



Community Information Exchange (CIE) Advisory Board Meeting

December 15, 2020

CIE Advisory Board Meeting

AGENDA

December 15, 2020 • 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 – 8:50am	CIE Utilization Update & Initiatives <ul style="list-style-type: none">• Data Integrations & Referrals• PSPS Response• RTFH: HMIS/CIE Access• COVID-19 White Paper	Karis Grounds VP of Health and Community Impact Kris Kuntz, RTFH Chief Policy Officer Alana Kalinowski Director of Partner Integration
8:50 – 9:00 am	CIE National Update	Karis Grounds VP of Health and Community Impact
9:00-9:25 am	Workgroups Update <ul style="list-style-type: none">• Membership• Outcomes• Sustainability	Karis Grounds VP of Health and Community Impact Mathew Packard Chair 2-1-1 Advisory Board Camey Christenson Chief Business Development Officer
9:25-9:30 am	Other Updates & Meeting Adjournment	Mathew Packard Chair 2-1-1 Advisory Board

WELCOME & INTRODUCTIONS



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CIE UTILIZATION UPDATE



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Goal	Current Numbers	% to Goal	Monthly Trends				
105 Partners	100 Partners	94% of Goal					
Adoption Metrics							
30,000 Logins	9,220 Logins	31% of Goal	2,122 Jul	1,806 Aug	1,829 Sep	1,940 Oct	1,523 Nov
205,000 Consents	173,625 Consents	85% of Goal	5,386 Jul	6,693 Aug	5,072 Sep	4,972 Oct	4,070 Nov
40,000 Searches	9,426 Searches	24% of Goal	2,205 Jul	1,556 Aug	1,727 Sep	2,321 Oct	1,617 Nov
Engagement Metrics							
100,000 Records with Shared Data	81,995 Records with Shared Data	82% to Goal	5,049 Jul	5,254 Aug	4,395 Sep	3,970 Oct	3,135 Nov
30,000 Profile Views	9,033 Profile Views	30% of Goal	1,786 Jul	1,622 Aug	2,501 Sep	1,893 Oct	1,231 Nov
Intervention Metrics							
25,000 Direct Referrals	7,759 Direct Referrals	31% of Goal	1,627 Jul	1,544 Aug	1,436 Sep	1,503 Oct	1,649 Nov

Data Source: 211/CIE Information Systems | Reporting Period: 7/1/2020 - 11/30/2020

100 PARTNERS!!!!!!

Press Release & Website Badge



Data Integrations

- La Maestra live integration with consents at patient registration
- Interfaith Community Services
 - Objects that can be edited/created through this integration
 - Demographics
 - Program Enrollments
 - Domain Specific (housing, health, etc.)
 - Consent (HMIS/CIE Joint Authorization)
 - Completed one-time match of 3,081 shared consented clients in ETO and CIE
 - HMIS/CIE Joint Authorization captured at intake for the following programs:
 - Communities in Action
 - All case management programs under supportive services
 - Basic Needs
 - Centralized intake
 - Senior services
 - Homeless Courts
 - COVID-19 response services
 - Haven House

Direct Referrals in CIE

Direct Referrals in CIE 376

7 new direct referrals added in November

- CHIP (2 services)
- YMCA – CRS (4 services)
- Courage to Call (24 hour hotline)

8 New direct referrals added in December

- PSPS response
 - Jewish Family Services
 - FACT Transportation
 - Salvation Army (2 services)
- Response from the Veteran Workgroup in November
 - Gary and Mary West PACE
 - VVSD (SSVF and HEAP rental assistance)
 - zero8Hundred

Public Safety Public Shutoffs (PSPS)



Social and Consumer Services



Veteran Service Organizations



Full List of Services offering services as direct referrals
<http://ciesandiego.org/partners>

RTFH: HMIS Access



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HMIS Data Shared Into CIE

- April 1st 2020 Multi-Party Authorization (MPA) implemented that allowed for comprehensive HMIS data sharing into CIE
- When a person experiencing homelessness opts in to sharing their information within HMIS they are also opting in to sharing their HMIS info into the CIE
- Data in CIE only includes those who have opted in using new MPA and old clients who will need updated signed MPA. Thus:
 - Client in CIE with HMIS data is active and care coordination could happen.
 - If not in CIE then they are not active in homeless system and there is no program to coordinate with.
- Data shared from HMIS is from all homeless services organizations who enter data in HMIS not just those who are CIE partners.
- Includes demographic and program participation data
- Accessing HMIS data in CIE = Accessing HMIS data (it's the same)

Why use CIE vs HMIS directly?

1. CIE is the community tool for different sectors to safely and securely access information and communicate on common persons. Unlike most communities, San Diego has the CIE.
2. Existing HMIS Privacy and Security protocols are for homeless services agencies only to use. RTFH would have to significantly alter HMIS Privacy Standards and go through community process for approval.
3. HMIS was never intended to be a care coordination tool. HMIS is primarily a data collection and reporting tool for HUD.
4. Significant amount of time and effort to create both technology and privacy protocol to share HMIS into the CIE
5. If RTFH provides access to non-homeless service provider, what happens when others request access?

PSPS Response

- 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.
- Due to Santa Ana wind conditions, **6 activations in San Diego County.**
- 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.
- 211 Navigators are supporting coordination to care for those impacted with AFN needs
- Leveraging CIE Network to increase communication for population needs during this time and bolster relationships (contracting) with CBOs to support these families



LEVERAGING CIE INFRASTRUCTURE TO MANAGE COMMUNITY NEEDS AND RESPONSE DURING THE COVID-19 PANDEMIC

- Real Time Needs and Response
- Ever-changing Resource Database
- Cross Sector Collaboration
- Infrastructure

CIE National Update



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CIE NATIONAL UPDATE

- **CIE Summit 2021**
 - August 10th-13th, 2021- Virtual Conference
- **CIE National Advisory Board**
 - **Align stakeholders** on [racial health equity](#), community driven innovation and validating the definition of CIE (to ensure CIE is not a shorthand for technology, but also includes key areas such as community governance, authentic engagement and integration)
 - **Convene to learn** - Based on learnings from the [CIE Community](#) Advisory Committee and others working on local CIEs, the group will facilitate the development, adoption, innovation and sustainability of CIEs across the country. This may include providing direction and guidance or frameworks that can be widely used.
 - **Raise awareness and monitor** relevant policy that aid CIE development and sustainability
- **CIE National Community Council**
 - Learning from communities across the Nation (Nominations Now!)
 - Identifying trends around lessons learned, practical applications, and strategies for the design and implementation of CIEs across the country. Member discussions will inform the development of resources, tools, and policy recommendations.

Workgroup Updates



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Workgroups

- Membership Workgroup Meeting
 - Second Monday of the Month
- Sustainability Workgroup Meeting
 - Second Tuesday of the Month
- Outcomes Workgroup Meeting
 - 1st Tuesday of the Month



Outcomes Workgroup



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How to measure: Efficiency/Collaboration

- **Efficiency:**
 - Caseload (process quicker because connected to services)/through put
 - Did I ask the patient different questions or take a different approach to care?
 - Are you able to address comprehensive needs to mediate returning to services/care?
 - Did you spend less time finding the right resources, eligibility and contact the agency or receive outcomes?
 - Ease of referral process (back and forth)
 - Was I able to reduce a barrier to accessing services?
 - I was able to navigate agencies faster with CIE.
- **Effectiveness**
 - Compare to other referrals (provided phone number vs. CIE referral)
- **Collaboration/Coordination:**
 - I used CIE to help inform my coordination with other agencies (measure knowledge)
 - Did I work across departments or organizations due to CIE?
 - Did I would with other departments within my organization due to CIE?
 - Collaboration with pharmacy
 - Virtual expansion of case coordination (HMIS/CoC as example) enabling cross sector communication, providing services in more comprehensive way
- **Equity-Disparities**
 - Do you feel like you can provide more equitable care due to CIE?
 - Did CIE enable you to address or understand barriers or unmet needs
 - Was I able to reduce a barrier to accessing services?
 - Data to see disparities and correct (macro)-community-level

Survey: Changing Interventions

- Change in intervention and interaction with individuals
- **Example Intervention Questions:**
 - Do you help a person differently because of information in CIE?
 - The information in CIE changes the way you help a client
- **Example Quantitative Assessments**
 - Viewed CIE record and made a referral
 - Post-encounter survey

Membership Workgroup



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Membership

MEMBERSHIP WORK GROUP

AGENDA

Monday December 14, 2020

- I. Review of Work Group tasks and timeline
- II. Report on stakeholder outreach conversations
 - Nancy Maldonado – Chicano Federation
 - Arnulfo Manriquez – Arnulfo Manriquez
- III. Suggestion to add additional member to work group
- IV. Further discussion to finalize sector seats
- V. Additional Business/Discussion

- Education
- Healthcare
- Criminal Justice
- Social Services
- Faith-based
- Chamber-Business
- Law Enforcement
- Community Member
- Government
- Youth/Children
- Veterans
- Seniors

Sustainability Workgroup



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CIE Sustainability Workgroup Planning Meetings

Workgroup Session 1: Intro & Level Set

- Review and approve Work Group Goals / Objectives / Agenda
- Brief CIE History
- FY21 Goals Overview

Workgroup Session 2: Best Practices

- CIE's Shared Governance Model
- Overview of Historical Documents / Past Strategies
- Deep Dive into FY21 Strategies, Membership Model, & Revenue Expectations
- Identify Other Financial Models for backbone/technology/network sustainability

Workgroup Session 3: Brainstorming Strategies

- Review existing metrics, ROI, and value propositions
- Compare value propositions to current audience and marketplace
- Identify Opportunities to Diversify Funding Streams / Monetize

Workgroup Session 4: Compare Updates from Outcomes Committee with Sustainability Plans

- Review work of Outcomes Workgroup and any potential changes to metrics, ROI, and value propositions

Workgroup Session 5: Recommendations

- Establish Recommendations for Future Sustainability Models
- Identify Roles and Responsibilities



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Previous Meeting Review:

- Current Metrics, ROI, General Value Propositions
- Primary Uses of CIE
- CIE Outcomes Framework / SDoH Hardships
- Value Proposition to target audience of payers
- Current payers use cases



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Example of Use Cases



Sharp and CIE Pilot: Participation

- Case Management and Social Work:
 - All Sharp hospitals
 - Sharp Rees-Stealy Medical Group
 - Sharp Community Medical Group (one provider office)
 - Sharp HospiceCare
- Sharp Health Plan



- History of referrals
- History of contact information
 - Lost contact and follow-up
- Other organizations working with the member
 - Care Team history
 - Establish coordination between other agencies and partners
- Ability to view history from any data sources about the client (in-real or future state)



Member Matching Outcomes

- 10,000+ match in database
- Identify high-risk (health + social risk)
- 3,000 + to prioritize for case management



Accepting of referrals for complex care members or needs
Using CIE for referrals and care coordination
Approved for data integration and exploring potential opportunities
Consents for new members



Next Meeting
Jan 13th 2:00p

Brainstorming Discussion:

- Membership Model
- Revenue Diversification
- Monetization Ideas



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OTHER UPDATES & NEXT MEETING

January 19th, 2020 8:30-9:30 AM



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