

# Community Information NETWORK MEETING Exchange<sup>®</sup>

May 27, 2021

9:00 AM – 10:30 AM

# WHO'S IN THE ROOM?



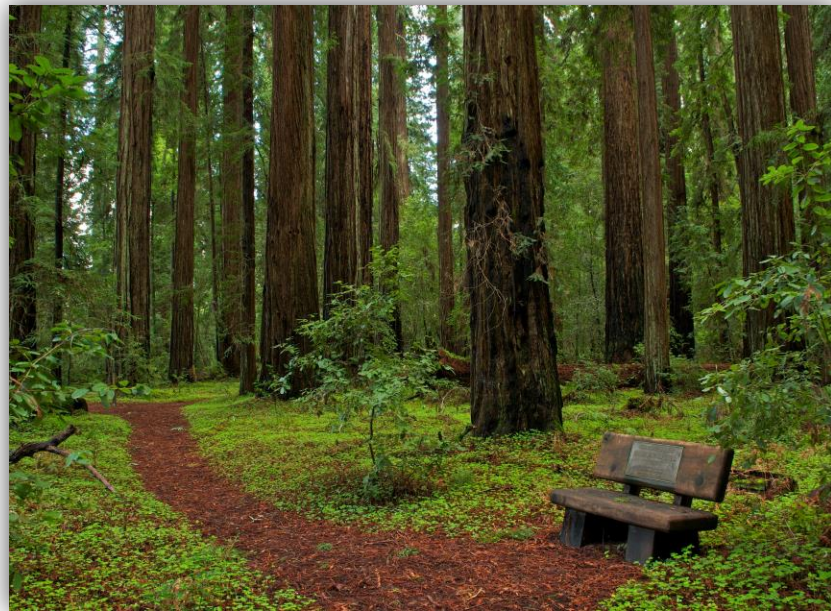
## Welcome to our SPACE

We want to greet and celebrate your energy.

Birthdays, New Family Members, Partners,  
Birth Pets

Use the chat and share your name  
(first/last) & your agency & identity

# SIT UNDER A TREE



## Namaste

Who likes/loves trees?

Take notice of the tree use your imagination. What kind is it? What color are the leaves?

What season is it? What noises do you hear? What scents do you capture? Sit under the tree and let your senses take in what is needed.

Nature is one the greatest healers. Whether you are physically there or imagine a beautiful natural scene in your mind , you will begin to relax. Nature is a way to cultivate a feeling of peace.





# RECAP FROM LAST MEETING

## April 22,2021 Highlights

### NEW CIE PARTNER

[EasterSeals of Southern California](#)

### PARTNER HIGHLIGHT

[Jewish Family Service](#)

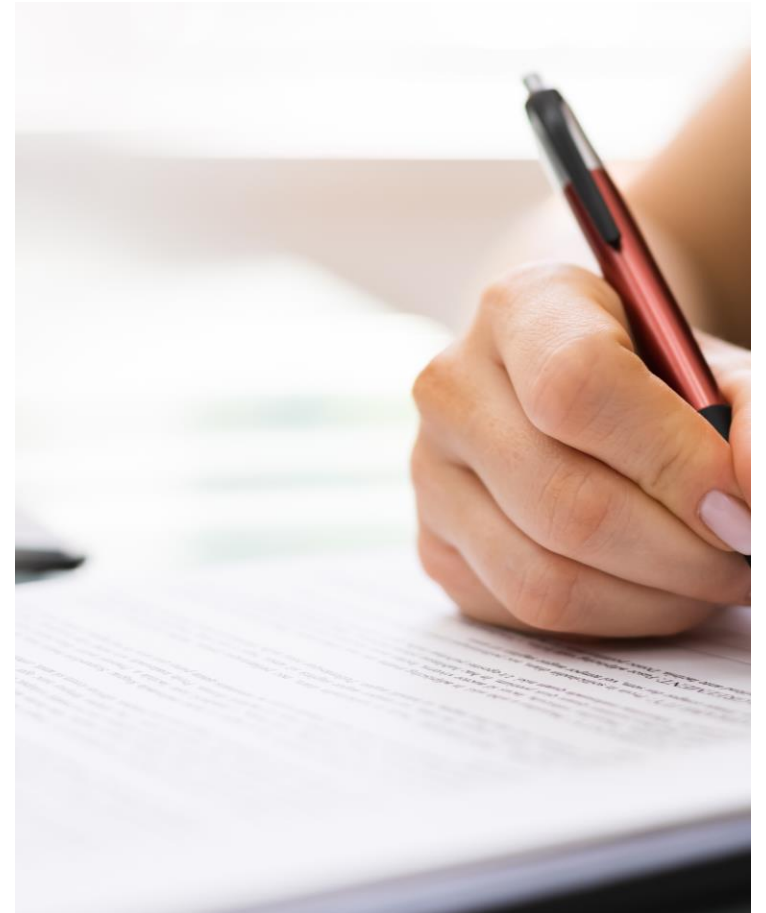
### INITIATIVES

**Catalyst Affinity Group** (Bi-weekly/ 6 sessions (1.5 hours) for 3 months, with 6-month check-in)

**Veterans Workgroup (Next Meeting August)**

### COVID-19 RESOURCES

- The [Golden State Stimulus](#) extended to 10/15/2021
- [Housing Stability Application Assistance Program\(HSAP\)](#)



# AGENDA

## What's Happening Today

- Who's in the Room?
- Recap from April 22 Meeting
- Agenda Overview
- New CIE Partner- ROCK Church
- Partner Highlight- Goodwill Industries
- New Direct Referrals
- Utilization Report
- Open Forum



# WELCOME TO CIE ROCK CHURCH!



# WELCOME

to the

*Community Information Exchange*



ROCK CHURCH

# GOODWILL<sup>®</sup>

SAN DIEGO COUNTY

*Making Good Happen*

**Mission: To provide employment and training opportunities to people with disabilities and other barriers to employment**







FREE Job Search  
Assistance

**COMMUNITY  
EMPLOYMENT  
CENTERS**

**GOODWILL®**  
SAN DIEGO COUNTY

*Making Good Happen*

- Job seekers can meet **virtually** or in person, one-on-one, in **English** or **Spanish**, with a Career Advisor
- Job Readiness Certificate
- Free Workshops & Online Job Board
- Hiring Events & Information Sessions
- One-Stop for additional Goodwill programs and services
- Access to community resources



# Current programs that are direct referrals in CIE

## Goodwill Industries San Diego County

### Goodwill Employment Centers

Offers free job search assistance, including one-on-one appointments, job readiness workshops to job seekers in the community. Partners with local employers and community agencies, job seekers may participate in the job readiness certificate program. Workshop topics include Resume, Ace the Interview, Find a Job, Conflict Resolution, and Workplace Communication.

### Locations:

[Goodwill Employment Center, Chula Vista](#)

[Goodwill Employment Center, Escondido](#)

[Goodwill Employment Center, Oceanside](#)

[Goodwill Employment Center, Point Loma](#)

[Goodwill Employment Center, San Ysidro](#)



DOR Direct Placement  
DOR Work Experience  
Ticket to Work  
Veterans' Program  
Young Adults

- One-on-one assistance & job development
- Referrals to wraparound services to help overcome employment barriers
- Career Assessment
- Job matching
- Interview support
- Post-placement follow-up



- Temporary three-month position
- On-the-job, structured training plan
- Eligibility for a permanent position at GISD or assistance in finding employment upon completion of program





# GOODWILL<sup>®</sup>

SAN DIEGO COUNTY

*Making Good Happen*

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# NEW DIRECT REFERRALS

**Service Name:** [HousingHelpSD.org](http://HousingHelpSD.org)

**Description:** Provides rent relief information and tenant workshops in San Diego County.

- Individuals can also go to [www.HousingHelpSD.org](http://www.HousingHelpSD.org) to find information on how to obtain rent relief information in their community.
- Individuals can register online to attend the tenant workshops.

**Eligibility:** Renters living in San Diego County



Service Name: [One Month Away- Emergency Rent Assistance](#)

**Description:** The program provides one-time funds of up to \$700 to help low-income renters who do not have enough income to pay rent or utilities.

**Eligibility:**

- Tenants that cannot get unemployment benefits.
- Tenants that are over 65 years of age and have a fixed income.
- Tenants that are undocumented
- Serves San Diego County

# NEW DIRECT REFERRALS

**Service Name:** [Emergency Rental and Utilities Assistance Program Application Assistance \(ERAP\)](#)

**Description:** 2-1-1 San Diego has partnered with Housing Community Development Services to submit rental and utility payment assistance applications over the phone.

The County of San Diego COVID-19 Emergency Rental and Utilities Assistance Program helps to pay past-due, unpaid rent and utilities for individuals and families with low income in the County of San Diego who experience financial hardship due to the COVID-19 pandemic.





# NEW DIRECT REFERRALS

**Service Name:** [Communities in Action Program, North Central Region](#)

## Description

Provides individuals and families living in the North Central region of San Diego with resource navigation and basic needs supports including:

- Food
- Hygiene products
- Limited rental, childcare and utility assistance
- Internet service payments
- Gas cards and bus passes
- Clothing vouchers
- Diapers



# NEW DIRECT REFERRALS

**Service Name:** [Nueva Vida Haven Emergency Shelter for Women and Children](#)

**Description:** Provides a 30-day emergency overnight shelter for single women and women with children. Secondary services include: breakfast and dinner served daily, morning sack lunches for children, daily showers, emergency clothing and hygiene supplies, computer lab, and referrals and weekly case management.

Participants are required to complete the intake paperwork and intake interview. Each individual is required to complete a TB test and lice check within 7 days. This is scheduled at the intake interview with the client. Proof of guardianship is required for families.



# CTCP + 211 + CA Smokers' Helpline



## CTCP + 211 + CA Smokers' Helpline

- The CDPH's CA Tobacco Control Program (CTCP) is partnering with 211s around the state to try to connect tobacco users to the California Smokers' Helpline
- 5-year program to help tobacco users who want to quit, or support someone who lives with a tobacco user and wants to help them quit
- Tobacco use is detrimental to health and is expensive; therefore, it aligns with our person-centered care model to offer cessation services to our clients
- As an additional incentive, clients who accept the referral and participate in a counseling session will receive a \$20 gift card from the California Smokers' Helpline



# DIRECT REFERRAL UPDATE

**Service Name:** [Covered California Application Assistance](#)

**Description:** Provides over the phone assistance in completing and submitting applications for Covered California health insurance electronically through CalHEERS.

**Eligibility Includes:**

- San Diego County Residents
- Anyone that makes too much money to qualify for Medi-Cal, and their employer does not offer “affordable” health insurance coverage.
- Residency Status

**Special Enrollment Period:**

- The American Rescue Plan increased federal subsidies above and beyond the assistance previously provided by the California State Subsidy Program.
- Covered California opened a special enrollment period beginning April 12 to December 31, 2021 allowing additional households to apply for health coverage.



# UTILIZATION REPORTS

Goal	Current Numbers	% of Goal	Monthly Trends									
105 Partners	102 Partners	97% of Goal										
Adoption Metrics												
30,000 Logins	31,340 Logins**	104% of Goal	3,015 Jul	2,783 Aug	2,825 Sep	2,942 Oct	2,380 Nov	3,549 Dec	3,247 Jan	3,528 Feb	3,572 Mar	3,499 Apr
205,000 Consents	201,571 Consents	98% of Goal	5,507 Jul	7,098 Aug	5,459 Sep	5,539 Oct	4,476 Nov	4,493 Dec	4,945 Jan	3,994 Feb	8,556 Mar	6,817 Apr
40,000 Searches	19,881 Searches	50% of Goal	2,205 Jul	1,556 Aug	1,727 Sep	2,321 Oct	1,617 Nov	1,928 Dec	1,507 Jan	1,819 Feb	1,892 Mar	3,309 Apr
Engagement Metrics												
100,000 Records with Shared Data	111,168 Records with Shared Data	111% of Goal	5,328 Jul	5,763 Aug	4,896 Sep	4,657 Oct	3,773 Nov	7,206 Dec	4,624 Jan	4,049 Feb	8,649 Mar	9,485 Apr
30,000 Profile Views	19,482 Profile Views*	65% of Goal	1,758 Jul	1,613 Aug	2,485 Sep	1,871 Oct	1,412 Nov	4,498 Dec	687 Jan	935 Feb	1,260 Mar	2,963 Apr
Intervention Metrics												
25,000 Direct Referrals	27,314 Direct Referrals	109% of Goal	2,942 Jul	2,895 Aug	2,827 Sep	2,982 Oct	3,016 Nov	3,388 Dec	2,870 Jan	2,227 Feb	2,323 Mar	1,844 Apr

## Summary

- Previously, our data integration metrics were not included in general trends.
- Standard CIE metrics now include Data Integration activities in Logins and Profile Views. When an integration activity occurs, these now count as a login. Direct referrals that are sent to an external system now count as a page view.
- For all data integration projects, we use a standard process that includes review and approval by our data integration committee (includes CISO, Legal Advisor).
- With new integration metrics, three of the utilization metrics have surpassed this year's fiscal goals (Logins, Records with Shared Data, and Direct Referrals).
- Increased CIE utilization in April driven primarily by San Ysidro Health.

\* 10 days of profile view data were lost in January and February 2021 and are not retrievable; number for these months appear lower than actual utilization.

\*\* On 12/2/2020, CIE adjusted its policy on session time-outs (i.e. the number of idle minutes before the system signs a user out), which led to an increase in number of logins.

# Logins

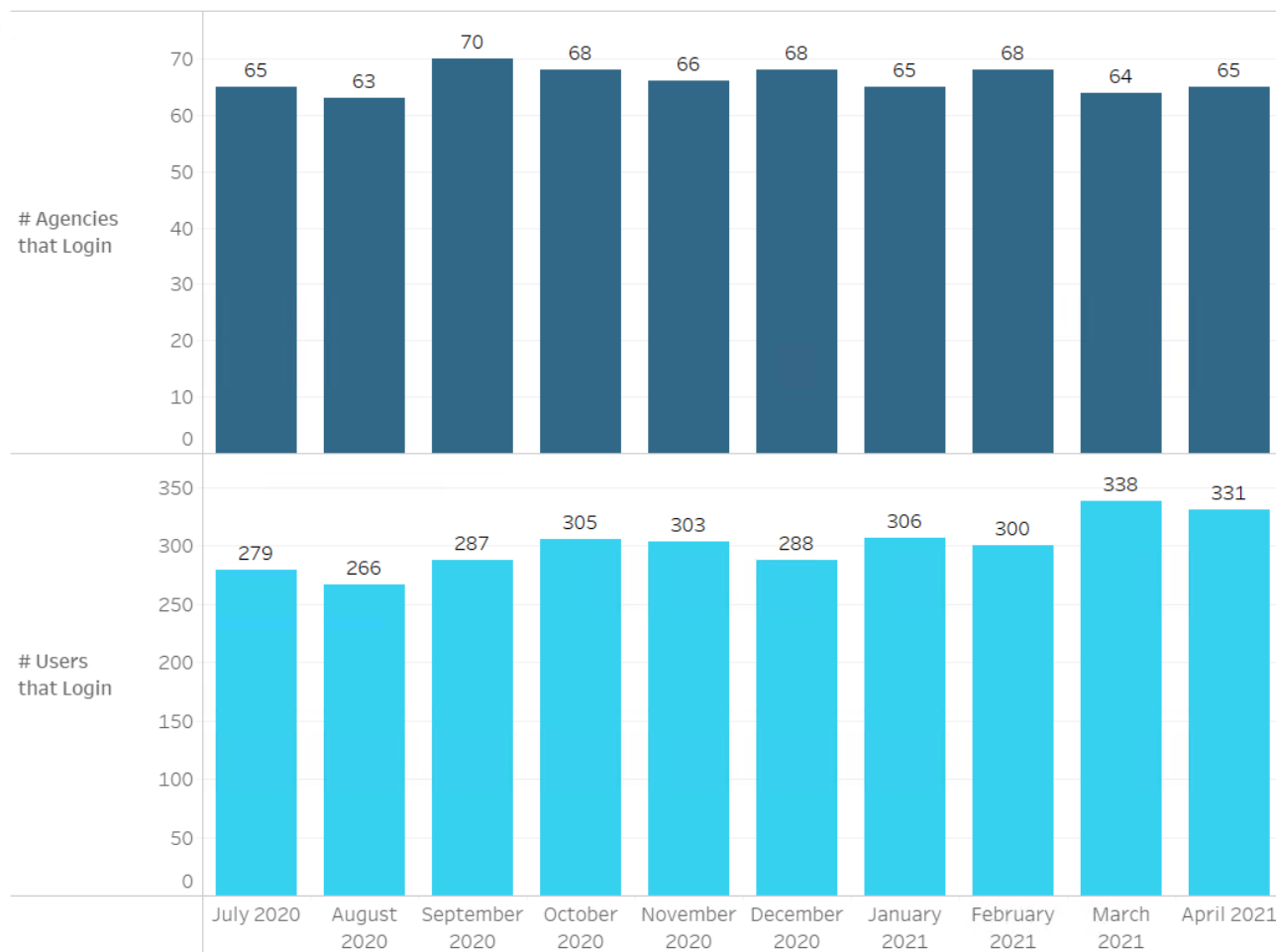
## Updates to Metric

- In December 2020, CIE adjusted its policy on session time-outs (i.e. the number of idle minutes before the system signs a user out), which led to an increase in the number of logins.
- Logins now include data integration activities. For example, when data is integrated from an external source into CIE, that will now count as a login.
- This new metric definition added 8,394 logins for July to March, or a 43% increase from the old method.

## Key Activities

- 83 agencies have logged into the CIE this year, averaging 2,800 logins per month for the full year and about 3,150 logins per month since December 2020.
- 806 total users have logged in, averaging 300 users per month.

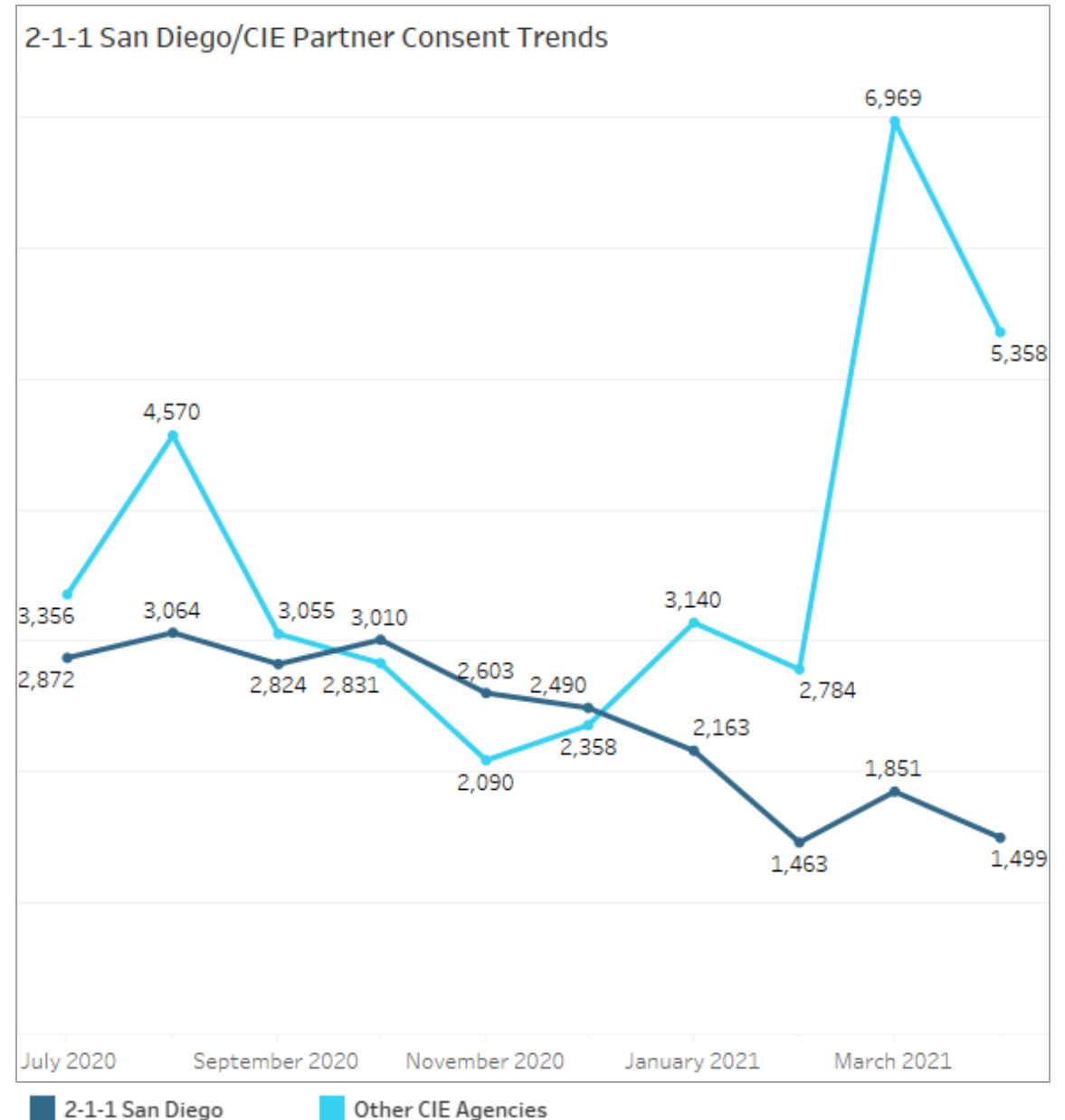
Login Summary



# Consents

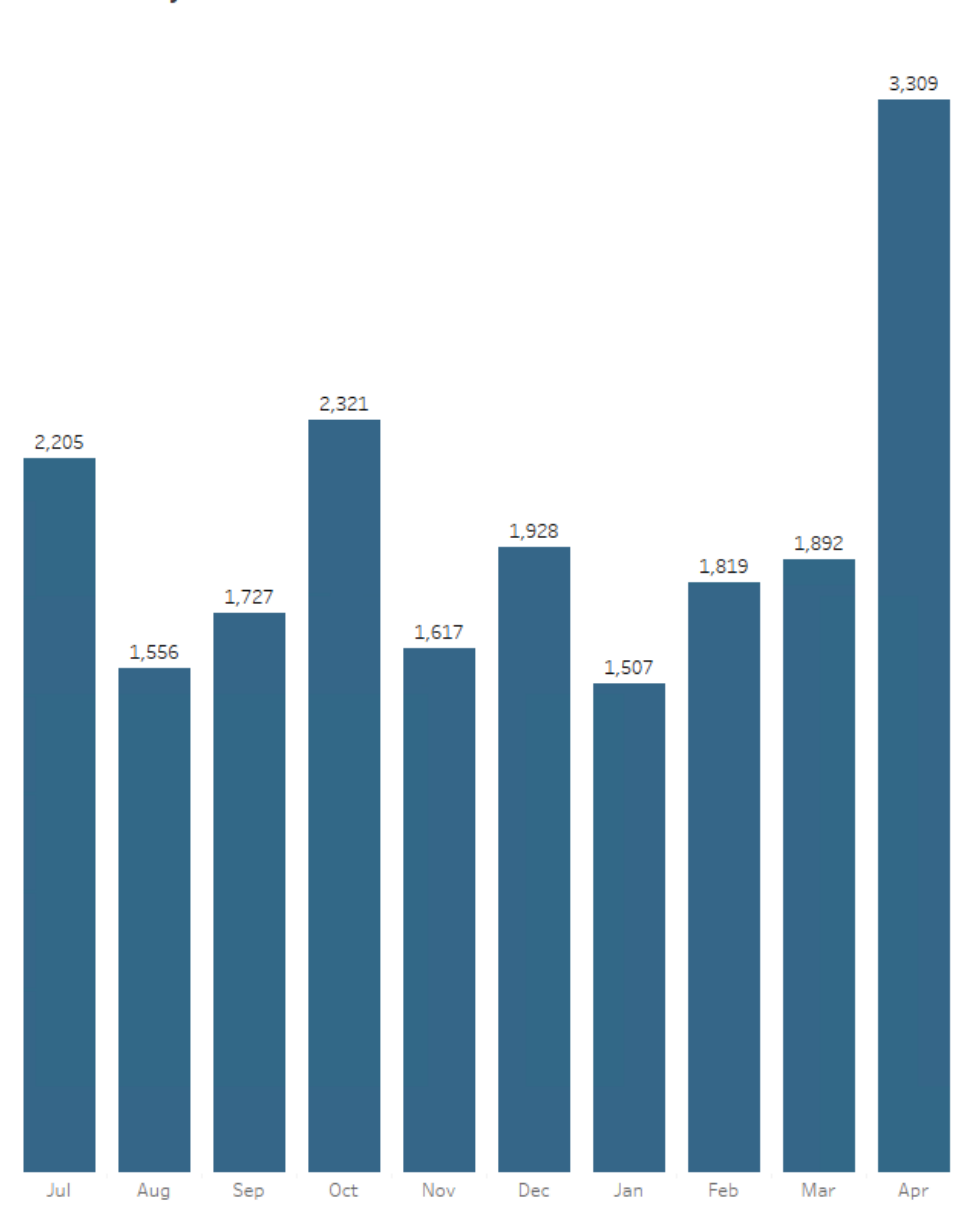
## Key Activities

- There was an increase in the total consents in March and April 2021, driven primarily by San Ysidro Health
  - 48% of all consents were added through San Ysidro in March and 50% in April.
- The County of San Diego Connect Well integration adds about 1,000 consents a month, on average.
- 211 San Diego consents have been steadily declining since October 2020, contributing about 2,400 per month.
- Four agencies use a **Joint Consent**, which are single consents for both CIE and source agency
  - San Diego Workforce Partnership
  - HMIS
  - Connect Well San Diego
  - San Ysidro
- Four agencies use an **Embedded Consent**, which occur when the CIE consent is completed during the same workflow as the source agency consent
  - San Diego Food Bank
  - La Maestra
  - Family Health Centers
  - SBCS





Searches by Month



# Searches

## Key Activities

- There was a 74% increase in search activity in April, compared to March; driven primarily by increased activity from San Ysidro Health users.
- On average, San Ysidro completes about 730 searches a month, but in April there were about 2,150 searches.
- As CIE expands data integration projects to include more data flowing out of CIE and into source agency systems, the Search metric may decrease. We will need to revisit this metric or adjust based on new behavior.

# Shared Data

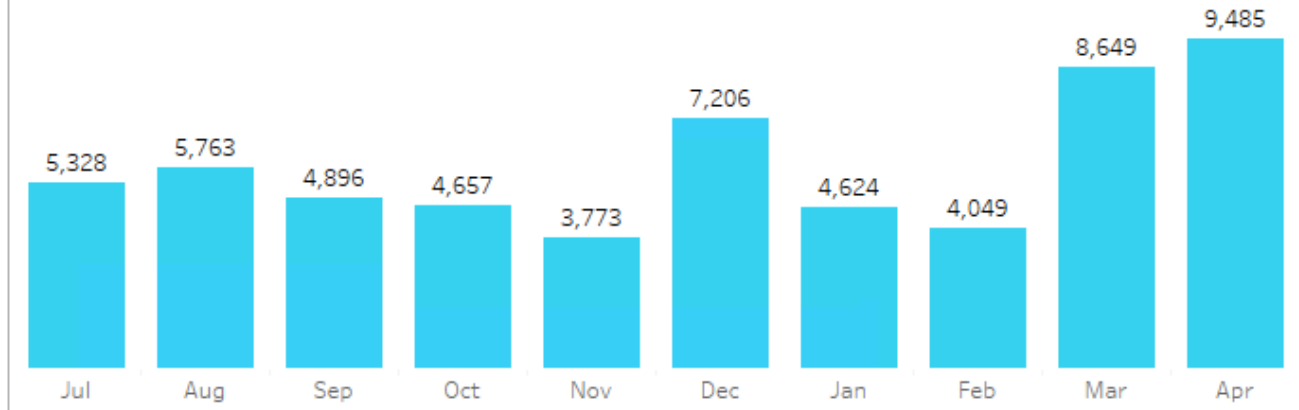
## Key Activities

- The Shared Data metric captures any form of data entering the CIE through manual and automated/integrated processes. This metric has an evolving definition and will undergo several updates to methodology in the next few months.
- Just over 111,000 client records in CIE have data from multiple sources, which surpasses this fiscal year's goal.
- Top data sharing partners include:

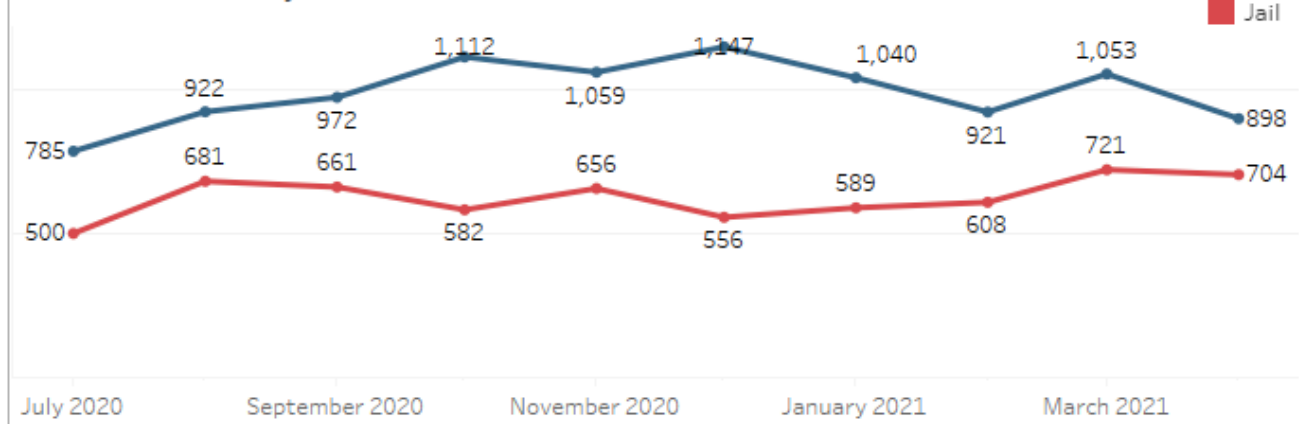
Regional Task Force on the Homeless	20,444
Father Joe's Villages	20,222
County of San Diego	20,150
San Diego Workforce Partnership	14,781
San Ysidro Health	10,374
Molina Healthcare, Inc.	9,987
Jacobs and Cushman San Diego Food Bank	7,682
EMS Alerts	5,455
Legal Aid Society of San Diego, Inc.	5,432
Alpha Project for the Homeless	5,329

### Shared Data Trends

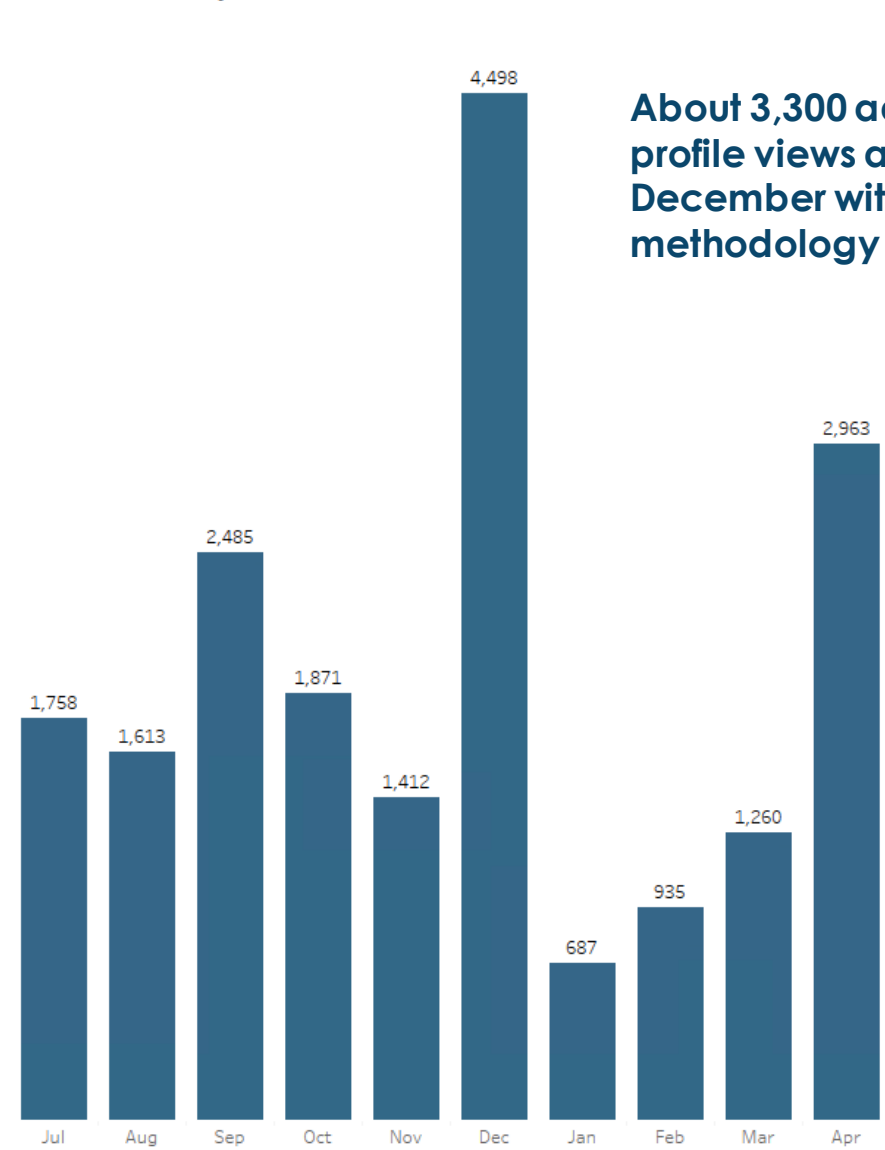
Graph represents number of new sources of data each month on a client record. For example, a client is counted in January for FJV consenting them, but SDFB enrolls them into a program in March, therefore also counting them in March as a record with a new source.



### Alert Breakdown by Incident Month



Profile Views by Month



About 3,300 additional profile views added in December with change in methodology

# Profile Views

## Updates to Metric

- The Profile Views metric now includes Data Integration activities when the data is sent externally to a partner organization's source system, which replaces an agency's need to log directly into the Partner Community.
- For example, direct referrals to SD Food Bank are directly integrated in the SD Food Bank system. SD Food Bank processes and closes these referrals in their system, then the outcomes are integrated directly into the CIE.
- This new metric definition added 3,458 profile views for July to March, or a 26% increase from the old method.

## Key Activities

- 59 agencies have viewed a client record in the Partner Community, or 63% of the agencies that can view profiles.
- The 135% increase in profile views in April can be attributed to a nearly 6-fold increase from San Ysidro Health.

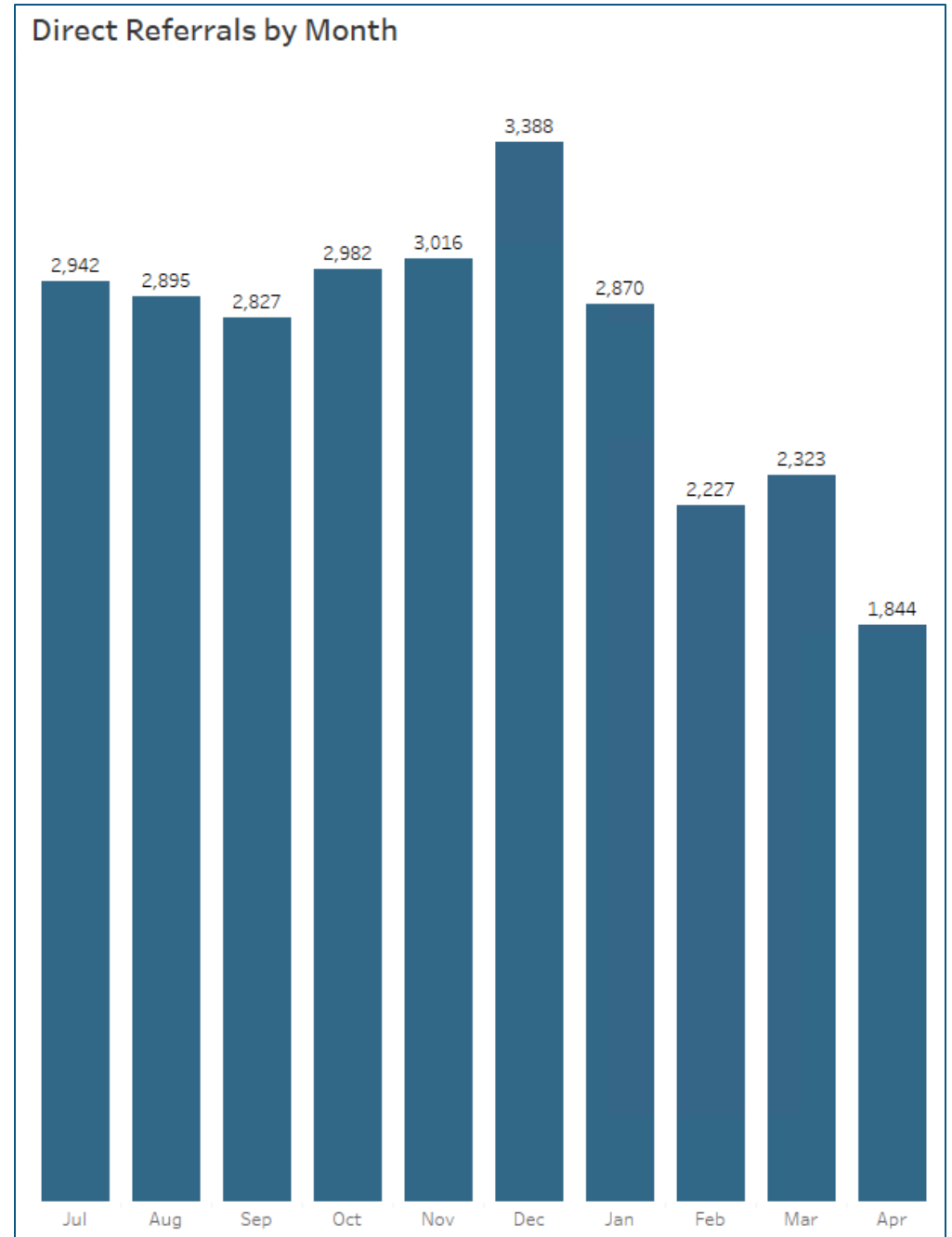
# Direct Referrals

## Updates to Metric

- Direct referrals to 211 San Diego programs that are sent by internal teams are now included.
- This change in methodology added 11,383 referrals for July through March, or about an 80% increase from the old methodology.

## Key Activities

- On average, about 2,700 direct referrals are sent per month, though the number of referrals has been declining since December 2020.
- Excluding 211 San Diego, San Ysidro Health is top partner sending direct referral through the Partner Community.
- 93% of all referrals are appropriate.
- 67% of all referrals are closed.
- 64% of all referrals have been closed with a positive outcome.





# CIE Data Integrations

## What is data integration?

2-1-1 San Diego Data Integration is the import of information from multiple CIE Partners' external data system sources into a specific single, longitudinal client record.

## Why are data integrations important?

- **Aligns with our Mission**
- **Data helps us tell the *true story about our clients*** by integrating data from multiple systems – each only capturing one part or instance of a person's situation.
- **Empowers CIE Partners** to leverage the functions of CIE without dual data entry and facilitates CIE adoption and utilization
- **Data Integration facilitates real-time care coordination** to promote the individual client's well-being as a foundation for a more quality of life. Comprehensive understanding of a client's situation enables a more trauma-informed and person-centered approach
- **Creates system of care efficiencies** by providing lines of sight into the realities of accessing services, barriers, disparities, service and referral outcomes
- **Centers 211 as a "hub of hubs"** and solidifies 211's role as a relevant and connector, and makes 211 continued center of information
- **Establish use cases** and value for national communities to adopt CIE and leverage technology

# Data Integration Overview

## Current State

- 13 active Data Integration projects
- 119,031 client records include interactions through a Data Integration project
- Data Integration activities began in 2014 with historical consents into CIE
- On average, since 2018 when CIE relaunched in Salesforce, Data Integration projects contribute information to about 50 client records a day
- Data Integration activities include:
  - API bi-directional data passing, including sending and receiving direct referrals
  - Batch upload to CIE with updated client information or referral outcomes
  - Creating records such as Care Teams and Program Enrollments

### Interactions Summary by Agency (All Time)

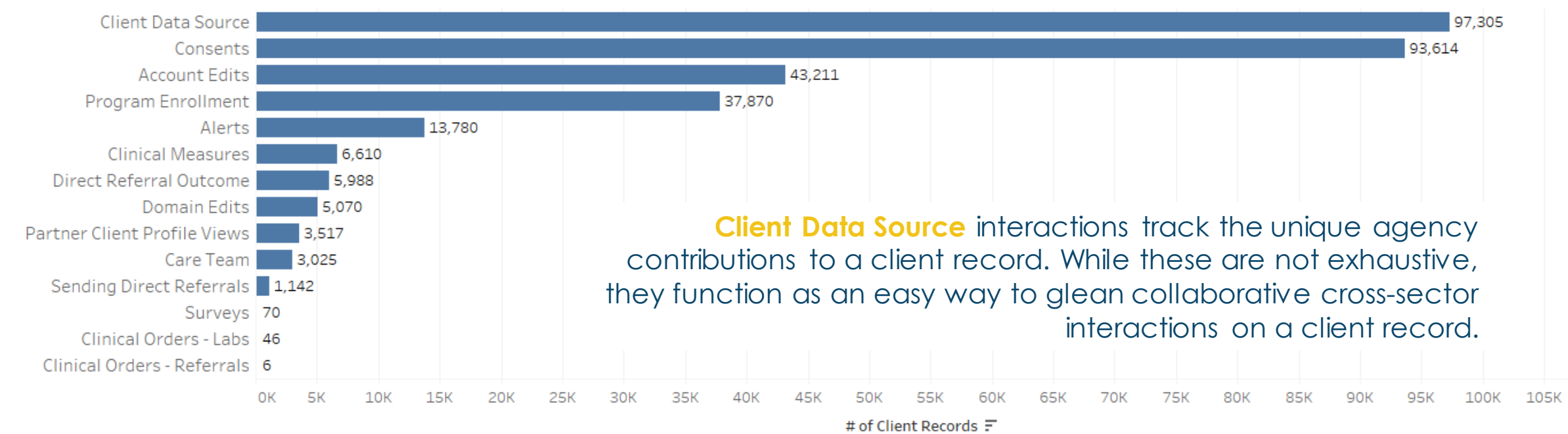
2-1-1 San Diego	59,945
Regional Task Force on the Homeless	20,375
County of San Diego - ConnectWell	19,165
San Diego Workforce Partnership	14,766
San Ysidro Health	7,231
Jacobs and Cushman San Diego Food Bank	6,990
Interfaith Community Services	2,962
Father Joe's Villages	2,523
City of San Diego Emergency Medical System	2,359
La Maestra Community Health Centers	1,061
Metropolitan Area Advisory Committee (MAAC)	305
Blue Shield of California Promise Health Plan	103
Family Health Centers of San Diego	7
Grand Total	119,031

*Note: 2-1-1 San Diego integrations include jail arrest alerts and other batch uploads by agencies without a dedicated login.*

# Data Integration by Types of Interactions

Among the 119,031 client records with Data Integration interactions, **Consenting** is the most common activity, comprising 79% of the interaction activity, accounting for nearly 94,000 CIE consented individuals. The next most common interactions were through **Account Edits** on 36% of the records and **Program Enrollments** at 32% of the records.

Summary of Integration Activities (All Time)



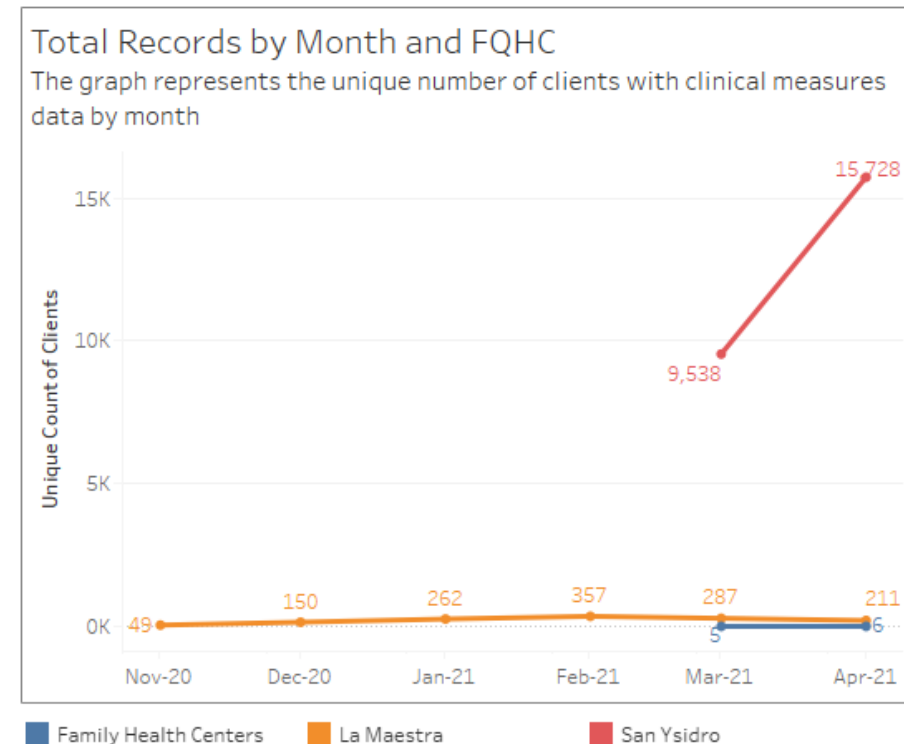
# Clinical Data

## About the Data

- Through a CDC and County of San Diego contracted partnership, clinical data from 3 FQHCs are integrated into the CIE and will be used to evaluate the effectiveness of the CIE in improving health conditions such as cardiovascular disease and diabetes.
- Clinical data will also be used to support 211/CIE San Diego's AHRQ contract and partnership with UCSF to inform clinical and social interventions through individual and aggregate dashboards.
- Clinical data is broken into two categories to classify if the information contains clinical markers data such as A1C and BMI, or if it does not include clinical markers but has information such as health insurance, medical homes, and medications.

## Key Activities

- In total, CIE received nearly 32,000 clinical records for about 26,500 individuals.
- La Maestra was the first FQHC to launch in November 2020, and has integrated clinical data into about 1,300 client records.
- San Ysidro began sharing data in March 2021, and has integrated clinical data into about 20,000 client records.





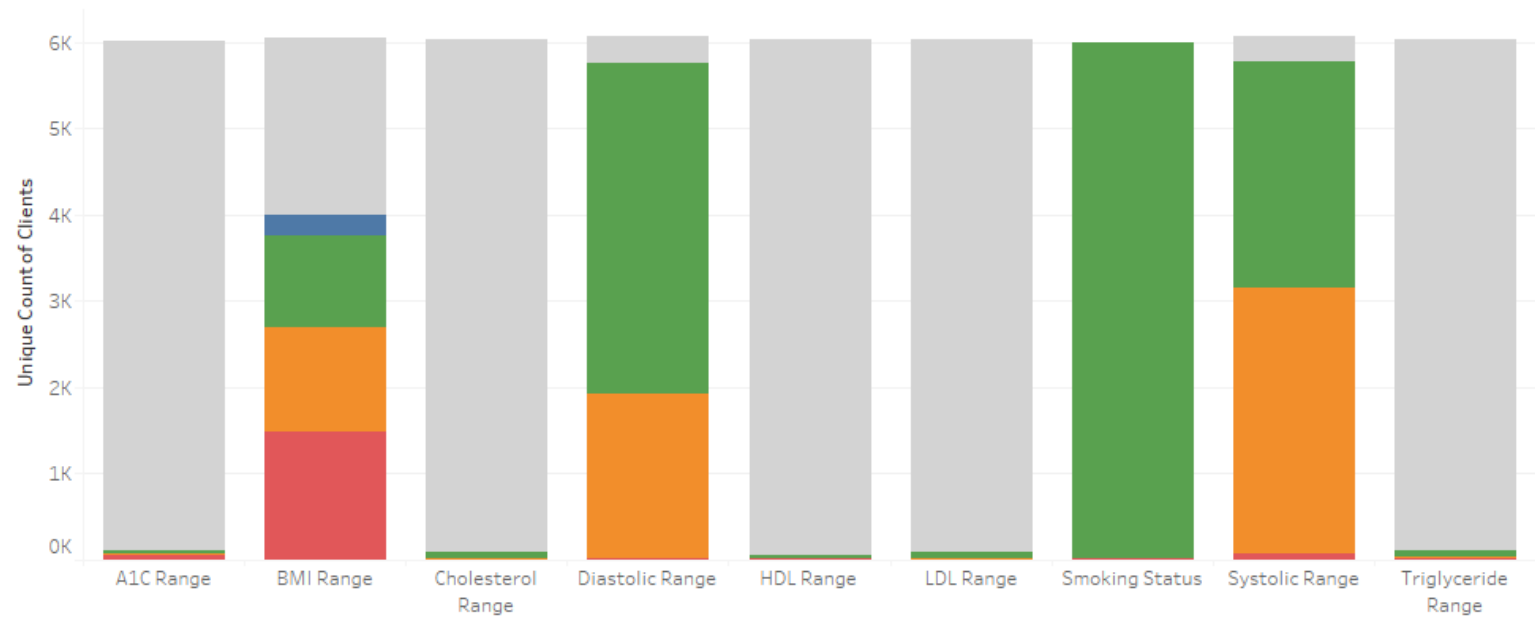
# Clinical Markers and Ranges

## Available Clinical Measures Data by FQHC

Excludes missing values

	A1C Range	BMI Range	Cholesterol Range	Diastolic Range	HDL Range	LDL Range	Smoking Status	Systolic Range	Triglyceride Range
Family Health Centers	8		8		8	8	8		7
La Maestra	39	1,091		1,166	12	21	1,171	1,166	22
San Ysidro	58	2,906	77	4,592	31	70	4,823	4,605	77
Grand Total	105	3,997	85	5,758	51	99	6,002	5,771	106

## Clinical Ranges



Categories Missing Data Under Normal Borderline High High

## Types of Clinical Data

- The most frequent type of clinical marker data is related to blood pressure (diastolic and systolic) and weight (BMI), two commonly collected measurements at most clinical visits.
- This data, when coded into ranges, allows us to see clinical health information that can inform care and potential referrals.
- This clinical data can also be combined with demographics such as age or race, as well as SDoH data such as income, housing status, and food insecurity to understand the cross-section of health and social data.
- This data can also highlight racial inequities and social barriers, as well as play an integral role in proactive connection to community resources.

# CIE TRAINING OFFERINGS

## Special Topic/Office Hours

### Preview new features

- Dashboard
- Referral Search

### Standing Topics

- Intro to CIE
- Overview of Features



## Monthly Training

**2nd Wednesdays, 10 am to 11 am**

Join Zoom Meeting

<https://211sandiego.zoom.us/j/91002228786?pwd=WjZTQSs3U2pLYUx3NVNIb05lMlR1aDZkdz09>

**Meeting ID:** 910 0222 8786

**Passcode:** 115961 **One tap mobile** +16699009128



# OPEN FORUM

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- Share
- Inform
- Bring your voice into the space
- What's new and exciting in your organization or agency
- I need support or help with
- I have an idea





COMMUNITY INFORMATION EXCHANGE



**VIRTUAL  
SUMMIT  
2021**

211/CIE San Diego proudly presents the 4th annual  
**Community Information Exchange (CIE) Virtual Summit**

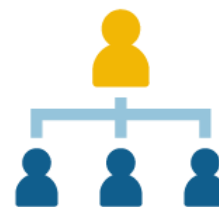
September 8-10, 2021

With a Virtual Special Session August 11, 2021

[REGISTER](#)

Rate for CIE Partners: \$150/\$250 with membership

### Summit Tracks



**GOVERNANCE  
AND POWER**



**DATA  
OWNERSHIP AND  
TECHNOLOGY**

[LEARN MORE](#)



**SUSTAINABILITY  
AND POLICY**



# CIE PARTNER ANNIVERSARIES



Happy 7 Years



Happy 6 Years



Happy 3 Years



Happy 3 Years



Happy 3 Years



Happy 3 Years



Happy 3 Years



Happy 2 Years



Happy 2 Years

# CIE PARTNER ANNIVERSARIES



Happy 2 Years



Happy 2 Years



Happy 2 Years



Happy 1 Years

**Thank you for your Partnership!**

# HAVE A GREAT DAY!



**NEXT CIE PARTNER MEETING**

**June 22, 2021 @ 9:00 am**

# QUESTIONS? REACH OUT TO THE 211/CIE TEAM



[Karis Grounds](#)

VICE-PRESIDENT OF  
HEALTH & COMMUNITY IMPACT



[Tanissha Harrell](#)

DIRECTOR OF  
ENGAGEMENT



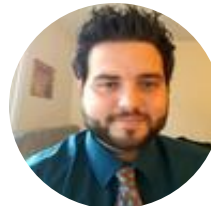
[Alana Kalinowski](#)

DIRECTOR OF PARTNER  
INTEGRATION



[Aidee Roman](#)

COMMUNITY PARTNERSHIP  
MANAGER



[Richard Sacco](#)

PROGRAM  
ASSISTANT



[Roxanne Suarez](#)

DIRECTOR OF PARTNER  
INTEGRATION