



Community
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Community Information Exchange (CIE) Advisory Board Meeting

February 15, 2022

CIE Advisory Board Meeting

AGENDA

February 15, 2022 • 8:30 AM – 9:30 AM



Time	Agenda Item	Presenter
8:30 – 8:35 AM	Welcome & Agenda Overview	Mathew Packard Chair 2-1-1 Advisory Board
8:40– 8:50 am	CIE Trends & Utilization Updates	Karis Grounds VP of Health and Community Impact
8:50-9:25 am	Workgroup Updates <ul style="list-style-type: none">• Membership Meeting• CalAIM Meeting	Mathew Packard Chair 2-1-1 Advisory Board Karis Grounds VP of Health and Community Impact
9:00-9:25	CIE Onboarding/Refresher <ul style="list-style-type: none">• Overview of Content• Technology/Customization & Use of CIE	Karis Grounds VP of Health and Community Impact
9:25-9:30 am	Action Items & Meeting Adjournment	Mathew Packard Chair 2-1-1 Advisory Board

CIE Trends and Utilization



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CIE Dashboard

	FY Goal	Current	% of Goal	Monthly Trends					All-Time Total			
Partners	20	7	35%	1	1		1		3	1	114	
Adoption Metrics												
Logins	45,000	18,519	41%	2,696	3,268	2,611	2,679	2,387	2,100	2,095	683	92,307
Consents	90,000	63,069	70%	7,321	9,264	8,371	7,017	7,778	10,269	11,077	1,972	275,623
Searches	35,000	10,101	29%	1,236	1,996	1,574	1,490	1,356	1,045	994	410	64,244
Engagement Metrics												
Records with Shared Data	80,000	85,449	107%	18,564	21,156	21,212	20,598	23,956	29,142	26,799	11,943	188,535
Profile Views	35,000	17,408	50%	2,532	2,976	2,424	2,409	2,271	2,318	2,136	342	68,816
Panel Management Users	N/A	77	N/A				31	16	7	32	2	77

Data Source: 211/CIE Information Systems | Reporting Period: 7/1/2021 - 6/30/2022



HEALTH NET

Highlights:

- Increase in Consents and panel management use
- 25% drop in searches, slight drop in profile views (due to dashboard)

Other Initiative Updates

- **Thrive Local-Kaiser Permanente**
 - Joining as CIE Network Partner
 - Aligning on CIE Network Partners & referrals
 - Developing data integration between UU & CIE

- **Last of 7 Health Plans--Pending**
 - Aetna as last health plan (contract finalized)

CIE Membership Workgroup



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CIE Membership Workgroup

Current Priorities:

- Update on search for new nominees
 - Vote to move forward on suggested nominees
- Review of draft charter
- Nomination process for Chair
- Community-At Large Quarterly Meetings

CalAIM Workgroup



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Updates on CalAIM

Presentations/Training:

- HSD CalAIM Workgroup 1/28
- HSD Joint Consumer and Professional Meeting 2/10
- How You Can Leverage CIE for your Organization 2/10
- Presentations, Tools and Demos

***Next Meeting at end of February**

Care Team Number	Case Manager Name	Agency	Date Assigned
CT-0000859	Karis DemoPath	PATH San Diego	1/7/2022
CT-0000867	Demo Coordinator	ElderHelp of San Diego	1/25/2022
CT-0000869	Demo Coordinator	ElderHelp of San Diego	1/27/2022
CT-0000870	Coordinator Demo San Die...	Jacobs and Cushman San D...	1/27/2022
CT-0000871	Coordinator Demo1 Interfa...	Interfaith Community Servi...	1/27/2022

Client: Jackie Demo
Care Team Number: CT-0000859
Agency: PATH San Diego
Case Manager Name: Karis DemoPath

Case Manager Title: Case Manager Contact Phone #: 6198108500
Case Manager Email Address: kground@211sandiego.org

STEP 2: ENROLL the Member

4a. Review information about who the member is and how to approach their needs:

Domain Name	Risk Indicator	Referrals	Last Assessm...
Housing	Crisis	9	2/7/2022 12:54...
Social/Comm...	Stable	5	1/26/2022 12:2...

CARE TL...	CASE MAN...	AGENCY	DATE ASSI...
CT-0000859	Ima Sumers	Jacobs and Cu...	4/18/2018
CT-0000872	Adna Comm...	2-1-1 San Diego	12/19/2018
CT-0000847	Ter J. Belen...	2-1-1 San Diego	11/7/2018
CT-0000894	colfar 3.coff...	2-1-1 San Diego	10/10/2018
CT-0000840	colfar 3.coff...	2-1-1 San Diego	8/7/2018
CT-0000887	colfar 3.coff...	2-1-1 San Diego	8/29/2018

ENROLL...	SERVICE N...	STATUS	PROGRAM...
PH-0000867	PH	Active	4/18/2018



Membership: Refresher/Onboarding



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Refresher/Onboarding CIE

Date	Content
November 2021	Governance/Data Ownership
January 2022	Security/Privacy/Use of Data
February 2022	Technology/Customization & Use of CIE
March 2022	Bi-laws for CIE Advisory Board/ Financial Report

[Onboarding/Refresher Toolkit](#)



Demo of CIE

Jackie Demo

Edit

Find Referral

Age
60


Phone
(619) 858-7443


Email
jackiedemo@gmail.com


Gender Identity
Woman

- DETAILS
- PRIVACY
- SCREENINGS
- REFERRALS
- FEED


Individual Information


Privacy Status Icon


Client Phone

(619) 858-7443

Client Name

Jackie Demo

Mobile


Email

jackiedemo@gmail.com

Birthdate

01/03/1962

Last 4 of SSN or PIN





Birth Month/Year

* Select a domain:

Activities of Daily Living

Next

Domains (6+)

Domain Name	Risk Indicator	Referrals	Last Assessment
Housing	 Crisis	9	2/7/2022 12:54 PM
Social/Communi...	 Stable	5	1/26/2022 12:22 PM
Nutrition	 Critical	5	1/26/2022 12:29 PM
Criminal Justice/...	 Crisis	1	1/26/2022 2:45 PM

Primary CIE Uses

- **Searching patients/members to see historical use of social services**
 - Tailor services accordingly
 - Reach out to existing care team member or agency for support
- **Make referrals to external community and healthcare organizations**
 - Ability to track referrals to partners
 - Send client profile directly to agency (outcomes of referral)
- **Shared screening or prioritization of resources**
 - Example--Homeless Prevention resources
 - Prioritize access to services (history or acuity)
- **Receive alerts to be proactive or response**
 - Join as care team member and receive alerts



Initiatives with CIE

- HEAP
- Partners in Prevention
- Building Resiliency
- CAFA
- CalAIM
- DoorDash
- Homeless/Housing Instability
- Master Plan on Aging
- ACES
- CDC
- Blue Shield Vax Project
- AHRQ/UCSF

Challenges/Opportunities

- Development needs and costs
- Data Integration costs on our end and for partners
- Multiple systems, burden on CBOs
- Increase adoption and utilization based on use cases
- Developing cohorts and supporting person-centered care



OTHER UPDATES & NEXT MEETING

March 15, 2022, 8:30-9:30 AM



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