Meeting time: 9-10:30am, 4ʳᵈ Thursday of the month.
Meeting location: 2-1-1 Connections Center, 3860 Calle Fortunada, San Diego, CA 92123

Welcome and Introductions
Utilization Updates

2-1-1 provided an update and the current utilization of the CIE platform.

The CIE utilization dashboards provide CIE partners with an overview of their utilization and provide insight on how they can use the CIE platform collectively. CIE partners can request a utilization report on an individual basis by connecting with 2-1-1's informatics team.

The data indicates that the CIE network is growing and that partners are utilizing the platform more and more each month. The dashboards featured the four CIE utilization indicators including Look-ups, Consents, Data Sharing, and Direct Referrals.

During this update, the importance of consenting clients into the CIE network was brought up. A member indicated that by consenting clients to CIE, we are bringing life and success to the CIE network.

Other partners mentioned that while they are currently not consenting clients, they are working with 211's data team to integrate systems and share their client's data with Partners in the CIE network. Organizations that don't have large capacity to consent clients can choose to share their data.

The Direct Referrals dashboard present outcomes on direct referrals to partners and their statuses over time. The report indicate that from the direct referrals that have outcomes, 75% of clients "Did not Receive Services" and that the reason why they did not receive services was that the agency they were referred to was unable to connect with them.

The 211 informatics team is reviewing the data periodically to identify the gaps and identify other reasons why clients are not receiving services. There was discussion about how to share info about CIE across agency. Partners asked for CIE materials to help spread the word across multiple internal programs. Partners were encouraged to reach out to 211 staff for materials and use new CIE website.

System Functionality Updates

211 collects feedback and documents new system improvements and functions that are requested by partner agencies. 211 indicated that there is a series of updates that will be released during the second quarter of this fiscal year and will work on releasing training modules for the new changes.
The updates that are scheduled to go live in the middle of November include:

- Referral Visibility Improvements
- Care Manager Re-assignments
- Referral Card Edit

Toolkit Launch

In the past few years, communities across the country have expressed interest in learning from San Diego's long history developing, growing, and maintaining its CIE. To address this need, 2-1-1 San Diego partnered with the Schultz Family Foundation to develop this toolkit to give communities with real world examples and a roadmap to strategize how to approach development of a local CIE in their community.

The CIE toolkit is scheduled to go live in the month of November and will speak to how CIE was created, developed, and will provide tools and webinars to help other communities start their own CIE throughout the nation.

CIE Summit

The CIE Summit will take place on April 24-26, 2019. This three-day event will include 34 workshops featuring 4 tracks:
- Upstream Savings and Return on Investment: Engaging Payers in Addressing Social Determinants of Health
- Systems Change: Movement towards Person-Centered Care and Cross-Sector Collaboration
- Informed Care: Legal, Privacy and Human-Centered Ethical Standards
- Infrastructure for Data Sharing: Technology Platforms, Interoperability and Data Governance

The cost for the Summit is $695 for Non-CIE members. There is a reduced cost for the CIE partner network of $500 for up to two registrations. There may be sponsorship opportunities for some partners. To register, click here.

2nd Quarterly Update

Workgroups:
- On October 31st there will be a utility assessment workgroup taking place. Those interested in attending can email Alana at akalinowski@211sandiego.org. This workgroup will take a deep dive on the utility and technology assessment that include questions that touch on utility assistance needs, technology gaps and disparities.

- The second Policy Workgroup meeting will take place on November 8, 2018. The policy workgroup offers the opportunity for representatives from current CIE Network Partners to identify needed policies, protocols, and best practices, and to develop collectively informed proposals.

One of the partners that has attended the meetings shared that the workgroup is very informative and suggested that each topic covered at the policy workgroup become its own campaign or subcommittee to allow focus and perspective from others who many not be able to attend the meeting on a regular basis.

Newsletter
The first ever CIE newsletter is scheduled to be released during the month of January. The newsletter will feature Highlighted partners, CIE summit, events, announcements, Client Success Stories, Failure

Stories, New System Functions, Deep Dive into getting to know CIE partners, and more.

Suggestions or additional newsletter topics can be sent to Aidee Roman, Community Partnership Manager at aroman@211sandiego.org

Care Coordination Series
The Care Coordination series is scheduled to launch in January of 2019 and will include a deep dive review into the CIE system's functions. The series will cover various topics and will be accessible online for future reference.

 A. Intake/Screening
 B. Program Eligibility/Enrollment/Documentation Verification
 C. Care Planning/Program Access/Intervention
 D. Ongoing Case Management/Cross-Organization Communication/Case Conference and Follow-up
 E. Discharge/Close-out/Post Program Referrals
    i. Close out program enrollment/care team
    ii. Continue needs/Referrals to 2-1-1 and Other CIE Network Partners

Partner Feedback

Partners asked for a birds eye view of referral management to be able to see how the work is distributed amongst their team members. 2-1-1 is tracking this as a potential future build.

Announcements

North County Health Services has a new location on Mission Ave and Mesa location.

Lights On is an afterschool program offered at select schools throughout San Diego County. For updates go to www.Afterschoolalliance.org

CDA – launched new website in English in two weeks in Spanish that includes a contact us form and income eligibility prescreening tool.

ECS Friend to Friend is hosting a Thanksgiving lunch during the third week of Thanksgiving and will be holding a holiday event for their clients in December. Go to http://www.ecscalifornia.org/ for more details.

TownsPeople's new Permanent Supportive Housing Project Vista del Puente homes have units available for veterans with disabilities and their families. For more information go www.townspeople.org

Support and Feedback: For technical support, feedback, questions, send email to: Salesforcehelpdesk@211sandiego.org

Next Meeting: January 24, 2019 at 9:00 am
No meetings in November or December!