Meeting time: 9-10:30am, 4th Thursday of the month.
Meeting location: 1401 Imperial Avenue, San Diego, CA 92101

Welcome and Introductions
Tanissha Harrell, Engagement Director opened up the meeting.

CIE Advisory Board Looking Ahead
Matt Packard, the Chair of the CIE Advisory shared some information about some of the work the advisory around data in CIE. The advisory is forming a workgroup to will focus on how we can start moving from outputs to outcomes in CIE.

New Partners
- A Positive Choice
- San Diego Housing Commission
- Veterans Village of San Diego
- Urban Corps
- County ConnectWell-Data Sharing Partner

Report out on Policy Workgroup
Alana Kalinowski provided an update on recently held policy workgroup meeting concerning revisiting the process for existing agency and services. Vetting process of for-profit versus nonprofit businesses. Partners expressed the need to look at national policy and looking at verification of a for-profit businesses such as audits, 990 financials and service reports.

SD United & CIE Transition
Karis Grounds shared with the group that the CIE team will be engaging SD United partners to join the CIE network and the potential for developing a Veteran Advisory within CIE with more information to come.

What’s New & CIE Initiatives

AHRQ
Karis Grounds shared with the group about a new opportunity that would help to gather feedback on CIE and various dashboards in incorporating social care into healthcare delivery for patients with diabetes, heart disease and stroke.

Authorization Update
Roxanne Suarez updated the group about existing consent statutes for shared clients that have opted to share their information with CIE. In most instances, partners are using a standard Authorization that allows for information sharing between covered entities and non-covered entities including our social service partners. In some instances, a lower-level consent has been obtained to allow for all providers to at minimum, be able to view limited client information. Overall, 2-1-1 and the CIE support team is working toward converting all consented profiles to Authorizations and minimizing the number of lower-level consents permitted going forward.
When a profile has the lower-level consent, a notice will appear for the user viewing the record to please collect an updated Authorization. As able to, partners are encouraged to obtain and upload an updated Authorization when this notice appears. Partners who are covered entities are strongly advised to ensure an Authorization level consent is indicated on a profile before editing or saving referrals to a client's profile. Please view the desk aid for end-user instructions on how to check the Authorization status and add an updated form.

**CIE Roadshow**
Partners that are interested in hosting a Network Partner meeting please reach out to Tanissha tharrell@211sandiego.org

**Ideation Breakout**

**End User Feedback**
Roxanne Suarez collected end-user feedback on the preferred CIE landing page, Dashboard and Search/Create Client page.

**Future of CIE Partner Meetings**
Tanissha Harrell- Conducted a survey with attendees and held discussion with partners regarding how they envision network partner meetings for 2020 program year. Some of the survey results are:

**How can we support our shared clients better?**
- Help us understand how partners CIE providers can improve our work
- Showing great job of helping
- Learning if the CIE was helpful to them, case examples
- Show them access overview
- Make appointments
- Show reviews of network and eligibility determinations
- More and easy options for referring to the CIE
- Show them referrals process

**My Team uses the CIE platform regularly**
- True 29%
- Not Sure 14%
- False 57%
Announcements
Due to the tour of the Family Health Center Navigation Center and running over in time there were no announcements.

Next Partner Meeting
February 27, 2020 from 9:00 am-10:30 pm at the 2-1-1 Connections Center, 3860 Calle Fortunada, San Diego, CA 92123.
WELCOME & INTRODUCTIONS
1. Welcome & Introductions
2. New Partners
3. AHRQ
4. 2020 Polling Results
5. Mission & Vision of CIE
6. Workgroup Ideation
7. CIE Engagement for Collective Voices
8. Announcements- What’s going on?

Next Meeting: February 27, 2020 @ 9:00 am
New Partners
New Partners

San Diego City College District

Santee School District- Collaborative

Zero8hundred-Military Transition Support

Veterans Chamber of Commerce
What's New & CIE Initiatives
Authorization Update

**Background:** A HIPAA Compliant Authorization is the Gold Standard for sharing information across partners for care coordination.

**Current State:** In some cases, profiles were integrated and/or created with an alternative consent that allows for social information and non-PHI to be shared in CIE

**Goal:** 100% Authorizations

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<th>Pros</th>
<th>Cons</th>
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<td>Allowed Data Integration with partners such as ConnectWell and SDWP</td>
<td>Requires an upgrade to Authorization to meet HIPAA Standards</td>
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<tr>
<td>Allows for more Partners to build on an existing profile (social information only)</td>
<td>Limits data sharing capability with healthcare partners (Covered Entities)</td>
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**Sample Language for Clients**

1. Collect a newly signed Authorization
   Scan the form and upload a copy to the client’s profile

   **Visit CIESanDiego.org for step-by-step instructions**

**Sample Language to Use:** "I see you opted in to share your information with a group of health and social service providers we’ve partnered with, known as CIE. CIE recently updated the consent form to be able to better coordinate care across all service providers including healthcare partners. This updated form would allow us (health care and social service providers) to share necessary information such as when making referrals on your behalf. Would it be okay to get your signature on the updated consent form?"

Questions?
Email us at [privacyquestions@211sandiego.org](mailto:privacyquestions@211sandiego.org) or call 858-380-5258
IDEATION BREAKOUT
Partner Community

Dashboard

Search/Create Page

Landing Page
Landing Page

- Search Clients
- Referrals
- Client Management
- My Dashboard
Search Clients

Search Client

First Name

Last Name

Social Security Number

Last 4 of SSN or PIN

###

Birthdate (MM/DD/YYYY)

Phone Number

Email

Search
Referrals

- New Referrals
- Pending Referrals
- Open Referrals
- Completed Referrals
- Declined Referrals
Client Management

- My Program Enrollments
- My Care Teams
- My Screenings
- My Consents
My Dashboard
What's Going On?
CIE Roadshow

Opportunity to learn from other partners

Highlight how your org uses CIE

Tour your facility
The 3rd Annual
COMMUNITY INFORMATION EXCHANGE
SUMMIT
Accelerating Multi-Sector Collaboration to Advance Equity
March 18-20, 2020 | Marriott Marquis San Diego Marina

2020 CIE Summit Tracks

Examples from the Field
Examine an applied focus or strategy that addresses a specific, real-world problem that is impacting individual and community-level health and well-being.

Theories and Concepts
Review novel concepts, models, theories, and strategies that inform the planning, design, and implementation of cross sector care coordination.

Policy and Research
Learn about research, evaluation, and policy implementation and recommendations relevant to systems change and population health.

Register at:
www.ciesandiego.org

Rate after December 1: $695
Special Rate for CIE Partners: $500
Promo Code: CIEPTNR2020
Family Health Centers of San Diego Tour
[@Rebecca DAndrea]- I am not sure how many slides you will need for you part of presentation. Please add your content as needed.
Tanissha Harrell, 8/14/2019

Done
Becca DAndrea, 8/21/2019
THANK YOU PARTNERS