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
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.
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)
**Highlights**

**Respondents found resources...**

- Relevant based on social needs: 19.7%
- Relevant based on health condition: 20.5%
- Culturally Appropriate: 52.5%
- Unable to locate resource: 7.4%

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

312 Profile Surveys

55% influenced referrals offered
Opportunities

Survey Summary:
• 1 x Alert
• 37 x Dashboard

Respondents said the Dashboard helped...

- Identify new individuals for outreach
- Make decisions about my program design
- Prioritize existing clients
- Save time when processing direct referrals
- None of these apply today

37 Dashboard Surveys
Thought Exercise

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

We've called *that stage* "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

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<thead>
<tr>
<th>Meeting</th>
<th>Focus</th>
<th>When</th>
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<tbody>
<tr>
<td><strong>Kick-off Meeting</strong></td>
<td>Strategize where CIE applies</td>
<td>9/27 @9AM</td>
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<td>Cohort</td>
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<td><strong>Check in</strong></td>
<td>Refine Use Case &amp; Pilot Strategy</td>
<td>Scheduled individually</td>
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<td>Individual</td>
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<td><strong>Workflow Mapping</strong></td>
<td>Discuss known/new use cases</td>
<td>10/11 @10AM</td>
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<td>Cohort</td>
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<td><strong>Check in</strong></td>
<td>Solidify training plan for pilot team</td>
<td>Scheduled individually</td>
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<td>Individual</td>
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<td><strong>Pilot Reflection</strong></td>
<td>What worked/didn't work? What opportunities/supports exist?</td>
<td>11/8 @1PM</td>
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<td>Cohort</td>
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<td><strong>Wrap-Up/ Applying Lessons Learned</strong></td>
<td>Update processes as needed Look at outcomes &amp; value adds</td>
<td>12/6 @1PM</td>
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<tr>
<td>Cohort</td>
<td>Plan to replicate successes</td>
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Register Here: [https://forms.office.com/r/eWms1JV1DN](https://forms.office.com/r/eWms1JV1DN)
CIE Partner Roundtable
Thank you for your time

No meeting in August