



CIE

Community Information Exchange

Social Health Care Coordination for Whole Person Care

South Dakota CIE

South Dakota's Community Information Exchange (SD CIE) is a statewide collaboration of health care, human and social service providers sharing information using an integrated technology platform and referral system to coordinate whole-person care.

Vision: To streamline connection between health care, human and social service providers to address social needs and advance health improvement among populations at higher risk and that are underserved.



South Dakota CIE Project Overview

- Program of the SD Department of Health
 - Funded by CDC Health Disparities Grant
- Merative (formerly IBM Watson Health) has been selected as the technology vendor, utilizing their Watson Care Manager software solution to host the SD CIE.
- The SD Department of Health is paying for the costs of the South Dakota CIE until May 31, 2024 utilizing the CDC Health Disparities grant and will continue to discuss a sustainability plan to cover costs beyond that date.



South Dakota CIE Project Timeline

- Global Functioning Configuration: Intake, Assess, Refer, Closed-Loop
 - 8/22/22 – 2/13/23: Testing with 2 pilot communities in February 2023
 - Community by community statewide rollout will begin June 2023
- Transportation Program Configuration
 - 11/4/22 – 3/13/23: Testing with 4-6 pilot Community Health Worker Sites
 - Statewide rollout will begin June 2023
- Better Choices Better Health Configuration
 - 12/8/22 – 4/11/23: Testing with BCBH
- Integrations Timeline:
 - Community Resource Directory: October 6
 - South Dakota Health Link: October 20
 - Helpline Center Network of Care: November 3
 - Additional possible (Twilio, BCBH, EPIC, more)



The Problem

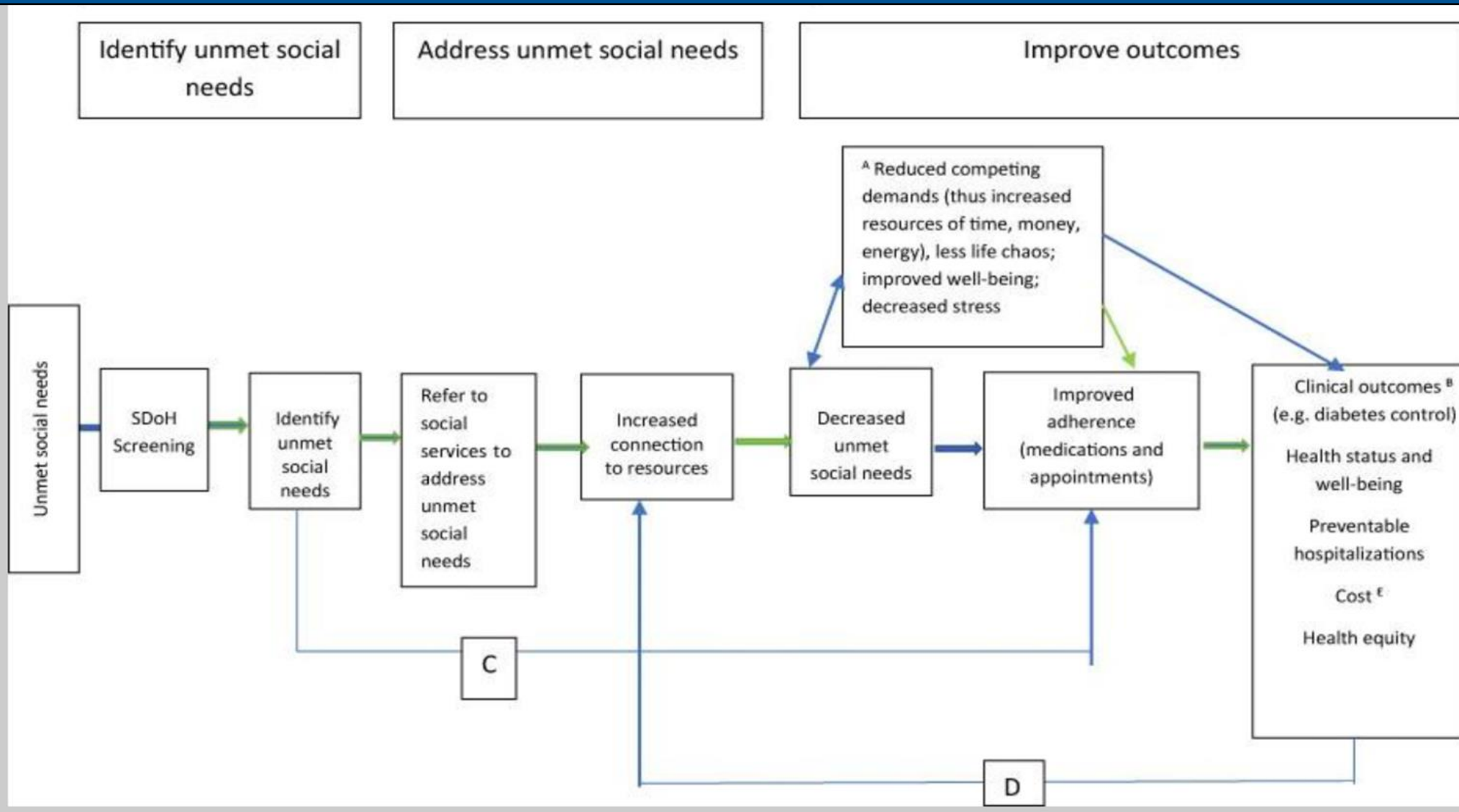
1. Navigating systems

- Difficult for community members
- Organizations are not integrated to one another
- Siloed data systems result in duplicated processes for individuals and providers
- Leaders have limited visibility into the barriers and gaps in service delivery

2. Difficulty accessing care

- Stigma
- Language barriers
- Shame
- Lack of trust
- Overwhelmed
- Lack of transportation
- Social services not convenient
- Social risk is not a social need
- Free services still cost something

Resource Connection Improves Health!



OASIS conceptual framework (Gurewich et al.)

PMC full text: [J Gen Intern Med. 2020 May; 35\(5\): 1571–1575.](#)
Published online 2020 Feb
19. doi: [10.1007/s11606-020-05720-6](#)

That all sounds great. What does this mean for me?

User Story

Care Team Member/
Community Health
Worker: Ben

User: Community Health Worker (CHW):

Story: As a CHW, I work with clients to help them improve their health through social and health care system navigation, community resource connection, health education, and health promotion. I am often out in the community at partner locations or visiting clients in their homes. I am a liaison to my community comprised of diverse language users with complex needs and health disparities.

I want a user-friendly and mobile-friendly way to intake clients, assess needs, help define wellness goals, connect clients to social care providers to meet their needs and goals, provide a warm hand-off to those providers, and track outcomes.

SD CIE Features

- Longitudinal Client Record

- Look up & creation
- Visibility of social care history

- Social needs screening tools

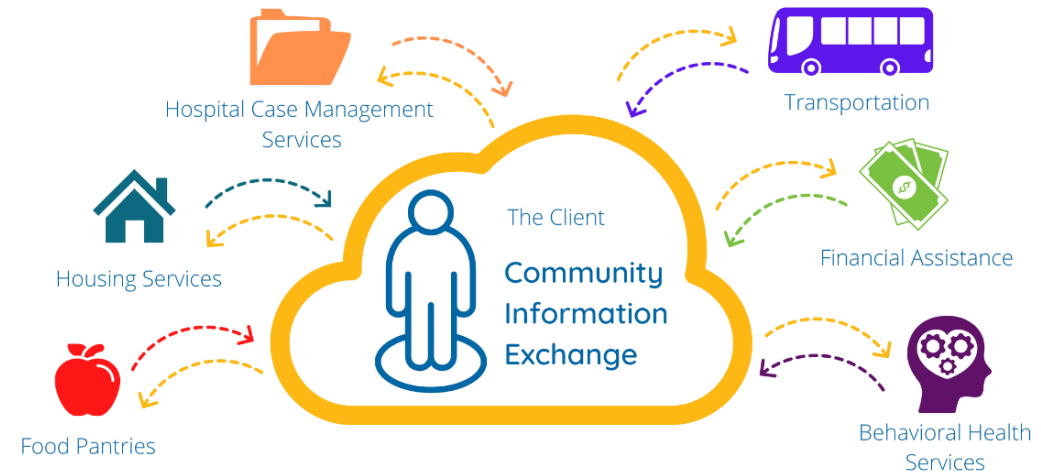
- Helps guide care manager actions based on social needs and risks
- Includes AHC/CMS, PRAPARE, and YCLS (plus PHQ9) with more possible

- Referral system and closed-loop

- Comprehensive community resource directory
- Electronic referrals on behalf of client
- Access to referral and service outcomes

- Data sharing capabilities

- Agency-to-agency
- Community wide data collection and analysis
- Integrations to home systems



Client Record

IBM Watson Care Manager

Hi Vina

Summary Plan Programs Data History Team

Summary

Share Care Plan

Diane Johnson
82 Years
3/16/1935
Female
Priority: Medium

Actions

Address
16c Atlantic Boulevard,
Los Angeles,
California, 90013

Phone
213-974-3481

Programs
Cornerstone

Goals
No Records

Assessments
No Records

Barriers
Transport

Health Background
Has struggled with her weight for decades, and the lack of exercise and resulting lack of physical fitness has led to or exacerbated her arthritis.
By Vina Davis
9/20/2017, 4:04 AM

Actions
No Records

Latest Touchpoint
Phone: Successful
Called Diane to schedule our next visit where we'll do a couple of questionnaires and then see what goals should be added to her plan to help her e...
[See More...](#)
By Vina Davis
9/19/2017, 9:00 AM

Risks
No Records

Personal Background
No Records

Care Team
Vina Davis
Care Manager
Susan Brown
Care Navigator

Latest Note
General
Spent an hour discussing Diane's diet. She is in the habit of snacking on convenience foods as it's difficult for her to get to the supermarket and...
[See More...](#)
By Vina Davis
9/20/2017, 4:03 AM

Latest Private Note
No Records

Programs
Cornerstone

Conditions
Arthritis
Hypotension
Obesity

Social Background
No Records

Social Needs Screening Tool

Summary Plan Programs Messages Data History Team

Hi Shauna

Back SD CIE Intake Repeat Details Download

Intake 0 of 4

PRAPARE

PHQ9

AHC HRSN

YCLS

AHC HRSN

What is your living situation today? *

- I have a steady place to live
- I have a place to live today, but I am worried about losing it in the future
- I do not have a steady place to live

Think about the place you live. Do you have problems with any of the following? CHOOSE ALL THAT APPLY *

- Pests such as bugs, ants, or more
- Mold
- Lead paint or pipes
- Lack of heat
- Oven or stove not working
- Smoke detectors missing or not working
- Water leaks
- None of the above

Within the past 12 months, you worried that your food would run out before you got money to buy more. *

- Often true
- Sometimes true
- Never true

Within the past 12 months, the food you bought just didn't last and you didn't have money to get more. *

- Often true
- Sometimes true
- Never true

In the past 12 months, has lack of reliable transportation kept you from medical appointments, meetings, work or from getting things needed for daily living? *

- Yes

Care Plan

IBM Watson Care Manager

Hi Vina

Summary **Plan** Programs Data History Team

Plan

Activities 5

Suggested Activities

- Service Categories
 - Home Safety
 - Nutrition Education
- Services
 - Fall Prevention Training for ...
 - Health Education Classes ...
- Client Actions
 - No Records
- Care Team Actions
 - Complete the fall risk scre...

Services 0 open

Showing 0 of 0

Name	Status
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Actions for Diane 2 open

Showing 2 of 2

Name	Status	Progress
Teach back Fall Prevention and injury reduction techniques	Ongoing	○ ○ ○ ○ ○
Teach back a healthy diet plan	Ongoing	○ ○ ○ ○ ○

Care Team Actions 2 open

Showing 2 of 4

Name	Assigned To	Status	Progress
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Community Resource Directory

IBM Watson Care Manager

Hi Shauna

Summary Plan Programs Messages Data History Team

Community Resources

Service: food Location: 57105 Distance (mi.): 3 Search

Total 10

- Faith Temple Food Giveaway**
FAITH TEMPLE FOOD GIVEAWAY
Rates Not specified
Shortlist Add to plan
- Feeding South Dakota - Sioux Falls Food Bank**
FEEDING SOUTH DAKOTA
Rates Not specified
Shortlist Add to plan
- Food To You, the mobile food pantry**
CHARIS MINISTRY PARTNERS
Rates Not specified
Shortlist Add to plan
- Baltic Food Bank**
BALTIC FOOD BANK
Rates Not specified
Shortlist Add to plan
- Food Pantry**
CHARIS MINISTRY PARTNERS
Rates Not specified
Shortlist Add to plan
- Food Pantry**
UNION GOSPEL MISSION
Rates Not specified
Shortlist Add to plan
- Union Gospel Mission - Food Box Program**

Food To You, the mobile food pantry

CHARIS MINISTRY PARTNERS

Rates Not specified

Shortlist Add to plan

Mobile food pantry that may be utilized once a month by families and/or individuals. There are no referrals required to receive this service. 1st Thursday East Side Lutheran Church, 1300 E. 10th Street 2nd Thursday Messiah New Hope Lutheran, 5001 E. Madison Street 3rd Thursday Augustana Lutheran Church, 235 N. Prairie 4th Thursday Garfield Elementary-Oyate Community Center, 2421 W. 15th Street 5th Thursday No distribution This program does not do delivery and is not an emergency food option. Coverage Area: Sioux Falls area. Eligibility: Open to all; services may be utilized one time per month. Hours Of Operation: Distribution time: 6:00pm - 7:00pm (CT), Thursday. Documents Required: Must bring ID.

Languages
English

1300 E. 10th Street, Sioux Falls, South Dakota, 57103

235 N. Prairie, Sioux Falls, South Dakota, 57104

2421 W. 15th Street, Sioux Falls, South Dakota, 57104

5001 E. Madison Street, Sioux Falls, South Dakota, 57110

Contact Details

Test Person
54 Years
3/25/1968
Female
Priority: Not Set

Actions

Address
Unknown

Phone
Unknown

Programs
No Program Assigned

SD CIE Levels of Impact

Individual Benefits:

- Quicker connection to appropriate services
- Telling story only once
- Screening identifies additional needs

Partner Benefits:

- Access to comprehensive resource database
- Streamlined referrals and communication between providers
- Shared client story promotes rapid identification of social needs
- Organizations can more effectively serve community members
- Access to outcome data for measuring impact

Community Benefits:

- Community data to inform policy, planning, and investment
- Identification of unmet needs and barriers to access services
- Infrastructure more effectively serves community members



Thank you!

Go talk to Shauna!

Email CIE@helplinecenter.org!





988

SUICIDE
& CRISIS
LIFELINE

Behavioral Health
Crisis Care
in South Dakota

Crisis Now Model

- [It's Been A Bad Day](#)



Handling Mental Health Crisis in South Dakota

Process and Partners



Moving the U.S. to a 3-digit Dialing Code



On July 16th, 2022, our nation moved to the first-ever 3-digit dialing code for suicide prevention and mental health crises, available for call, chat and text. The previous 1-800-273-8255 (TALK) number will continue to function indefinitely.

Fast Facts about 988:



It will provide greater access to **24/7/365, free, confidential and life-saving services** to those experiencing a mental health, substance use, or suicidal crisis.

It will **not replace** the existing National Suicide Prevention Lifeline— but in fact, strengthen and expand it.

It is an **easy-to-remember number that helps to provide direct connection** to compassionate, accessible care.

It's **more than just a 3-digit number.** It will strengthen our larger crisis care system.

Difference between 211 and 988

2.1.1

- Housing /Rental assistance
- Utility assistance
- Food resources
- Government information
- Financial assistance
- Disaster information
- Basic health information
- Tax prep assistance
- Volunteer opportunities
- Childcare information



- Crisis situations (emotional distress, suicide or other behavioral health crisis)
- Behavioral health resource information and support
- Substance use information and support programs
- Connection to all levels of treatment options
- Care coordination and follow up support



Meets national standards for risk/safety assessment and engagement of individuals at imminent risk of suicide and offers care traffic control – quality coordination of crisis care real-time. Follow up support.

When you've got a police, fire or rescue emergency, call **911**

When you need social service information or resources, call **211**

When you have an urgent mental health need, call **988**



988 in South Dakota

- 988 in SD is a **partnership between SD Department of Social Services, Division of Behavioral Health and Helpline Center**. DSS has provided the planning support, development of the 988 plan and initial funding.
- **988 Implementation Plan** for South Dakota was finalized in Jan 2022 with the Behavioral Health Crisis Response Stakeholder Coalition. The Stakeholder group has key members from behavioral health crisis response and prevention services across the state.
- Ramp up and first year **funding needs** (March 2022 – June 2023) will be provided using currently available one-time crisis funds and a SAMHSA Grant. Future funding options are being reviewed based on findings from an independent consultant report contracted to review the funding needs of 988.

988 in South Dakota

- 988 is **answered by the Helpline Center** and staffed by individuals with advanced degrees and experience in behavioral health.
- 988 can support **follow-up calls** to callers and include follow-up calls from mobile crisis team referrals, discharges from inpatient units or other programs to support care coordination.
- **Partner with** 911 Public Safety Access Points, outpatient behavioral health providers, psychiatric inpatient units, stabilization units and appropriate regional facilities.
- On average, **80% of calls** received by trained crisis counselors in a 988 setting can be de-escalated on the phone, reducing the need to dispatch law enforcement in situations that do not have safety concerns.

988 is Live! What Now?

- Volume of call, text, chat
- Helpline capacity
- 988 Promotional Materials! Help Spread the Word!
 - <https://www.helplinecenter.org/988info/988-promotion/>



Additional swag coming soon!

A promotional graphic for the 988 Suicide & Crisis Lifeline. It features a light blue background with a close-up photo of a woman's face on the right side, looking upwards with a slight smile. In the top left, there is a white box containing the text '988 SUICIDE & CRISIS LIFELINE'. Below this, the 'helpline center' logo is displayed. The phrase 'There is hope' is written in a white, handwritten-style font. To the left, the words 'Talk with us' are written in a similar font. On the right, three lines of text describe when to use the service: '...when you're feeling depressed or anxious', '...when you're concerned about your loved ones drinking or substance use', and '...if you're having thoughts of suicide'. At the bottom left, there is an icon of two speech bubbles, one containing a question mark, with the text '988 Call • Text • Chat helplinecenter.org/988' below it. At the bottom right, there is the 'SDSP SOUTH DAKOTA SUICIDE PREVENTION' logo, a small QR code, and the text 'Helpline Center answers the 988 Lifeline for South Dakota. 988 provides support, connections and hope during a mental health or substance use crisis. 988 is also available if you are worried about a loved one in crisis. Available 24/7.'

Mobile Crisis Teams and Virtual Crisis Care

Mobile Crisis Teams/Crisis Stabilization

Mobile services which provide a response to individuals experiencing a behavioral health crisis in the community

Goal to provide the least restrictive and most effective response for an individual in crisis

- Southeastern Behavioral HealthCare
 - Sioux Falls area
- Capital Area Counseling
 - Pierre area
- Care Campus – Behavior Management Systems
 - Rapid City area

Virtual Crisis Care – Avel eCare

Provides law enforcement with 24/7 access to behavioral health professionals

A resource when local crisis response services are not available

Utilizes tablet technology

De-escalation, stabilization and safety assessment

Connection to local mental health resources for follow-up care.

<https://uj.s.sd.gov/Resources/VirtualCrisisCare.aspx>

Appropriate Regional Facilities

Appropriate Regional Facilities (ARFs) are designed to provide 24/7 overnight residential services to stabilize acute psychiatric or behavioral health symptoms, evaluate treatment needs and develop a crisis stabilization plan affording the ability for individuals to be stabilized closer to home.

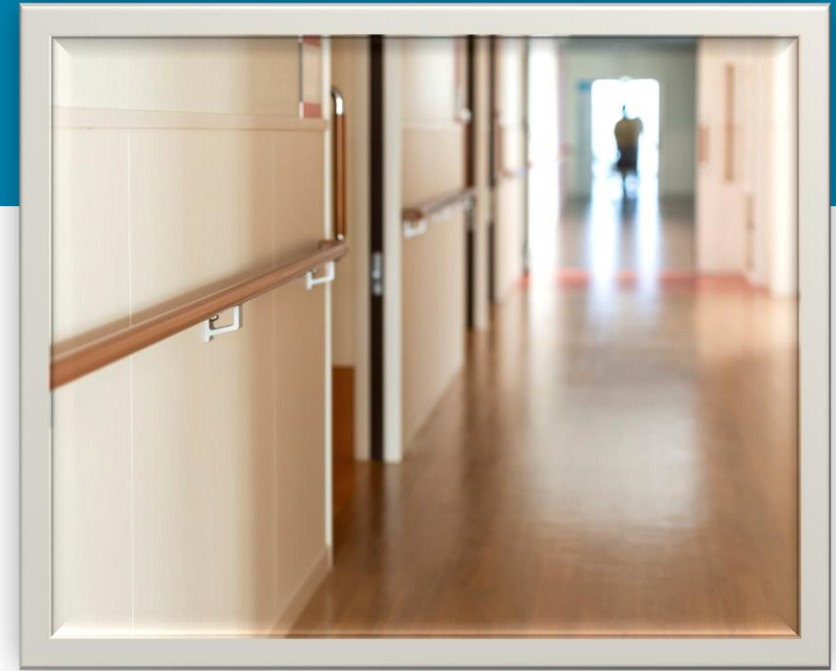
Somewhere To Go

State Fiscal Year 2022

- RFP #2236, ARFs
 - Lewis & Clark Behavioral Health Services
 - The Human Service Agency

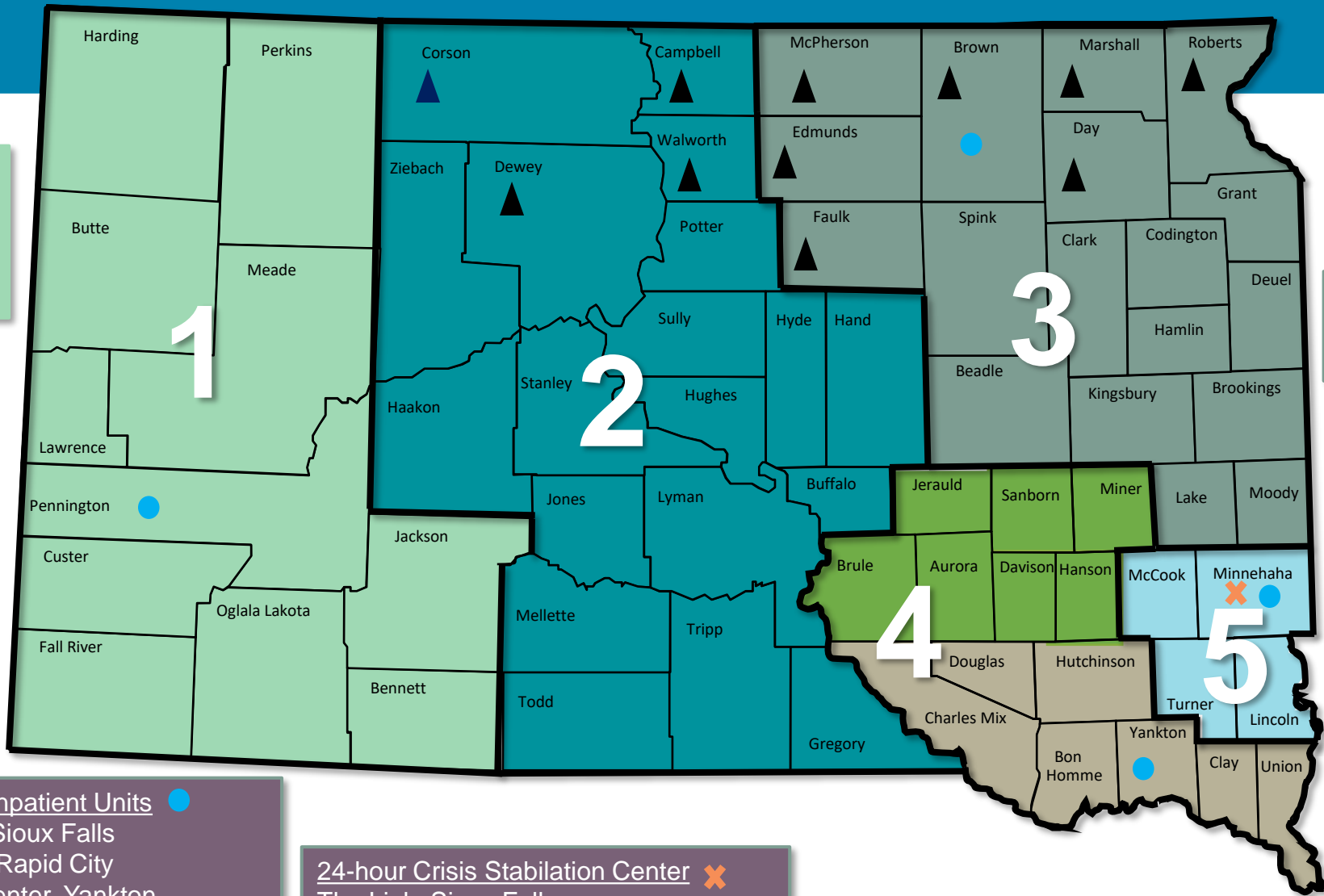
State Fiscal Year 2023

- RFP #2759, ARFs
 - Lewis & Clark Behavioral Health Services
 - Serve Region 4 (6 beds)
 - One-time construction costs, equipment and ongoing service/personnel costs.
 - Behavior Management Systems
 - Region 1 (16 beds (24 hours to 5 days) & 8 recliners (24 hours))
 - One-time supplies/equipment costs & ongoing service/personnel costs.
 - Avera St. Luke's
 - Serve Counties: Corson, Dewey, Campbell, Walworth, McPherson, Edmunds, Faulk, Brown, Marshall, Day, & Roberts
 - One-time construction costs (5 beds)



Appropriate Regional Facility Capacity

Region 1:
Care Campus /
Behavior
Management
Systems

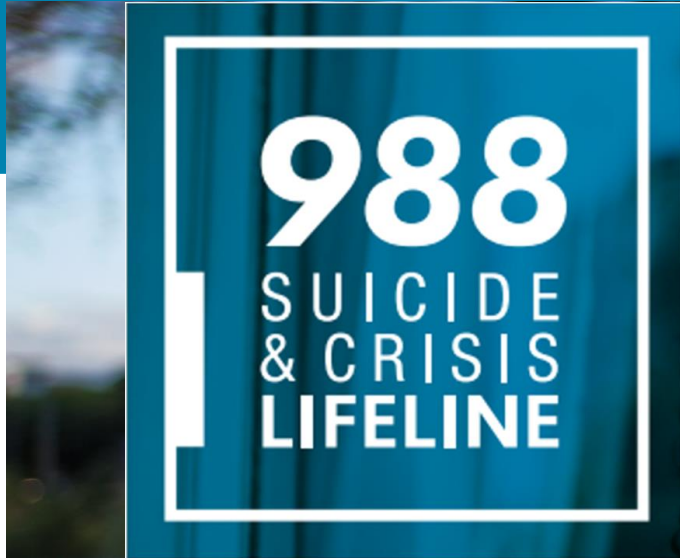


Region 3:
Human Service Agency
Avera St. Luke's ▲

Behavioral Health Inpatient Units ●
Avera McKennan, Sioux Falls
Monument Health, Rapid City
Human Services Center, Yankton
Avera St. Luke's, Aberdeen

24-hour Crisis Stabilization Center ✕
The Link, Sioux Falls

Region 4:
Lewis & Clark Behavioral
Health Services



South Dakota
Department of
Social Services

Strong Families - South Dakota's Foundation and Our Future



Questions?

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South Dakota
Department of
Social Services

Evaluation Link

