



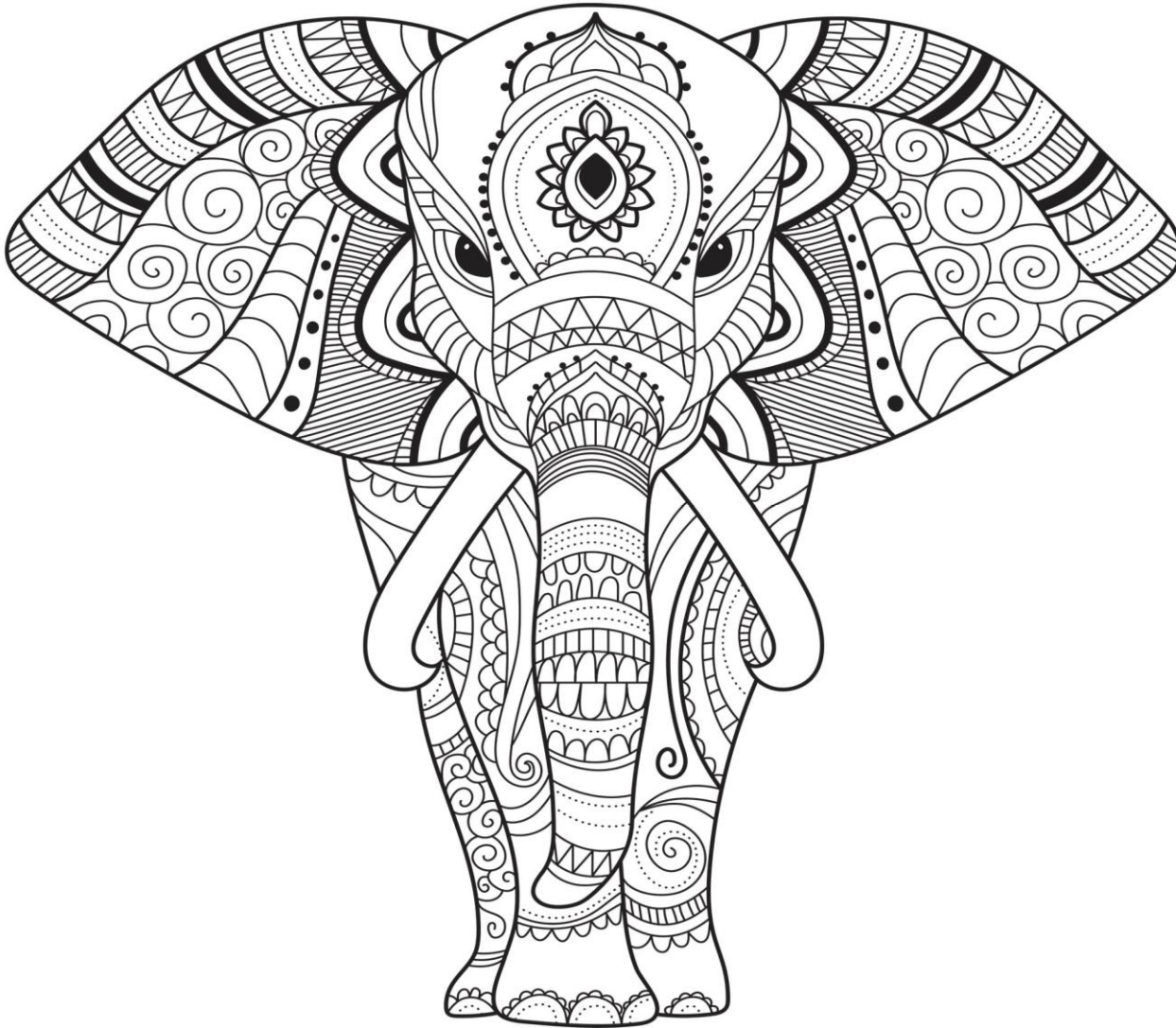
Community
Information
Exchange



Community Information Exchange (CIE) Partner Meeting

May 28, 2020

WELCOME & INTRODUCTIONS



Morning CIE peeps let's color together!

Wanna join the coloring session?

Follow Steps below:

- Click the **View** Option
- Choose the **Annotate** option
- Choose an **Annotation tool**

Agenda

1. Welcome & Introductions
2. New Partners
3. Employment Resources (SDWP)
4. Dreams for Change (VITA/Stimulus Overview)
5. Community Impact
6. Post Application Assistance
7. Partner Community Session Update
8. Direct Referrals Available
9. CIE Knowledge Demo
10. Open Forum

Next Meeting: May 28, 2020 at 9:00 am

New Partners



A.R.C.C.CENTER
Respite & Self-Determination/FMS

WELCOME

to the

Community Information Exchange



WELCOME

to the

Community Information Exchange



San Diego
Workforce
Partnership

Employment Resources



San Diego
Workforce
Partnership

Slides: [San Diego Workforce Partnership Service During COVID-19](#)

Dreams for Change

Community Impact

How has CIE impacted community during COVID?

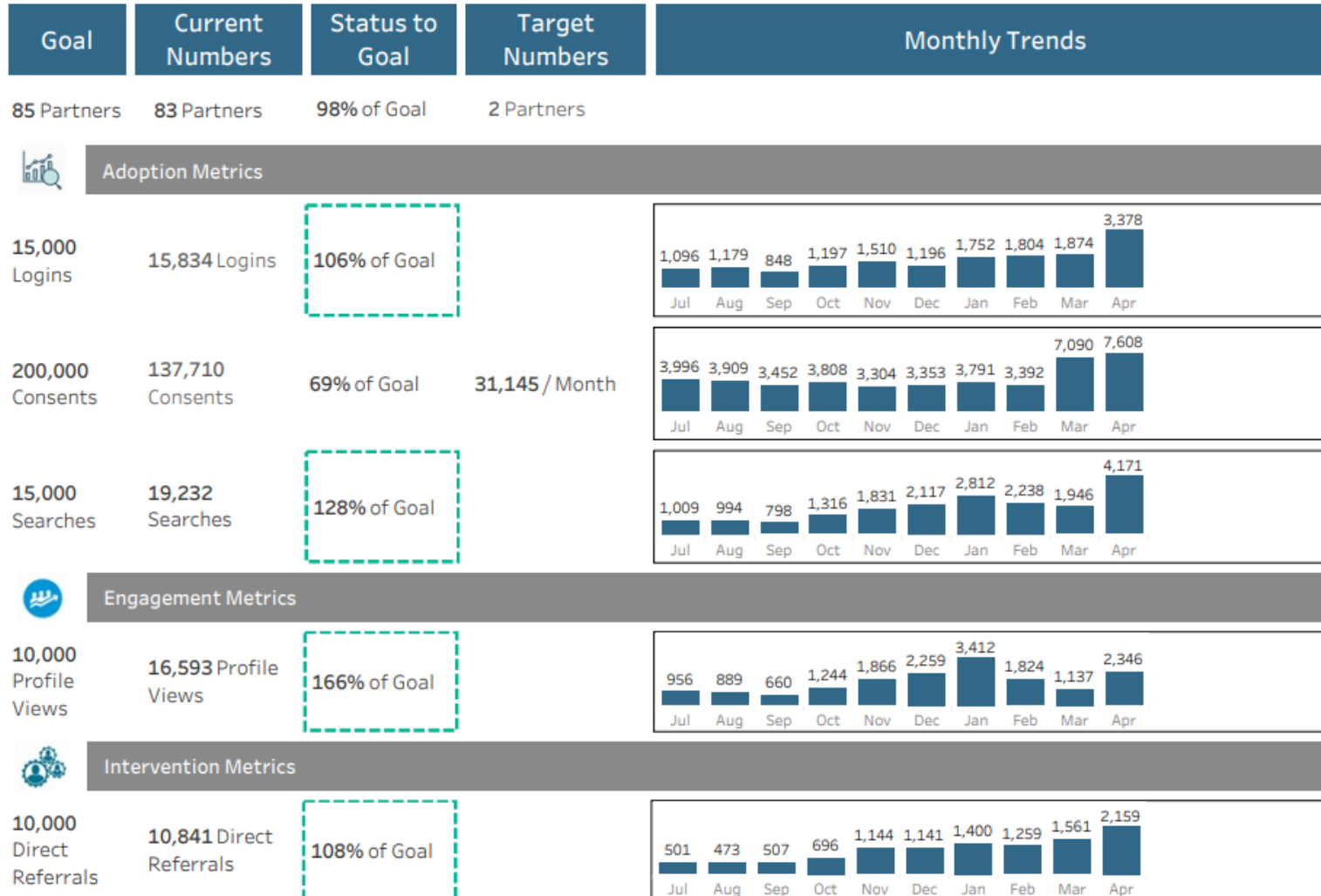
- **Met goals 85 Partners joined CIE**
 - 5 new partners joined since COVID-19
- **Increase capacity and infrastructure**
 - 46 new direct referral services since activation
 - Total 347 direct referral options
 - 69% of referrals are for COVID-19 related needs (mostly food, but other services as well)
- **Bi-Monthly Meetings with Partners**
 - COVID-19 Specific and Existing Monthly Network Partner Meeting
 - Double to tripe participation (50-80 attendees)

CIE Trends



CIE Trends Dashboard

Fiscal Year: July 1, 2019 - June 30, 2020



Data Source: 211/CIE Information Systems | Reporting Period: 7/1/2019 - 4/30/2020

Utilization of the CIE Platform continues to increase.

Logins:

In April, 221 users across 49 agencies logged into CIE for an average of **154 logins per workday**

Consents:

In March/April, averaged 7,349 consents per month; a **104% increase** from the previous two months.

Client Searches and Views

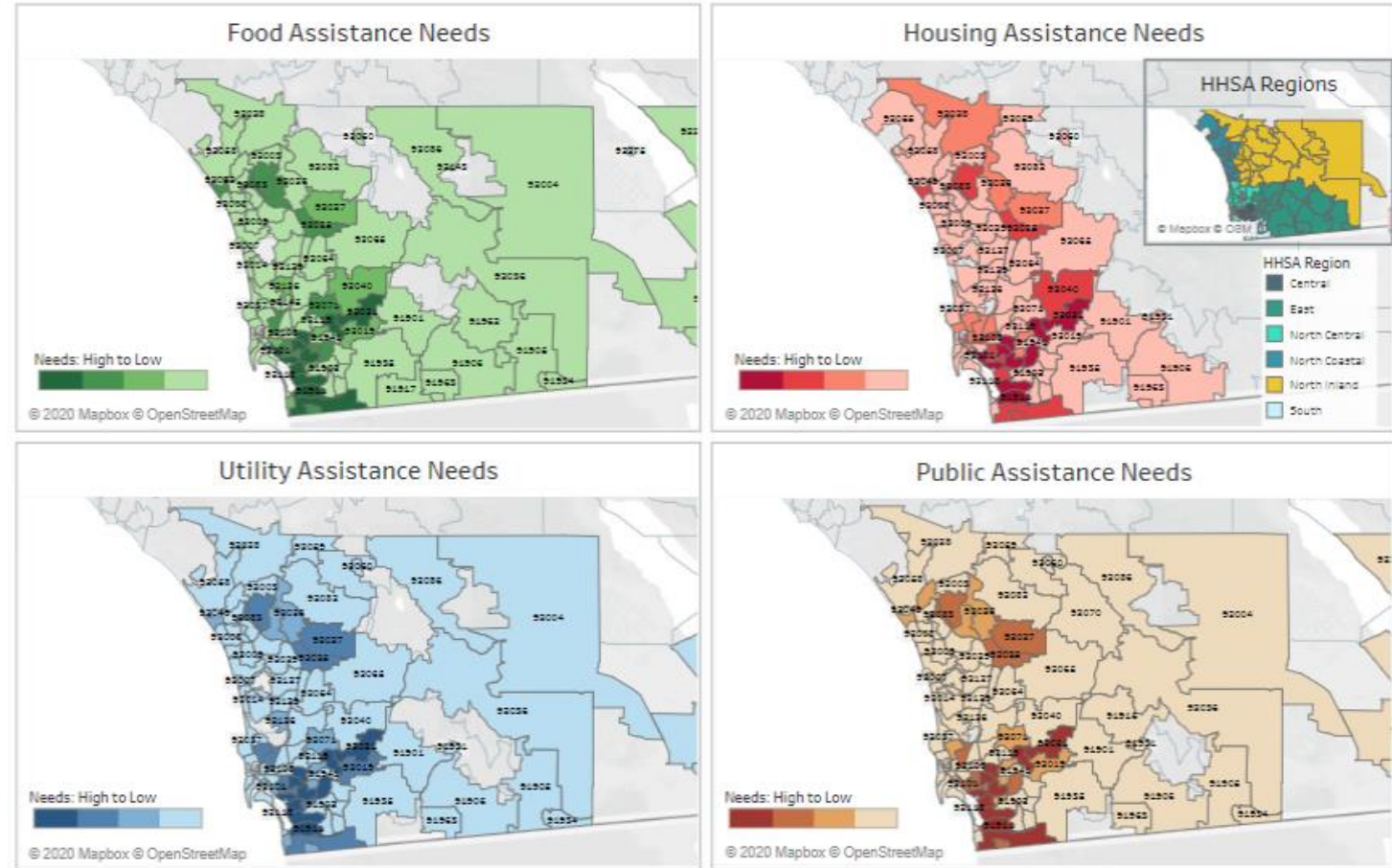
In April, CIE was leveraged for COVID work, and searches jumped **114% from last month**. Additionally, Profile Views increased **106% from last month**.

Referrals

Largely due to the 3 COVID Food Delivery Programs, direct referrals increased **24% from February to March**, and increased again by **38% from March to April**.

211 Insights

- Utilities assistance needs have increased every week since early April and hit an all-time high for the year last week. With rising temperatures, the need for utility assistance will continue to be a pressing need.
- Demand for Food assistance has declined however, demand for CalFresh application assistance remains at double the typical need.
- 8% of the total daily calls are for mental health and substance use disorders. Most needs were for counseling services, crisis intervention and substance use disorder treatment programs.



Highest need areas (darkest color) represent the top 10 zip codes with the highest prevalence of clients having identified needs in each category. Medium need areas (medium to light color) represent the top 20 and 30 zip codes. Lower need areas (lightest color) represent all other zip codes with at least 5 identified needs.

COVID Success Story

In this instance, because appropriate releases had been signed by virtue of the client's participation in the region's homeless services' continuum of care, which also includes participation in CIE, critical conversations were able to occur across disciplines that otherwise could not have happened.

When a client tested positive for COVID-19 and, after being told of the results, refused to go to a motel for quarantine, FJV was able to mobilize CIE partners to connect with the client again, rally around the client, assuage the client's concerns, and get the client to an appropriate housing resource, thereby limiting community exposure.



Application Assistance Update

New DoorDash Program Opportunity

2-1-1 San Diego/CIE Essential Goods Delivery

Facilitators:

Roxanne Suarez, Partner Integration Manager

Karis Grounds, VP of Health and Community Impact

Target Audience:

Food Service providers:

- Food Pantries
- Suppliers of food boxes
- Suppliers of goodie bags

Essential Goods providers:

- Hygiene Kits
- Diapers
- Household or individual goods

If you're organization provides the above types of food/goods services, please click through the slides to learn about this opportunity and take next steps!

Program Name

"Ride United: Last Mile Ride"

What: Through this partnership, 211 San Diego/CIE can facilitate delivery of meals, groceries, and essential items to clients.

Clients receive the goods free of charge from the local partner and do not pay delivery charges.

Duration: at least 8 weeks of food/goods delivery (at least two 8 week cycles)

Who:

Funder: **United Way Worldwide**

Facilitator & Convener: **2-1-1 CIE**

Delivery Partner: **Door Dash**

Provider(s): **You!**

Roles

Local Lead (Local UW or 211)

- Coordinates with local food source partners
- Manages process of consolidating, validating, and uploading pick-up and drop-off data weekly
- Monitors & troubleshoots as needed with local partners and DoorDash on days of delivery
- Manages local communications & marketing (if any)

UWW

- Manages overall partnership with DoorDash
- Ensures weekly uploads of pick-up/drop-off information are received by DoorDash
- Provides technical assistance and programmatic support to local teams, including weekly hosted office hours
- Pays DoorDash delivery invoices
- Raises funds to support national and local initiative expansion & manages national donor stewardship
- Manages national communications & marketing, including Ride United page on unitedway.org

DoorDash

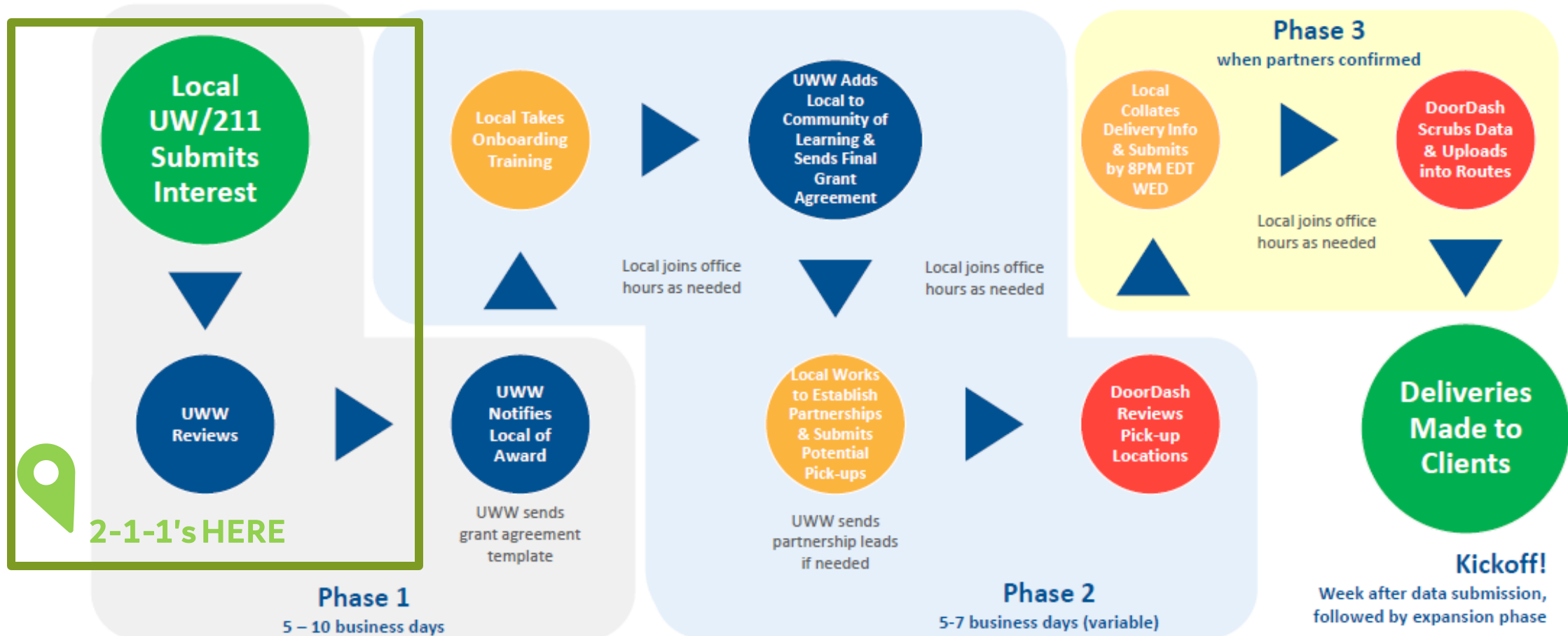
- Manages weekly route assignments for Dashers across all markets
- Monitors and troubleshoots on delivery days to ensure all pick-ups & drop-offs are successful
- Manages Dashers (pay, benefits, safety, etc.)
- Provides weekly reports with delivery data to UWW
- Hosts weekly office hours with all local teams to address questions, issues, concerns
- Supports national fundraising efforts (including DoorDash inkind donations)

Weekly Process

2-1-1 SD is here

1. Local UW or 211 engages local partners (food pantries, distribution sites, etc.) and coordinates process of obtaining pick-up and drop-off information regularly from all partners
2. Local partners provide pick-up and drop-off information to Local UW or 211 weekly (or at another agreed upon cadence)
3. Local UW or 211 submits locally collated data to DoorDash through UWW managed process
4. DoorDash uploads data into Routes, a tool that determines the best route for Dashers to take to deliver to multiple clients
5. Dashers (DoorDash's drivers) deliver goods to clients (Dashers are paid normal rate by DoorDash)

Overall Timeline



Referral Options

How would your organization participate?

Become a Direct Referral for others

- New Service Listing associated to your organization
- Detailed description of what is available
- Open to new clients (from other service providers)

Set-up Deliveries for your own clients

- General 2-1-1 listing
- Open for your existing clients/patients

Next Steps:

Partners (you)

1. Complete [Survey](#)
2. Identify your participating services
3. Identify your Internal Point of Contact for this project
4. POC to sync with 2-1-1 on the following:
 - Capacity of food/goods
 - Pick-up days/times
 - Service listing information

2-1-1/CIE

1. Identify Food distributors and Providers of essential goods to partner with
2. Survey capacity to serve
3. Submit list of partners to United Way WW
4. Complete training
5. Convene partners on logistics
6. Launch & Support



For questions or follow up, please contact
Roxanne Suarez, Partner Integration Manager
rsuarez@211sandiego.org
858-380-5491

Partner Community Update



WELCOME

To the first CIE Idea Session of it's kind!

SESSION TOPIC: ELIGIBILITY MARKERS

When: 5/4/2020

1:00 – 1:30pm

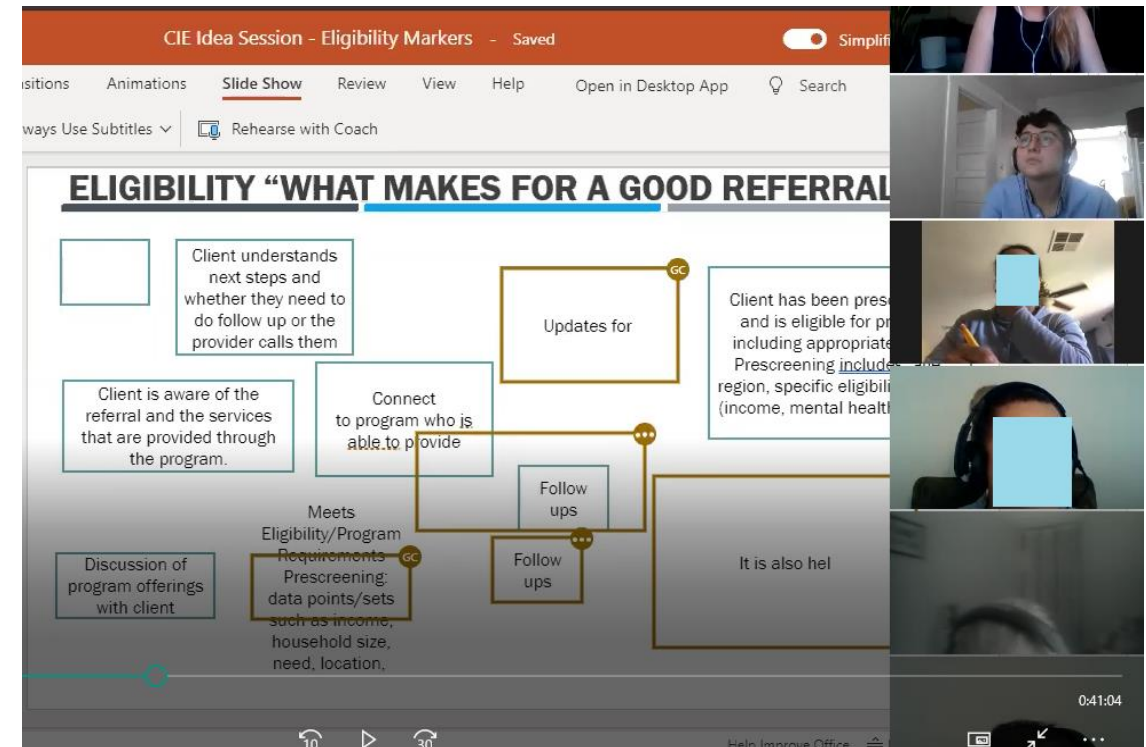
Summary

100+ Participants were asked:

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

Their Feedback:

- Client Motivation & Understanding
- Assessment/Screening
- Establishing rapport, trust
- Follow-up
- **Eligibility**
- Case Notes/Data Entry
- Searchability
- Miscellaneous/Questions



Next Steps

1. Story Considerations

- Eligibility data points
 - Income
 - Age
 - Household size
 - Need
 - Location
 - Disability
- Required Data Entry
- Searchability
- Reminders/Triggers
- Feedback Mechanisms

2. Training Opportunities

- Incorporate case managers feedback into learning modules

3. User Engagement

- Future feedback sessions
- Workgroups

Tools and Resources

**Direct Referrals
Available**

Direct Referrals

347

Direct Referrals in the CIE Network

Family Health Center

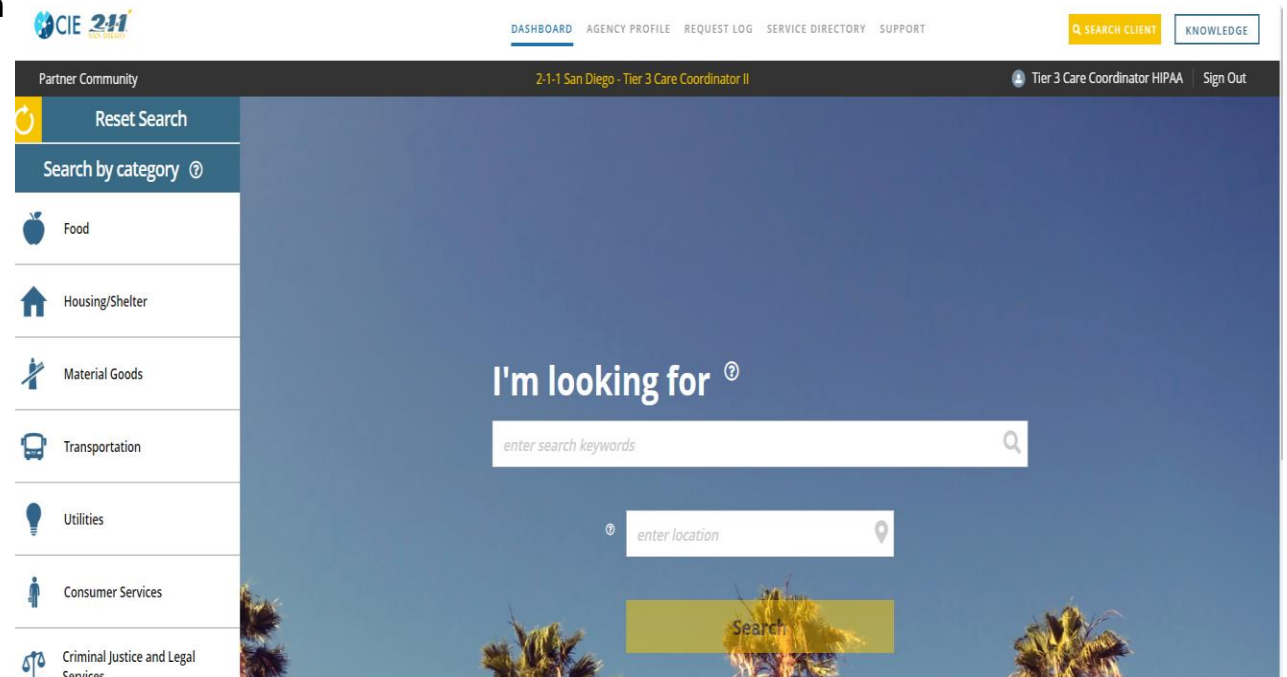
- RISE Program – A reentry program that provides referrals and linkages to care with a special emphasis on medical, mental health and substance use disorder treatment. This program targets anyone justice involved in need of care coordination.
- Response time is 5 business days.

Vet's Community Connection

- Connection to a Vet Connector to navigate resources via telephone.
- Response time is 2 business days

Planned Parenthood (offering Tele-health services at all locations)

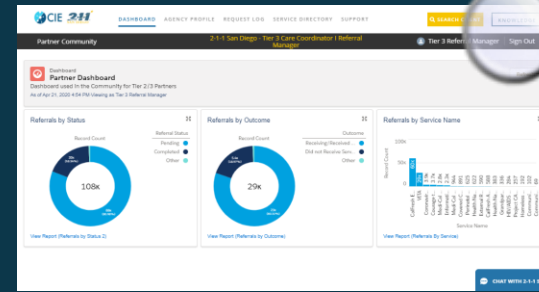
- Contraceptive Clinic and HIV Testing
- Pregnancy Testing, Counseling and Referral
- Sexually Transmitted Infections Testing and Treatment
- Response time is 2 business days



CIE Knowledge Demo

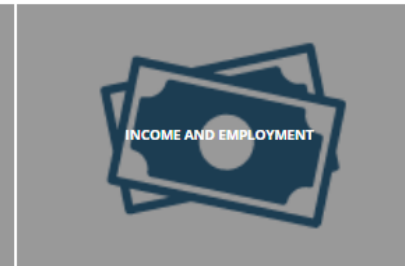
Knowledge

Training



2-1-1 SAN DIEGO KNOWLEDGE BASE

Find helpful articles for updated information on community resources during COVID-19



TRENDING ARTICLES

Homelessness

Food Delivery Options

Federal Stimulus Package

Utility Payment Assistance

Emergency Financial Funds

TOPICS

Click through topics to find articles with updated information

HOUSING
FOOD/NUTRITION
UTILITIES
HEALTHCARE
COVID-19
INCOME AND EMPLOYMENT
PUBLIC BENEFITS
TRANSPORTATION
MATERIAL GOODS AND SUPPL
CHILDCARE
PERSONAL HYGIENE
MENTAL HEALTH
CRIMINAL JUSTICE/LEGAL
MILITARY/VETERANS

Homelessness

Information for individuals who are experiencing homelessness and need access to housing resources, includes information for those with and without COVID-19 symptoms.

🕒 Apr 21, 2020 · 211 Knowledge Base

GENERAL SUMMARY

The Convention Center and Golden Hall in the City of San Diego are being used as a safe shelter for people who are homeless during this state of emergency. To access the shelter resources at the Convention Center you must:

- reach out to a homeless service provider to explore all available sheltering options, or
- reconnect with a homeless service provider you have worked with in the past, or
- contact a homeless outreach team (HOT)

2-1-1 cannot make referrals to the Convention Center or hotel rooms. Hotel rooms are only available for people who have been referred for isolation by their healthcare provider.

Open Forum



COMMUNITY
INFORMATION
EXCHANGE

SUMMIT

WE'RE GOING
VIRTUAL!

AUGUST 12 - 14, 2020

If you registered for the CIE Summit previously, there is no need to re-register.