



Community
Information
Exchange®

Community Information Exchange (CIE) Advisory Board Meeting

October 18, 2022

CIE Advisory Board Meeting

AGENDA

October 18 • 8:00-10:00 AM

In-Person: 3860 Calle Fortunada, San Diego, CA 92110

Zoom: <https://211sandiego.zoom.us/j/82785164109?pwd=ZmhENjZiaUpvcmk0bzZzcFpPbEE5QT09>

| Time | Agenda Item | Presenter |
|----------------|--|---|
| 8:00-8:30 am | Networking and Coffee/Breakfast Burritos | ALL |
| 8:30 – 8:35 am | Welcome & Agenda Overview | Mathew Packard Chair 2-1-1 Advisory Board |
| 8:35-8:45 am | CIE Highlights: <ul style="list-style-type: none">• Community Voice• CDII - Dx F Requirements | Karis Grounds Tanisha Harrell Camey Christenson |
| 8:45- 8:55 am | CIE Membership Workgroup Review of updated charter language Nominations: <ul style="list-style-type: none">• Leticia Zuno• Dr. Diane Chau | Mathew Packard Chair 2-1-1 Advisory Board Jack Dailey Incoming Chair 2-1-1 Advisory Board Arnulfo Manriquez Incoming Vice Chair 2-1-1 Advisory Board |
| 8:55-9:10 am | <ul style="list-style-type: none">• Overview/History of CIE as Backbone Agency• Exercise: Input on Strategic/Operational Information | Karis Grounds Camey Christenson |
| 9:10-9:15 am | Action Items & Meeting Adjournment | Mathew Packard Chair 2-1-1 Advisory Board |
| Pre/Post Read | Appendix: <ul style="list-style-type: none">• CIE Trends• CalAIM Workgroup | |
| 9:15-10:00 am | Mathew Packard Appreciation | ALL |

Community Voice



Overarching Goals: Community Voice

- **Establish Community Voice Advisory Board**
 - Mid-City CANN
 - City Heights CDC
 - San Diego For Every Child
 - Lived Experience
 - 211 San Diego Client Experience (Erin)
 - Person with lived experience
 - Invite all CIE Network Partner Network
- **Overarching Goal: A more client-driven experience within a continuum of care**
- **CIE Advisory Goal: Establish and maintain an infrastructure for ongoing input from community members directly impacted by services (and all organizations that are providing direct services)**
 - *What is Community Voice Advisory Board role?*
 - *How often should we meet, do we have the right participation?*
 - Steward how we engage and structure community members input
 - What topics, who and how we engage on feedback from community members?
 - Identifying the priorities
 - Where/how does the information flow back to community providers? How does it inform decisions made?
 - *How does lived experience/representation fit into governance?*
 - *How do we get input on specific CIE/community topics?*
 - Create a framework for getting input on various topics (meeting people where they are at)
 - Engaging the right stakeholders in whatever topics would be relevant
 - Develop participation expectations
 - Compensation for partners and community members

CA State DxF Requirements



CIE Membership Workgroup



Review of Updated Charter Language



Incoming Chairs, starting November 2022

- Jack Dailey, Legal Aid Society
 - CIE Advisory Board Chair
- Arnulfo Manriquez, MAAC
 - Vice CIE Advisory Board Chair



Nominations:

- Leticia Zuno, Access to Independence
 - At-Large Seat (Disability)
- Dr. Diane Chau, Molina Healthcare
 - Veterans Seat

Topic: 211 as Backbone Organization



History of CIE

2011: Alliance Healthcare Foundation funds Community Information Exchange, a collaboration of public and private organizations. 2-1-1 San Diego UCSD Beacon Community Program/HIE Father Joe's Villages Regional Task Force on the Homeless Rural/Metro of San Diego (City Paramedic) San Diego Fire-Rescue Department. Operated as own 501c3.

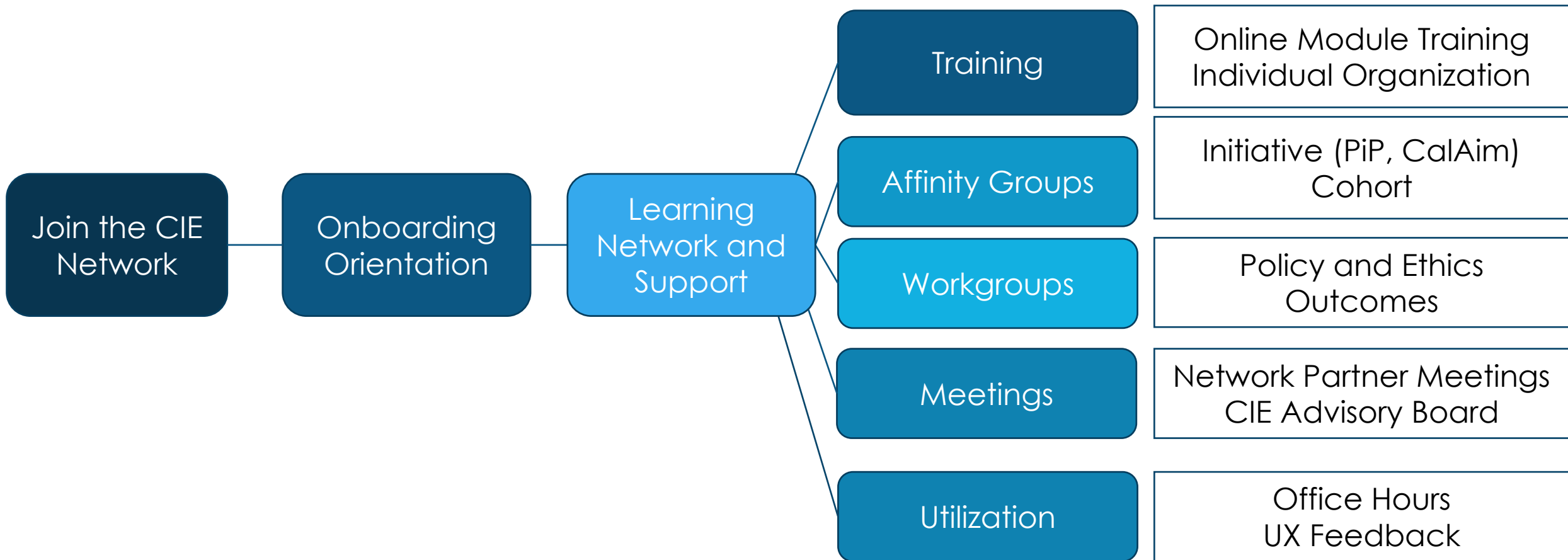
2015: Older Adult Cohort

2017-2018: 211 merged with CIE and launched enhanced CIE platform with data sharing and closed-loop referrals; expanded to all populations

2014: CIE launches pilot cohort of homeless services providers sharing basic client demographic data.

2017: Military and Veterans Cohort

CIE Infrastructure/Journey



Team Support: Local Learning and Collaboration

Engagement:

- Onboarding of Partners
- Orientation
- Building Trust with Community Stakeholders

Integration:

- Hosting and connecting partners into learning and using CIE (affinity groups)
- All user experience (setting up accounts, helpdesk support to training, implementation plans, etc.)
- Development of new features in Salesforce based on feedback from CIE partners and use cases
- Data Integrating and Data Sharing Efforts

Communication:

- Partner Utilization Reports
- Newsletter
- Calendar of Events

Other Key Elements:

- Strategic/Stakeholder Relationships
- Partnership Opportunities
- Sustainability/Funding
- Governance Management

CIE SAN DIEGO TEAM



Angie Esparza-Banuelos

CIE NETWORK SPECIALIST



Camey Christenson

CHIEF BUSINESS
DEVELOPMENT OFFICER



Karis Grounds

VICE PRESIDENT OF HEALTH
AND COMMUNITY IMPACT



Tanissha Harrell

DIRECTOR OF
ENGAGEMENT



Nakisha Jones

PROGRAM ASSISTANT



Alana Kalinowski

DIRECTOR OF PARTNER
INTEGRATION



Aidee Roman

COMMUNITY PARTNERSHIP
MANAGER



Roxanne Suarez

DIRECTOR OF PARTNER
INTEGRATION



Community
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CIE Stewardship Framework

Community Voice-Community Members



211 San Diego Board of Directors

CIE Advisory Board

Community Information Exchange

CIE Network Partner

Ethics Policy
(inclusion, data ownership, data governance)

User Experience

Community Voice

Affinity Groups
(Initiative, Catalyst, Collaborative)

Working Groups

Clinical Healthcare Working Group

Outcomes/Measurement

CaAIM Working Group

211/CIE Backbone Insights

| Successes | Challenges |
|---|--|
| Building Better Relationships with prospective partners via trust | Ensuring CIE is a larger community initiative |
| Leveraging 211 infrastructure, reputation and use of CIE to support use cases and value | Separating 211 from CIE |
| Expanding the team to support changing needs and requests of community | Managing needs of the community vs. funding requirements and needs |
| Being agile, responsive and flexible to community needs | Being seen as a neutral convener |
| | Ensuring our communication highlights value the value of CIE partners not just CIE |

Other insights or feedback we are missing?

BACKBONE INPUT



Opportunities

- **What can 211/CIE do to create share ownership among community partners?**
- **How can we do better at supporting the community as a backbone?**
- **How can we show-up better or differently in spaces to support the mission of CIE?**
- **Other recommendations/insights to share**

OTHER UPDATES & NEXT MEETING

November 15, 8:30-9:30 AM



Appendix



CIE Trends and Utilization



CIE Dashboard

| | FY Goal | Current | % of Goal | Monthly Trends | All-Time Total |
|----------|---------|---------|-----------|----------------------|----------------|
| Partners | 15 | 2 | 13% | 1 Jul 1 Sep | 122 |

Adoption Metrics

| | | | | | |
|---------------------|---------|--------|-----|---|---------|
| Logins | 50,000 | 9,297 | 19% | 2,828 Jul 3,344 Aug 3,125 Sep | 116,470 |
| Consents | 106,000 | 15,422 | 15% | 5,142 Jul 5,637 Aug 4,643 Sep | 283,432 |
| Successful Searches | 50% | 29% | 59% | 31% Jul 29% Aug 27% Sep | 25% |

Engagement Metrics

| | | | | | |
|--------------------------|---------|--------|-----|--|---------|
| Records with Shared Data | 175,000 | 57,449 | 33% | 28,757 Jul 32,644 Aug 30,844 Sep | 254,391 |
| Profile Views | 45,000 | 7,718 | 17% | 2,791 Jul 2,626 Aug 2,301 Sep | 80,923 |
| Program Enrollments | 150,000 | 21,011 | 14% | 6,530 Jul 6,722 Aug 7,759 Sep | 159,465 |
| Care Teams | 3,500 | 527 | 15% | 143 Jul 117 Aug 267 Sep | 9,131 |

Data Source: 211/CIE Information Systems | Reporting Period: 7/1/2022 - 9/30/2022

Intervention Metrics

| | | | | | |
|------------------|--------|-------|-----|---|---------|
| Direct Referrals | 40,000 | 6,532 | 16% | 2,161 Jul 2,274 Aug 2,097 Sep | 103,332 |
| SDoH Screenings | N/A | 302 | N/A | 164 Jul 101 Aug 37 Sep | 3,300 |
| SDoH Assessments | N/A | 11 | N/A | 3 Jul 6 Aug 2 Sep | 77 |

CIE CalAIM Workgroup



CaAIM Pilot Cohort Started

New Cohort:

- Serene Health
- SAY San Diego
- La Maestra
- Exodus Recovery
- Townspeople
- Neighborhood Healthcare

| 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 |



Provider Workgroup Update

- Successes/Challenges
- Next steps with ECM/CS Provider Directory
- Medi-Cal Procurement Process Status
- IPP Funding Application Status
- PATH CITED Funding Application
- **PATH Collaborative Planning and Implementation Initiative**
- **Next steps with Solutions Grid**
- ECM and CS Data Guidance Survey – due 10/7
 - <https://www.dhcs.ca.gov/Pages/ECMandILOS.aspx>
- Future Meetings
 - Continue to convene Provider Workgroup
 - Form Subcommittees
 - Recuperative Care
 - ECM
 - Housing

For discussion:

What are our proposed next steps to prioritize and share ECM/CS Solutions Grid?

Is there an opportunity to share grid with TPA to jumpstart and inform PATH Collaborative Planning and Implementation Initiative discussions?

Other sharing opportunities?

How does PATH Collaborative Planning and Implementation Initiative interact with groups already meeting (HSD, IPP Roundtable, CIE CalAIM Workgroup, Provider Workgroup, etc.)?



Provider Workgroup Update

CS Recuperative Care - Met with Hospital Association and recuperative care providers to brainstorm on how to increase referrals to CS Recuperative Care as well as CS Short-Term Post Hospitalization Housing. Providers collaborating on developing a grid to share with hospitals that includes services, health plan, eligibility, referral process and contact information to help streamline referrals.

Partners:

- CIE San Diego
 - PATH
 - Interfaith
 - Father Joes
 - San Diego Wellness Collaborative
 - HASDIC
-
- Discuss common opportunities/challenges with reduction in referrals for recup care beds
 - Identify opportunities to increase awareness training and resources to hospitals and health plans on eligibility, intake and referral process for recup care/STTPH
 - Share centralized intake or portal for recup/STTPH referrals to contracted providers and other stakeholders
 - Explore shared tracking to share and coordinate real-time bed availability among stakeholders (rec care providers, hospitals and health plans)



Provider Matrix Insights & Input

As part of IPP funding, we will be updating 211 database to support ECM/CS services by health plan

How we plan to approach the process:

- Create spreadsheet of all CalAIM services providers by health plan and service
- Templates for each service listings
- Cadence and expectations from providers for regular updates
- Special tag within 211 for CalAIM services
- Webpage for CalAIM services with automated export of services
 - Pending questions:
 - What would be helpful for webpage
 - How should we list services to support referral workflow needs?



CIE Advisory Board Chair Appreciation: Mathew Packard

