



DASH Mentor: 2-1-1 San Diego

Mentor Areas of Expertise

- Community Information Exchange - partnership, buy-in, vision and community engagement
- Clinical to community linkages - including EMS, housing, 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 a readiness checklist, framework and toolkit for communities to establish CIEs or similar data sharing infrastructure across the country. The 2-1-1 San Diego toolkit is designed to assist communities interested in learning how to harness the value of cross-sector collaboration and data sharing in order to develop a CIE that enables a network of health, human, and social service providers to deliver coordinated, person-centered care. The toolkit and associated webinar series, provide practical tools and guides to initiate the CIE process. Some topics that will be discussed during the mentorship include partner collaboration, CIE vision and governance, legal 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. Become well-positioned to implement a strategy for policies and governance of CIE with a community-based and resident-engaged approach;
3. Work collectively to develop a checklist for shared policies that can be used to start conversations about CIE in other communities.

Mentee Eligibility and Fit

This opportunity is best suited for applicants that wish to make progress towards planning for and developing 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 technical 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.