



April 9, 2020

**Meeting time:** 1-2:00 pm, Special Meeting Focused on COVID-19 Response

**Meeting location:** Virtual Zoom meeting

**Agencies in attendance:** 51 Partners joined

## Welcome and Introductions

Tanissha Harrell, Engagement Director opened up the meeting with a virtual energizer. Partners that joined the meeting were asked to introduce themselves and communicate via chat. Individuals were asked to add three statements that begin with: "I like, I wish, I wonder." The responses from attendees are captured on the word art below:



## 2-1-1 and Resource Update

Karis Grounds from 211/CIE updated the CIE Partner network about the trend and need that 211 San Diego is seeing from people calling 211 for assistance. Since 2-1-1 was activated (March 13, they have received over 90,000 calls. The top needs include food, housing, health, ad financial assistance (including utility assistance).



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2-1-1 has seen an increasing demand in access sites for homeless services, rent payment assistance, 1 in 6 needs are for emergency food assistance, utility assistance for gas and electricity, unemployment assistance, and due to new regulations with rent/mortgage 211 has seen a 118% increase in legal assistance needs including tenant/legal rights, eviction information, etc.

2-1-1 also updates the resources that are available in the community. CIE Partners and the general public have access to these resources by visiting 2-1-1's online. Resources that assisting with COVID-19 have been tagged to facilitate your search. To find these resources

1. Go to <https://my211.force.com/s/>
2. Type in "COVID-19" in the search bar

### Leveraging CIE for COVID-19 response

211's data exposed that during this health emergency not only vulnerable clients including children, people with medical conditions, people with disabilities and older adults were feeling the impact of the resources that are available in the community, other populations were impacted too. Some calling 2-1-1 for the first time.

As a community, we are finding out how we can work together to fill gaps and needs for resources. The examples below are just a few of the needs that have emerged and some of the services that are responding to those needs.

#### **Emergency Food Needs:**

Alana Kalinowski from 211/CIE presented on how CIE is leveraging the CIE network to connect clients to Emergency Food. 211 connected to organizations like JFS, Serving Seniors, and Meals on Wheels and they all stepped up and prepared for the surge of prepared meals for those clients' needs.

Another need that emerged due to COVID-19 is the need for food delivery for people that are in home isolation.

In partnership with the San Diego Food Banks, the City of Chula Vista and FACT are offering food delivery for low-income households (250% FPL) that need to be isolated due to COVID-19 symptoms or are quarantined, do not have anyone who can pick up food on their behalf, and are unable to purchase commercial food delivery.

This service is only available by calling 2-1-1 or connecting with another CIE network partner for a direct referral.

#### **Existing Resources:**

Meal Delivery: Meals on Wheels, JFS, Serving Seniors

Food Box Delivery:

- **FACT COVID-19 Food Delivery**

**Program:** <https://my211.force.com/s/service/a1j3h000000LJhoAAG/covid19-food-delivery-program>



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- Service Area: County of San Diego (except Chula Vista)
- **City of Chula Vista - COVID-19 Food Delivery**  
Program: <https://my211.force.com/s/service/a1j3h000000LJi3AAG/covid19-food-delivery-program>
  - Service Area: City of Chula Vista (zip codes: 91910, 91911, 91912, 91913, 91914, 91915)

This is just an example of a program that is being piloted leveraging CIE's infrastructure and connection to partners and resources.

Organizations that are serving at-risk communities and have seen an increase in food needs can complete the links below:

- 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>
- 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**

In addition to emergency food needs, 211 has also seen an increase in application assistance for Calfresh, Medic-cal, Covered CA and unemployment over the phone or online but due to COVID-19 this need seems to be growing.

### **Existing Resources:**

- [www.Mybenefitscalwin.org](http://www.Mybenefitscalwin.org)
- telephonic application assistance (2-1-1 San Diego)-at least 2-week delay;
- [www.getcalfresh.org](http://www.getcalfresh.org)
- [www.coveredca.com](http://www.coveredca.com)

If there are any other organizations that provide application assistance in-person or telephonically, please reach out to the CIE team and we will help to coordinate a meeting to discuss.

A question from a partner came up in the chat box about general relief in person interviews. According to county sources: "California was granted 3 waivers related to CalFresh interview requirements, which HHSA will also be extending to the General Relief (GR) program. The interview waivers consist of 3 main components and are effective immediately through the end of May." More information can be found here:

[https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/general\\_relief.html](https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/general_relief.html)

### **Financial Assistance**

Another emerging need that has come up due to the stay at home order and only essential business is financial assistance around basic needs, including utility assistance, rental assistance, childcare and more.



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**Existing Resources:**

- Alicia from United Way discussed their Worker's Assistance Initiative which provides assistance with rent, mortgage, and utility. Due to high demand, this program currently in a pause but the program may continue to expand. For more info, visit: [www.uwsd.org/covid19](http://www.uwsd.org/covid19)
- Erin from San Diego for Every Child discussed their Every Child Assistance Fund: to help families and childcare providers that is divided in three categories
  - 1) basic needs (groceries, diapers), etc.
  - 2) Assistance with Childcare (\$575),
  - 3) Childcare providers can apply for to keep their businesses open (\$575).
  - 4) The fund has additional funding opportunities for basic supplies and childcare, focusing on food nutrition, equitable distance learning. For more information you can connect to Erin by email at [erin@sandiegoforeverychild.org](mailto:erin@sandiegoforeverychild.org) or visit: <https://www.sandiegoforeverychild.org/covid19/>
- Limited resources available
- Opportunities for homeless prevention funds in future

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

**Communication and Call Routing**

Another growing need that has emerged in the community is effective communication and public information, and routing to appropriate agencies who can assist and support the needs of the community.

**Existing Resources:**

- 211 currently is a public resource available 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
  - 7 days a week, 8:00 AM-8:00 PM with voicemail available for a call back within 24 hours.
- Leveraging support of partners as subject matter experts
  - City of Chula Vista is 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
  - FACT Transportation services, delivering food boxes within the county of San Diego (except Chula Vista)

If you have staff can support in any way, have specific messaging to include or ideas or suggestions, please reach out to the CIE team and will help to coordinate a meeting to discuss.



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If anyone else has any ideas on how other cities can contribute or help (similar to Chula Vista) please also let us know

A member asked if we have coordinated or bounced back ideas with the County of Los Angeles. 2-1-1 is currently not coordinated efforts with LA in particular but they are coordinating a 2-1-1 line that routes people to their appropriate 211 no matter what part of California they are in.

Camey Christenson reminded the CIE network that 2-1-1 San Diego does coordinate directly with the county of San Diego. They have a seat at the JIC, where they participate and coordinate directly with the county directly sector leads including the Care and Shelter, Sector, Long term care, child care sector, and others. 2-1-1 also stays up to date with all the information coming from those sectors by following the information that is posted on a county website that was just made public where all of the sector leads post Q&A's and other information:

[https://www.sandiegocounty.gov/content/sdc/hhsa/programs/phs/community\\_epidemiology/dc/2019-nCoV/CommunitySectors.html](https://www.sandiegocounty.gov/content/sdc/hhsa/programs/phs/community_epidemiology/dc/2019-nCoV/CommunitySectors.html)

A partner shared a google drive where they are adding COVID-19 resources for direct service providers:

<https://drive.google.com/open?id=16-0y22TQRzuepW-bV60c8Bx2jXSClz89>

### **New Needs or Resources**

Andrew from San Diego Workforce Partnership joined the meeting and updated the team on SDWP's response. SDWP has re-engineered their services to make resource available online and over the phone.

- People that need help with filing their unemployment application can call SDWP and connect to SDWP and EDD staff that can answer their questions.
- Zoom workshop for training resources
- Repository for services for businesses
- Matrix of every state and federal cash aid program
- Team is standing by over the phone to provide info on sick leave, unemployment, emergency grants for supportive services child care transportation PPE, and other resources.

For more information, visit: <https://workforce.org/>

Other updates from CIE partners from captured on the Zoom Chat and are found below:

- Fraternity House - As an RCF-Cl, all our residents are on lockdown. We're upping our mental health and recreational services. Our apartment program clients are being connected with a lot of the food resources you've mentioned in this changes, as well as Mama's Kitchen.
- Planned Parenthood has moved some of their services to telehealth
- Serving Seniors is also offering telephonic case management with our health & social services team for all nutrition clients and we will be launching a reassurance/social call



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program for our seniors (matching volunteers with our clients).

- Skinny Gene Because of COVID-19, all Medicare Diabetes Prevention Programs cannot enroll any new Medicare participants
- NAMI San Diego restarting support groups for families and peers (online/virtual). The schedule and more information will be posted at: <https://namisandiego.org/covid-19/>
- San Diego for Every Child is helping to get cleaning supplies and other distance learning tools to families and child care providers through 'hubs' across the County (thanks to the YMCA, Chicano Federation, Kids on the Go, Educational Enrichment Systems, and Children's Paradise).
- NCHS is still offering enrollment services at our San Marcos location. We can assist both in person and via phone. To make an appointment or to ask a question please call (760) 736-6734.
- Vista Community Clinic has some changes due to funding
- American Red Cross responds to house fires and in the off season they don't have funding for to support clients with hotel vouchers and some clients need to be out of their house longer. Those clients usually have families and cannot stay at shelters and due to COVID-19 cannot stay with their friends. Is there any resources that can support those clients in need?
  - A partner shared that Homeless Prevention dollars can help with that as well other funds including the Rob Benzon grant: <https://www.robbenzon.org>

#### **Opportunities with CIE Consents**

- Authorizations can be captured verbally without uploading a wav file
  - 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."
- CIE consents are available on more than 6 language
- Joint HMIS/CIE Authorizations began 4/1
- More information can be found online at: <https://ciesandiego.org/cie-authorization-forms/>

**Next Meeting: April 23, 2020 at 9:00 am**