What’s Happening Today

• Welcome
• New CIE Partners
  • City of Oceanside Public Library
  • SD Wellness Collaborative
• New Direct Referrals
• Training Opportunity
• Snapshot of CIE Accomplishments
• Support from 211’s Community Health Team
• Back to School Events
• Open Forum
CIE Celebrates PRIDE

CIE is very proud to be a community that is diverse, welcoming, and accepting. We strive to advance individual and systemic equity by empowering communities to engage through a person-centered, inclusive, and coordinated access to services.
New CIE Partner

WELCOME

to the

Community Information Exchange

OCEANSIDE PUBLIC LIBRARY
WELCOME

to the

Community Information Exchange
NEW DIRECT REFERRALS

Military and Veteran Employment Services

Provides customized employment support services to veterans and those transitioning from military service and seeking employment in Southern California.
NEW DIRECT REFERRALS

Home Delivery Meals
Provides home delivery of a variety of fresh and non-perishable food items one day per month to homebound seniors and people living with life-threatening illnesses.

Locations:
- East County Home Delivery Meals
- Point Loma Home Delivery Meals
- City Heights Home Delivery Meals
- East County Home Delivery Meals
**NEW DIRECT REFERRALS**

**Agricultural Health Program**
Provides information on medical, dental, and women’s health services for agricultural workers and their families throughout North County including a presentation on nutrition, cholesterol, mental health, food distribution events, flu shots, health screenings, and information on community resources.

**Golden Years Program**
Hosts a social support group for Hispanic adults who are depressed or have symptoms of depression. Participants are given the opportunity to socialize, engage in arts and crafts, learn about community resources, become self-sufficient, learn new skills to cope with life stressors, and have the opportunity to share their life experiences. Programs are intended for Hispanic adults ages 50 and older.

**Volunteer and Internship Program**
Offers exciting volunteer and internship opportunities for the community to assist TrueCare health centers, administration, and community events. Through volunteer opportunities, prospective volunteers can gain new skills, experience inpatient service, team building experience, mentorship, and more. Volunteers must be 16 and over.
NEW DIRECT REFERRALS

**Dental Care, Oceanside**
**Dental Care, Oceanside Specialty Health Center**
**Dental Care, Ramona**

Provides dental care services for adults including dental health education. Services include routine cleaning and exams, crowns and bridges, denture fitting, extractions, fillings, fluoride treatment, sealants, root canals, veneers, and whitening. Shuttle services may be available for patients with appointments. Serves adults and children of all ages.

**Loma Alta Quick Care**
Medical appointments for acute care available on the same day.

**Women Health Clinics, Oceanside Loma Alta Health Center**
Offers complete medical, dental, women's health care, and behavioral health services throughout the North County.
Person-Centered Trauma Informed Care (PCTI) Training

Jewish Federation of North America Center on Aging and Trauma, in partnership with the Jewish Federation of San Diego County, is offering this three-part training free to CIE Partners.

- Trainees will receive a certificate issued by the National Council for Mental Wellbeing once completed.
- You must attend all three pieces of training, which will be delivered by zoom on:
  - August 5, 2:30-4:30 PT
  - August 12, 2:30-4:30 PT
  - August 19, 2:30-4:30 PT
- Opportunity is limited to 75 participants.
- Registration is open now till July 30, 2021.
- To learn more, please see this flyer, or click here to sign up directly.
- For more information, please contact Jessica Peter at jpeter@211sandiego.org or Lita Kleger at lita.kleger@gmail.com.
SNAPSHOT OF CIE ACCOMPLISHMENTS

105 Joined CIE
14 Partners joined CIE during Fiscal Year 2020-2021

Increase capacity and infrastructure
Over 75 new direct referral services
Total 418 direct referral options

COVID-19 Resources
- Food delivery program
- County Of SD Emergency Rental Assistance Program Applications
- City of San Diego COVID-19 Housing Stability Assistance Program (HSAP)
- 211 San Diego – COVID Information and Vaccine Information for 65 (+)and Resources

DoorDash and Lyft Ride Opportunities
14,334 DoorDash deliveries in 2020
12,000 DoorDash Deliveries so far in 2021
More than 300 Free Lyft rides to eligible CIE clients
Expanded Homeless Prevention ( HEAP ) assistance available to client via CIE CIE Partner Response to PSPS

CIE Monthly Meetings
Averaged 77 attendees at CIE partner meeting this fiscal year

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105 Partners 104 Partners 99% of Goal

Adoption Metrics

<table>
<thead>
<tr>
<th>Goal</th>
<th>Current Numbers</th>
<th>% of Goal</th>
<th>Monthly Trends</th>
</tr>
</thead>
<tbody>
<tr>
<td>105 Partners</td>
<td>104 Partners</td>
<td>99% of Goal</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>30,000 Logins</th>
<th>37,250 Logins**</th>
<th>124% of Goal</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>205,000 Consent</td>
<td>214,953 Consent</td>
<td>105% of Goal</td>
<td></td>
</tr>
<tr>
<td>40,000 Searches</td>
<td>22,824 Searches</td>
<td>57% of Goal</td>
<td></td>
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</table>

Engagement Metrics

<table>
<thead>
<tr>
<th>Goal</th>
<th>Current Numbers</th>
<th>% of Goal</th>
<th>Monthly Trends</th>
</tr>
</thead>
<tbody>
<tr>
<td>100,000 Records with Shared Data</td>
<td>124,274 Records with Shared Data</td>
<td>124% of Goal</td>
<td></td>
</tr>
<tr>
<td>30,000 Profile Views</td>
<td>24,983 Profile Views*</td>
<td>83% of Goal</td>
<td></td>
</tr>
</tbody>
</table>

Intervention Metrics

<table>
<thead>
<tr>
<th>Goal</th>
<th>Current Numbers</th>
<th>% of Goal</th>
<th>Monthly Trends</th>
</tr>
</thead>
<tbody>
<tr>
<td>25,000 Direct Referrals</td>
<td>31,731 Direct Referrals</td>
<td>127% of Goal</td>
<td></td>
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</tbody>
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* 10 days of profile view data were lost in January and February 2021 and are not retrievable; number for these months appear lower than actual utilization.
** On 12/2/2020, CIE adjusted its policy on session timeouts (i.e. the number of idle minutes before the system signs a user out), which led to an increase in number of logins.

Data Source: 211/CIE Information Systems | Reporting Period: 7/1/2020 - 6/30/2021
CIE FOCUS FY 2021-2022

What should CIE Focus on during FY 2021-2022?

Where should CIE we invest our resources?

Go to: www.menti.com and use the code 9458 5892

Vote: https://www.menti.com/psrkvn8fqg
211's Service Delivery is looking for ways that their community health team can support general and unmet needs in our community.

Participate in this poll.
What community health services do your clients find the most difficulty connecting to?

Are there any unmet needs in the community that you wish were supported?

Go to www.menti.com and use the code 2966 9994

Vote: https://www.menti.com/ptm98rwqu5
During the summer, many organizations hold school supply drives or back school supplies distribution events to support low-income and homeless school-aged children across the county of San Diego.

To include your Back-to-School events in the next CIE newsletter and on the 211 Calendar of Events, please send details to aroman@211sandiego.org by July 31st, 2021.
Special Topic/Office Hours

New* Referral Dashboard

Standing Topics
• Intro to CIE
• Overview of Features

Monthly Training
2nd Wednesdays, 10 am to 11 am
Join Zoom Meeting
https://211sandiego.zoom.us/j/91002228786?pwd=WjZTQSs3U2pLYUx3NVNIS05IMVJx2QT09
Meeting ID: 910 0222 8786
Passcode: 115961 One tap mobile +16699009128
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
CIE PARTNER ANNIVERSARIES

Happy 6 Years!

Happy 3 Years!

Happy 7 Years!

Happy 4 Years!

Happy 3 Years!

Happy 3 Years!

Happy 7 Years!

Happy 3 Years!

Thank you for your Partnership!
HAVE A GREAT DAY!

NEXT CIE PARTNER MEETING
August 26, 2021 @ 9:00 am
QUESTIONS? REACH OUT TO THE 211/CIE TEAM

Karis Grounds  
VICE-PRESIDENT OF HEALTH & COMMUNITY IMPACT

Tanisscha Harrell  
DIRECTOR OF ENGAGEMENT

Alana Kalinowski  
DIRECTOR OF PARTNER INTEGRATION

Aidee Roman  
COMMUNITY PARTNERSHIP MANAGER

Richard Sacco  
PROGRAM ASSISTANT

Roxanne Suarez  
DIRECTOR OF PARTNER INTEGRATION