PUBLIC SAFETY
COMMITTEE
AGENDA

Friday, May 20, 2016
1 to 3 p.m.
SANDAG Board Room
401 B Street, 7th Floor
San Diego

AGENDA HIGHLIGHTS

• AUTOMATED REGIONAL JUSTICE INFORMATION SYSTEM ORGANIZATIONAL ASSESSMENT – PROPOSED WORK PLAN

• OVERVIEW OF THE SAN DIEGO LAW ENFORCEMENT COORDINATION CENTER

• 2-1-1 SAN DIEGO

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San Diego Association of Governments  ·  401 B Street, Suite 800, San Diego, CA 92101-4231
(619) 699-1900  ·  Fax (619) 699-1905  ·  sandag.org
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<table>
<thead>
<tr>
<th>ITEM NO.</th>
<th>RECOMMENDATION</th>
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<tbody>
<tr>
<td>+1.</td>
<td>APPROVE</td>
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<tr>
<td>APPROVAL OF MEETING MINUTES</td>
<td>The Public Safety Committee is asked to review and approve the minutes from its April 15, 2016, meeting.</td>
</tr>
<tr>
<td>2.</td>
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<tr>
<td>PUBLIC COMMENTS/COMMUNICATIONS/MEMBER COMMENTS</td>
<td>Members of the public shall have the opportunity to address the Public Safety Committee on any issue within the jurisdiction of the Committee that is not on this agenda. Anyone desiring to speak shall reserve time by completing a “Request to Speak” form and giving it to the Clerk prior to speaking. Public speakers should notify the Clerk if they have a handout for distribution to Committee members. Public speakers are limited to three minutes or less per person. Committee members also may provide information and announcements under this agenda item.</td>
</tr>
<tr>
<td>3.</td>
<td>INFORMATION</td>
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<tr>
<td>REPORT FROM THE SAN DIEGO COUNTY FIRE CHIEFS' ASSOCIATION (Chief Don Butz, Viejas Tribal Fire Department)</td>
<td>Chief Butz, Viejas Tribal Fire Department, will report on the May 5, 2016, meeting of the San Diego County Fire Chiefs’ Association.</td>
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<td>+4.</td>
<td>APPROVE</td>
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<tr>
<td>FY 2016 PROGRAM BUDGET AMENDMENT: SPECIALIZED SERVICES TO HUMAN TRAFFICKING VICTIMS (Sandy Keaton)</td>
<td>SANDAG was asked to provide evaluation oversight for a U.S. Department of Justice grant received by North County Lifeline to provide specialized services to human trafficking victims. The Public Safety Committee is asked to approve an amendment to the FY 2016 Program Budget to accept $18,000 in funding for this three-year grant.</td>
</tr>
<tr>
<td>+5.</td>
<td>RECOMMEND</td>
</tr>
<tr>
<td>AUTOMATED REGIONAL JUSTICE INFORMATION SYSTEM ORGANIZATIONAL ASSESSMENT – PROPOSED WORK PLAN (Kurt Kroninger and Diane Eidam)</td>
<td>An Automated Regional Justice Information System (ARJIS) Organizational Assessment Work Plan is being proposed to evaluate the current and alternative organizational structures for ARJIS. The Public Safety Committee is asked to recommend that the Board of Directors approve the proposed ARJIS Organizational Assessment Work Plan.</td>
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<tr>
<td>6.</td>
<td>INFORMATION</td>
</tr>
<tr>
<td>OVERVIEW OF THE SAN DIEGO LAW ENFORCEMENT COORDINATION CENTER (Leslie Gardner, Director SD LECC)</td>
<td>Leslie Gardner, Director, The San Diego Law Enforcement Coordination Center (SD-LECC), will provide an overview of the SD-LECC, which operates as a collaborative partnership among public safety agencies focused on enhancing coordination, information sharing, regional preparedness, training, and investigative support/analysis for first responders and other public and private partners in the region.</td>
</tr>
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</table>
7.  2-1-1 SAN DIEGO (Camey Christenson, Vice President of Business and Partner Development)  
   Camey Christenson, Vice President of Business and Partner Development, will provide an overview of recent activities and accomplishments of 2-1-1 San Diego which helps people by efficiently connecting them to services and providing vital data and trend information for proactive community planning.

8.  CONTINUED PUBLIC COMMENT  
   If the five speaker limit for public comments was exceeded at the beginning of this agenda, other public comments will be taken at this time. Subjects of previous agenda items may not again be addressed under public comment.

9.  UPCOMING MEETINGS  
   The next meeting of the Public Safety Committee is scheduled for Friday, June 17, 2016, at 1 p.m.

10.  ADJOURNMENT

+ next to an agenda item indicates an attachment
Chair Steve Vaus (North County Inland) called the Public Safety Committee (PSC) meeting to order at 1:02 p.m.

1. APPROVAL OF MEETING MINUTES

Action: Upon a motion by Councilmember Alejandra Sotelo-Solis (South County), and a second by Sheriff William D. Gore (San Diego County Sheriff), the minutes of March 18, 2016, were approved. Yes – Chair Vaus, Vice Chair Bill Wells (East County), Councilmember Myrtle Cole (City of San Diego), Councilmember Tony Kranz (North County Coastal), Councilmember Sotelo-Solis, Chief Manuel Rodriguez (County Chiefs/Sheriff’s Association A), Chief Walt Vasquez (County Chiefs/Sheriff’s Association B), Chief Donald Butz (Regional Fire/Emergency Medical Services), and Sheriff Gore. No - None. Abstain - None. Absent – County of San Diego, San Diego County District Attorney, and San Diego Police Department.

2. PUBLIC COMMENTS/COMMUNICATIONS/MEMBER COMMENTS

There were no public or member comments.

REPORTS

3. REPORT FROM CHIEFS'/SHERIFF'S MANAGEMENT COMMITTEE (INFORMATION)

Chief Manuel Rodriguez, National City Police Department, reported on the April 6, 2016, meeting of the Chiefs'/Sheriff’s Management Committee.

Action: This item was presented for information.

4. REPORT FROM THE SAN DIEGO COUNTY FIRE CHIEFS’ ASSOCIATION (INFORMATION)

Chief Donald Butz, Viejas Tribal Fire Department, reported on the April 7, 2016, meeting of the San Diego County Fire Chiefs’ Association.

Action: This item was presented for information.
5. AUTOMATED REGIONAL JUSTICE INFORMATION SYSTEM DATA SHARING MEMORANDUM OF UNDERSTANDING (RECOMMEND)

Julie Wiley, Special Counsel, provided an overview of the proposed changes to the Automated Regional Justice Information System (ARJIS) Data Sharing Memorandum of Understanding (MOU) within the final draft of the MOU.

Action: Upon a motion by Councilmember Sotelo-Solis, and a second by Vice Chair Wells, the Public Safety Committee recommended that the Board of Directors approve the proposed final ARJIS Data Sharing MOU. Yes – Chair Vaus, Vice Chair Wells, Councilmember Cole, Councilmember Kranz, Councilmember Sotelo-Solis, Chief Rodriguez, Chief Vasquez, Chief Butz, Chief Shelley Zimmerman (San Diego Police Department), and Sheriff Gore. No - None. Abstain - None. Absent – County of San Diego and San Diego County District Attorney.

6. DRAFT FY 2017 PUBLIC SAFETY WORK PROGRAM AND BUDGET (RECOMMEND)

As part of the Draft FY 2017 SANDAG Program Budget, staff has proposed a Public Safety Work Program and Budget for ARJIS and Criminal Justice Research.

Cindy Burke, Division Director of Criminal Justice Research, and Katie Mugg, Senior Research Analyst, presented the item.

Action: Upon a motion by Councilmember Cole, and a second by Councilmember Sotelo-Solis, the Public Safety Committee recommended that the Board of Directors accept the Public Safety Work Program and Budget as part of the final FY 2017 SANDAG Program Budget. Yes – Chair Vaus, Vice Chair Wells, Councilmember Cole, Councilmember Kranz, Councilmember Sotelo-Solis, Chief Rodriguez, Chief Vasquez, Chief Butz, Chief Zimmerman, and Sheriff Gore. No - None. Abstain - None. Absent – County of San Diego and San Diego County District Attorney.

7. PUBLIC SAFETY CITIZENS' ACADEMIES (INFORMATION)

On a regular basis, the San Diego County District Attorney's Office and Federal Bureau of Investigation offer Citizens' Academies that provide a behind-the-scenes look at the criminal justice system.

Deputy District Attorney Kate Flaherty, San Diego County District Attorney's Office, and Special Agent in Charge Eric S. Birnbaum, Federal Bureau of Investigation, provided an overview of these academies.

Action: This item was presented for information.

8. CRIME IN THE SAN DIEGO REGION 1980 – 2015 (INFORMATION)

As part of a cooperative agreement with local law enforcement agencies, the Criminal Justice Research Division compiles regional violent and property crime statistics on a semiannual basis to track changes and trends in crime rates and numbers.

Dr. Burke presented present crime trend data from 1980 through 2015.

Action: This item was presented for information.
9. UPCOMING MEETINGS (INFORMATION)

The next meeting of the Public Safety Committee is scheduled for Friday, May 20, 2016.

10. ADJOURNMENT

Chair Vaus adjourned the meeting at 2:12 p.m.
## CONFIRMED ATTENDANCE
### SANDAG PUBLIC SAFETY COMMITTEE MEETING
### APRIL 15, 2016

<table>
<thead>
<tr>
<th>JURISDICTION</th>
<th>NAME</th>
<th>MEMBER/ALTERNATE</th>
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<td>East County</td>
<td>Hon. Bill Wells, Vice Chair</td>
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<td></td>
<td>Hon. Tony Ambrose</td>
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<tr>
<td>North County Coastal</td>
<td>Hon. Keith Blackburn</td>
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<td>Hon. Tony Kranz</td>
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<td>Hon. Alejandra Sotelo-Solis</td>
<td>Member</td>
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<td>Vacant</td>
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<td>North County Inland</td>
<td>Hon. Steve Vaus, Chair</td>
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<td></td>
<td>Hon. Amanda Rigby</td>
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<td>City of San Diego</td>
<td>Hon. Myrtle Cole</td>
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<td>Hon. Lorie Zapf</td>
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<td>County of San Diego</td>
<td>Supervisor Greg Cox</td>
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<td>Vice Chair Dianne Jacob</td>
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<td>State Public Safety</td>
<td>Chief Jim Abele</td>
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<td></td>
<td>Assistant Chief Bob Ghiglieri</td>
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<td>Chief Craig Carter</td>
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<td>Chief Neil Gallucci</td>
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<td>San Diego Police Department</td>
<td>Chief Shelley Zimmerman</td>
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<td></td>
<td>Ex. Assistant Chief David Ramirez</td>
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<td>Sheriff William D. Gore</td>
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<td>Bonnie Dumanis</td>
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<td>Chief Miguel Rosario</td>
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<td>Jaime Becerra</td>
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<td>County Public Safety</td>
<td>Adolfo Gonzales</td>
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<td>Department of Defense</td>
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<td>Gerral David</td>
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<td>Federal Public Safety</td>
<td>Gregory Archambeault</td>
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<td>Laura E. Duffy</td>
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<td>Linda Frakes</td>
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<td>Richard Zee</td>
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<td>Steven C. Stafford</td>
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<td>Eric Birnbaum</td>
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<td>Bill Sherman</td>
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<td>Southern CA Tribal Chairmen's Association (SCTCA)</td>
<td>Robert Smith</td>
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<td></td>
<td>Leia Arviso</td>
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FY 2016 PROGRAM BUDGET AMENDMENT:
SPECIALIZED SERVICES TO HUMAN TRAFFICKING VICTIMS

Introduction

In 2015, North County Lifeline (NCL) submitted a grant application for funding to the U.S. Department of Justice to provide specialized services to human trafficking victims. As part of the grant, SANDAG was asked to provide evaluation oversight to ensure grant outcomes can be measured and reported.

Discussion

Research has shown human trafficking (both labor and sex) is a growing problem facing communities, with California having the unfortunate distinction of having more of a problem with human trafficking than other states in the nation. Victims of human trafficking can be domestic or international, and include male and female children and adults. Victims often include runaway and homeless youth and individuals with a background of child abuse or domestic violence. Fueling the growth of human trafficking is the increased involvement of gangs, transferring their criminal enterprise of trafficking drugs and guns to humans.

NCL, a community-based organization, is the main provider of services for human trafficking victims in North County and seeks funds from all sources to meet the growing and diverse needs of these victims. In January 2016, NCL was the successful recipient of a three-year U.S. Department of Justice, Office for Victims of Crime grant to provide specialized services to victims of human trafficking. The SANDAG Criminal Justice Research Division was included in the grant proposal and would serve as the research partner. In this role, staff would advise NCL on data collection procedures and analysis to ensure reporting requirements are met and information is compiled to measure if grant goals were achieved.

Recommendation

The Public Safety Committee is asked to approve an amendment to the FY 2016 Program Budget to accept $18,000 in funding for this three-year grant.

KURT KRONINGER
Director of Technical Services

Attachment: 1. Work Element 23465.00 Specialized Services to Human Trafficking Victims

Key Staff Contact: Sandy Keaton, (619) 699-6933, sandy.keaton@sandag.org
WORK ELEMENT: 23465.00  NEW-CJ-Specialized Services to Human Trafficking Victims

FY 2016 BUDGET: $0 $3,000

AREA OF EMPHASIS: Modeling and Research

Amendment Title: CJ-Specialized Services to Human Trafficking Victims

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<th>Prior</th>
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<th>FY 2017 - 2018</th>
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<td>$0 $3,000</td>
<td>$0 $15,000</td>
<td>$0 $18,000</td>
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</table>

**OBJECTIVE**

The objective for this project is captured in the Group Program for Adult Criminal Justice Projects (WE#23450): The Criminal Justice Research program provides quality research and evaluation in support of local law enforcement and public safety agencies. Emphasis in FY 2016 will be to work closely with law enforcement partners, compiling valid and reliable statistics; and conduct rigorous process and impact evaluations of other efforts aimed at maintaining public safety and reducing the risk of recidivism for adult offenders.

**PREVIOUS ACCOMPLISHMENTS**

The Applied Research Division (ARD) has a long standing partnership with North County Lifeline (NCL), as the evaluator on other juvenile justice and gang reduction projects. This is the first year of this three year project with NCL. ARD will provide expertise, guidance, and analysis of the final dataset.

**Project Manager:** Burke, Cynthia

**Committee(s):** Public Safety Committee

**Working Group(s):**
## PRODUCTS, TASKS, AND SCHEDULES FOR FY2016

<table>
<thead>
<tr>
<th>Task No.</th>
<th>% of Effort</th>
<th>Task Description / Product / Schedule</th>
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</table>
| 1        | 75          | Task Description: Create data tracking systems  
Product: Excel database  
Completion Date: 6/30/2016 |
| 2        | 25          | Task Description: Meet with partners to agree on monitoring, methodology, and data tracking plan.  
Product: Progress report  
Completion Date: 6/30/2016 |

## FUTURE ACTIVITIES

### PRODUCTS, TASKS, AND SCHEDULES

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<tr>
<th>Task No.</th>
<th>% of Effort</th>
<th>Task Description / Product / Schedule</th>
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</table>
| 1        | 100         | Task Description: Continue to monitor and report on data being tracked  
Product: Progress report  
Completion Date: 6/29/2018 |

Note: ARD received a new revenue grant in the amount of $18,000 over three years. ARD will work with NCL to assist with the monitoring and data tracking portion of a grant NCL received from the U.S. Department of Justice.
AUTOMATED REGIONAL JUSTICE INFORMATION SYSTEM ORGANIZATIONAL ASSESSMENT – PROPOSED WORK PLAN

Introduction

Since early 2016, a group that includes SANDAG/local government and law enforcement representatives has met to consider the current organizational structure of the Automated Regional Information System (ARJIS) and explore alternative structures. In order to facilitate this effort, an ARJIS Organizational Assessment Work Plan is being proposed.

Discussion

ARJIS develops and maintains state-of-the-art criminal justice information technology that provides its members with seamless, cross-jurisdictional access to essential, accurate, real-time data via a secure criminal justice enterprise network. As the convening agency for regional justice technology, ARJIS enhances both officer safety for the local, state, tribal, and federal law enforcement agencies that operate in the region and public safety for the region’s residents and visitors.

The proposed ARJIS Organizational Assessment Work Plan is provided as Attachment 1 to this report. It includes:

- Proposed membership of a Steering Group to conduct the assessment
- Tasks proposed, including assessing the current governance model and practices, identifying alternative organizational structures, assessing the alternatives, and comparing them to the current structure of ARJIS
- Proposed timeline for accomplishment of the tasks

The expected cost of the work effort associated with this ARJIS Organizational Assessment Work Plan is between $90,000 and $100,000, which would be funded with carryover funds in work element 7350200, ARJIS Project Management and Administration. Pending Board of Directors approval of the ARJIS Organizational Assessment Work Plan, a budget amendment would be drafted to account for the associated tasks and costs.

Recommendation

The Public Safety Committee is asked to recommend that the Board of Directors approve the proposed Automated Regional Justice Information System Organizational Assessment Work Plan in substantially the same form as shown in Attachment 1.
Next Steps

Pending the Public Safety Committee's recommendation, the ARJIS Organizational Assessment Work Plan will be presented to the Board of Directors for approval at its June 24, 2016, meeting. Should the Board of Directors approve the Work Plan, a budget amendment to add the tasks and staff time to support this effort would be processed and work would commence, with the final report expected to come back to the Public Safety Committee and Board of Directors in late fall 2016.

KURT KRONINGER
Director of Technical Services

Attachment: 1. Proposed ARJIS Organizational Assessment Work Plan

Key Staff Contact: Kurt Kroninger, (619) 699-6996, kurt.kroninger@sandag.org
Proposed ARJIS Organizational Assessment Work Plan

**Purpose:**

- Assess current organizational structure of the Automated Regional Justice Information System (ARJIS) and potential alternative structures
- Identify preferred structure for supporting ARJIS as an effective tool for both local governments and law enforcement agencies

**Background:**

ARJIS develops and maintains state-of-the-art criminal justice information technology that provides its members with seamless, cross-jurisdictional access to essential, accurate, real-time data via a secure criminal justice enterprise network. As the convening agency for regional justice technology, ARJIS enhances both officer safety for the local, state, tribal, and federal law enforcement agencies that operate in the region and public safety for the region's residents and visitors.

**Steering Group:**

**SANDAG/Local Government Representatives**
- SANDAG Vice Chair Terry Sinnott
- Poway Mayor Steve Vaus, Public Safety Committee Chair
- El Cajon Mayor Bill Wells, Public Safety Committee Vice Chair

**Law Enforcement Representatives**
- San Diego County Assistant Sheriff Michael Barnett
- San Diego Police Department Assistant Chief Albert Guaderrama
- La Mesa Chief of Police Walt Vasquez, County Chiefs'/Sheriff’s Association

**Scope:**

**Task 1:** Assess existing ARJIS Joint Powers Authority (JPA) administered by SANDAG (current organizational structure).

Assess what works well and what could be improved in areas including, but not be limited to:

- Governance
- Technology infrastructure and operations
- ARJIS user needs
- Financial/budget impacts
- Administrative support (e.g., personnel, office space, contracts and procurement, etc.)
- Legal/legislative issues
- Public perception
- Other (to be determined)
Assessment will consider current needs/state of practice, near-term needs, and longer-term future opportunities.

**Task 1 Deliverable:** Current ARJIS organizational assessment for presentation to Public Safety Committee and SANDAG Board of Directors (summer 2016)

**Task 2:** Identify potential alternative organizational structures. These could include, but not be limited to:

- ARJIS JPA administered by San Diego County Sheriff’s Department
- Stand-alone ARJIS JPA
- Other (to be determined)

**Task 3:** Identify positive, neutral, or negative potential of each alternative organizational structure compared to current ARJIS JPA administered by SANDAG.

Assess each alternative in areas including, but not be limited to:

- Governance
- Technology infrastructure and operations
- ARJIS user needs
- Financial/budget impacts
- Administrative support (e.g., personnel, office space, contracts and procurement, etc.)
- Legal/legislative issues
- Public perception
- Other (to be determined)

Assessment will consider current needs/state of practice, near-term needs, and longer-term future opportunities.

**Tasks 2 and 3 Deliverable:** Alternative organizational structure assessment for presentation to Public Safety Committee and SANDAG Board of Directors (early fall 2016)

**Task 4:** Based on review by Public Safety Committee and direction from SANDAG Board of Directors, prepare final report, including specific recommendations and next steps.

**Task 4 Deliverable:** Final report for review by Public Safety Committee and action by SANDAG Board of Directors (late fall 2016)

**Schedule:**

- **May 20, 2016** Present ARJIS Organizational Assessment Work Plan to Public Safety Committee for recommendation to SANDAG Board of Directors
- **June 24, 2016** SANDAG Board of Directors considers ARJIS Organizational Assessment Work Plan
- **Summer 2016** Complete Task 1
- **Fall 2016** Complete Tasks 2 through 4
San Diego Law Enforcement Coordination Center (SD-LECC)

SD-LECC Overview

- Department of Homeland Security
- Fusion Center
- California State Threat Assessment System (STAS)
- Office of National Drug Control Policy
- High Intensity Drug Trafficking Area (HIDTA) Investigative Support Center
Mission Statement

“The San Diego Law Enforcement Coordination Center is a collaborative effort to develop actionable intelligence by analyzing information from a variety of sources in order to protect the citizens of San Diego and Imperial counties from criminal and terrorist activity, while protecting the privacy, civil rights and civil liberties of the citizens we serve.”

Watch Center

- Case Deconfliction (Information Sharing)
- Event Deconfliction (Officer Safety)
- Facilitate Intelligence Sharing
- Facilitate Inter-Agency Cooperation
- Rapid Analysis
Investigative Support Unit (ISU)

• The SD-LECC is staffed with (10) intelligence analysts that provide in-depth investigative support to numerous local, state, and federal agencies, including DEA, FBI, HIS, NCIS, CBP, and the San Diego and Imperial HIDTA Initiatives.

• ISU Analytical Services include: Case/Link Analysis; Telephone Toll Analysis; Charting; Specialized Graphics; Financial Analysis, etc.

Targeting Action Group (TAG)

• Tactical Analysis Unit
  • Supports Investigations
  • Supports Local, State, and Federal Agencies
• Provides Target Development
  • Association Analysis of Arrested Individuals
• Products Provide Visual Representation of Criminal Networks
  • Allows Understanding of Criminal Relationships
  • Identifies Previously Unknown Individuals with Criminal Nexus
Tips and Leads Unit (TLU)

- Vetting of Suspicious Activity Reports (SARs)
  - Sent to FBI Joint Terrorism Task Force (JTTF)
- Vetting of Terrorist Screening Center (TSC) Encounters
  - TSC Encounters = Watchlisted Individuals Encountered
    - Border Crossing
    - Law Enforcement Contact
    - Flight Information

Suspicious Activity Report
Documentation of observed behavior reasonably indicative of pre-operational planning related to terrorism or other criminal activity

Terrorism Liaison Officer (TLO) Program

- Training to San Diego/Imperial Counties First Responders
  - Comprehensive Network of Personnel
  - Public Safety Focused
  - Enhances Information Sharing
  - Provides Awareness

Terrorism Liaison Officer
- Representatives from local, state, and federal levels
- Law enforcement, fire, emergency medical service, public health, tribal and military agencies
- Operating in a collaborative, network-centric environment among regional partners
TLO Training

- 84 Training/Outreach Presentations per Year
  - 475 Hours of Training/Outreach per Year
  - 100+ Public Safety and Military Agencies in San Diego and Imperial
  - 2,700+ Personnel Trained
  - Cost Effective

Private Sector Programs

- Provides Critical Infrastructure Owners and Operators and Corporate Partners with a Two-Way Partnership:
  - Law Enforcement
  - Homeland Security Community
  - Collaborative Effort
    - San Diego FBI Division
    - San Diego InfraGard Chapter
• These Services include:
  • Infrastructure Liaison Officer (ILO) Training
  • Advanced Training Focused on Physical and Cyber Resiliency
  • Information Sharing Symposia and Conferences
  • Intelligence Briefings and Products
  • Exercise Development and Support for Public and Private Sector Partners

• Written Products
  • Open Source Bulletin
  • Articles of Interest in the Mexican Press
  • Emergency Services Chronicle
  • Street Drugs Price List
  • Ad Hoc Products
  • Intelligence Briefings
Critical Infrastructure Protection (CIP) Unit

- Identify/Prioritize Critical Assets and Systems
  - Identify Threats and Hazards
  - Vulnerability Assessments
- Conducts DHS Infrastructure Survey Tools
  - Provides Comparison Score Across Sector
- Sector Snap Shots
  - First Responder Focused
  - Overview of Sector
  - Contact Information
  - Safety Information
- Promote Best Practices
  - Cops Rapid Navigation for Emergency Response (CoRNER)
  - Incident Command Station

Infrastructure Survey Initial Deployment Resources (InSIDeR)

- Accessed Through SD-LAW Main Menu “InSIDeR”
- Displays Critical Infrastructure in Geo-Database
  - Virtual Walkthroughs
  - Floorplans/Fire Pre-Plans
  - 1st 30 Minute Guides
  - SWAT Tactical Surveys
Geospatial Intelligence Unit (GIU)

- Describe, Assess, and Visually Depict Human Activity
  - In Relation to Earth’s Surface
- Benefits
  - Increased Collaboration
  - Improved Context
  - Multi-Mission Insight

![Web map of San Diego County Gang Injunctions. Web maps allow real-time exchanges across multiple partners.](image1)

GIU Services

- Trend Analysis Mapping
- Operational Packet Imagery
- Forward-Looking Assessments
- Data Services
- Mobile Phone Mapping
- Regional Requirements Development

![Bottom figure presents regional data supporting line-of-sight or emergency flood zone analysis.](image2)
Questions?
Programs & Services Overview

Introduction to 2-1-1

Camey Christenson
Vice President of Business & Partnership Development

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(858) 654-1999

REAL PEOPLE. REAL CONNECTIONS. REAL HELP.
"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

Who We Are

2-1-1 San Diego’s purpose is to make positive, lasting impacts on people’s lives and drive meaningful change throughout our communities.

2-1-1 San Diego’s mission is to connect people to services and provide vital data and trend information for proactive community planning.

2-1-1 San Diego’s values:

• Deliver WOW through Service
• Embrace and Drive Change – Evolve
• Create Fun and A Little Weirdness
• Be Adventurous, Creative, and Open-Minded
• Pursue Growth and Learning
• Build Open and Honest Relationships with Communication
• Build a Positive Team and Family Spirit
• Do More With Less
• Be Passionate and Determined
• Be Humble
**2-1-1 San Diego By the Numbers...**

- 1,500 partnerships with service providers
- 200+ languages offered
- 500,000 Connections
- 6,000+ service listings
- 98% referrals accuracy

**Who We Serve**

By understanding our clients’ income, 2-1-1 San Diego can offer better referrals to services and report trend data to our community.

- **Gender**: 29% Male, 71% Female

**Monthly Household Income**

- $0 - $1,300: 84%
- $1,301 - $2,400: 11%
- $2,401 - $3,800: 4%
- $3,801+: 1%

**2-1-1 San Diego Speaks Your Language**

2-1-1 San Diego can serve customers in more than 200 languages. The top 10 languages of callers are:

- Spanish
- Arabic
- Malay
- Amharic
- Farsi
- English
- Vietnamese
- Russian

REAL PEOPLE. REAL CONNECTIONS. REAL HELP.
Top 5 Community Needs

2-1-1 San Diego reflects the voice of the people. More than a quarter of a million individuals each year are connected to help they need through 2-1-1. Our real-time customer data demonstrates trends in the community and can be used to assist policymakers, business leaders and foundations in planning for a better future for more people in San Diego.

29% 22% 19% 18% 12%

Housing & Shelter Health Care Public Assistance Programs Utility Assistance Food Assistance
**Programs and Services**

**2-1-1 Top-Tier Programs**

**Enrollment Center**
- 2-1-1 pioneered telephonic signatures for public benefit programs.
- Has submitted more than 30,000 applications for CalFresh, Medi-Cal and Covered California.

**Health Navigation**
- Provides care coordination addressing health and social aspects of the whole person to clients with complex needs, under/uninsured.

**Military and Veteran Services**
- 2-1-1 answers the Courage to Call peer-to-peer helpline offering care coordination as the single point of access for veterans, active military, reservists, national guard, and their families.

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**2-1-1 Food Assistance**

Over 400,000 San Diegans don't have enough food to feed their families. 2-1-1 can connect you with programs that can help.

DIAL 2-1-1

REAL PEOPLE. REAL CONNECTIONS. REAL HELP.
Health & Wellness Services
We work to better connect, empower, educate, and advocate for clients with health needs, specifically experiencing issues in accessing care, managing chronic conditions, and uninsured/underinsured populations.

Health Navigation Partnership Examples

- Care To Community Connections Project (Sharp Grossmont Hospital)
- Clinician-Community Integration for Wellbeing (Childhood Obesity)
- Reverse 2-1-1 (City of San Diego Emergency Medical Services)
- Breast Health Line (Komen / Jewish Family Services)
- Health Fair Referrals (UC San Diego)
- Community Clinic Direct Appointment Setting (Various Clinics Systems)
- Residually Uninsured Survey Evaluation (California Wellness)
- San Diego Health Collaborative (Covered California)
- Project CARE (County of San Diego Aging & Independent Services)
- HOPWA (County of San Diego Housing & Community Development)
- HDS Intakes (County of San Diego First 5)
- Legal Aid (CCHEA)
City of San Diego EMS: Reverse 2-1-1

Partners:
- City of San Diego
- San Diego Rural Metro Medical Services
- 2-1-1 San Diego

Shared Goal: Providing proactive engagement to high utilizers of emergency services to connect clients to available resources including benefits, insurance, medical homes, and social service programs.

2-1-1’s Role: Receive at-risk, medic identified electronic referrals through Street Connect with consent of the patient, to reach out and engage with clients to provide referrals to resources in the community to address health concerns/needs.

Measures: Number of clients receiving follow-up assistance on basic needs after an emergency visit, decrease in the number of repeat emergency calls, improvements on risk rating scale.
Courage to Call: Partnership

• Collaborative Partnership
  – Mental Health Systems
  – Veterans Village of San Diego
  – 2-1-1 San Diego

• Prevention and Early Intervention (PEI) program.
• Funded by the County of San Diego, Health and Human Services Agency (HHSA).
• Serve as the contact hub for all military, veteran and their families San Diego County.
• Offering a deeper level of care with a case management option.
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
- 2015 Ebola
- Dozens of smaller fires and emergencies

2-1-1’s CIE: Connecting Social Service Providers

Real People. Real Connections. Real Help.
CIE San Diego Network Participants

REAL PEOPLE. REAL CONNECTIONS. REAL HELP.

Person-Centric Model

REAL PEOPLE. REAL CONNECTIONS. REAL HELP.
Connecting One Person...One Family

- Housing/Shelter
- Financial Assistance
- Healthcare
- Transportation
- Food Assistance

Advancing Connections

ADVANCING CONNECTIONS

For Customers
- Make it easier to get help
- Help to one call, one click away
- Manage demand, supply
- Eliminate duplicate data collection
- Seamless immediate connection to resources

For Nonprofit Service Partners
- Real-time, secure, customizable
- Seamless referrals, data sharing, service alerts
- Increase efficiencies, reduce duplication
- Improve organizational capacities

For Community Leaders
- Robust data to streamline philanthropic impact
- Identify service barriers, gaps, and duplications
- Data source for community planning and resource allocation

For the Community
- National model to drive new funding to our region
- Elevate 2-1-1 brand across the nation
- Vertical insights across social, health, and government sectors
Regional Information Exchanges in San Diego

**Shared Aim:**
Integrated Whole Person View

- Easily Accessible
- High Volume
- Community Backbone
- Efficient

Cross-Sector – Vertical insights across social, health and government sectors

Community-wide

Holistic

Regional Information Exchange virtually integrates with its participants to enable the automation of secure, private, flow of information between regional service and healthcare providers to:

- Greatly Enhance Care Coordination
- Reduce the Cost to provide services
- Improve the Quality of care
- Achieve Improved Population Health

Regional Information Exchanges in San Diego

ConnectWellSD
211
SAN DIEGO
CIE
SAN DIEGO HEALTH CONNECT

Regional Information Exchange in San Diego Partnership

Shared Aim: Integrated Whole Person View

Easily Accessible

High Volume

Community Backbone

Efficient

Cross-Sector – Vertical insights across social, health and government sectors

Community-wide

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- Improve the Quality of care
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Regional Information Exchanges in San Diego
2-1-1 San Diego is a **free, 24 hour, confidential** phone service in **200+ languages** and a searchable online database.

**How we help:**
We are a trusted, local, nonprofit organization with connection to 6,000+ community, health, disaster services, and so much more.

**Health & Wellness:**
2-1-1’s Health Navigation offers comprehensive needs assessment, health education, case planning, advocacy, connection to resources, and ongoing care coordination.

**Enrollment Services:**
We identify, screen, and help people apply over the phone for benefit programs including CalFresh, Medi-Cal, CARE, and Covered California.

**Housing & Utilities:**
We connect people to housing resources, emergency shelters, affordable and supportive housing options, rental assistance programs, tenant/landlord mediation, utility assistance and housing-related information.

**Military & Veteran Services:**
Military & Veteran Services: Courage to Call, San Diego’s peer-to-peer talk and chat line is the single access point for information, referrals, navigation, and ongoing care coordination for active duty military, veterans, and their families.

**Food Assistance:**
Over 400,000 San Diegans don’t have enough food to feed their families. 2-1-1 connects people to programs that help including Cal Fresh, food banks, emergency food, WIC, and more.

**Disaster Support:**
In times of disaster, 2-1-1 is here to provide real-time information and referrals San Diegans can count on in a crisis.

**Community Data:**
2-1-1’s robust data offers vital information and trend reports for proactive community planning.

211SanDiego.org 211sandiego @211SD
2-1-1 San Diego es una línea telefónica gratuita y confidencial que está disponible las 24 horas del día. Contamos con una base de datos accesibles a través del internet la cual conecta a más de 1,800 personas diariamente a servicios de salud y a programas y recursos sociales.

Nosotros le asistiremos:
Somos una organización sin fines de lucro y colaboramos con más de 6,000 agencias en la comunidad para facilitar el acceso a más de 15,000 servicios comunitarios. Esto incluye servicios de salud, servicios de apoyo y recuperación en tiempos de desastres.

Salud y bienestar:
2-1-1 Health Navigation es un servicio que empodera y aboga por los clientes con condiciones de salud crónica. Este servicio elimina las barreras al acceso de cuidado médico a través de asesoramiento personalizado para proporcionar planificación y seguimiento en caso de falta de continuación de servicios médicos recibidos.

Centro de inscripción:
Los servicios de Inscripción asisten a las personas a través del teléfono a solicitar los siguientes programas: CalFresh, Medi-Cal y Covered California. Igualmente proporciona servicios de abogación, enseñanza sobre estos programas y asistencia en reunir los requisitos para estos beneficios.

Asistencia para utilidades y vivienda:
2-1-1 ayuda a identificar información y recursos en lo siguiente: asistencia con utilidades, asistencia financiera, localización de albergues, opciones de vivienda económica, mediación entre inquilinos y propietarios y incluyendo la equidad de vivienda.

Servicios a militares y veteranos:
We operate San Diego's, 24/7, peer to peer talk and chat line, serving as a single access point for active duty military, veterans, and their families who need information, referrals, and ongoing care coordination.

Asistencia para comida:
Más de 400,000 habitantes en San Diego no tienen suficiente comida para alimentar a sus familias. 2-1-1 le puede conectar a usted con recursos que le pueden asistir.

Recursos de recuperación:
En tiempos de desastres, 2-1-1 ofrece información y referencias a personas para facilitar la preparación y recuperación durante una crisis.

Datos comunitarios:
Proporcionamos informes de datos sumamente importantes para la planificación de la comunidad.
We connect you to the resources you need

Dial 2-1-1

Call us anytime, any day to get help when you need it.

Chat Live
Connect with a representative via instant messaging on our website.

Search
6,000+ community resources online at 211sandiego.org

Enroll
We help you enroll in programs like CalFresh, Medi-Cal, CARE, and Covered California.

Housing & Utilities Assistance | Health & Wellness Services
Military & Veteran Services | Food Assistance
Disaster Support | 200+ Languages | And so much more...

Real People. Real Connections. Real Help.

211SanDiego.org  211sandiego  @211SD