LEARNING OBJECTIVES

1) Present the **Community Information Exchange (CIE) model**, including its core tenets of equity and antiracism, foundational elements of community stewardship, person-centeredness, multi-level impact, and core functionalities.

2) Explore e**arly planning and design challenges, considerations, and opportunities** for developing a regional CIE, including community engagement, shared governance, human-centered design, and technology and data infrastructure issues.

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2-1-1 SAN DIEGO — 2·1·1 Get Connected. Get Help.™

- Nonprofit organization
- San Diego County Region
- Maintains free online searchable database of trusted, free or low-cost health and social services
- Listed services are categorized by 211 Huaman Services Indexing System (211HSIS.org)
- Operates a multilingual contact center available 24 hours a day
- Information & referral services are provided in alignment with Inform USA standards
- Approx. 200,000 unique clients served annually
- Documented community needs and referrals
- Access to CIE ford care

Community Information Exchange®

- Nonprofit Initiative/Program of 211 San Diego
- Ecosystem of multidisciplinary network partners
- Integrated technology
- Including 211 San Diego's Resource Database
- Shared language using Comprehensive Social Continuum Assessment which captures actionable social services information
- Fosters collaboration across networks – community care coordination
- Whole person/person-centered care
- Goal is to improve health and wellness for individuals, systems, and populations

SAN DIEGO HEALTH CONNECT

- Nonprofit organization
- Subsidiary of 211 San Diego
- San Diego and Imperial County's Health Information Exchange
- Qualified Health Information Organization (QHIO), helping California healthcare providers comply with the CalHHS Data Exchange Framework (DxF)
- FHIR-enabled interoperability platform
- Efficient, interconnected, and patient-focused
- Reduced interface costs for organization
- Improved care coordination
- Timely access to records for physicians

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211 SAN DIEGO AND CIE

GENERAL LINE

- 24/7 contact center
- 10-minute information and referral
- 300+ languages
- Use CIE to document all interactions with callers and consent into CIE
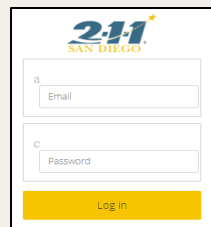- CRM integrated with CIE platform

CARE COORDINATION

- Specialty line with case management
- Contracted partnerships with Managed Care Plans (MCPs)
- In-depth assessment and coordinated referrals via the CIE
- CRM integrated with CIE platform

Connect to 137+ organizations through direct system access and leveraging data integration between systems

CIE Network Partners

Individual User Access

- Secure login
- Individual level PII & CIE profile, Screenings, Assessments, Comprehensive Social Continuum Assessment (CSCA)
- Electronic Referrals

System to System Integration

- Secure member matching
- API connections
- Eligibility prioritization

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ILLINOIS PUBLIC HEALTH INSTITUTE CHICAGO REGIONWIDE CIE

The CIE will function as a network of health and social service organizations and agencies that develop shared governance to support the improved care-coordination across multiple sectors, allowing participating providers to deliver more responsive, more effective community care planning for people who face multiple, often related, challenges (for example, food insecurity, unstable housing, and access to health care).
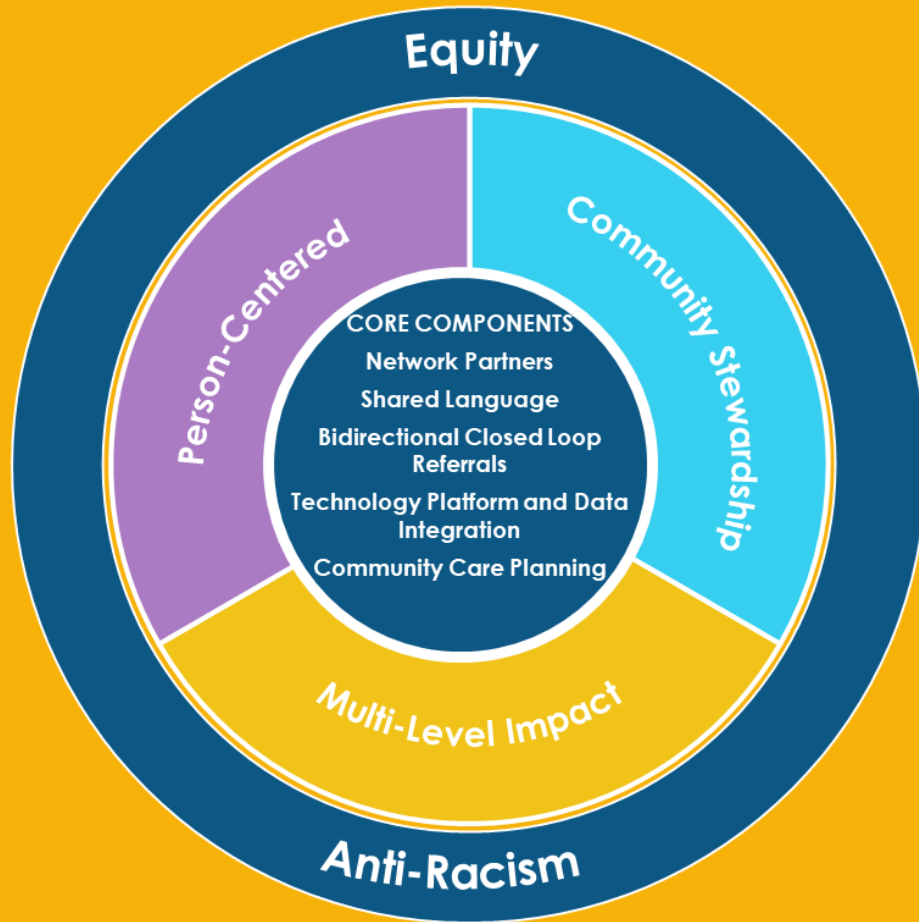
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COMMUNITY INFORMATION EXCHANGE (CIE) MODEL

CIE DEFINITION

Equity

Person-Centered

Community Stewardship

CORE COMPONENTS
Network Partners
Shared Language
Bidirectional Closed Loop Referrals
Technology Platform and Data Integration
Community Care Planning

Multi-Level Impact

Anti-Racism

"A CIE® is a **community-governed infrastructure and ecosystem** that enables information to be effectively and responsibly shared among many organizations, using different, **interoperable technologies**, in support of **holistic coordination of care** and **equitable systems change**. Specifically, a CIE enables the sharing of data among multiple kinds of stakeholders – such as providers who need to share data to provide more holistic care, people in need who must navigate complex systems of care, and researchers and decision-makers.
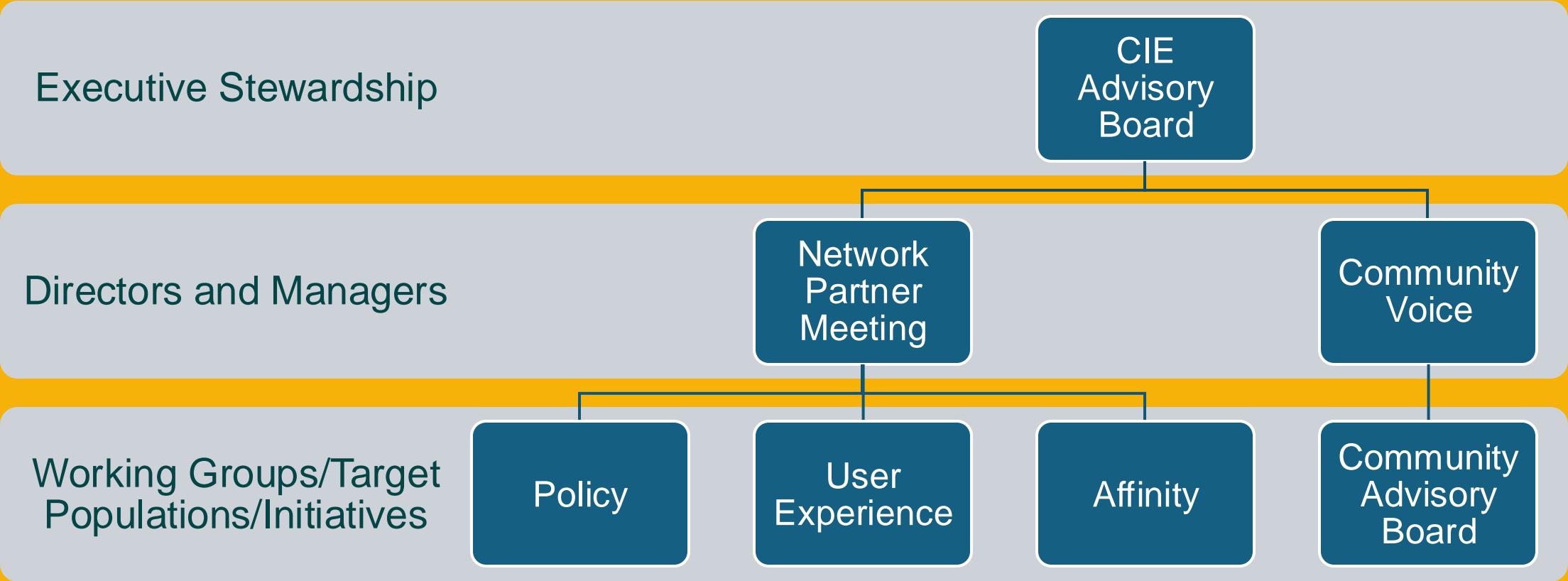
As critical infrastructure that supports many stakeholders, using many different technologies, a CIE can enhance understanding of individuals' and communities' needs, improving service accessibility, service outcomes, and the health and well-being of a community." **#Civitas2024**

STEWARDSHIP FRAMEWORK

Community Voice-Community Members

Executive Stewardship

CIE Advisory Board

Directors and Managers

Network Partner Meeting

Community Voice

Working Groups/Target Populations/Initiatives

Policy

User Experience

Affinity

Community Advisory Board

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BENEFITS OF A CIE

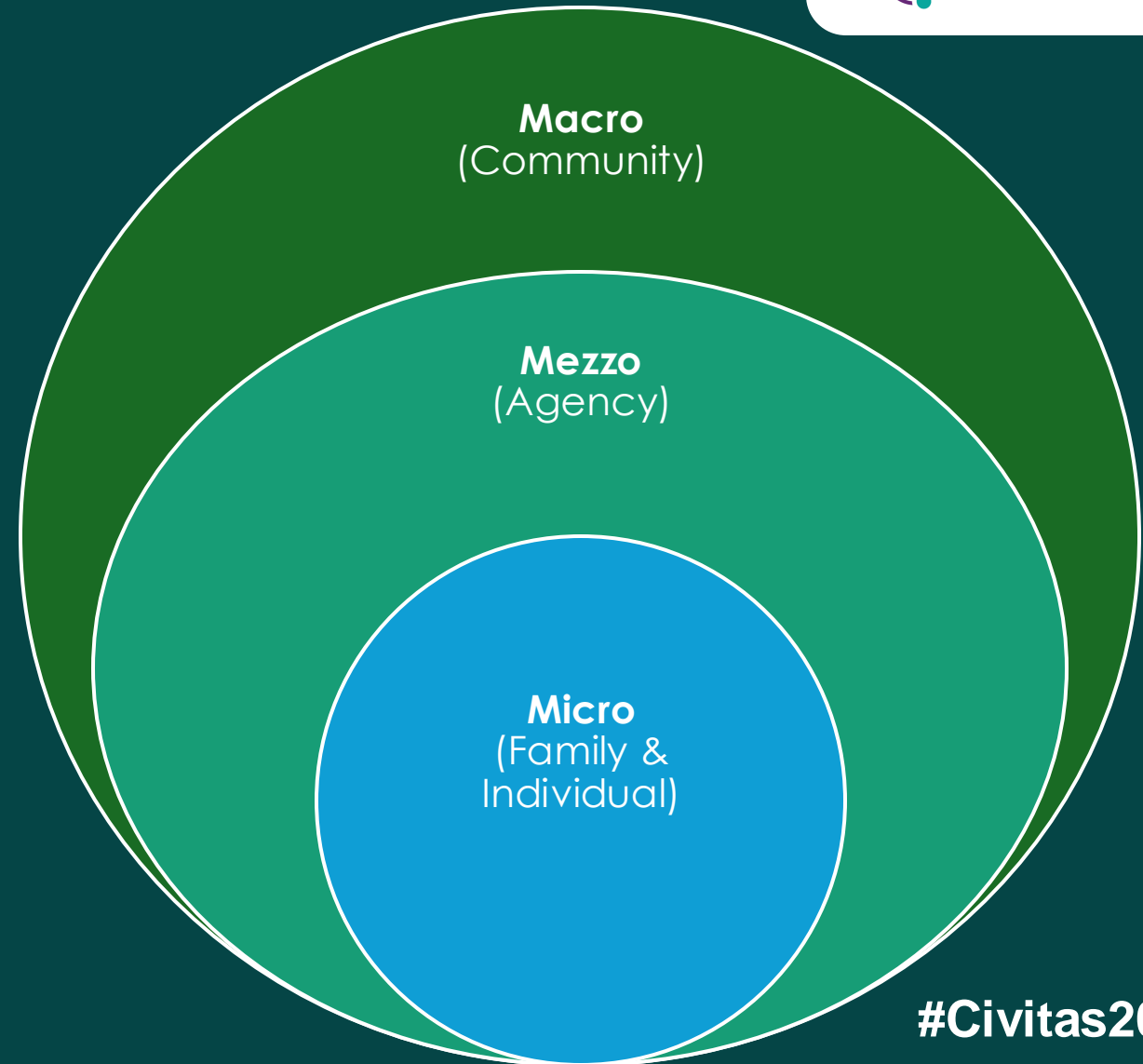## Micro (Family & Individual)

- Informed and Tailored Services
- Proactive Engagement

Mezzo (Agency)

- Bridges sectors
- System Efficiencies
- Shared language and outcomes

Macro (Community)

- Data that Speaks
- Unmet Needs and Barriers
- Access Disparities

Macro
(Community)

Mezzo
(Agency)

Micro
(Family &
Individual)

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CIE IMPACT: CASE STUDIES

211 SAN DIEGO
Community Information Exchange
SAN DIEGO HEALTH CONNECT

Homeless and Older Adult Cohorts

Notifications

Reduction in EMS Transports = Cost Savings

At-Risk Homeless Adults Receiving One Time Prevention $

Shared Screening and Coordinated Referrals

Cost Saving and Reduced Risk of Becoming Homeless

Hospital Discharge Patients with Transportation Need

Closed Loop Referral

Hospital Readmission Reduction

42% Reduction in EMS Transports

24% Reduction and 7x Less Likely to Become Homeless

10% Reduction in Hospital Admissions

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PARTNERSHIP

CIE Support of Initial Use Cases

- Help find missing clients when beds become available
- Use prior service utilization records to confirm client eligibility
- Increase efficiency of intake screening and workflows

Entering Shelter-based or Respite Care

Care Coordination

- Safe, secure, two-way data-sharing integration
- Coordinate and build on each other's care plans
- Coordinated client consent

- Identify available units
- Coordinate continuation / transition of care
- Provide complete, necessary data
- Track outcomes

Transitioning to More Stable Housing

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IMPLEMENTATION & SUSTAINABILITY TIMELINE

2023-2024 Planning & Design

- Environmental Scan conducted
- Stakeholder Workgroups convened
- Use cases co-designed by workgroups & CIE partner organizations
- Technology vendor procurement

2026 Robust CIE Operational

- Initial Use Cases evaluated & refined
- New Uses Cases added
- Expand network of partner organizations
- Initial impact data analysis
- Launch Financial Sustainability Plan

2025 CIE Build & Implementation

- Pilot sites contracted
- Technology solution, Legal & Consent models implemented
- Initial Use Cases implemented
- Governance structure expanded

2027 & Beyond

- New Uses Cases added
- Expand network of partner organizations
- Impact data reports
- Expand Financial Sustainability

Funding: Robust mix of public & private sources that may include: Cook Co. Equity Funds, health systems subscriptions, Medicaid reimbursement, philanthropic support

CDPH
Chicago Department of Public Health

COOK COUNTY BUREAU OF ECONOMIC DEVELOPMENT

ILLINOIS PUBLIC HEALTH INSTITUTE

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DEVELOPING A REGIONAL CIE

WORKGROUPS

- Pilot Planning
- Legal & Governance Framework
- Technology & Data Standards
- Business Model & Sustainability Strategy

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JOIN THE CIE NATIONAL MOVEMENT

CIE National Membership Benefits:

Broad recognition as a CIE Ambassador on our website and in our communications materials

Priority registration and discounted rates for annual events

Access to quarterly CIE Networking activities and new resources

Learn More on CIE National Membership

Opportunity to collaborate with the CIE National Team on advocacy efforts and joint funding opportunities

Members-only networking event during annual events

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Contact us: CIE@CIESanDiego.org

CIE CONSULTING

CIE National Consulting Topics:

- Data Equity Framework
- Shared Governance and Community Stewardship
- Multi-Level Impact and Systems Change
- Engaging Community Voice
- Cultivating Network Partners
- Bidirectional Information sharing

- Data Exchange, Collection, and Use
- Business and Legal Frameworks for Data Use Agreements
- Data Analytics
- Community Care Planning
- CalAIM
- Consent Management Services

Get Started with Consulting from the 211/CIE San Diego Team

Contact us: CIE@CIESanDiego.org

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