Community Information Exchange (CIE) Networking Meeting

January 28, 2021

Agenda

1. Who's in the Room?
2. Let's Celebrate
3. 211 External Affairs
4. New Network Partners
5. New Direct Referrals
6. Partner Highlight
7. CIE Technology/User Experience/Utilization Reports
8. New functions/user experience/dashboards
9. What's new in Data Integration
10. Workgroups
11. Initiatives
12. Open Forum
13. Activity/ CIE Lounge

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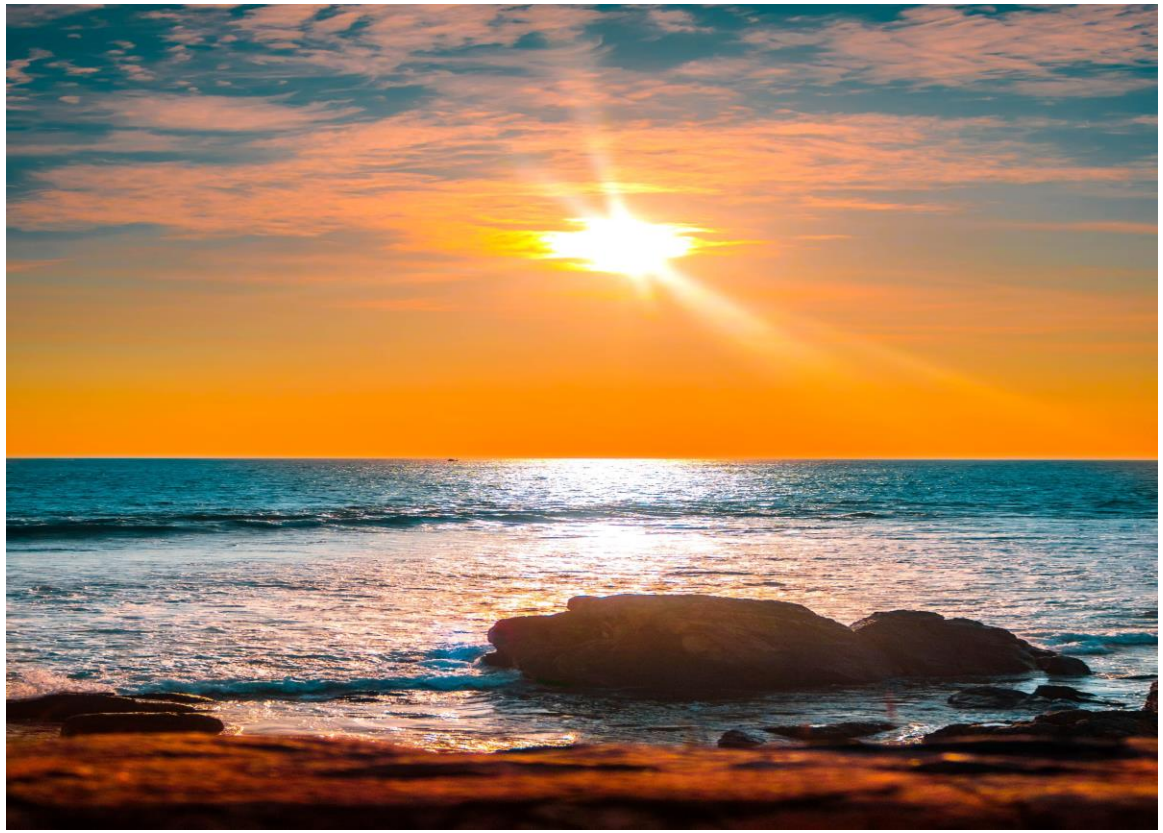
Who's in the Room?

- Welcome to Our Space!
- Please share your name/identity(s), your agency/organization in the chat so we can give you a shout out.



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Let's Celebrate…102 Partners Joined CIE

We see you! We hear you! We celebrate you!

Your endless hard work and your dedication do not go unnoticed!

Here are some of the highlights during 2020.

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2020 CIE Highlights

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2020 CIE Highlights

Engagement

Reached our Centennial, now 102 Partners

- 24 New Partners Joined

Tripled attendance at CIE Partner Meetings via zoom

- Launched Community Voice
  - 2 on Racial Justice
  - 1 on Immigration and Other issues impacting BIPOC Communities

CIE Summit 2020 (Accelerating Multi-Sector Collaboration to Advance Equity)

- Attended by more than 700 people across the nation
- 23 Sessions
- 3 Tracks

COMMUNITY INFORMATION EXCHANGE VIRTUAL SUMMIT

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2020 CIE Highlights

Integration and Adoption of CIE

More than 1,500 users with access to CIE

- 554 New Users completed the CIE E-training online

44 Instructor-Led Training

- 200+ attendees

5 Feedback Sessions

- 100+ attendees

11 Data Integration Projects

- The newest projects include: La Maestra, Family Health Centers, San Ysidro Health, and Interfaith Community Services

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2020 CIE Highlights

Utilization

Increased Utilization of the CIE

68,157 Clients Consented

- 36% increase from 2019

30,376 Client Searches

- 156% Increase from 2019

21,416 Client Views

- 91% Increase from 2019

27,875 Program Enrollments

59% increase from 2019

Bi-directional Referrals

- 20,178 Direct Referrals Received by CIE partners (includes referrals from 211 to CIE), 231% increase from 2019
- 4,334 Direct Referrals Sent by CIE partners (excludes referrals made by 211), 284% increase from 2019
-

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2020 CIE Highlights

Impact

Activated for COVID-19 response in March, 2020

Added 64 Direct Referrals (375 Total)

- 19 Since COVID-19 activation
- 4 Services responded to SDG&E Public Safety Power Shutoffs offering transportation, hotel/motel vouchers, and other supportive needs for individuals with Access and Functional Needs.

Launched COVID-19 food delivery program

- Partnership with San Diego Food Bank, the City of Chula Vista, FACT, and 2-1-1 to deliver food to families in need during COVID-19

Launched DoorDash and Lyft Ride Opportunities

- 14,334 DoorDash deliveries in 2020
- Leveraged the United Way, DoorDash partnership to complete 906 meals and toys deliveries to clients in need.
- Free Lyft rides to eligible CIE clients.

Expanded Homeless Prevention (HEAP) assistance available to client via CIE

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2020 CIE Highlights

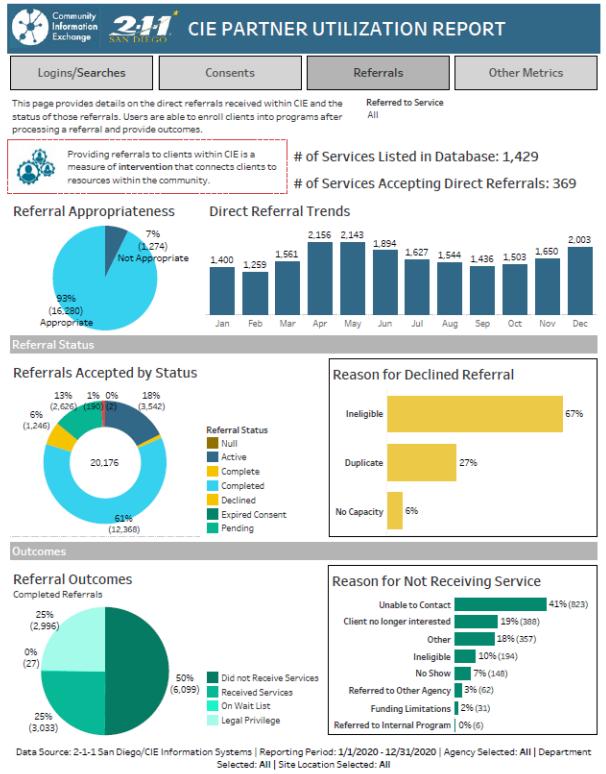
Outcomes

66% of direct referrals made in 2020 are completed
Of those with outcomes, 25% are receiving or received services, 25% are marked as Legal Privilege, and 50% are not receiving services.

27,875 Program Enrollments
59% increase from 2019

285 users were added to Care Teams
75% increase from 2019

953 Social Determinants of Health Screenings
329% increase from 2019



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We want to celebrate you!

Community Information Exchange Partner Badge

- Add to your email signature!
- Link to ciesandiego.org

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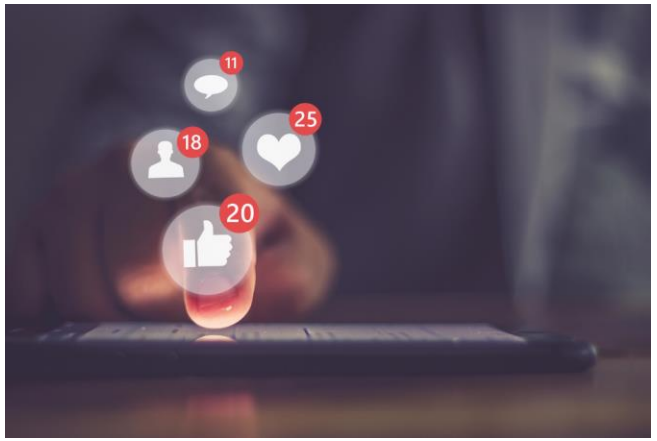
External Affairs Update



- Sign up to **be featured on social media** at ciesandiego.org/partner-feature/
- Contribute to our **photo library**: Email qlacapra@211sandiego.org

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New CIE Partners

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New Network Partners

New Network Partners

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New Network Partners

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Direct Referrals

Courage to Call Line

Courage to Call is dedicated to improving the lives of Veterans, Active Duty, Reservists, National Guardsmen, and their families via countywide outreach and education, a 24/7 peer line, as well as individual short-term, solution-focused prevention-oriented plans. This program is led by fellow Veterans.

Veterans Village of San Diego

HEAP Rental Assistance, North County

Provides one-time rental assistance for clients at-risk of homelessness in the North County region of San Diego County. Clients are expected to be financially sustainable upon exhausting flex fund assistance.

Supportive Services for Veteran Families (SSVF)
Provides temporary financial assistance and short-term case management services to assist homeless Veterans and their families with obtaining permanent housing. Case managers assist with locating housing, budgeting, and referral linkages to VA benefits and a wide range of services. These services include employment opportunities, income benefits, mental health benefits, medical services, out of state relocation assistance, and more.

Direct Referrals

zero8hundred

Provides a one-stop resource hub to transitioning service members, recent veterans and their spouses (including Gold Star spouses) to help them navigate through and connect to the local resources who can best support all their specific post-service needs.

Partner Highlight

FACT™

- FACT joined the CIE on April 6, 2020
- Handled more than 3,000 direct referrals form the CIE Partner network.
- Connecting CIE clients to transportation services, especially during COVID-19 response
- In 2020, they completed over 2,000 deliveries for the COVID-29 food delivery program
- Respond to Public Safety Power Shutoffs notifications by SDG&E, and coordinates with the CIE to provide transportation services to client with Access and Functional Needs in the affected areas.
- Provide ongoing support to our community with transportation services and so much more.

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CIE Technology/User Experience/Utilization Reports

- Looking Back at CIE Utilization During COVID-19 in 2020
- Response of CIE and CIE Partners to Address Community Impact
- With Ongoing 2nd Wave in Pandemic, What Resonates With You as Partners?
- Notable Utilization Trends for:
  - December 2020
  - January 2021

- Customized Utilization Reports
  - Compare Mid-Month and Full Month Impacts on Utilization Data
  - Specific Points of Utilization (Logins, Referrals Sent, etc.)

New CIE functions (In Development)

Expected Release

- Enhanced Search Results
- Expanded Alerts
- Dashboard Redesign

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What's New in Data Integration

Current Integrations with go-live dates:

- La Maestra, 10/20/2020 (daily)
- Family Health Centers, 1/20/2021 (real-time)
- Interfaith Community Services, 12/8/2020 (real-time)
- San Diego Workforce Partnership, 8/12/2020 (hourly)
- San Diego Food Bank, 2/20/2020 (real-time)
- ConnectWellSD, 11/26/2019 (real-time)
- HMIS Providers (RTFH), 10/1/2019 (daily)
- Father Joe's Villages, 11/15/2018 (daily)
- Jail Alerts, 8/1/2017 (daily)
- EMS Alerts, 8/1/2017 (real-time)

Going Live This Week:

- San Ysidro Health

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Example Integration: Interfaith Community Services

Interfaith Community Services (ICS) - Live 12/8/2020, Real-time, From ETO to CIE

Domains

Domains Help

Action	Domain Name	Risk Indicator	Actions	Referrals	Created By	Created Date
Edit | Del	Primary Care		0	0	ICS Integration, 12/9/2020 8:51 AM	12/9/2020
Edit | Del	Education		0	0	ICS Integration, 12/9/2020 8:50 AM	12/9/2020
Edit | Del	Employment		0	0	ICS Integration, 12/9/2020 8:50 AM	12/9/2020

Client Data Sources

New Client Data Source

Client Data Sources Help

Action	Client Data Source Number	Agency	Service	Source Id 1 Type	Source Id 1	Source Id 2 Type	Source Id 2	Source Id 3 Type	Source Id 3	Created By
Edit | Del	CDS-191275	Interfaith Community Services		ICS-ETO Client Id	38561					ICS Integration, 12/9/2020 8:50 AM

Program Enrollments

Program Enrollments Help

Action	Enrollment #	Service Name	Status	Program Entry Date	Program Exit Date	Agency	Created Date
Edit | Del	PE-00113931	Communities in Action	Active	12/11/2020		Interfaith Community Services	12/14/2020
Edit | Del	PE-00112876	Basic Needs Walk-in Services, Escondido	Active	9/11/2020		Interfaith Community Services	12/11/2020

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Workgroups

- CIE Advisory Board

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CIE Advisory Board

CIE ADVISORY BOARD

The goal of the CIE Advisory Board is to facilitate the development, adoption, innovation and sustainability of the Community Information Exchange (CIE) to advance the work of the CIE Partner Network and improve the health and social influences that impact the wellness outcomes of our shared clients and our community.

What's New

Report Out for sub-committees

- Matt Packard

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Initiatives and Opportunities

- The Building Resilience project
- Cal EITC
- T3 & 2-1-1 Vaccinations

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Building Resilience Research and Evaluation Project

Office of Minority Health I Fall 2020

The Building Resilience project is designed to complement and enhance the Earned Income Tax Credit (EITC) outreach and education program by prioritizing referrals for supports (via intensive case management, ICM) based on the assessment of protective factors (strengths and needs) of participating families.

Specifically, Building Resilience seeks to:

- Increase access to concrete support to foster economic stability
- Improve regulation skills to reduce chronic stress
- Reduce the risk and effects of adverse childhood experiences (ACEs)
- Increase family functioning (resilience)

Increasing parental capacities, supporting economic stability, and improving effective regulation skills are the ingredients necessary to increase family functioning and prevent and reduce the effects of ACEs on children. Ultimately, the program aims to support disadvantaged and low-income communities in building resiliency.

The **evaluation** will assess the effectiveness and expansion of integrating EITC among a network of service partners and their understanding of the connection between EITC and ACEs.

Participating Agencies:

- United Way SD
- YMCA
- International Rescue Committee (IRC)
- Dreams for Change
- 2-1-1/CIE
- Harder & Co

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Cal EITC

1) Outreach and education re Fed and State Earned Income Tax Credits (EITC).

- These are tax credits that often go unclaimed by eligible low-income households, so they end up leaving money on the table that could make a big difference for them.
- The Cal EITC program is considered to be one of the more significant anti-poverty initiatives ongoing in the state.
- We will ask clients if they plan to file taxes this year, and if so, offer to prescreen them for likely eligibility for Fed/State EITC

2) Free Tax Preparation Appointments through VITA (Volunteer Income Tax Assistance) program.

- We can assist income-eligible households with making free tax preparation appointments through the VITA (Volunteer Income Tax Assistance) program.
- This is an additional savings for income qualified households, so they can get tax preparation assistance at no cost.

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T3 & 2-1-1 Vaccinations

211 San Diego is currently supporting County in information for COVID-19, including general information, testing and vaccination:

- Educate on phases
- Navigating County/Community locations for vaccine appointments
- Assisting 75+ on setting vaccine appointments

Example of partnership: Jewish Family Service, On-the-Go, process of creating direct referral in CIE to assist with transportation to vaccination appointment

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Open Forum

- Share
- Inform
- Bring your voice into the space
- What's new and exciting in your organization or agency
- I need support or help with
- I have an idea

SPEAK OUT!®
Live with Intent

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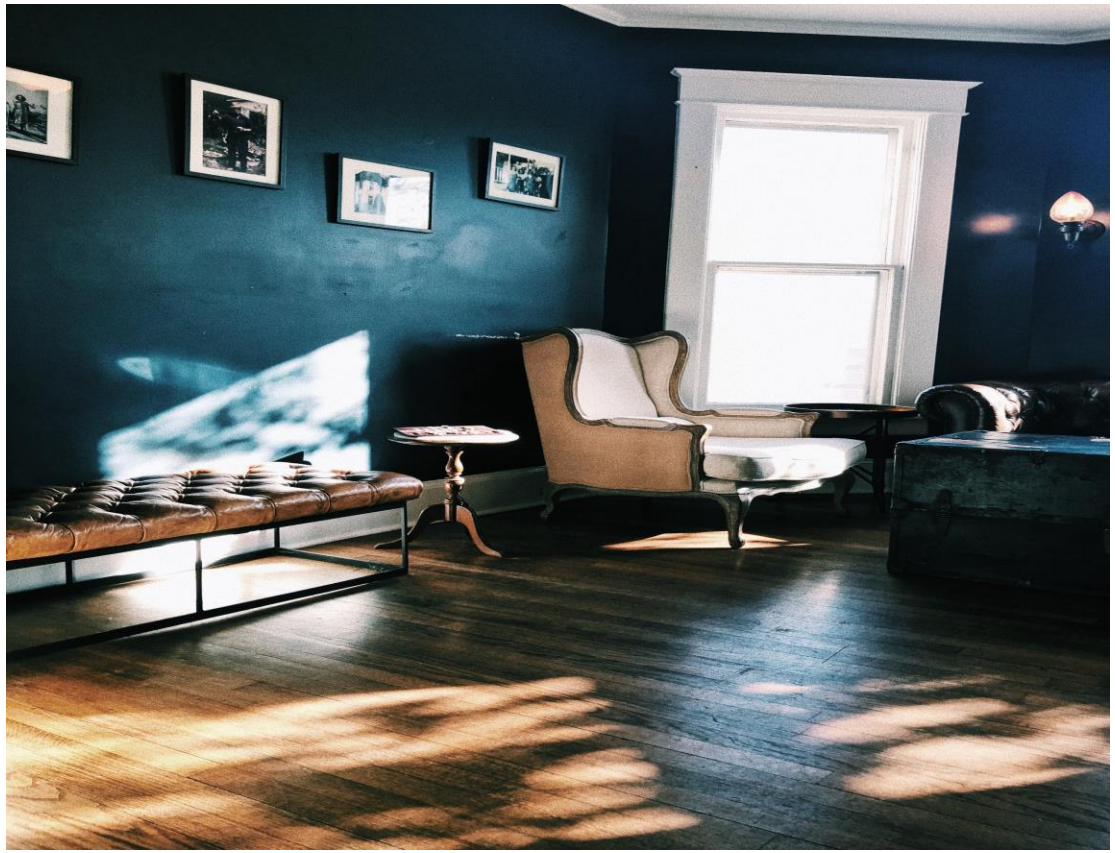
CIE Lounge

- Is open if you want to connect with the CIE team & fellow partners.



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