



The Community Data Exchange (CDE) is Connecting Point's initiative to break down barriers and increase visibility to health and human services.

CDE is based on best practices for sharing information between health and human service organizations. It consists of a data warehouse that can share referral and contact information with other systems, and web applications for partners and the public.

CDE enables partners to receive referrals directly from our 211 Contact Center, and to make referrals to other community organizations and government programs. Partners can also share case notes and update contact information for clients. Backend connections can be made between CDE and existing partner systems to make sure that the most up-to-date client information is always available, without requiring double entry.

CDE will include a new, easy-to-use 211 website where the public can search, save, and send program and service information to themselves via email and text. A free CDE account empowers clients to make and track their own referrals and update their own contact and demographic information.

Client privacy and data security are of utmost concern. The system will be HIPAA compliant, have rigorous security monitoring procedures in place, and plain-language privacy and data use agreements for individuals and partners.

Once in place, the CDE will provide insight into overarching community needs, identify gaps in services, and help the entire network of program providers manage capacity. Sharing information across organizational boundaries will ultimately benefit the client, improving utilization of local services, decreasing time to service, and improving outcomes.

A limited launch for pilot programs is anticipated in September 2021.