



# Community Information Exchange (CIE) Advisory Board Meeting

August 17, 2021

## CIE Advisory Board Meeting

### AGENDA

August 17, 2021 • 8:30 AM – 9:30 AM



Time	Agenda Item	Presenter
8:30 – 8:35am	Welcome and Introductions & Agenda Overview	Mathew Packard Chair 2-1-1 Advisory Board
8:35-8:50 am	Workgroups Update <ul style="list-style-type: none"><li>• Membership</li></ul>	Mathew Packard Chair 2-1-1 Advisory Board
8:50– 9:05 am	CIE Trends, Utilization & Use Cases <ul style="list-style-type: none"><li>• Year End/Utilization Data</li><li>• CalAim SDoH Data</li></ul>	Karis Grounds VP of Health and Community Impact
9:10-9:25 am	Workgroups Update <ul style="list-style-type: none"><li>• Membership</li><li>• Outcomes</li></ul>	Mathew Packard Chair 2-1-1 Advisory Board Karis Grounds VP of Health and Community Impact
9:25-9:30 am	Other Updates & Meeting Adjournment	Mathew Packard Chair 2-1-1 Advisory Board

# WELCOME & INTRODUCTIONS



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# Membership Workgroup



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# Membership Workgroup Updates

Sector Representation	
Education	Healthcare
Criminal (Restorative) Justice	Community-based Organization
Faith-based	Business
Community Member	Youth/Children
Older Adults	Veterans
At-Large (5)	Government

# Proposed CIF AB Seats

Nominee	Sector Represented
Postponed	Education
Jillian Warriner	Healthcare
Postponed	Criminal (Restorative) Justice
Postponed	Government
Kris Kuntz	Social Services
Bishop Dr. William Benson	Faith Based
Postponed	Business
In Process	Community Member
Aimee Zietz	Youth and Children
Marilyn Cornell	Veterans
Brenda Schmitthener	Older Adults
Nancy Maldonado	At-Large
TBD	At-Large
TBD	At-Large
TBD	At-Large
TBD	At-Large

## Next Steps:

- The working group is recommending the Advisory Boards continue to meet with its current membership and the proposed (6) new members for the remainder of the calendar year. During this time, new members will have an opportunity for orientation and trust building. The Membership working group will continue to identify potential nominees to fill the (5-8) at large seats with input from the new members. It is anticipated that by the end of the year, the group will feel comfortable identifying potential nominees to fill the remaining seats representing Education, Criminal (Restorative) Justice and Business with the goal of first meeting of the new full Advisory Board occurring shortly after the first of the year.

# CIE UTILIZATION UPDATE



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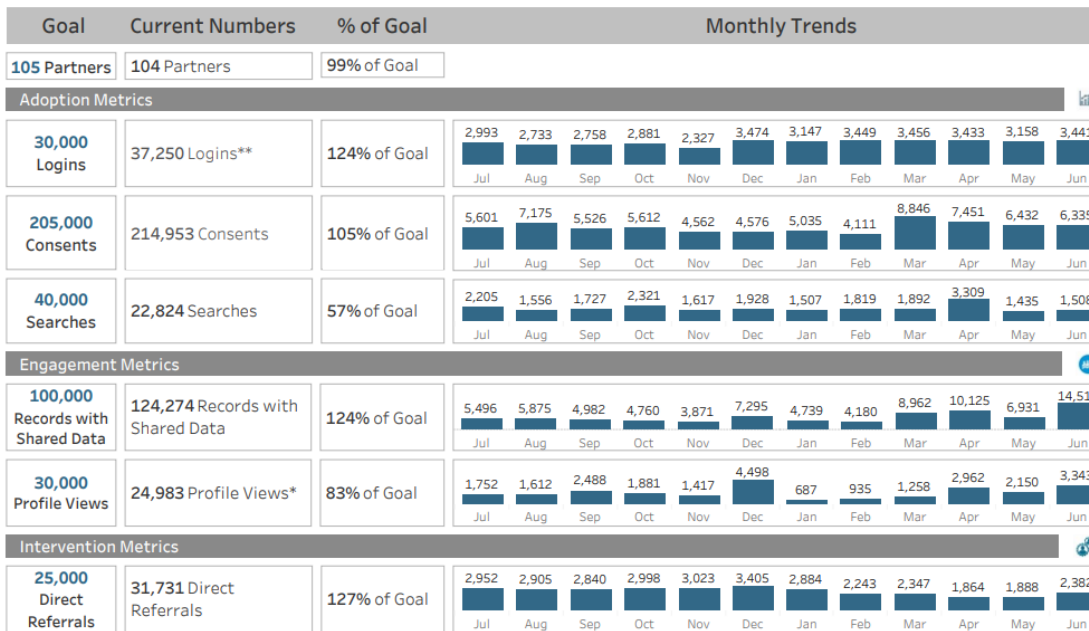




# CIE Utilization Trends

 **CIE TRENDS AND METRICS DASHBOARD - Fiscal Year: July 1, 2020 - June 30, 2021**

The trends dashboard highlights the established fiscal year metric goals for the CIE. These goals are specific to utilization, including how many partners and clients are in the network and how partners use the network to view clients, refer them to appropriate resources and share data to enhance records. This utilization allows us to better assess and understand the overall impact the CIE has on client outcomes.



\* 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.

Data Source: 211/CIE Information Systems | Reporting Period: 7/1/2020 - 6/30/2021



San Diego Wellness Collaborative



CHICANO FEDERATION OF SAN DIEGO COUNTY



# CalAim: Updates



WILL LIGHTBOURNE  
DIRECTOR

State of California—Health and Human Services Agency  
Department of Health Care Services



GAVIN NEWSOM  
GOVERNOR

**DATE:** June \_\_, 2021

ALL PLAN LETTER 21-XXX

**TO:** ALL MEDI-CAL MANAGED CARE HEALTH PLANS

**SUBJECT:** COLLECTING SOCIAL DETERMINANTS OF HEALTH DATA

**PURPOSE:**

The purpose of this All Plan Letter (APL) is to provide guidance to Medi-Cal managed care health plans (MCPs) on using the Department of Health Care Services (DHCS) Priority Social Determinants of Health (SDOH) Codes to collect reliable SDOH data.

**BACKGROUND:**

DHCS released its California Advancing and Innovating Medi-Cal (CalAIM) proposal in 2019, which DHCS revised on January 8, 2021.<sup>1</sup> CalAIM is a multi-year program to improve health outcomes and quality of life for Medi-Cal beneficiaries through broad delivery system, program, and payment reform.

Population Health Management (PHM) is an initiative of CalAIM that identifies and manages member risk and need through whole person care approaches while focusing on and addressing SDOH.

DHCS recognizes that consistent and reliable collection of SDOH data is vital to the success of CalAIM's PHM initiative. To advance improvements, DHCS is providing guidance on collecting SDOH data to:

## Board of Supervisors Passed:

- Framework for the Future: Improving the County's Wellness Care Delivery System to Address Health Disparities Exacerbated by the COVID-19 Pandemic
  - Letter of Support (includes CIE as requirement)
- CalAim Alignment with Population Health (Collecting Social Determinants of Health Data)
- Presentation to CalAim Workgroup Meeting on 7/23



# Workgroup Updates



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# Outcomes Workgroup



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# Partner Community Pop-Up Survey

We are adding a pop-up survey feature to the Partner Community to measure the value, impact, and effectiveness of upcoming enhancements.



**Objective:** Identify benefits from the panel management list views

## Feedback: Question 4

The Dashboard views of my clients and referrals helped me... (check all that apply):

- Identify new individuals for outreach or program enrollment
- Prioritize existing clients or patients in my program
- Make decisions about my program design and/or implementation
- Save time when processing direct referrals
- None of these apply to my experience today

## Feedback: Question 5

**Objective:** Collect open-ended feedback on helpfulness and usefulness of CIE platform/survey.

### SAMPLE

What was the impact of using the CIE with this individual today? If the CIE was particularly helpful, tell us more about how the CIE helped or shaped the care you provided today. (fill in blank box response).

# Recommendations for Revised Metrics

- **Consents:**
  - Share of Consents-Increase in integrated consents from partner organizations
  - Qualitative: Barriers to joint consent- Better understand-why organizations are not consenting? Challenges around joint consents (survey or targeted focus group)
- **Users:**
  - Better understand “active users” low, medium, high users
- **Clients/Profiles**
  - Interaction/High-Utilizers-low, medium, high interactions with agencies, enrollments, profile views, referrals, etc.
- **Remove logins and searches**
  - Due to increase in data integration and more meaningful ways to show utilization
- **Adding Engagement Metrics**
  - Dashboard Views (Individual, Case Management, Aggregate)
- **Increase Intervention Metrics:**
  - Direct Referrals: Replace direct referrals with all referrals in CIE
  - Screening/assessment tool
  - Expanding elements of utilization within program enrollment
    - Did get what they needed?

Why this Matters: Look for these icons to understand how data can be used to drive client outcomes.



#### Adoption

Adoption is the use of the CIE platform. Monitoring this helps us increase basic participation.



#### Engagement

Engagement is the interaction with client records such as viewing and adding information to a client's profile. Monitoring this helps to enhance shared information for better care coordination across the network.



#### Intervention

Intervention is taking action for a client's care, by sending referrals or conducting assessments and screenings. Monitoring this is essential in care coordination to improve client outcomes.

# True CIE Outcome Measurement

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# Example Leadership Survey

- **What do you think is the value of your organization participating in the CIE?**
- **Based on your strategic goals for 2021, how does CIE fit into your initiatives, collaboratives, quality standards or service deliverables?**
- **How do you think about CIE as a tool or infrastructure for your staff?**
- **Do you think about CIE when you think about partnering or an opportunity to leverage?**
  - Program Design, Grant Applications, Partnership, Infrastructure, Data Source for Strategic Planning, Resource Gaps, Aggregate Data, Other
- **How would you like to be updated or included in governance?**
- **What could CIE do to support you in this next year?**
- **What could do to support the health of San Diego region?**



# CIE Summit Update



**\$150 rate** for CIE Network Partners, CIE Advisory Board Members (Student Rate)

## Leading with Community to Drive Systems Change

Historically, our health systems and social service delivery infrastructure have not been responsive to or inclusive of the true needs of communities and vulnerable populations, especially people of color. Community Information Exchanges have the potential to promote equity and inclusivity through their community-led model. Drawing from current events, including the COVID-19 pandemic, CIE Summit 2021 sessions will thoughtfully analyze and discuss how to move CIE planning and implementation forward using community-led strategies that enable inclusive and equitable community input and participation.

### Summit Tracks



**Governance and Power**



**Data Ownership and Technology**



**Sustainability and Monetization**

# Items to Review/Feedback:

- Review Resumes/Expertise and provide suggestions for additional CIE Advisory Board Members for target groups and at-large seats
- Feedback on leadership survey, questions or input on short survey
- Any other identified through this meeting?

## **Next Meeting:**

- San Diego Foundation
- 2020/2021 Strategic CIE Goals
- Champion Membership

# OTHER UPDATES & NEXT MEETING

September 21, 2020 8:30-9:30 AM



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