information on COVID-19 symptoms and want to know where and if they should be tested. To address that demand, 211 coordinated with the county's public health department to set up a nurse triage line that people can get connected to if they have questions about symptoms and want to know more information whether or not they should get tested.
- The majority of calls they are receiving are coming from the city of San Diego in the most congested areas in the Central and North Central regions.
- 2-1-1 is answering calls 24 hours, 7 days a week and we rely on information from all of the partners in the San Diego region. 2-1-1 acknowledge that they have opportunities to grow and improve on but that they are doing their best to connect clients to the services that they need.

Leveraging CIE for Community Response

Camey Christenson from 211/CIE has been working very closely with housing providers to address the huge demand for shelter and have general homeless needs throughout the county. The 211 team has been working the San Diego Housing Commission, Regional Task Force for the Homeless, and the County's HHSA Care and Shelter group that is dedicated to addressing the needs of individuals that have isolation needs and don't have access to lodging get those services.

2-1-1 has restructured their IVR (Inter Voice Recording) to address the needs and resources that are coming online at Golden Hall and the Convention Center. The



worked with the San Diego Housing Commission and the Regional Task Force for the Homeless to confirm messaging and started referring folks that are calling about those needs to the Coordinated Entry Access points.

The hot button information of the day is that there are there two types of hotel voucher housing options:

1. For people that require temporary lodging for isolation for testing positive for COVID-19. ONLY health care or homeless providers can directly refer to a placement coordinator.
2. For high-risk homeless client that need shelter. These options are managed by the Regional Task Force for the Homeless.

In the coming days and as other resources are developed to address other housing needs, 2-1-1 will know more about housing resources like places to charge cell phones, bathing facilities, restrooms, rental assistance and more.

If you have any updates on resources or if your service level has been impacted, please email resourcecenter@211sandiego.org.

211 is leveraging CIE to make food resources more accessible to seniors during this time of need. Alana Kalinowski, the Director of Integration for 211/CIE announced a partnership with AIS, JFS, Serving Seniors, and other volunteer service organizations including Team Rubicon to connect the most vulnerable seniors to food the food resources that they need. The goal of this partnership is to break down barriers for seniors that need home-delivered meals and/or food boxed food delivered to them.

This is just one example of how CIE can help to make information about the clients more accessible, timely, and real-time.

One of the things that partners are doing in the community to make food more accessible to clients is to simplify the eligibility of programs and leverage on volunteer groups that can work in tandem with food pantries to ensure that that they can expand and increase their services to serve the greater demand for food.

How Can CIE Support Your Response Efforts?

Roxanne Suarez, the Partner Integration Manager, shared space for partners to check in with others and see if there are any specific efforts that would be critical for the CIE network to know about as well as get any information or pain points where we can leverage the CIE technology to support each other and the people that we serve.

General Updates

To report any changes or updates to your programs and services, please email the resourcecenter@211sandiego.org

Partner Updates

YMCA CRS

- Amy Zeitz from YMCA Childcare Resource Services, wanted to remind everyone that child maltreatment rates and domestic violence and overall safety and well-being become high-risk due in a state of isolation and because of social distancing these factors may become more compounded by home schooling while still work and other social economic factors.
- YMCA is working on putting together a family support consultation line for families needing human connection and resources during this stressful time. This is a brief short/term opportunity that will be available within the coming week.

MAAC

- Taylor Harrell from MAAC mentioned that their HEAD Start programs have been closed and that they have seen an increased need for food at their affordable housing units. Logistically, they are also looking to connect their clients to local services that can help them pay their bills, and fulfill other needs.
- MAAC's utility assistance program still looking at their allocated funding streams and they are looking at ways to budget around how that might work to support the local needs of the community.
- MAAC is also looking to move their DUI programs online.

The Convention Center and Golden Hall are not available for referral at this time as the City and RTFH work on planning, setting up and moving clients currently sheltered to these locations. Best thing to do is refer client to their local homeless service provider.

Day cares can remain open for essential workers' children. Day cares must be limited to groups up to 10 children in the same room and they must remain in the same group each day, with the same staff person.

Partner Needs

- MAAC looking to increase capacity of food distribution but they are looking to get more volunteers.
- CIE telephonic signature protocols to process client consents by phone.

Resources for Partners

Financial Assistance

To address the financial needs, United Way stepped up to provide a program that assists individuals to get financial assistance. More information on this program can be found [here](#).

Housing/Shelter

- Health Care and Homeless Service Providers that have clients that have tested positive for COVID-19 and need lodging can connect to a Placement Coordinator at: 858-715-2350. **This phone number is not to be shared publically.**
- **2-1-1** is still the best number for homeless clients requesting shelter. Clients that have no symptoms should be connected to a homeless service agency that they have worked in the past. Newly homeless clients that get connected to the [Coordinated Entry Site](#).
- [Safe Parking Programs](#) are available for those who live in their cars or RV's.

Food and Nutrition

- School meals distribution sites listed through the [San Diego County Office of Education](#) for any students to access meals. Food is pick-up only and students can go to any site to pick-up food. You can now sort by distance in the referral search and view map for nearest location.
- **Home delivered meal services** for seniors ages 60 and older can be found here [home delivered meals](#).

Transportation

- [FACT](#) will provide free transportation anywhere in San Diego County to seniors, persons with disabilities, students, veterans, and other residents who need assistance for essential needs allowed under the Stay at Home Order until April 15.
- Small amount of Lyft rides are available for health care workers. If you are a FQHC and you need resources for transportation, please reach out to Karis Grounds at: kgrounds@211sandiego.org or Camey Christenson, cchristenson@211sandiego.org and they will connect you to the service.

Childcare Services

- [Children's Paradise Preschool & Infant Center](#) remains open for individuals who still need to work and are in need of childcare.
- YMCA Childcare Resource Service offers a [General Child Care Referral Line for childcare resources](#). **Essential employees looking for childcare can call [YMCA Childcare Resource Service](#)** COVID-19 dedicated line for childcare referrals. Please see Salesforce listings.
- Additionally, leveraging social supports such as family and friends who may be out of work due to industries shutting down, layoffs, decreased work hours or school closures; or searching [care.com](#) for availability due to closures.

Opportunities with CIE

Partner with a CIE login can make the referrals to services that are responding for COVID-19 related needs (indirect and direct).

Taylor from MAAC mentioned that there are opportunities to work with the CIE network to connect families and client to services that come online in the future related parenting skills, and other emergency needs resources including diapers.

Next Steps

- Ongoing FAQ's for CIE Partners
- Ongoing Updates for/from CIE partners
- Ongoing list of Resources for CIE Partners
- Other Meeting to respond to COVID-19 Emerging Needs

Next Partner Meeting

April 26, 2020 9:00 am-10:30 pm. Location TBD.