Meeting time: 9-10:30am, 4th Thursday of the month.
Meeting location: 3860 Calle Fortunada, San Diego, CA 92123
Agencies in attendance: 2-1-1 San Diego, American Be There San Diego, Child Development Associates (CDA), San Diego, La Maestra Healtth Centers, LGBT Community Center, SIREN, Skinny Gene, Telecare Corporation, YMCA of San Diego County, North County Health Services, San Ysidro Health Centers

Welcome and Introductions

Tanissha Harrell, Engagement Director opened up the meeting with an energizer. The energizer was high energy and well received and led to high levels of motivation and a positive atmosphere which were essential in making the CIE partner meeting successful.

New Partners

This month, the CIEC Network welcomed 5 new partners including:
- San Diego City College District
- San Diego Family Care
- Santee School District
- Veterans Chamber of Commerce
- Zero8hundred Military Transition Program

Project Highlight

Our partners from SIREN and UCSF presented at the CIE meeting and informed the group about the work that they are doing with the Advancing Real-Time Coordination and Collaboration (ARCC) research project. 2-1-1 San Diego and other local CIE partners including: La Maestra Community Health Center, San Ysidro Health, Be There San Diego, Multicultural Foundation, Skinny Gene Project, and YMCA are collaborators of the project. This project will feature activities including: Catalyzing and conducting high quality research, Collecting & disseminating research findings, and Providing evaluation, research, & analytics in consultation services. The goal of this project is to expand the CIE's data analytics and visualization functionalities to improve use of social and health data as part of chronic disease primary care, population health management, and community health improvement interventions.

Partner Community Feedback

The CIE 2-1-1 San Diego team solicited feedback on a proposed change to the Partner Community portal when processing direct referrals. The proposed change directly affects how an expired referral is tracked in the partner community. Partners provided feedback and chose to label an expired referral outcome as "referral timed-out."

A partner from North County Health Services expressed that it would be great to receive an alert that notifies the referral sender when an outcome is marked as "Did Not Receive Services" that way they can follow-up with the client to provide additional support and services.

2020 Poll Results Recap

At the CIE Partner Meeting in January partners were asked to participate in a poll that determined the focus for future CIE Partner Meetings build infrastructure to the CIE Partner Network. The results of the poll are featured below.

How can we support our shared clients better?

"Help us understand other partners CIE workflow so we can improve our own."

"Doing a great job already"

"Learning if the CIE was helpful to them...case examples"

"Allow them access somehow?"

"Making appropriate referrals"

"Streamlined enrollment and eligibility determinations"

"More and easy options for consenting into the CIE"

"Streamline referral process"

Poll Everywhere

What topics/content do you want to add to the meeting this year?

"Highlights from the field; how are agencies leveraging CIE"

"2Gen - family-centered service"

"Lessons learned from new organizations that are on boarded"

"Updates on feedback or recommendations and if any action was taken on the issue"

"Re-entry support services"

"data privacy revisited"

"In depth program sharing"

"Successful referral agency updates"

Poll Everywhere

What do you wish that CIE was doing that we are not presently doing?

"Not sure"

"Have a client interface so they can be in charge of their own referrals too."

"Integrating more effectively with NextGen"

"Expand data collection and the information that partners can receive"

"Family records and family assessments"

"You may already do this but networking events"

"Connecting with partners who are addressing root causes of the need for services, so that expertise can help inform policy, etc."

Poll Everywhere

What role should CIE be playing within the community over the next 3 t 5 years?

"Resource fair?"

"Continue supporting and listening to partners; it's been great so far!"

"Better linkage and coordination of care for clients needing support and resources in the community. Also better system for providers to use to best serve their clients"

"Actively assisting former felons"

"Full intergration with county so everyone can coordinate with transparency when mbrs enter county services including mh and substance use treatment"

"Improving services and outcomes for our most vulnerable community members"

Poll Everywhere

Feedback: Based on the responses to the survey, Camey from 211/CIE asked what kind of resource fair would be helpful. A partner from North County Health Services said that it would be great for partners to have the opportunity network and learn about each other's programs and services in CIE so that they can collaborate more closely.

Next Steps:
Next month, partners will be asked to choose a committees or workgroups that they want to participate based on the responses to the survey,

CIE Mission
During the meeting, partners were asked to participate in an interactive exercise where they provided feedback on the current CIE mission statement to collectively share insight and ideas on where CIE when it was written (3 years ago) vs. where CIE is today. The current statement and some of the feedback from partners is found below.

Current CIE Statement:

"Empower communities to engage with people through a human-centered and data-driven perspective."

Feedback:

What keywords is the mission statement missing?

Connection	Trust (*)	Advocacy	Person Centered Care (*)	Integrated care	Results/Outcomes (*)
Purpose	Safety Net	Communication	Coordination	Addressing needs	Cohesion
Ecosystem	Bi-directional	Proactive	Follow-up	Facilitation	Integrity
relationships	Shared network				

*top 3 keywords

Next Steps:
 The feedback from the mission statement exercise will be discussed at next month's meeting
Partner in the network will be asked to vote on the revised version(s) of the mission statement.

CIE Engagement for Collective Voices
The CIE team is working on a project to help bring the collective voice(s) of CIE to our website and other avenues to help inform the future of CIE. To accomplish this, we are working on creating an online platform to opt-in, Facebook group, space for feedback on our website, in the community via focus group and more.

Announcements
No announcements

Next Partner Meeting
March 26, 2020 9:00 am-10:30 pm. Location TBD.