



Community
Information
Exchange®

CIE PARTNER NETWORK MEETING

March 24, 2022

9:00 AM – 10:00 AM

AGENDA

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



Referral Flow: Journey Map

I like, I wish, I wonder

Exercise:

3 min- Intro

5 min- Set-Up

5 min- Journey Map

5 min- L | W | W



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

Alerts Survey

Building new features takes a lot of time and effort. Your support means everything to help and improve the CIE platform. Please share your feedback.

I found the alerts...

Not Helpful

Somewhat Helpful

Helpful

These are live!!

Surveys related to:

- Dashboards
- Client Profiles
- Referral Search Page
- Alerts

Frequency: varies by Survey type

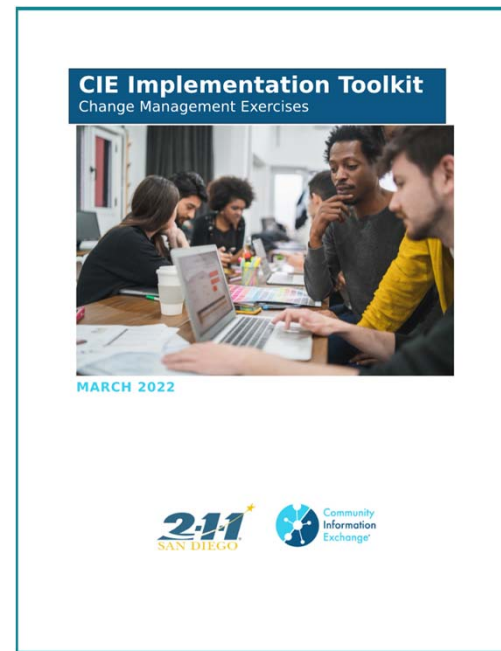
Affinity Group Update

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

What?	3-month pilot with 5 meetings supporting adoption of CIE to enhance your CalAIM services
Why/Value?	<ul style="list-style-type: none"> • 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 <p>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.</p>
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

CalAIM Provider Pilot Workgroup

Register:

<https://forms.office.com/r/5w41MntG9D>

Meeting Content/Agenda/Dates		
Kick-Off	Define the Value & Impact on CalAIM: <ul style="list-style-type: none"> • What can CIE help with? • Share draft and customize workflow of CIE use for your organization 	April 20, 2022 at 2:00 PM
Workflow Review	Share out Workflow and Identify Pilot Group: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • What worked • What didn't work • Lessons learned and needed resources 	June 7 th at 1:00 PM
Iterate & Scale	Evaluate the success of the pilot. <ul style="list-style-type: none"> • Update your processes as needed. • Look at outcomes and value add • Develop business case to expand 	June 29 th at 2:00 PM
Check-in Progress	Check-in: How is it going? What changes/needs/supports?	TBD & Optional



Data Sharing Partners



[CIE Partner List](#)

[CIE Partner Logos](#)

[Direct Referral List](#)

Open Forum

Share Your Updates

Share Your Stories

Share your Events

Upcoming Meetings

Upcoming Events:



COMMUNITY GARDENS: PLACES FOR HEALING AND EMPOWERMENT

**MARCH 29
11AM-12PM**

Blue Shield Promise invites community-based organizations and stakeholders for a timely and important conversation about how Community Gardens support food justice, healing practices, and community resiliency.

This live panel will focus on:

Food systems change
The healing power of Community Gardens
And community engagement

SPEAKERS AND PANELISTS



JEN NATION
Executive Director
Olivewood Gardens



DIANE MOSS
Managing Director
Project New Village



ANASTASIA BROWSTER
Strategic Partnerships Manager
City Heights CDC



EBONY JAMES
Chief Officer of Operations
Logan Heights CDC



PAUL MONTACHEZ
Health Educator
Moderator
Blue Shield Promise

REGISTRATION:

COMMUNITY GARDENS: PLACES FOR HEALING AND EMPOWERMENT (PLEASE RSVP BY 3/24)

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