



## CIE Partner Network Monthly Meeting Minutes May 23, 2019

**Meeting time:** 9-10:30am, 4<sup>th</sup> 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, Child Development Associates, San Diego LGBT Community Center, St Paul's PACE, Community Health Improvement Partners, Jacob and Cushman San Diego Food Bank, YMCA Child Resource Service, North County Health Services, PATH San Diego, Packard Advisors, The Salvation Army

### Welcome and Introductions

- Matthew Packard, CIE Advisory Chair joined the meeting
- Ice breaker: What you grateful for?

### 2019 CIE Summit

- The CIE Summit took place April 24-26. Leaders from across 36 different states came to hear about the work that we are doing locally.
- More than 500 attendees, more than 100 speakers and 28 workshops that featured four tracks.
- 6 CIE partners were represented including: Father Joe's, PATH, Jewish Family Service, San Diego Workforce Partnership, and Regional Taskforce for the Homeless

To browse the presentations and photos from the summit, visit: <https://ciesandiego.org/cie-summit-2019-wrap-up/>

### New CIE Partners

As of this month, CIE has a total of 67 partners in the network. The newest partners are:

- Community Resource Center
- The San Diego LGBTQ Community Center
- United Healthcare

### Use Case

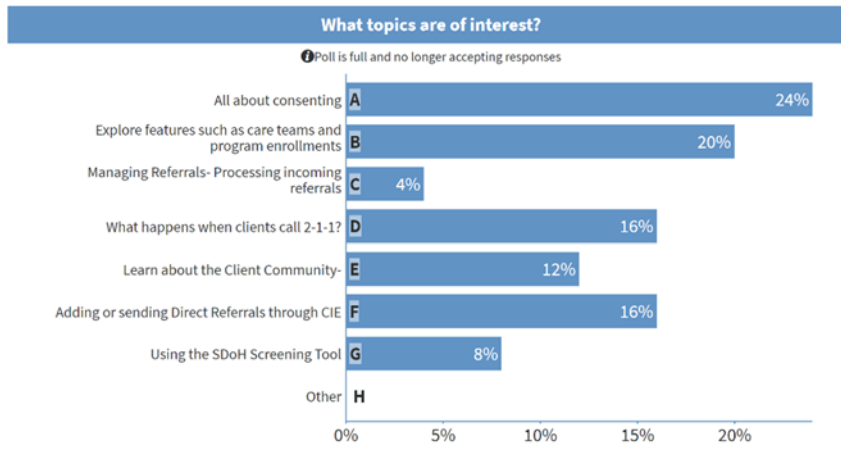
Partners at the meeting were asked: Should everyone in the network be able to update another agency's referral outcomes & program enrollments?

Most agreed that partners should be able to update another agency's referral outcome and program enrollments but they recommended that:

- The information be sent to the partner as a requested edit and not made live until there is a 3<sup>rd</sup> party verification.
- Some mentioned that they are not comfortable adjusting information for other agencies without their permission.

### Breakout Session Recap

At last month's meeting, partners responded to their interests for training and most said that they would like to learn more about "consenting." The focus of the recap was on the client consents. The other results about other training topics interests are highlighted below.



Focus: All about consents

All partners received a copy of the current CIE consents and had some time to read over the consent to provide their feedback.

- A partner from Legal Aid shared said that the consent form is not easy to read.
- Another partner shared that it should be written at a 5<sup>th</sup> grade level
- Another partner said that the consent form should be available in other languages including: Farsi, Arabic, Mandarin, Cantonese, Vietnamese, Russian, Tagalog
- Another partner said that would love to have a guide with FAQ's and flyer with consent information that they can share with their client so that they are informed about CIE
- Another partner mentioned that there needs to be some standard language (script) that can be used when speaking to clients about consenting
- A partner that is consenting clients already mentioned that it is not easy to be out in the field and consent clients in CIE.
- Consents would be much quicker and faster if there was a signature swipe option
- Another partner is consenting mentioned that the barriers they are facing with consents are mostly due to language barriers and not being sure about what information is being shared and with whom.

### 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.

**Consents:** CIE has 67 partners in the network and more than 92,000 active client consents. Most of the consents are from 2-1-1 but the number of consents from partners is increasing.

**Direct Referrals:** Currently there are 231 services with direct referral functionality in CIE, including 6 direct referral that are available for direct referral connections to programs offered by 2-1-1 San Diego. 24 Agencies are accepting direct referrals and 11 are using the CIE Global Referral functionality.



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**Data Sharing Partners:** 39 Partners share data with CIE including the list below.

Agency Name	Type of Data Sharing
2-1-1 San Diego	Client Details (consents), Domains, Assessments
County of San Diego	Whole Person Wellness
Episcopal Community Services	Client Details (consents), Referral Outcomes
Exodus Community Services	Client Details (consents), Referral Outcomes
Family Health Centers	EHR Medical/ER Connect
Father Joe's Villages	Client Details (consents)
Fraternity House	Client Details (consents), Referral Outcomes
HMIS Homeless Management Information System (Regional Taskforce on the Homeless) Alpha Project Catholic Charities PATH San Diego	Client Details (consents), Housing Information
Jewish Family Service	Client Details (consents), Referral Outcomes
San Diego Fire Rescue (City of San Diego)	Emergency Medical Services (EMS) Alerts
San Diego Food Bank	Client Details (consents)
San Diego Policy Department (City of San Diego)	Jail Arrest Alerts
San Diego Rescue Mission	Client Details (consents), Referral Outcomes
San Diego Workforce Partnership	Client Details (consents), Referral Outcomes
San Ysidro Health Center	Client Details (consents)
Veterans Network/Unite Us	Client Details (consents)

**Login Trends:** There is currently more than 500 CIE Partner Community Users in CIE and 61% of these user currently login and use CIE.

**Client Search/Views:** 41% of partners are searching for clients in CIE and 68% of those partners are viewing client details.

The current client success rate from partners is currently 42% and the data shows that May has the highest number of client look/ups and searches.

### Announcements

San Diego Food Bank is opening a new location on North County. The location is located in Escondido near Auto Parkway.

2-1-1 San Diego announced that starting June 1, 2019, SSI recipients are eligible to start benefiting from CalFresh, 2-1-1 is assisting these client with 2-1-1 applications. Clients in CIE can be sent to the 2-1-1 San Diego enrollment team via direct referral.

### Upcoming Meetings

In an effort to increase the partner attendance to the CIE partner network meeting, a poll offered help identify the day/time that works best for partners. The results of the poll indicated that the 4<sup>th</sup> Thursday of every month from 9:00 am-10:30 am works best for most.

**Next Partner meeting:** June 27, 2019 from 9:00 am-10:30 pm at the 2-1-1 Connections Center, 3860 Calle Fortunada, San Diego, CA 92123.