



Community
Information
Exchange



Community Information Exchange (CIE) Networking Meeting

September 24, 2020

Who's in the Room?



Agenda

1. Who's in The Room?
2. New Partners
3. CIE Opportunities & Updates
 - Integration/Clinical Objects
 - Lyft & Door Dash
 - AHRQ: Feedback Sessions
 - BlueShield Direct Referral
 - SDG&E
 - Quarterly Security Trainings
 - Adverse Childhood Experiences
4. CIE 2019/2020 Overview
5. CIE Mission/Vision
6. New Partners Presentation
 - Neighborhood House Association
 - NCRC
7. Open Forum

Next Meeting: October 22, 2020 @ 9:00 AM

North County Lifeline, Welcome to CIE!



North County Lifeline's mission is to build self-reliance among youth, adults, and families through high-quality, community-based services.

Lyft Rides Opportunity

Launched **September 1, 2020**

The Lyft ride opportunity is a partnership between CIE, Lyft, United Way Worldwide, and AT&T. This opportunity offers free Lyft rides to CIE clients with eligible transportation needs.

If your agency is interested in being able to refer clients to this opportunity, please complete the interest form below or reach out to aroman@211sandiego.org

Next Steps:

1. Complete a short training and quiz!
2. Begin Sending Direct Referrals



[Submit Interest Form](#)

Essential Goods Delivery Extension!!



This program has been extended until 12/31!

Does your organization offer essential goods including food boxes, diapers or material goods your clients? **Will you have any delivery needs for Holiday programs or services?** Ask us how to participate in the Last Mile Delivery Program!

This program can offer free deliveries to your clients.

To participate, complete the interest form below.

[Submit Interest Form](#)

BlueShieldPromise: The 1st Health Plan Direct Referral



[Service Listing:](#)
[Social Services Department](#)

Use cases for referral

- Home and Safety Concerns
- Barriers to Receiving Treatment
- Catastrophic condition
- Terminal phase of illness
- Recurrent Emergency Room/IP/Readmissions Admissions
- Transitioning from Inpatient Care/Skilled Nursing
- Transitioning from Long Term Care
- Immediate Crisis Intervention
- Homelessness or at Risk for Homelessness
- Isolated/Limited social supports
- Co-occurring mental health or substance use

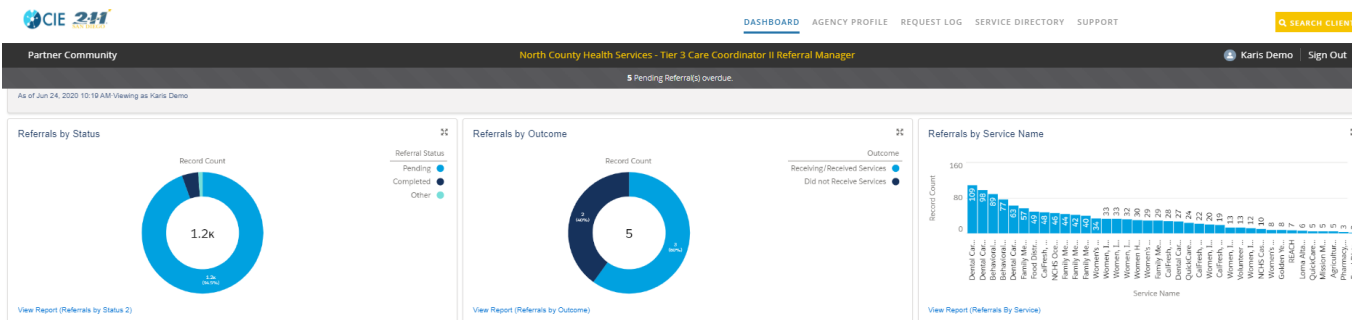
***Available to BlueShield members**

ARCC- Feedback Sessions!!

In Partnership with **UC San Francisco Siren**, we will be leading feedback sessions in November and December to inform two major platform updates. We will share mock-ups of the planned design and ask targeted questions to learn what partners find valuable:

Care Team Alerts (November)

Case Management Dashboard (December)



Survey link

PSPS: Partnership with SDG&E



Dear 211 Partner,

Last week we notified you of our new role in supporting San Diegans before, during and following a Public Safety Power Shutoff (PSPS), which is the de-energization of certain electrical circuits to reduce the possibility of igniting a fire during Red Flag fire conditions.

There is a large fire known as the Valley Fire affecting a large number of residents across San Diego. There is also a Red Flag Warning in effect starting today through Thursday 9/10 due to Santa Ana wind conditions.

While this is projected to be a mild wind event without widespread power de-energizing, **211 has officially been activated by SDG&E** to proactively support San Diegans who have Access and Functional Needs (AFN) and ensure their safety during any PSPS by sharing easy, quick, and efficient access to information, resources, and services. AFN populations include individuals who are or have physical, developmental or intellectual disabilities, chronic conditions or injuries.

Adverse Childhood Experiences (ACEs)

- Partnership with Accountable Communities for Health (CACHI)
- Leveraging CIE for ACEs
- Sharing a survey and in collaboration to leverage the CIE to address ACEs
- Please reach out to kgrounds@211sandiego.org if have any ideas or feedback

<https://www.acesaware.org/>

End of Fiscal Year Report

CIE End of Fiscal Year Report

The focus for FY 19-20 was growing the network through utilization and initiatives and moving from Outputs to Outcomes

Successes:

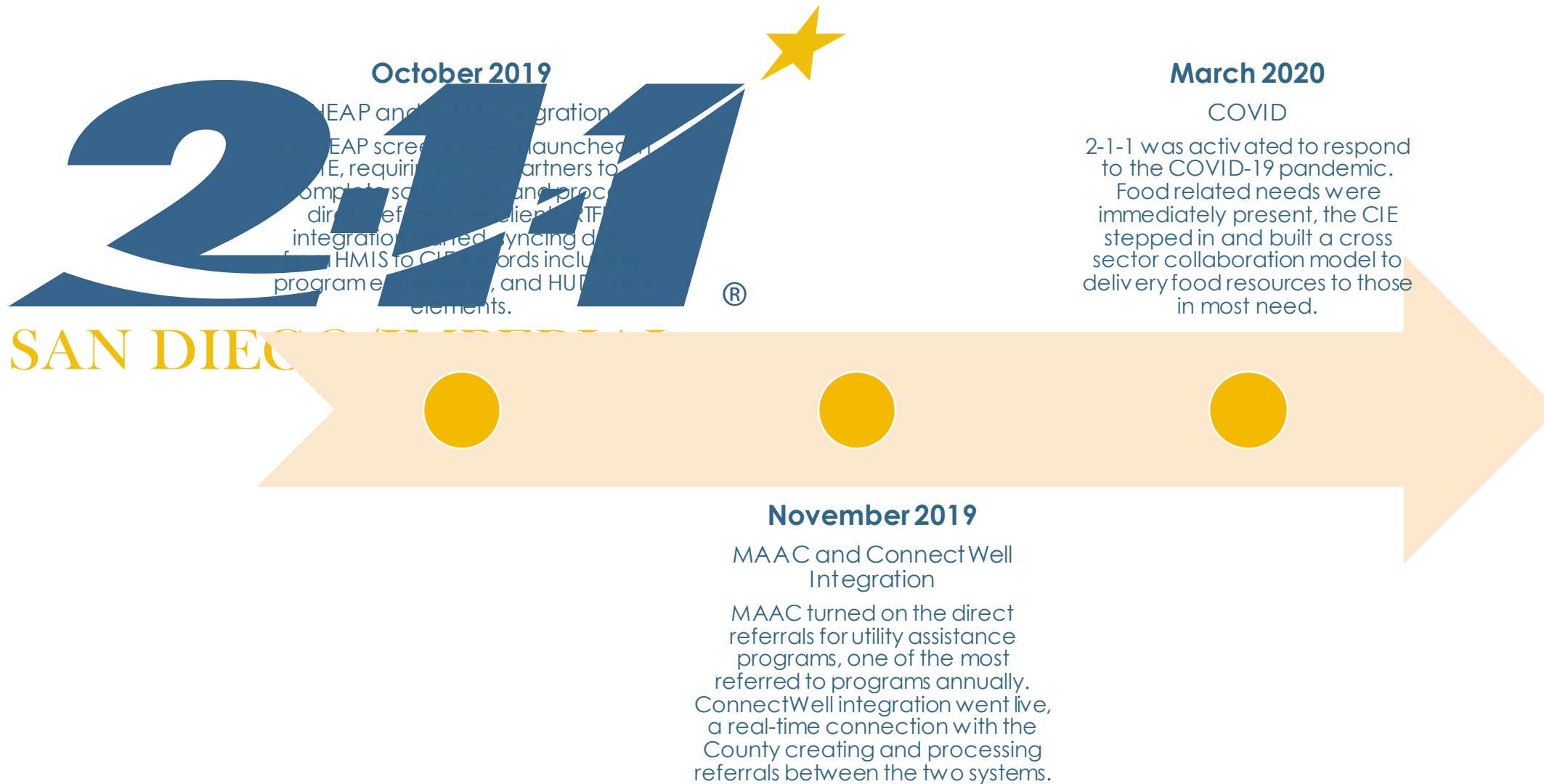
- New initiatives drove increased utilization
- Marrying consent process with HMIS, Connect Well, San Diego Food Bank to bring in more clients into the network
- Enhanced records with more data sharing through integration projects including HEAP, MAAC, COVID Food Delivery
- 50% client network growth
- More users engaging with records
- More partners accepting and sending direct referrals



Opportunities:

- Lessons learned from each initiative – data collection, processing referrals
- Measure outcomes; define, collect and demonstrate the value

New Initiatives and Integrations



More users are engaging with records and learning about clients

More Client
Records Viewed
in CIE

10,477 unique client profiles were viewed 19,239 times, a 223% increase from previous year

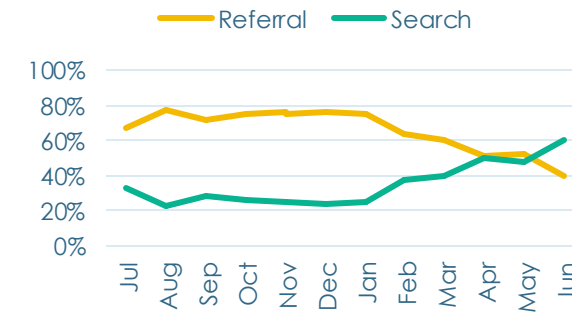
6,913 client records viewed more than once

808 (8%) client records viewed by more than one agency

Partners are
Searching for
Clients

direct referrals are still the route to get to a client profile, using the search functionality to get to a client record increased this year with June seeing the highest rate at 60% of profiles viewed from using the search.

Route to View Profile



Partners are
Digging Deeper
into Profiles

4,774 detailed page views, almost 9 times more than the previous year.

- 33% learned more about SDoH situations by looking at **domain** pages
- 25% learned about **referral** histories
- 13% gained more knowledge about client **consent** information
- 9% viewed **program enrollment** details

Page View Details



Populations Served Across the Network

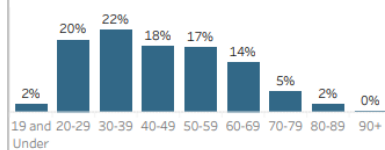
Historically the CIE was a system made up of clients experiencing homelessness and older adults in need.

Today, the network mirrors a much broader breadth of the community, aligning with the clients served by our partners in the network.

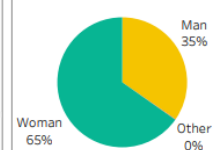
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General Demographics

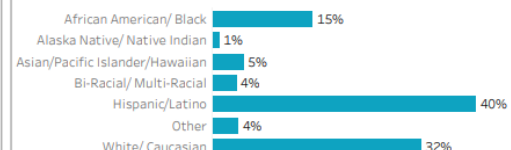
Age Group



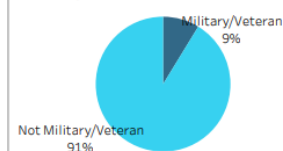
Gender Identity



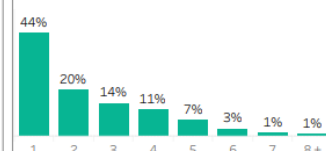
Race/Ethnicity



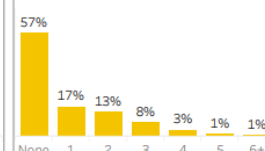
Military/Veteran Status



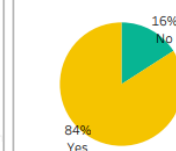
Household Size



Number of Children

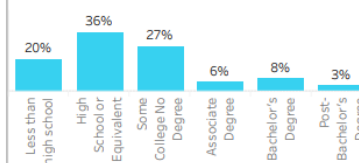


Health Insurance

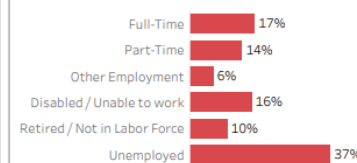


Socioeconomic Indicators

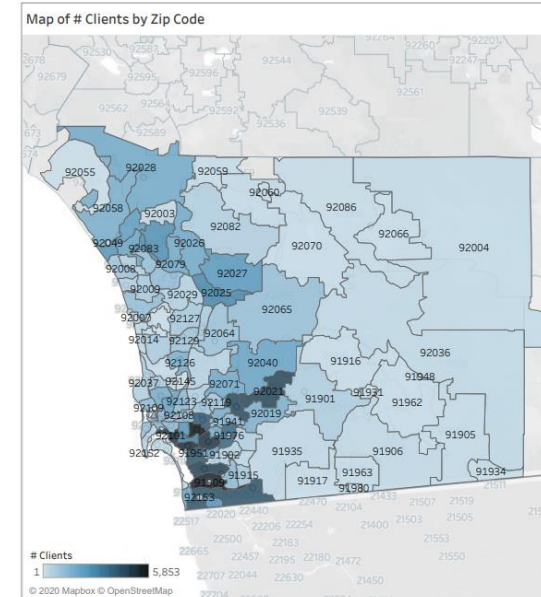
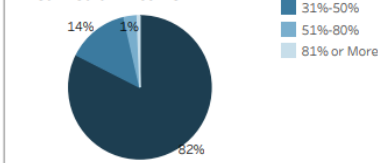
Education



Employment



Area Median Income



Interactions with Different Populations

CIE engagement can take one of three forms



Adding
Information

Adding Program
Enrollments

Records within these engagement types form similar profiles

Clients who view the CIE are:

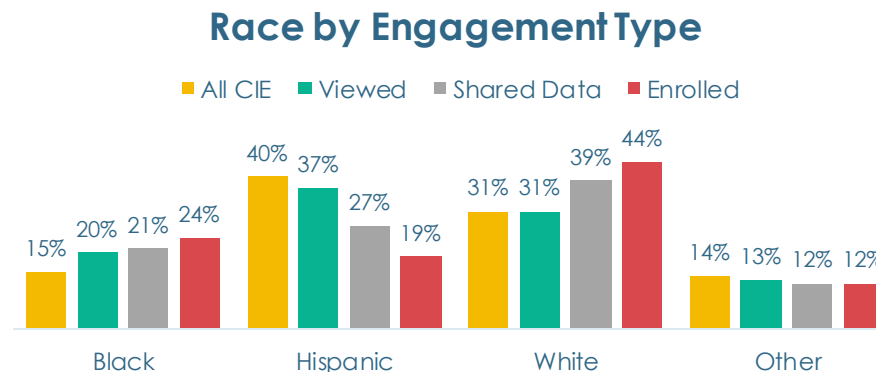
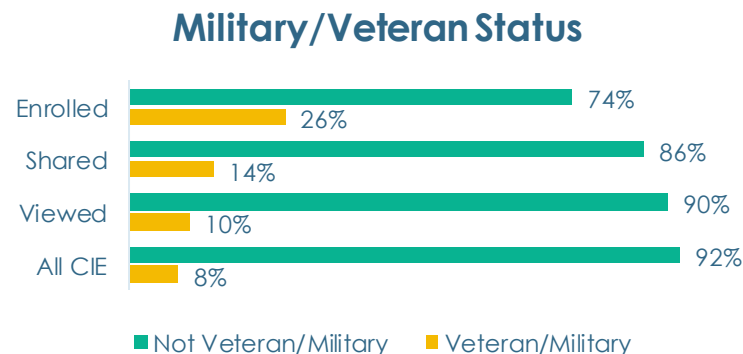
- Older
- Hispanic
- Female
- Not single households, but not as likely to have children
- Non-military
- 1% have an EMS alert, 1.5% jail

Clients with program enrollments are:

- Older
- White
- Male
- Single households
- Veterans (26% enrolled vs. 8% of total CIE population)
- 2% have an EMS alert, 4% jail

This is consistent with homeless clients in San Diego County*, as HMIS and Father Joe's Villages populates a majority of program enrollments.

Comparisons between the engagement methods display differences



*Source: <https://homelessdata.com/dashboard/rfh/community-performance-dashboard/>

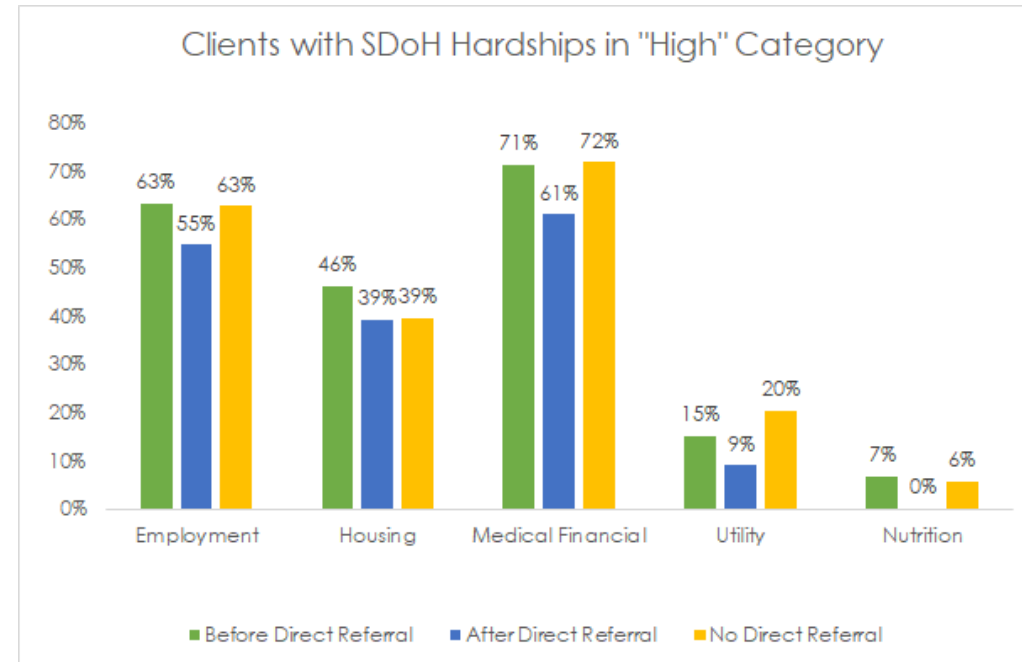
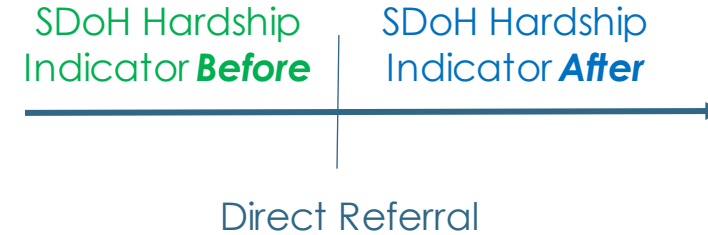
Direct Referrals Impact on SDoH hardships

Methodology

Update client data to include direct referrals and assess hardships by level of High, Medium, and Low. Compare hardships before and after a direct referral.

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- Initial data indicates that direct referrals may have positive effect in reducing SDoH Hardships.
- The percent of clients with SDoH hardship indicators in the "High" level decreased for **utility, nutrition, medical financial, housing, and employment** after receiving a direct referral.
- For example, 63% of clients had a High Employment SDoH hardship indicator before a direct referral. This dropped to 55% after the direct referral.



Current Mission Statement



CIE Mission Statement

Mission:

St

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



CIE Mission

- **Mission Statement #1:** To advance equity for all by empowering communities to engage through a person-centered approach that is inclusive and harnesses the value of cross-sector collaboration and coordinated access to services.
- **Mission Statement #2:** To advance individual and systemic equity by empowering communities to engage through a person-centered, inclusive, and coordinated access to services.
- **Mission Statement #3:** To advance equity for community members through access to coordinated and person-centered services by shifting systems of care to be inclusive and tailored to the people we collectively serve.

CIE Advisory Board Update

- **Matthew Packard**
- **CIE Advisory Board Chair**
- **E-mail address:** mathew@packardadvisors.com



**NATIONAL
CONFLICT
RESOLUTION
CENTER™**

Open Forum