



# **Community Information Exchange (CIE) Advisory Board Meeting**

February 16, 2021

## CIE Advisory Board Meeting

### AGENDA

February 16, 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 – 8:50am	CEO Update: COVID-19 Vaccination Update	William York Chief Executive Officer Camey Christenson <b>Chief Business Development Officer</b>
8:50 – 9:10 am	CIE Trends and Utilization: Calendar Year in Review	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><li>• Sustainability</li></ul>	Mathew Packard Chair 2-1-1 Advisory Board <b>Karis Grounds</b> <b>VP of Health and Community Impact</b> 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



Community  
Information  
Exchange



# CEO UPDATE



Community  
Information  
Exchange



# CIE UTILIZATION UPDATE



Community  
Information  
Exchange



# Calendar Year 2020 Highlights

## Engagement

**Reached our Centennial, now 102 Partners**

- 24 New Partners Joined

**Tripled attendance at CIE Partner Meetings via zoom**

- Launched Community Voice
  - 2 on Racial Justice
  - 1 on Immigration and Other issues impacting BIPOC Communities

**CIE Summit 2020 (Accelerating Multi-Sector Collaboration to Advance Equity)**

- Attended by more than 700 people across the nation
- 23 Sessions
- 3 Tracks



# Calendar Year 2020 Highlights

## Integration and Adoption of CIE

### More than 1,500 users with access to CIE

- 554 New Users completed the CIE E-training online

### 44 Instructor-Led Training

- 200+ attendees

### 5 Feedback Sessions

- 100+ attendees

### 11 Data Integration Projects

- The newest projects include: La Maestra, Family Health Centers, San Ysidro Health, and Interfaith Community Services



# Calendar Year 2020 Highlights

## Utilization

### Increased Utilization of the CIE

#### 68,157 Clients Consented

- 36% increase from 2019

#### 30,376 Client Searches

- 156% Increase from 2019

#### 21,416 Client Views

- 91% Increase from 2019

#### 27,875 Program Enrollments

59% increase from 2019

### Bi-directional Referrals

- 20,178 Direct Referrals Received by CIE partners (includes referrals from 211 to CIE), 231% increase from 2019
- 4,334 Direct Referrals Sent by CIE partners (excludes referrals made by 211), 284% increase from 2019





# Calendar Year 2020 Highlights

## Impact

- **Activated for COVID-19 response in March, 2020**
- **375 Direct Referrals**
- Added 64 Direct Referrals
- 19 Since COVID-19 activation
- 4 Services responded to SDG&E Public Safety Power Shutoffs offering transportation, hotel/motel vouchers, and other supportive needs for individuals with Access and Functional Needs.
- **Launched COVID-19 food delivery program**
  - Partnership with San Diego Food Bank, the City of Chula Vista, FACT, and 2-1-1 to deliver food to families in need during COVID-19
- **Launched DoorDash and Lyft Ride Opportunities**
  - 14,334 DoorDash deliveries in 2020
  - Leveraged the United Way, DoorDash partnership to complete 906 meals and toys deliveries to clients in need.
  - Free Lyft rides to eligible CIE clients.

**Expanded Homeless Prevention (HEAP) assistance available to client via CIE**



# Calendar Year 2020 Highlights

## Outcomes

### 66% of direct referrals made in 2020 are completed

- Of those with outcomes, 25% are receiving or received services, 25% are marked as Legal Privilege, and 50% are not receiving services.

### 27,875 Program Enrollments

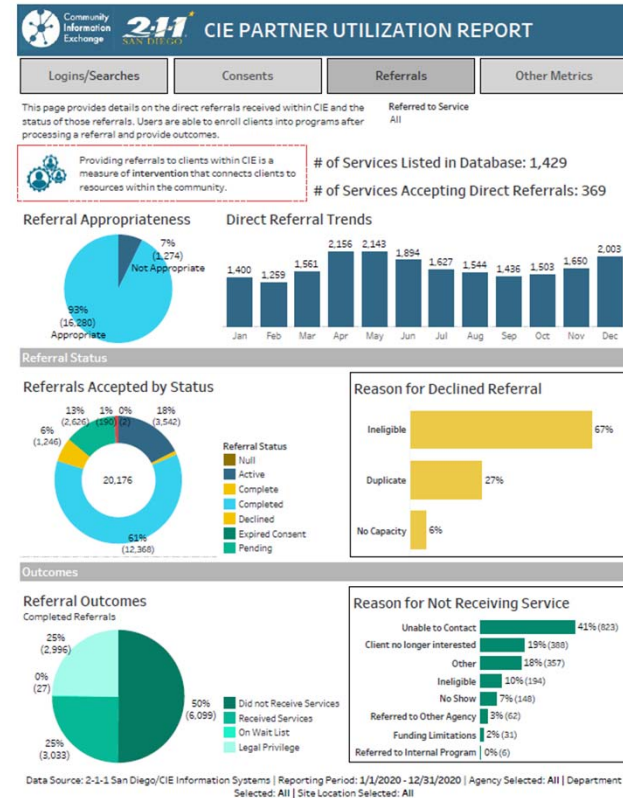
- 59% increase from 2019

### 285 users were added to Care Teams

- 75% increase from 2019

### 953 Social Determinants of Health Screenings

- 329% increase from 2019





## 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.

Goal	Current Numbers	% to Goal	Monthly Trends														
<b>105 Partners</b>	102 Partners	97% of Goal															
<b>Adoption Metrics</b>																	
<b>30,000 Logins</b>	14,277 Logins	48% of Goal	<table border="1"> <tr> <td>2,122</td> <td>1,806</td> <td>1,829</td> <td>1,940</td> <td>1,523</td> <td>2,704</td> <td>2,353</td> </tr> <tr> <td>Jul</td> <td>Aug</td> <td>Sep</td> <td>Oct</td> <td>Nov</td> <td>Dec</td> <td>Jan</td> </tr> </table>	2,122	1,806	1,829	1,940	1,523	2,704	2,353	Jul	Aug	Sep	Oct	Nov	Dec	Jan
2,122	1,806	1,829	1,940	1,523	2,704	2,353											
Jul	Aug	Sep	Oct	Nov	Dec	Jan											
<b>205,000 Consents</b>	183,349 Consents	89% of Goal	<table border="1"> <tr> <td>5,491</td> <td>7,061</td> <td>5,450</td> <td>5,502</td> <td>4,436</td> <td>4,405</td> <td>4,768</td> </tr> <tr> <td>Jul</td> <td>Aug</td> <td>Sep</td> <td>Oct</td> <td>Nov</td> <td>Dec</td> <td>Jan</td> </tr> </table>	5,491	7,061	5,450	5,502	4,436	4,405	4,768	Jul	Aug	Sep	Oct	Nov	Dec	Jan
5,491	7,061	5,450	5,502	4,436	4,405	4,768											
Jul	Aug	Sep	Oct	Nov	Dec	Jan											
<b>40,000 Searches</b>	12,861 Searches	32% of Goal	<table border="1"> <tr> <td>2,205</td> <td>1,556</td> <td>1,727</td> <td>2,321</td> <td>1,617</td> <td>1,928</td> <td>1,507</td> </tr> <tr> <td>Jul</td> <td>Aug</td> <td>Sep</td> <td>Oct</td> <td>Nov</td> <td>Dec</td> <td>Jan</td> </tr> </table>	2,205	1,556	1,727	2,321	1,617	1,928	1,507	Jul	Aug	Sep	Oct	Nov	Dec	Jan
2,205	1,556	1,727	2,321	1,617	1,928	1,507											
Jul	Aug	Sep	Oct	Nov	Dec	Jan											
<b>Engagement Metrics</b>																	
<b>100,000 Records with Shared Data</b>	93,465 Records with Shared Data	93% to Goal	<table border="1"> <tr> <td>5,149</td> <td>5,646</td> <td>4,776</td> <td>4,502</td> <td>3,519</td> <td>7,033</td> <td>4,314</td> </tr> <tr> <td>Jul</td> <td>Aug</td> <td>Sep</td> <td>Oct</td> <td>Nov</td> <td>Dec</td> <td>Jan</td> </tr> </table>	5,149	5,646	4,776	4,502	3,519	7,033	4,314	Jul	Aug	Sep	Oct	Nov	Dec	Jan
5,149	5,646	4,776	4,502	3,519	7,033	4,314											
Jul	Aug	Sep	Oct	Nov	Dec	Jan											
<b>30,000 Profile Views</b>	10,885 Profile Views	36% of Goal	<table border="1"> <tr> <td>1,764</td> <td>1,613</td> <td>2,494</td> <td>1,878</td> <td>1,228</td> <td>1,219</td> <td>689</td> </tr> <tr> <td>Jul</td> <td>Aug</td> <td>Sep</td> <td>Oct</td> <td>Nov</td> <td>Dec</td> <td>Jan</td> </tr> </table>	1,764	1,613	2,494	1,878	1,228	1,219	689	Jul	Aug	Sep	Oct	Nov	Dec	Jan
1,764	1,613	2,494	1,878	1,228	1,219	689											
Jul	Aug	Sep	Oct	Nov	Dec	Jan											
<b>Intervention Metrics</b>																	
<b>25,000 Direct Referrals</b>	11,438 Direct Referrals	46% of Goal	<table border="1"> <tr> <td>1,627</td> <td>1,544</td> <td>1,436</td> <td>1,503</td> <td>1,650</td> <td>2,003</td> <td>1,675</td> </tr> <tr> <td>Jul</td> <td>Aug</td> <td>Sep</td> <td>Oct</td> <td>Nov</td> <td>Dec</td> <td>Jan</td> </tr> </table>	1,627	1,544	1,436	1,503	1,650	2,003	1,675	Jul	Aug	Sep	Oct	Nov	Dec	Jan
1,627	1,544	1,436	1,503	1,650	2,003	1,675											
Jul	Aug	Sep	Oct	Nov	Dec	Jan											

Data Source: 211/CIE Information Systems | Reporting Period: 7/1/2020 - 1/31/2021



# Working Groups



Community  
Information  
Exchange



# Workgroups

- Membership Workgroup Meeting
  - Second Monday of the Month
- Sustainability Workgroup Meeting
  - Second Tuesday of the Month
- Outcomes Workgroup Meeting
  - 1<sup>st</sup> Tuesday of the Month



# Workgroup Updates



Community  
Information  
Exchange



# Membership Workgroup



Community  
Information  
Exchange



# Membership Workgroup

- **Workgroup 1: Current Membership**
  - Review workgroup purpose and outline of topics
  - Review Current Charter
  - Review Current Membership
  - Discuss Membership Approach “Seats” vs. “Individual” approach
- **Workgroup 2: Number of AB Seats and Optimum Representation**
  - Review best practices to define number of AB members
  - Based on outcome of “seats” vs. “individual” discussion begin discussion of what stakeholder representation will best serve CIE
- **Workgroup 3: Potential Membership**
  - Confirm number of seats and stakeholder groups to be represented on AB
  - Review current membership to align with stakeholder groups
  - Define terms of membership
  - Discuss structure for allowing for other than AB members to participate in meetings and working groups
- **Workgroup 4: New Member Outreach**
  - Define outreach plan for potential new members, who within a stakeholder group should be approached, who should conduct the outreach
  - Review Charter and determine if any changes are advised based on the work of the Membership Workgroup



# Outcomes Workgroup



Community  
Information  
Exchange



# CIE Impact Survey Overview

**Goal of Survey** – To assess the impact of CIE for organizations and obtain feedback from the CIE partner perspective to accompany a quantitative analysis on impact.

**Direct Service Perspective** – This survey from the perspective of direct service providers. We will have another survey to take a wider (admin) perspective.

**Longitudinal Study** – The survey will be measured at different points throughout the year.

# Likert Scale Responses

**Directions:** Based on your experience with the CIE in the past **3 months (can modify based on timeframe we want to examine)**, please indicate the extent to which you agree or disagree with the following statements:

1. Strongly disagree
2. Disagree
3. Not sure
4. Agree
5. Strongly agree
6. Not applicable

# Survey: Qualitative

Measurement	Definition	Examples
<b>Efficiency</b>	<i>The amount of time spent on activities related to quality care</i>	<i>I am spending less time processing caseloads, navigating care, addressing comprehensive needs, trying to finding resources, contacting appropriate agencies</i>
<b>Effectiveness</b>	The level of quality with which a task or process is carried out that ultimately leads to higher/better overall performance	<i>Because I have access to the CIE I am able to do the following: avoid providing duplicative services, Examine the needs of clients based on their history, Ensure follow-up better because I have access to CIE</i>
<b>Collaboration/Coordination</b>	CIE partners working with other CIE partners or utilizing information within the CIE for individual care management	The CIE helps inform my coordination with other agencies, I use CIE to see who is already working with my client, The CIE helps me maintain engagement with my clients
<b>Equity/Disparities</b>	Understanding differences or inequitable access or treatment based on demographics and/or socio-economic statuses	The CIE has been a resource for my most vulnerable patients/clients
<b>Changes in Intervention</b>	The activities and actions we take to deliver care	I have taken a different approach to care, The information in the CIE better informs the questions that I ask

# Sustainability Workgroup



Community  
Information  
Exchange



# 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



Community  
Information  
Exchange



# OTHER UPDATES & NEXT MEETING

March 16th, 2021 8:30-9:30 AM



Community  
Information  
Exchange

