



## CIE Partner Network Monthly Meeting Minutes

May 28, 2020

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

**Meeting location:** Virtual Zoom meeting

**Agencies in attendance:** 55 Partners joined

### Welcome and Introductions

Tanishsha Harrell, Engagement Director opened the meeting with a virtual coloring activity.

### New Partners

**Say San Diego** – Joined CIE on May 12, 2020. SAY San Diego partnerships and services address the comprehensive needs of the entire individual or family rather than focusing on one symptom or problem. SAY engages the community to work collaboratively and works with systems such as law enforcement, schools, and local government to create positive change. SAY San Diego's holistic approach enriches youth, empowers individuals and families, and engages communities.

**ARCC Center** – Joined CIE on May 13, 2020. ARCC Center offers in-home respite services! Their main goal is to provide respite care in a way that is safe, fun, and treats the client with the dignity they deserve.

### Employment Resource – San Diego Workforce Partnership

Andrew Piccard from San Diego Workforce Partnership (SDWP) gave attendees an overview of the services they offer during COVID-19. He also shared insightful information on the unemployment process with EDD for displaced workers and resources and solutions for job seekers and businesses.

Services for Job Seekers include:

- Career Counseling
- Education and Training
- Access to job leads
- Paid Work Experience
- Career tools and Workshops and more

Services for Business/Employers include:

- Hiring Services
- Human Resources Support
- Training and Upskilling
- Wage subsidies

During COVID-19, SDWP reported that unemployment is at an all-time high and that more than 500 businesses have reported layoffs to them since March 10, 2020.

More information on the workers that are being affected by layoffs can be found here: [www.Workforce.org/research](http://www.Workforce.org/research)

Their career centers cannot assist with specific questions about EDD unemployment claims.



- To get info on how to file a claim, individuals can visit: [https://www.edd.ca.gov/Unemployment/UI\\_Online.htm](https://www.edd.ca.gov/Unemployment/UI_Online.htm) or call: 1-866-333-4606
- For general of technical support, clients can call 1-833-978-2511
- For Claims support, individuals can call 1-800-300-5616

However, SDWP offers a layoff transitional webinar every Friday at 10:00 am for anyone affected by COVID-19. An employee from EDD is available during those webinars to answer specific questions about their process.

Individuals can register for a webinar

here: [www.zoom.us/webinar/register/WN\\_Jt38UcL7SyadIMLNfUSZYQ](http://www.zoom.us/webinar/register/WN_Jt38UcL7SyadIMLNfUSZYQ)

As of March 17, 2020, SDWP's career centers are closed to walk-ins. They have moved more than 60 of their staff members at the career center to work remotely and made some adjustments to their program enrollment process. Their services can still be accessed over the phone, via email or online, including workshops, which have gone virtual. They have leverage zoom to provide daily workshops and expanded online on-demand training library. They have also expanded their training programs online and offer more than 75 certifications for eligible job seekers.

- To access information on their career centers, visit: <https://workforce.org/career-centers/>
- To access their event calendar and workshops. Visit: <https://workforce.org/events/>
- More information on other services can be accessed here: <https://www.workforce.org/covid-19>

### Dreams for Change (Tax/Stimulus Overview)

Dr. Teresa Smith from Dream for Change presented on how her team is supporting people complete tax forms and understand the process to receive their stimulus check.

Dreams for change has a mobile team that has been coordinating with local homeless service providers and other providers to assist people with barriers to accessing their stimulus checks. She also provided some information about non-tax filers.

Dr. Teresa Smith also shared some resources for places that can assist with tax preparation appointments including 2-1-1 and my free taxes. Dreams for Change recently re-opened their tax assistance locations in Mission Valley and Plaza Bonita malls.

Resources shared include:

- <https://www.irs.gov/coronavirus/economic-impact-payments>[www.myfreetaxes.org](http://www.myfreetaxes.org)
- <https://www.caleitc4me.org/know-it/>
- Information for Non-filers can visit: <https://www.irs.gov/coronavirus/non-filers-enter-payment-info-here>

### CIE Impact

Karis Grounds VP of Community Health and Impact for 211/CIE updated the CIE partners on some of the impact that CIE is making our communities during COVID-19, provided an update on CIE trends, 2-1-1 data insights, and shared a success story from Ruth Bruland from Father Joe's Villages shared during the CIE advisory meeting.



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### COVID-19 response

Since the activation from COVID-19 response, 5 partners have joined the CIE which brings our total to 85 partners. This is very exciting for CIE as we have met most of the goals for the 2019-2020 fiscal year.

In addition, CIE has increase capacity and infrastructure in a variety of different ways including:

1. Expanding direct referral capacity
  - 46 New direct referrals
  - Total of 347 direct referral options.
1. Leveraging partnerships in the community
  - Food delivery partnerships with the City of Chula Vista, FACT and JFS were a major driver in CIE utilization in the month of April as well as Chula Vista librarians utilizing CIE to support 2-1-1 Call Center efforts
  - 69% of clients with a COVID food delivery referral are receiving services

### CIE Trends/Utilization

The utilization of the CIE Platform continues to increase. In April, 221 users across 49 agencies logged into CIE for an average of 154 logins per workday. In addition, in April, 47% of consents created came from CIE partners/integration. In April, CIE was leveraged for COVID work, and searches jumped 114% from last month. Additionally, Profile Views increased by 106% from last month. Lastly, 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 Data Insights

The data from 211 indicates that utility assistance has 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. While the need for emergency food assistance has been declining, the demand for CalFresh application assistance remains at double the typical need, with 5,838 applications submitted for San Diego residents since 3/13. Mental health needs account for 8% of clients' total daily needs. The majority of these needs were for counseling services, crisis intervention, and substance use disorder treatment programs.

### Application Assistance Update

Karla Samayoa, Director of Navigation Services at 211/CIE updated CIE partners on an opportunity to receive training on how to complete CalFresh Applications over the phone. So far a couple of partners have received this training including the San Diego LGBT Community Center and Mid-City CAN.

Interested partners can connect directly to Karla at [ksamayoa@211sandiego.org](mailto:ksamayoa@211sandiego.org) for more information.

### Essential Food Delivery Opportunity

Joanna Oboza, Navigation Services Program Manager at 211/CIE provided information on an opportunity called Essential Goods Delivery brought to you through a partnership with United Way Worldwide and Door Dash. Through this partnership, 211 San Diego/CIE can facilitate the delivery of meals, groceries, and essential items to clients. Clients can receive the goods free of charge from the local partner and do not pay delivery charges. This program lasts provides at

least 8 weeks of food/goods delivery (at least two 8 week cycles). More information about this opportunity can be found on the attached PowerPoint presentation pages

Partners that are interested in participating can complete the following survey: <https://bit.ly/2MyV3wE>

For questions, more information or follow up, please contact Roxanne Suarez, Partner Integration Manager at [rsuarez@211sandiego.org](mailto:rsuarez@211sandiego.org)

### Partner Ideation Session Update

Roxanne Suarez, Partner Integration Manager at 211/CIE provided an update on the Partner Ideation sessions that will be held monthly. The main goal for these sessions is to gather feedback from partners to widen the net of ideas and input focused on future system development.

The last session took place on Monday, May 4, 2020, and was attended by more than 100 users of CIE.

The main focus of the session was **“How might we ensure that people get a referral to appropriate services”**.

During this session, partners provided valuable feedback on the tools that they are currently accessing to make referrals and the importance of assessing clients appropriately for services. The next steps are to use the feedback that was provided to help expand on system improvements, training opportunities, and user engagement.

For more information on upcoming sessions, please connect with Roxanne Suarez at [rsuarez@211sandiego.org](mailto:rsuarez@211sandiego.org)

### Direct Referrals in CIE

Aidee Roman, Community Partnership Manager at 211/CICE provided an update on direct referrals in CIE.

There are currently 347 referrals available in CIE. The most recent referrals available include:

#### **Family Health Center's Reaching Independence through Support and Empowerment (RISE) Program**

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

### Vet's Community Connection



- Offers direct referrals to connect to their Vet Connector to help Vets, Military, their families, and reserves to navigate resources via telephone.
- Response time is 2 business days

**Planned Parenthood offers 39 services as direct referrals including**

- Contraceptive Clinic and HIV Testing
- Pregnancy Testing, Counseling, and Referral (STD)
- Testing and Treatment programs
- Tele-health available at all locations
- Response time is 2 business days

Direct Referrals are accessible via the CIE partner community at: <https://my211.force.com/s/login/?startURL=https%3A%2F%2Fmy211.force.com%2Fs%2Fservice-directory>

If your programs are ready to be set up as direct referrals or you have any questions, please reach out to the CIE team: [ciepartners@211sandiego.org](mailto:ciepartners@211sandiego.org) to get started.

**Open Forum**

The CIE Summit 2020 on August 12-14 is going virtual.

We have made all of the necessary arrangements to uphold a high-quality event by providing an enhanced agenda, timely content, and expanded learning opportunities that you won't want to miss! For more information, visit: <https://ciesandiego.org/cie-summit-2020/>

**Next CIE Partner Meeting:** June 11, 2020 @9:00 am

**Join Zoom Meeting**

<https://211sandiego.zoom.us/j/96420493897?pwd=TDBDeWdWdDh6SDBmSmNhWVVIaGNOQT09>