



NATIONAL ASSOCIATION OF COUNTIES



SAN DIEGO

- 5th largest U.S. County
- 18 municipalities
- 18 tribal nations
- 42 school districts
- Region is very diverse
 - Over 100 languages
 - Large military presence
 - Largest refugee resettlement site in CA
 - Busiest international border crossing in the world





211 History

Information and Referral (I&R) is the art, science and practice of bringing people and services together.

When individuals and families don't know where to turn, I&R is there for them.

● Transforming ● Access

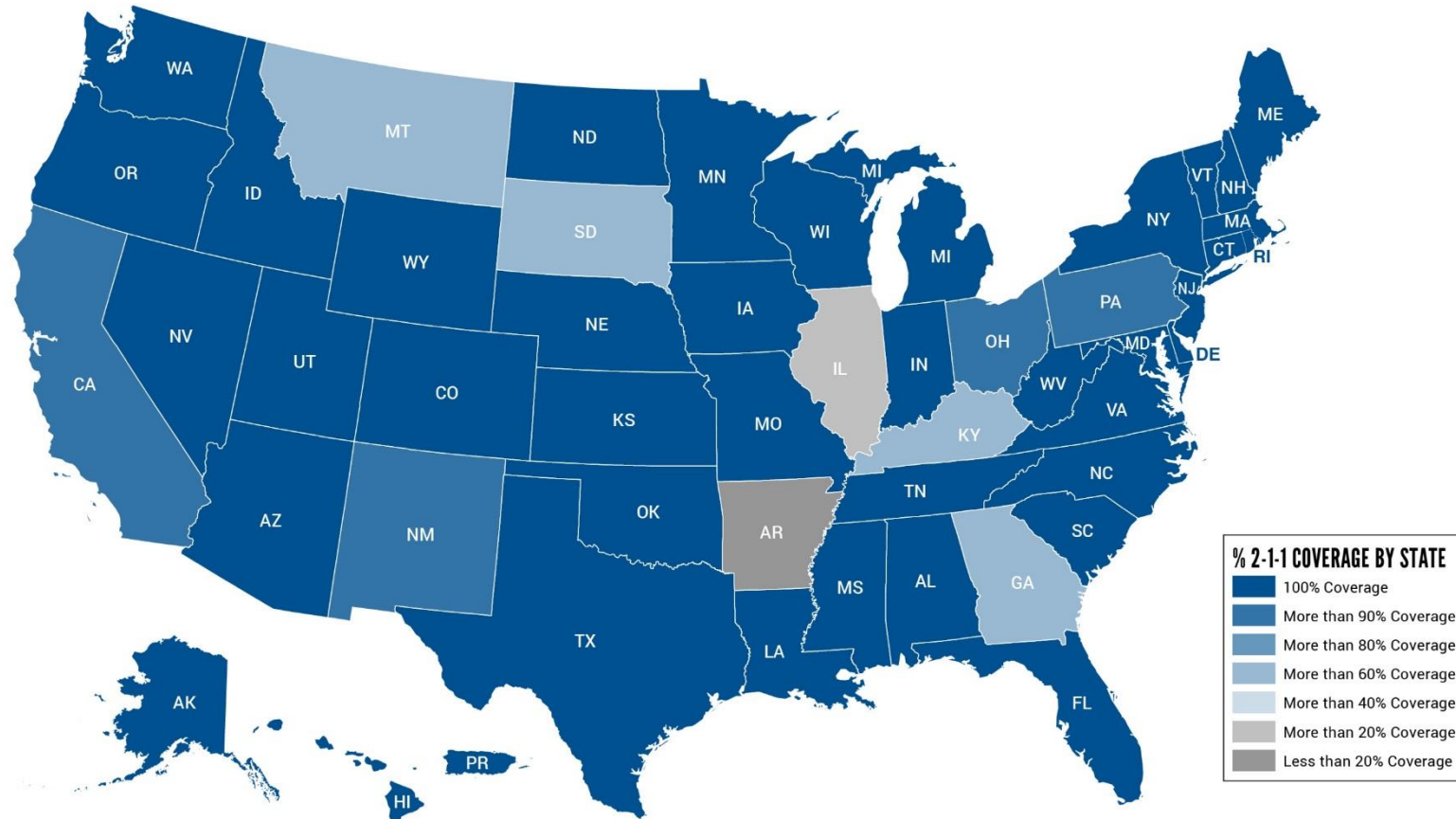


"We find that the Information & Referral Petitioners have demonstrated sufficient public benefits to justify use of a scarce public resource and we therefore assign 2-1-1 to be used for **access to community information** and referral services."

~ Federal Communications Commission's final order to assign 2-1-1 on July 21, 2000

94.2% OVERALL COVERAGE

% of Population Covered* by 2-1-1 in Each State





2000

Transitioned to INFO LINE
a separate non-profit



2006

First year of operation,
211 answered 85,000 calls

2005

Launched 2-1-1 as the region's only
24/7, free 3-digit dialing code to
connect San Diegans to community,
health and disaster services



2007

Major responder to Firestorm.
Raised public awareness by 60%

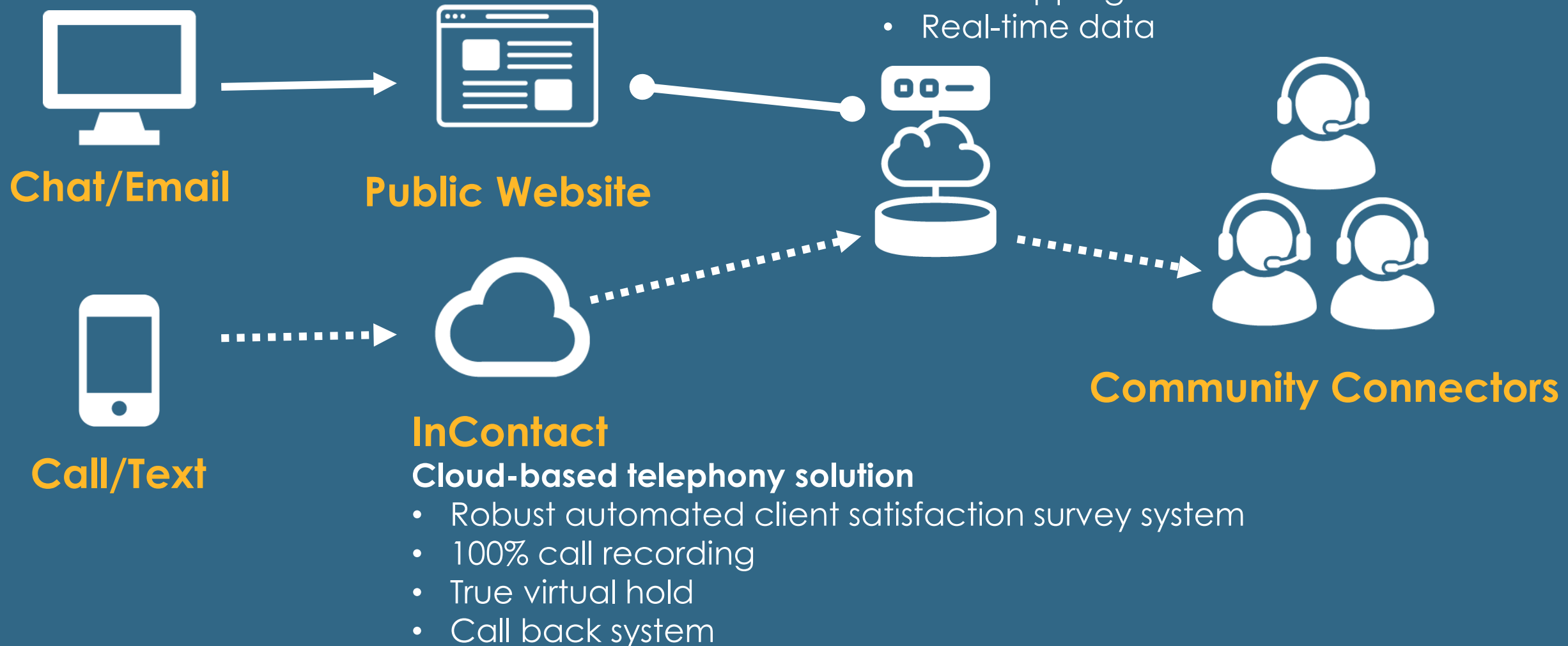


211 San Diego by the numbers

- **600,000** connections/year
- **1,200+** service providers
- **200+** languages offered
- **92%** customer satisfaction
- **98%** referrals accuracy
- **140+** highly trained staff



211 Technology





Food

Benefits and
Enrollment



Veterans

Courage to Call



Health

Health Navigation



Disaster

Fire Response



Courage to Call

**Our veteran-staffed
Courage to call
24/7 Helpline
provides free,
confidential
information,
guidance and
referrals.**



All Veteran regardless of Discharge status
Active Duty Military, Reservists, and National Guard
Families and loved ones of anyone with a military
service background
Anyone who is concerned about the emotional
health of veterans and their families. (Psychiatrist,
Doctor, etc.)



Health Navigation

Serves as a single access point for anyone in need of health services, addressing the health and social needs of the whole person by better connecting, empowering, educating, and advocating for clients with health needs.

Address risk factors and social determinants of health to help clients achieve a better quality of life and health outcomes.

Complete an in-depth holistic assessment and establish a care plan to address the needs of each client.





2-1-1 San Diego's Benefits & Enrollment

2-1-1 San Diego is the only organization nationwide equipped to electronically submit Medi-Cal and CalFresh applications to the county for review with a legally valid, telephonic signature

Medi-Cal and CalFresh application assistance is provided by arranging over-the-phone appointments to clients who were pre-screened and referred by our phone center staff

Allows clients who have difficulty applying in person an additional method of accessing these benefits for themselves and their family.





Fire Response

2006

2-1-1 San Diego was approved for
24/7 dissemination of non-emergency
disaster information

Offsets non-emergency calls to 9-1-1

Provide real-time information to public safety (OES)

More than 200 Disaster Response Team volunteers

2001

The necessity for 211 as a means of aggregating resources and enhancing post-disaster assistance become apparent after 9/11

Governor of Connecticut optimizes statewide 2-1-1 system to assist those searching for loved ones.

Brookings Institute released follow up report
“Calling 2-1-1: Enhancing the Washington Region’s Safety Net After 9/11”
specifically recommending the implementation of a 211 system.

Brookings Institute later called 9/11 response in NYC and DC **“disjointed and haphazard”** health and human services system.



●●● 211 Disaster Response Resume

- 2007 Firestorm
- 2008 Flooding
- 2008 Hurricanes Gustav & Ike
- **2009 H1N1**
- 2010 Easter Earthquake
- 2010 Northern California (support provided)
- 2011 Region-wide power outage
- 2011 San Onofre Nuclear Plant Alert
- 2012 Hurricane Sandy
- **2014 North County Fires**
- Dozens of smaller fires and emergencies



●●● 211 San Diego Activations 2018

Pasqual Fire | Ramona

CAL FIRE jurisdiction

2-1-1 San Diego Type III Call Center Activated

10 agents plus support staff

Duration 12:30 to 1900 hours

Support request from 2-1-1 Los Angeles

Limited activation of Disaster Response Team (DRT)
Volunteers

35 activated over 5 day period taking 1,200 plus calls

West Fire | Alpine

CAL FIRE, Alpine Fire, U.S. Forest Service

Duration July 6th to July 9th

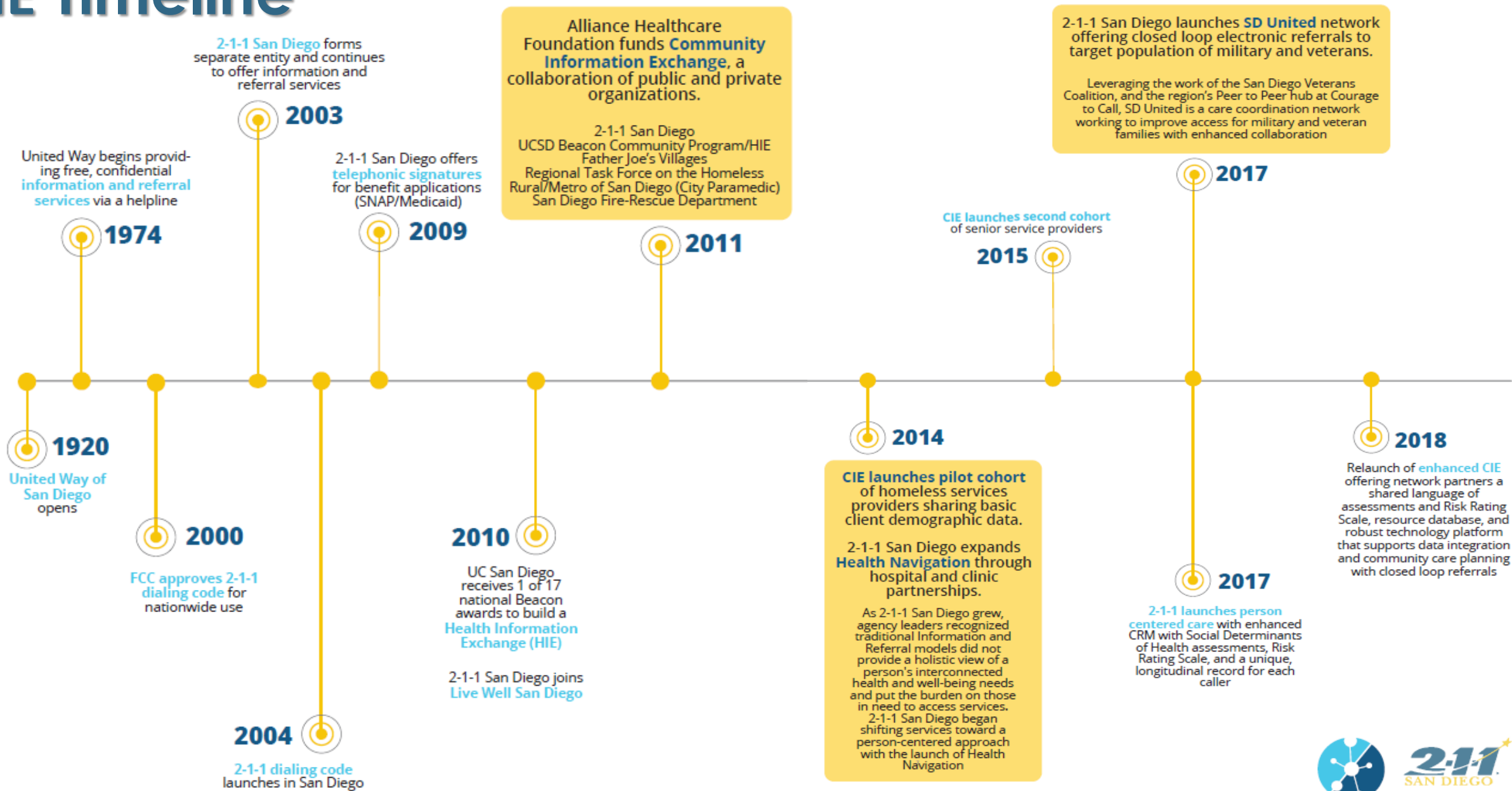
Calls received – 1,052

Woolsey Fire | Los Angeles/Ventura



Person Centered Model

CIE Timeline



Community Information Exchange



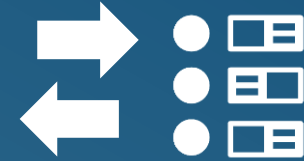
Network Partners

Collective approach with standard Participation Agreement, Business Associates Agreement and participant consent with shared partner governance, ongoing engagement, and support.



Shared Language (SDoH)

Setting a Framework of shared measures and outcomes through 14 Social Determinants of Health Assessments and a Risk Rating Scale: Crisis, Critical, Vulnerable, Stable, Safe Thriving



Bidirectional Closed Loop Referrals

Updated resource database of community, health, and social service providers. Ability to accept/return referrals and to provide outcomes and program enrollment.



Technology Platform and Data Integration

Technology software that integrates with other platforms to populate an individual record and shapes the care plan. Partners access the system. System features include care team communication feeds, status change alerts, data source auto-history and predictive analytics.



Community Care Planning

Longitudinal record with a unified community care plan that promotes cross-sector collaboration and a holistic approach.



Community
Information
Exchange





Tour and Q&A

