Community Information Exchange (CIE) Partner Meeting

April 23, 2020
WELCOME & INTRODUCTIONS
Agenda

1. Welcome & Introductions
2. New Partner
3. CIE Utilization
4. 211 Update
5. COVID-19 Survey Results
6. ConnectWell Update
7. New System Features
8. Communications Update
9. Needs or New Resources
10. Open Forum
New Partners
San Diego Family Care, Welcome to CIE!

WELCOME to the Community Information Exchange
FACT, Welcome to CIE!

Welcome to the Community Information Exchange
Vet's Community Connection, Welcome to CIE!
Southern Indian Health Council, Welcome to CIE!

WELCOME

to the

Community Information Exchange
Southern Indian Health Council, Welcome to CIE!

WELCOME to the

Community Information Exchange
CIE Utilization Update
Partners that Share Data

74 agencies have access to share data either through integration, manually editing or creating a record, or adding program enrollments, care teams and referral outcomes.

72 agencies are currently contributing to client records.

<table>
<thead>
<tr>
<th>Agency Name</th>
<th># Records</th>
</tr>
</thead>
<tbody>
<tr>
<td>Father Joe's Villages</td>
<td>16,620</td>
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<tr>
<td>Maita Healthcare, Inc.</td>
<td>9,992</td>
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<tr>
<td>San Diego Workforce Partnership</td>
<td>6,352</td>
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<tr>
<td>County of San Diego</td>
<td>5,446</td>
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<tr>
<td>Jacobs and Cushman San Diego Food Bank</td>
<td>5,341</td>
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<tr>
<td>Regional Task Force on the Homeless</td>
<td>5,101</td>
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<tr>
<td>Legal Aid Society of San Diego, Inc.</td>
<td>2,901</td>
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<tr>
<td>Metropolitan Area Advisory Committee (MAAC)</td>
<td>1,428</td>
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<tr>
<td>EMS Alerts</td>
<td>1,317</td>
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<td>Alpha Project for the Homeless</td>
<td>1,116</td>
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<tr>
<td>San Ysidro Health</td>
<td>880</td>
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<td>PATH San Diego</td>
<td>889</td>
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<tr>
<td>Childcare Resource Service, YMCA of San Diego</td>
<td>739</td>
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<tr>
<td>AIDS San Diego</td>
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<tr>
<td>Jewish Family Service (JFS) of San Diego</td>
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<td>San Diego Service Mission, Inc.</td>
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<tr>
<td>Community Catalysts of California</td>
<td>332</td>
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<tr>
<td>Interfaith Community Services</td>
<td>310</td>
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<tr>
<td>Health and Human Services Agency, County of San Diego</td>
<td>253</td>
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<tr>
<td>Family Health Centers of San Diego</td>
<td>273</td>
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<tr>
<td>Meals on Wheels San Diego County</td>
<td>271</td>
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<tr>
<td>San Diego Housing Commission</td>
<td>264</td>
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<tr>
<td>The Salvation Army San Diego Regional Office</td>
<td>242</td>
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<tr>
<td>City of Chula Vista</td>
<td>232</td>
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<tr>
<td>Home Start</td>
<td>196</td>
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<tr>
<td>Aging and Independence Services (AIS), Health and Hum...</td>
<td>185</td>
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<tr>
<td>Serving Seniors</td>
<td>151</td>
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<tr>
<td>ElderHelp of San Diego</td>
<td>135</td>
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<tr>
<td>Operation Hope North County</td>
<td>108</td>
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<tr>
<td>St Paul's Senior Services</td>
<td>96</td>
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<tr>
<td>American Red Cross of San Diego and Imperial Counties</td>
<td>66</td>
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<tr>
<td>Elder Law and Advocacy</td>
<td>61</td>
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<td>Blue Shield of California Promote Health Plan</td>
<td>56</td>
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<td>North County Health Services</td>
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<td>Episcopal Community Services</td>
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<td>Catholic Charities Diocese of San Diego</td>
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<td>McAlister Institute for Treatment and Education</td>
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<tr>
<td>Exodus Recovery, Inc.</td>
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<td>Southern Gregorio Resource Center (SCR)</td>
<td>28</td>
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<tr>
<td>South Bay Community Services</td>
<td>26</td>
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<tr>
<td>Fraternity House, Inc.</td>
<td>25</td>
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Data Source: 211/CIE Information Systems | Reporting Period: 7/1/2019 - 4/20/2020
211 Update
# 2-1-1 SAN DIEGO OVERALL CALL IMPACT

## Call Volume and Trends

<table>
<thead>
<tr>
<th></th>
<th>Since Activation</th>
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<tbody>
<tr>
<td>Total Call Impact</td>
<td>2,978</td>
<td>2,207</td>
<td>141,678</td>
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<tr>
<td>Calls Received</td>
<td>84,757</td>
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</table>

## CALL DEMAND

### Total Call Impact and Calls Received

Call Impact includes callers who receive information through automated call messaging and those who are routed to an agent. Calls Received includes only callers who choose to be routed to an agent.

### Highlights / Trends

#### Call Impact / Trends on call impact and calls received

On Tuesday, April 21st, 2,978 calls came to 2-1-1 San Diego from callers seeking assistance with community resources and COVID-19 information. After listening to automated call messaging, 2,207 calls requested to be routed to an agent, which is 44% more calls than a typical March/April weekday.

#### Needs / Trends on client needs met by providing referrals to community services

- Food and housing assistance remain the top needs. Over the last four weeks, the demand for Access Sites and community shelters has been higher than average. Rent payment assistance represents nearly 20% of the housing needs since activation but in the past two weeks the need has decreased to normal levels from its record highs of previous weeks.
- About 1 in 5 clients helped in the past month have needed food assistance, with emergency food assistance as the most common type of food need. Food needs are proportionately lower than in previous weeks when 1 in 4 clients needed food assistance.
- The demand for CalFresh application assistance remains at about double the typical need, with more than 3,000 applications submitted for San Diego residents since March 13.
- Client need for unemployment and disability application assistance is 10 times the typical need, though representing only 1% of total client needs.
- Clients calling with questions about the CARES Act has been increasing over the past three weeks, reaching an all-time high over the past week. Clients seeking undesignated temporary financial assistance has increased to more than 5 times the usual demand.
- Utility assistance also remains among top needs for clients; gas/electric payment assistance is more than half of utility needs.

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Source: 2-1-1 San Diego/Community Information Exchange Information Systems | Page 1 | Data last refreshed: April 21, 2020 at 11:09 PM
CIE COVID-19 Survey Results
Survey Results

N=63
Survey is still open

**Ranked Community-Identified Needs:**

1. Housing/Shelter
2. Food
3. Technology
   - computers, internet, phones
4. Transportation
5. Financial Assistance
   - rental, utility, etc.
6. Household Supplies
   - Toilet paper, diapers, cleaning supplies
7. Application Assistance
8. Employment
9. Others
   - Hygiene (showers), ID, mental health supports, childcare, senior safety kits, sober-living, re-entry programs, health coverage, caregiver supports
Vulnerable Populations

Homeless Clients (36%)
- Transitional Aged Youth
- With Medical Conditions/Disabilities

Families (20%)
- Low Income
- Single Parents
- With Children

Low Income Individuals (12%)  
Uninsured Individuals (12%)  
Unemployed Individuals (8%)  
People with Disabilities (8%)  
Pregnant Women (4%)
Resources Needed to Expand

Funding (31%)
- Prescription Assistance Delivery
- More Support Staff
- Diaper Program

More Shelter Options (19%)
- Homeless Clients
- Single Parents

Technology (19%)
- Internet Access
- Virtual Meetings/Appointments

Staffing (13%)
- Call Volume
- Screenings
- Case Management

Childcare (13%)
- Essential Workers
- Single Parents

Healthcare Workers (6%)
- Support Homeless Outreach Workers
Resources After COVID-19

- Daycare
- Debt Management
- Employment Services
- Evictions
- Financial Assistance (rent/mortgage, tutoring, utilities, food)
- Food Banks, Farmers Markets
- Housing Options
- Long Term Housing for Homeless
- Mental and Substance Abuse Services
- More homeless outreach workers
- More Homeless Shelters
- PPE Gloves, masks, thermometers for consumers
COVID-19 Data Collection

- Testing Sites
- Where people are calling from with symptoms
- Covid-19 Number of Calls, demographics,
- Calls from people seeking mental health due to COVID
- Calls for unemployment
- Calls for Food Needs
- Demographics affected by COVID-19
- Referrals to and from partners
- Where there are Funding Resources
• **Prepared meal delivery**
  • For seniors: Jewish Family Services and Meals on Wheels available via direct referral

• **Groceries**
  • Commercial Food options (senior hours and delivery)
  • In partnership with San Diego Food Bank, delivery with FACT and City of Chula Vista for direct referrals
  • Senior Food Commodity program (direct referral) with San Diego Food Bank
    • proxy for pick-ups
  • School lunch/pick-up (brown bag)

Polling Question: Where is the food gap?
Visit: [PollEv.com/ciesandiego134](http://PollEv.com/ciesandiego134) or Text: [CIESANDIEGO134](http://CIESANDIEGO134) to 37607
• FACT: Direct Referral

• Transportation Services (RideFACT) - FACT has extended its free transportation service for essential trips through the remainder of the stay at home order. Information can be found on our website at www.factsd.org or by calling 888-924-3228.

• HHSA Homeless Transport – FACT continues to work with the County (HHSA, OEC) to provide homeless transport related to COVID-19. County staff refer transportation requests directly to FACT. Training for positive COVID-19 transport is expected to happen this Friday.

Polling Question: Where is the transportation gap?
Visit: PollEv.com/ciesandiego134 or Text: CIESANDIEGO134 to 37607
Digital Divide

- Internet & Computers
  - Everyoneon--www.everyoneon.org
- Cell Phones
  - California Lifeline

Polling Question: Where is the technology gap?
Visit: PollEv.com/ciesandiego134 or Text: CIESANDIEGO134 to 37607
Application Assistance

**Need:** Due to COVID-19, we have seen a large increase in need for public benefits and financial assistance, yet a reduction in-person application assistance and at-max capacity for those providing telephonic assistance.

**Goal:** Better coordination and collaboration for those providing application assistance

**Who should join:** Organizations currently providing application assistance (CalFresh or Medi-Cal) or interested in providing application assistance (in-person or telephonically) for public benefits or financial assistance programs

**Join us:** Wednesday, April 29th 2-3 PM

**Polling Question: Want to participate?**
Visit: [PollEv.com/ciesandiego134](http://PollEv.com/ciesandiego134) or Text: [CIESANDIEGO134](https://CIESANDIEGO134) to 37607
New System Features
211 Virtual Assistant
### Wishlist: Vote your priority (1 Vote)

<table>
<thead>
<tr>
<th>Case Management:</th>
<th>Administrative:</th>
<th>Expanded Collaboration:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Connecting clients to other resources</td>
<td>Managing staff, programs or incoming Direct Referrals</td>
<td>Connecting clients to other resources</td>
</tr>
</tbody>
</table>

A. **Enhanced Eligibility Screening:**
Create/identify specific data fields for referrals to allow for only qualified individuals to be referred to supporting partners.

B. **Critical need flag:**
With increased demand, and crisis situations, ability to flag clients who need resources based on those with symptoms or other risk criteria.

C. **Case Management Dashboard:**
Ability to track cases and track the statuses of referrals made (outgoing referrals).

D. **Improve Referral Dashboard:**
Ability to sort through Direct Referral caseload (Inbound Direct Referrals).

E. **Administrative Dashboard:**
For leadership to manage teams on a macro scale the access to resources (i.e. emergency food response in real time).

F. **Collaboration hub:**
Real-time communication feed to share updates, get intel or support across the CIE network.

G. **Tier 2:**
Limited Partner View with option to see less sensitive info for select use cases e.g. Child Support Services, HOT Teams, etc.

Visit: [PollEv.com/ciesandiego134](http://PollEv.com/ciesandiego134) or Text: **CIESANDIEGO134** to **37607**
Development Process
New Workgroup: Idea Sessions

- 30-minute focused sessions
- Generate ideas through different tools/activities
- Join sessions:
  - Monday 4/27 @ 10:00 am or
  - Monday 4/27 @ 11:00 am
Communication Update
• CIE General Updates
• CIE Utilization Stats
• New Partners that Joined
• New Direct Referrals
• New System Functionality and Updates
• Events
• CIE in the News
• Events, Meetings, and more

If you would like to add anything to the next newsletter or push your message on social media, please email aroman@211sandiego.org.
Please follow us on
- Twitter
- Linked In
- Use the #ciesandiego, #ciepartners
- Mention us, re-share posts

If you would like to add anything to social media, please email aroman@211sandiego.org.
Needs or Resources
Open Forum