



Community
Information
Exchange

Community Information Exchange (CIE) Advisory Board Meeting

March 15, 2022

CIE Advisory Board Meeting

AGENDA

March 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– 8:55 am	CIE Trends & CIE Community Dashboard Demo	Karis Grounds VP of Health and Community Impact
8:55-9:10 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
9:10-9:20	Financial Report	Camey Christenson Chief Business and Partnership Development
9:20-9:30 am	Election of Chair	Mathew Packard Chair 2-1-1 Advisory Board
9:30 am	Action Items & Meeting Adjournment	Mathew Packard Chair 2-1-1 Advisory Board

CIE Trends and Utilization



Community
Information
Exchange



CIE Dashboard



CIE TRENDS AND METRICS DASHBOARD

Fiscal Year: July 1, 2021 - June 30, 2022

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.



	FY Goal	Current	% of Goal	Monthly Trends	All-Time Total
Partners	20	9	45%		117

Adoption Metrics



Logins	45,000	20,333	45%		94,127
Consents	90,000	66,994	74%		278,948
Searches	35,000	11,119	32%		65,262

Engagement Metrics



Records with Shared Data	80,000	90,112	113%		191,620
Profile Views	35,000	19,453	56%		70,817
Panel Management Users	N/A	81	N/A		81

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

Highlights:

- Overall slight drop across metrics
 - Significant drop in consents
- Integrations in development with three health plans

CIE Dashboard Demo

DASHBOARD FILTERS
Use the filters in this section to focus on specific populations of interest.

Timeframe
Timeframe: All time

Population Characteristics

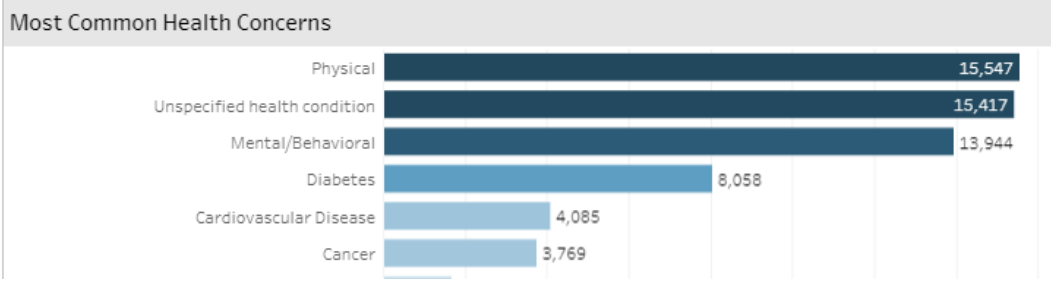
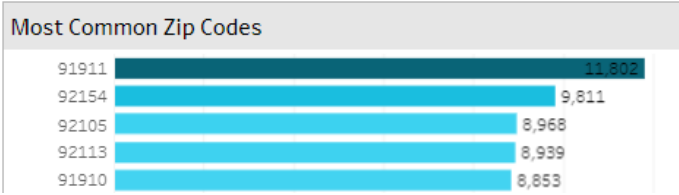
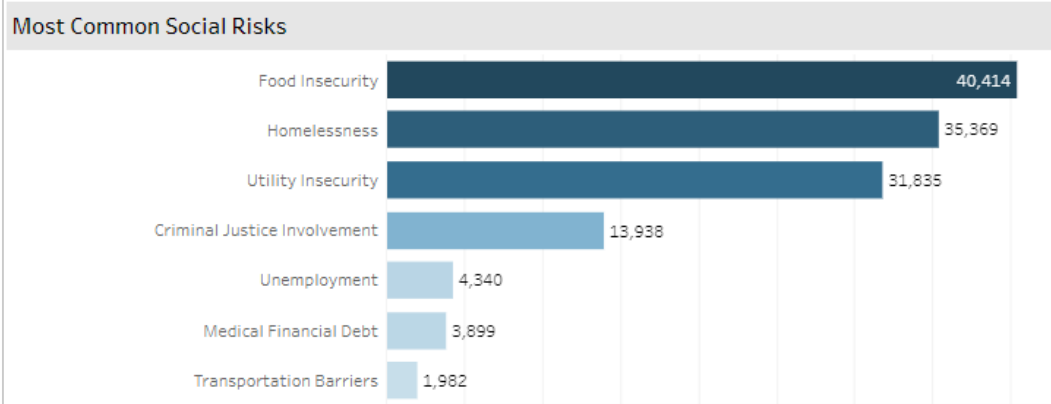
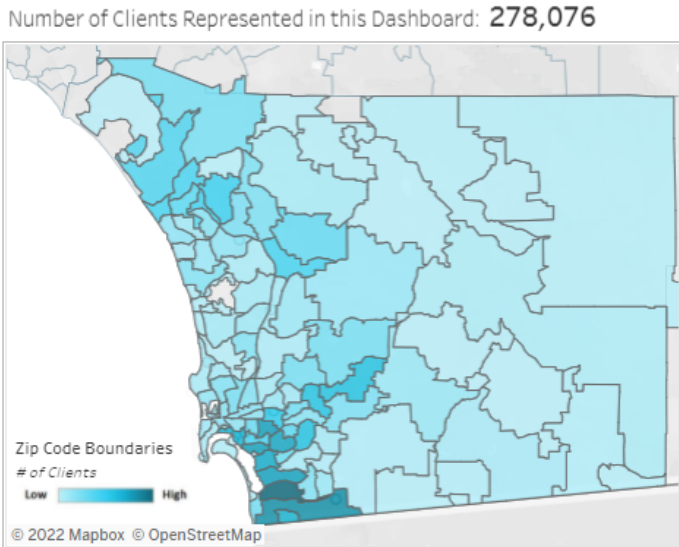
City: (All)	Zip Code: (All)	Age Group: (All)	Gender Identity: (All)	Race-Ethnicity: (All)
Housing Type: (All)	Household Size: (All)	Children in the Household: (All)	Language: (All)	Military/Veteran: (All)
Employment: (All)	Education: (All)	Area Median Income (AMI): (All)	Health Insurance Type: (All)	Health Insurance Plan: (All)

Ever Indicators

Social Risks: No Filter

Health Concerns: No Filter

Population Estimates
Use the drop-down menus to choose a category to display in each graph. The top 10 most common categories are displayed. All graphs display the number of clients.



CIE Membership Workgroup



Community
Information
Exchange



CIE Membership Workgroup

Advisory Board Action Items:

- Update on search for new nominees
 - Vote to move forward on suggested nominees
- Review of draft charter-Vote to approve
- Role of Current and New Members
- Current Make-up of AB Membership
- Community-At Large Quarterly Meetings

CalAIM Workgroup



Community
Information
Exchange



Updates on CalAIM

CIE Opportunities and Challenges

Challenge	Opportunity with CIE Technology	Opportunity with CIE Coalition Building / Collaborative / Governance
Limited transparency of which health plans are contracted with what organizations, for which ECM or CS service	Use CIE as a resource database of all providers and services provided	
Streamlined and efficient way to refer to health plans and option to receive referrals for their contractors (currently requires use of individual health plans portals)	Health Plans accept member referrals via CIE, sharing standard eligibility for services and outcomes	
Standardized and documented request for access to CalAIM services (Consumer Advocacy and Access)	Use CIE as a way to document request and enrollment to services	
Sharing lessons learned and challenges among clinical and non-clinical CalAIM contracted partners		In collaboration with San Diego Wellness Collaborative, establish peer working group to share best practices and recommendations by contracted provider Network
Duplication of documentation in multiple portals without access to information across care providers	Share health plan, enrollment/eligibility for ECM/CS, enrollment in ECM/CS services. provider	

Presentations/Training:

- Clinical Leadership Meeting
- RTFH Health and Housing Workgroup



Call to Action by Sector

Sector	CIE Membership	Specific CIE Utilization*
County HHSA	<p>Enhance CIE/Connect Well data integration</p> <p>Encourage/Require CIE Membership for County-funded partners and MCPs</p>	<ul style="list-style-type: none"> • Consent individuals into CIE¹ • Document Medi-Cal Eligibility¹ • Document program enrollment of similar services (IHSS, etc.)² • Receive referrals for ECM/CS³
Managed Care Health Plans	<p>Formally join CIE as integrated partner w/Data Use Agreement</p>	<ul style="list-style-type: none"> • Consent members into CIE¹ • By-name member matching⁴ • Document program enrollment for ECM/CS² • Send/Receive referrals for ECM/CS³ • Document contracted service provider for ECM/CS³
Hospitals	<p>Formally join CIE</p>	<ul style="list-style-type: none"> • Consent patients into CIE¹ • Document health plan⁴ • Look up care team² • Send referrals for ECM/CS³
Community Based Organizations	<p>Formally join CIE as integrated partner w/Data Use Agreement</p>	<ul style="list-style-type: none"> • Consent clients into CIE¹ • Document health plan⁴ • Document program enrollment of similar services and ECM/CS services² • Send/Receive referrals for ECM/CS³ • Document staff member to care team³

*CIE Utilization Impacts for Cal AIM Community Coordination

¹ **Person Identification** (who's eligible/enrolled)

² **Service Identification** (what specific service a person is eligible/enrolled)

³ **Service Access** (process to facilitate access to services)

⁴ **Plan Identification** (assigned managed care health plan)

Data Integration Needs

Improve/Enhance integration with ConnectWell

- Expand current data integration to include the additional datasets
 - Medi-Cal eligibility, other benefits enrollment (CalFresh), recertification dates
 - Enrollment in department program (e.g. IHSS, SMI)
 - Additional demographic information
 - Sources of income and other benefits information
 - Name of County staff sending referral to CIE
- Adjust current data integration to include ongoing updates to the client record over time (not only during initial referral as is current practice).
- Add additional data fields to ensure accurate referral and coordination, including referral outcomes and internal referral notes.
- County HHSA staff accept CIE referrals for County Services (potential pilot County ECM services)

Improve/Exchange integration with Regional Taskforce on Homelessness

- Data Quality allowing for identity matching between systems
- Sharing CES and ECM/CS Information
- Frequency and direction of data integration

Improve/Expand data sharing with San Diego Sheriff Department to include release information

Support/Develop data sharing/integration with interested community-based CalAIM providers

FINANCIAL REPORT



Community
Information
Exchange



ELECTION OF CHAIR



Community
Information
Exchange



OTHER UPDATES & NEXT MEETING

April 19, 2022, 8:30-9:30 AM



Community
Information
Exchange

