## CIE Advisory Board Meeting

**AGENDA**  
**March 15, 2022 • 8:30 AM – 9:30 AM**

<table>
<thead>
<tr>
<th>Time</th>
<th>Agenda Item</th>
<th>Presenter</th>
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</table>
| 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  
• 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
# CIE Dashboard

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

The trends dashboard highlights the established fiscal year metrics goals for the CIE. These goals are specific to utilization, including how many partners and clients are in the network and how partners are making the network viable. These indicators allow us to better assess improvements and understand the overall impact the CIE has on client outcomes.

### CIE TRENDS AND METRICS DASHBOARD

<table>
<thead>
<tr>
<th>FY Goal</th>
<th>Current</th>
<th>% of Goal</th>
<th>Monthly Trends</th>
<th>All-Time Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partners</td>
<td>20</td>
<td>9</td>
<td>45%</td>
<td>117</td>
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### Adoption Metrics

- **Logins**: 45,000 (20,333) 45% 2,696 3,262 3,262 3,262 1,257 2,106 2,111 1,957 493 (Jul Aug Sep Oct Nov Dec Jan Feb Mar)
- **Consents**: 90,000 (66,994) 74% 7,312 9,102 9,285 9,990 7,200 10,805 11,074 5,200 1,916 (Jul Aug Sep Oct Nov Dec Jan Feb Mar)
- **Searches**: 35,000 (11,119) 32% 1,125 3,964 574 1,490 1,356 1,945 984 1,358 (Jul Aug Sep Oct Nov Dec Jan Feb Mar)

### Engagement Metrics

- **Records with Shared Data**: 80,000 (90,112) 113% 18,662 21,020 0,0820,872 22,392,252,211 3995 (Jul Aug Sep Oct Nov Dec Jan Feb Mar)
- **Profile Views**: 35,000 (19,453) 56% 2,528 3,974 2,422 4,207 2,268 2,314 2,130 2,017 293 (Jul Aug Sep Oct Nov Dec Jan Feb Mar)

### Highlights:

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

CIE COMMUNITY DASHBOARD

Population Characteristics
- City
- Zip Code
- Age Group
- Gender Identity
- Race Ethnicity
- Household Size
- Children in the Household
- Language
- Military/Veteran
- Area Median Income (PAI)
- Health Insurance Type
- Health Insurance Plan

Timeframe
- Altime

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.

Number of Clients Represented in this Dashboard: 278,076

Most Common Social Risks
- Food Insecurity
- Homelessness
- Utility Insecurity
- Criminal Justice Involvement
- Unemployment
- Medical Financial Debt
- Transportation Barriers

Social Risks
- Food Insecurity: 40,414
- Homelessness: 35,369
- Utility Insecurity: 31,884
- Criminal Justice Involvement: 13,938
- Unemployment: 4,340
- Medical Financial Debt: 3,999
- Transportation Barriers: 1,982

Most Common Health Concerns
- Physical
- Unspecified health condition
- Mental/Behavioral
- Diabetes
- Cardiovascular Disease
- Cancer

Health Concerns
- Physical: 15,547
- Unspecified health condition: 15,437
- Mental/Behavioral: 14,944
- Diabetes: 8,088
- Cardiovascular Disease: 4,005
- Cancer: 3,769

CIE COMMUNITY DASHBOARD

SAN DIEGO/IMPERIAL

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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
## Updates on CalAIM

### Presentations/Training:

- Clinical Leadership Meeting
- RTFH Health and Housing Workgroup

### CIE Opportunities and Challenges

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

<table>
<thead>
<tr>
<th>Sector</th>
<th>CIE Membership</th>
<th>Specific CIE Utilization*</th>
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</thead>
<tbody>
<tr>
<td>County HHSAs</td>
<td>Enhance CIE/Connect Well data integration</td>
<td>• Consent individuals into CIE&lt;sup&gt;1&lt;/sup&gt;</td>
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<tr>
<td></td>
<td>Encourage/Require CIE Membership for County-funded partners and MCPs</td>
<td>• Document Medi-Cal Eligibility&lt;sup&gt;2&lt;/sup&gt;</td>
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<td></td>
<td></td>
<td>• Document program enrollment of similar services (IHSS, etc.)&lt;sup&gt;2&lt;/sup&gt;</td>
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<tr>
<td></td>
<td></td>
<td>• Receive referrals for ECM/CS&lt;sup&gt;3&lt;/sup&gt;</td>
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<tr>
<td>Managed Care Health Plans</td>
<td>Formally join CIE as integrated partner w/Data Use Agreement</td>
<td>• Consent members into CIE&lt;sup&gt;1&lt;/sup&gt;</td>
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<tr>
<td></td>
<td></td>
<td>• By-name member matching&lt;sup&gt;4&lt;/sup&gt;</td>
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<td></td>
<td></td>
<td>• Document program enrollment for ECM/CS&lt;sup&gt;2&lt;/sup&gt;</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Send/Receive referrals for ECM/CS&lt;sup&gt;3&lt;/sup&gt;</td>
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<tr>
<td></td>
<td></td>
<td>• Document contracted service provider for ECM/CS&lt;sup&gt;3&lt;/sup&gt;</td>
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<tr>
<td>Hospitals</td>
<td>Formally join CIE</td>
<td>• Consent patients into CIE&lt;sup&gt;1&lt;/sup&gt;</td>
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<tr>
<td></td>
<td></td>
<td>• Document health plan&lt;sup&gt;6&lt;/sup&gt;</td>
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<tr>
<td></td>
<td></td>
<td>• Look up care team&lt;sup&gt;2&lt;/sup&gt;</td>
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<tr>
<td></td>
<td></td>
<td>• Send referrals for ECM/CS&lt;sup&gt;3&lt;/sup&gt;</td>
</tr>
<tr>
<td>Community Based Organizations</td>
<td>Formally join CIE as integrated partner w/Data Use Agreement</td>
<td>• Consent clients into CIE&lt;sup&gt;1&lt;/sup&gt;</td>
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<tr>
<td></td>
<td></td>
<td>• Document health plan&lt;sup&gt;6&lt;/sup&gt;</td>
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<td></td>
<td>• Document program enrollment of similar services and ECM/CS services&lt;sup&gt;2&lt;/sup&gt;</td>
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<tr>
<td></td>
<td></td>
<td>• Send/Receive referrals for ECM/CS&lt;sup&gt;3&lt;/sup&gt;</td>
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<tr>
<td></td>
<td></td>
<td>• Document staff member to care team&lt;sup&gt;3&lt;/sup&gt;</td>
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</tbody>
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*CIE Utilization Impacts for Cal AIM Community Coordination

<sup>1</sup> Person Identification (who’s eligible/enrolled)

<sup>2</sup> Service Identification (what specific service a person is eligible/enrolled)

<sup>3</sup> Service Access (process to facilitate access to services)

<sup>4</sup> 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
ELECTION OF CHAIR
OTHER UPDATES & NEXT MEETING

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