



CIE Partner Network Monthly Meeting Minutes

May 7, 2020

Meeting time: 9:00 am-10:00 am

Meeting location: Virtual Zoom meeting

Agencies in attendance: 79 Partners joined

Welcome and Introductions

Tanishsha Harrell, Engagement Director opened the meeting reciting a poem called Talking, by Khalid Gibran. Attendees were asked to introduce themselves in the chat box and share "Today, I choose to embrace."

2-1-1 Update

Call Data

Karis Grounds, VP of Health and Community Impact at 2-1-1 San Diego/CIE, indicated that the CIE Partner meetings are being kicked off with an update from 2-1-1's call data to give the attendees insight on the community needs in regards to COVID-19.

The snapshot from the call data on May 7, 2020, indicated that the top needs continue to be housing, income/financial support, utilities, and food. Since the last week, we have seen a spike in utility assistance needs and a slight decrease in people asking for food assistance (1 in 6 calls). There is also a spike on the calls being directed to the Public Health Nurse line, this dedicated line is still available by calling 2-1-1 and choosing option 1. The line is open from 7am-7pm to anyone without a provider or health insurance to get connected to the county COVID-19 testing sites. Calls on the CARE act and eviction moratoriums continue coming to 2-1-1. Gilberto Vera from Legal Aid is joining us later today to answer some of the questions.

New testing

COVID-19 testing is now available by the state of California by appointment only. You do not need a note from your doctor, and anyone is eligible to receive the testing.

- To make an appointment, you can visit: <https://lhi.care/covidtesting> or
- call 888-634—1123, Monday-Friday from 7am-7pm. English and Spanish available.
- You will be asked a series of questions to identify if you are in the high-risk population, but anyone is eligible.
- You can opt in to receive results by email or text.

CIE COVID-19 Survey Update

The CIE team emailed a COVID-19 survey last month to find to help us determine how CIE can support the needs of our community during this health pandemic. Since then, we have received more than 75 responses. You can still complete the survey [here](#).

The results from the survey thus far and call data from 2-1-1 indicated that with services in person not being available due to the stay at home order and unemployment rates at an all-time high, application assistance over the phone increased significantly.

These needs were primarily presented for people that lost their jobs and need help applying for benefits, from people that don't have access to a computer, from people that have questions

about the application process, and from people with language barriers.

To address the need, CIE coordinated a meeting on April 29, 2020 to collaborate with organizations that are currently providing application assistance. Some of the opportunities that came out of the meeting include:

- Appointment setting via 2-1-1 (infrastructure)
- Direct Referrals via CIE
- Uploading documents
- Program enrollment
- Share training and tools

Food Analysis

Alana Kalinowski, Director of Partner Integration for 2-1-1 San Diego/CIE presented on behalf of Nicole Blumenfeld, 2-1-1 San Diego's Informatics Director, on a food analysis that was completed to assess the needs and find gaps of clients in need of food resources. The data that was analyzed is from the first month of COVID-19 response and the same timeframe last year. The data comparison really speaks to how COVID-19 has impacted the support systems and how that changes the data on those that have called 2-1-1 for support.

The data analysis indicates that people that are calling for 2-1-1 during COVID-19 are people that have previously already sought out food pantry services in the past. The demographics of these clients indicated that the callers are older than 50, slightly higher proportion of women, a higher proportion of Latino/Hispanic clients that are less likely to be homeless.

The data analysis also compared the demand for food pantries to the services that are currently available by HHSA region and helping us find out where the gaps are and ways to collaborate with other partners similar to work the CIE team did with the expansion of food deliveries options for everyone not just the disabled or elder population during this pandemic.

Additionally, 2-1-1's data informatics team met with the food banks to collaborate on ways that we can invest some of these different locations across the county and potentially seeking opportunities to have CIE partners host food pantries at their locations.

The hope is that the data analysis will help us determine what we need to do next. As the pandemic unfolds and the data changes, 2-1-1 will continue to monitor the data and keep CIE informed about those changes.

More detailed information on the data analysis finding can be found on slides 12-20 in the attached Power-point presentation.

Legal Aid Society of San Diego

Eviction Moratorium Protections under the CARES Act

Gilberto Vera, Senior Housing Lawyer at Legal Aid Society San Diego focused his presentation on the state and local moratoriums but also touched on the federal protections via the CARES act.

Specific and detailed FAQ's for every moratorium in the county can be found on the Legal Aid website: www.laszd.org

Federal Moratorium

On March 2, 2020, the president signed into law the Coronavirus ACT Relief and Economic Security Act (CARES act). The federal eviction moratorium covered by the CARE act protection is a 120-day federal eviction moratorium for tenants living in certain types of housing. This moratorium covers:

- Properties with any subsidized housing are covered by the CARES act (examples include Section 8, section 8111, rural housing voucher, etc.)
- The ACT also includes properties with federally backed mortgage loans (housing units of 1-4) or properties with federally backed multi-family mortgage loans (5 units or more)
- Prevents landlords from issuing eviction notices for non-rent payments
- You are still liable for the rent
- CARES act prohibits late or interest fees
- Clients are not required to clear their savings or stimulus checks to pay for their rent if they have been impacted by COVID-19
- More information on this can be found at www.laszd.org

State and Local Moratoriums

Governor Newsom expanded tenant protections considering COVID-19. Specifically, the Governor extended the number of days a tenant has to respond to an action in unlawful detainer based on the non-payment of rent, for tenants impacted by COVID-19, from five (5) days to sixty (60) days, excluding Saturdays, Sundays, and other judicial holidays. The requirements for qualifying as an eligible tenant are discussed below.

- If your city adopted an eviction moratorium ordinance providing more protections than the Governor's Executive Order, then the city ordinance applies.
- If a tenant lives in an unincorporated area of San Diego County, the County's eviction moratorium ordinance applies.
- Tenants must provide notice in writing and provide supporting documentation on all local all eviction moratoriums
- The timeframe to comply with the requirements differs in every city.
- The tenant must inform your landlord in writing that they are unable to pay the rent due to a COVID-19 related issue and provide supporting documentation.

Eligible Clients

- An eligible tenant, commercial and residential, must provide supporting documentation to show they cannot pay the amount of rent due because they were impacted by the COVID-19 pandemic.
- Examples of eligible tenants include those that lost their employment due to COVID-19; loss of employment due to the diagnosis of COVID-19 and recommended to quarantine reduction in work hours/salary, and others.

Documentation

- In the City of San Diego, you must provide documentation within 7 days of the date rent was due.
- Other cities may have other requirements and timeframes to provide documentation.
- Examples of acceptable documentation include a letter or note from your job stating that you have been laid off, that your hours have been reduced, or that your place of business is closed due to COVID-19; Letter or text message from your child's school/pre-school/daycare regarding closures; Text message or email from your employer asking you not to come to work; Photo showing your place of employment is closed due to COVID-19; and others.

Legal Aid Society of San Diego is supporting families to better understand these guidelines and their rights.

Open Monday – Friday, 9 am to 5 pm at 877-LEGAL-AID (877-534-2524)

For additional information, other examples of eligible clients, and acceptable documentation, visit: www.lassd.org

Tools for Working Remotely

Stephen Colon, Manager of Programs at San Diego Workforce Partnership presented and shared tools on how to work better virtually.

These tools had previously been shared at a workshop for small non-profits that are moving to work remotely for the first time.

Stephen also shared information about a layoff transition webinar that is held every Monday, Wednesday, and Friday from 10 am to 11 am. More information can be found here: <https://workforce.org/events/layoff-transition-webinar/>

A system shopping checklist list was also shared to help businesses ensure they cover the basic tools that they need to work virtually. The checklist includes tools for email & calendars, document storage, phones, conferencing and webinars, workflow management, internet service, and devices.

More information on these tools can be found on the attached power-point presentation on slides 29-72.

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

Join Zoom Meeting

<https://211sandiego.zoom.us/j/96420493897?pwd=TDBDeWdWdDh6SDBmSmNhWVVlaGNOQT09>