

## 360° Community Information Exchange

2-1-1 San Diego



**What's Next:**  
In Data, Leadership, and Community



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## Who We Are

**2-1-1 San Diego's purpose** is to make positive, lasting impacts on people's lives and drive meaningful change throughout our communities.

**2-1-1 San Diego's mission** Our mission is to serve as a nexus to bring the community (organizations) together to help people efficiently get appropriate services, and provide vital data and trend information for proactive community planning.

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# 2-1-1 Statewide and National Presence

- National Network via Alliance for Information and Referrals Systems and United Way Worldwide
- 211SD Executive staff on Board of 211 California
- Close partnerships and shared projects with 211LA and several other CA 211s (Riverside, Orange County, Kern, San Bernardino, Ventura)
  - CalFresh
  - Covered California
  - Center for Disease Control Flu on Call
  - EITC
  - Care Coordination/Navigation Strategies
  - State and Federal Policy planning





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## Resource Database

- 1,200 partnerships with social service, health and disaster providers with 6,000 detailed programs and services
- 2-1-1 shared taxonomy system to characterize referral based on need (<https://211taxonomy.org>)
- Over 1,000 updates to programs are made to resources each month
- Local designated team of Resource Specialists



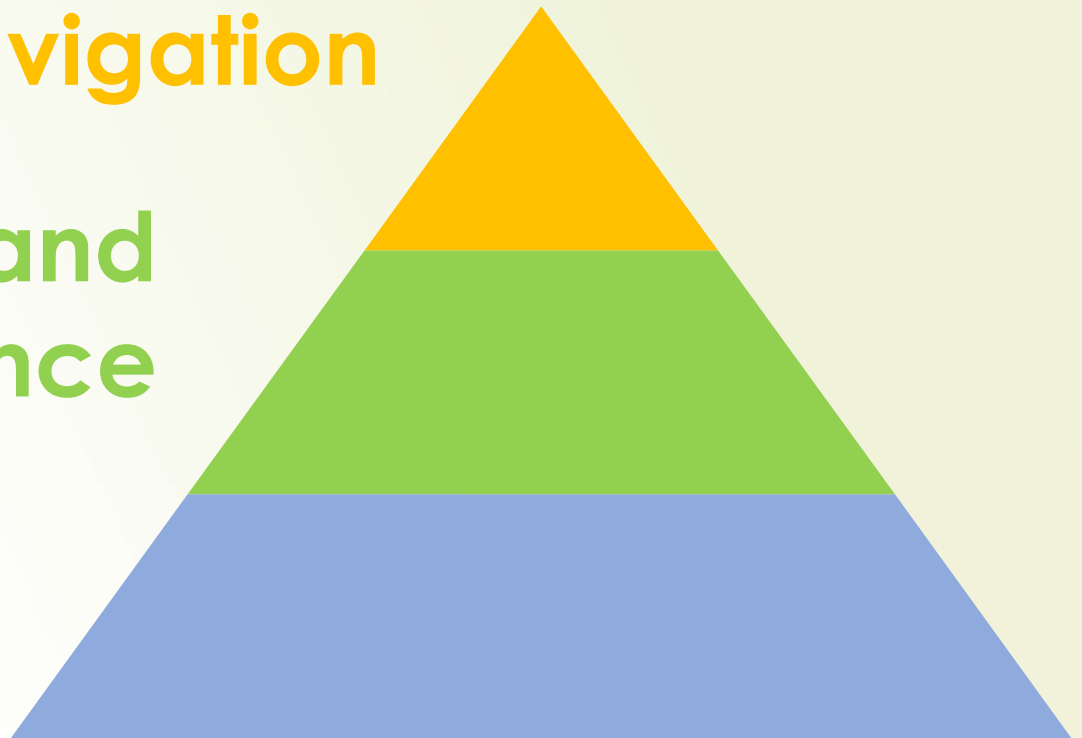
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# Programs and Services

Navigation

Information and  
Assistance

Information  
and Referrals





**National  
Human Services  
Data Consortium**



**What's Next:  
In Data, Leadership, and Community**

**2017 Fall Conference**

**San Diego, CA**

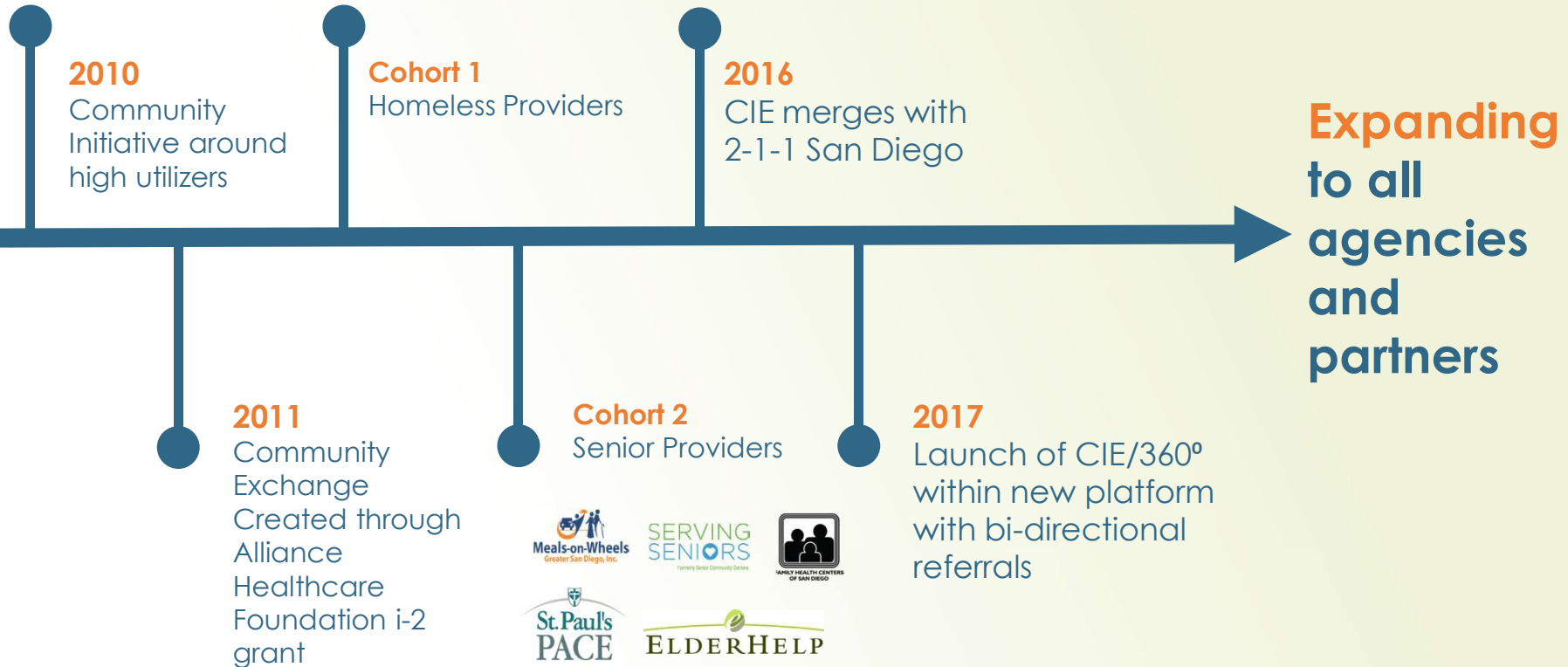
**October 11-12, 2017**

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# Community Information Exchange

# History of CIE

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# Silo Systems



## Housing Provider

Registered in Homeless  
Management Information System

## Income and benefits Provider

Applying for general relief  
and CalFresh benefits



## Food Provider

Getting food weekly at  
the food bank

## Healthcare Provider

Has mental health concerns  
and panic attacks







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# Connecting One Person... One Family



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# Connecting Healthcare: San Diego Health Connect (HIE)



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## Regional Information Exchanges in San Diego





## Evaluation Results: Community Information Exchange Pilot



**26%**  
reduction

in mean number of **EMS trips** pre and post CIE enrollment for 233 CIE enrolled clients with a history of EMS use. Largest percent reduction (42%) for clients with highest EMS risk



**38%**  
reduction

in the percentage of housed clients who **exited housing** and went back to the street (24% vs 15%) between those that were not looked up compared to those that were looked up. Largest effect seen among clients with EMS history (62% reduction).



**44%**  
improvement

in percentage of housed clients who **remained in current housing placement** between those who were not looked-up and those who were looked up. Largest effect (77% improvement) seen among clients with EMS history.



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# Elements of CIE Platform



## Technology Platform

HIPAA compliant software  
Integrates with other technology platforms. Access to other providers.



## Social Determinants of Health

14 Domains Risk Rating Continuum  
Crisis, Critical, Vulnerable, Stable, Safe Thriving.



## Bidirectional Information Sharing

Ability to Accept and Return Referrals  
Ability to provide outcomes and Program Enrollment.



## Community Care Coordination

Communication Feed with Care Team  
Support Systems and Authorized Representatives.



# Social Determinants of Health (SDoH)

Social determinants of health are micro (small scale) and macro level (large scale):

- Individual (age, gender, race, language)
- Behavior and Choices (smoker, eating habits, exercise, drug use)
- Access To (healthcare, housing, food security, employment)
- Environment (sidewalks, parks, public transportation)
- Community/Politics (laws, neighborhoods)



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# Methodology

<b>Identify Existing Models for SDoH</b>	<ul style="list-style-type: none"> <li>• WHO (HealthyPeople2020, Live Well San Diego, Centers for Disease Control, Kaiser Family Foundation, Alliance for Information and Referral Taxonomy (AIRS))</li> </ul>
<b>Outline Impact on Community Level</b>	<ul style="list-style-type: none"> <li>• Individual, Behavior &amp; Choices, Access To, Environment, Policy</li> <li>• Based on Micro (Client/Family) vs. Macro (Environment)</li> </ul>
<b>Measure Impact (Risk Rating Scale)</b>	<ul style="list-style-type: none"> <li>• Change over Time (Self-Sufficiency Model JFS)</li> <li>• Crisis, Critical, Vulnerable, Stable, Safe, Thriving</li> </ul>
<b>Identify Shared Measures through Assessments &amp; Domain Standards</b>	<ul style="list-style-type: none"> <li>• Evidence Based Tools &amp; Social Service Intake</li> <li>• Risk: Immediacy, Barriers, Complexity, Protective Factors</li> <li>• Situational: Demographics, Socioeconomic Status, Associated</li> </ul>
<b>Feedback &amp; Integration</b>	<ul style="list-style-type: none"> <li>• Review &amp; Feedback Session with Agency Subject Matter Experts</li> <li>• Integrated Intake</li> <li>• Shared Measures, Values Across Agencies &amp; Eligibility Criteria</li> <li>• 25 different agencies</li> <li>• Validity-USD Caster Center</li> </ul>
<b>Point Based Values</b>	<ul style="list-style-type: none"> <li>• Matching value to responses based on literature &amp; risk</li> <li>• Objective vs. Subjective</li> <li>• Calculation of change over time</li> </ul>



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# Domain Comparison

	Healthy People2020 (CDC)	2-1-1 San Diego	San Diego Fire Department	Kaiser Family Foundation	SIREN	Health Leads	PRAPARE
Housing		X	X		X	X	X
Primary Care	X	X	X	X		X	X
Health Condition Management	X	X	X			X	X
Food & Nutrition	X	X	X	X	X	X	
Social & Community Connection	X	X	X	X	X	X	X
Activities of Daily Living	X	X				X	
Employment	X	X		X	X	X	X
Criminal Justice & Legal	X	X	X				X
Income & Benefits	X	X	X	X	X	X	X
Transportation	X	X				X	X
Personal Hygiene & Household Goods	X	X					X
Utility & Technology	X	X				X	
Safety & Disaster	X	X	X		X	X	X
Human Development & Education	X	X	X	X	X	X	X
Neighborhood & Built Environment	X			X			





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# 2-1-1 San Diego 14 Domains



Housing  
Stability



Primary Care  
and  
Prevention



Health  
Management



Nutrition &  
Food Security



Financial  
Wellness and  
Benefits



Activities of  
Daily Living



Social &  
Community  
Connection



Legal &  
Criminal  
Justice



Safety &  
Disaster



Utility &  
Technology



Transportation



Education &  
Human  
Development



Personal Care  
& Household  
Goods



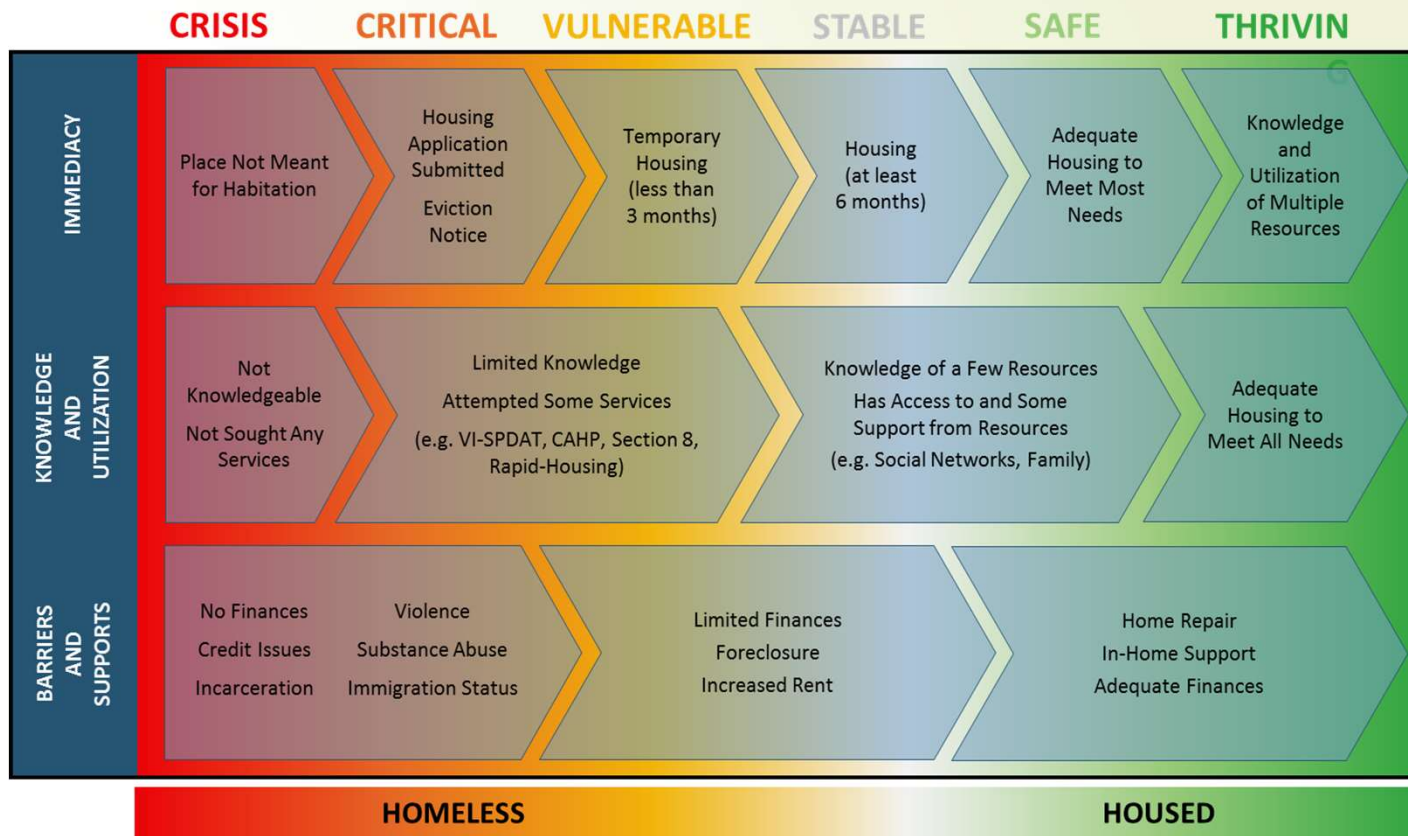
Employment  
Development

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**HOUSING STABILITY**

Long-term safe and adequate housing that meets all needs with access to multiple resources and ability to access supports for long-term housing sustainability



IN COLLABORATION WITH:



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# Elements of CIE Shared Record

 CLIENT  
**Joe Blog**

✓ Following

Update Request

Phone(2) ▼  
(555) 555-5556

Email  
joe.blog@email...

Client Owner  
 Htut Zaw

**DETAILS** REFERRALS FEED

**DEMOGRAPHICS**

Consent Expiration Date  
12/1/2023

Client Id  
CL-567890

Name  
Joe Blog

Phone  
(555) 555-5556

Middle Name  
Gerald

Home Phone

Birthdate  
11/9/1975

Mobile  
(888) 666-7777

 Domains (4)

DOMAIN NAME	RISK INDICATOR	REFERRALS	LAST MODIFIED
<a href="#">Housing</a>	<span style="color: yellow;">●</span> Vulnerable	0	12/15/2016
<a href="#">Utility</a>	<span style="color: green;">●</span> Safe	0	12/16/2016
<a href="#">Criminal Justice</a>	<span style="color: orange;">●</span> Critical	0	12/16/2016
<a href="#">Nutrition</a>	<span style="color: red;">●</span> In Crisis	1	12/20/2016

[View All](#)

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# Elements of CIE Shared Record

**Alerts (2)**

ALERT	TOTAL # RECORDS	LAST INCIDENT	DESCRIP
EMS	8	12/16/2016 2:21 PM	This is
Jail	2	12/19/2016 1:28 PM	For disc

[View All](#)

**Care Teams (3)**

PERSON	TITLE	AGENCY
Htut Zaw	211 Agent	211 San Diego
Jane Doe	Health Navigation Sp...	Elderhelp
Lauren Bo	Case Manager	Jewish Family Ser

[View All](#)

**Programs (2)**

PROGRAM NAME	AGENCY	STATUS	UPDATED
HomeShare	Elderhelp	Enrolled	12/12/2
PMC	Father Joe's Villages	Enrolled	12/12/2

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# Security and HIPAA



## Legal

- Participation Agreement
- Business Associate Agreements
- Consents
- Authorizations
- Notice of Privacy Practices



## Chief Information and Security Officer

- Policies and Procedures
- Information Sharing and Security
- HIPAA Training and Compliance
- Agency Role-based permissions & access



## Chief Medical Officer

- Guidance on hospitals and health centers
- Oversight to programs and information sharing
- Champion within health field
- Support for research and other projects

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# Closed Loop Referrals

## Frank Warren

[Request an Update](#)

Age	Phone	Email	Gender Identity
62		akalinowski@211sandiego.org	Man

DETAILS **REFERRALS** FEED

PENDING **ACTIVE** COMPLETED DECLINED

NEED: HEALTH MANAGEMENT  
Service Name  
Adult Residential Care for the Mentally Ill, Chesed Home

Referral Status:  Case Manager:

Add a Case Note...

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# Shared Outcomes

## Frank Warren

[Request an Update](#)

Age	Phone	Email	Gender Identity
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DETAILS REFERRALS FEED

PENDING ACTIVE COMPLETED DECLINED

NEED: HEALTH MANAGEMENT  
Service Name  
Adult Residential Care for the Mentally Ill, Chesed Home

Case Manager:

Outcome:

Outcome Note:

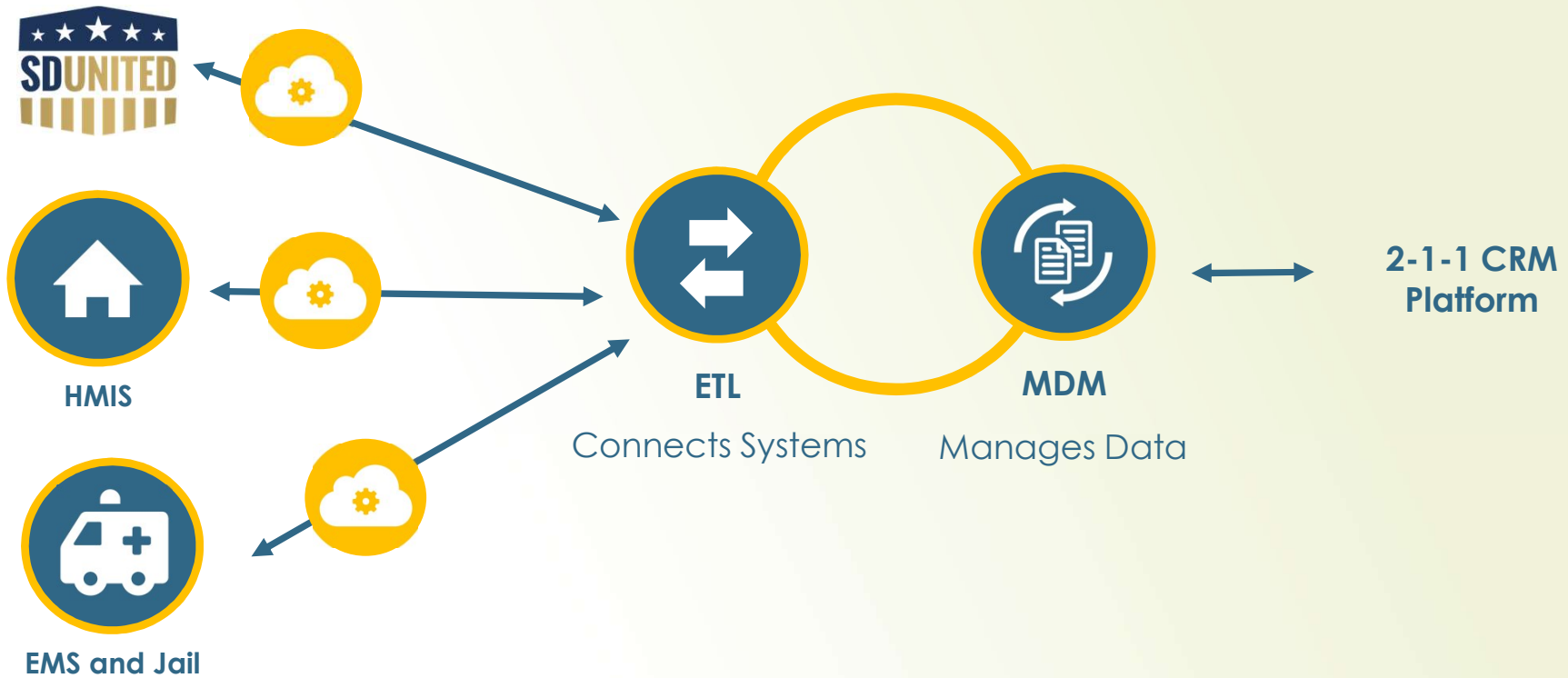
[Provide Referral Outcome](#)

[Mark Completed](#)

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# Technical Requirements APIs

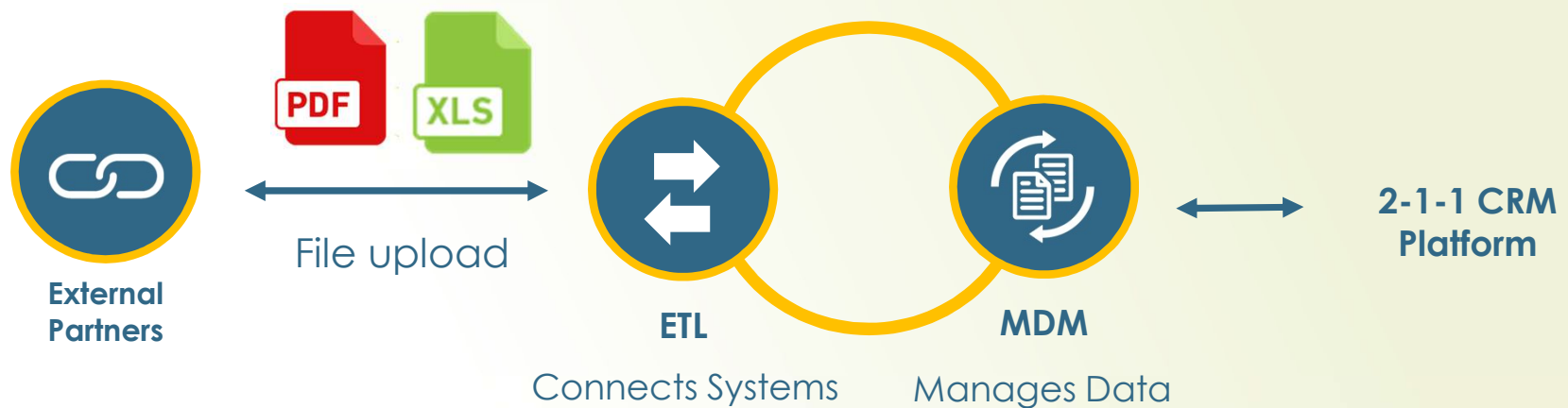
Data Exchanges





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# Technical Requirements **Manual Upload**





## Lessons Learned

1. Planning phase requires significant amount of time and dedicated resources.
2. Bridging the gap between research based assessment tools and practical applications requires input and validation from multiple sources.
3. Data mapping and integration includes shared data fields across domains and requires structured data governance



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**Questions?**