



CIE Partner Network Monthly Meeting Minutes January 23, 2020

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

Meeting location: 1401 Imperial Avenue, San Diego, CA 92101

Welcome and Introductions

Tanishsha 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

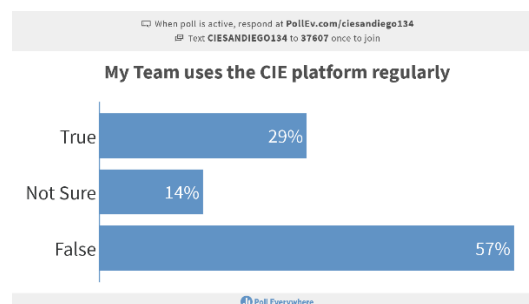
Ideation Breakout

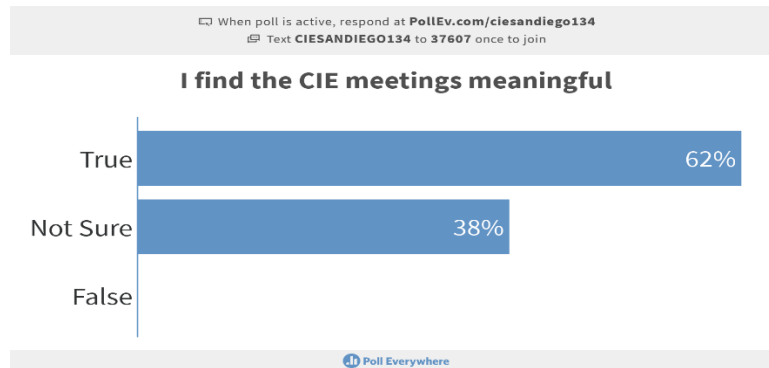
End User Feedback

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:





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.



Community
Information
Exchange



Community Information Exchange (CIE) Partner Meeting

January 23, 2020

WELCOME & INTRODUCTIONS

Agenda

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

Policy Workgroup Updates

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

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

Sample Language for Clients



Warning

This individual needs an updated Authorization. Please add a new Authorization by going to the Privacy tab.



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

<http://ciesandiego.org/wp-content/uploads/2020/01/Update-Consent-Guide-1.pdf>

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 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	<input type="text"/>	Last Name	<input type="text"/>
Social Security Number	<input type="text"/>	Last 4 of SSN or PIN	<input type="text" value="####"/>
Birthdate (MM/DD/YYYY)	<input type="text" value=""/> 	Phone Number	<input type="text"/>
Email	<input type="text"/>		

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

[DASHBOARD](#)
[AGENCY PROFILE](#)
[REQUEST LOG](#)
[SERVICE DIRECTORY](#)
[SUPPORT](#)

[SEARCH CLIENT](#)

[Partner Community](#)

2-1-1 San Diego - Tier 3 Care Coordinator II Referral Manager

[Tier 3 Referral Manager HIPAA](#)
[Sign Out](#)

Dashboard
Partner Dashboard (HIPAA)
Dashboard used in the Community for Tier 2/3 Partners
As of Jan 7, 2020 2:25 PM Viewing as Tier 3 Referral Manager HIPAA

Refresh

Referrals by Status

Record Count
83k
5k
2k

Referral Status
Pending
Completed
Other

[View Report \(Referrals by Status 2\)](#)

Referrals by Outcome

Record Count
23k
57k
1k

Outcome All
Did not receive Services
Receiving/Received Services
Other

[View Report \(Referral by Outcome\)](#)

Referrals by Service Name

Record Count
60k
30k
0

Service Name
California E., VITA, Chicago C., Maricopa C., Inland C., Met-Cal, Covner C., Health N., CalFresh A., Referral, External B., Health N., Grandpa, HIV/AIDS, Project CA, Homeless, Community, Behavioral, Telebook, Disaster R., Disaster N., Ship Co., CalFresh, Meningo, Baby's Ah, GRS Oms, HICAP/CA...

[View Report \(Referrals By Service\)](#)

New Referrals

NAME	NEW	SERVICE NAME	REFERRAL DATE
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Pending Client Action

NAME	SERVICE NAME	REFERRAL DATE
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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

Slide 20

TH2 [@Rebecca DAndrea]- I am not sure how many slides you will need for you part of presentation. Please add your content as needed.

Tanisha Harrell, 8/14/2019

BD1 Done

Becca DAndrea, 8/21/2019

THANK YOU PARTNERS