CIE PARTNER NETWORK MEETING

March 24, 2022
9:00 AM – 10:00 AM
What’s Happening Today

• Welcome
• Energizer
• New CIE Partners
• User Experience
  • Journey Mapping Direct Referrals
• Upcoming Events & Workgroups
  • CIE Affinity Group Update
  • CIE Monthly Orientation Onboarding
• Open Forum
  • Partner Sharing
Zoom Etiquette

There is Grace In Our Space

Be on mute + Galley View
• To reduce background noise + see all the beautiful faces. Drag your gallery to make it bigger when slides are running (side-by-side mode)

Chat it Up!
• Place thoughts, questions, suggestions in the chat
• If the chat stream is overwhelming, ignore it 😊

Cameos are cool
• Partners/roommates/pets/kids are welcome

Self-Care
• Feel free to stand up, move around, use the restroom, eat and drink as needed.

Live Transcription
• View full transcript or show subtitle

Reaction + Emojis
• Use the Reactions buttons or Emojis in chat to celebrate shares or special moments
Let’s Play

Movement Energizer

• We are going to be mirroring each other’s movements as a group.
• We invite partners to stand or have some space to move around.
• Do we have a few volunteers to take turns being the leader?
Movement Leaders

How to Play:

• Our volunteers' leaders are encouraged to select moves that are a bit slower, more predictable, or that repeat so that it is easier for the group to follow.
• When it is the leader's turn, we will spotlight their video, so it becomes large for all participants.
• We will play some music and as the leader moves, the rest of the group will mirror the movements to the best of their ability.
• We will play some fun music with different flavors and tempos and let everyone mirror the leader's movements for about 30-60 seconds each turn.
NEW CIE PARTNER

WELCOME

to the
Community Information Exchange

❤️ aetna®
Exercise:
3 min- Intro
5 min- Set-Up
5 min- Journey Map
5 min- L | W | W

I like, I wish, I wonder
Announcement: New E-learning

New CIE User E-learning:
https://ispri.ng/p6qmx

Original E-learning sunsets March 30
People who completed the old training still get access.

Monthly Office Hours:
2nd Wednesdays, 10am - 11am

Tech Support:
CIEHelpdesk@211sandiego.org
Announcement
Pop-Up Surveys

These are live!!

Surveys related to:
• Dashboards
• Client Profiles
• Referral Search Page
• Alerts

Frequency: varies by Survey type
Affinity Group Update

Why join?
As a group, we work through the milestones of rolling out CIE across your operations. Over 4-5 sessions, define your team's goals and outcomes for using CIE, get the buy-in needed to move your plan forward.

Outcomes:
• Define Success
• Generate Buy-in
• Develop Team Workflows
• Change Management Plan

Register:
https://forms.office.com/r/LgyxHa0EtF

Cumulative Session Schedule
Select Mondays, 9:30 – 11:00 am

Meeting 1: 3/21
Meeting 2: 3/28
Meeting 3: 4/11
Meeting 4: 4/18
Meeting 5: 5/2
CIE Monthly Orientation Meeting

Movement Energizer

When: April 12, 2022
Time: 9:30 AM - 10:30 AM
Purpose: Support New Partners with onboarding
Register here: https://211sandiego.zoom.us/meeting/register/tJcpde6hpzsrE9SB7hg9N_NEnxPz8XzPj1rN
### CIE CalAIM Provider Pilot Workgroup

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<th><strong>What?</strong></th>
<th>3-month pilot with 5 meetings supporting adoption of CIE to enhance your CalAIM services</th>
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<tr>
<td><strong>Why/Value?</strong></td>
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  - **Outreach:** Increase number of people enrolled in CalAIM services for successful client outcomes  
  - **Efficiency:** Increases access to additional information about members for more informed care (less time)  
  - **Coordination:** Increase encounters, by coordinating enrolled members back to your organization  
  - **Documentation:** Tracking of closed-loop referrals to health, social and community based resources  

CalAIM is **NEW** and there are **A LOT of providers and health plans**. CIE is meant to **support coordination, efficiency** and allows you to better understand the **holistic needs** of your clients/patients/members. |
| **Who?** | **Supervisors or Leads** supporting staff providing services for ECM or Community Supports |
| **When?** | Starts in **April 2022** (dates outlined in next slide) |
| **How?** | Customize **tools, resources** and **training** to support your team in providing these services |

**Register:**  
[https://forms.office.com/r/5w41MntG9D](https://forms.office.com/r/5w41MntG9D)

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<th><strong>Meeting Content/Agenda/Dates</strong></th>
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| **Kick-Off** | **Define the Value & Impact on CalAIM:**  
  - What can CIE help with?  
  - Share draft and customize workflow of Lit: use for your organization  
  **April 20, 2022 at 2:00 PM** |
| **Workflow Review** | **Share out Workflow and Identify Pilot Group:**  
  - Identifying the right pilot group  
  - Plan for Launch and Training Support  
  **May 11, 2022 at 12:00 PM** |
| **Pilot Check-In** | **Share out on Pilots:**  
  - What worked  
  - What didn’t work  
  - Lessons learned and needed resources  
  **June 7th at 1:00 PM** |
| **Iterate & Scale** | **Evaluate the success of the pilot:**  
  - Look at outcomes and value add  
  - Develop business case to expand  
  **June 29th at 2:00 PM** |
| **Check-in Progress** | **Check-in:** How is it going? What changes/needs/supports?  
  **TBD & Optional** |
Open Forum

Share Your Updates
Share Your Stories
Share your Events

Upcoming Meetings
Upcoming Events:

Virtual Event
Community Gardens
Places for Healing and Empowerment

Date: March 29, 2022
Time: 11:00 am to 12:00 pm

Register: https://blueshieldca.zoom.us/webinar/register/WN_LwVOqLszQbqfwCui3MEFCg