



CIE Partner Network Monthly Meeting Minutes June 27, 2019

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, Blue Shield of California, Child Development, Community Associates,

Welcome and Introduction

New CIE Partners

As of this month, CIE has 70 partners in the network. The newest partners are:

- Downtown San Diego Partnership
- Pacific Southwest Community Development Corporation
- Vista Community Clinic

Consent Recap

At the request of partners, 2-1-1 San Diego's CIE team shared a packet with Information about the Best Practices for Discussing the CIE Authorization Forms with clients as well an FAQ's sheet. The packet also included the updated Authorization Forms in English and Spanish. 2-1-1 San Diego's CIE team will update the network once the Authorizations forms are available in other languages.

Use Case – Care Teams/Program Enrollments

At the CIE Partner Network meeting in March, partners responded to a poll about CIE training "Topics of Interest" where 20 % of partners responded that they were interested in learning more about Care Teams and Program Enrollments.

Roxanne Suarez, the Partner Integration Manager for the 2-1-1 CIE team walked partners through the process of enrolling clients in their programs and as well as assign themselves as care team members for their clients in the CIE partner Community.

What are program enrollments?

Program enrollments are a list of services that a client is currently accessing. Users can populate a service to the "Program Enrollment" when processing a direct referral or by clicking "New" on the client's profile under the Program Enrollment Section.

What are Care Teams?

Care teams are often point of contacts that you can reach out to coordinate care for a client. Users can populate a service to the "Program Enrollment" when processing a direct referral or by clicking "New" on the client's profile under the Program Enrollment Section.

Why are Program Enrollments and Care Teams important?

When reviewing a client's profile, you have access to review their program enrollment history and connect to other care team members if you have any questions about the services they are currently enrolled in or accessing.

By assigning yourself a care team member for a client, you can automatically receive alerts. The type of alerts that care teams currently receive include alerts from Emergency Medical Services (EMS) if a client has been picked-up by ambulance and alerts from the Public Safety Group if your client has been taken to jail.

The feedback below include some the questions and discussions that took place as a result of the use case:

Is everyone in the network be able to update another agency's referral outcomes & program enrollments?

This question was addressed as a "Use Case "at the last partner meeting in May and most attendees agreed that partners should be able to update another agency's referral outcome and program enrollments and provided recommendations. The 2-1-1 CIE is looking at releasing system improvements that allow for this in the near future.

Who has the onus of updating outdated programs enrollment information in the partner community?

- A partner from the San Diego Foods bank mentioned that updating enrollment statuses for clients could be time consuming.
- A partner suggested that it would be great to build the functionality for clients to receive alerts about outdated program enrollments so that they can update their program enrollments statuses.
- Another partner also suggested that as partners, it would be great to also receive alerts/notifications to know when someone has dropped from a program or dis-enrolled.

How can partners communicate with each other in the Partner Community?

- The Partner Community currently has a "chatter feed" that can be used to communicate with one another about a client. However, this feed is not private and anyone with access to the client's profile can view the communication.
- A partner suggested to make the notes feed visible on the referral status when there is hoover.

A partner suggested an improved referral flow that includes the following statuses:

- Referral Appropriateness
- Referral Outreach Attempts
- Referral Engagement with the Client
- Referral Enrollment includes an expiration date

- Referral Dis-engagement which includes notes about why the client chose to drop off from program

Workgroup Report

The Housing Workgroup met on June 14, 2019 and discussed a Regional Homeless Prevention Screening Tool, which will be available in the CIE Partner Community to any providers that want to use it to screen clients and make the appropriate referrals.

In addition, the data use agreements that allow for data entered in HMIS by organizations that are also in CIE to populate on the consented CIE records.

Policy Workgroup met on May 23, 2019 and Carrie Hoff from the County presented on the integration between CIE and the County of San Diego's ConnectWell. CIE partners attended and provided feedback. The next step is to sign an MOA with the County that aligns with CIE's privacy and security.

For more information about the integration with Connect Well, please connect with Karis Grounds at kgrounds@211sandiego.org

Care Team Simulation

CIE partners were asked to participate in a breakout activity that included 5 different client scenarios. Each partner chose the client that was the "best fit" to receive services from their agency.

The goal of the activity was to identify all of the different services that would be used to coordinate a client's care as well as identify the programs and services that are missing from the CIE partner network. The list of the CIE partners from the network will be incorporated in CIE's 2020 Engagement strategy.

Scenarios

Client A Profile	Client B Profile	Client C Profile	Client D Profile	Client E Profile
<ul style="list-style-type: none"> • North County • Homeless • Male Veteran • PTSD/Substance Abuse • Recently Released from Jail 	<ul style="list-style-type: none"> • South Bay Region • Recently Laid Off • Transgender Woman (initial stages) • Violence/Hate Crime • Housing Discrimination 	<ul style="list-style-type: none"> • Immigrant Family • Seeking Asylum • Facing eviction • 18 people living in 2bedroom apartment 	<ul style="list-style-type: none"> • East County • Elderly • Dementia onset • No caregiver or No Support • 60 Day past due on rent 	<ul style="list-style-type: none"> • Beaches Area • 16 years old • Runaway Youth • Couch Surfing • Searching for Job • Seeking Diploma/GED (2 semesters away)



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Announcements

Based on partner feedback, we are revamping the CIE Utilization Reports. The new report will be summarize your agency's CIE utilization by teams and departments. This new report will view will be available during the month of July.

The Live Well San Diego 5K and Kids 1-Mile Fun Run in partnership with 2-1-1 San Diego is taking place on July 28 at the Waterfront Park. This event will feature a wellness expo, First 5 Family Fun Zone, and discounted tickets to the San Diego Padres game after the race. To register, please go to: www.livewellsd.org/content/livewell/home/livewellsd5k.html

Next Partner Meeting: July 25, 2019 from 9:00 am-10:30 pm at the 2-1-1 Connections Center, 3860 Calle Fortunada, San Diego, CA 92123.