

CIE Toolkit In Depth

Webinar 1: Introduction to CIE and Toolkit Overview

December 20, 2018

10:00 am – 11:30 am (Pacific)



Introductions



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211 San Diego/Imperial

- Free, 24/7 service, 3-digit dialing code
- Access to community, health, social and disaster services
- Tailored programs take the client beyond just a referral—movement towards Navigation



Community
Information
Exchange

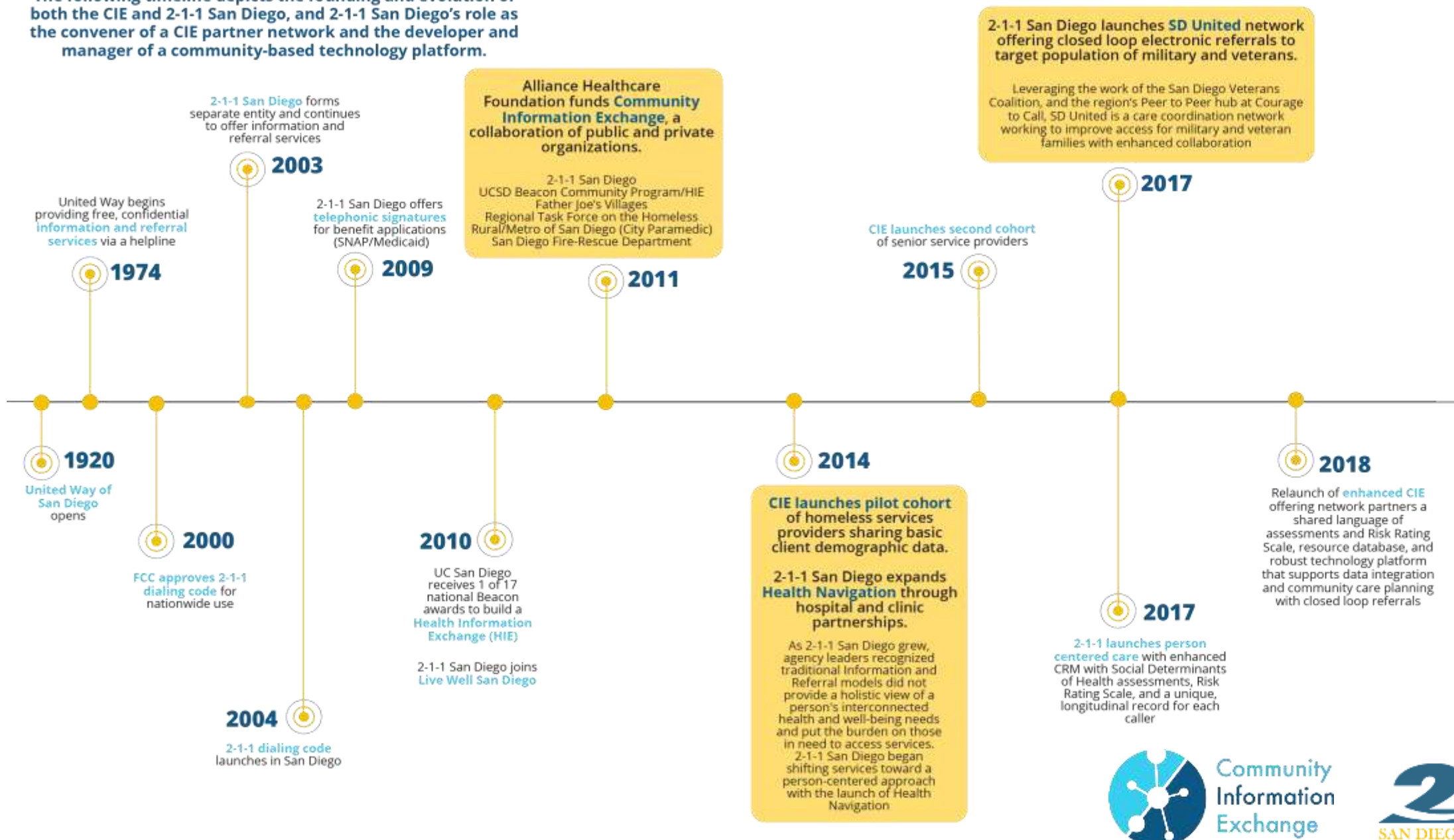
Community Information Exchange

- Systems change that fosters true collaboration across networks
- Moving towards person-centered interventions and interactions across healthcare and human services
- Goal is to improve health and wellness for individuals and populations



History of 2-1-1 San Diego and the CIE

The following timeline depicts the founding and evolution of both the CIE and 2-1-1 San Diego, and 2-1-1 San Diego's role as the convener of a CIE partner network and the developer and manager of a community-based technology platform.



www.ciesandiego.org/toolkit



This toolkit was made possible through a generous grant from the Schultz Family Foundation

Why a Toolkit?

- Share San Diego's long history developing, growing, and maintaining its CIE
- Support the nationwide movement around capture and use of social determinants of health data to promote individual well-being as a foundation for more holistic approach to community health
- Provide communities across the country with insights and strategies on how to approach development of a local CIE



Toolkit Sections



Section 1: What is a Community Information Exchange

Learn about the features and benefits of developing a CIE, including how the CIE creates community impact.



Section 2: State of the Field

Discover the influences that shaped the conceptualization and evolution of the CIE.



Section 3: Insights and Strategies

Explore the six strategies essential to developing an effective and sustainable CIE.

Toolkit Features



Purpose



Action Checklist



Practical Application



Glossary



Resources/Templates

What is a Community Information Exchange?

A community information exchange (CIE) is an ecosystem comprised of **multidisciplinary network partners** that use a **shared language**, a **resource database**, and an **integrated technology platform** to deliver enhanced community care planning. Care Planning tools enable partners to integrate data from multiple sources and make **bi-directional referrals** to create a shared longitudinal record. By focusing on these core components, a CIE enables communities to shift away from a reactive approach to providing care toward proactive, holistic, person-centered care.



Core Components of a CIE





Network
Partners

Community Information Exchange Partners





Network
Partners

Healthcare Sector

Health Plans



Hospitals



Emergency Medical Services



Health Centers



Health Information Exchange



Behavioral Health



Public Health





Network
Partners

Social Services Sector

Housing



Multi-Service



Human Development and Aging



Legal



Employment



Nutrition



SD United Partners



ADAPT

FUNCTIONAL
MOVEMENT
CENTER



United States University





Shared
Language
(SDoH)

14 Domains: Risk Rating Scale



Housing Stability



Health
Management



Nutrition & Food
Security



Financial
Wellness and
Benefits



Activities of
Daily Living



Social &
Community
Connection



Legal &
Criminal
Justice



Primary
Care and
Prevention



Safety &
Disaster



Utility &
Technology



Transportation



Education &
Human
Development



Personal Care &
Household
Goods



Employment
Development

CRISIS

CRITICAL

VULNERABLE

STABLE

SAFE

THRIVING

← **IMMEDIACY** →

← **KNOWLEDGE AND UTILIZATION** →

← **BARRIERS AND SUPPORTS** →



Shared
Language
(SDoH)

Food & Nutrition

Concern about Food Supply

During the last 30 days, how often are clients concerned about their food supply? How often do they actually run out of food?

45% of clients are often **worried** their food supply will run out

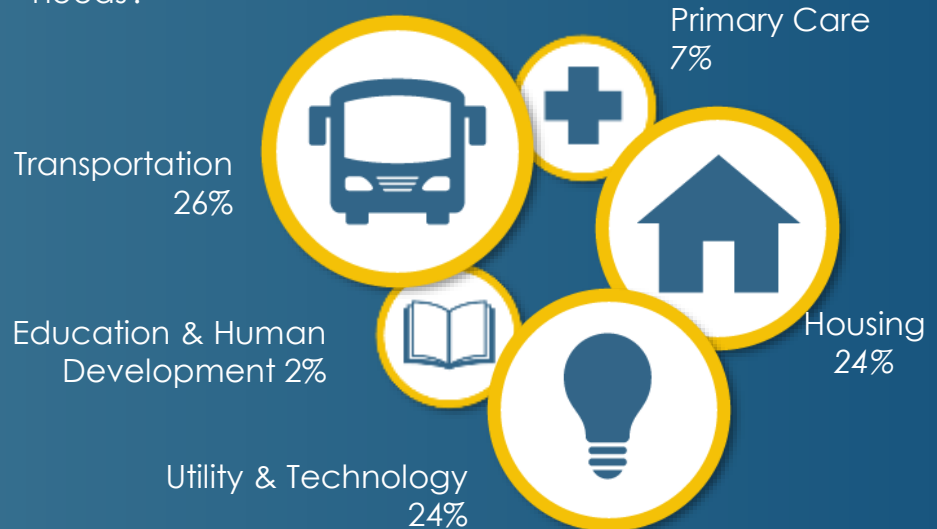


39%

of clients often **actually** run out of food during the month

Decisions over Nutrition

What other basic needs do clients need to meet before they can address their nutrition needs?





Resource Database and Bi-directional Referrals

Bidirectional
Closed Loop
Referrals

Hub for social and health sites and providers

The screenshot shows the 'Partner Portal' for the Southern Caregiver Resource Center (SCRC). At the top, it displays the user 'Jeri Hernandez (Demo)' and a 'Sign Out' option. Below the header, there's a search bar with 'food bank' and '92123' entered. To the right of the search bar are tabs for 'CIE Partners' and 'Target Populations'. On the left side, under 'Client Details', the profile for 'Sadie Blue' is shown, including age (52), FPL (206.97%), monthly income (\$4329.06), household size (4), home zip code (92109), health insurance type (CHAMPVA), and health condition (Dementia/Traumatic Brain Injury; Dental Declined/Did not ask). Below this is a 'Search by category' section with icons for Food, Housing/Shelter, Material Goods, Transportation, Utilities, Consumer Services, Criminal Justice and Legal Services, and Education. The main content area shows search results for 'food bank' in '92123'. It lists three results, sorted by 'Relevance' and 'Distance'. The first result is 'Family & Youth Enrichment Program, Neighborhood Food Exchange Distribution' with phone number (858) 751-5755, located at 3233 SAMITO RD, SAN DIEGO, CA 92124, 1.68 miles away. The second result is 'Supplemental Food Box Program' with phone number (760) 722-0800, located at 1919 APPLE ST STE L, Oceanside, CA 92054, 29.58 miles away. The third result is 'Food Pantry' with phone number (760) 460-4013, located at 485 BROADWAY AVE, Suite D, EL CENTRO, CA 92243. Each result includes a brief description and an 'Add Referral' button. On the right side of the results, there is a map showing the location of the results in San Diego and surrounding areas.

- Shared taxonomy language for referrals (AIRS)
- Dedicated resource staff
- Standards to listings and requirements
- Inclusion/Exclusion Criteria
- Linked to health conditions
- Tracks resource availability and unmet needs



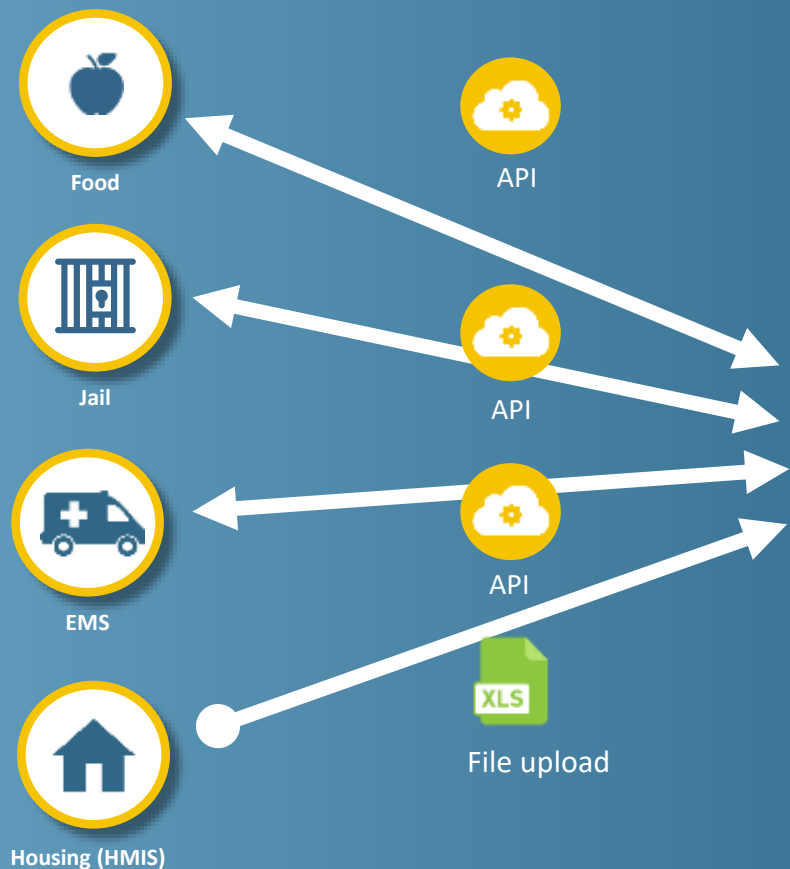
Community
Information
Exchange





Technology
Platform and
Data
Integration

Technology Platform



MDM

Master Data Management

- Detects and merges duplicate records
- Ensures the accuracy, completeness, and consistency of multiple domains of enterprise data



ETL

Extract Transform Load

1. Reads data from a database
2. Converts the data for the new database
3. Loads into the new database



Alerts



Single Sign on



Community
Information
Exchange





Community Care Planning

CIE Shared Record

Client Profile

- Demographic and important information about the client

Domains

- Examples like Housing, Food & Nutrition,
- Categorization of Needs (SDOH) & Risk Level
- Shared Assessments and Values across agencies

Care Team

- Case Managers working with client across agencies
- Contact Information

Referrals & Program Enrollment

- Agencies or programs client is referred
- Connection to Services

Alerts

- Notification of emergency services & jail
- Ability to notify Care Team Members of changes

Feed

- Ability to communicate like Twitter to other Care Team members

Address Information

Home Street ⓘ
6107 ARNO DR

Home City ⓘ
SAN DIEGO

Home State/Province ⓘ
California

Address Line 2 ⓘ

Home Zip/Postal Code ⓘ
92120-4628

Home Country ⓘ
United States

Demographics

Primary Language ⓘ
English

Age
72

Gender Identity ⓘ
Man

Race ⓘ
Hispanic/Latino

Ethnicity ⓘ
Hispanic / Latino

Marital Status ⓘ
Married

Household

Head of Household ⓘ
Yes

Lives Alone ⓘ
No

Number in Household ⓘ
4

Number of Children in the Household ⓘ
2

Income & Benefits

Employment Status ⓘ
Retired

Monthly Income Amount ⓘ
900

Sources of Income ⓘ
Supplemental Security Income (SSI)

Percent of AMI
30% or Less

Non-Cash Benefits ⓘ
SNAP

Percent of PPL
43.03%

Highest Level of School Completed ⓘ
High School Degree

CalFresh Renewal Date

Military

Military Service Status ⓘ
Veteran

Military Branch(es) ⓘ
Army

Military Relationship ⓘ
Self

Military Discharge Status ⓘ
General under honorable conditions

Combat Status ⓘ
Yes

Deployment Status ⓘ
Yes

Domains (4)

DOMAIN ...	RISK INDICA...	ACTIONS	REFERRALS
Transporta...	● Crisis	1	16
Nutrition	● Stable	2	10
Health Ma...	● Safe	1	4
Criminal Ju...	● Crisis	1	1

Alerts (2)

ALERT	TOTAL # RECORDS	LAST INCIDENT	DESCRIP
EMS	8	● EMS	
Jail	2		

View All

Care Teams (3)

CARE TE...	CASE MAN...	AGENCY	DATE ASSI...
CT-00000044	Thomas Laco...	Jewish Family ...	10/5/2018
CT-00000046	Jeri Hernande...	Southern Car...	10/5/2018
CT-00000047	Archie Munoz...	Access to Ind...	10/5/2018

View All

Programs (2)

PROGRAM NAME	AGENCY	STATUS	UPDATED
HomeShare	Elderhelp	Enrolled	12/12/2
PMC	Father Joe's Villages	Enrolled	12/12/2

View All

Community
Information
Exchange



Benefits of a CIE

The Impact of a CIE

Impact	Improvement on Health Indicators	Enhanced Quality of Life	Inequities Addressed (Race, Gender, Cycle of Poverty)	
Outcomes	Better State of Wellness	Change from Domain Specific to Whole Person Care	Change in Intervention and Interaction with People Helping People	
Outputs	Record Look-Ups	Record Creation	Data Sharing	Direct Referrals

State of the Field



Public Awareness
of the Social
Determinants of
Health



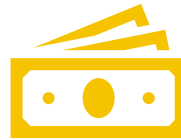
Person-Centered
Care



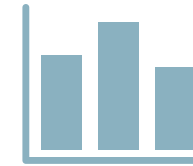
Proliferation of
Technology



Cross-Sector
Collaboration



Evolving Funding
Environment

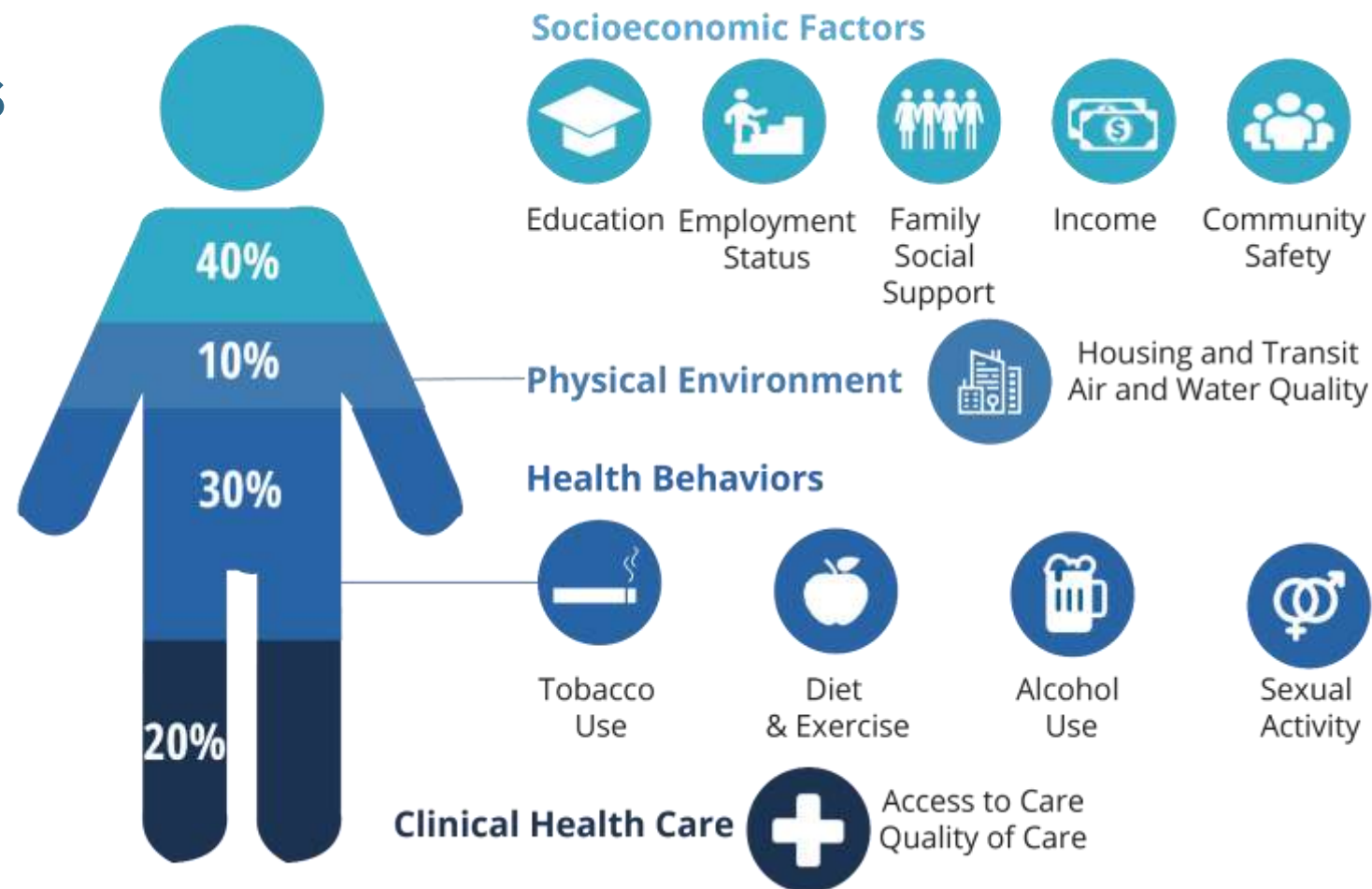


Research and
Policy Advocacy



Public Awareness of the Social Determinants of Health

Social Influences Greatly Impact Health



Hood, CM, Gennuso, KP, Swain, GR, & Catlin, BB. (2015). County health rankings: Relationships between determinant factors and health outcomes. American Journal of Preventive Medicine.

Person Centered Care





Proliferation of Technology

Innovations in technology have fundamentally transformed how people consume, use, and share information.

Cross-Sector Collaboration



Increase in cross-sector collaboration to break down silos and foster clinic-community linkages to better understand and serve the needs of people who overlap systems of care.

Evolving Funding Environment



Increase in efforts to measure whether investments in health care and social interventions impact a person's health and well-being relative to the investment.

Research and Policy Advocacy



Data has been instrumental in shaping public policy to reinforce cross-sector collaboration and the role of social determinants of health on quality of life.

National research and collaborative network initiatives provide an avenue for local collaboratives to examine their impact on population health across

- socioeconomic class,
- demographics, geographic areas, and
- patterns and trends that influence human behavior.



Section 3: Insights and Strategies

- I** Identify the CIE Vision and Governance
- M** Mobilize the Community Network
- P** Prepare a Legally Compliant Framework
- A** Adopt Interoperable and Scalable Technology
- C** Cultivate Sustainability
- T** Transform the Movement



Next Time

CIE Toolkit In Depth: Identify CIE Vision and Governance

January 17, 2019

10:00 am – 11:30 am (Pacific)

Register today at www.ciesandiego.org



Q&A

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2nd Annual CIE Summit

Driving Cross-Sector Collaboration and Data Sharing to Create Healthier Communities

April 24 – 26, 2019

Marriott Marquis San Diego Marina

www.ciesandiego.org/ciesummit2019

Call for Abstracts

Deadline: January 11, 2019



Thank You!

