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

Next Meeting: May 7 , 2020

New Partners

San Diego Family Care, Welcome to CIE!

Community Information Exchange

FACT, Welcome to CIE!

Community Information Exchange

Vet's Community Connection, Welcome to CIE!

Community Information Exchange

Southern Indian Health Council, Welcome to CIE!

Community Information Exchange

Southern Indian Health Council, Welcome to CIE!

Community Information Exchange

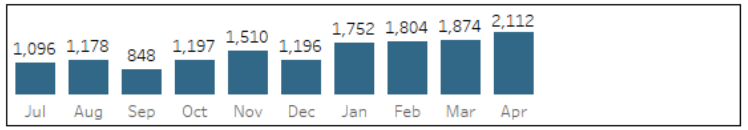
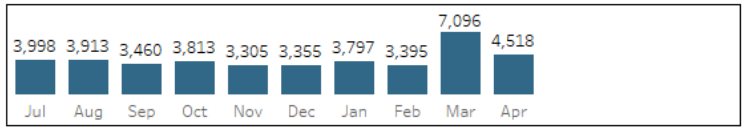
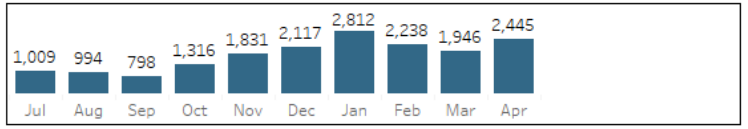
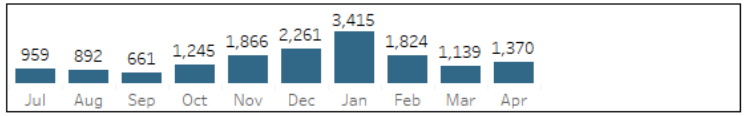
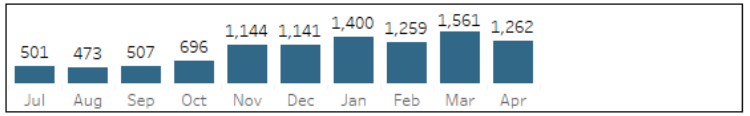
CIE Utilization Update

Fiscal Year 19-20

Community Information Exchange

CIE Trends Dashboard

Fiscal Year: July 1, 2019 - June 30, 2020

Goal	Current Numbers	Status to Goal	Target Numbers	Monthly Trends
85 Partners	81 Partners	95% of Goal	4 Partners	
Adoption Metrics				
15,000 Logins	14,567 Logins	97% of Goal	144 / Month	
200,000 Consents	134,972 Consents	67% of Goal	21,676 / Month	
15,000 Searches	17,506 Searches	117% of Goal		
Engagement Metrics				
10,000 Profile Views	15,632 Profile Views	156% of Goal		
Intervention Metrics				
10,000 Direct Referrals	9,944 Direct Referrals	99% of Goal	19 / Month	

Data Source: 211/CIE Information Systems | Reporting Period: 7/1/2019 - 4/20/2020

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.

Agency Name	
Father Joe's Villages	16,620
Molina Healthcare, Inc.	9,992
San Diego Workforce Partnership	6,932
County of San Diego	5,446
Jacobs and Cushman San Diego Food Bank	5,341
Regional Task Force on the Homeless	5,101
Legal Aid Society of San Diego, Inc.	2,901
Metropolitan Area Advisory Committee (MAAC)	1,428
EMS Alerts	1,337
Alpha Project for the Homeless	1,131
San Ysidro Health	880
PATH San Diego	859
Childcare Resource Service, YMCA of San Diego County	739
2-1-1 San Diego	701
Jewish Family Service (JFS) of San Diego	632
San Diego Rescue Mission, Inc.	470
Community Catalysts of California	332
Interfaith Community Services	310
Health and Human Services Agency, County of San Diego	293
Family Health Centers of San Diego	273
Meals on Wheels San Diego County	271
San Diego Housing Commission	264
The Salvation Army San Diego Regional Office	242
City of Chula Vista	232
Home Start	196
Aging and Independence Services (AIS), Health and Hum..	185
Serving Seniors	131
ElderHelp of San Diego	115
Operation Hope North County	108
St Paul's Senior Services	95
American Red Cross of San Diego and Imperial Counties	66
Elder Law and Advocacy	61
Blue Shield of California Promise Health Plan	56
North County Health Services	55
Episcopal Community Services	51
Catholic Charities Diocese of San Diego	47
McAlister Institute for Treatment and Education	39
Exodus Recovery, Inc.	33
Southern Caregiver Resource Center (SCRC)	28
South Bay Community Services	26
Fraternity House, Inc.	25

211 Update

2-1-1 SAN DIEGO OVERALL CALL IMPACT

Call Volume and Trends

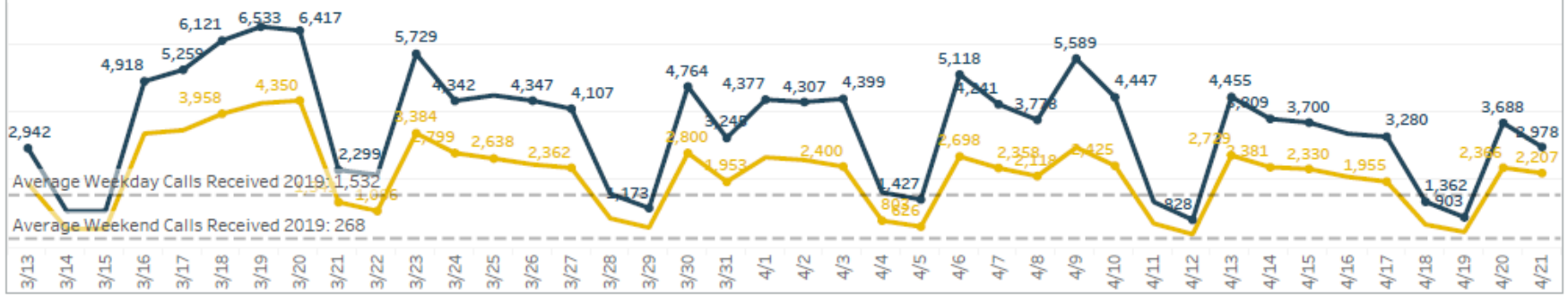
SINCE ACTIVATION
March 13 - April 21, 2020

2,978	2,207	141,678	84,757
total call impact yesterday	calls received yesterday	total call impact since activation	calls received since activation

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



Call Impact Calls Received

Average daily calls received in March 2019 was 1,532 calls per day on weekdays and 268 calls per day on weekends.

Highlights / Trends

Call Impact | Trends on call impact and calls recieved
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.

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

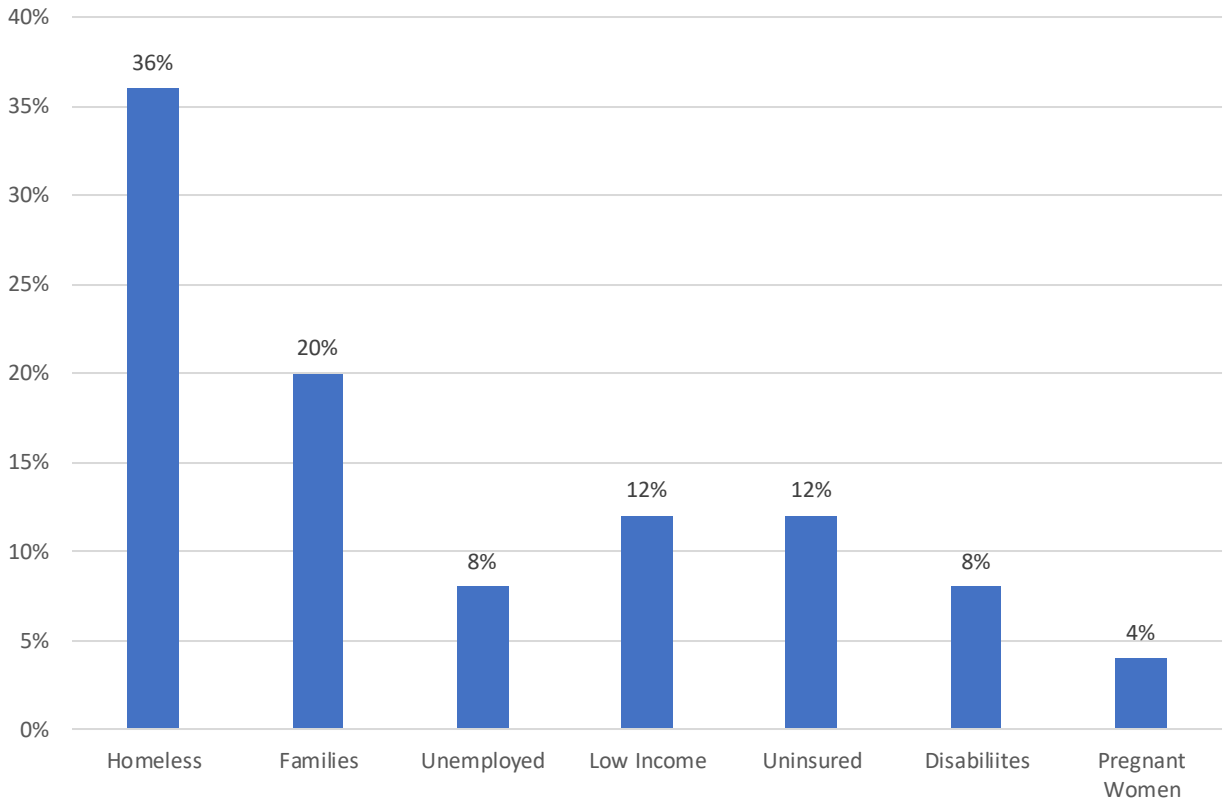
Low Income Individuals (12%)

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

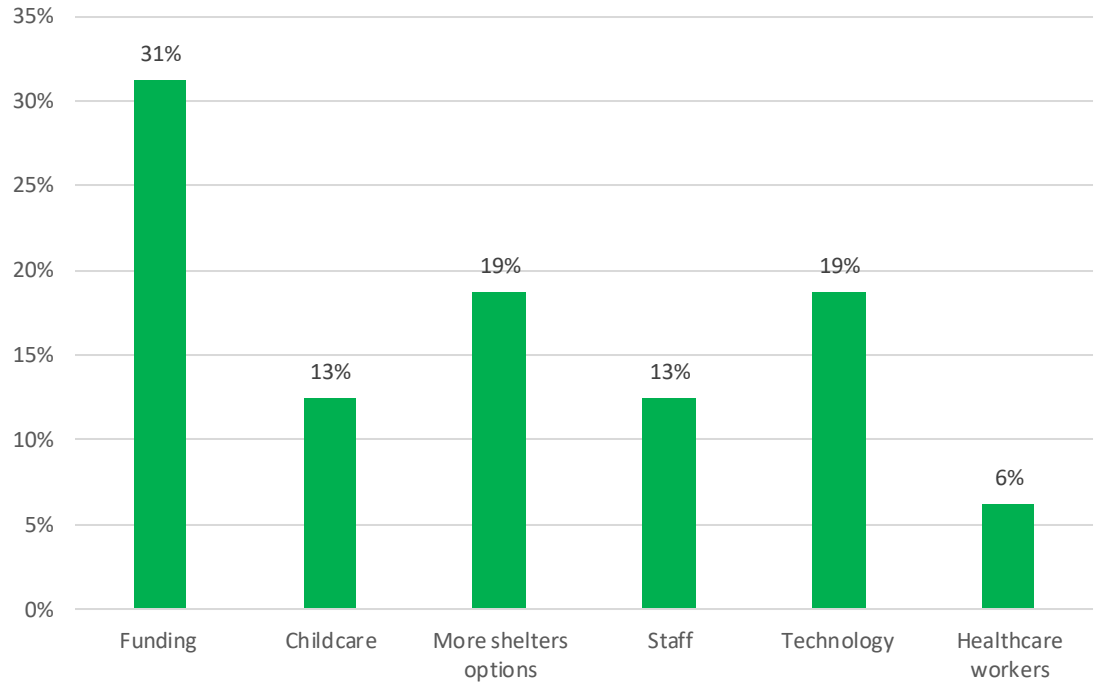
More Shelter Options (19%)
- Homeless Clients
- Single Parents

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

211 SAN DIEGO

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

Food

- **Prepared meal delivery**
  - For seniors: Jewish Family Services and Meals on Wheels available via direct referral

- **Groceries**
  - Commerical 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 or Text: CIESANDIEGO134 to 37607

Transportation

- **FACT: Direct Referral**

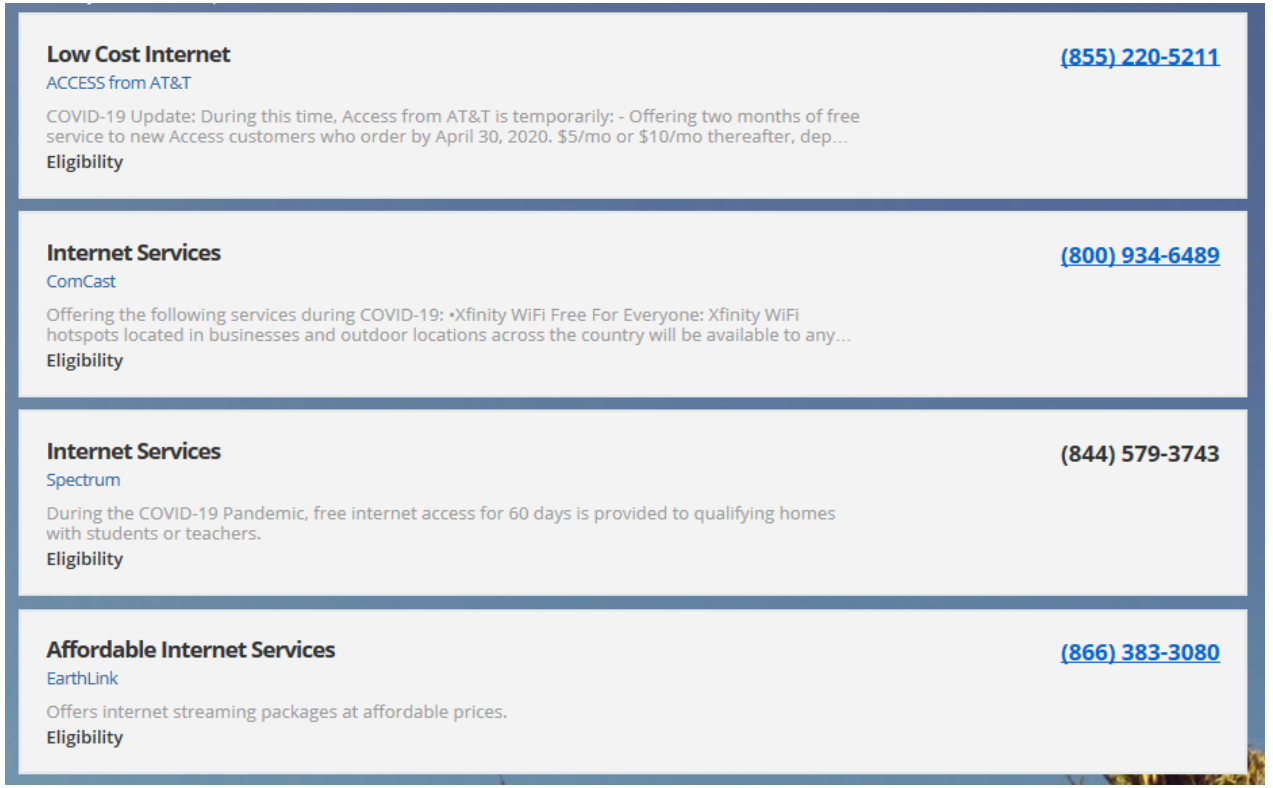
  - **Transportation Services (RideFACT) -** FACT has extended its free transportation service for essential trips through the remainder of the stay at home order. Information can be found on our website at www.factsd.org or by calling 888-924-3228.

  - **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



Low Cost Internet (855) 220-5211
ACCESS from AT&T
COVID-19 Update: During this time, Access from AT&T is temporarily: - Offering two months of free service to new Access customers who order by April 30, 2020. $5/mo or $10/mo thereafter, dep...
Eligibility

Internet Services (800) 934-6489
ComCast
Offering the following services during COVID-19: •Xfinity WiFi Free For Everyone: Xfinity WiFi hotspots located in businesses and outdoor locations across the country will be available to any...
Eligibility

Internet Services (844) 579-3743
Spectrum
During the COVID-19 Pandemic, free internet access for 60 days is provided to qualifying homes with students or teachers.
Eligibility

Affordable Internet Services (866) 383-3080
EarthLink
Offers internet streaming packages at affordable prices.
Eligibility

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

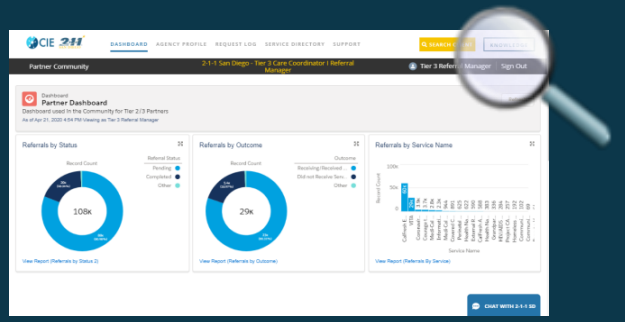
Join us: Wednesday, April 29th 2-3 PM

Polling Question: Want to participate?
Visit: PollEv.com/ciesandiego134 or Text: CIESANDIEGO134 to 37607

New System Features

Knowledge

[Training]



ENT KNOWLEDGE

2-1-1 SAN DIEGO KNOWLEDGE BASE

Find helpful articles for updated information on community resources during COVID-19

TRENDING ARTICLES

- Homelessness
- Food Delivery Options
- Federal Stimulus Package
- Utility Payment Assistance
- Emergency Financial Funds

TOPICS

Click through topics to find articles with updated information

- HOUSING
- FOOD/NUTRITION
- UTILITIES
- HEALTHCARE
- COVID-19
- INCOME AND EMPLOYMENT
- PUBLIC BENEFITS
- TRANSPORTATION
- MATERIAL GOODS AND SUPPL
- CHILDCARE
- PERSONAL HYGIENE
- MENTAL HEALTH
- CRIMINAL JUSTICE/LEGAL
- MILITARY/VETERANS

Homelessness

Information for individuals who are experiencing homelessness and need access to housing resources, includes information for those with and without COVID-19 symptoms.

Apr 21, 2020 · 211 Knowledge Base

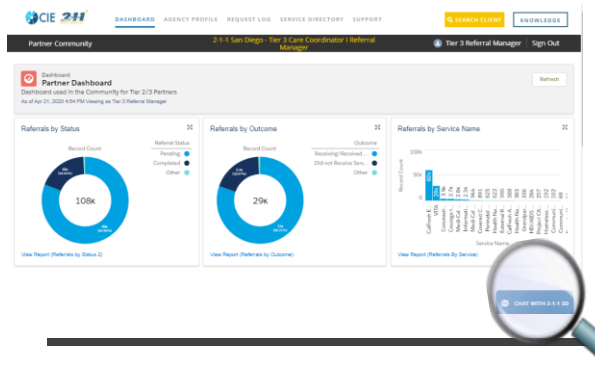
GENERAL SUMMARY

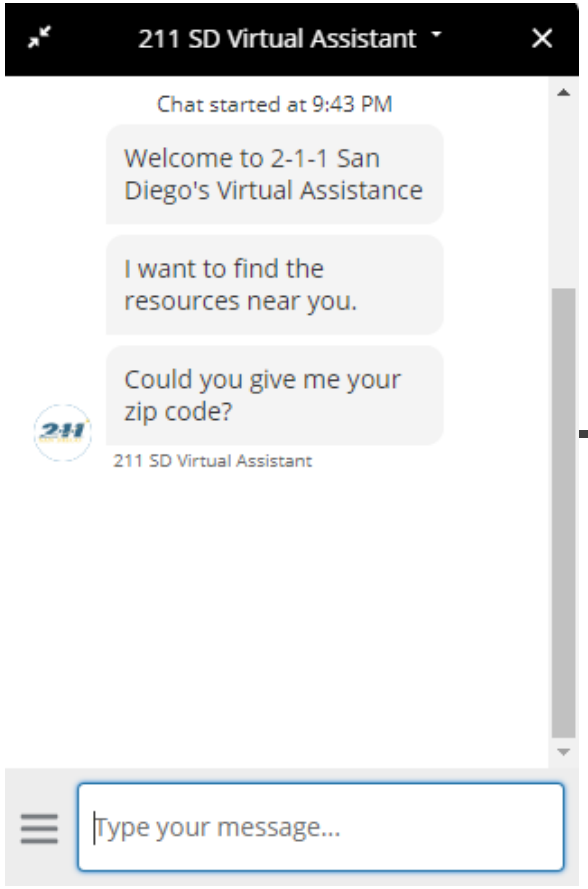
The Convention Center and Golden Hall in the City of San Diego are being used as a safe shelter for people who are homeless during this state of emergency. To access the shelter resources at the Convention Center you must:

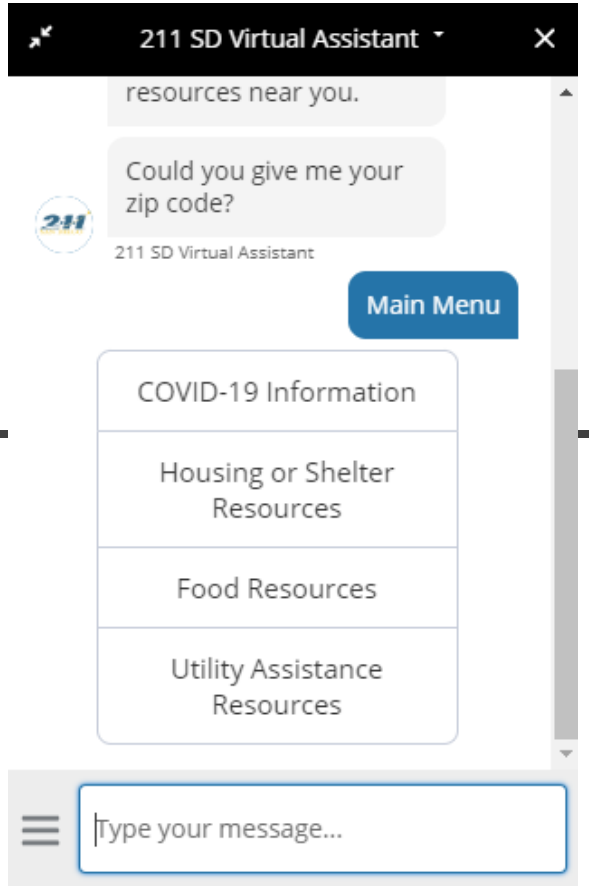
- reach out to a homeless service provider to explore all available sheltering options, or
- reconnect with a homeless service provider you have worked with in the past, or
- contact a homeless outreach team (HOT)

2-1-1 cannot make referrals to the Convention Center or hotel rooms. Hotel rooms are only available for people who have been referred for isolation by their healthcare provider.

211 Virtual Assistant







Wishlist: Vote your priority (1 Vote)

Case Management: Connecting clients to other resources

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).

Administrative: Managing staff, programs or incoming Direct 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)

Expanded Collaboration:

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
or Text: CIESANDIEGO134 to 37607

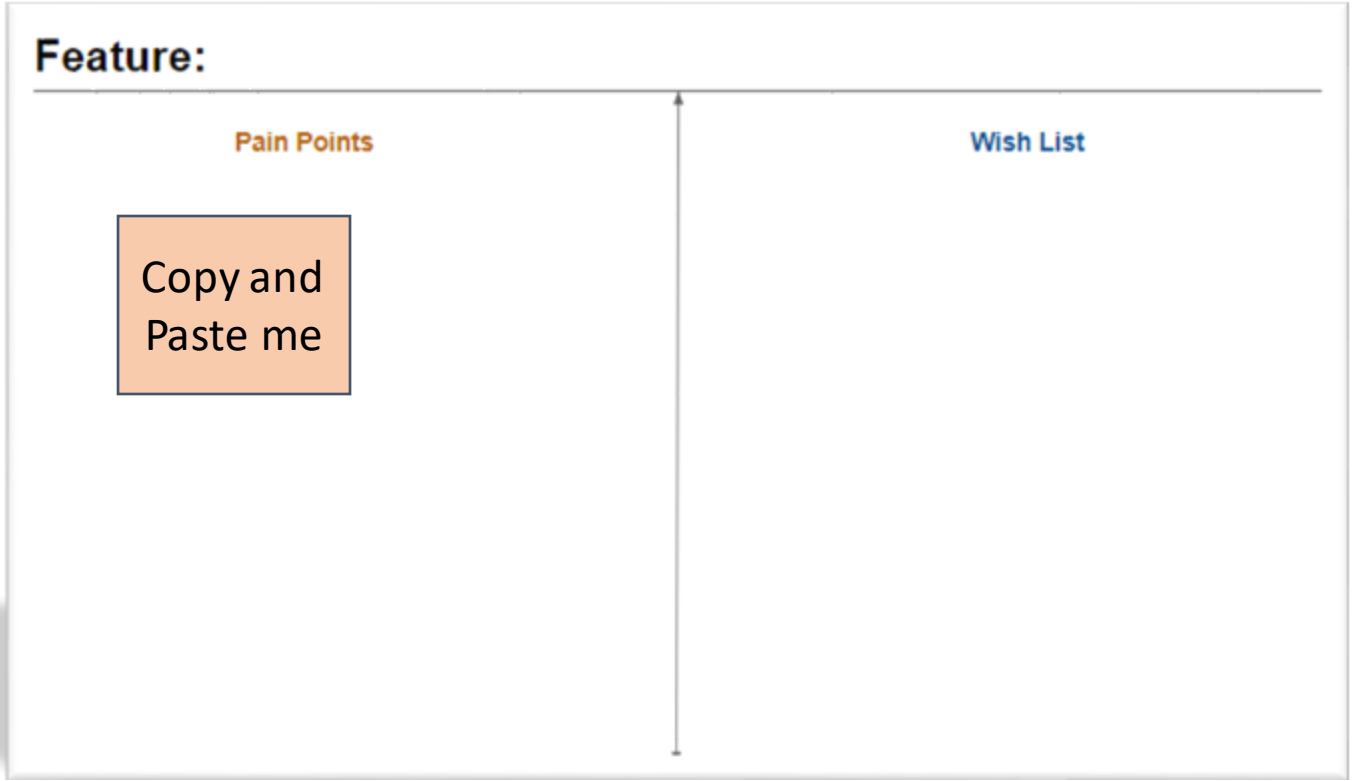
Development Process

New Workgroup: Idea Sessions

- 30-minute focused sessions
- Generate ideas through different tools/activities
- Join sessions:

  Monday 4/27 @ 10:00 am or

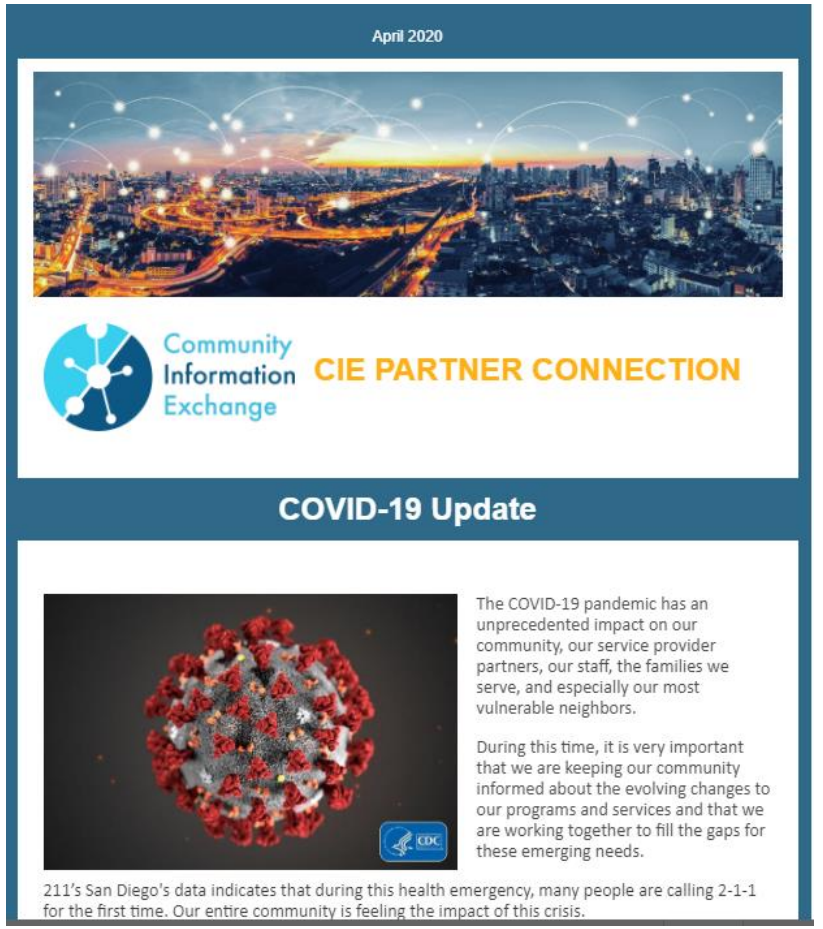
  Monday 4/27@ 11:00 am



Communication Update

Newsletter

- 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.

Social Media

Please follow us on

- Twitter
- Linked In
- Use the #ciesandiego, #ciepartners
- Mention us, re-share posts

GET CONNECTED

HASHTAGS

#ciesandiego
#ciepartners

If you would like to add anything to social media, please email aroman@211sandiego.org.

Needs
or
Resources

Open Forum