

# Community Information NETWORK MEETING Exchange®

June 24, 2021

9:00 AM – 10:30 AM

# AGENDA

## 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

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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](https://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)



Criteria	Documents Accepted
<p>Document to verify identity</p> <p><i>Does not affect eligibility; Applicant may select they do not have identity documentation</i></p>	<ul style="list-style-type: none"> <li>• Driver's License</li> <li>• DMV State ID</li> <li>• Passport</li> <li>• Household bill</li> <li>• Pay stub</li> <li>• School ID</li> <li>• Other</li> </ul>
<p>City of San Diego address and obligation to pay rent</p>	<ul style="list-style-type: none"> <li>• Lease Agreement</li> <li>• Rent Ledger</li> <li>• Letter from landlord</li> <li>• Other – Document confirming landlord-tenant relationship, rental property address, and rent amount</li> </ul>

# Required Information & Documents

(Continued)



## Criteria

## Documents Accepted

Household Income

*Must provide documentation for both annual and monthly income*

- 2020 Federal Income Tax Return
- Pay stubs
- Award letter from low-income benefit/subsidy program
- Veterans Benefits/Pension/Retirement statements
- Cal-Works Notice of Action Letters
- SSA and/or SSI award letter
- Child Support award letter
- Workers Compensation, State Disability, and/or Unemployment
- Adoption Assistance/Foster Care Notice of Action Letter
- Other

# Required Information & Documents

(Continued)



## 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/> (619) 692-2077
- Serving Seniors <https://servingseniors.org/> (helping hundreds of existing clients for whom they provide case management services)
- Union of Pan Asian Communities <http://www.upacsd.com/> (619) 255-7644
- Urban League of San Diego County <https://www.sdul.org/> (619) 266-6256
- San Diego Refugee Communities Coalition  
<https://ucsdcommunityhealth.org/work/refugee-health-unit/san-diego-refugee-communities-coalition/>

# LEGAL AID SOCIETY OF SAN DIEGO COUNTY



## 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

## NATIONAL CONFLICT RESOLUTION CENTER



**NATIONAL  
CONFLICT  
RESOLUTION  
CENTER™**

### 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

## TRUECARE



[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

## TRUECARE

### [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)

Clinical Measur...	Date Taken	Updated by Age...	Total # Records
<input type="text"/>	6/21/2021 1:00 AM	San Ysidro Health	2

[View All](#)

# Upcoming Feature Launches

## Nutrition & Housing Assessments

- Crisis
- Critical
- Vulnerable
- Stable
- Safe
- Thriving

Housing Example

- DETAILS
- NEW ASSESSMENT**
- NEW INTAKES & FORMS
- PREVIOUS INTAKES
- PREVIOUS ACTIVITIES

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)

Next

# Upcoming Feature Launches

## New Dashboards

### Case Management & Referral Management Views

Referral  
Management  
Example

The screenshot displays a web application interface for 'CIE 211 SAN DIEGO'. The main navigation bar includes 'DASHBOARD', 'AGENCY PROFILE', 'REQUEST LOG', 'SERVICE DIRECTORY', and 'SUPPORT'. A search bar for 'SEARCH CLIENT' and a 'KNOWLEDGE' button are also present. The user is logged in as 'Partner Community' and can 'Sign Out'.

The main content area is titled 'Referral Management' and contains a table with columns for 'Referral #', 'Outcome', and 'Contact'. A modal dialog titled 'Referral Status' is open, allowing users to update the status of a selected referral. The dialog includes a dropdown menu for 'Appropriate Referral' with options 'Choose one...', 'Yes', and 'No'. Below this, there is a 'Contact Name' search field and a text area for 'Appropriateness of Referral Notes'. 'Cancel' and 'Save' buttons are at the bottom of the dialog.

Referral #	Outcome	Contact
<input type="checkbox"/> Referral-00500473		
<input type="checkbox"/> Referral-00500479		
<input checked="" type="checkbox"/> Referral-00500525		
<input checked="" type="checkbox"/> Referral-00500540		
<input checked="" type="checkbox"/> Referral-00500571		
<input type="checkbox"/> Referral-00501011		
<input type="checkbox"/> Referral-00501476	2/13/2019	liivsa dsaaert
<input type="checkbox"/> Referral-00501485	2/13/2019	fcnocarsi cepno
<input type="checkbox"/> Referral-00501499	2/13/2019	kelenahtr rekkah
<input type="checkbox"/> Referral-00501881	2/13/2019	dhaeye azgonsle

# Launch Plan & Supports

**Notice:** Email

**Trainings:** Zoom Sessions & Recorded Demos

	<u>Assessment</u> Nutrition	<u>Assessment</u> Housing	<u>Dashboard</u> Referral Management	<u>Dashboard</u> Case Management
<b>Release*</b>	Jun-Jul	Jun-Jul	Jul-Aug	Jul-Aug
<b>Special Sessions</b>	Jul-Aug	Jul-Aug	Aug	Aug-Sept
<b>Office Hour Focus</b>			Jul-Aug	Aug

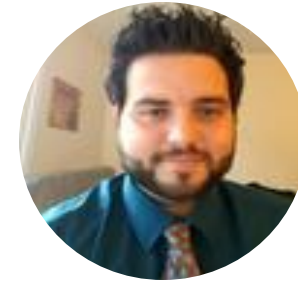


# THANK YOU CIE PARTNERS

## 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

COMMUNITY INFORMATION EXCHANGE



**VIRTUAL  
SUMMIT  
2021**



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

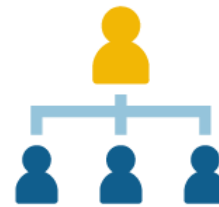
September 8-10, 2021

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**

[LEARN MORE](#)



**SUSTAINABILITY  
AND POLICY**

# CIE PARTNER ANNIVERSARIES



Happy 7 years!



Happy 1 year!



Happy 1 year!



Happy 1 year!



Happy 1 year!



Neighborhood House Association  
"A Neighbor You Can Count On...Since 1914"

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



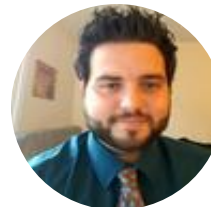
[Tanisha Harrell](#)  
DIRECTOR OF  
ENGAGEMENT



[Alana Kalinowski](#)  
DIRECTOR OF PARTNER  
INTEGRATION



[Aidee Roman](#)  
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ASSISTANT



[Roxanne Suarez](#)  
DIRECTOR OF PARTNER  
INTEGRATION