



Community
Information
Exchange



Community Information Exchange (CIE) Partner Meeting

July 23, 2020

Welcome CIE PARTNERS!

HOUSE KEEPING

- ▶ Welcome. As you come into the space be sure to introduce yourself in the chat box. Include your name and the organization your representing.
- ▶ Our meetings our intended to be interactive if you want to chime in you can use the chat box as the CIE Team will be monitoring the chat box and will inform our facilitator.
- ▶ Be sure to mute yourself.

Energizer

How did you get your name?

- ▶ At 9:05 am, you will be randomly assigned to a breakout group to share the story behind your name, share the meaning of your name.
- ▶ We have allotted 10 minutes for this experience, we can't wait to hear our collective stories of how we got our names!
- ▶ All our names has **significance** because we are **significant**!

Agenda

1. Welcome & Introductions
2. New Partners
3. Welcome to the team, Richard Sacco, Program Assistant
4. CIE 2020-2021 Strategic Goals
5. Community Voice Update
6. Lyft Ride Transportation Opportunity
7. CIE Summit
8. Open Forum

Next Meeting: August 27, 2020 at 9:00 am

New Partners

Housing Innovation Partners, Welcome to CIE!



WELCOME

to the

Community Information Exchange



HOUSING
INNOVATION
PARTNERS

Mental Health Systems, Welcome to CIE!

The slide features a light cream background with decorative brush strokes in blue and yellow, primarily concentrated in the corners. The word "WELCOME" is written in large, bold, blue capital letters.

WELCOME

to the

Community Information Exchange



Neighborhood House Association, Welcome to CIE!



**Neighborhood House
Association**

"A neighbor you can count on... since 1914"

WELCOME

to the

Community Information Exchange

**Welcome New Team
Member,
Richard Sacco**

Welcome to CIE Richard Sacco



Richard Sacco is excited to be joining the 2-1-1 San Diego team as CIE Program Assistant. Since moving to San Diego at the age of 7, Richard is happy to call “America’s Finest City” home.

An avid lover of foreign languages and international cultures, Richard received a Master’s degree in Arab Studies with a focus in Humanitarian and Refugee Emergencies from Georgetown University and a Bachelor of Arts degree in Arabic from UCLA. Prior to joining 2-1-1 San Diego, Richard worked with various organizations in the fields of interfaith dialogue, intercultural communication, and community services.

He hopes to draw upon his previous experiences to help provide enhanced social services and equitable opportunities to the members of San Diego’s wonderful and diverse communities. Always happy to listen and learn. Richard looks forward to working with the CIE team and local network partners in serving the community and making San Diego an even better place to live for all.

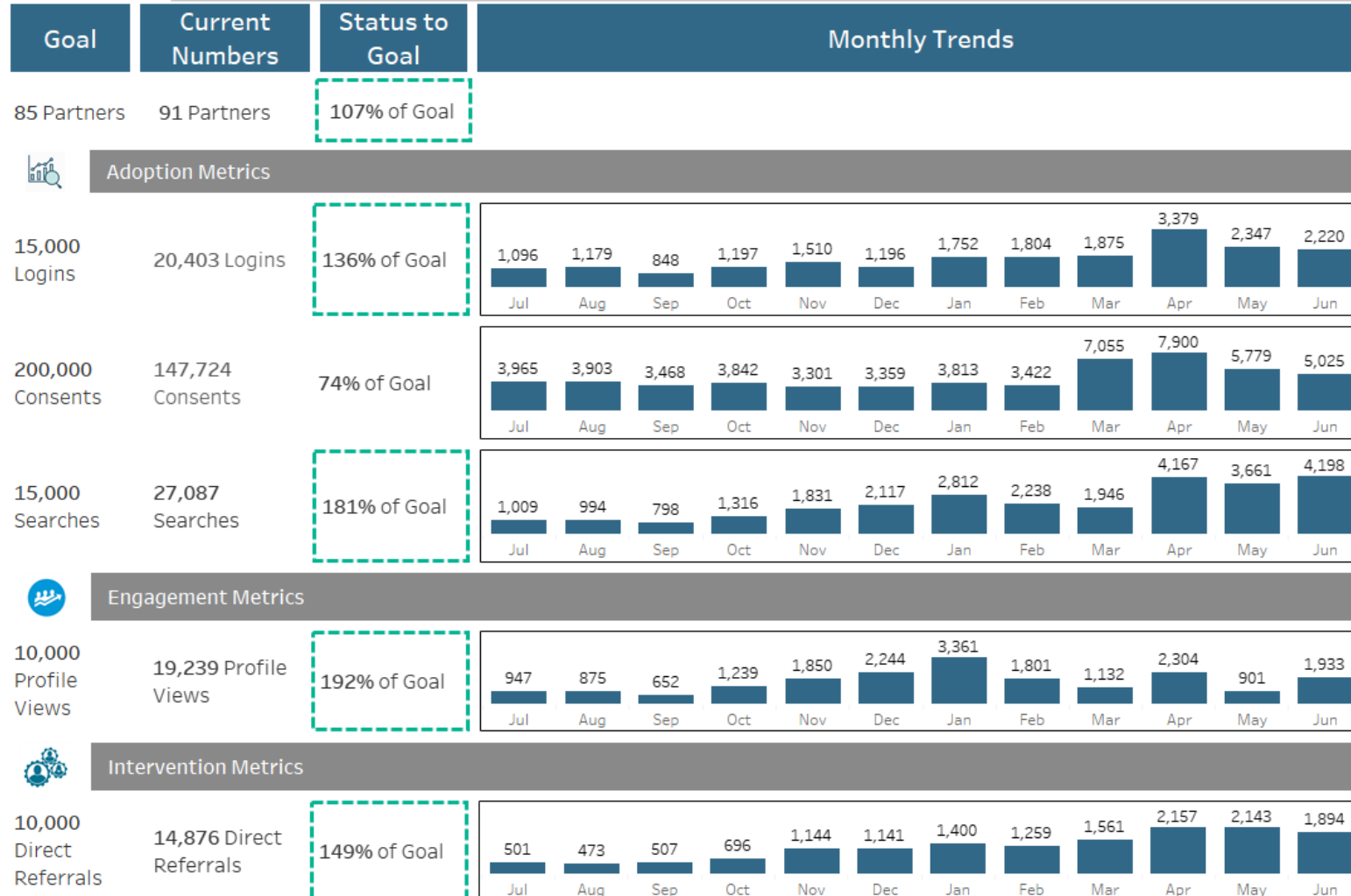
CIE 2020-2021 Strategic Goals

CIE Accomplishments



CIE Trends Dashboard

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



Data Source: 211/CIE Information Systems | Reporting Period: 7/1/2019 - 6/30/2020

Note: Profile View Data in May 2020 has missing data due to integration error.

91 Partners joined CIE

- 10 new partners joined since COVID-19
- 22 new partners joined during Fiscal Year

Increase capacity and infrastructure

- 49 new direct referral services since activation
- Total 350 direct referral options
- Developed partnerships to increase capacity and availability of COVID-19 food related needs
- Developed screenings and intake forms tools such as the Homeless Prevention (HEAP) and CIE risk rating scale assessments to screen for appropriateness of homeless prevention services

Bi-Monthly Meetings with Partners

- COVID-19 and Racial Justice bi-monthly meetings
- Tripled participation (50-80 attendees) during CIE monthly meetings

Partner Communication

- Monthly reports and newsletter
- Re-launched social media campaign

Community Participation

- Launched CIE Community Voice

2020-2021 High Level Goals

FY 2018-2019

- **Building Infrastructure**
 - Strategic Planning and Development
 - Policy and Procedures
 - Tools and Resources
- **Identifying and Creating Value**
 - Supporting Use Cases
 - Measuring/Collecting Success
- **Increasing the # and Levels of Outputs**
 - Focus on Integration and Utilization
 - Lessons Learned

FY 2019-2020

- **Process Improvement & Involvement**
 - System/Functionality Improvements
 - Community Involvement-Patient Portal
 - Communication, Support and Reporting to Partners & Stewardship
- **Growth through Utilization & Initiatives**
 - Continued utilization increases
 - Priorities: referrals and authorizations
 - Alignment with collective projects
- **Moving Outputs to Outcomes**
 - Measure against expectations
 - Define, collect and demonstrate value

FY 2020-2021

- **Improved System of Care**
 - Outcomes that matter
 - Improved and expanded data integration
 - Leveraging the CIE to shape care (i.e. prioritization of services and case management services)
- **Community Voice & Involvement**
 - Community Voice Opportunities (Community Advisory Board)
 - Micro, Mezzo, Macro Impact (qualitative and quantitative)
 - Policies and Influence that lead with community and equity
- **Shared Ownership Across the Network**
 - Imbedding infrastructure into other organizations
 - Ambassadors and chairs incorporated into engagement
 - CIE Champions within org to push person-centered model

User Experience Ideation

Last Work Group: July 9, 2020 @ 11am
Join today's workgroup @ 11-11:45am



Dashboard Redesign Ideas

- Direct Referral Management
 - Search and sort by name, case manager, and need
- Manage case loads
- Manage User Activity
- Manage users
- More alerts & notifications

Community Voice Update

Round 2: What are your thoughts on Race & Equality ?

Who are you most afraid of having conversations about race with? Do you have any idea why?

What makes creating systemic equity so hard?

Can you reconcile in the midst of chaos and social revolution?

CIE Community Voice



Meetings:

- Two meetings June 11 & July 9, 2020
- Next Meeting **September 10, 2020**
(9 am- 10 am)
- Be on the look for Survey which will be released on **July 31st** for your input.

Overarching Goal: The CIE Community Voice will use a community organizing approach and strategies to mobilize constituents to address common issues and concerns and enable members to take action.

Will focus on collective action; the power derived from the synchronized actions of people in unity, as opposed to separate individuals.

Lyft Ride Transportation Opportunity

Free Rides through Lyft

Two new direct referrals opening up in CIE starting September 1, 2020

- "Lyft Scheduled Ride" - ride will be dispatched on a specific day/time
- "Lyft Flexible Ride" - a link will be texted or phone # provided to client to be utilized within 24 hours (pick up and drop off location is pre-entered)

Rides can be provided to clients with the following needs:

- **Medical** (non-emergency medical appointments, return from ER, services at VA, substance use treatment/discharge, dental/vision appointments, etc)
- **Employment** (job interviews, commute to/from work, fingerprinting, pre-employment paperwork, etc)
- **Food Access** (commute to/from food pantry, application for SNAP/WIC benefits, etc)
- **Financial** (commute to/from financial coaching services, tax prep services, application for Medicaid/CHIP benefits, application for housing benefits, etc)
- **Education** (commute to /from classes, trainings, parent/guardian engagement, etc)

Free Rides through Lyft

- Lyft resource should be used to address short term barriers, and should not be long term solution for client
- Average 1-3 round trip rides per client
- Lyft rides will require coordination with case manager at partner agency to ensure client uses scheduled ride

What next?

- Complete interest form survey [CIE Lyft Ride Interest Form](#)
- 2-1-1 San Diego will be reaching out to interested partners with more details and training information
- Complete training
 - Only CIE partners who complete training will have direct referrals accepted for Lyft resource

CIE Summit



COMMUNITY
INFORMATION
EXCHANGE

SUMMIT

WE'RE GOING
VIRTUAL!

AUGUST 12 - 14, 2020

Register at: www.ciesandiego.org/cie-summit-2020

Agenda available here: <https://ciesandiego.org/cie-summit-2020/tracks/>

**If its not within your budget, please reach out to
aroman@211sandiego.org

Theme: Accelerating Multi-Sector Collaboration to Advance Equity

Plenaries and breakout sessions for the 3rd Annual CIE Summit will focus on care coordination innovations to address social determinants of health needs (housing, nutrition, employment, etc.) across populations, including families, women, children, low-income, veterans, etc. with the overall goal of advancing equity for all.

CIE Summit Tracks



Examples from the Field

Featured presentations will highlight the “how to” of an innovative approach, design, strategy implementation, tool, data use, and evaluation of care coordination systems. These sessions will provide an applied focus or strategy that addresses a specific, real-world problem that is impacting individual and community-level health and well-being.



Theories and Concepts

Sessions in the Theories and Concepts track will share novel concepts, models, theories, and strategies that inform the planning, design, and implementation of cross sector care coordination.



Policy and Research

The Policy and Research track will focus on research, evaluation, policy implementation/evaluation, and policy recommendations relevant to systems change and population health. Sessions in this track will highlight macro-level policy, or policy decisions that may impact care coordination and multi-sector collaboration.

Featured: Discussion on the Impact of Inequality



Core to the equity theme of this year's CIE Summit and conversations that the CIE partner network has been holding during the bi-monthly meetings regarding racial justice and health inequities with COVID-19, this year's summit will:

- Host open discussions on the impact of inequity and how to lead with inclusion;
- Explore community-based approaches to building a CIE;
- Incorporate thoughtful strategies for activating community voice; and
- Emphasize the representation of diverse perspectives to inform CIE design, implementation, and data collection.

To view the tracks, agenda and plenaries, visit: www.ciesandiego.org/cie-summit-2020.

Open Forum



Legal Aid of San Diego County is holding two Webinars on Housing this month

Source of Income Webinar – Free training for housing providers

Under new local and state laws, landlords cannot decline a tenant based only on the household receiving certain rental assistance, including Section 8 vouchers. Legal Aid Society of San Diego will provide FREE training about the Source of Income laws in the City of San Diego and the state of California throughout 2020 for housing providers.

Date: July 28, 2020

Time: 10:00 am

To register: <https://attendee.gotowebinar.com/register/8294540204924326413>

Fair Housing Rights- Basic information for tenants and housing consumers

Join Legal Aid for a free webinar on your rights under the anti-discrimination laws as well as a brief update on Covid19 housing issues.

Date: Jul 28, 2020

Time: 3:00 pm

To register: <https://attendee.gotowebinar.com/register/4529572699434134028>

After registering, you will receive a confirmation email containing information about joining the webinar.

Newsletter with details on Fair Housing: <https://bit.ly/2OLOWGM>