



## DASH Mentor: San Diego 2-1-1/ Community Information Exchange

**Mentor Team:** Karis Grounds, Vice President of Health and Community Impact; Beth Johnson, Senior Consultant, Strategic Initiatives

### Mentor Areas of Expertise

- Community Information Exchange (CIE) – community voice, stakeholder engagement, community buy-in, vision and shared governance
- Clinical to community linkages - including housing, food, emergency medical services, and other social service providers
- Shared workflows and implementation

The Community Information Exchange (CIE) bridges collaboration between health and social services addressing health equity and creating comprehensive care. As a national leader for CIE, 2-1-1 San Diego believes in helping other communities address these issues within their own local settings to spur innovation and improve equity for all.

This mentorship will provide a process and set of resources for considering the potential application of CIE in the Mentee community, including the CIE Planning Roadmap and the 2-1-1 San Diego Toolkit for communities to establish CIEs or similar data sharing infrastructure across the country. These resources are designed to assist communities interested in learning how to harness the value of cross-sector collaboration and data sharing to create a CIE that enables a network of health, human, and social service providers to deliver coordinated, person-centered care. Group discussions will focus on the usefulness of the CIE to manage community needs, leveraging CIE data to assess gaps in resources across geography and populations, and utilizing CIE infrastructure to support response to public health crises like COVID-19. The roadmap, toolkit, webinar series, and issue briefs will provide practical tools and guidelines to initiate the CIE planning process. Additional topics that will be discussed during the mentorship include partner collaboration, CIE vision and governance, legal frameworks and considerations, selection of data systems and interoperable technology, establishing data workflows, and sustainability.

### Proposed Key Learnings / Objectives

2-1-1 San Diego will present data sharing and care coordination best practices by providing guidance so that Mentees:

1. Gain an understanding of the Community Information Exchange model using a toolkit of materials, including the five primary components of building a CIE: infrastructure, interoperable technology, community network, compliant legal frameworks, and sustainability.
2. Using the CIE Planning Roadmap, design an approach for identifying partners, garnering buy-in, and developing a shared vision for the CIE.
3. Become well-positioned to implement a strategy for policies and governance of CIE with a community-based and resident-engaged approach.

### Mentee Eligibility and Fit

This opportunity is best suited for applicants that wish to make progress towards planning for and development of a Community Information Exchange in their own communities. Applicants do not need to be from health care organizations; all sectors are welcome to apply. Potential Mentees include non-profit organizations in communities that are ready for deeper learning on holistic, person-centered care, and more mature non-profit organizations that already have referral capacity and are looking for specific guidance on next steps. Applicants and their partners should come with some data exchange capacity, at minimum, and also be striving towards development of technology infrastructure.

*Mentors will work with their Mentee cohorts to narrow the focus of program activities from the list of potential topics. At the end of the mentorship, each group will have the opportunity to share tools and resources developed throughout the program with the All In network.*