



## Referral Services



Free service available 24/7/365  
**Dial 2-1-1** or visit  
**211SanDiego.org**

**2-1-1 San Diego is a trusted, local nonprofit organization with connections to 6,000-plus community, health, disaster services and so much more.**

### Health & Wellness Services

Our Health Navigation offers needs assessment, health education, case planning, advocacy, connection to resources and on-going support.

### Enrollment Services

We educate people about available public assistance programs and help people apply over the phone for programs such as CalFresh (food), Medi-Cal & Covered California (health insurance), and more!

### Housing Assistance

We provide information and connection to housing resources including homelessness resources and shelters, affordable housing options, and tenant/landlord mediation.

### Food Assistance

We connect people to food resources including food banks, congregate meals, and CalFresh and Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) benefits.

### Military & Veterans Services

San Diego's military and veteran peer-to-peer chat line provides a single access point for information, referrals, and ongoing care coordination for veterans, active-duty military, and their families.

### Stay Connected Stay Informed

With one free call, we'll connect you to the resources and services you need.

**Dial 2-1-1 or visit  
[www.211SanDiego.org](http://www.211SanDiego.org)**

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## Health & Wellness Services



Free service available 24/7/365  
**Dial 2-1-1** or visit  
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**2-1-1 San Diego offers comprehensive needs assessments, health education, care planning, advocacy, connections to resources, and ongoing health navigation support.**

### Here for You

Our staff can help you create a plan to reach your specific health goals that include medical care referrals, community clinic appointments, and access to mental health services and breast health resources. We can help you get care, bill payment assistance, as well as prescription access and discounts.

### There Every Step of the Way

We know how important it is for you to get the resources you need. We advocate for our callers and do everything we can to ensure you're connected to the right services.



### Knowledgeable Staff

Our highly trained Health Navigators have backgrounds in case management as well as health and social services. More importantly, they are passionate about connecting, empowering, educating, and advocating for the health needs of the whole person.

### Stay Connected Stay Informed

Connect with one of our Health Navigators.

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## Enrollment Services



Free service available 24/7/365  
**Dial 2-1-1** or visit  
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**2-1-1 San Diego identifies, screens, and helps people apply over the phone for benefit programs including CalFresh, Medi-Cal, and Covered California.**

### Convenient Enrollment

Apply from the comfort of your home or office with the support of our expert staff. Our Enrollment Specialists can complete your entire application over the phone and submit on your behalf.

### We Won't Keep You Waiting

Dial 2-1-1 or visit [2enrollme.org](http://2enrollme.org) to schedule your appointment. Same day appointments are often available.

### Here for You

If you have questions about CalFresh, MediCal, Covered California or other benefits programs, our Enrollment Specialists can answer them. We can also help you through every step of the enrollment process.



### Food Assistance

CalFresh is a program funded by the USDA to help improve health and nutrition of families with low incomes. CalFresh can stretch food dollars, allowing families and individuals to buy more fruit, vegetables, whole grains, lean protein and other healthy foods.

### Stay Connected Stay Informed

Schedule your free appointment with one of our Enrollment Specialists.

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## Military & Veteran Services



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***Courage to Call*** is funded by the County of San Diego and led by Mental Health Systems, Inc. in collaboration with 2-1-1 San Diego and Veterans Village of San Diego. The program provides guidance, information, and referral services to Veterans, active-duty servicemembers, Reservists, National Guardsmen, and their families.

### 24/7 Peer Advocacy

*Courage to Call* is staffed by veterans who know what it means to serve and can connect you to the help you need. Our peer navigators will help you understand the services available.

### Services

We will connect you to organizations that provide assistance with health and well-being resources that include housing, education, and employment services.

### Here for You

We are more than just an information and resource service. Our Peer Navigators will provide a deeper level of service. We will help navigate the services available to you, enroll in the right programs, and advocate on behalf of you and your family. We are here to help you every step of the way.

### No One Left Behind

It's important that you get the benefits you earned. We serve veterans, servicemembers, and families of any era, branch, rank (current or former), discharge status, and time served. We will follow up for as long as needed to connect you to the community, health, and social services available.

### Stay Connected Stay Informed

Connect with one of our highly trained Peer Navigators.

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## Disaster Services



Free service available 24/7/365

Dial 2-1-1 or visit  
[211SanDiego.org](http://211SanDiego.org)

**2-1-1 San Diego is a resource and information hub for the San Diego County area that connects people with community, health, and disaster services through a free, 24/7, stigma-free confidential call center and searchable online database.**

### Here for You

We are the region's 24-hour non-emergency information line that relays details about road closures, evacuation routes, food assistance programs, shelters, and more during an emergency or disaster.

### Our Partners

We take our designated role as the 24/7 disaster information line very seriously and partner with public safety agencies across the region to provide up to date, confirmed, and credible information to the public.

### Knowledgeable Staff and Volunteers

Our highly-trained team works around the clock to ensure individuals and families can access the most updated information. You can support 2-1-1 San Diego and your community by volunteering with us. Learn more and sign up at [211sandiego.org/volunteer](http://211sandiego.org/volunteer).

### Public Safety Power Shutoff (PSPS)

If extreme weather threatens our electrical system, SDG&E may need to temporarily turn off electricity, to prevent unnecessary wildfire triggers. This is called a Public Safety Power Shutoff, or PSPS. To learn more, visit [211sandiego.org/psps](http://211sandiego.org/psps).

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### Stay Connected, Stay Informed

2-1-1 is here for you in times of need or disasters.

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[www.211SanDiego.org](http://www.211SanDiego.org)



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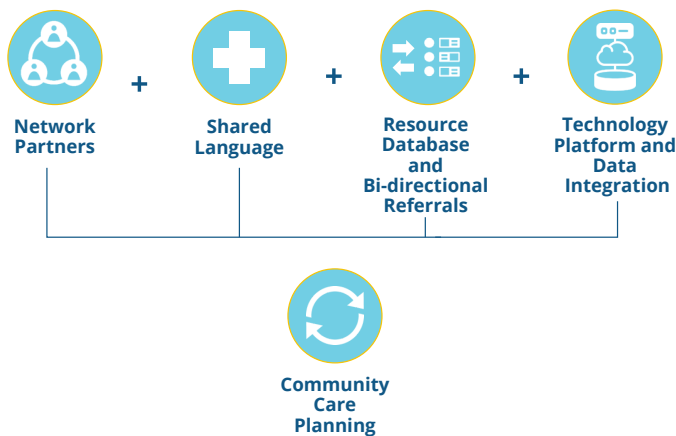


# Community Information Exchange



CIE is an ecosystem of multidisciplinary network partner organizations that use a shared language, a resource database, and an integrated technology platform to deliver enhanced community care planning. CIE empowers communities to shift away from a reactive approach to a proactive, holistic, person-centered model of care.

## CIE Features



### Network Partners

CIE partners commit to a collective approach and shared governance driven by person-centered care, with the goal of better connecting individuals and providing more informed services.

### Shared Language

The use of a unified individual longitudinal record that reflects shared language to define needs, risk assessments, care planning, and individual outcomes.

### Resource Database

A standardized listing of health, human, and social service providers' service offerings, eligibility and intake information to efficiently match individuals with appropriate services.

### Integrated Technology Platform

A technology platform that facilitates the integration of individual data from multiple partners' data systems to populate an easy-to-access, single, longitudinal individual record, enabling bi-directional referrals, alerts and care coordination.

### Community Care Planning

CIE enhances the continuity of care for individuals, equips agencies with greater opportunities for partnerships and collaboration, and synthesizes the lived experience of individuals seeking resources and the barriers that they encounter.

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# CIE offers distinct benefits to individuals, partners, and the community at-large.

## Individual and Family (Micro)

Individuals benefit from a universal person-centered system of support that addresses systemic barriers to accessing care. Using a universal longitudinal record enables providers to proactively tailor services to individual needs and also supports trauma-informed care by reducing the need for individuals to repeatedly share their experience and situation to different service providers.

## Agency (Mezzo)

At the agency level, a CIE empowers providers to efficiently collaborate with other providers across sectors using a shared language and shared outcomes to deliver comprehensive care while generating referrals through the system.

## Community (Macro)

A CIE provides the community with insights into broader trends, building a system that can proactively address unmet needs and barriers, as well as disparities in access to services. This data also can be used to inform local planning and funding priorities and to advocate for policy change.

### Impact of a Community Information Exchange

	Impact of a Community Information Exchange			
	Individual and Family (Micro)		Agency (Mezzo)	
	Community (Macro)		Systemic	
Impact	Improvement in Health Indicators		Improve Quality of Life	
Outcomes	State of Wellness		Change from Domain Specific to Whole Person Care	
Outputs	Look-Ups	Record Creation	Data Sharing	Direct Referrals

Learn more about CIE and how you can become a CIE San Diego Partner.



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Information  
Exchange



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