

Meeting time: 9-10:30am, 4th Thursday of the month.

Meeting location: 2-1-1 Connections Center, 3860 Calle Fortunada, San Diego, CA 92123

Agencies in attendance: 2-1-1 San Diego, UCSD Health, Legal Aid San Diego, North County Health Services, YMCA Child Resource Service, Child Development Associates, PATH San Diego, First Presbyterian Church San Diego, Community Health Improvement Partners, Heavens Windows, South Bay Community Services, Planned Parenthood, Be There San Diego

Welcome and Introductions

New CIE Partners

As of this month, CIE has a total of 61 partners in the network. The newest partners are:

- **Heavens Windows** - Promotes available resources and provides support and emergency services for residents with, hunger relief, nutritional education, advocacy, and community service.
- **Multi-cultural Health Foundation** – To bring health justice and wellness to the multicultural communities of San Diego County by focusing resources on the most vulnerable populations with community-based wellness strategies, social-clinical interventions, and research that will lead to the elimination of racial and ethnic health disparities.
- **MAAC** - Maximizing self-sufficiency with families and individuals through high-quality programs and advocacy in our communities.
- **Christian Community Service Agency** - Provide emergency services to individuals and families in need in San Diego County, including food, clothing, and referrals, and where practical, counseling to assist in their transition to self-reliance.
- **City Heights Community Development Corporation** - Enhance the quality of life in City Heights by working with our community to create and sustain quality affordable housing & livable neighborhoods & foster economic self-sufficiency.

Breakout Sessions

In an effort to facilitate feedback from CIE partners, this month's meeting included the use of www.polleverywhere.com, app that allows for real time feedback and anonymity. Partner responses to the "ice breaker" question are included below:

Q: What do you want to get out of today's meeting?

- A: Seeking information
- A: Information how to best use CIE for my org
- A: To connect with other partners

The breakout sessions started with polling questions about the perceptions, values, and usage of CIE. These questions led to breakout groups that discussed the importance and values of the four functions of the CIE platform. The polling questions and responses are attached on the powerpoint presentation for review. The responses to the breakout groups are highlighted below.

Look-ups

- Find out who else is working with the client
- Find out what referrals the client has received
- Holistic picture of the client's journey
- To check if the client has been consented into CIE

Consents

- Are essential to CIE
- Need more clients to consent so that we can look them up
- Clients that are consented have access to direct referrals
- View of program enrollments and care teams
- Clients that are consented are accessible to other partners in CIE
- Accessibility to clients that we may have lost contact with
- Standardized verbiage needed
- Some barriers to Consents include
 - Telephonic consents
 - Language barriers/interpretations
 - Wary of the information that is being shared

Receiving/Sending Direct Referrals

- Facilitate connection with clients/patients in need of a holistic way
- Creates another doorway for clients
- Establishes new partners
- Shift away from walk-ins
- Be prepared for clients before they arrive, be more efficient/streamlined
- Connection/Advocacy
- Unique partnership opportunities
- Knowing access that is available
- Knowing if clients got connected
- Closed-loop/having someone to follow-up with
- Replace binders
- Avoid duplication of service
- Facilitate holistic care

Sharing Information

- Streamlining Cost
- Reduction in duplication of Services
- Better understanding of client needs
- Plan better interventions
- Bust working in "silos"
- Partners working better together
- Building blocks for a client's journey
- Avoids having clients from having to repeat their story; makes for a better client experience



CIE Partner Network Monthly Meeting Minutes March 28, 2019

Utilization Report

Utilization reports are sent to CIE partners that are utilizing the CIE platform on a monthly basis and features the four CIE utilization indicators including Client look-ups, Client consents, Data Sharing, and Direct Referrals.

In March, the number of logins and look-ups were the highest they have been which indicate that more partners are using CIE to look-up their clients and are including CIE in their daily workflow.

The number of client consents from partners have also increased substantially which indicates that more partners are incorporating consenting activities into their processes.

Operation Hope in Vista, while having a relatively low volume of clients, was a top consenting partner last month. OHV has started consenting clients during their intake process and is now uploading signed consents in the Partner Community. While other partners like San Diego Workforce partnership are consenting clients via data integration through their Application Programming Interface (API, new and existing clients of SDWP that have signed their terms and conditions automatically consent into CIE but can choose to opt out at any time by visiting: <https://ciesandiego.org/revoke/>

The number of Direct Referral increased from previous months with most of the direct referrals going to Legal Aid. In addition, 44% of the documented outcomes for direct referrals are legal privilege, 38% are did not receive services, 16% of clients have received services, and 2% are on a wait list.

In addition, the CIE Global CIE referral functionality went live on March 4, 2019. This new functionality allows real-time feedback and warm client hand-offs between CIE Network Partners about shared clients and all of the referrals viewable on a person's record.

CIE Training Interest

Partners can request personalized training from the 2-1-1/CIE team at any time. Roxanne Suarez, the Partner Integration Manager used www.PollEverywhere.com, to collect information about the different trainings topics, and training modalities. Based on the results, most partners are most interested in monthly workshops. Polling results showed interest in both webinar and in-person workshop formats. The polling results are included in the attached power point for review.

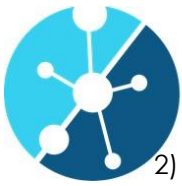
Monthly workshops will start in May. Dates/times TBD.

Integration Update

CIE is currently working on creating a framework for data integration with ConnectWell, the county's electronic information sharing hub that will allow County staff and contractors to share information with each other and the customer in order to provide better, more efficient service. See below for details on the next Policy workgroup meeting that will focus on the ConnectWell integration.

Client Matching in CIE is available. Partners that are interested can provide an export of their clients that can be matched in CIE so that they can be flagged in their system. The benefits of Client Matching in CIE include:

- 1) Being able to look-up clients that are known to have profile in CIE



- 2) Identifying clients that can be consented in CIE

For more information about Client Matching, please connect with Karis Grounds at kgrounds@211sandiego.org

Upcoming Meetings

- The next CIE Partner Meeting is cancelled
- Policy Workgroup Meeting is taking place on April 12, 2019 from 9:00 am-10:30am. This meeting will be focused on the integration with the County's ConnectWell system.
- Housing Workgroup Meeting is taking place on April 12, 2019 from 1:30-3:00 pm. The CIE Housing Workgroup will be focusing on how the community of homeless/housing providers are leveraging CIE with a particular focus on homeless prevention screening and referral pathways.

Announcements

CIE Summit is **April 24-26, 2018-Marriot Marquis**

- **Regular Rate-\$695**
 - \$500 for CIE Network Partners (up to two registrations)
 - CIE partners can register [here](#).

Next Meeting: May 23, 2019 @9:00 am