



South Dakota Community Information Exchange (SD CIE)

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October 11, 2023

# Agenda

- Overview
- Technology Solutions
- Project Timeline
- Discussion Questions
- Joining CIE
- Legal Framework
- Outreach and Communication

# SD CIE Overview

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

# Technology Vendors

## Closed-Loop Referral Platform

- Vendor: Findhelp
- Utilized by Helpers (CHWs, social workers, social service providers, etc.)

## Self-Referral Platform

- Vendor: Findhelp
- Utilized by Seekers

## Data Lake House

- Vendor: Quisitive
- Data governance practices TBD



# Project Status

We anticipate pilot communities (Rapid City and Mitchell) will be able to use the SD CIE by the end of the year. After our pilot communities have had the opportunity to provide feedback, the Team will work on incorporating any necessary adjustments prior to bringing on more users.

Onboarding of additional partners will likely take place in late winter/spring of 2024 and continue after that time as more partners are identified.

# Implementation Timeline

- ✓ Phase I: Contract Negotiations
- ✓ Phase II: Vendor Contract Executed
- Phase III: Implementation of Project - 09/07/2023
- Phase IV: Pilot with Iteration-Based Design Sprints - 12/2023
- Phase VI: System Growth - 03/2024


\*Funding expires May 31, 2024

# Round Table Discussions

How many attendees are medical, social service, or behavioral health providers?




If you are from healthcare, what is your organization's current approach to addressing social determinants of health (if any)?







If you provide public health or social care programs, what is your organization's current approach to care? Do you primarily focus on just your services or do you also help clients navigate care and make referrals to other orgs?




What do you feel is most important to you when it comes to partnering in a referral network with other providers?



What are biggest barriers right now to receiving referrals, making referrals, and/or helping your patients/clients connect with other providers?



What would you like us to know going into this huge project of streamlining communication among providers and improving coordination and whole person care?



What does joining the CIE look like?

Step 1: Build a relationship!



# Partner Engagement

- ✓ Identify communities for outreach and connect with agencies who have an interest in increasing community coordination and/or work closely with referral partners who they want to connect with electronically.
  
- ❑ Roadmap for partner agencies
  - ❑ System Policy, Participation Agreement, Client Consent
  - ❑ Community Workgroups
  - ❑ Onboarding and Training
  
- ❑ Onsite meetings with partners
  - ❑ Discovery sessions: how do you work today?
  - ❑ Provide product demonstration
  - ❑ Legal / Policy questions
  - ❑ Define next steps

# Legal Framework – Close to completion!

## Organization

- Policy and System Operation Manual
- Partner Agreement with BAA

## Helpers

- End User License Agreement

## Seekers

- Notice of Privacy Practices
- Initial Consent
- Per-referral and per-assessment consent verification
- Opt-out option

# SD CIE Early Adopter Partners

- Mitchell

1. The Caring Closet
2. Mitchell Snack Pack
3. Big Friend Little Friend
4. Communities that Care
5. Rural Office of Community Services ROCS
6. Safe Place of Eastern SD
7. City of Mitchell Rec Center
8. Abbott House

- Rapid City

1. City of Rapid City
2. Rapid City Fire/EMS Department
3. Rapid City Police Department
4. Journey On!
5. Volunteers of America Northern Rockies VOANR
6. Great Plains Tribal Leaders' Health Board GPTLHB
7. Monument Health



# Outreach and Communication

CIE Learning Network – Please join our mailing list to stay in the loop

- Webinars / Panel discussions hosted quarterly
- Newsletter

We are coming to your town!

- Upcoming Activities:
  - Huron
  - Aberdeen
  - Black Hills area communities
  - Tribal communities
  - Virtual CIE Learning Network
  - NAMI (National Alliance on Mental Illness) Conference
  - Virtual and In Person Townhalls



## Connect with us!

Email at [cie@helplinecenter.org](mailto:cie@helplinecenter.org)

Visit <https://www.helplinecenter.org/cie>

We would love to meet you, learn about your programs, and understand your community needs!

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