

Community
Information
Exchange®

CIE PARTNER NETWORK MEETING

August 26, 2021

9:00 AM – 10:00 AM

AGENDA

What's Happening Today

- Welcome
- New CIE Partners
 - Chicano Federation
 - Community Health Group
- New Direct Referrals
- CIE Systems Update
 - Assessment Tools
 - Upcoming Releases
- Workgroups
 - Building Resiliency
- Open Forum



New CIE Partner



New CIE Partner



NEW DIRECT REFERRALS

Basic Needs Walk-in Services, Carlsbad

Provides social services such as emergency food, hygiene packets, day bus passes or gas vouchers for documented medical or job needs, partial financial assistance for applicable prescriptions, assistance to pay for driver's license, ID, and birth certificates (some limits and criteria do apply, provided based on availability), utility assistance, access to benefits, crisis intervention, immigration, and legal aid services referrals, diapers and formula (when available), and additional community referrals as needed.

Rental assistance is available for residents within the City of Carlsbad (some limits and criteria do apply, provided based on availability). Case management support is available for employment, housing stabilization, and self-sufficiency.

Carlsbad Rental Assistance

Administers the City of Carlsbad CDBG grant, which assists very low-income households and households in severe emergency situations. Those seeking rental assistance must be or plan to be City of Carlsbad residents. Landlords must complete a W9 and accept payment from a 3rd party provider. Documentation is required. Some limits and criteria do apply, provided based on availability.

Case management support is available for employment, housing stabilization, and self-sufficiency.

Coordinated Entry Access Site, Carlsbad

Case management support for housing stabilization, employment, and self-sufficiency for individuals experiencing, or at risk of, homelessness. Individuals will gain initial access to basic needs and other resources that may be available to address their housing crisis.

Access point staff may assist with shelter applications, complete eligibility screenings for various resources, make emergency service referrals, and have conversations around housing stability options. It is important that clients remain in contact with the staff at access points and other homeless dedicated providers to ensure their needs and goals are appropriately identified and addressed.



NEW DIRECT REFERRALS

[Day Labor Program, Carlsbad](#)

The Carlsbad Service Center (CSC, formerly known as Carlsbad Hiring Hall or North County Labor Connections) provides laborers a safe place to negotiate a fair wage and give individuals a one-stop shop for the employment development support they need for daily, temporary, or permanent jobs. Day Labor Center provides a safe and dignified place where day laborers can register for and sign-up for daily job opportunities. The CSC team helps workers to build a better life for themselves and their families. Whether that means emergency care such as food, health care and clothing or assistance to improve employability. Employment supports available for individuals experiencing or at-risk of homelessness. The CSC also offers career assessment and counseling as well as information and referral to education/training programs. Offers virtual workshops and in-person supports in such areas as financial literacy, resume writing, salary negotiation, and job search skills. Case management available for employment, housing, and stabilization.

[Computer Lab Program, Carlsbad](#)

Provides multimedia resource rooms with use of computers with internet access, fax machines, telephones and photocopiers for education, employment, stabilization, housing, or benefit related items. Computers available on a first-come, first serve basis. Offers career assessment and counseling as well as information and referral to education/training programs. Offers virtual workshops and in-person supports in such areas as financial literacy, resume writing, salary negotiation, and job search skills. Computer classes and computer program training available (call for scheduled offerings). On-site computer usage, resume, job search, and job application completion assistance available (most Tuesday mornings).



NEW DIRECT REFERRALS

Basic Needs Walk-in Services, Oceanside

Provides social services such as emergency food, hygiene packets, day bus passes or gas vouchers for documented medical or job needs, partial financial assistance for applicable prescriptions, assistance to pay for driver's license, ID and birth certificates (some limits and criteria do apply, provided based on availability), utility assistance, access to benefits, immigration and legal aid services referrals, crisis intervention, diapers and formula (when available), and additional community referrals as needed.

Rental assistance available for residents within the North County San Diego (some limits and criteria do apply, provided based on availability). Case management support available for employment, housing stabilization, and self-sufficiency.

Coordinated Entry Access Site, Oceanside

Case management support for housing stabilization, employment, and self-sufficiency for individuals experiencing, or at risk of, homelessness. Individuals will gain initial access to basic needs and other resources that may be available to address their housing crisis.

Access point staff may assist with shelter applications, complete eligibility screenings for various resources, make emergency service referrals, and have conversations around housing stability options. It is important that clients remain in contact with the staff at access points and other homeless dedicated providers to ensure their needs and goals are appropriately identified and addressed. lick to add text



NEW DIRECT REFERRALS

Homeless Court Program, North County Inland

A special Superior Court session for defendants experiencing homelessness or at risk to resolve misdemeanor offenses, minor infractions, traffic issues, and outstanding warrants that occurred in San Diego County. Clients will work closely with an advocate(s) in case management to receive services and resources.

Fines are cleared based on achievements and accomplishments that lead to self-sufficiency.

Case management program is about 3-4 months long.
Will need to attend court session(s).



NEW DIRECT REFERRALS

Project CARE

Project CARE (Community Action Reaching the Elderly) goal is to identify and support older individuals and/or those with disabilities who are at risk for social isolation, neglect and abuse by providing resources to remain as independent as possible in a safe environment. Services include assessment and referrals to community resources, follow up support and reassurance phone calls.

Serves frail older adults over the age of 60 and those with physical or mental disabilities living in Central, North Central and East Regions of San Diego County



CIE SYSTEM UPDATES

Overarching goals:

- To support informed & tailored care
- Increase efficiencies

Assessments:

A standardized set of questions that help to determine the immediacy of the client's needs, their knowledge and utilization of services, and what social supports and barriers are influencing whether a client is accessing these resources.

- Nutrition
- Housing

Case Management Dashboard:

Customizable list views to quickly view who your agency is working with in CIE.

Referral Management:

A new iteration of the original dashboard. Customizable list views with the ability to make updates to referrals in bulk.

CIE SYSTEM UPDATES

Overarching goals:

- Enable greater responsiveness to key situational changes
- Improve efficiencies when searching for resources
- Tailoring resources to the client

Alerts:

Notifications of specific incidents. These trigger emails to care team members and are tracked on the client's profile.

- Care Team changes
- Homeless & Medications
- Housing Status & Health Condition
- Food Insecurity & Pre-diabetes, Diabetes, & Hypertension

Refine my Results:

A new set of sort and filter options when searching for resources:

- Age
- Gender
- Employment Status
- Health Condition
- & more

BUILDING RESILIENCE

Building Resilience is a multi-sector partnership to measure how providing coordinated case management and strengthening economic stability –specifically through access to the Earned Income Tax Credit (EITC)-increases the protective factors for low-income working families disproportionately at risk for Adverse Childhood Experiences (ACEs).

This project is leveraging the CIE technology platform and infrastructure by serving as the shared space for data collection, reporting and care coordination mechanism across participating providers.

Partners: United Way SD, Dreams for Change, YMCA, CIE, IRC

BUILDING RESILIENCE

Newest Functionality (Screening Tools) and Authorization Language Forms

Building Resilience Screening Tools E-learning.

<https://ispri.ng/J0kv7>

The following Building Resilience screening tools can be found by clicking the Screenings tab on a client's profile:

- Financial Capability Scale
- Brief Resiliency Scale
- Positive Relationships
- Protective Factors Survey

Sarah J Edit Find Referral

Age: 36 Phone: () - Email: Gender Identity:

DETAILS PRIVACY **SCREENINGS** REFERRALS FEED

Survey Community

- Social Determinants of Health
- PRAPARE
- Financial Capability Scale
- Brief Resiliency Scale
- Positive Relationships
- Protective Factors Survey

Next

Supportive Services

AFGHANISTAN RELATED RESOURCES: <https://mailchi.mp/152c546ee80b/august17-5964456>



San Diego Community Resources Newsletter

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Google Translations: [\[عربي\]](#) [\[فارسی\]](#) [\[Español\]](#) [\[русский\]](#) [\[Kiswahili\]](#) [\[Somali\]](#) [\[Haitian Creole\]](#)



INFORMATION

NOTICE: While the IRC offices are closed for in-office appointments due to COVID-19, staff are working remotely and able to provide support.

Do you need help scheduling a COVID-19 vaccine appointment? We can answer your questions and help you get vaccinated.

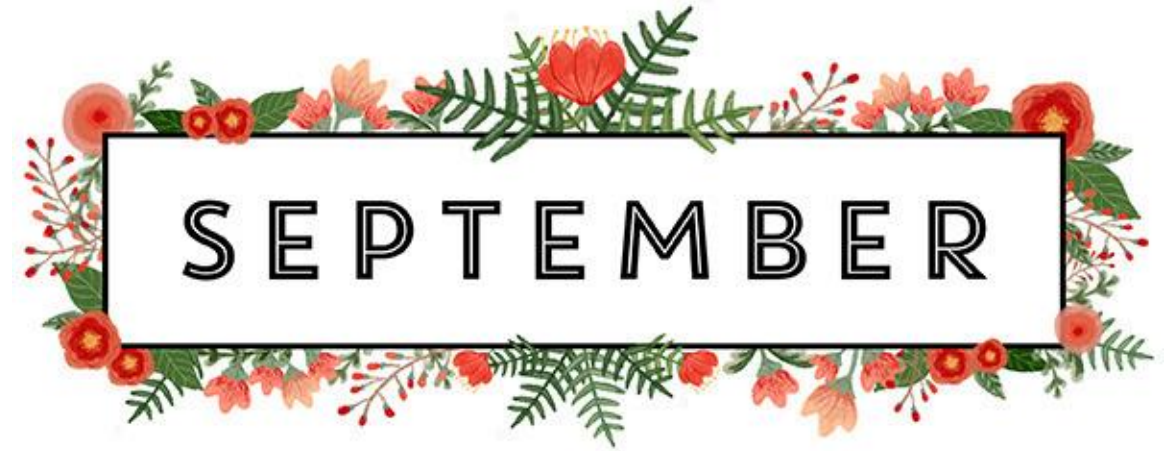
CIE TRAINING OFFERINGS

Special Topic/Office Hours

New* Referral Dashboard

Standing Topics

- Intro to CIE
- Overview of Features



Monthly Training

During the month of September, there will be two opportunities to join a CIE Training on September 15, 2021, and September 22, 2021

Register to Attend:

<https://211sandiego.zoom.us/meeting/register/tJcvd-qoqT4jGNXGF2rmAqoox2kw3Zfofvzo>

COMMUNITY INFORMATION EXCHANGE



VIRTUAL SUMMIT 2021

211/CIE San Diego proudly presents the 4th annual
Community Information Exchange (CIE) Virtual Summit

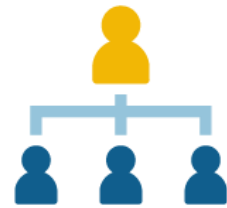
September 8-10, 2021

With a Virtual Special Session August 11, 2021

[REGISTER](#)

Rate for CIE Partners: \$150/\$250 with membership

Summit Tracks



**GOVERNANCE
AND POWER**



**DATA
OWNERSHIP AND
TECHNOLOGY**



**SUSTAINABILITY
AND POLICY**

[LEARN MORE](#)

HAVE A GREAT DAY!



NEXT CIE PARTNER MEETING
September 26, 2021 @ 9:00 am