



CIE Partner Network Monthly Meeting Minutes

September 24, 2020

Meeting time: 9:00 am-10:00 am

Meeting location: Virtual Zoom meeting

Agencies in attendance: 63 Partners joined

Welcome and Introductions

Tanishsha Harrell, Engagement Director opened the meeting with a virtual activity. Attendees were asked to enter their name and organization on the zoom chat.

New Partners

North County Lifeline – Joined CIE on 9/16/2020. Their mission is to build self-reliance among youth, adults, and families, through high quality community-based services.

CIE Opportunities and Updates

- **Lyft Rides Opportunity** - Sign up to learn more about free Lyft rides to CIE clients with eligible transportation needs.
- **Essential Goods Delivery** Program - Sign up to learn more about free deliveries to your clients for essential goods like food and other essential goods.
- **ACCR Feedback Sessions** - Sign up to participate in the feedback sessions where we will share mock-ups of planned designed and targeted questions to learn about what our partners find valuable for Care Team Alerts (November) and Case Management Dashboard (December).
- **Public Safety Power Shutoff (PSPS)** - Sign up for the opportunity to collaborate with CIE/2-1-1 on needed resources within the region to appropriately respond to increased needs during PSPS activations.
- **Adverse Childhood Experiences (ACE's)** - Sign up to learn more about how to partner with Accountable Communities for Health (CACHI) to leverage CIE.
- **CIE Community Voice** - Sign up to join our community voice for the opportunity to share your voice during the CIE Advisory Board Meetings.

To sign up for the current opportunities with CIE, [click here](#). Find more information on these opportunities, please find the attached power-point presentation.

Direct Referrals in CIE

Blue Shield, Promise Health Plan – Accepting direct referrals to their Social Services Department for Blue Shield patients only.

Direct Referrals are accessible via the CIE partner community. For an updated list of CIE Partners, Direct Referrals, visit <https://ciesandiego.org/partners/>, or log in to the [CIE Partner Community](#).

If your programs are ready to be set up as direct referrals or you have any questions, please reach out to the CIE team: ciepartners@211sandiego.org to get started.



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End of Fiscal Year Report

Last year, the focus for CIE was to grow the network through utilization, initiatives, and integration projects as well as move from outputs to outcomes.

New Initiatives and Integrations

In October, CIE launched the HEAP (Homeless prevention) screening tool in CIE, requiring HEAP providers to complete screenings and process direct referrals for clients in CIE which drove up the utilization. That same month CIE integrated our data with RTFH syncing data from HMIS to CIE records including program enrollments, and HUD data elements and brought in more than 10,000 records this helped increase our client network by 50%.

In November 2019, CIE also integrated with MAAC and Connected Well. For MAAC, specifically turned on the direct referrals for utility assistance programs, which is one of the most referred to programs annually this helped drive up utilization and the processing of direct referrals. In addition, CIE went live with the integration with Connect Well which is a real-time connection with the County included creating and processing referrals between the two systems.

In March 2020, CIE was activated to respond to the COVID-19 pandemic and respond to the food delivery needs in the county. CIE stepped up and built a cross-sector -collaboration model to deliver food resources to those with the most needs in partnership with the San Diego Food Bank, FACT, The city of Chula Vista, JFS, and Door Dash.

More users are engaging with records and learning about clients

More users are searching for clients, viewing client records., processing and reviewing referral histories, viewing and completing program enrollments, and other alerts that help them be informed about a client's journey in accessing services and coordinate care with their clients.

Populations Served Across the Network

Historically, CIE was a system that was created for clients experiencing homelessness and older adults in need of services. Today, CIE mirrors a wider breadth of the community, aligning with the clients served by 2-1-1 and other partners across the network.

This CIE data indicates that the majority of the clients that are connecting to CIE are between the ages of 20-49 (60%), female (65%), Hispanic/Latino, live in Single households, unemployed, are non-military, have health insurance, and have an area median income of less than 30% or less. Most of the clients that are connected to CIE live in the South East Region of San Diego.

Interactions with Different Populations

Interactions with clients can happen in three different forms including

- Viewing client information,
- Adding information to their records, and
- Enrolling them in programs in CIE

The data with the most profile views in CIE indicates that this population is older, Hispanic, females, in households with more than 2 individuals, that are non-military.

On the other hand, data with program enrollments indicate that this population is older, white, males, that live in single households, and are veterans which is consistent with homeless

clients in San Diego County as HMIS and Father Joe's Villages populates a majority of program enrollments.

As more partners integrate and share their data in CIE, we will see these interactions with different populations shift over time.

Direct Referrals Impact on SDoH Hardships

CIE's Initial data indicates that direct referrals may have a positive effect on reducing Hardships. The percent of clients with hardship indicators in the "High" level decreased for utility, nutrition, medical financial, housing, and employment after receiving a direct referral. For example, 63% of clients had a High Employment SDoH hardship indicator before a direct referral. This dropped to 55% after the direct referral.

The CIE team still has to analyze how they measure outcomes; define, collect, and demonstrate the value in CIE. They also need more data for pre/post-intervention methods to understand how the intervention might have played a role in affecting a client's situation.

CIE Mission Statement

At the beginning of the year, the CIE team collected information from the network to update CIE's mission statement to describe the current purpose and goals of CIE. Participants voted on their two favorite statements.

Previous Mission: Empower Communities to engage with people through a human-centered and data-driven perspective. The preliminary results indicated that mission statement #1 was the favorite.

New Mission Statement Options:

- **Mission Statement #1:** To advance equity for all by empowering communities to engage through a person-centered approach that is inclusive and harnesses the value of cross-sector collaboration and coordinated access to services.
- **Mission Statement #2:** To advance individual and systemic equity by empowering communities to engage through a person-centered, inclusive, and coordinated access to services.
- **Mission Statement #3:** To advance equity for community members through access to coordinated and person-centered services by shifting systems of care to be inclusive and tailored to the people we collectively serve.

The results will be shared with the CIE Advisory and will be presented in a future CIE meeting.

Update from The CIE Advisory

Matt Packard, the CIE advisory chair attendee the meeting and updated the network on the current work the CIE Advisory Board is doing. He expressed his gratitude and appreciation for the



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work the CIE network is doing in our community. He also mentioned that he continues to be impressed by the level of involvement.

The CIE Advisory is currently working on three key initiatives:

1. Financial sustainability,
2. From outputs to Outcomes to measure the impact on the community, and
3. Focus on expanding the membership of the advisory board

Members of the CIE network that have input about the sectors in the community that have an impact on their work or have ideas on how the CIE Advisory Board can help their work and the populations they serve can contact: Mathew Packard: mathew@packardadvisors.com

Cyber Security Trainings

Ford Winslow, the 211/CIE Chief Information Officer will be offering/holding a quarterly meeting to bring awareness about cybersecurity and privacy to the network. His goal is to provide relevant, timely information around security and privacy resiliency.

Partners that need any assistance or have input on what resources and tools they need around privacy and security, please reach out to Ford Winslow at ford.winslow@icecybersecurity.com

CIE Partner Presentation

Bridget Lambert from the National Conflict Resolution Center (NCRC) was in attendance and presented on the services that the NCRC offers.

The NCRC has several programs - Mediation Services, Training Services, and Community Services.

Mediation Services focus on conflict resolution constructive discussion and negotiation of their issues to reach a mutually acceptable resolution. These services are supported by the San Diego Superior Courts.

Training Services offer various workshops on mediation and conflict resolution that are available as either open enrollment courses or customized on-site courses.

Community Services offer various services such as restorative practices, community mediation, center for community cohesion, restorative circles, and focus on initiatives that include juvenile justice matter discussions, tenant/landlord issues, and more.

For more information, visit: www.ncrconline.com or contact Bridget, blambert@ncrconline.com

Next CIE Partner Meeting: October 22, 2020 @ 9:00 am

Join Zoom Meeting

<https://211sandiego.zoom.us/j/96420493897?pwd=TDBeWdWdDh6SDBmSmNhWVVIaGNOQT09>