Community Information Exchange®

CIE PARTNER NETWORK MEETING

July 28, 2022

9:00 AM – 10:00 AM

AGENDA

What's Happening Today

- Welcome
- Connection
- Partner Highlight
  - National Conflict Resolution Center
- Direct Referrals
  - VVSD & Exodus Recovery
- User Experience
  - Popup Surveys
  - Passwords Resets
- CIE Updates/Workgroups
  - Lyft Rides
  - CAFA Survey
  - CalAIM
- CIE Partner Roundtable

Connection

Direct Referrals

New Direct Referral

City of Vista - Encampment Resolution Program

The City of Vista Encampment Resolution Program (ERP) is a new and ground-breaking program for the City of Vista. The program is charged with providing case management and homeless outreach services within a targeted area in the City of Vista. These services are aimed to assist individuals experiencing homelessness by providing access to Community Health Workers, Care Managers and Housing Navigators who are able to assess their situation and link them to external community resources such as medical/behavioral/dental benefits, substance abuse treatment, and housing assistance. Team members will conduct street outreach to engage with new and existing clients to provide case management and housing navigation services.

New Direct Referral

Homeless Prevention Services

Provides short-term financial assistance to support housing stabilization and case management for individuals and families that are at imminent risk of losing their housing and have exhausted all other options. Individuals and families will be screened and prioritized as capacity permits. Financial assistance may vary. Case management includes, employment, housing, basic needs, financial education and budgeting skills, benefits applications and referrals to outside services as needed.

Partner Highlight

Presenter: Veronica Mikho
Director of Community Mediation
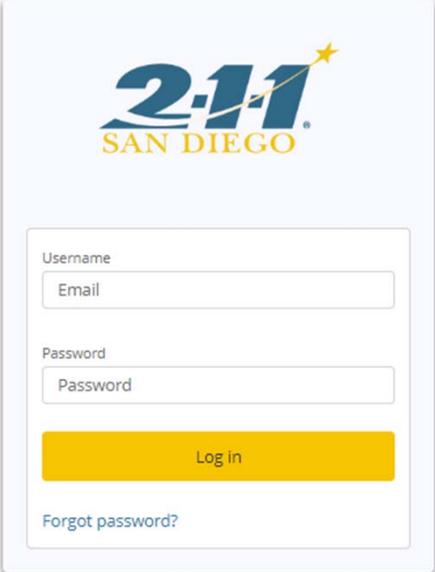
User Experience

System Update- Login Page Fixed

The Story:

In past months, several partners reported a frozen login page & frequent account lock-outs. On 7/7/2022, the login page was updated to resolve this.

Key takeaways

- Login link is the same
- Password Reset requests have gone down significantly
- Best Practice: Clear cache/cookies

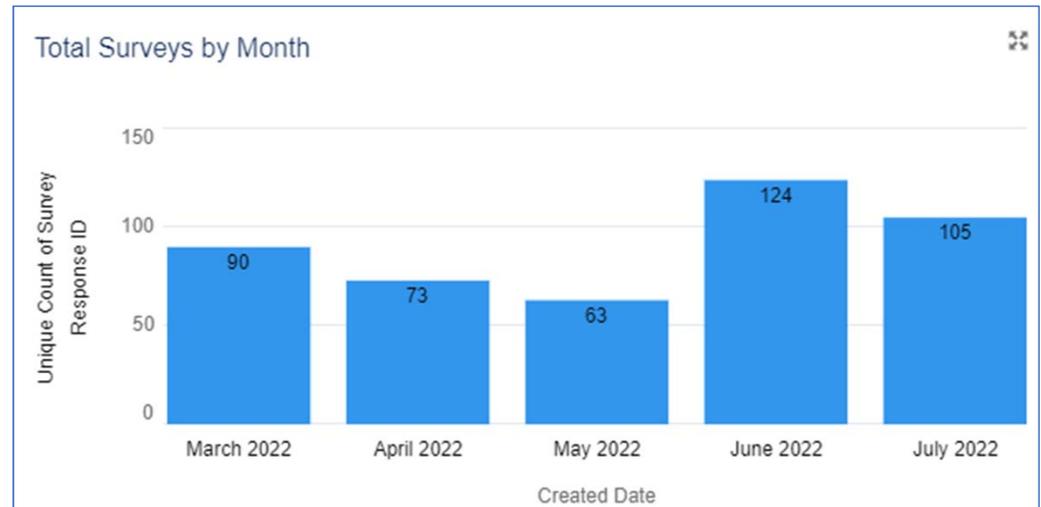# Pop-Up Surveys

Example

Pop-Up Surveys- New data!

Background

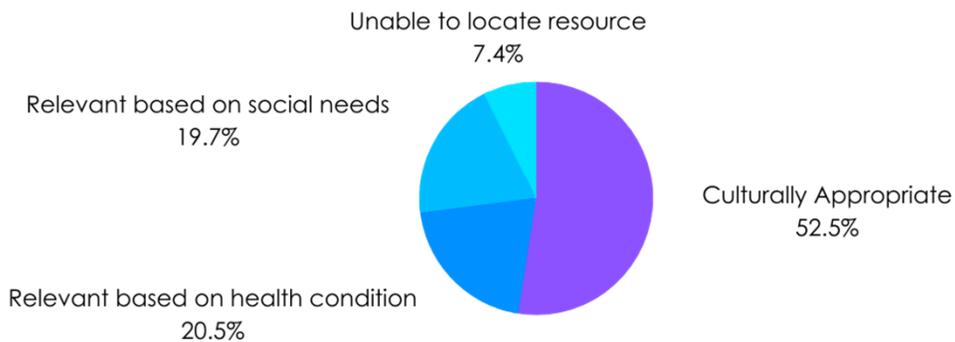**October 2021**- Launched Dashboards, enhanced referral search and added new Alerts

March 2022- Launched 4 surveys in the Partner Community, to learn the impact of the changes

455 Surveys (as of 7/25)

Total Surveys by Month

Highlights

Respondents found resources...

Unable to locate resource
7.4%

Relevant based on social needs
19.7%

Culturally Appropriate
52.5%

Relevant based on health condition
20.5%

105 Referral Surveys

Respondents said the profile...

Didn't affect decisions
Influenced care decisions
Influenced referrals offered
Other
Provided comprehensive understanding
Strengthened relationship with client

0   50   100   150   200
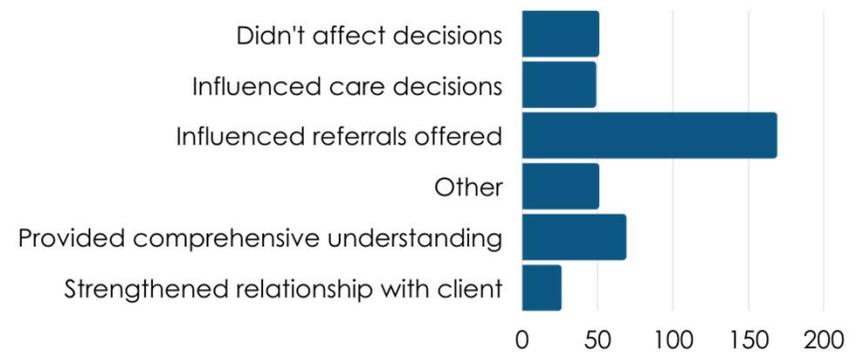
312 Profile Surveys

55% influenced Referrals offered

Opportunities

Survey Summary:

- 1 x Alert
- 37 x Dashboard
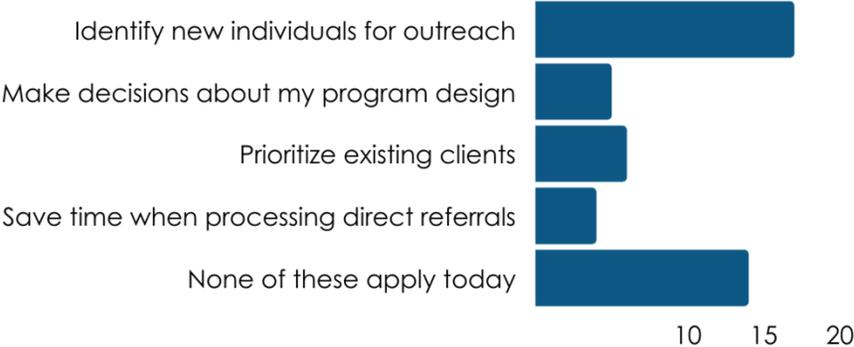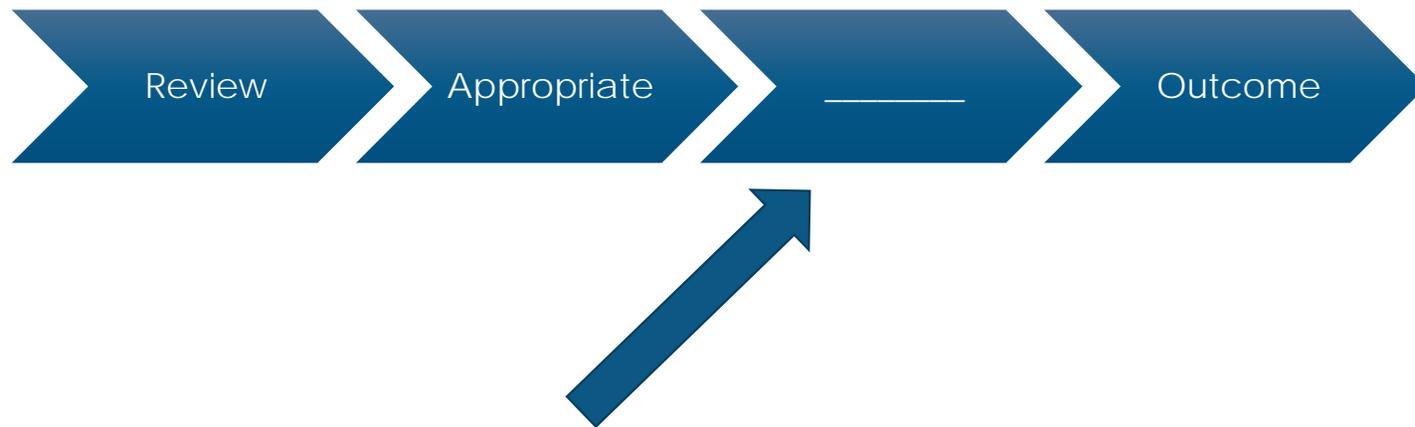
Respondents said the Dashboard helped...

37 Dashboard Surveys

Thought Exercise

Scenario: You receive a direct referral and you...

| Review | Appropriate | _____ | Outcome |

We've called <u>this stage</u> "Evaluating" and "Active"...

Are there strong feelings about what we call that stage?"

CIE Updates

CIE Updates

 For partners who have Lyft codes from 2-1-1 San Diego, these lyft codes have expired as of 6/30/2022. New process for codes will be made available in August – stay tuned! If interested in gaining access to lyft codes, complete interest form.

Join the new Cal AIM affinity group!

A cohort model to support using CIE to enhance Cal AIM services:

- **Outreach**
  Increase enrollments

- **Efficiency**
  Find contact leads

- **Coordination**
  Increase encounters

- **Documentation**
  Closed-loop referrals

Over 4 months,
4 cohort meetings/ 2 check-ins

Meeting	Focus	When
Kick-off Meeting Cohort	Strategize where CIE applies	9/27 @9AM
Check in Individual	Refine Use Case & Pilot Strategy	Scheduled Individually
Workflow Mapping Cohort	Discuss known/new use cases	10/11 @10AM
Check in Individual	Solidify training plan for pilot team	Scheduled individually
Pilot Reflection Cohort	What worked/didn't work? What opportunities/supports exist?	11/8 @1PM
Wrap-Up/Applying Lessons Learned Cohort	Update processes as needed Look at outcomes & value adds Plan to replicate successes	12/6 @1PM

Register Here: https://forms.office.com/r/eWms1JV1DN

CIE Partner Roundtable

Thank you for your time

No meeting in August