Community Information Exchange (CIE) San Diego & National CIE Movement

Karis Grounds, MPH
Vice President of Health and Community Impact
4/13/2022
2-1-1 San Diego / Imperial

- National 3-digit dialing code
- Free, 24/7 service, 3-digit dialing code
- Access to community, health, social and disaster services
- Local, manage resource database of services and relationships with CBOs
- Part of United Ways or separate 501c3

Community Information Exchange

- Systems change that fosters true collaboration across networks
- Moving towards person-centered interventions and interactions across healthcare and human services
- Goal is to improve health and wellness for individuals and populations
What is a Community Information Exchange?

“A Community Information Exchange (CIE) ® is a community-led ecosystem comprised of multidisciplinary network partners using a shared language, a resource database, and integrated technology platforms to deliver enhanced community care planning. A CIE enables communities to have multi-level impacts by shifting away from a reactive approach towards proactive, holistic, person-centered care. At its core, CIE centers the community to support anti-racism and health equity.”
Project Summary:

- **Started in 2011 to support those experiencing homelessness in San Diego**
  - From 2000-2003 529 San Diegans amassed 3,318 visits and $17.7 million in charges at two local hospitals

- **Local Data Intermediary: Technical infrastructure that is interoperable and customizable for multi-level use**
  - 117 Network Partners with 25+ data integration partners
  - Healthcare
    - Emergency Medical Services (EMS)
    - Health Information Exchange
    - Health Plans
    - Federally qualified health centers
  - Government
    - ConnectWell (San Diego County Services)
    - San Diego County Jail (arrest, reentry)
  - Community-based Organizations
    - Homeless Management Information Services (HMIS)
    - Food Bank
    - Multi-Service Sector Organizations

- **Blended/Braided Funding Model**
  - CIE Membership for Healthcare Systems, Healthcare Providers, Government & For-Profit
  - Foundations (Alliance Healthcare Foundation innovation funder)
  - Grants
Lesson Learned/Emerging Practices

• **Facilitators for Success**
  - Local stewardship and shared community-led governance
  - Leveraging local infrastructure, existing relationships, initiatives and services
    - Importance of building trust and capacity
  - Requires evolution/agile approach to the work

• **Barriers:**
  - Investment is mostly focused on technology vs. local infrastructure investment
  - Measurement and Evaluation are challenging with the focus on ROI
  - Misalignment between perspectives/needs and what these initiatives are solving for (creating more silos and narrow focus)
  - Lack of interoperability/standards