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 Promise Plan, Family Health Center of San Diego, Father Joe's Villages, San Diego Food Bank, YMCA of San Diego, North County Health Services, Legal Aid of San Diego, San Diego Workforce Partnership, Packard Advisors, Fraternity House, Exodus, South Bay Community Services, Health Center Partners, MHF Prevention Alliance, MAAC, The Salvation Army

Welcome and Introductions

Tanissha Harrell, Engagement Director opened up the meeting with a poem called "I see you boo".

This poem was dedicated to all of the caseworkers, patient navigators, family advocates, care coordinators, movers and shakers, stakeholders, CEO, CFO's and other workers in the community that are putting their own lives on hold to hire the right people, provide funding to support initiatives, inspire others, help pave the way, and those that help others their clients get access to the services that they need in a dignified w. To all of you, CIE sees you boo.

This poem inspired the other partners to introduce themselves and share information about why they believe the work they do is important.

Here are a few of the excerpt's that were shared from several partners:

- I believe that being part of CIE is a revolutionary catalyst of change
- I believe that learning more about CIE will help programs that I am currently working with including Health Homes, Medical Managed Care are others be more successful
- I work with populations that need all levels of care and I believe that CIE provides me with a platform that I can use to help and connect my clients to the services that they need
- I am an advocate of CIE because I believe that CIE can infiltrate into other communities and create system change
- CIE helps me work more efficiently
- I believe CIE is not just a technology tool, it is an ecosystem and a revolutionary movement that is becoming the catalyst for systems change in our communities.
- CIE is powerful because it is always changing and evolving with the needs of the community
- I believe that it should be simpler, easier and a dignified process for others to get help and access to the services that they need.
- CIE breaks down silos, it helps partners convene and come together to address locals issue and get to the root of the cause
- I believe CIE is made of communities that. Collaborate and work together to help the clients that they serve
- I believe CIE is changing lives one phone call at a time

New CIE Partner

As of this month, CIE has a total of 71 partners in the network. The newest partner is: The Chula Vista Community Collaborative -works to ensure collaboration among partners and stakeholders in Chula Vista. CVCC draws together all sectors of the local community to develop coordinated

strategies and systems that protect the health, safety and wellness of residents. The role of CVCC is to work with partner organizations in Chula Vista and the South Bay to share information and resources that strengthen families and communities. They joined CIE to be able to send bidirectional referrals to the partners across the network through the Neighborhoods Project in collaboration with Be There San Diego. Their goal is to work with health plans and help them determine the social determinants of health for the clients that they serve.

CIE Network Accomplishments

Last fiscal year's goals of the CIE network were determined and informed by what we have identified with our partners about what matters, what makes sense and what is valuable for the network.

They were focused on the utilization of CIE and includes bringing in partners into the network that accept and send direct referrals, consenting clients in the network to support and increase the utilization efforts.

Camey Christenson, the VP of 2-1-1 that currently oversees the internal CIE team, shared data on the CIE network accomplishment and goals during the fiscal year 18-19 and shared the goals for fiscal upcoming fiscal year 19-20.

· 34 partners joined the CIE network nearly doubling in size. Today, there are 71 Partners in the network.
· There are currently 105,000 active consents in the CIE network, nearly half of those consents were created by partners in the CIE network.
· Currently, 315 services are set up with direct referral functionality. 24 partners accept direct referrals and 12 partners are also sending referrals.
· 51 CIE partners are sharing data with CIE, 6 of them share data via their API or batch uploads.

Here is an overview of the FY 18-19 metrics that were met and unmet (red = unmet) (green=met).

FY 18-19 Metrics		
Metric	**18-19 Goal**	**Final 18-19**
Partners	65	70
Consents (Active) - All Time Data	100,000	98,034
Partners consenting (of those who can consent)	25%	31%
Partner consents (Active)	20%	16%
Logins	8,000	8,478
Partners logging in	80%	70%
Lookups	5,000	6,387
Partners looking up clients (of those who can look up)	50%	58%
View Rate	60%	65%
Search Success Rate	50%	42%
Data Sharing - All Time Data		
Partners sharing data (of those who can share data)	35%	69%
Clients with multiple sources of data	25%	38%
Direct Referrals		
211 sending DR / Partners sending DR	5,000	3,382
Partners sending DR between agencies (of those who can send)	30%	19%
Partners receiving DR (of those who can receive)	25%	38%
Appropriate referrals sent	92%	95%
Referrals Closed	50%	62%

Fiscal Year 19-20 Goals

The goals that were met and unmet during the last fiscal year helped inform and shape the goals that were set during this fiscal year 19-20.

FY 19-20 Metrics

Metric	19-20 Goal
Network Partners (Active) - All Time Data	85
Consents (Active) - All Time Data	200,000
% agencies that consent	50%
% active consents from agencies	30%
% of consents that are authorizations	40%
% agencies using married consents	20%
Logins	15,000
% agencies logging in	90%
% users logging in	90%
Searches	15,000
% agencies that search for a client	75%
Profile Views	10,000
% agencies that view a client profile	75%
Data Sharing - All Time Data	
% agencies that have contributed to a client record	75%
% agencies with integrations that are API or batch	30%
% of client records with more than one data source	50%
Direct Referrals	10,000
% agencies that send referrals	40%
# non-direct referrals sent	500
% agencies accepting referrals	50%
# services that accept direct referrals	600
% appropriateness of direct referrals sent	95%
% direct referrals closed	75%
% clients connected to services	60%
Implementation Plans	under development
Program Implementation Plans	under development

Partners had lots of great feedback about the accomplishments and goals.

A partner asked for clarification on the look-ups, searches, and views. Look-ups represent the number of times a client was actively searched in the system whether there was a result of not and if there was a result, whether or not, their profile was viewed for more details.

Another partner asked about how the goals last year helped shape the goals for this year, here are some responses that were shared during the meeting.

One example is that we consciously decided to slow down and decrease the volume of partners in the network from 100 to 85 to make sure we are only bringing in partners that are meaningful and bring value to the network.

CIE is shifting the priorities to referrals, authorizations, and data integrations because we believe that these functionalities support the utilization of others.

CIE is working with initiatives like the San Diego Workforce Partnership's 2 Gen Project to bring in more client consents in CIE. CIE recently married consents with HMIS which has been two years in the making but will allow for an easier process to share information about clients across the platforms and will allow for thousands of clients to have automatically consented in CIE.

 This year ICE is looking to get more client involvement and going from outcomes to outputs. This will ensure that the data not only tells us whether a client is receiving or not but also ensures that

the client is represented in the CIE ecosystem and that they also share their experience using CIE and gain insight into their take and the interaction with the services that they are connected to.

Policy Updates

In October, the Regional Taskforce on the Homeless adopted a joint HMIS (Homeless Management Information System) and CIE client authorization form. This allows individuals to simultaneously consent into both systems, and enables service providers working with these individuals to more seamlessly leverage system functionalities and respective partner networks to an individual's benefit. Implementation of this newly adopted consent form will roll out in the coming weeks.

Public Charge

At the CIE partner meeting last month, a few CIE partners had questions about the concerns that clients may have with sharing their information due to the recent Public Charge Rule changes made by President Trump's administration.

This led the CIE to seek knowledge about the Public Charge and to work with partners in the community to learn more. They invited Miko Tokuhama-Olsen, Senior Attorney at the Legal Aid Society that specialized in Public Charge gave the CIE partner network a foundation to understand public charge and how it can/may affect the clients that they serve.

The presentation that was shared at the CIE Partner Meeting is included in this packet.

CIE National

Our local CIE team is doing amazing work at a national level! Not only are they promoting CIE's best practices and lessons learned, they are also sharing the CIE story and model through community mentoring across the nation. They are doing this by sharing our resources, community mentoring and attending events.

See the slides included in the power point presentation for more details.

Partner Network Meeting Survey

We want your feedback! Complete the following survey for us to gather some information about what we should focus on in 2020: https://www.surveymonkey.com/r/8JGH3QX

Your input will help the CIE in making sure our time is spent well together (informing and collaborating).

Announcements

No CIE meeting in November or December

Next Partner Meeting

January 23, 2020 from 9:00 am-10:30 pm at the 2-1-1 Connections Center, 3860 Calle Fortunada, San Diego, CA 92123.