



CONNECTWELLSD UPDATE

February 2016

Carrie Hoff, Deputy Director



WHAT IS CONNECTWELLSD?



A long-term plan to advance the health and overall well-being of the region:



**Building
Better
Health**

**Living
Safely**

Thriving

Health

Safety

Thriving

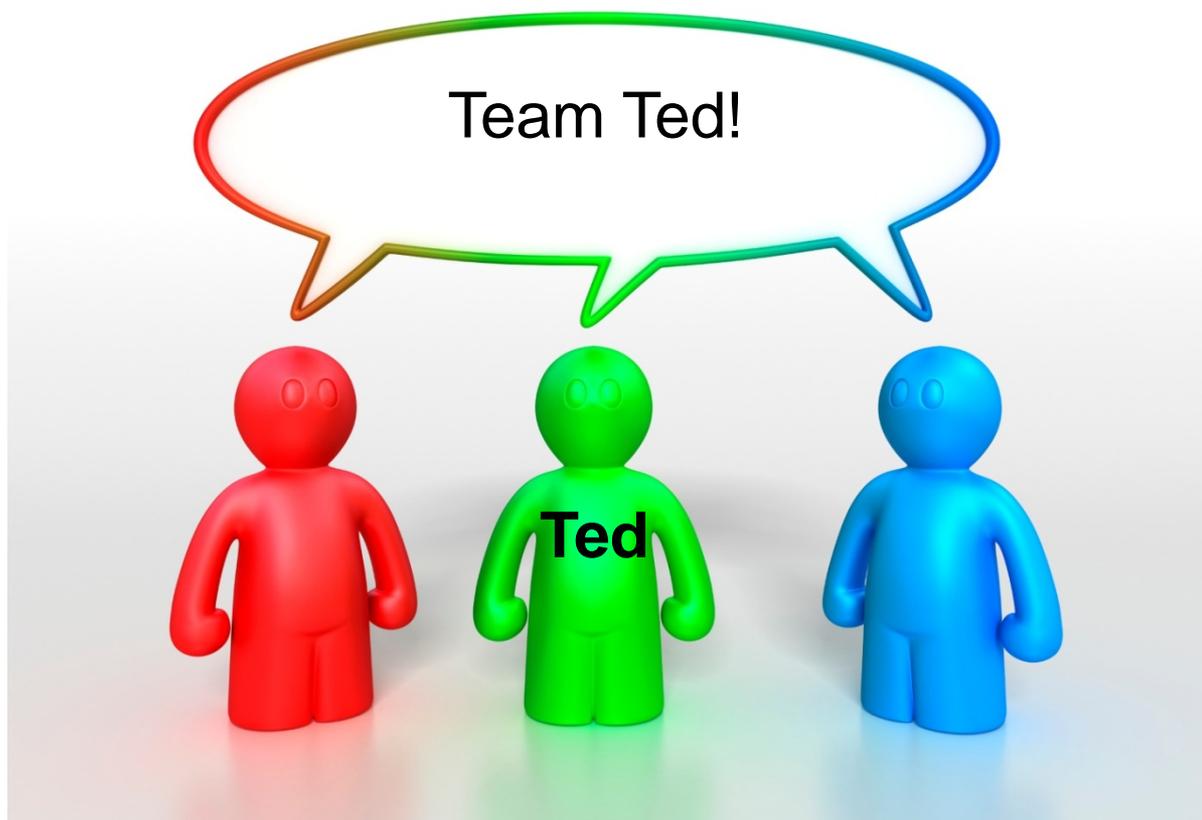


Program Customer





County Customer





ConnectWellSD

Connect · Collaborate · Empower

VISION

Enrich the lives of individuals and families through collaboration.

MISSION

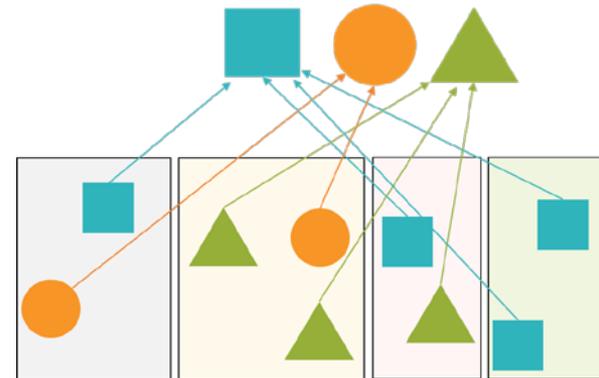
Connect San Diego County to innovative technology and practices.



Person-Centered Service Perspective



Information Hub



ConnectWellSD
Connect · Collaborate · Empower



The ConnectWellSD Program is Twofold:

The Person-Centered Service Strategy:

- Work with customers to identify needs, preferences, goals, strengths, and priorities
- Connect individuals with resources
- Collaboration across disciplines to empower positive customer outcomes

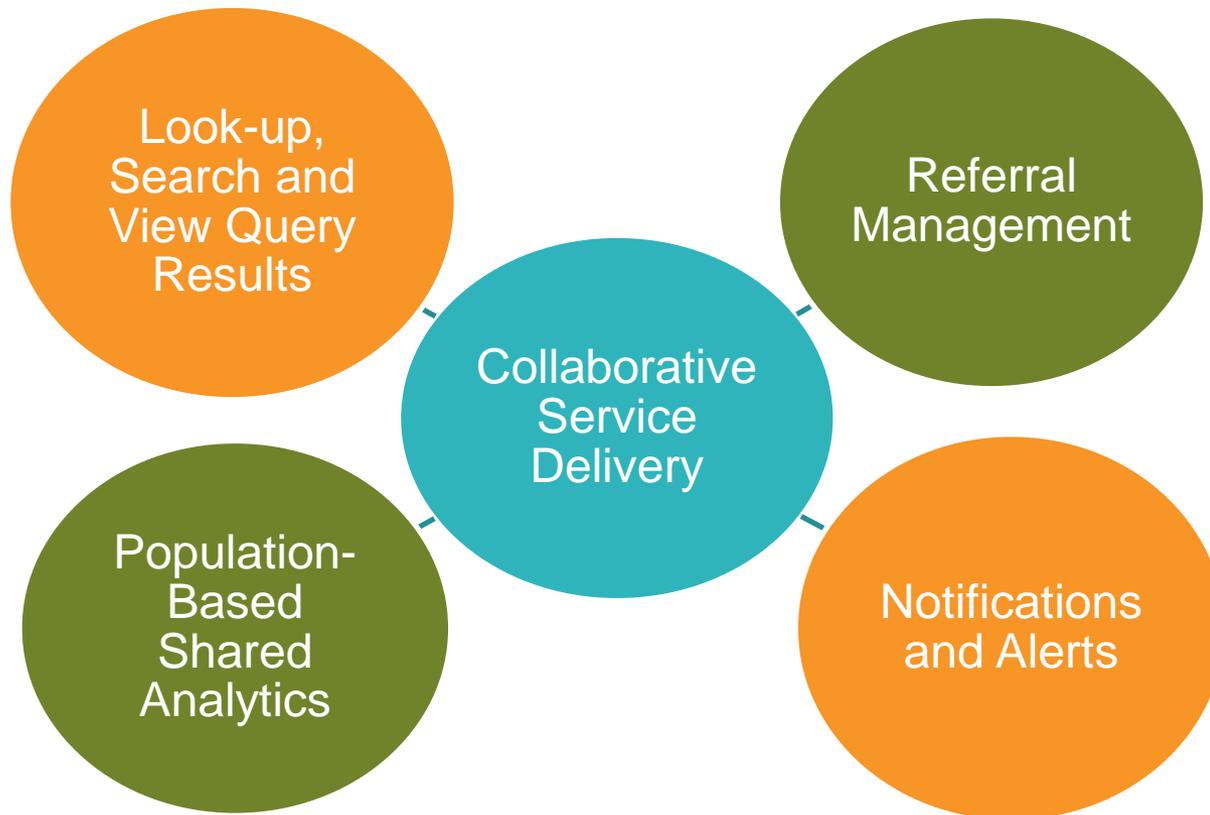
The ConnectWellSD Technology:

- Information hub to pull data
- Provide a more detailed view of each individual served
- Secure platform for multi-disciplinary teams

**9 Data Source
Systems**
**2 Provider
Directories**



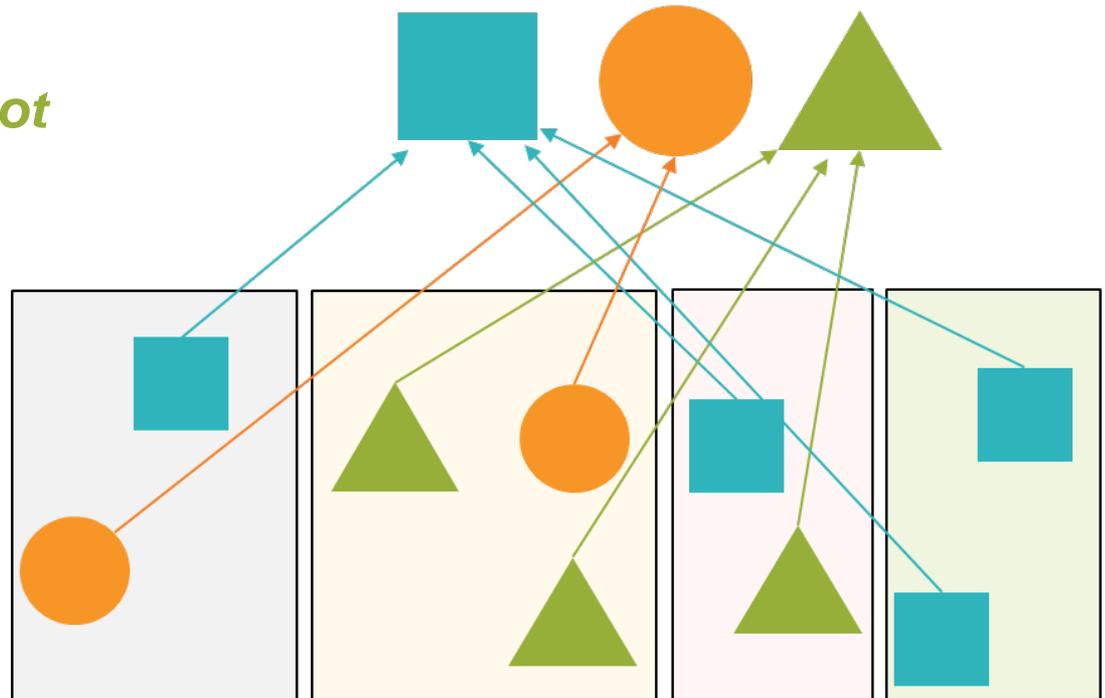
ConnectWellSD will implement new technologies and policies to enable automated or improved abilities to perform:





- Phase Two and forward, supplemental data from source systems will be visible in ConnectWellSD.
- Access is controlled by a three-dimensional model, based on each individual user.

*The type of data matters – **not** where it comes from.*





ConnectWellSD will allow a worker to see information from multiple program databases as needed and help them provide better customer service.

But, staff can only see what they are allowed to see, depending on their role, laws, and customer approval.

Privacy Laws:

- 42cfr – Federal Mental Health
- 14400 – State Medi-Cal enrollment
- Confidentiality of Medical Information Act (CMIA) – State medical information – adults and minors
- Health Insurance Portability and Accountability Act (HIPAA)
- Health and Safety Code 121025A – HIV
- WIC 827 – State CWS
- WIC 5328 – State Mental Health
- WIC 10850 – State Social Services (eligibility, AIS, CWS)
- State Penal Code
- Title 17 CCR – Public Health

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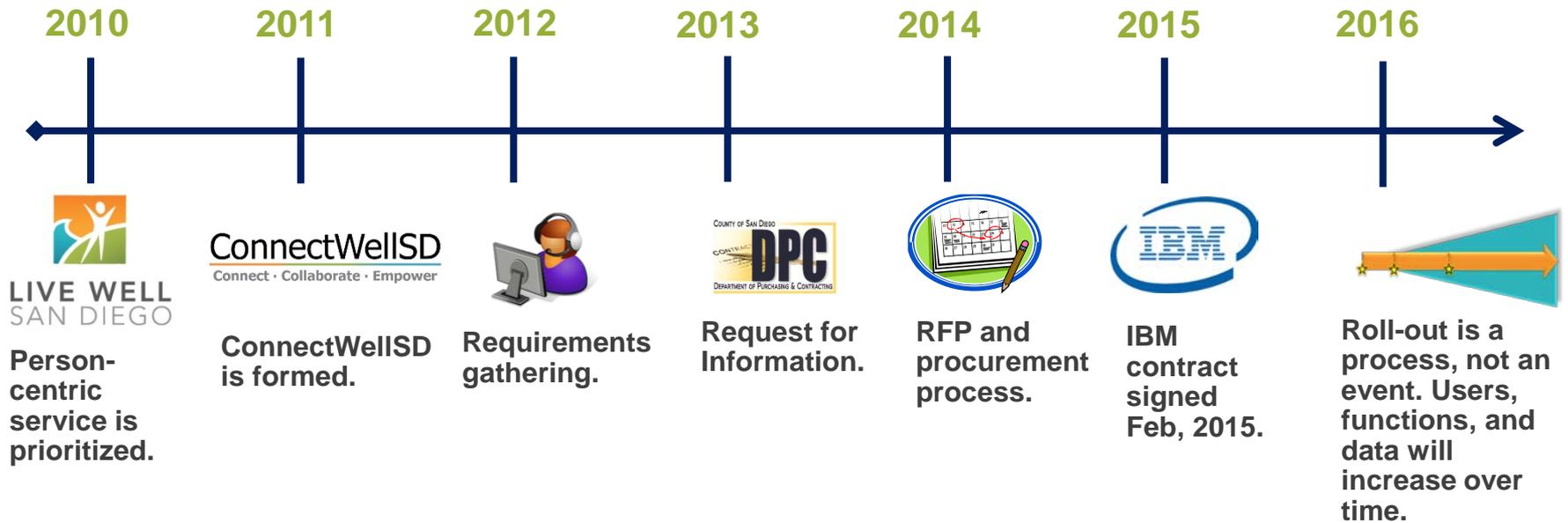


CONNECTWELLSD BENEFITS

- Improved customer experience through more tailored interactions.
- More detailed view of customers, to help with servicing multiple needs.
- Easier access to customer information.
- Easier teamwork across programs.
- Customer is part of their own team, through access to their information.
- Earlier intervention to improve quality of life and reduce costs of services.
- Enhanced privacy through secure collaboration space.



Required: Participation from Across the County

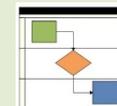


Need for data sharing and increased collaboration articulated.



Privacy regulations Analyzed.

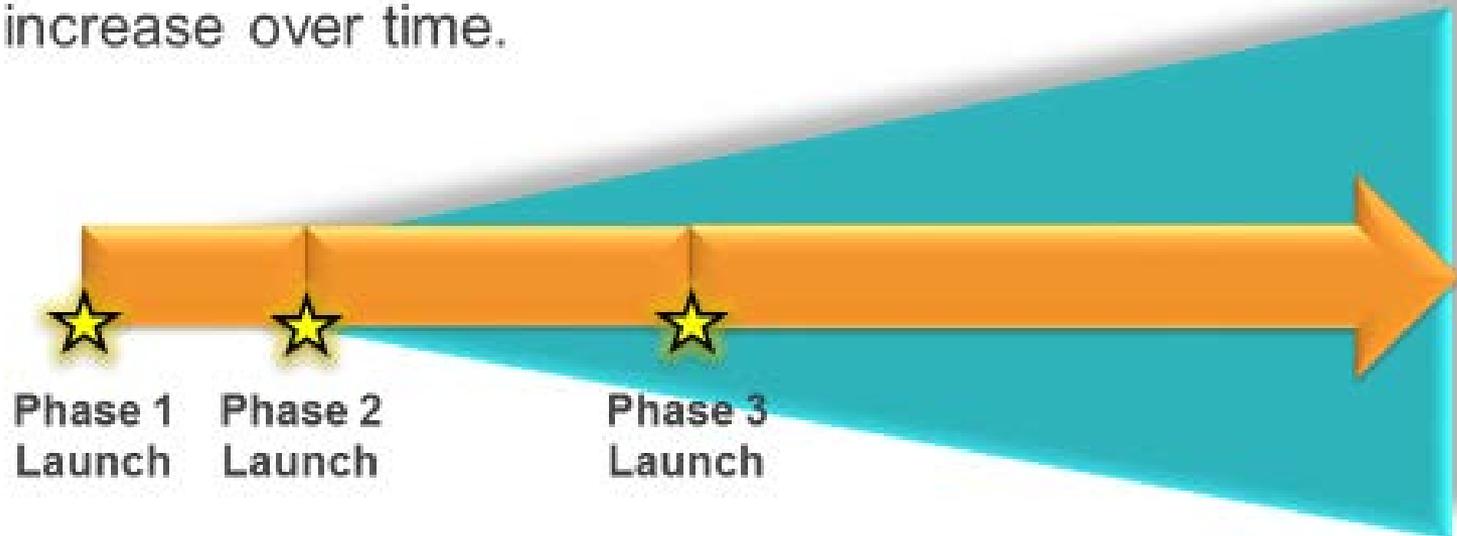
New data governance framework approved.



Work begins to update business processes.



We are rolling out **ConnectWellSD** in stages.
System data, functionality, and staff participation will increase over time.



Phase One Roll Out:

50 – 100 users.

User roles define data access.

Limited functionality. Potential new abilities:

- Pull from source systems: Program participation.
- Create in CWSD: Referrals.

THANK YOU!



If you have any questions, please contact:

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