Community Information Exchange®

June 24, 2021
9:00 AM – 10:30 AM
What’s Happening Today

1. Who's in the Room?
2. Agenda Overview
3. Partner Presentations
   1. SDHC
   2. Legal Aid Society
4. New Direct Referrals
5. CIE Functionality
6. Open Forum
COVID-19 Housing Stability Assistance Program

This project is supported, in whole or in part, by federal award number ERA302, awarded to the City of San Diego by the U.S. Department of the Treasury.

March 8, 2021
Program Overview

• $83 million dollar program will help pay past-due, unpaid rent and utilities for City of San Diego households with low income that experience financial hardship due to the ongoing COVID-19 pandemic.

• The program also will help pay past-due internet service expenses.

• Payments to help with upcoming rent also may be available, subject to funding availability.

• The application will be available on March 15, 2021, at covidassistance.sdhc.org

• The application will be available in English, Spanish and Vietnamese.
Who Can Receive Help?

• Tenant has a City of San Diego address.
• Household income is at or below 80 percent of San Diego’s Area Median Income (AMI), currently $92,400 per year for a family of four, with priority given to:
  – Household income at or below 50 percent of AMI, currently $57,750 per year for a family of four
  – At least one member of the household has been unemployed for 90 days and remains unemployed
• Household has an obligation to pay rent.
• Household does not currently receive any rental subsidies.
• At least one member of the household has a reduction of income or other financial hardship due to COVID-19.
• Household experienced or is at risk of experiencing homelessness or housing instability.
Payments

• The program is required to give priority to paying past-due, unpaid rent.

• The program can pay 80 percent of a tenant’s past-due, unpaid rent for the period of April 1, 2020, through March 31, 2021, but only if the landlord agrees to waive the remaining 20 percent.

• If a landlord does not agree to these terms, the program can pay 25 percent of the tenant’s past-due, unpaid rent directly to the tenant.

• If funds remain available after past-due, unpaid rent payments have been made for qualifying households, the program can pay up to 25 percent of the tenant’s upcoming monthly rent for April 2021 through June 2021.

• Rent payments will be made directly to the landlord.
Payments (Continued)

• Qualifying households also may receive help to pay past-due, unpaid utilities:
  – Electricity
  – Gas
  – water and sewer
  – trash removal
  – energy costs, such as fuel oil

• Payments will be made directly to the utility provider.

• The program also will help pay past-due internet service expenses.

• Telephone and cable are not eligible for utility assistance.

• Utilities paid by the landlord are considered rent.
Required Information & Documents

- Applications for help with rent:
  - A statement, ledger or letter from the landlord stating the months and total rent due is required.

- Applications for help with past-due utilities:
  - A recent statement or bill showing the account number, residence address and balance due is required.
## Required Information & Documents (Continued)

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Documents Accepted</th>
</tr>
</thead>
</table>
| Document to verify identity                                              | • Driver’s License  
• DMV State ID  
• Passport  
• Household bill  
• Pay stub  
• School ID  
• Other                                                                                                                                               |
| *Does not affect eligibility; Applicant may select they do not have identity documentation*                                                   |                                                                                                                                                                                                                      |
| City of San Diego address and obligation to pay rent                     | • Lease Agreement  
• Rent Ledger  
• Letter from landlord  
• Other – Document confirming landlord-tenant relationship, rental property address, and rent amount                                                  |
## Required Information & Documents

(Continued)

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Documents Accepted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Household Income</td>
<td>• 2020 Federal Income Tax Return</td>
</tr>
<tr>
<td><em>Must provide documentation for both annual and monthly income</em></td>
<td>• Pay stubs</td>
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<tr>
<td></td>
<td>• Award letter from low-income benefit/subsidy program</td>
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<td></td>
<td>• Veterans Benefits/Pension/Retirement statements</td>
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<td></td>
<td>• Cal-Works Notice of Action Letters</td>
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<td></td>
<td>• SSA and/or SSI award letter</td>
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<td></td>
<td>• Child Support award letter</td>
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<td></td>
<td>• Workers Compensation, State Disability, and/or Unemployment</td>
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<td></td>
<td>• Adoption Assistance/Foster Care Notice of Action Letter</td>
</tr>
<tr>
<td></td>
<td>• Other</td>
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</tbody>
</table>
## Eligibility Criteria

Experienced or is at risk of experiencing homelessness or housing instability

## Documents Accepted

- Past-due utility or rent notice
- Eviction notice
- Documentation of unsafe or unhealthy living conditions
- Rent ledger of late rent payments
- Landlord letter certifying rental arrears
- Letter showing renter is obligated to pay consumer debt, formerly rent arrears
- Other
Help with Applications

• For help with the application, call (619) 535-6921.

• Several community-based organizations also are available to help:
  – Casa Familiar https://www.casafamiliar.org/ (619) 333-6824
  – Chicano Federation https://www.chicanofederation.org/ (619) 285-5600
  – ElderHelp of San Diego https://www.elderhelpofsandiego.org/ (858) 380-5341
  – Logan Heights Community Development Corporation https://www.loganheightscdc.org/ (619) 858-0563
  – Partnership for the Advancement of New Americans (PANA) https://www.panasd.org/ 619-363-6939
Help with Applications (Continued)

- The San Diego LGBT Community Center [https://thecentersd.org/](https://thecentersd.org/) (619) 692-2077
- Serving Seniors [https://servingseniors.org/](https://servingseniors.org/) (helping hundreds of existing clients for whom they provide case management services)
- Urban League of San Diego County [https://www.sdul.org/](https://www.sdul.org/) (619) 266-6256
UNDERSTANDING THE IMPACT OF THE SAN DIEGO COUNTY EVICTION BAN

By: Gilberto Vera, Esq. Senior Staff Attorney, Legal Aid Society of San Diego
NEW DIRECT REFERRALS

EASTERSEALS SOUTHERN CALIFORNIA

Military and Veteran Employment Services

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

Eligibility
Service Members & Veterans must:
1. Be within 3 months prior to discharge/separation/retirement and up to 24 months after completing active duty service.
2. Must have an Honorable, General, and Other-Than-Honorable discharge Spouses and registered domestic partners qualify only if their veteran has a disability and cannot work.

Area Served
Southern California
NEW DIRECT REFERRALS

COMMUNITY MEDIATION SERVICES

A confidential meeting between disputing parties and a trained, neutral mediator who guides a discussion of issues toward a mutually acceptable agreement. Mediators do not take sides or decide how a dispute should be resolved.

Disputes that can be mediated:
• Neighborhood: noise, parking lifestyles
• Landlord/Tenant: rent, security deposits, repairs, evictions
• Family: parent/teen differences, relationships, elder care, family dynamics
• Community-wide: race, ethnicity issues
• Business: consumer complaints
• Small Claims Court matters
• Restraining Order cases
• Residential rent or eviction disputes related to eviction moratoriums during COVID-19
NEW DIRECT REFERRALS

ROCK CHURCH

Home Delivered 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.

Eligibility
Serves clients that are homebound seniors and people living with life-threatening illnesses. Home delivery services are only available for persons located within 10 miles of the site address.

Point Loma Home Delivery Meals
Area Served
92106, 92107, 92140, 92110, 92103, 92101, 92108, 92116, 92109

City Heights Home Delivery Meals
Area Served
92105, 92165, 92115, 92182, 92102, 92116, 92176, 92104, 92195
NEW DIRECT REFERRALS

TRUECARE

**Agricultural Health Program**
Provides information medical, dental and women’s health services for agricultural workers and their families throughout North County including 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 is 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 in patient 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.
NEW DIRECT REFERRALS

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

Women Health Clinics, Oceanside Loma Alta Health Center
Offers a Complete medical, dental, women's health care, and behavioral health services throughout the North County.
New CIE Features

Clinical Data

https://ispri.ng/GZGGJ

Clinical Measures (1)

<table>
<thead>
<tr>
<th>Clinical Measure</th>
<th>Date Taken</th>
<th>Updated by Agency</th>
<th>Total # Records</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>6/21/2021 1:00 AM</td>
<td>San Ysidro Health</td>
<td>2</td>
</tr>
</tbody>
</table>

View All
Upcoming Feature Launches

Nutrition & Housing Assessments

Housing Example

Housing Assessment Community

Tell me (more) about your current housing situation

* Are you safe in your current living situation?
  
  Unsafe Homeless (Living on the street and feel physically unsafe)
Upcoming Feature Launches

New Dashboards
Case Management & Referral Management Views

Referral Management Example
## Launch Plan & Supports

### Notice:
Email

### Trainings:
Zoom Sessions & Recorded Demos

<table>
<thead>
<tr>
<th></th>
<th>Assessment</th>
<th>Assessment</th>
<th>Dashboard</th>
<th>Dashboard</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Nutrition</td>
<td>Housing</td>
<td>Referral Management</td>
<td>Case Management</td>
</tr>
<tr>
<td><strong>Special Sessions</strong></td>
<td>Jul-Aug</td>
<td>Jul-Aug</td>
<td>Aug</td>
<td>Aug-Sept</td>
</tr>
<tr>
<td><strong>Office Hour Focus</strong></td>
<td></td>
<td></td>
<td>Jul-Aug</td>
<td>Aug</td>
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THANK YOU CIE PARTNERS

Announcement:

Moving-On and Thank You All!

- Awarded the CASA Fellowship for 2021-2022
- My last day as CIE Program Assistant will be July 9th
- Thank you to all of you for the gift of being able to be a part of such important and meaningful work with such an amazing group of partners!
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
CIE TRAINING OFFERINGS

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=WjZTQSs3U2pLYUx3NVNIS05IMWx2QT09
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
Happy 7 years!

Happy 1 year!

Happy 1 year!

Happy 1 year!

Happy 1 year!

Happy 1 year!

Happy 3 years!

Happy 2 years!

Happy 7 years!

Happy 7 years!

Happy 2 years!

Thank you for your Partnership!
HAVE A GREAT DAY!

NEXT CIE PARTNER MEETING
July 22, 2021 @ 9:00 am
QUESTIONS? REACH OUT TO THE 211/CIE TEAM

Karis Grounds
VICE-PRESIDENT OF
HEALTH & COMMUNITY IMPACT

Tanissha 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