CIE PARTNER NETWORK MEETING

September 22, 2022
9:00 AM – 10:00 AM
What’s Happening Today

- Welcome
- Connection
- New CIE Partners
- Direct Referrals
- New Improvements to Annual Updates Process
- CIE Utilization Updates
- CIE Updates/Workgroups
  - CalAIM Affinity Group
  - CIE Partner Survey
- CIE Partner Roundtable
Connection
Acknowledge & Celebrate

- National Hispanic American Heritage
- National Suicide Prevention
- Hunger Awareness Month
We Acknowledge & Celebrate

- **Sept. 25 – Sept. 27**: Rosh Hashanah
- **September 22**: Autumn equinox
- **Sept. 1 - Sept. 30**: National Recovery
New CIE Partners
Welcome to CIE, Lived Experiences

WELCOME
to the
Community Information Exchange

Lived Experiences
A Nonprofit Youth Mentoring Program
Welcome to CIE, San Diego Futures Foundation

WELCOME

to the

Community Information Exchange
Welcome to CIE, San Diegans for Healthcare Coverage

WELCOME
to the
Community Information Exchange
Direct Referrals
What are Direct Referrals?
  • Difference between direct referral and informational referral
Values and Benefits of Direct Referrals
Get some feedback from you via couple of poll questions
Next Steps
  • Learn how to send direct referrals to other partners
  • Set up your services to receive direct referrals from other partners
An electronic referral is sent from one agency to another through the CIE platform. When a service provider sends a direct referral, the receiving agency is notified and prompted to respond.
What is the difference between a direct and informational referrals?

**Direct referrals** ensure individuals are proactively connected to services through a coordinated system where organizations that accept those direct referrals can:
- View Information about a client beforehand
- Follow-up with the client to ensure they are eligible to receive services
- Track information about interactions with the client over time in CIE including outcome of referrals.

While **informational referrals**, leave it up to the client to follow up with the agency and navigate the service delivery system on their own.
What are the Benefits and Values of Direct Referrals?

• Closed loop referrals
• Warm hand-off between service providers
• Leverage the online 2-1-1 San Diego resource database of services for real time program/service information
• See detailed information about client referred prior to following up
• Update the Client Record with current information (for example: address, phone, email)
• Provide updates to referral status and track outcome of referrals
• Track and see other referral clients has received
• Receive outcomes for referrals you are providing to your clients
• Coordinate Care for Clients
• Get monthly reports and data available on Direct referral outcomes
• Other?
Partners Receiving Direct Referrals from CIE

2-1-1 San Diego
A Positive Choice Resource & Referral Services, LLC
Access, Inc.
Adjoin
Blue Shield of California Promise Health Plan
Boys and Girls Clubs of Carlsbad
Childcare Resource Service, YMCA of San Diego County
Chula Vista Community Collaborative
Downtown San Diego Partnership
Easterseals Southern California
Elder Law and Advocacy
ElderHelp of San Diego
Exodus Recovery, Inc.
Facilitating Access to Coordinated Transportation (FACT)
Family Health Centers of San Diego
Fraternity House, Inc.
Gary and Mary West PACE
Goodwill Industries of San Diego County
Home Start
Interfaith Community Services
Jacobs and Cushman San Diego Food Bank
Jewish Family Service (JFS) of San Diego
Kick it California
Legal Aid Society of San Diego, Inc.
Meals on Wheels San Diego County
Mental Health Systems, Inc.
Metropolitan Area Advisory Committee (MAAC)
Molina Healthcare, Inc.
National Conflict Resolution Center
National Veterans Transition Services, Inc, aka REBOOT
Neighborhood Healthcare
Neighborhood House Association
PATH San Diego
Planned Parenthood of the Pacific Southwest
Rock Church
San Diego Housing Commission
San Diego LGBT Community Center
San Diego Rescue Mission, Inc.
San Diego Workforce Partnership
San Ysidro Health
SBCS
Skinny Gene Project
Southern Caregiver Resource Center (SCRC)
St Paul's Senior Services
The Salvation Army San Diego Regional Office
TransFamily Support Services
TrueCare
Veterans Village of San Diego
Vets' Community Connections
Vista Community Clinic
zero8hundred
New Direct Referral Partner

Head Start/Early Head Start Home-Based Service

Provides comprehensive childcare and preschool program to meet the emotional, social, health, nutritional, and psychological needs of children of low-income families. Head Start’s approach is that the parent is the child’s primary educator and that the entire family, must be involved in guiding and nurturing the child.
How do I get access to send Direct Referrals through CIE?

CIE Partners utilize a secure technology platform to support our shared clients by viewing a clients’ history of care, sending electronic warm-handoffs, and exchanging data to ensure timely, informed, and tailored interventions.

CIE Training Link: https://ispring-cloud-31.ispringcloud.com/acc/c9itHEgyMzExMQ/s/23111-SvNYn-kktXr-E9ZQN
How do I become a Direct Referral Partner in CIE?

1. Complete the CIE New User Training
   - https://ispring-cloud-31.ispringcloud.com/acc/c9itHEgyMzExMQ/s/23111-SvNYn-kktXr-E9ZQN
2. Identify your Referral Management Team (Referral Manager and Care Coordinators)
3. You identify your Referral and Follow-up Response Time (example: 48 business hours)
4. Select a Start Date

To get started, you can submit a Direct Referral Set-Up Request form -
https://ciesandiego.org/partner-with-cie/direct-referral-process/

Or

Connect with our CIE Helpdesk at CIEHelpdesk@211sandiego.org for a one of one meeting
New Improvements to Annual Updates Process
CIE Partners now have the access to turn a direct referral off or on.

The CIE Team will be notified if this field was changed to Yes or No.
Updates made through the Partner Community

If no changes are needed, Partners can select “No” and scroll down to click Submit Request.
Partners have the capability to change statuses on their service profiles.

- **Inactive** – programs that are not available at the moment, usually used for seasonal programs
- **Archived** – services that are no longer available, not visible for staff to see
- **On Hold** – used for temporary inactivation or if a profile information needs to be verified
- **New** – new service applications are automatically defaulted to this status, not visible for staff to see
- **Internal Only** – used for services that are for 211 staff eyes only, these profiles are not visible on the 211 San Diego website
- **Integration Only** - used for internal purposes, not visible for staff to see

The CIE Team will be notified if status changes occur to a Direct Referral profile.
CIE Updates
CalAIM: California for Advancing and Innovating Medi-Cal
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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<tr>
<th>Meeting</th>
<th>Focus</th>
<th>When</th>
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<tbody>
<tr>
<td>Kick-off Meeting Cohort</td>
<td>Strategize where CIE applies</td>
<td>9/27 @9AM</td>
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<tr>
<td>Check in Individual</td>
<td>Refine Use Case &amp; Pilot Strategy</td>
<td>Scheduled individually</td>
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<tr>
<td>Workflow Mapping Cohort</td>
<td>Discuss known/new use cases</td>
<td>10/11 @10AM</td>
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<tr>
<td>Check in Individual</td>
<td>Solidify training plan for pilot team</td>
<td>Scheduled individually</td>
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<tr>
<td>Pilot Reflection Cohort</td>
<td>What worked/didn’t work? What opportunities/supports exist?</td>
<td>11/8 @1PM</td>
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<tr>
<td>Wrap-Up/Applying Lessons Learned Cohort</td>
<td>Update processes as needed Look at outcomes &amp; value adds Plan to replicate successes</td>
<td>12/6 @1PM</td>
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Register Here: https://forms.office.com/r/eWms1JV1DN
CIE Funding Requests: IPP

#1: Maintain resource database with MCP CalAIM contracted providers, in collaboration with managed care providers and community-based care providers. This includes establishing custom tagging of resources searchable within our 211 database.

#2: Develop coding within CIE to map of SDoH z-codes to CIE data dictionary to so members within the CIE can be associated with medical terminology to better communicate social needs and support population health needs

#3: Improve and Enhance privacy and security oversight of CIE to support long-term maintenance and use of CIE
• Improve privacy and security department to assess and acquire ISO 27001, SOC2 or HITRUST certification
• Increase compliance and oversight of legal to support ongoing regulatory changes and additions with CalAIM

#4: Maintain, Enhance and expand CIE integrations, including County Health and Human Services, San Diego Sheriff Department, Homeless Management Information System, Health Information Exchange (HIE) and contracted partners

#5: Support, enhance and engage contracted provider network around closed-loop referral, explore enhancements to functionality and Community of Practice for adoption of the CIE tool
211 San Diego/Community Information Exchange received funding commitments to expand data integrations among key stakeholders to support CalAIM. We would love partners to leverage the CIE to access this data, instead of rebuilding separate connections.

CIE currently has over 120+ organizations representing healthcare, social services, government and other sectors supporting San Diegans with more coordinated care.

To support care coordination for Medi-Cal recipients, CIE integrations with various data sources to help give a longitudinal record to better support the client.

Funding will support the maintenance, enhancement and expansion of CIE integrations, including:

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<th>Information Type</th>
<th>Data Sharing</th>
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<td>Eligibility and Benefits Information</td>
<td>Expand existing data shared with information about benefits and other related eligibility information</td>
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<tr>
<td>Reentry Data</td>
<td>Expand existing information shared about release, re-entry information</td>
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<tr>
<td>Homelessness Information</td>
<td>Expand existing information shared to improve quality and additional data sets</td>
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<tr>
<td>Health Information</td>
<td>Expand existing integration to bidirectional and additional relevant social and health information</td>
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**Call to Action:**

- If you are a CalAIM provider, join/use CIE to support access this helpful information to support your clients/member/patients
- If you are applying for PATH CITED dollars, request dollars to support CIE integration to push this type of data into your existing system
- Reach out to CIE and we have limited funding to support data integrations with contracted CalAIM Providers
- If you would like to weigh in on what data is requested or how data is shared/used for any of these organizations or within CIE. Sign up [here](#) to receive more information on upcoming meetings.
We need Your Feedback

CIE Impact Survey

Your feedback is important to us! We want your insights on how the Community Information Exchange (CIE) impacts your work.

Please complete the following CIE Impact survey!

Your participation in this brief survey is voluntary. It will take less than 10 minutes to complete.

If you have any questions about this survey or have difficulty accessing the site, please reach out to our CIE team.

COMPLETE
CIE Roundtable
Thank you for your time