



Community  
Information  
Exchange®

# CIE PARTNER NETWORK MEETING

September 22, 2022

9:00 AM – 10:00 AM

# AGENDA

## 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



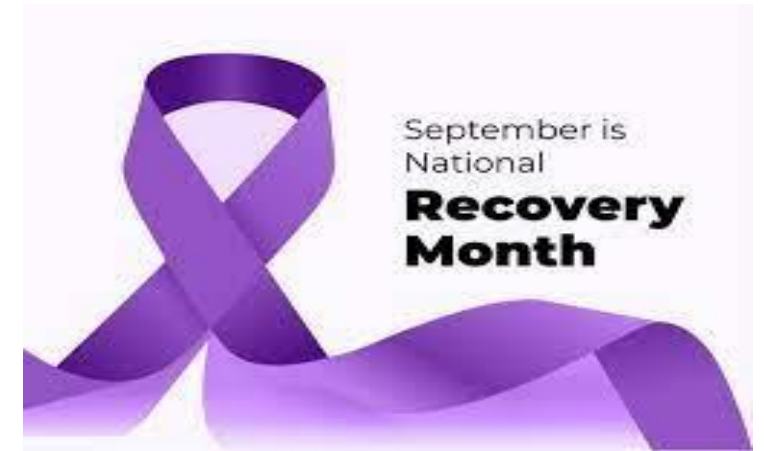
**Sept. 25 – Sept, 27**

Rosh Hashanah



**September 22**

Autumn equinox



**Sept. 1- Sept. 30**

National Recovery

# **New CIE Partners**



# Welcome to CIE, Lived Experiences



# Welcome to CIE, San Diego Futures Foundation



# WELCOME

to the

*Community Information Exchange*





# Welcome to CIE, San Diegans for Healthcare Coverage



# Direct Referrals

# Discussion Points

- 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

# What is a direct referral?

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?



# Community Information Exchange Partners: 124



# 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



**Neighborhood House  
Association**

*"A neighbor you can count on... since 1914"*

## 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](mailto:CIEHelpdesk@211sandiego.org) for a one of one meeting

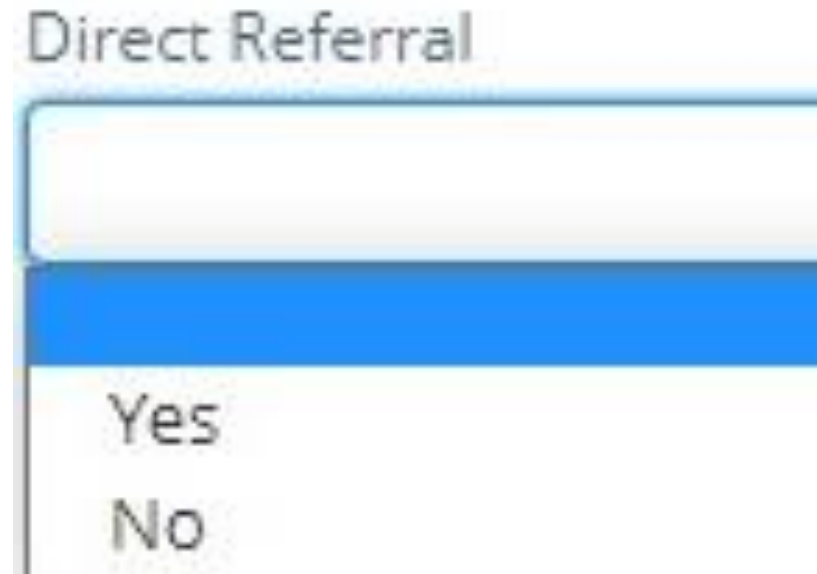
# **New Improvements to Annual Updates Process**



# Updates made through the Partner Community

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.



A screenshot of a web form showing a dropdown menu for the field 'Direct Referral'. The dropdown is open, displaying two options: 'Yes' and 'No'. The 'Yes' option is highlighted with a blue background. The dropdown menu has a light blue border and a white background.

Direct Referral
Yes
No

# Updates made through the Partner Community

Partner confirmed no updates needed

No

Yes

No

If no changes are needed, Partners can select “No” and scroll down to click Submit Request

# Updates made through the Partner Community

## Service Statuses

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

Meeting	Focus	When
<b>Kick-off Meeting</b> Cohort	Strategize where CIE applies	9/27 @9AM
<b>Check in</b> Individual	Refine Use Case & Pilot Strategy	Scheduled Individually
<b>Workflow Mapping</b> Cohort	Discuss known/new use cases	10/11 @10AM
<b>Check in</b> Individual	Solidify training plan for pilot team	Scheduled individually
<b>Pilot Reflection</b> Cohort	What worked/didn't work? What opportunities/supports exist?	11/8 @1PM
<b>Wrap-Up/Applying Lessons Learned</b> 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 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:

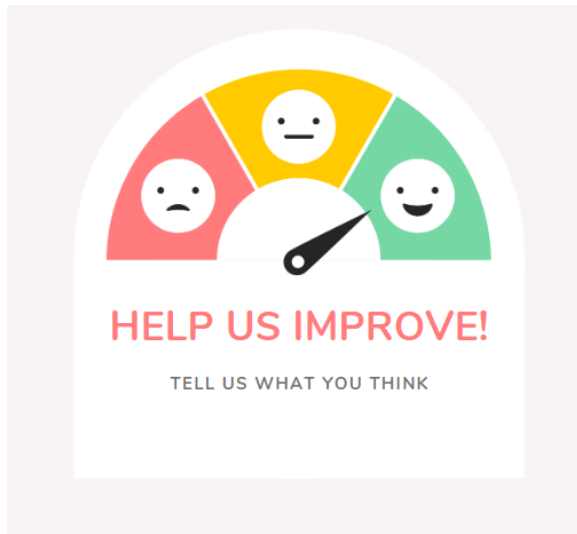
Information Type	Data Sharing
Eligibility and Benefits Information	Expand existing data shared with information about benefits and other related eligibility information
Reentry Data	Expand existing information shared about release, re-entry information
Homelessness Information	Expand existing information shared to improve quality and additional data sets
Health Information	Expand existing integration to bidirectional and additional relevant social and health information

**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**