MORNING PLENARY

2019 COMMUNITY INFORMATION EXCHANGE SUMMIT

25 APRIL 2019

THE **RIPPLE EFFECT**: The IMPACT of SYSTEMS CHANGE

- MAKING **CONNECTIONS**...
- LEARNING from **EACH OTHER**...
  - SYSTEMS CHANGE
  - EQUITY

SAN DIEGO!

THE LEADERSHIP AND STAFF OF 2-1-1 HAVE SHEPHERDED THE CIE EFFORT AND MAPPED THE DIRECTION OF THE CIE!

CIE!

- IT'S A **NETWORK**...
- IT'S AN **ECOSYSTEM**...
- IT'S A **MOVEMENT**...

RUTH BRULAND
PETER CALLSTROM
JONATHAN CASTILLO
HEATHER HOCKING
TAMERA KOHLER
MATHEW PACKARD
NICK YPHANTIDES
AIMEE ZIETZ
— THE **NETWORK** PARTNERS —

"**HOUSING** for over **2000** people!"

RUTH BRULAND
Father Joe's Villages

ON THE WEST COAST, WE HAVE A DEARTH OF AFFORDABLE HOUSING!

WE ARE A **ONE STOP SHOP!**

DIVERSITY in HOUSING OPTIONS:

- CHEAP HOUSING
- PERMANENT SUPPORTIVE HOUSING
- TEMPORARY BEDS
- TRANSITIONAL HOUSING
- AFFORDABLE HOUSING

PROJECT 25:

"WE'VE DONE 3 COHORTS!"

→ HOW DO WE SERVE THE HIGHEST UTILIZERS?

→ "HOUSING IS HEALTHCARE!" ...but HOW DO WE GET DATA ON THE HIGHEST UTILIZERS?

HOW DO WE **ENGAGE** PEOPLE WHO DON'T STAY IN ONE PLACE VERY LONG?

"DOING **FOR** THEM... DOING **WITH** THEM... LETTING **THEM** DO IT..."

Bringing **COMMUNITY INFORMATION** together as an **I·N·T·E·R·V·E·N·T·I·O·N!**

JONATHAN CASTILLO
PATH San Diego

- **STREET OUTREACH**
- **SHELTER**
- **PERMANENT HOUSING**

Our goal is to **END HOMELESSNESS**. ...and to make the experience of homelessness as brief as possible.

"IT'S ABOUT DEVELOPING **RELATIONSHIPS**!" ...as well as develop PLATFORMS like CIE.

AIMEE ZIETZ
YMCA
"NOT JUST GYMS and POOLS!"

CHILDCARE RESOURCE SERVICE:
"LIKE A 2-1-1 FOR CHILDCARE!"

HEATHER HOCKING
JEWISH FAMILY SERVICE OF SAN DIEGO

"WE OFFER A **WIDE VARIETY** OF SERVICES!"

→ Because we are a network partner, our clients don't have to repeat intake information that they have already provided...

→ ...but there were challenges, too, in integrating CIE into our systems and processes.

"THE DIRECT REFERRAL through CIE HELPED ME GET CONNECTED with SAFE PARKING..."

"LET'S TRY IT WITH **ONE OF OUR PROGRAMS**!"
THE SAFE PARKING PROGRAM

THE PARTICIPANT'S **PROFILE** GIVES JFS USEFUL INFORMATION... and JFS UPDATES THE PARTICIPANT'S PROFILE IN CIE.

THROUGH CIE, WE:

- BROKE DOWN SILOS AND BARRIERS...
- TRANSFORMED SERVICE DELIVERY MODEL... and WORK FLOW PROCESSES
- CONNECTED FAMILIES WITH RESOURCES AND SERVICES QUICKLY...

PETER CALLSTROM
San Diego Workforce Partnership

"WE SERVE OVER **100,000** PEOPLE THROUGH OUR SKILL DEVELOPMENT, JOB CENTER, and WORK PROGRAMS!"

- **YOUTH**
- **ADULT**
- **RE-ENTRY**

"WE CAN REACH THEM THROUGH **CIE**!"

"**HOMELESSNESS** is a FAILURE of the SYSTEM!"

TAMERA KOHLER
REGIONAL TASK FORCE ON THE HOMELESS

CONTINUUM OF CARE PLANNING:

HOW DO WE **CONNECT** and **COORDINATE PROVIDERS, RESOURCES,** and **SERVICES**?

- ALIGNMENT
- INTEGRATION
- COST REDUCTION
- KEEPING HOMELESSNESS BRIEF AND NON-RECURRING

- **CONTINUUM OF CARE PLANNING**
- **COORDINATED ENTRY SYSTEM**
- **HOMELESS MANAGEMENT INFO. SYSTEM**

HMIS DATABASE:

- A LOCALLY ADMINISTERED DATA SYSTEM
- USED TO UNDERSTAND THE SIZE, CHARACTERISTICS and NEEDS of the HOMELESS POPULATION at MULTIPLE LEVELS
- LONGITUDINAL DATA

CLIENT-CENTRIC · "A 360° VIEW OF HUMANITY."

DR. NICK YPHANTIDES
CHIEF MEDICAL OFFICER, CITY OF SAN DIEGO HEALTH and HUMAN SERVICES

"**TRUTH** is **TRUTH** when it is **APPLICABLE IN MULTIPLE SITUATIONS** and **ENVIRONMENTS**..." ...and is SCALABLE."

"The **CHALLENGES** of our communities and systems **GO BEYOND** what one organization can do..."

NOBODY CAN DO IT ALONE!

LIVE WELL SAN DIEGO:
INTEGRATING **HEALTH, SAFETY,** + **THRIVING!**
...through COLLECTIVE IMPACT.

"PROACTIVE WELLNESS!" By the time the fire happens, we are already responding...

ILLUSTRATION BY
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