



Community  
Information  
Exchange®

# Community Information Exchange (CIE) Advisory Board Meeting

September 20, 2022

# CIE Advisory Board Meeting

## AGENDA

September 20th • 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
8:35-8:45 am	CIE Highlights <ul style="list-style-type: none"><li>• Rep on CA Forum</li><li>• CalAIM IPP-Awarded</li><li>• HIE Update</li></ul>	Camey Christenson Karis Grounds
8:45-9:00 am	CIE Survey Data Open Nominations for CIE Advisory Board Chair and Election	Mathew Packard
9:00-9:25 am	<ul style="list-style-type: none"><li>• Overview/History of CIE as Backbone Agency</li><li>• Exercise: Input on Strategic/Operational Information</li></ul>	Karis Grounds Camey Christenson
9:25-9:30 am	Action Items & Meeting Adjournment	Mathew Packard Chair 2-1-1 Advisory Board
Pre/Post Read	Appendix: <ul style="list-style-type: none"><li>• CIE Trends</li><li>• CalAIM Workgroup</li></ul>	

# **CIE Updates:**

## **CA Forum**

### **IPP Funding Commitments**

### **Health Information Exchange**





- Total of **250** attendees
  - 50 online
  - 200 in-person
- **18** sponsors plus **5** participatory sponsors for the event
- **Highlights:**
  - Communities are eager and thankful to share common challenges, issues and opportunities across California
  - Topics:
    - Moral Imagination—how do leverage out roles to make a difference in current state?
    - Governance—what are we solving for as communities?
    - Data Equity Framework---how are we thinking about this work from design and driver towards equity and anti-racism?
  - Accountable Community Outcomes, Sustainability/Funding, Participatory Governance & Stakeholder Strategy

• **Feedback from Participants:**

Successes	Opportunities
“convening this dynamic forum to reconnect and inspire new ideas for the future.”	More discussions on specifics (data flows, legal, privacy, etc.)
“Great sessions, wonderful speakers and active participants”	Sharing San Diego model
“Thank you for being a leader in CA. Awesome work!”	Shorter and more interactive sessions would be better for attention span!

**Next Steps:**

- Resources---Recordings, slides and workbooks
- Follow-up survey to continue to engage CA through webinars, National conference and networking

# CIE IPP Funding Commitments



# 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.

# PATH CITED





# San Diego Health Connect/HIE Update



# CIE Advisory Board Survey Comparison



17 surveys completed

Race/Ethnicity	#/%	Client Profile
White	7 (42%)	34.5%
African American/Black	5 (30%)	13.5%
Multi-racial White/Hispanic or Latinx/Latino	4 (24%)	40%
White/Asian	1 (1%)	5.5%

### Gender Identity

[More Details](#)

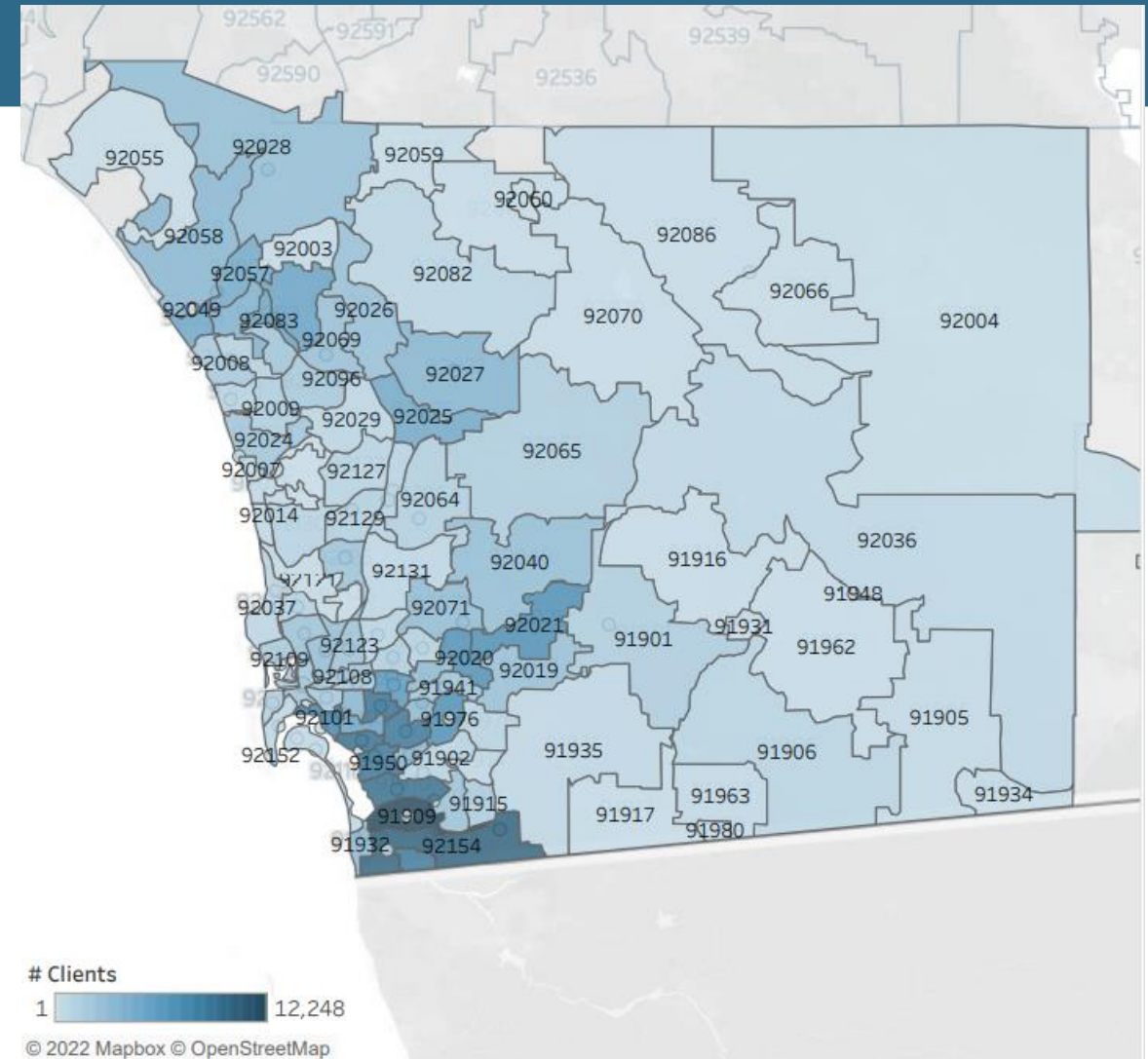
 Insights

- Woman
- Man
- Transgender
- Non-binary
- Prefer not to say

	Population	Men	Women
11			
6	CIE Advisory Board	35%	65%
0			
0	CIE Client Profile	40%	60%
0			

**Sexual Identity/Sexual Orientation**  
 99% Heterosexual/Cisgender/Straight  
 1% Queer

Area of San Diego	# of responses
South Eastern San Diego	3
Downtown	1
County	9
City of San Diego	1
North	1
Central	1
East	1



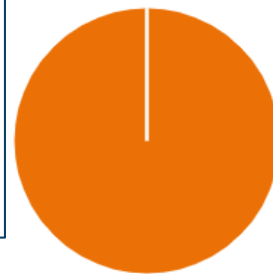
Do you identify as a person with a disability or are you a person with accessibility needs?

[More Details](#)

- Yes
- No
- Maybe

0  
17  
0

**27%** CIE participants identify with disability



### Veteran Status:

No Veterans in CIE Advisory Board  
11% in CIE Participants

# Lived Experience & Area of Interest/Work

**If open to sharing, highlight any lived experience that you will apply to this role (i.e. refugee, accessed public services, etc.)**

- 4 shared immigrant, refugee or child of immigrant
- 2 shared had public assistance or used social services or public benefits
- 1 shared intergenerational trauma
- 4 shared working in social services, healthcare or field for 10+ years

## **Area of Interest/Work**

- 6 Primary medical, dental and behavioral health care for low income families or those with chronic conditions
- 4 homeless social service provider or families experiencing homelessness, homeless advocacy
- Aging
- 3 Systems Change
- health philanthropy; economic mobility
- 2 Health Equity
- Consumer Rights
- Nonprofit / Strategy & Business Development Consulting / DEI
- Medi-Cal Industry
- Emergency Services
- Affordable Housing, Early Childhood Education, Workforce Development
- 3 Social Services/Social Needs
- Child and Family Wellbeing

# CIE Advisory Seats--2023

Seat	Representatives
Education	Eric Heckler (UCSD Public Health)
Criminal (Restorative Justice)	Michelle Aguinaldo (Reentry Program Coordinator)
Faith-Based	Dr. Bishop Benson (Total Deliverance/Stepping Higher Inc.)
Community Member	2 seats—Community voice
Older Adult	Brenda Schmitthener (Gary and Mary West Foundation)
Healthcare	Lindsey Wade (Hospital Association for San Diego and Imperial Counties)
Healthcare	Susan Mahonga Blue Shield of California Health Plan
Community-Based Organization	Tamara Kohler Regional Taskforce on Homelessness
Business	Vernita Todd (San Ysidro Health & SD Chamber Chair Healthcare Committee)
Youth/Children	Aimee Zietz (YMCA)
Veterans	OPEN
Government	OPEN
Philanthropic	Sarah Lyman (Alliance Healthcare Foundation)
Suggested: 211 Board Liaison	Dr. James Dunford (McAlister/211Board)
Suggested: First Responder	Anne Jenson (City of San Diego)

Seat	Representatives
At-Large Seat	Nancy Maldonado (Consultant)
At-Large Seat	Arnulfo Manriquez, (Utility/MAAC)
At-Large Seat	Hanan Scrapper (PATH)
At-Large Seat	Jack Dailey (Legal Aid Society)
At-Large Seat	Christy Rosenberg (San Diego Wellness Collaborative)
At-Large Seat	
At-Large Seat	
At-Large Seat	
At-Large Seat	
At-Large Seat	
At-Large Seat	

# *Open nominations for Board Chair and Election*



# 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

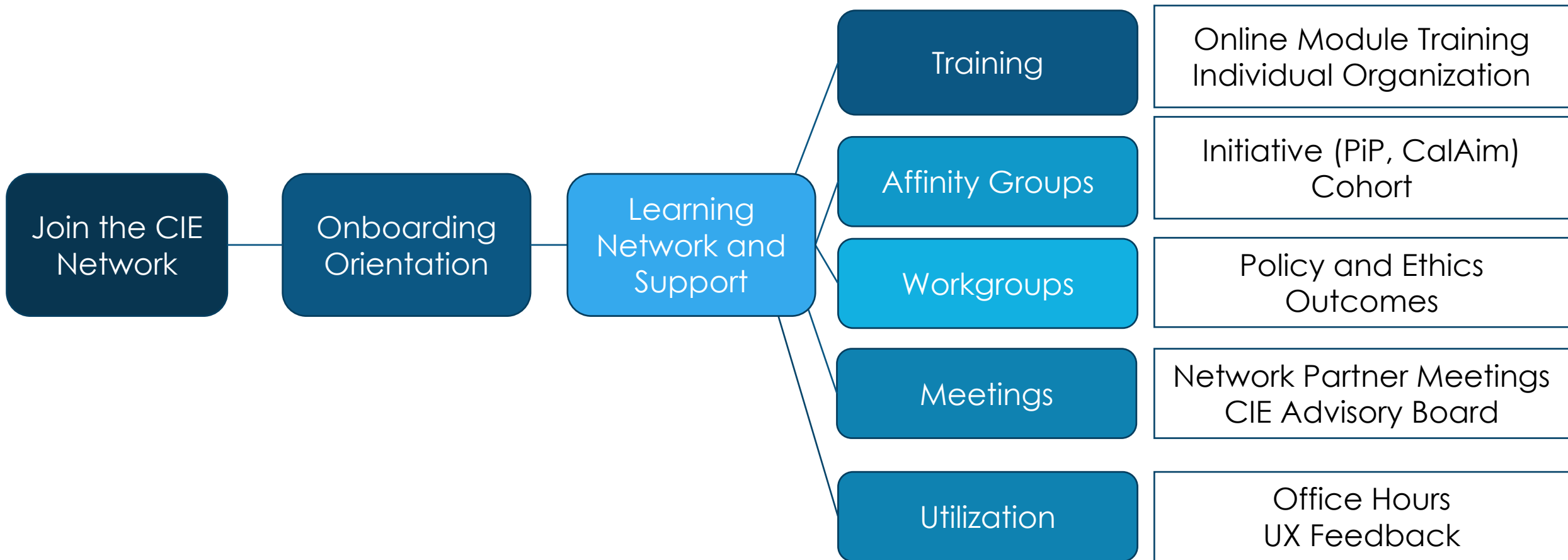
**2017-2018:** 211 merged with CIE and launched enhanced CIE platform with data sharing and closed-loop referrals; expanded to all populations

---

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

**2017:** Military and Veterans Cohort

# CIE Infrastructure/Journey



# Team Support:

## **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

# CIE TEAM



[Angie Esparza-Banuelos](#)

CIE NETWORK SPECIALIST



[Karis Grounds](#)

VICE-PRESIDENT OF  
HEALTH & COMMUNITY IMPACT



[Tanissha Harrell](#)

DIRECTOR OF  
ENGAGEMENT



[Nakisha Jones](#)

CIE PROGRAM ASSISTANT



[Alana Kalinowski](#)

DIRECTOR OF PARTNER  
INTEGRATION



[Aidee Roman](#)

COMMUNITY PARTNERSHIP  
MANAGER

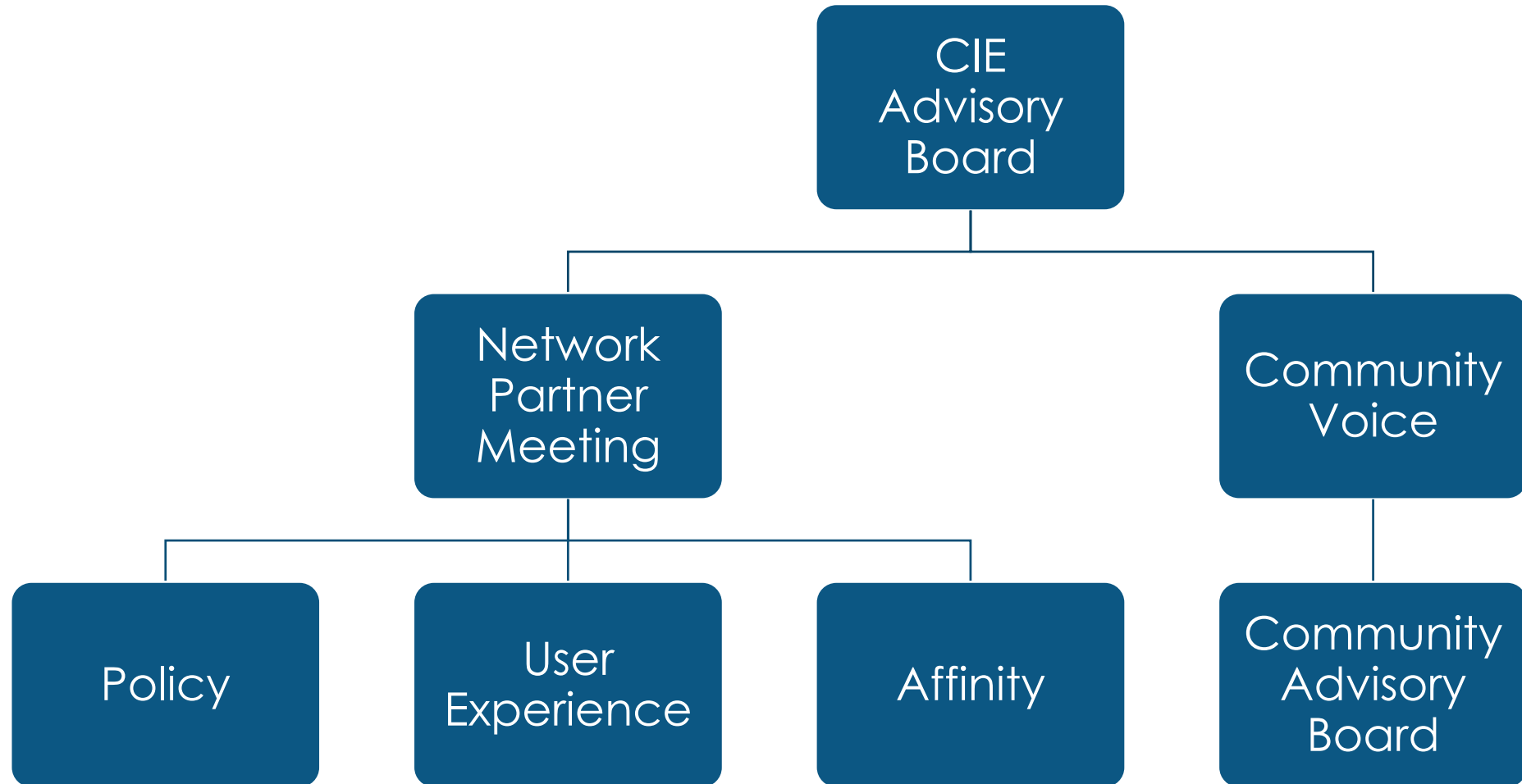


[Roxanne Suarez](#)

DIRECTOR OF PARTNER  
INTEGRATION

# CIE Stewardship Framework

Community Voice-Community Members



# 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

October 18, 8:30-9:30 AM



# Appendix



# CIE Trends and Utilization



# CIE Dashboard

---

# CIE CalAIM Workgroup



# New CalAIM Pilot Cohort

## Last Cohort:

- Exodus Recovery
  - San Ysidro Health Center
  - North County Lifeline
  - San Diego Wellness Collaborative
  - Family Health Centers
  - Community Research Foundation
- **Continued quarterly check-ins for progress on use/utilization opportunities**

## New Cohort:

- Serene Health
- SAY San Diego
- La Maestra

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



# Challenges, Opportunities and Potential Outcomes

CalAIM Challenge	CIE Opportunity	Potential Outcomes/Results
Identification of new members eligible for ECM services	(Outreach) Search CIE profile for historical information (ex. HMIS) to identify new eligibility for current patients/members	Example: Increase in enrollment for ECM/CS services
Impact of ECM/CS services (social interventions) on health condition outcomes for members	(Case Management/Reporting) Use CIE for assessments, social needs screening or referrals to measure health and social outcomes (can request exports of members data)	Example: Decrease vulnerability for one social need
Engagement with potential members via information within CIE	(Outreach) Look in CIE to view past referrals, program enrollments and care teams to see how services might be helpful to members situation	Example: Reduce volume of those not interested in ECM services
Evidence for homeless documentation for eligibility for ECM/CS services	(Enrollment) Using information within CIE HMIS/homeless data to share housing status with health plan in request for ECM/CS services	Example: Increase efficiency in identifying housing status
Documentation of enrollment in services with other providers— Coordination	(Case Management) Coordinating services by using referrals, program enrollments and care team to better coordinate across other service providers and receive proactive alerts	Example: Reduce time (efficiency and effectiveness) for ECM services
Documentation/Administration of information for various MCPs	(Case Management) Request export of CIE data for individual members to leverage data collected or shared in CIE for health plan reporting	Example: Reduce time (efficiency and effectiveness) for ECM services



# New Opportunities

- **Health Net: 11,964**
  - Health Net member identification
  - Individual member SDoH information—CIE Network Partners
- **Molina: 27,737**
  - Molina member identification
  - Individual member SDoH information—CIE Network Partners

