



Community
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Community Information Exchange (CIE) Advisory Board Meeting

April 19, 2022

CIE Advisory Board Meeting

AGENDA

April 19, 2022 • 8:30 AM – 9:30 AM

Time	Agenda Item	Presenter
8:30 – 8:35 AM	Welcome & Agenda Overview	Mathew Packard Chair 2-1-1 Advisory Board
8:40– 8:50 am	CIE Trends & CIE California Event	Karis Grounds VP of Health and Community Impact
8:55-9:25 am	Workgroup Updates <ul style="list-style-type: none">• Membership Meeting• CalAIM Meeting• Outcomes Meeting	Mathew Packard Chair 2-1-1 Advisory Board Karis Grounds VP of Health and Community Impact Alana Kalinowski Director of Partner Integration
9:25-9:30 am	Action Items & Meeting Adjournment	Mathew Packard Chair 2-1-1 Advisory Board

CIE Trends and Utilization



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CIE Dashboard



CIE TRENDS AND METRICS DASHBOARD

Fiscal Year: July 1, 2021 - June 30, 2022

The trends dashboard highlights the established fiscal year metric goals for the CIE. These goals are specific to utilization, including how many partners and clients are in the network and how partners use the network to view clients, refer them to appropriate resources and share data to enhance records. This utilization allows us to better assess and understand the overall impact the CIE has on client outcomes.

	FY Goal	Current	% of Goal	Monthly Trends	All-Time Total
Partners	20	9	45%		117
Adoption Metrics					
Logins	45,000	22,567	50%		96,378
Consents	90,000	71,281	79%		282,668
Searches	35,000	12,561	36%		66,696
Engagement Metrics					
Records with Shared Data	80,000	94,222	118%		195,002
Profile Views	35,000	21,386	61%		72,639
Panel Management Users	N/A	92	N/A		92

Highlights:

- Increase in logins/profile views due to recent engagement activities
- Launching two affinity groups that we anticipate will increase



CIE TRENDS AND METRICS DASHBOARD

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	FY Goal	Current	% of Goal	Monthly Trends	All-Time Total
Intervention Metrics					
Direct Referrals	50,000	19,224	38%		87,388
SDoH Screenings	N/A	906	N/A		2,424
SDoH Assessments	N/A	44	N/A		44

CIE California Forum 2022: Join Us- Coming Soon!

Overarching Goals:

1. **Understand State of the Field:** Increase awareness of the current state of CIEs in California, including system maturity, approaches to shared governance and community engagement, and different approaches to technology and data sharing infrastructure
2. **Advance System Transformation:** Share emerging practices and challenges to discuss opportunities for supporting infrastructure, evaluation measures, and sustainability strategies
3. **Support Advocacy and Growth:** Identify the priorities, needs, and advocacy efforts in California to support the continued development and growth of CIEs in the state

- **Proposed Date:** TBD
- **Event Format:** In-Person
- **Theme:** Aligning California: Maximizing Opportunities to Advance Local Community-Led Networks
- **Intended Audience:** California-based key stakeholders interested in data sharing and building CIE models for local communities.

CIE Membership Workgroup



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CIE Membership Workgroup

Advisory Board Action Items:

- Update on search for new nominees
- Review of CIE Advisory Board Survey

Name	Organization	Seat Representation
Eric Heckler	UCSD Public Health	Education
Sarah Lyman/Garrick Wong	Alliance Healthcare Foundation	Philanthropy
Anne Jensen	City of San Diego	First Responder
Michelle Aguinaldo	Sheriff Department	Criminal Justice/Restorative Justice

CIE CalAIM Workgroups

Workgroup Name	Primary Goals	Intended Group	Meeting Times/Updates
CIE CalAIM Workgroup	<p>Identify ways CIE can be leveraged to support CIE Network (CBOs, health plans, healthcare providers, etc.) in CalAIM efforts and operations</p> <p>Provide recommendations and support implementation for strategic and collective data use and coordination between key stakeholders (i.e. health plans, CBOs, FQHCs, County, health care providers)</p> <p>Advocate or highlight challenges and opportunity within the community, impacting community CIE Network</p>	<p>Key stakeholders of all sectors, focused on system level impact</p> <p>Currently:</p> <ul style="list-style-type: none"> • Alliance Healthcare Foundation • McAlister • Veterans Village of San Diego • HASDIC • Legal Aid Society • County of San Diego • Blue Shield Health Plan • Alliance Healthcare Foundation • PATH • Father Joes • Interfaith • Sharp • SDSU Policy Institute • Health Net 	<p>Monthly, First Wednesday of each month at 12</p> <p>Applied for CHCS opportunity to support this workgroup</p>
CIE CalAIM Provider Workgroup in partnership with San Diego Wellness Collaborative	<p>Highlight challenges among provider network, identify potential solutions and capacity building needs, identify opportunities and recommendations to advocate for improvement or leverage CIE technical infrastructure</p>	<p>Individual providers, sharing challenges and offering potential tangible solutions</p> <p>Currently:</p> <ul style="list-style-type: none"> • San Diego Wellness Collaborative (chair) • Exodus Recovery, INC • PATH • 211 San Diego 	<p>Monthly, TBD</p>
CIE CalAIM Provider Pilot	<p>3 month pilot of 5 meetings to support adoption of CIE to enhance each organizations use of CalAIM</p> <p>Focus on adopting use cases that make sense of organization and learning network to support use</p>	<p>Contracted providers interested in being part of the pilot, supervisors and managers</p> <p>Currently:</p> <ul style="list-style-type: none"> • San Diego Wellness • Exodus Recovery, INC • Community Research Foundation • Family Health Centers 	<p>Starting April 20th</p>



CalAIM Provider Pilot

CIE CalAIM Provider Pilot

What?	3-month pilot with 5 meetings supporting adoption of CIE to enhance your CalAIM services
Why/Value?	<ul style="list-style-type: none"> Outreach: Increase number of people enrolled in CalAIM services for successful client outcomes Efficiency: Increases access to additional information about members for more informed care (less time) Coordination: Increase encounters, by coordinating enrolled members back to your organization Documentation: Tracking of closed-loop referrals to health, social and community based resources <p>CalAIM is NEW and there are A LOT of providers and health plans. CIE is meant to support coordination, efficiency and allows you to better understand the holistic needs of your clients/patients/members.</p>
Who?	Supervisors or Leads supporting staff providing services for ECM or Community Supports
When?	Starts in April 2022 (dates outlined in next slide)
How?	Customize tools, resources and training to support your team in providing these services

Meetings	Topics	Dates
Kick-Off	Define the Value & Impact on CalAIM: <ul style="list-style-type: none"> What can CIE help with? Share draft and customize workflow of CIE use for your organization 	April 20, 2022 at 2:00 PM
Workflow Review	Share out Workflow and Identify Pilot Group: <ul style="list-style-type: none"> Identifying the right pilot group Plan for Launch and Training Support 	May 11, 2022 at 12:00 PM
Pilot Check-In	Share out on Pilots: <ul style="list-style-type: none"> What worked What didn't work Lessons learned and needed resources 	June 7 th at 1:00 PM
Iterate & Scale	Evaluate the success of the pilot. <ul style="list-style-type: none"> Update your processes as needed. Look at outcomes and value add Develop business case to expand 	June 29 th at 2:00 PM
Check-in Progress	Check-in: How is it going? What changes/needs/supports?	TBD & Optional



Recap: CIE CaAIM

- ✓ Created awareness about opportunities with CIE
 - ✓ Engaged with key players on joining the CIE Network
 - ✓ Identified example use case recommendations
 - ✓ Established some infrastructure to collect and implement opportunities with CIE
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- What is next? What should this group do? Do we have the right key stakeholders at the table?



OUTCOMES WORKGROUP



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Outcomes Workgroup Topics

- **Research Status**
 - **AHRQ-CIE Pop-Up Survey**
 - **Office of Minority Health-Harder and Company**
 - **Health Leads-CalAIM**
 - **HEAP Analysis**
- **Research Review Process**
 - **Guiding Principles**

AHRQ and HEAP Analysis

In partnership with UCSF:

Launched all features of project

- Clinical Measures
- Inclusive Referral Search
- Case Management/Panel Dashboard
- Expansion of Alerts
- CIE Community Dashboard

Planned Qualitative Research

- Pop-up Surveys
 - Feedback from Pop-up Surveys
- Focus Groups-Users of features
- Stakeholder Interviews

- **How is the HEAP program is successful in preventing homelessness?**
- Are HEAP participants who receive financial assistance more likely to stay housed, compared to other groups in this study?
-
- **What factors are associated with the success of the HEAP Program?**
- Demographic characteristics are associated with their success in the HEAP Program (i.e. stay housed)
- The amount of money support (maybe different agencies) is associated with their success in the HEAP Program (i.e. stay housed)
- History the social service in the past is associated with their success in the HEAP Program (i.e. stay housed)
- Other service needs at the time of the housing instability are associated with their success in the HEAP Program (i.e. stay housed)
- History of employment is associated with their success in the HEAP Program (i.e. stay housed)

Emerging Research Projects

Office of Minority Health: Building Resilience

Research questions:

- To what extent did partners increase EITC claims among the population of focus?
- To what extent did awareness of ACEs increase?

Outcomes to be measured:

- *Increased* use by project staff of existing resources and tools for EITC marketing/education
- *Increased* partnership awareness of risk and protective factors for ACEs
- *Increased* claims and receipt of EITC among the population(s) of focus, including racial/ethnic minority populations
- *Fidelity* to the proposed model, integration of ICM within the EITC application process, and culturally and linguistically appropriate services (CLAS) standards

•In Partnership with Health Leads

- Research Data Use Agreement and Partnership MOU

•CalAIM Focus

- Exploring co-occurring social needs and severity of social needs among specific health condition and race/ethnicity
- Highlight the complexity and association
- Phase 2: Look at specific impacts of using the CIE to support CalAIM use cases

Call to Action/Next Steps

- Suggestions of CIE Advisory Board Member Representation
- Others

OTHER UPDATES & NEXT MEETING

May 17, 2022, 8:30-9:30 AM



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