Meeting time: 9:00 am-10:30 am
Meeting location: Virtual Zoom meeting
Agencies in attendance: 55 Partners joined

Welcome and Introductions

Tanissha Harrell, Engagement Director opened up the meeting singing a song with the first three words or phrases that were provided by the CIE Partners. Three words: Coffee, Community, Food.

New CIE Partners

San Diego Family Care – Joined CIE on February 28, 2020. San Diego Family Care offers medical, dental and mental health services at their three locations in Linda Vista and Mid-City.

Facilitating Access to Coordinated Transportation (FACT)- FACT joined CIE on April 6, 2020. Key player with a partnership with County AIS, American Red Cross, San Diego Food Bank, and City of Chula Vista in getting food delivery services to people that are isolated or in quarantine due to COVID-19.

FACT is offering free transportation for San Diego residents for any essential need until the stay at home order is lifted.

Veterans Community Connect – Joined CIE on April 13, 2020. VCC serves veterans, active duty military, military reserves and their families. Fills gaps between the community support services and civilian resources like recreational, automobile, career paths, higher education, volunteer services and more. They joined CIE to augment all of the work that CIE is already doing to support veterans, military and their families.

Southern Indian Health Council

Joined CIE on April 16, 2020. They offer a variety of medical services (dental, mental health, and health services) to all residents at their offices in Alpine and Ramona.

CIE Utilization

CIE has surpassed some of the fiscal year goals. Our goal was to reach 85 by the end of the fiscal year, and to date, **CIE has 83 CIE Partners!** We currently have 1,161 users in CIE and at least 50% of them login regularly. We currently have over 134,000 active client consents CIE.

Last month, the CIE partner network contributed to the highest number consents in this fiscal year. This is due to the data that was integrated from the Joint multi-party authorization with HMIS and the integration work with the County's Connect Well team as well as contributions from other CIE partners.

For the past couple of months, The CIE network has been very involved in responding to the needs that have emerged due COVID-19. So far this month, 3 new partners joined CIE, logins have increased 13% and client searches have increased by 15% from last month which indicates that our partners are using CIE proactively to help clients in need during this community wide COVID-19 response.

During the month of March, CIE partners made 1,561 referrals using CIE and this month we are catching up at 1,262 referrals. We have 28 Agencies that accept referrals in CIE and 23 agencies that send referrals using CIE (YMCA, CRS, and San Ysidro Health are the highest contributors). 72 Agencies share data in CIE and 36% of the total client records (all time consents) have data that has been shared with CIE.

2-1-1 Update

2-1-1 was activated to respond to the COVID-19 efforts on March 13, 2020. Since then, they have received over 140,000 calls and nearly 85,000 were routed to a 2-1-1 agent.

Anyone that calls 2-1-1 receives information and education about COVID-19 by listening to their automated integrated voice recording and if they want to talk to a live person for additional questions they can wait on the live for the call to be routed to a live agent.

- Food and housing assistance remain the top needs.
- Over the last four weeks, the demand for Access Sites and community shelters has been higher than average.
- Rent payment assistance represents nearly 20% of the housing needs since activation but in the past two weeks the need has decreased to normal levels from its record highs of previous weeks.
- About 1 in 5 clients helped in the past month have needed food assistance, with emergency food assistance as the most common type of food need. Food needs are proportionately lower than in previous weeks when 1 in 4 clients needed food assistance.
- The demand for CalFresh application assistance remains at about double the typical need, with more than 3,000 applications submitted for San Diego residents since March 13.
- Client need for unemployment and disability application assistance is 10 times the typical need, though representing only 1% of total client needs.
- Clients calling with questions about the CARES Act has been increasing over the past three weeks, reaching an all-time high over the past week. Clients seeking undesignated temporary financial assistance has increased to more than 5 times the usual demand.
- Utility assistance also remains among top needs for clients; gas/electric payment assistance is more than half of utility needs.

2-1-1 is also reporting this information to other organizations as part of the wider community response that can help inform others. In collaboration, 2-1-1 and CIE partners can look at the trends and needs of the community and respond to those needs leveraging the partnerships we have in place already and opening up new opportunities to work together.

CIE COVID-19 Response Survey

The CIE Network is using data from 2-1-1 and data the survey that was sent out to you just a few days ago. 63 partners have responded to the CIE COVID-19 response survey. If you have not responded to this survey, please complete it here. The responses to the survey that have been collected thus far are highlighted in slides 15-19 of the attached presentation.

Resources Available for COVID-19

CIE partners also participated in a poll to inform us about the gaps in COVID resources that are missing in our community that are addressing the top COVID-19 needs which include Food, Transportation, Digital Divide, and Application Assistance. The poll results are included in separate attachment for review.

Due to the large increase in need for public benefits and financial assistance, yet a reduction in-person application assistance and at-max capacity for those providing telephonic assistance.

CIE is holding a meeting to support more coordination and collaboration for those providing application assistance on April 29, 2020 at 2:00 pm. Organizations currently providing application assistance (CalFresh or Medi-Cal) or interested in providing application assistance (in-person or telephonically) for public benefits or financial assistance programs should join.

Join Zoom Meeting
https://211sandiego.zoom.us/j/93071592770?pwd=U2lKT0UwSzRrdUFiWFpBMnNEU1Z5UT09
Meeting ID: 930 7159 2770 Password: 068993

New System Features

2-1-1 Knowledge

Why check it out?
Information about public health orders and community response efforts are ever evolving. Now you have access to the latest verified information.

- The Knowledge database within CIE has a number of articles about like new or altered access to resources like food, housing, financial assistance
- Product was designed in response to COVID-19 to support the ongoing communication changes and resources available
- Anyone with a CIE login has access to 211 Knowledge
- You can drill down by categories to see general information about the selected topic

For an online training on 2-1-1 Knowledge, go to: https://ispring-cloud-31.ispringcloud.com/acc/c9itHEgyMzExMQ/s/23111-gkGe2-KR90t-9d51i

For additional questions about this feature, connect with Roxanne Suarez at rsuarez@211sandiego.org

2-1-1 Virtual Assistant

- Assistant tool that supports searching for top identified resources
- Available on the 2-1-1's search engine and within the CIE partner community
- Located on bottom right corner, select "Chat with 2-1-1"
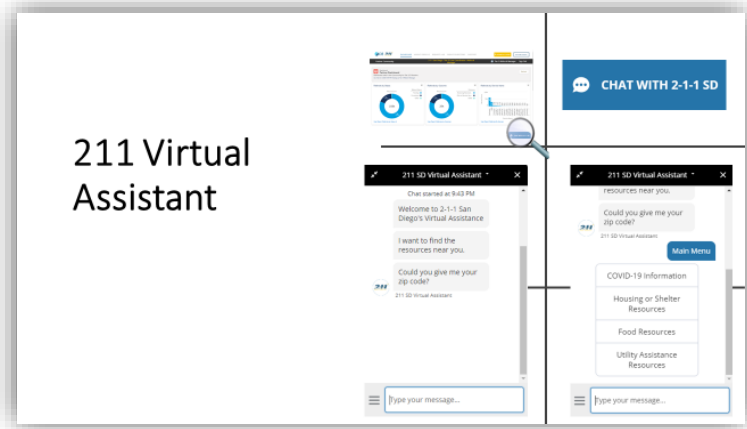
Upcoming System Features

Partners were also asked to vote on a system improvement or enhancement wish list. To view the wish list see slide 27 on the attached power point presentation.

The Poll results indicated that partners want to focus on enhancing the eligibility screening for referral management. This enhancement is especially important when referring clients to other services.
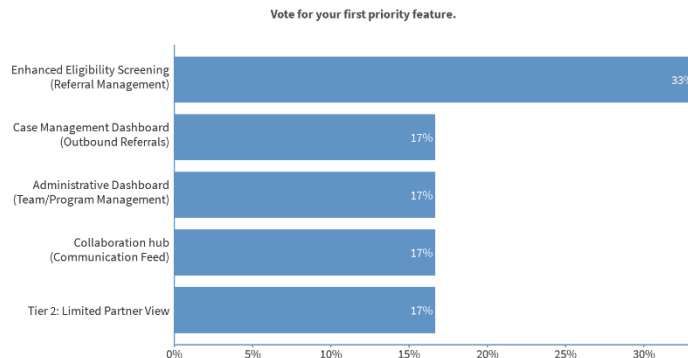
Development Process of new system features

The development of CIE system often starts with ideas and feedback gathered from CIE partners. As the stewards for CIE, 2-1-1 teams seek to understand the needs of the network including feature that would be most helpful to you.

First, we gather your ideas, outline these ideas with our data and salesforce team, package them and send them off for development. After there is a testing phase, and then they are pushed out to the CIE network.

Ideation Sessions

Often feedback is gathered though the CIE Partner Network Meetings or through informal channels. To widen the net of ideas and input, we will begin hosting ideation sessions focused on future system development.

Do you have staff that use CIE frequently or who would like to contribute their ideas and have a forum to express areas for system improvements? Please encourage them to join our Ideation sessions:

- 30-minute focused sessions
- Generate ideas through different tools/activities
- Join the first session!

SESSION TOPIC: ELIGIBILITY MARKERS
WHEN: MONDAY 5/4/2020 AT 1PM

IN THIS SESSION, WE WILL BRAINSTORM IMPORTANT ELIGIBILITY CRITERIA AND ADDRESS THIS QUESTION...

"HOW MIGHT WE ENSURE THAT PEOPLE GET REFERRED TO APPROPRIATE SERVICES?"

THE IDEAS WE GENERATE WILL HELP THE DEVELOPMENT TEAM IDENTIFY KEY DATA FIELDS AND DEVELOP LOGIC STATEMENTS TO HELP ENSURE PEOPLE ARE CONNECTED TO THE RIGHT RESOURCES.

Time: May 4, 2020 11:00 AM Pacific Time (US and Canada)

Join Zoom Meeting
https://211sandiego.zoom.us/j/95164683211?pwd=SkREUElreEJJTGszazJFemQ1Tkk2dz09

Meeting ID: 951 6468 3211   Password: 185858
One tap mobile +16699009128

- If you are interested in joining sessions, drop in this next meeting or connect with Roxanne Suarez at: rsuarez@211sandiego.org

Communications Update

To improve on communication efforts, the CIE team will start sending a monthly newsletter by the 15th of every month. The newsletter will include CIE General Updates, CIE Utilization Stats, New Partners that Joined, New Direct Referrals, New System Functionality and Updates, Events, CIE in the News, Events, Meetings, and more.

In addition, CIE is more active via social media channels including Twitter and LinkedIn.

Follow CIE on Twitter at: https://twitter.com/ciesandiego?lang=en

Follow CIE on Linked In: https://www.linkedin.com/company/ciesandiego/

If you would like to share any updates to the next newsletter or push your message on social media, please email aroman@211sandiego.org.

Next CIE Meeting: May 7, 2020 at 9:00 am