

## San Diego's Community Information Exchange: Advancing Social Services Technology and Building Community Partnerships

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2019 Solving for Health Signature Series  
What's Next for Social Determinants of Health?  
September 13, 2019



### 2-1-1 San Diego / Imperial

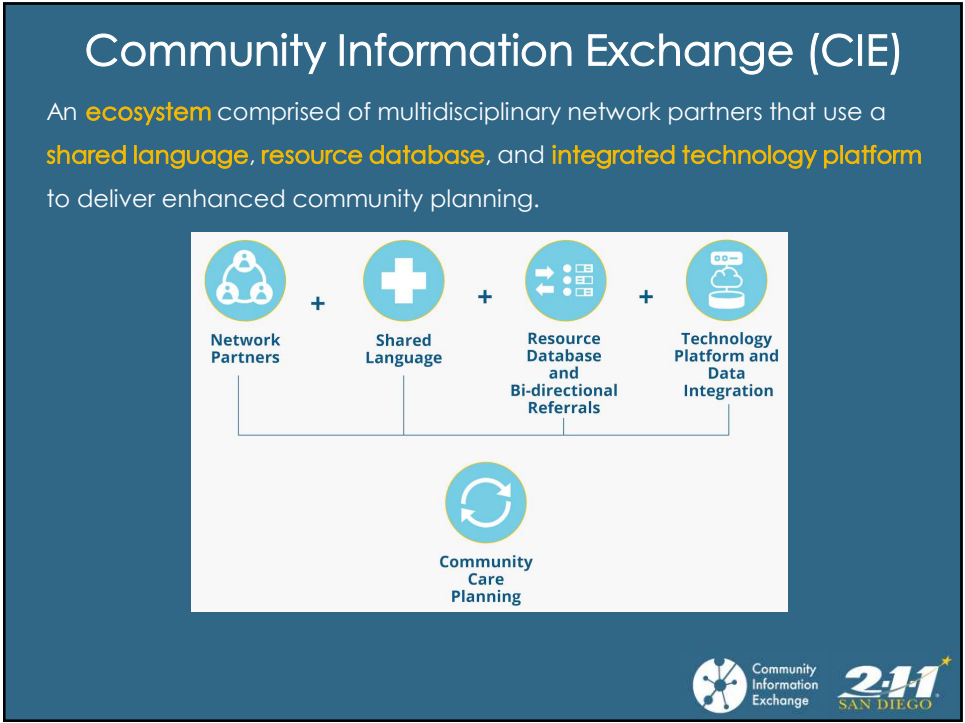
- Free, 24/7 service, 3-digit dialing code
- Access to community, health, social and disaster services
- Tailored programs take the client beyond just a referral—movement towards Navigation



### 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





## Healthcare Sector



Network Partners

Health Plans: blue california, Care1st, MOLINA HEALTHCARE, St. Paul's PACE

Hospitals: SHARP, Scripps, UC San Diego HEALTH SYSTEM

Emergency Medical Services: [Logos for various EMS providers]

Health Centers: [Logos for various health centers]

Health Information Exchange: SAN DIEGO HEALTH CONNECT

Behavioral Health: DASH San Diego, Mosaic, EXODUS RECOVERY

Public Health: [Logos for various public health agencies]



Community Information Exchange



2-1-1 SAN DIEGO IMPERIAL

## Government Sector



Network Partners

**ConnectWellSD**  
Connect · Collaborate · Empower  
County of San Diego  
Health & Human Services Agency

The City of **SAN DIEGO**

**CITY OF CHULA VISTA**

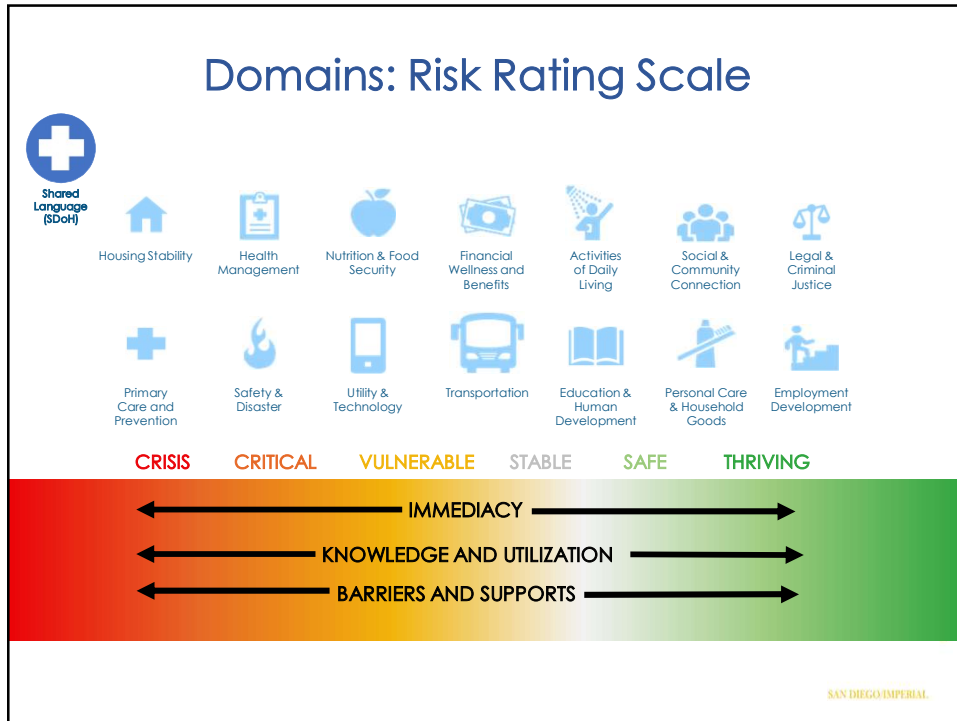
**CITY OF VISTA**  
CALIFORNIA



Community Information Exchange

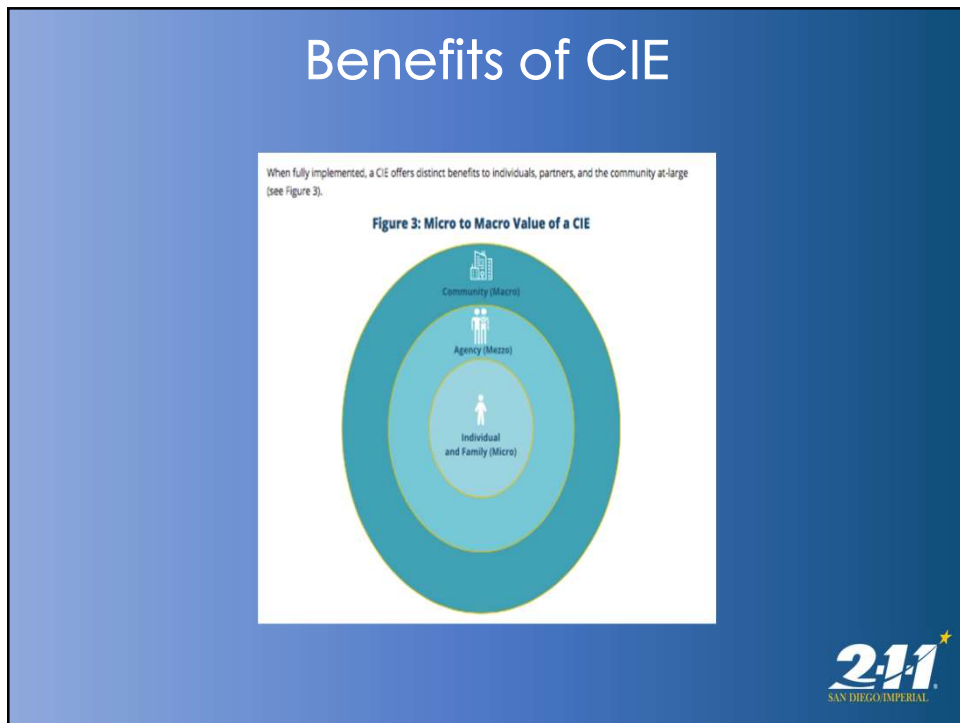
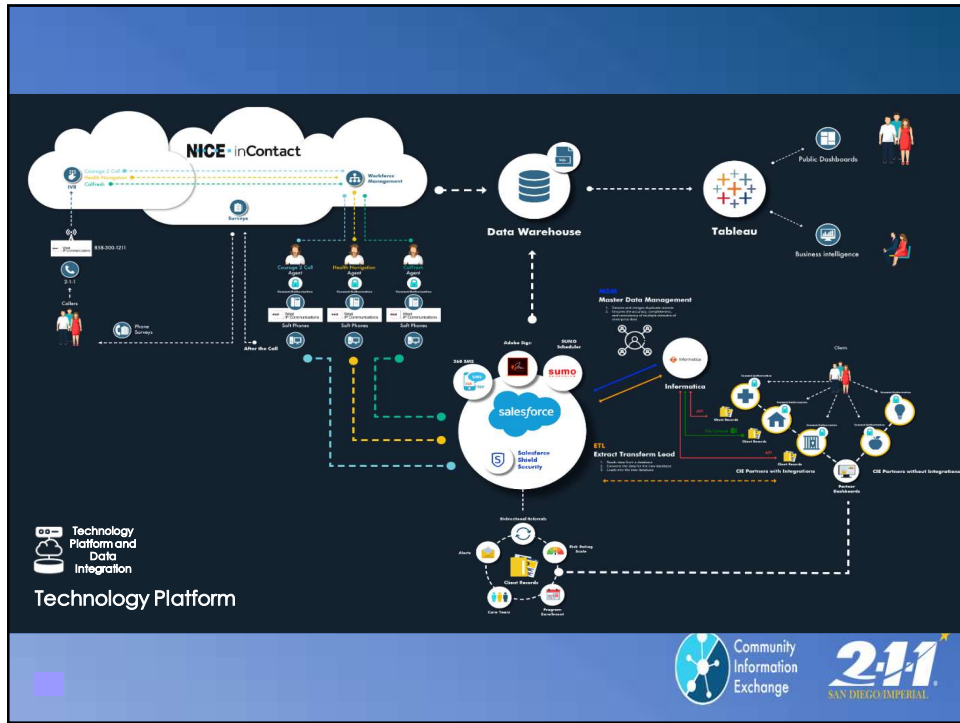


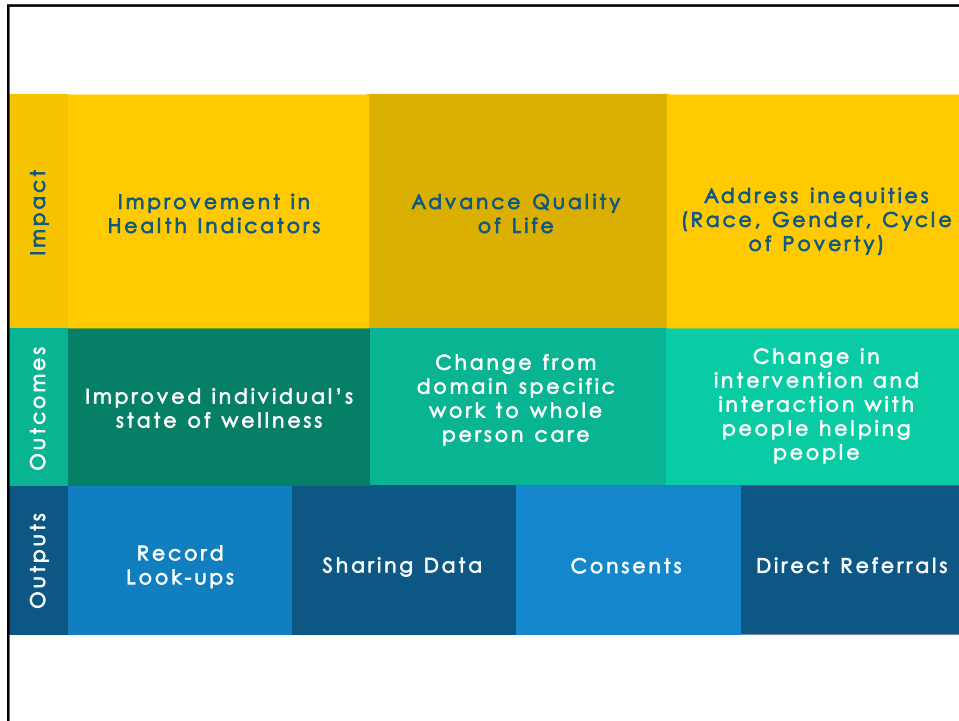
2-1-1 SAN DIEGO IMPERIAL







## Resource Database and Bi-directional Referrals

- Shared taxonomy language for referrals (AIRS)
- Dedicated resource staff
- Standards to listings and requirements
- Inclusion/Exclusion Criteria
- Linked to health conditions
- Tracks resource availability and unmet needs





### Notes from the Field

-  • Current funding structures hinder innovation and systems change.
-  • Change is slow, but the state of the field tells us the time is NOW!
-  • Interoperability is key
-  • Partnerships are critical

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*Contact Information:*

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