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

William York, Executive Vice President, 2-1-1 San Diego / CIE

2019 Solving for Health Signature Series
What’s Next for Social Determinants of Health?
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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
What's Next for Social Determinants of Health?

Community Information Exchange (CIE)

An ecosystem comprised of multidisciplinary network partners that use a shared language, resource database, and integrated technology platform to deliver enhanced community planning.

Social Services Sector

Housing

Multi-Service

Human Development & Aging

Legal

Employment

Nutrition
What's Next for Social Determinants of Health?
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Domains: Risk Rating Scale

- CRISIS
- CRITICAL
- VULNERABLE
- STABLE
- SAFE
- THRIVING

Knowledge and Utilization

- Shared 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

Resource Database and Bi-directional Referrals
What's Next for Social Determinants of Health?

Benefits of CIE

Figure 3: Micro to Macro Value of a CIE

Community (Macro)
Agency (Mesos)
Individual and Family (Micro)
## 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:
William York
Executive Vice President
2-1-1 San Diego/CIE
wyork@211sandiego.org

www.ciesandiego.org
www.211sandiego.org