CIE AFFINITY GROUP

CIE AFFINITY GROUP BRIEF

San Diego 211's Community Information Exchange (CIE) is an on-line ecosystem comprised of multidisciplinary network partners that use a shared language, a resource database, and an integrated technology platform to deliver enhanced community care planning. Care planning tools enable partners to integrate data from multiple sources and make bi-directional referrals to create a shared longitudinal record. By focusing on these core components, a CIE enables communities to shift away from a reactive approach to providing care toward proactive, holistic, person-centered care.
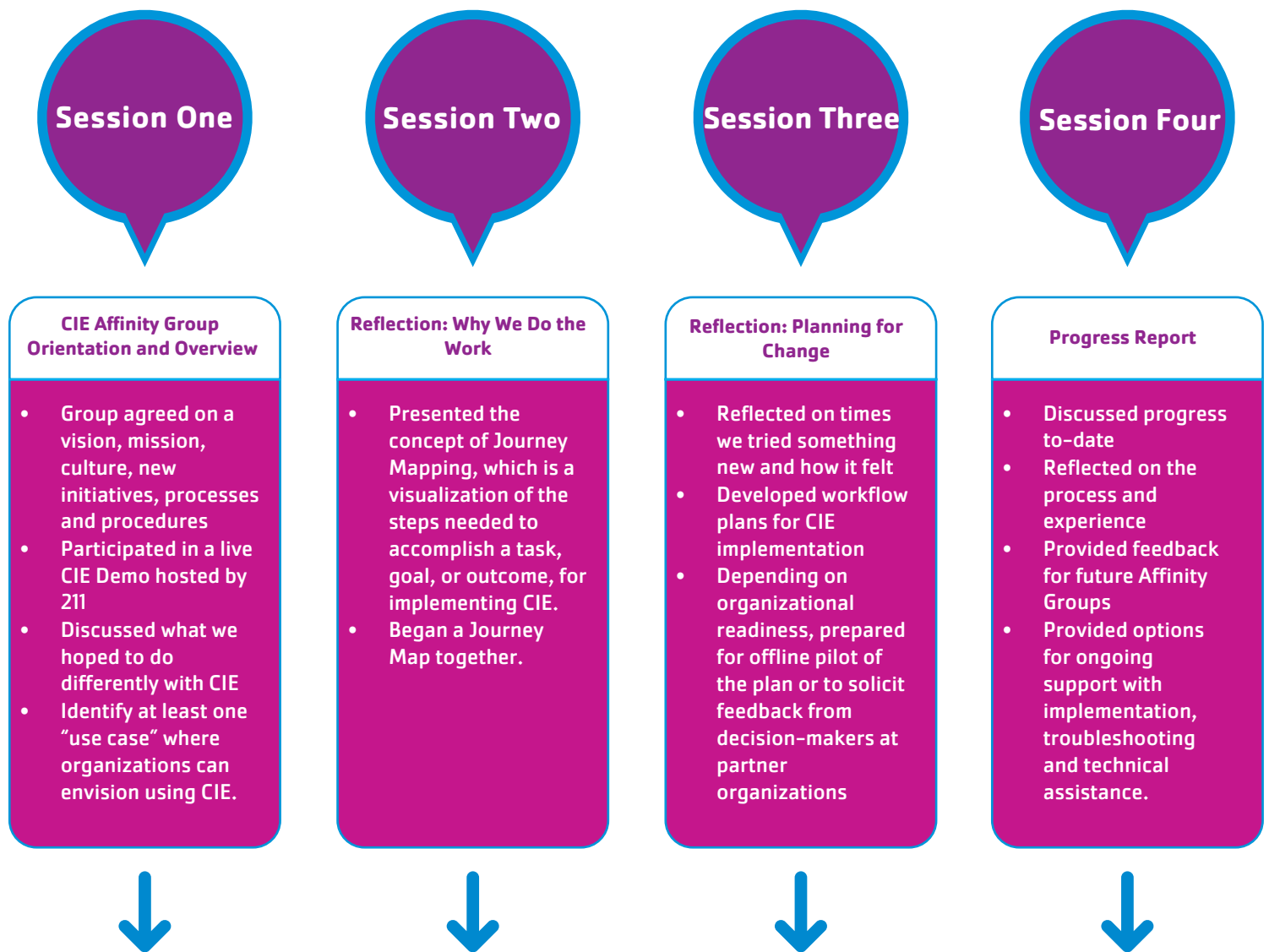
Partners in Prevention facilitates the participation of organizations in the Community Information Exchange (CIE) by supporting them with consultation and technical assistance. Through Partners in Prevention (PiP), we believe that if we increase family protective factors we can decrease the likelihood of child abuse and neglect and increase child and family well-being. One way we believe we can accomplish this is by streamlining language, accessibility, and best referral practices throughout San Diego County. To better support organizations interested in implementing CIE into their workflows, a CIE Affinity Group was held in February and March of 2022.

The CIE Affinity Group aimed to:

- Engage with peers embarking on their CIE adoption journey
- Explore change management best practices to support CIE adoption action steps
- Compete a workflow map and implementation plan, including consent, assessment, referral, data entry and follow up processes
- Pilot test at least one element of the implementation plan
- Identify continuous quality improvement activities to support ongoing implementation of CIE

Process

The CIE Affinity Group met on a weekly basis to learn, collaborate, and share support with other organizations that are on similar paths to CIE implementation. This iterative process changed and grew with the groups needs, shifting outcomes and

Session One

CIE Affinity Group Orientation and Overview

- Group agreed on a vision, mission, culture, new initiatives, processes and procedures
- Participated in a live CIE Demo hosted by 211
- Discussed what we hoped to do differently with CIE
- Identify at least one "use case" where organizations can envision using CIE.

Session Two

Reflection: Why We Do the Work

- Presented the concept of Journey Mapping, which is a visualization of the steps needed to accomplish a task, goal, or outcome, for implementing CIE.
- Began a Journey Map together.

Session Three

Reflection: Planning for Change

- Reflected on times we tried something new and how it felt
- Developed workflow plans for CIE implementation
- Depending on organizational readiness, prepared for offline pilot of the plan or to solicit feedback from decision-makers at partner organizations

Session Four

Progress Report

- Discussed progress to-date
- Reflected on the process and experience
- Provided feedback for future Affinity Groups
- Provided options for ongoing support with implementation, troubleshooting and technical assistance.

Outcomes

Three organizations participated in the sessions, and we found the sessions to be successful. The data from our pre and post surveys showed growth in CIE knowledge, confidence in CIE best practices, CIE implementation, and getting others on board in their organization. One organization began receiving direct referrals from CIE.

Offerings

Partners in Prevention offers 1:1 CIE Assistance, Consultation, and Technical Assistance. There is also support available for bridging the gap between your organization and 211 and CIE. For more information, please contact Brandi Paniagua at bpaniagua@ymcasd.org.