



Community
Information
Exchange®

CIE PARTNER NETWORK MEETING

April 28, 2022

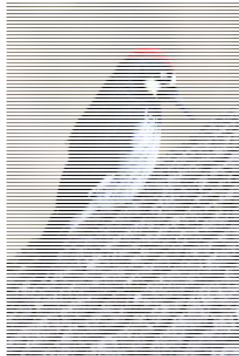
9:00 AM – 10:00 AM

AGENDA

What's Happening Today

- Welcome
- Energizer
- Partner Highlight
 - San Diego for Every Child
- New Direct Referral Partners
- Welcome New CIE Team Member
 - CIE Network Specialist, Angie Esparza Bañuelos
- User Experience
- Partner Utilization Reports
- CIE Updates
 - CIE Affinity Group
 - CIE Monthly Orientation Onboarding
 - CAFA
 - California Forum
- Open Forum
 - Partner Sharing

Energizer- Story Spine



- Once upon a time... (set the scene)
- And every day... (set the context)
- Until one day... (something happens, a turn of events)
- And because of that... (something builds)
- And because of that... (and continues to build)
- Until finally... (the climax)
- And ever since then... (the moral of the story)

Partner Highlight

San Diego for Every Child Guaranteed Income Project



Welcome



Khea Pollard
Director San Diego for Every Child

A Conversation with Khea Pollard

- Why is this approach bold/different when addressing child poverty?
- What is guaranteed income all about?
- How does this approach “feel” for program participants?
- Why is dignity important, how do you define it, and how do you know folkx are experiencing dignity ?

Mission:

We are on a mission to cut the experience of child poverty in San Diego County in half by 2030.

New Direct Referral Partners

Access, Inc

Pathways to Constructions

Helps prepare youth for opportunities in construction. Provide pathways to secure employment by prioritizing women and BIPOC individuals and providing work readiness training.

Work readiness training can be categorized as resume workshops, interview training, financial literacy programs, and one-on-one coaching.



Chula Vista Community Collaborative

[Beacon Family Resource Center](#)
[Fair Winds Family Resource Center](#)
[Neighbor to Neighbor, Chula Vista Community Collaborative](#)
[New Directions Family Resource Center, Rice Elementary School](#)
[Open Door Family Resource Center](#)
[Rayo de Esperanza Family Resource Center](#)



Help with direct services such as filling out applications for CALFresh, Health insurance, MediCal, and basic paperwork. We have food resources including emergency food boxes or we can provide information about where to get food. A community closet is also available where families can get clothes. The organization mostly connects families to other resources or organizations through referrals or by giving families information about partnerships.

These resources include:

- Family support and advocacy
- Parenting resources
- Employment resources
- Housing advocacy/ navigation
- SDG&E CARE program
- Referrals for counseling
- Adult education classes
- Health and safety information

National Veterans Transition Services (Reboot)

Operation Skillbridge

Offers transitioning military & veterans living in California free job skills training in multiple areas (scholarship eligible):

Accounting, Adaptive Leadership, Business Development Representative, Business Intelligence Analyst, CompTIA Security, Construction & Development Projects, Conversant with Computers, COURSERA-Online Learning Platform, Cybersecurity, Data Analytics, Digital Literacy, Emergency Medical Technician, Entrepreneur/DVBE Certification, Health IT, Heavy Equipment, IT Support, Lean Six Sigma, Learning & Development Specialist, Manufacturing, OJT Career Success, Project Management, Resiliency & Adaptability, Sales, Security & Law Enforcement, Supply Chain (Logistics), Technical Recruiter, Trucking, Utilities/Energy, Veteran Transition Specialist and more.



National Veterans Transition Services (Reboot)

Operation Vetpreneur

Prepares veterans to become entrepreneurs by walking them through a seven-stage process defined by REBOOT to start a business.



National Veterans Transition Services (Reboot)

[Reboot Workshop Transitioning America's Heroes](#)

Nation's only Military-2-Civilian Transition Reverse-Boot Camp (MIL2CIV) that integrates behavior-based education to "reboot" the military mindset to help veterans redefine their personal identity, purpose in life, and desired occupation after military service. Taking a science-based approach, workshop participants are immersed in a three-week reflective and engaging curriculum that successfully bridges the social, personal, and cultural gap between the military and civilian worlds.

The REBOOT Workshop™ includes: Behavior-Based Life-Skills Training, Resiliency Training, Life/Career Assessment & Planning, Continuous Improvement Training, Veterans Benefits Brief, Interview Training, Mock Interviews, Resume Development, Financial Literacy Training, and Dressing for Success Seminar



CIE Network Specialist

Angie Esparza Bañuelos



Background:

Moved to the United States in 2002
City Heights Resident
7+ years of Non-profit experience

Education:

University of California, San Diego
B.S Human Development

Fun Facts:

Avid Hiker and Hammock-er
Cat Mom

User Experience

User Experience

Issue: When client records are missing contact information, partners aren't able to follow up on Direct Referrals.

Proposed Solution: Require that a phone number, email address or home address is entered before a Direct Referral can be submitted.

The Data:

Source	Number of Clients	Approx. Clients w/out Contact Info	Max All Contact Info	Phone	Email	Address (Home/Mail)
RTFH Integration	20,749	12,034	42%	42%	21%	16%
ICS Integration	546	87	84%	84%	44%	84%
CWSD Integration	38,506	2,695	93%	88%	53%	93%
San Diego Food Bank Integration	9,491	95	99%	35%	24%	99%
BSCA Integration	824	0	100%	99%	5%	100%
La Maestra Integration	938	0	100%	100%	44%	100%
San Ysidro Integration	32,881	0	100%	99%	54%	100%
SDWP Integration	15,536	0	100%	99%	100%	55%
FHC Integration	7	0	100%	86%	71%	100%
MAAC Integration	297	0	100%	100%	99%	99%
Overall Total/Percentage	119,775	20,362	83%	83%	52%	73%

Input & Insights wanted!

1. What are the potential downsides if we require contact information to make a Direct Referral?

After Discussing...

2. Should contact information be required to make a direct referral?

Yes/No

Partner Utilization Reports

CIE Utilization

What are Utilization reports and why are they important?

The reason the utilization reports are very important for all of us is that they basically provide a snapshot of how each of the organizations are participating in this shared space and network, as well as providing us an understanding of how CIE works together to connect us with shared information and the shared commitment to help our community come together. It also shows you how your organization is using CIE and how we can provide our support where you may feel needed.

Items to review

- Standard Reports and what they include
- Other opportunities to access individual Data for more specific information

The screenshot displays the 'CIE PARTNER UTILIZATION REPORT' interface. At the top left, there is a logo for 'Community Information Exchange' and a '2-1-1' logo. The main title is 'CIE PARTNER UTILIZATION REPORT'. Below the title, a paragraph explains that the report provides summary and detail data about partner utilization within the CIE platform, displaying trends by agency, department, and user, and including metrics about logins, searching, viewing client profiles, consenting clients, creating program enrollments, care teams, screenings, and sending and receiving referrals.

A 'Reporting Time Frame' section shows a 'Start Date' of 7/1/2021 and an 'End Date' of 6/30/2022. Below this, there is a field for 'Agency Name:' with a data refresh timestamp of 'Data Refreshed Date/Time: 4/16/2022 6:30:08 PM'.

A section titled 'Why this Matters:' provides context for three key metrics:

- Adoption:** Adoption is the use of the CIE platform. Monitoring this helps us increase basic participation. (Icon: Bar chart with magnifying glass)
- Engagement:** Engagement is the interaction with client records such as viewing and adding information to a client's profile. Monitoring this helps to enhance shared information for better care coordination across the network. (Icon: Three people with arrows)
- Intervention:** Intervention is taking action for a client's care, by sending referrals or conducting assessments and screenings. Monitoring this is essential in care coordination to improve client outcomes. (Icon: Gears with people icons)

At the bottom, the footer reads: 'Data Source: 2-1-1 San Diego/CIE Information Systems | Reporting Period: 7/1/2021 - 6/30/2022' and 'Refreshed Date/Time: 4/16/2022 6:31:35 PM'.

CIE Updates

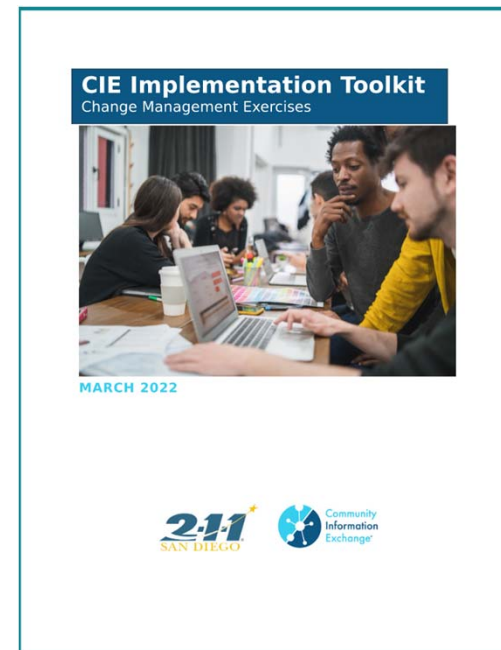
Affinity Group- Sign up open!

Why join?

As a group, we work through the milestones of rolling out CIE across your operations. Over 4-5 sessions, define your team's goals and outcomes for using CIE, get the buy-in needed to move your plan forward.

Outcomes:

- Define Success
- Generate Buy-in
- Develop Team Workflows
- Change Management Plan



Register for June:

<https://forms.office.com/r/LdGpAp3UYs>

CIE ORIENTATION/ONBOARDING

Why join?

This meeting is for new and current CIE partners who may need some support with engaging and navigating CIE.

CIE partners who have new staff this is a great way for new team members to learn more about CIE.

Topics Discussed:

- What is CIE?
 - Roles & Responsibilities
- CIE Partner Network
- Ways to Engage in CIE
 - Uses of CIE
- Getting Started
 - Implementation
- Next Steps

Register:

https://211sandiego.zoom.us/meeting/register/tJcpde6hpzsrE9SB7hg9N_NEnxPz8XzPj1rN

Monthly

Second Tuesday
9:30 – 10:30 am

Meeting Dates:

May 10, 2022
June 14, 2022
July 12, 2022
August 9, 2022
Sept. 13, 2022
Oct. 11, 2022
Nov. 8, 2022

CAFA: Coordinated Action for Financial Assistance

Next Meeting: Friday, May 20 @ 9am

How it started - Project Goals:

- Navigation
- Coordination
- Impact

How it's going:

- Listening session – assumptions, challenges, and realities
- Data
- Workflows

Where are we headed?

- **If we were able to remove some of the logistical barriers to project goals, what's the ideal state?**

Call to Action: Weigh in at the May meeting - whether you have been to other meetings or not!

California Forum



Aligning California: Maximizing Opportunities to Advance Local Community-Led Networks

San Diego, CA



Why it's important?



State of the Field

Increase awareness of the current state of CIEs in California, including system maturity, approaches to shared governance and community engagement, and different approaches to technology and data sharing infrastructure



System Transformation

Share emerging practices and challenges to discuss opportunities for supporting infrastructure, evaluation measures, and sustainability strategies



Advocacy and Growth

Identify the priorities, needs, and advocacy efforts in California to support the continued development and growth of CIEs in the state

<https://ciesandiego.org/caforum/>

Open Forum

Share Your Updates

Share Your Stories

Share your Events

Announcement: New E-learning



New CIE User E-learning:
<https://ispri.ng/p6qmx>

The previous training has been deactivated.

Monthly Office Hours:
2nd Wednesdays, 10am – 11am

Tech Support:
CIEHelpdesk@211sandiego.org

Thank you for your time



Data Sharing Partners



[CIE Partner List](#)

[CIE Partner Logos](#)

[Direct Referral List](#)