Community Information Exchange

May 27, 2021
9:00 AM – 10:30 AM
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
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.
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)](#)
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
Mission: To provide employment and training opportunities to people with disabilities and other barriers to employment
Community Employment Centers

• 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
Customized Programs

- 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
Paid Training Program

- 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
Aron Pritchard, Customized Programs Manager
apritchard@sdgoodwill.org
(619) 417-7993

Ashley Czech, Community Employment Manager
aczech@sdgoodwill.org
(619) 955-0315
Service Name: **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

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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.
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
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

- 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.
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.
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 appears 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.
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.

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.
• 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
  • ConnectWell 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
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.
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: 7,662
- EMS Alerts: 5,455
- Legal Aid Society of San Diego, Inc: 5,432
- Alpha Project for the Homeless: 5,329
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.

Updates to Metric

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.
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)

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

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

**Client Data Source** interactions track the unique agency contributions to a client record. While these are not exhaustive, they function as an easy way to glean collaborative cross-sector interactions on a client record.
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 FQ 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.
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.
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=WjZTQs3U2pLYUx3NVNIS05IMWx2QT09
Meeting ID: 910 0222 8786
Passcode: 115961 One tap mobile +16699009128
OPEN FORUM

• 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
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
SUSTAINABILITY AND POLICY

LEARN MORE
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 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

Karlis Grounds  
VICE-PRESIDENT OF HEALTH & COMMUNITY IMPACT

Tanisscha 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