



County of San Diego Health Services Advisory Board

October 18, 2012

Presented by:

John Ohanian
Chief Executive Officer

What happened before **9-1-1?**



3 simple numbers.
1 helpful voice.

2-1-1's Contact Center

Every day people dial 2-1-1 for assistance navigating the complex system of community, health and disaster services. Highly trained Client Service Representatives have helped more than 220,000 clients access services such as food assistance, healthcare information and housing and educational services.

Dial 2-1-1 for

- Housing & Shelter Assistance
- Food Assistance
- Utility Assistance
- Military & Veteran Services
- Disaster Response
- Mental Health Resources
- Substance Abuse Services
- Healthcare Services
- Legal Services
- Parenting Services
- Children's Services
- Physical Activity & Nutrition Resources
- Financial Assistance
- Senior Services
- Volunteer Services
- Education Assistance
- Employment Resources



Access to 2-1-1

[WHO WE ARE](#)
[SUPPORT 2-1-1](#)
[RESOURCES & SERVICES](#)
[EN ESPAÑOL](#)
[CONTACT US](#)



Dial 2-1-1
or
Search
for a Service

keyword

agency name

[search](#) [Advanced Search >](#)

"Assisting men and women who have served our country in the military is an honor. How can I help you?"

Cassandra
Benefits & Enrollment Specialist



CalFresh & Food Assistance	Utility Assistance
Financial Assistance	Housing Information
Healthcare Navigation	Child Care & Early Education
Military & Veteran Services	Shelter & Homeless Services
Mental Health Services	Disaster Response Information

Best 1st Referral in South County



Referral Pathways for pregnant women and young children

[Click to find home visiting programs](#)

Susan G. Komen for the Cure SAN DIEGO

October is National Breast Cancer Awareness month. Click here for information & free events in your area >



October marks Binational Health week in San Diego!

[CLICK HERE](#) to find free health services in your area.



Courage to Call

Courage to Call provides around-the-clock supportive guidance, information and referral services to veterans, active duty military, reservists, National Guardsmen and their families.

Dial 2-1-1 [Search](#) online for services
or **CHAT ONLINE** with a Peer Support Specialist

Funded by the County of San Diego HHSA Mental Health Services under the Mental Health Services Act



Health Navigation



The **Bilingual Health Week** is an annual event that consists of services and activities, health education and promotion throughout San Diego County during the month of October. Often offers basic medical exams, insurance information, and health care and nutrition education that are free to the public. These events are meant to reach the Latino or Hispanic population but services are provided to anyone that attends.

Calendario de Eventos

Calendar of Events

Click Here for **komen** Breast Health Resources & Information

Click here for Physical Activity and Nutrition Information

Are You Updated On Your Vaccines?

For a list of County Public Health Centers that may offer the T-dap vaccine, please [Click here](#).
For a list of other routine vaccination sites, please [Click here](#).
For the T-dap special clinics, please call the San Diego Immunization Branch at (866) 358-2966 or visit www.sdcz.org.

Top Health Needs

- Non-Emergency Health Condition
- No Health Insurance

2-1-1 San Diego – Navigating the Complex Healthcare System

2-1-1's Healthcare Navigation Program serves as a single access point information and referral system for San Diego County, connecting anyone to available health services in a timely, compassionate and efficient manner.

To receive assistance navigating through the Healthcare services, dial 2-1-1. If you know what services you're looking for, you can search our online database as well.



2-1-1 San Diego partnered with Ascension Health, the largest Catholic and

More Resources

Health Insurance

[Medi-Cal \(California State Medicaid\)](#)

[Medicare](#)

[Benefits Checklist](#) (search for benefits)

[Healthcare.gov](#) or [CuidadoDeSalud.gov](#)

On-line tool (in English and Spanish) with both public and private health coverage options.

[Pre-existing Conditions Insurance Plan \(PCIP\)](#)

For Children and Families:

[San Diego Kids Health Assurance Network \(SD-KHAN\)](#)

[Healthy Families](#)

[AIM Access for Infants and](#)

Breast Health Screening & Referral



Breast Health Resources and Information

susan g. Komen FOR THE cure SAN DIEGO

October is National Breast Cancer Awareness Month.

Susan G. Komen for the Cure San Diego and many other collaborating agencies are bringing awareness to Breast Health and Breast Cancer in San Diego County by hosting a number of events that offer free screening services and education to the public. Please click on the links below to find an event in your area or call 2-1-1.

Susan G. Komen For the Cure San Diego Event Page

<http://www.komensandiego.org/events/>

Bilingual Health Week Calendar:

Spanish

http://www.211sandiego.org/sites/default/files/binational_calendario.pdf

English

http://www.211sandiego.org/sites/default/files/binational_calendar.pdf

Who does breast cancer affect?

*Breast Cancer is one of the most common cancers among women in the United States and the most frequently diagnosed cancer among nearly

Dial 2-1-1 or Search for Services

What is 2-1-1 Doing?

Since the San Diego County Cancer Navigator closed its doors in 2010, San Diego County does not have a single access point for services related to cancer and breast health.

2-1-1 San Diego talks to an average of 18,000 people each month, with the ability to take calls in over 150 languages. With the majority of clients being women, 2-1-1 San Diego is a natural fit to connect them to healthcare information, programs and services.

In October 2011, Breast Cancer

More Resources

General Breast Health and Cancer Information:

[Susan G. Komen Website and Hotline](#)

[Facts For Life: What is Breast Cancer?](#)

[Facts For Life: Breast Cancer Detection](#)

Where to go to be screened for Breast Cancer.

Call your Primary Care Doctor and make an appointment today for your clinical breast exam or mammogram.

Or visit one of the following sites if you are unable to pay, or if you are uninsured or underinsured:

Women over 40:

Visit the [San Diego County Cancer](#)

Grandparents Raising Grandchildren



DIAL 2-1-1 or

START YOUR SEARCH
for Resources for Grandparents

Local, State, and National Facts and Resources	Handbook for Grandparents and Other Relatives Raising Children	Helpful Local Community Resources
Facts about Grandparents Raising Grandchildren and Relatives Caring for Relative Children In the San Diego region, of the 72,000 older adults living with their grandchildren, approximately 22,000 are primarily responsible for their grandchildren's daily needs. Grandparents raising their grandchildren reside throughout our region, and come from all walks of life, ethnicities and income levels. These families are often called grandfamilies. US Census for Grandparents Living with Grandchildren: 2000 Map of local US Census data from 2000 for Grandparents Who are Responsible for their Grandchildren in San Diego	If you are a grandparent or relative raising children and you need assistance finding or navigating resources in your community, start by downloading the Handbook for Grandparents and Other Relatives Raising Children below: English Version Spanish Version   According to the AARP, in the United States more than 7.8	 Child Care  Emergency Food  Education  Employment  Financial Support  Housing Services

How 2-1-1 Measures Up • 2011/12

- Connected **320,000** clients to help last year
- Per our Client Satisfaction Surveys, 2-1-1 has a **92% satisfaction rate**
- Through the 2-1-1 follow-up process, **98% of the referrals were accurate**



3 simple numbers.
1 helpful voice.



2-1-1 San Diego's Benefits & Enrollment (B&E) Department consists of a team of highly-trained Certified Application Assistors (CAAs) who complete public benefit applications over the phone.

- Utilizes One-e-App
- Over-the-Phone Application Assistance for:
 - CalFresh
 - Medi-Cal
 - Healthy Families
 - Other health and utility programs
- Submitted electronically to the County
- Signed with telephonic signature

Award-winning program that's the first of its kind!



3 simple numbers.
1 helpful voice.

Access to Healthy Foods & Nutrition

Since the launch of the 2-1-1 Benefits & Enrollment Program in **January 2010**, 2-1-1 Specialists have pre-screened

Over **213,000** callers for potential CalFresh eligibility

2-1-1 B&E Specialists have completed

Over **7,800** CalFresh applications

For an estimated Financial Impact on our local economy

Over **\$20,000,000**



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1 helpful voice.



2-1-1's Healthcare Navigation Program serves as a single access point information and referral system for San Diego County, connecting anyone to available health services in a timely, compassionate and efficient manner.

- Community Clinic appointment setting
- Discount Prescription Assistance
- Medical Care referrals
- Transportation Assistance referrals
- Health Care Reform information
- Dental Care referrals
- Mental Health referrals
- Medi-Cal/Healthy Families Application Assistance
- Breast Health Resources and Information (Susan G. Komen)



3 simple numbers.
1 helpful voice.

Access to Healthcare

From July 2011 to-date Clients Served	Nearly 32,000	Medi-Cal Applications Completed	Over 1,000
	Breast Health Screenings	Over 10,000 women	
MedData Applications Completed	Over 375	Economic Impact of MedData Savings	Over \$430,000 (based on AWP retail is 2x or more)
	Low Income Health Program Applications Completed	160	

**Breast Health launched Nov 2011 & LIHP launched Jan 2012*



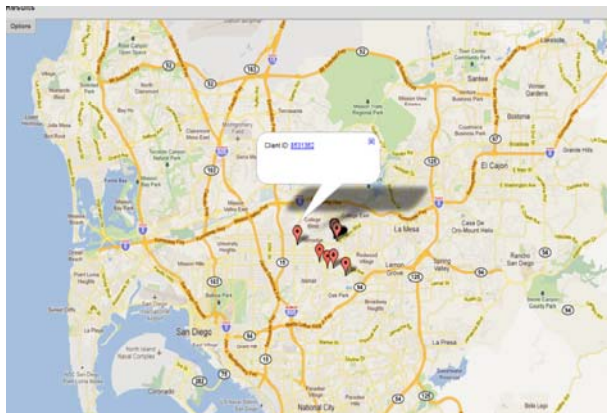
3 simple numbers.
1 helpful voice.

Mapping Client Data by Need and Zip Code

Client: 8531362

Need: CalFresh (Food Assistance)

Zip Code : 92115



3 simple numbers.
1 helpful voice.

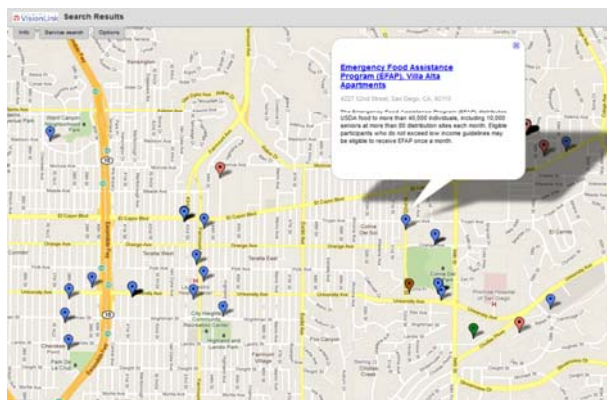
Mapping Resources Near Clients

Client: 8531362

Resource near 92115

Emergency Food Assistance Program
Address: 4227 52nd Street
San Diego, CA 92115

Mid-City Christian Fellowship
Address: 4100 Fairmont Avenue
San Diego, CA 92105



3 simple numbers.
1 helpful voice.

The “Swiss Army Knife” ...



3 simple numbers.
1 helpful voice.

Future Projects and Partnerships



3 simple numbers.
1 helpful voice.

Improving Access to Health



Integrated Health Community

- Partnership with Naval Medical Center San Diego

Health Benefit Exchange

- Participation in San Diegans for Healthcare Coverage Work Groups



COMMUNITY HEALTH
IMPROVEMENT PARTNERS
making a difference together

Independent Living Facilities

- Partnership with CHIP to build an online directory of verified and inspected ILFs



3 simple numbers.
1 helpful voice.

Community Information Exchange



The CIE will develop a community-wide information exchange infrastructure that works in harmony with other information exchanges based on national standards for interoperability, information exchange and secure messaging.



The Vision

Strengthen healthcare and social services delivery to the underserved of San Diego by establishing a collaborative electronic exchange of social service and clinical information.

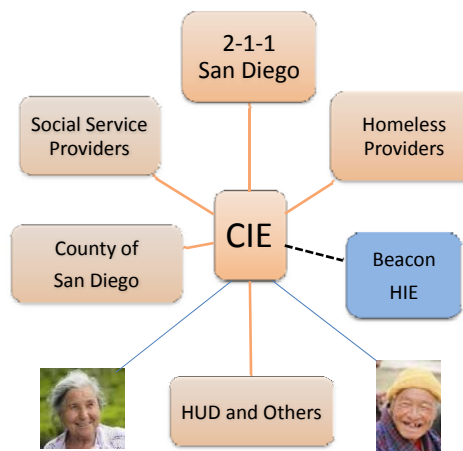


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Community Information Exchange

CIE Steering Committee

2-1-1 San Diego
 Beacon Community Program
 Father Joe's Villages
 Regional Task Force on the Homeless
 Rural/Metro of San Diego (City Paramedic Provider)
 San Diego Fire-Rescue Department
 Hospital Association of San Diego and Imperial Counties
 Regional Continuum of Care Council
 San Diego State University Institute of Public Health



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Questions?

Presented by:

John Ohanian
Chief Executive Officer