

Energy Waste Reduction Low Income Workgroup

December 5, 2024



Agenda

| | | |
|--|---|------------------------------|
| Welcome | Brad Banks, Energy Optimization, MPSC | Anne Armstrong, CAD, MSPC |
| | Alexis Blizman, Ecology Center | |
| Finding Solutions When the Money is Gone | Nina Sassy, MDHHS | |
| Energy Efficiency, Home Weatherization Systems and Vulnerable Households | Andrew McNeally, Upper Peninsula Power Company | |
| Serving Vulnerable Households with EWR Services | Karen Guld, Energy Optimization Section, MPSC | |
| Increasing Coordination to Serve Vulnerable Households | Mike Berkowitz, Elevate | |
| Community Information Exchange | Natalie Holland, MDHHS | Elizabeth Hartig, MDHHS |
| | Tiwanna Hatcher, MDHHS | Sarah Kile, Michigan 211 |
| Close & Adjourn | Brad Banks, Energy Waste Reduction Section, MPSC | |

Before the Tech: Critical Planning for Community Information Exchange

December 5, 2024





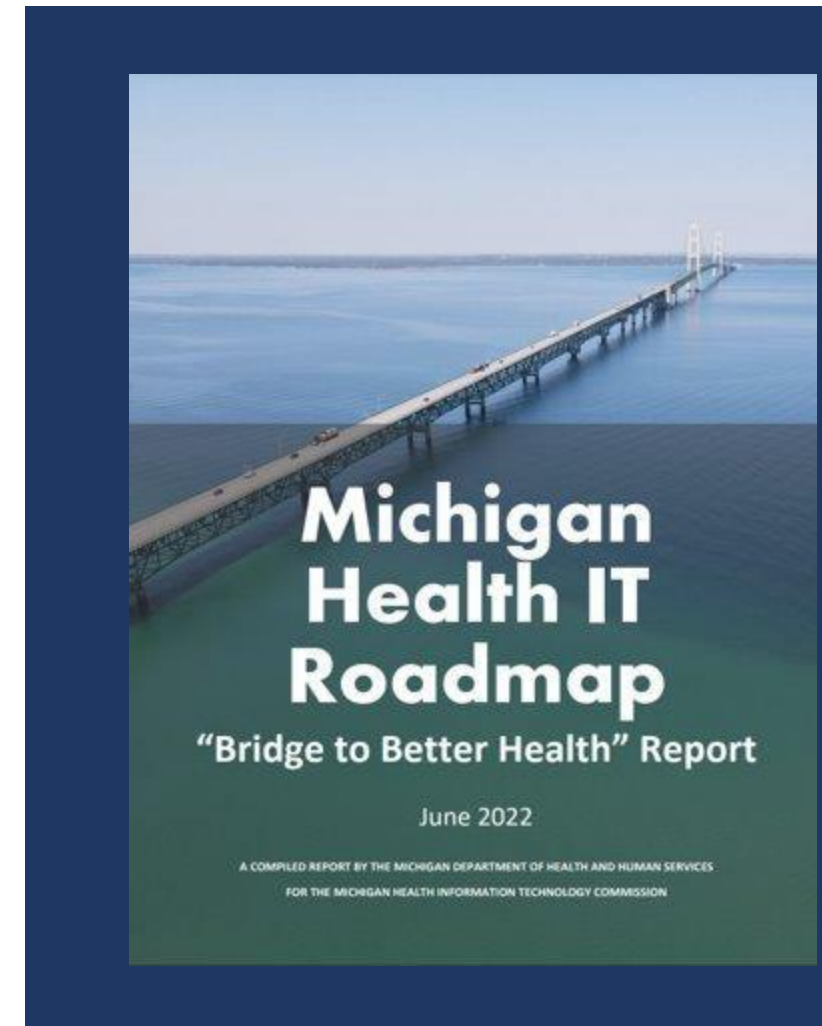
Health Information Technology Report



The Health IT Commission engaged over 300 organizations to update Michigan’s health IT strategy between 2020 & 2021.

Key findings included:

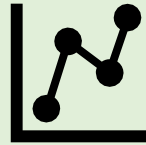
- Need to center health & wellness of residents who experience racial disparities or other social vulnerabilities.
- Importance of how social determinants of health affect health care delivery & outcomes.
- Commitment to coordinate care beyond clinical spaces & integrate health-related social care data.



HIT Roadmap Initiatives



Identify
Champions
& Empower
Leaders.



Enhance
Health
Data Utility.



Address
Michigan's
Digital
Divide.



Improve
Onboarding
& Technical
Assistance.



Protect
Public
Health.



Adopt
Standards
for Social
Care Data
Fields.

The Challenges of Community Information Exchange



A wide variety of organizations provide health, human and social services to Michigan residents, using a diverse array of data systems.

These systems often do not share information easily, resulting in:

- Redundant processes for service users.
- Duplicated efforts for service providers.
- Barriers to critical resources.
- Gaps in service delivery.

These disconnects make it more difficult to share information, coordinate care and effectively meet people's needs to advance health equity.

CIE Intended Result



Community information exchange (CIE) promotes health and social equity and improves the well-being of all Michigan residents by enabling information about people’s needs — and the resources available to help them — to flow to the right people at the right time in the right context.

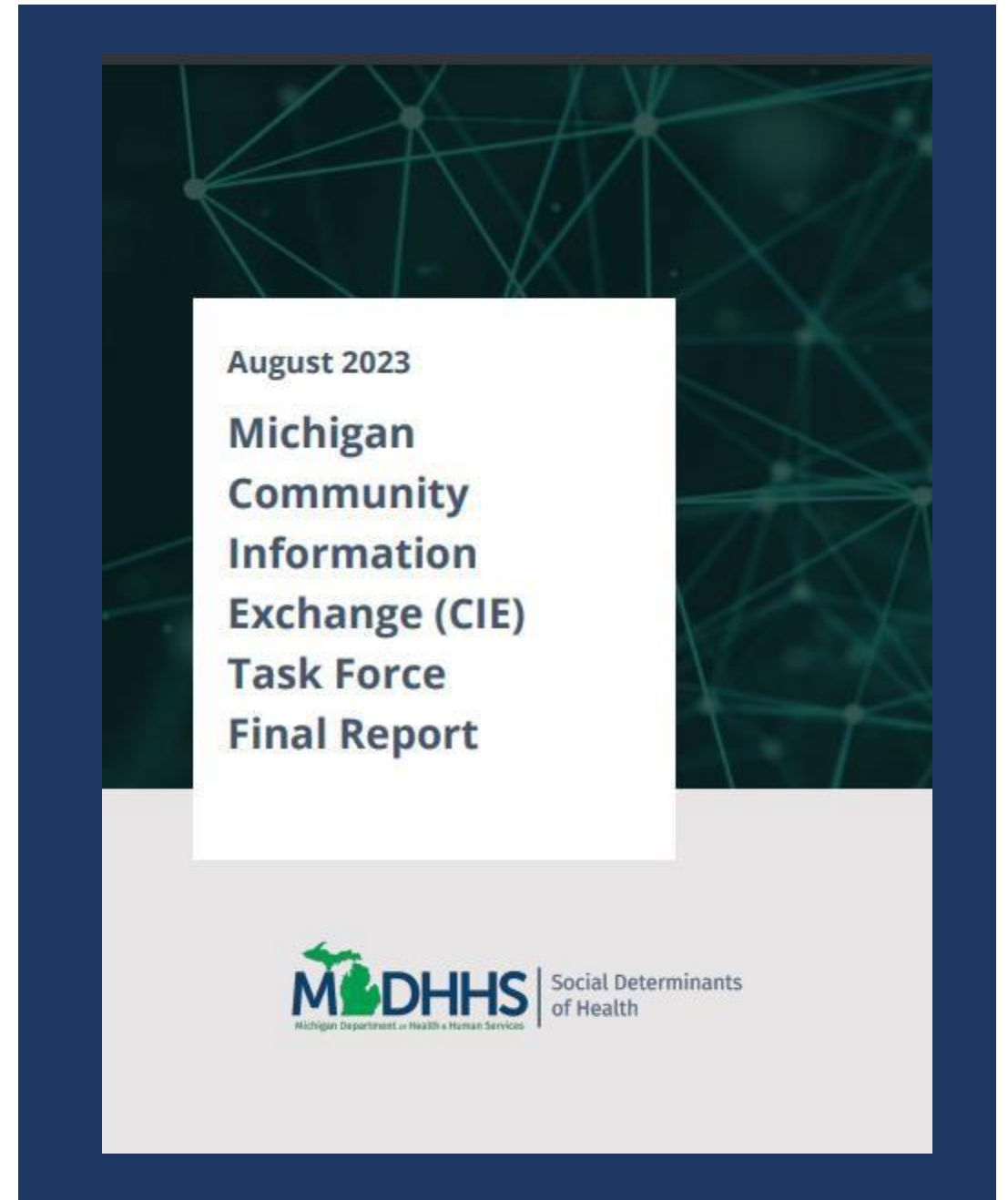
By developing and promoting the ***human, organizational & technological capacities*** to implement CIE initiatives, we will enhance the potential for organizations in different sectors, using different technologies, to coordinate care for their patients and clients.

CIE Task Force Report

The CIE Task Force identified the following domains that support effective implementation of community information exchange:

- Capacities for Data Exchange.
- Resource Directory Information Capacities.
- Longitudinal Data Aggregation Capacities.
- Legal & Ethical Framework.
- Coordinating Entities Capacities.
- Governance.
- Sustainability.

[Michigan Community Information Exchange \(CIE\) Task Force Final Report](#)

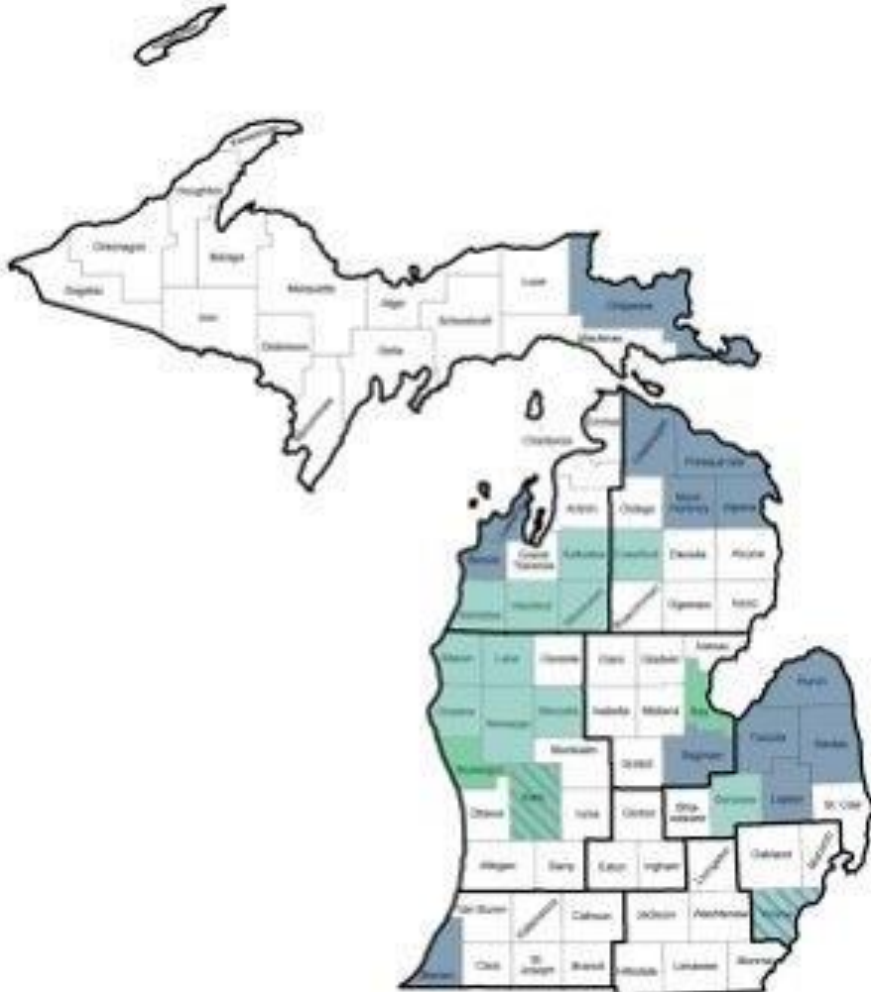


Leading with Values

The ways we develop and implement CIE reflect our values as health and social service providers.

- We are building an **equitable strategy** to meet the complex needs of diverse communities. One size does not fit all.
- Technology alone cannot solve these problems. We need to invest in **people and processes.**
- **Interoperability is essential:** any new solutions should enable existing solutions to work together.
- State-level action should **support systems that work at local levels.**
- The success of CIE is contingent on our ability to **build trust and accountability.**

Social Determinants of Health (SDOH) Hub Pilot Sites



Cohort One

1

District Health Department #10, Detroit Health Department, Wayne County Health Department, United Way of Genesee County/Greater Flint Health Coalition

Cohort Two

2

United Way of Bay County, Muskegon County Health Department, Heart of West Michigan United Way

Cohort Three

3

Chippewa County Health Department/CLM Community Action Agency, Northern Alliance: Benzie-Leelanau and DHD #4, Thumb Alliance, Saginaw County Health Department/PartnerShift Network, United Way of Southeast Michigan, Berrien County Health Department/Area Agency on Aging, Kent County Health Department

Learn More

If you have 10 minutes, explore a CIE micro-toolkit video:
[Check out a video or resource in one of the CIE micro-toolkit modules](#) — and share what your ideas for future topics.

If you have 60 minutes, attend a CIE Professional Learning Community session

[Join community members working](#) across Michigan to implement CIE initiatives. This informal space provide opportunities to share experiences and learn from each other.

If you are looking for a deep dive, read the CIE Task Force Final Report

[Explore the final report](#) to learn more about the seven domains and 33 recommendations for building Michigan's statewide CIE infrastructure.

Thank You

MDHHS-SDOH-PolicyandPlanning@Michigan.gov



[*Michigan.gov/SDOH*](https://Michigan.gov/SDOH)



The logo for 2-1-1 is a dark blue speech bubble with a white outline. Inside the bubble, the numbers "2·1·1" are written in a bold, white, sans-serif font. The bubble has a small tail pointing towards the bottom right.

2·1·1

Get Connected.
Get Help.

211 & CIE:

Where The Rubber Meets the Road

December 5, 2024

Sarah Kile

Director of Community & Partner Engagement
Michigan 211

Overview

211 Basics: Not just a phone number

Self-Service & Navigation

211 at Work

Directory Sharing

Bi-Directional Referrals

Intervention Sharing

CIE with UPPCO

I NEED HELP.

NECESITO AYUDA.

انا بحاجة الى مساعدة.

DIAL 2-1-1

Get Connected. Get Help.

2·1·1



Seven Regional 211 Contact Centers Collaboratively Serving Michigan

2-1-1 designated by Michigan Public Service Commission

Nationally accredited contact centers available 24/7/365

Nationally trained & certified staff provide information, referrals, navigation and advocacy plus curate a comprehensive resource database to support Michiganders accessing available assistance



DIAL

2-1-1 or
844-875-9211



TEXT*

Your zip code to
898211



CHAT

Get live help online in
select regions



SEARCH

Explore this site to find
services near you

www.Mi211.org

Let's find the help you need

Search our database of over 27,000 programs for Michiganders

I am looking for:

food, rent payment assistance, diapers, etc...

I live in zip code: ?

enter zip code...

FIND HELP

Get Connected. Get Help.

2·1·1

Get Connected. Get Help.

2·1·1



www.Mi211.org/Home-Visiting

Get Connected. Get Help.

2·1·1

Directory Sharing

The logo for MI Bridges, featuring a stylized white 'MI' icon followed by the word 'Bridges' in a white sans-serif font, all set against a blue rectangular background.

KINSHIP CARE

resource center

kinship.msu.edu/

Get Connected. Get Help.

A dark blue speech bubble with a white '2-1-1' inside, and a small orange and red tail at the bottom right.

2-1-1

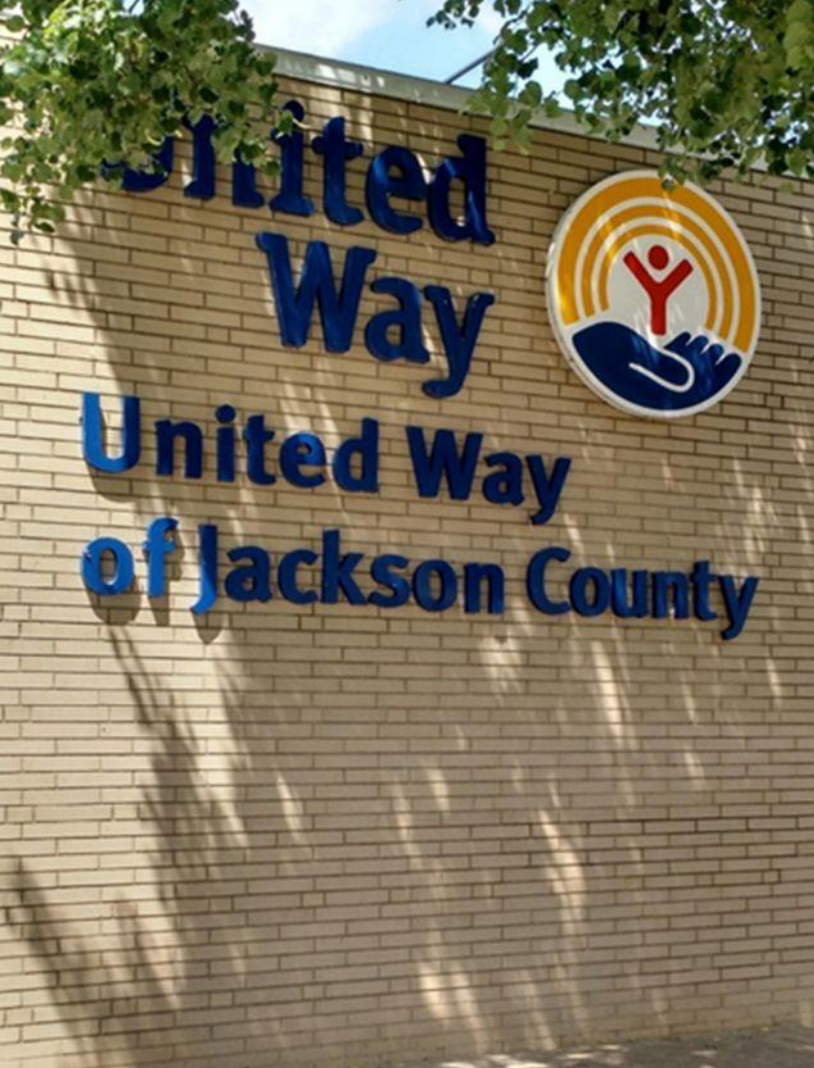
Bi-Directional Referrals



WISEWOMAN

Get Connected. Get Help.

2·1·1



Jackson Care Hub: June 2018- Nov 2024

The Jackson Community is committed to coordinated

- 160,000 Residents of Jackson County.
- Avg of 18,000+ screens per month in 2024
- 55 Clinical Partners screening patients
- 19 Community Agencies Regularly Screening Clients
- 38,686 service referrals to more than 120 agencies

<https://jacksoncarehub.org/>

Get Connected. Get Help.

2·1·1



2·1·1

Get Connected.
Get Help.

Questions?
Dial 2-1-1

Sarah Kile

Director of Community & Partner
Engagement

Sarah.Kile@mi211.org

www.Mi211.org/CIE

Bringing it all together: CIE



<https://www.uppco.com/mi-211-from-hello-to-help-equitable-access-to-utilities/>

Get Connected. Get Help.

2·1·1

Close & Adjourn

Thank You!