Co-Designing the WA Community Information Exchange: Public Health Voices Matter

October 14, 2026

Washington State Health Care Authority

Meet today's speakers



Michael McKee

Washington State Director

Comagine Health



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Community Engagement Specialist

Comagine Health

Washington State Health Care Authority

Objectives

- By the end of this session, participants will:
  - Understand the vision and mission of WA CIE and its potential to support public health services and priorities
  - Participate in co-design conversations and understand how your feedback and input will inform the evolution and future of WA CIE
  - Understand how to stay connected to WA CIE, including future co-design opportunities that support ongoing community engagement

WA CIE 101

Contract, definitions, vision, mission

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WA CIE Leadership

Health Care Authority (HCA):
WA CIE State Sponsoring Agency

- State agency and health care purchaser for nearly 3 million Washington residents through:
  - Apple Health
  - Public employees
  - School employees
- Administers the Medicaid 1115 Waiver, which funds WA CIE

Comagine Health:
WA CIE Lead Organization (LO)

- Washington-based non-profit
  - Long history and commitment to improving health for Washingtonians
- Strategic objectives as the LO
  - Community Engagement
  - Governance and policy
  - Technology implementation
  - Support and evaluation

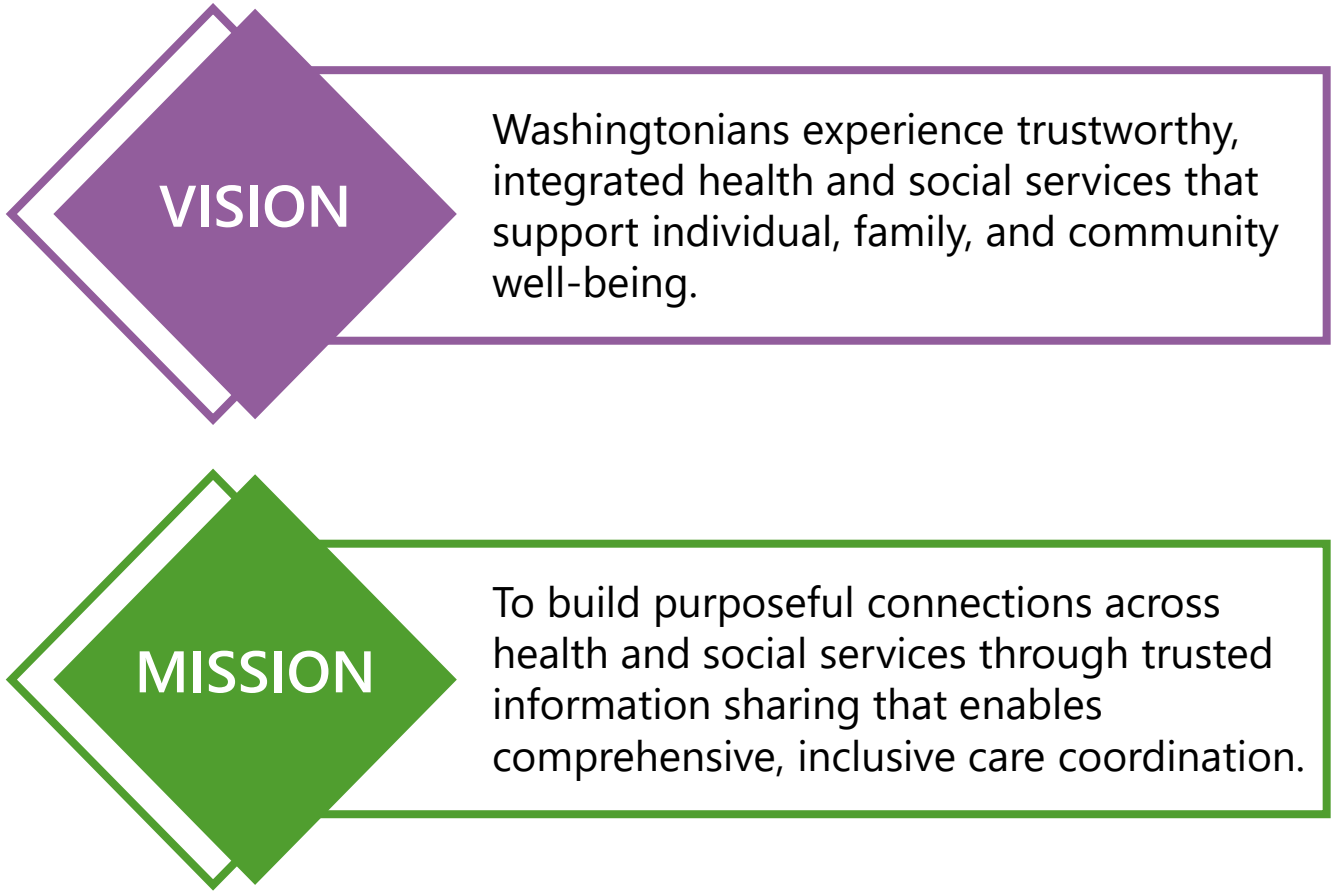
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Community Information Exchange for WA State

- Technology and legal infrastructure that enables community-based workers to coordinate health-related social needs (HRSN) services with **cross-sector partners** who collaborate to **deliver integrated care** ensuring better access to social care supports to improve health and well-being.
- This may include:
  - Resource directory
  - Client management system including shared client information
  - Needs assessment screening
  - Intake management
  - Shared care planning & care team info
  - Closed-loop referral
  - Referral history and a community record of social supports provided
  - Event notification

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WA CIE vision and mission



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CIE goals

- Provides legal and technical infrastructure to enable **cross-sector care coordination** through **shared governance** and **co-design activities**
- Makes it easier for care coordinators to find and get help for social care needs like food, housing, and transportation for Washingtonians
- Supports interoperability and adoption by providing functionalities that will enable information sharing across different systems

WA CIE Timeline: Now to Launch

September-October 2026

- RFP release and evaluation
- Advisory Board recruitment
- Policy & procedures development
- Send Dear Tribal Leader letter

November-December 2026

- Prepare for adoption and change readiness
- Technology vendor(s) selection and contracting
- Advisory Board initial convening

Winter 2027

- Vendor(s) onboarding and implementation build
- Establish program identity
- Develop training
- Begin to execute participant agreements

Spring 2027

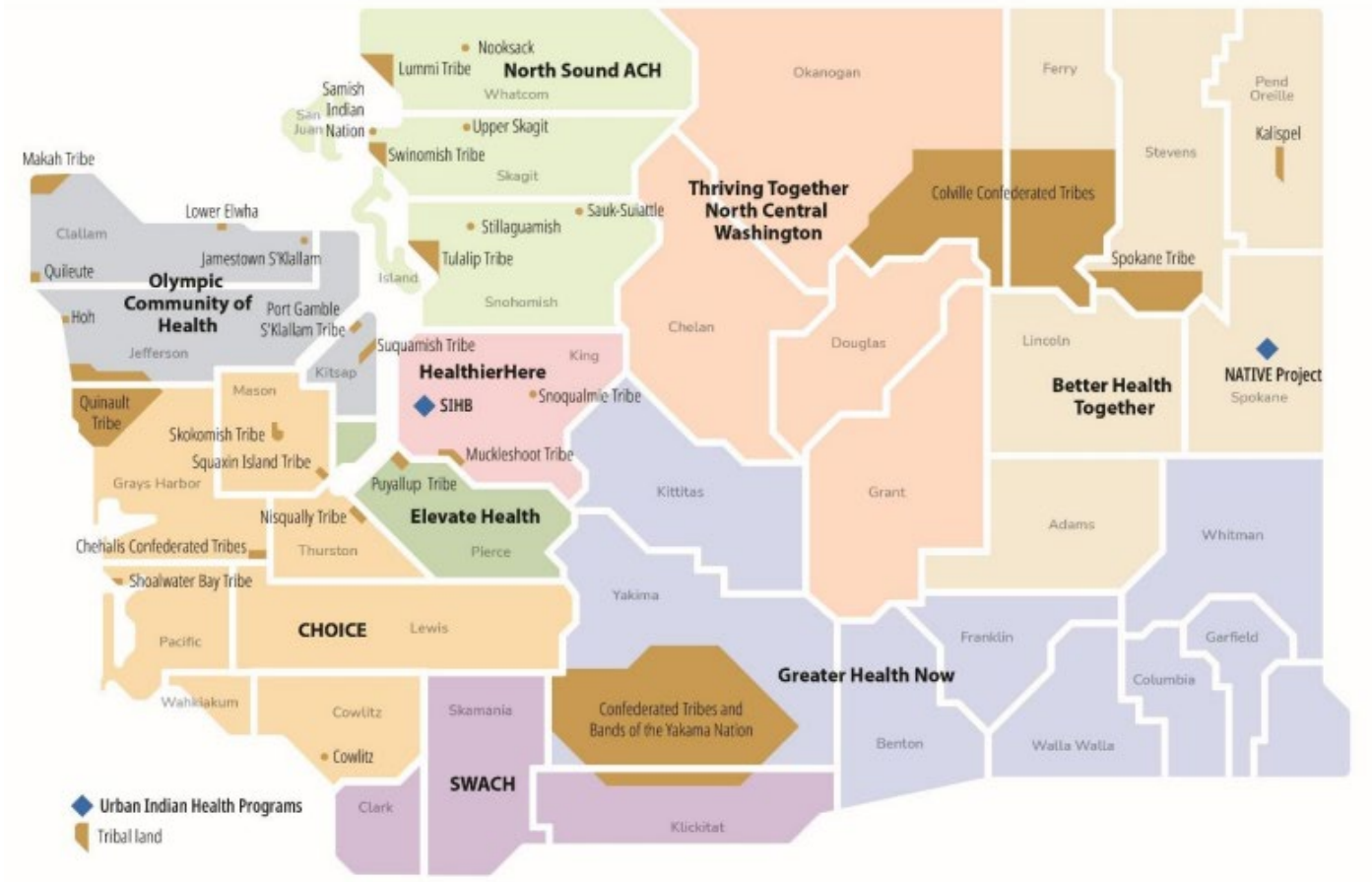
- Deliver training
- Functional, integration, and usability readiness testing
- Complete CIE technology implementation

June 30, 2027

- CIE MVP ready to deploy for CCHs and Social Care Network partners
- Start consenting clients

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Accountable Communities of Health (ACHs) Community Care Hubs (CCHs)



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Olympic Community of Health

- Boys & Girls Clubs of the Olympic Peninsula
- Clallam Transit
- Discovery Behavioral Healthcare
- East Jefferson Fire Rescue
- First Step Family Support Center
- Jefferson County Farmers Markets
- Jefferson Healthcare
- Jefferson Transit Authority
- Lutheran Community Services Northwest
- North Kitsap Fishline
- North Olympic Healthcare Network
- Olympic Peninsula Community Clinic
- Olympic Peninsula YMCA
- OWL360
- Peninsula Behavioral Health
- Peninsula Community Health Services
- Port Angeles Food Bank
- Quilcene Fire Rescue
- South Kitsap Helpline
- Voices of Pacific Island Nations
- YMCA of Pierce & Kitsap Counties

CHOICE

- Child and Adolescent Clinic
- Coastal CAP
- Community Action Council of Lewis, Mason, and Thurston Counties
- Crossroads Housing
- Destination Hope and Recovery
- Family Education and Support Services
- Family Support Center of South Sound
- Gather Church
- Love Overwhelming
- Lower Columbia CAP
- Olympia Mutual Aid Partners
- Sea Mar - Grays Harbor
- Sea Mar - Thurston County
- Valley View Health Center
- Wahkiakum Public Health and Human Services
- Washington United Migrants
- Youth and Family Link
- Youth Connection

North Sound

- Anacortes Family Center
- Community Action of Skagit County
- Homage Senior Services
- Ideal Option
- Island County Human Services
- North County Fire/EMSO.U.R. Journey
- Opportunity Council
- Orcas Community Resource Center
- Project Access Northwest
- Sea Mar Community Health Centers
- South County Fire
- Underground Ministries

HealthierHere

- A Supportive Community For All
- Asian Counseling and Referral Service
- Association of Zambians in Seattle, WA
- El Centro de la Raza
- Living Well Kent Collaborative
- Lutheran Community Services Northwest
- Mother Africa
- Neighborhood House
- Pacific Islander Community Association of WA
- Peer Washington
- POCAAN
- Project Access Northwest
- Somali Health Board
- Sound Generations
- Teenagers
- Chinese Information and Service Center Plus
- UTOPIA Washington
- Villa Communitaria
- Within Reach
- YMCA of Greater Seattle

Elevate Health

- Affordable Housing and Treatment Services
- Arms Around You
- Asia Pacific Cultural Center
- Associated Ministries
- Brotherhood R.I.S.E.
- Caring with Compassion Community
- Catholic Community Services
- Community Healthcare
- El Camino
- Family Promise
- HopeSparks
- Innovative Change Makers
- Lorene's Place II
- Lutheran Community Services
- Metropolitan Development Council
- Multicultural Child & Family Hope Center
- Oasis Youth Center
- Pacific Islander Health Alliance
- Pediatrics Northwest
- Pierce County Alliance
- Puyallup Tribal Health Authority
- Serving Our Community
- St. Vincent de Paul
- Tacoma Community House
- Tacoma Slavic Association
- Therapy Fund Foundation
- United Way of Pierce County
- Wakulima USA

SWACH

- Area Agency on Aging and Disabilities
- Bridgeview Resource Center
- Clark County Fire and Rescue
- Columbia River Mental Health
- Council for the Homeless
- Lifeline Connections
- Lutheran Community Services
- Outsiders Inn
- Sea Mar Community Health Centers
- Share
- Skamania County Community Health
- The Child and Adolescent Clinic
- The Free Clinic of Southwest Washington
- The Next Door
- Vancouver Housing Authority
- Washington Gorge Action Programs
- YWCA

Thriving Together

- Action Health Partners
- Advance
- Communities in School of NCW
- Community for the Advance of Family Education (CAFÉ)
- Grant County Health District
- Lake Chelan Health
- Lake Wenatchee Fire and Rescue
- Rural Resources Community Action

Better Health Together

- Aging & Long Term Care of Eastern Washington
- American Indian Community Center
- Communities in Schools
- Frontier Behavioral Health
- Health & Justice Recovery Alliance
- Mujeres in Action
- Northeast WA Education Council (ESD101)
- Nuestras Raices
- Pacific Islander Community Center of Washington
- Passages
- Peer Spokane
- Revive Center for Returning Citizens
- Rural Resources Community Action
- Spectrum Center
- The Native Project
- Volunteers of America

Greater Health Now

- Benton Franklin Health District
- Blue Mountain Action Council
- Blue Mountain Heart to Heart
- City of Clarkston Fire Department Asotin
- City of Walla Walla Fire Department
- Columbia County Health System
- Community Health of Central Washington
- First Fruits/Vista Hermosa
- FISH Community Food Bank
- Garfield County Health District
- Garfield Fire District 1
- Grace Clinic
- Kadlee Clinics
- Kittitas County Fire Protection District 6
- Kittitas County Health Network
- People for People
- Providence Medical Group Walla Walla
- Southeast Washington Alliance for Health
- Ttawaxt Birth Justice Center
- Walla Walla Immigration Rights Coalition
- Whitman Fire Council
- Yakima Neighborhood Health Services

ACH Social Care Network Partners

Year 1 Recap: applying our early learnings

Community engagement, user research, deep dives, and more

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Timeline and milestones

Fall 2025

Begin community engagement and communications to gather input into WA CIE governance and technology needs

Winter 25/26–Spring 2026

- Establish Interim Data and Technology Advisory Workgroup
- Conduct user research and other community engagement activities

Summer 2026

- Prepare for RFP release
- Prepare for adoption and change readiness
- Establish Interim Policy Workgroup

Fall 2026–Winter 26/27

- Release RFP and select technology vendor(s)
- Establish WA CIE Advisory Board
- Begin developing policies and procedures
- Prepare for training

Summer 2027

- Complete WA CIE technology implementation
- WA CIE ready to deploy for Community Care Hubs and Social Care Network Partners

Summer 2028

Additional cross-sector partners onboarded

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User research by the numbers

117 people

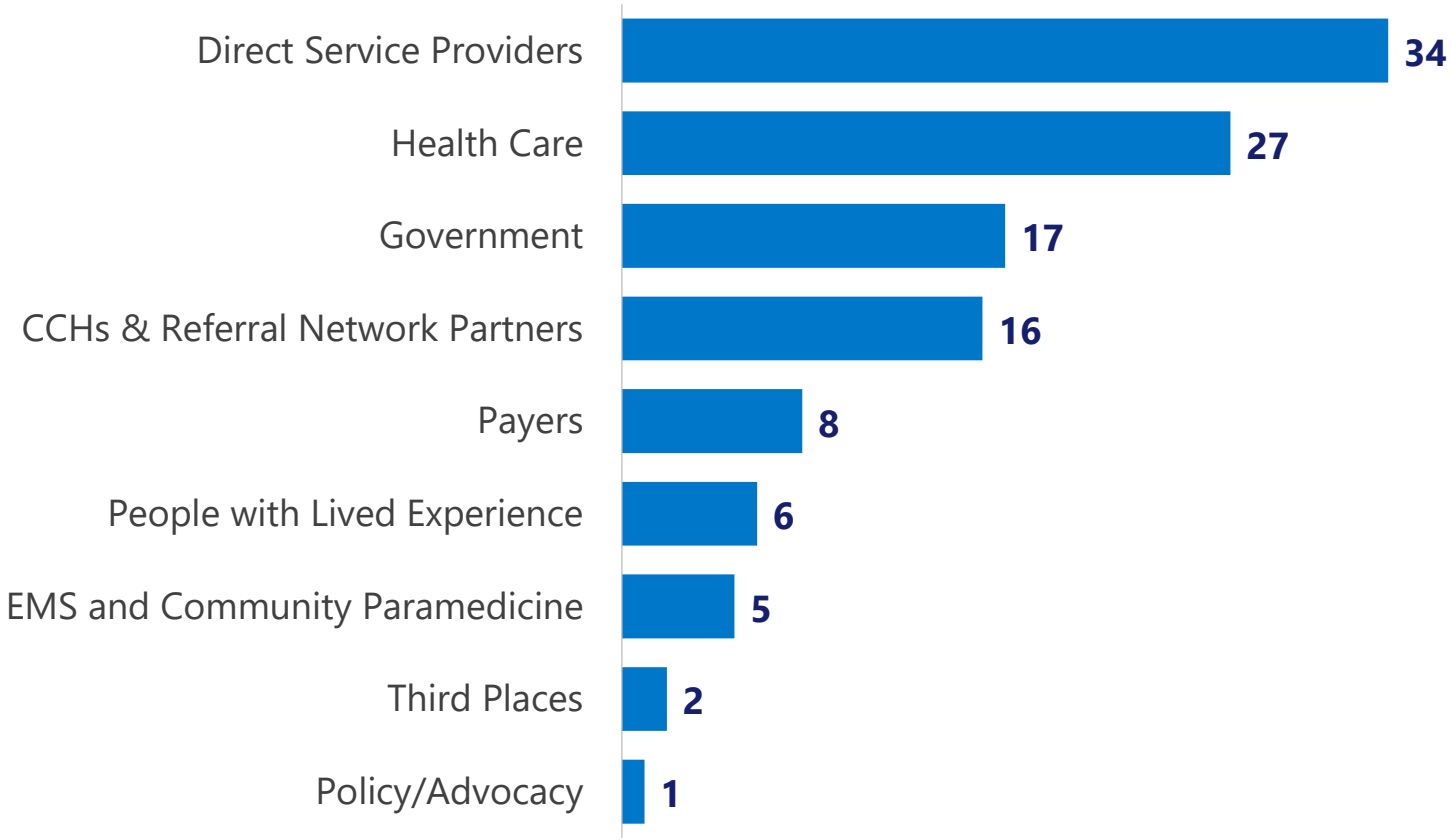


All regions and counties in Washington

Participants in focus groups, human-centered design sessions, and key informant interviews.



Participants could serve more than one area type, so counts exceed 117.



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What we've learned so far

Effective coordination is built on relationships

Technology alone cannot replace the contextual understanding and trust that exist within current networks.

— MCO focus group

The greatest need is shared visibility

One agency needs to plant the seed, and another one needs to nourish that seed but it's hard to see what seeds were planted.

— Aging focus group

The preferred future state is connection, not replacement

If [only] we could pull up every treatment they have been through, diagnosis and supports for the family… without jumping through a million hoops.

— Program manager supporting youth, children, and families

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First use case: initial release capabilities

Capabilities represent high-level functions that must be supported, independent of any specific technical implementation or vendor product.



Care Coordination



Client Identity Management



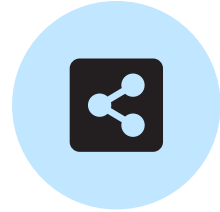
Client Record



Consent Management



Identity & Access Mgmt.



Interoperability



Referral Management



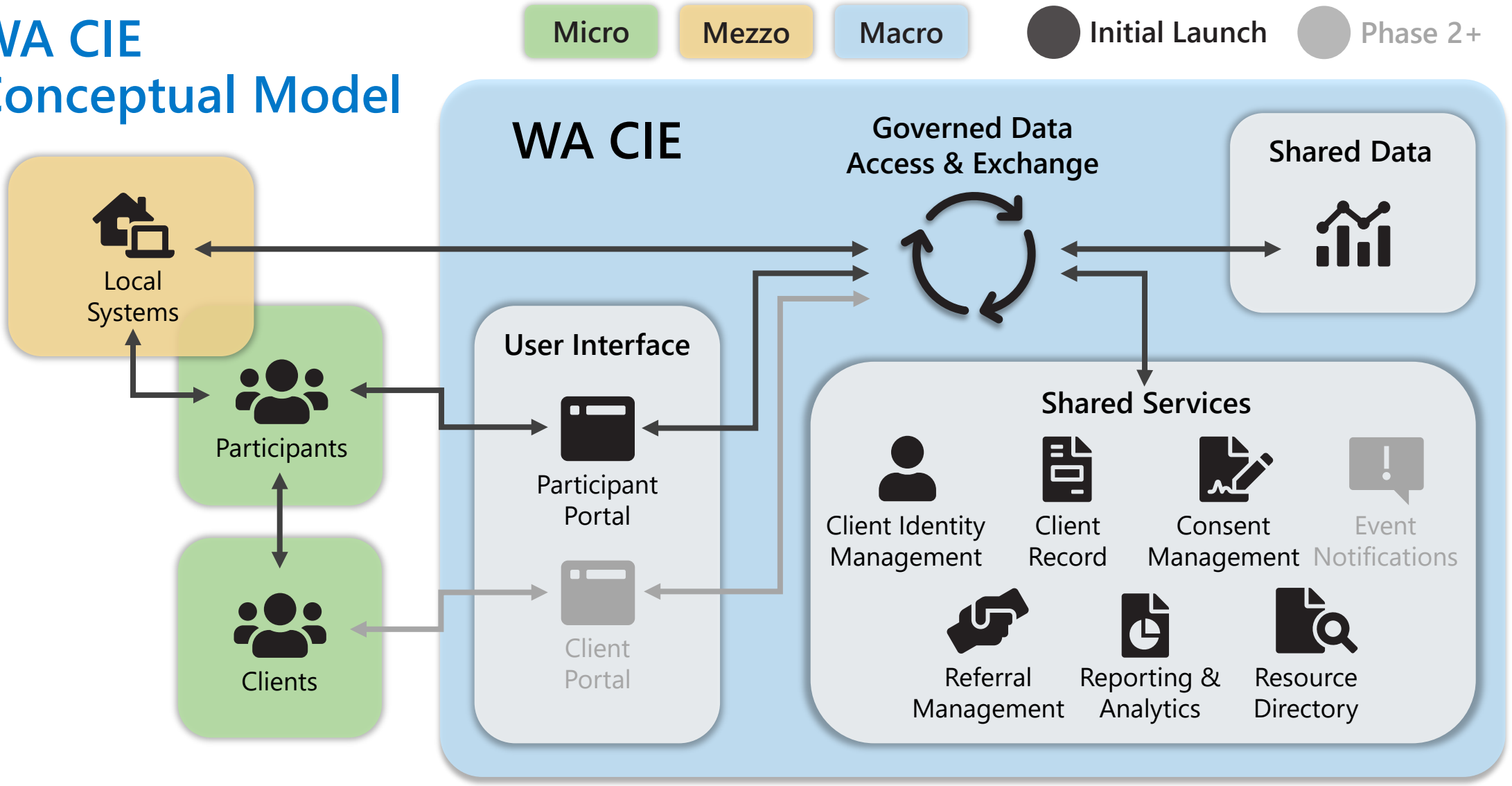
Reporting & Analytics



Resource Directory

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WA CIE Conceptual Model



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Where we're going next

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First stop: not the last stop

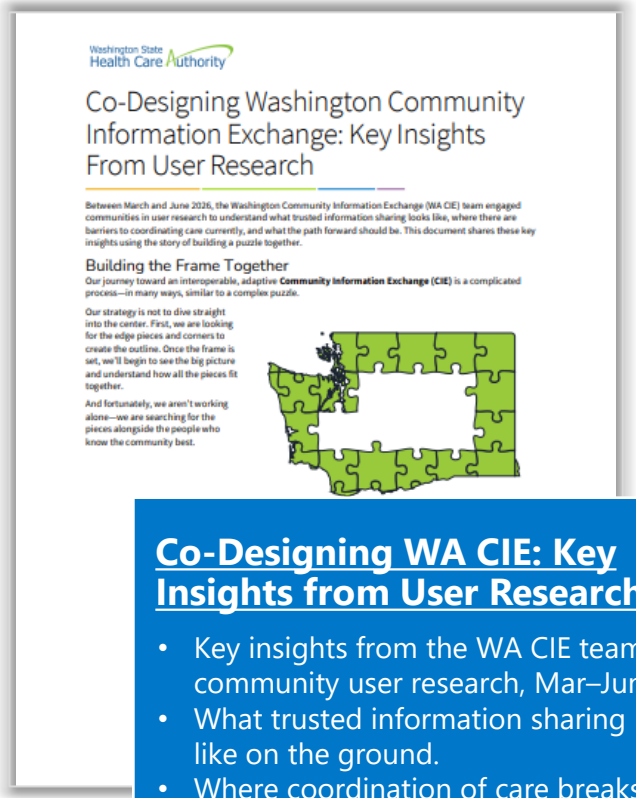
Onboarding more partners

- More connections, more sharing

Extending to more use cases

- Connecting to events
- Portal for residents

WA CIE foundational resources


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Co-Designing Washington Community Information Exchange: Key Insights From User Research

Between March and June 2026, the Washington Community Information Exchange (WA CIE) team engaged communities in user research to understand what trusted information sharing looks like, where there are barriers to coordinating care currently, and what the path forward should be. This document shares these key insights using the story of building a puzzle together.

Building the Frame Together

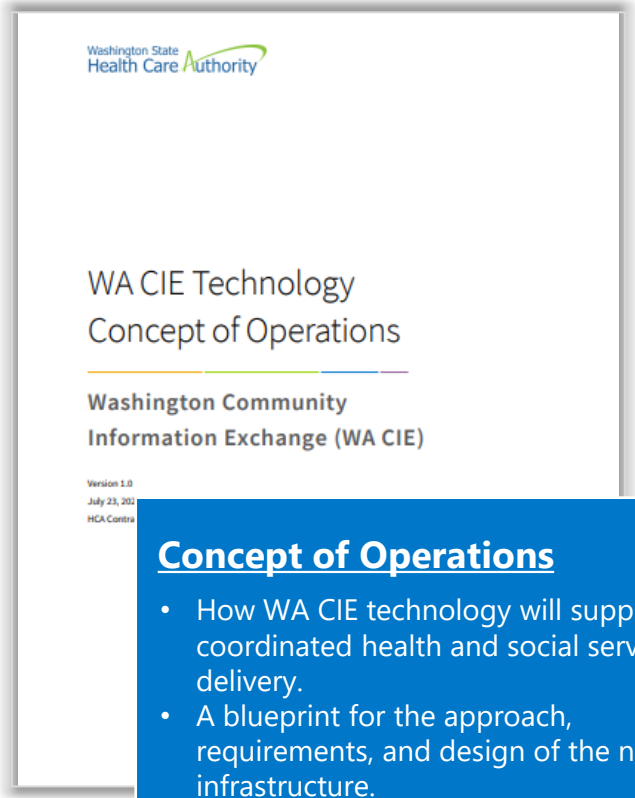
Our journey toward an interoperable, adaptive **Community Information Exchange (CIE)** is a complicated process—in many ways, similar to a complex puzzle.

Our strategy is not to dive straight into the center. First, we are looking for the edge pieces and corners to create the outline. Once the frame is set, we'll begin to see the big picture and understand how all the pieces fit together.

And fortunately, we aren't working alone—we are searching for the pieces alongside the people who know the community best.

Co-Designing WA CIE: Key Insights from User Research

- Key insights from the WA CIE team's community user research, Mar–Jun '26.
- What trusted information sharing looks like on the ground.
- Where coordination of care breaks down.
- What the path forward should be.


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WA CIE Technology Concept of Operations

Washington Community Information Exchange (WA CIE)

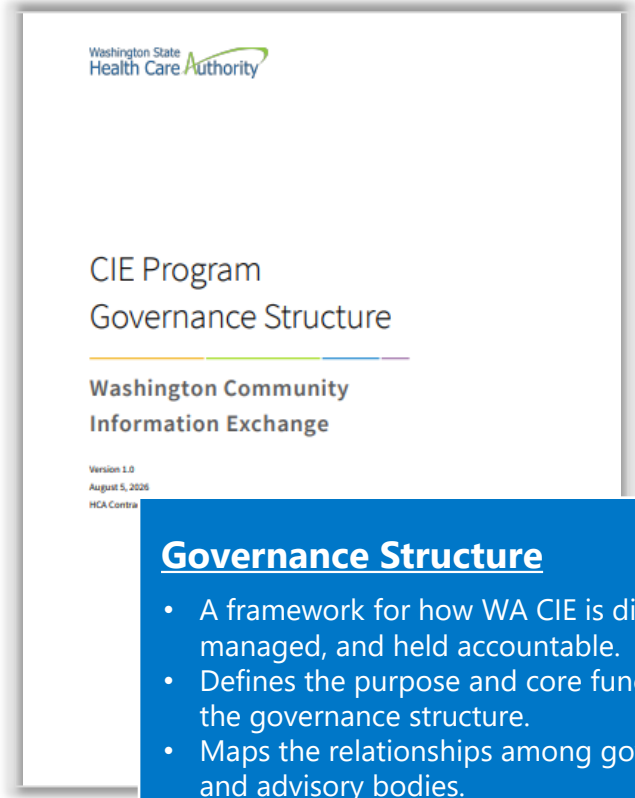
Version 1.0

July 23, 202

HCA Contra

Concept of Operations

- How WA CIE technology will support coordinated health and social services delivery.
- A blueprint for the approach, requirements, and design of the needed infrastructure.
- Built to serve communities across WA.


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CIE Program Governance Structure

Washington Community Information Exchange

Version 1.0

August 5, 2026

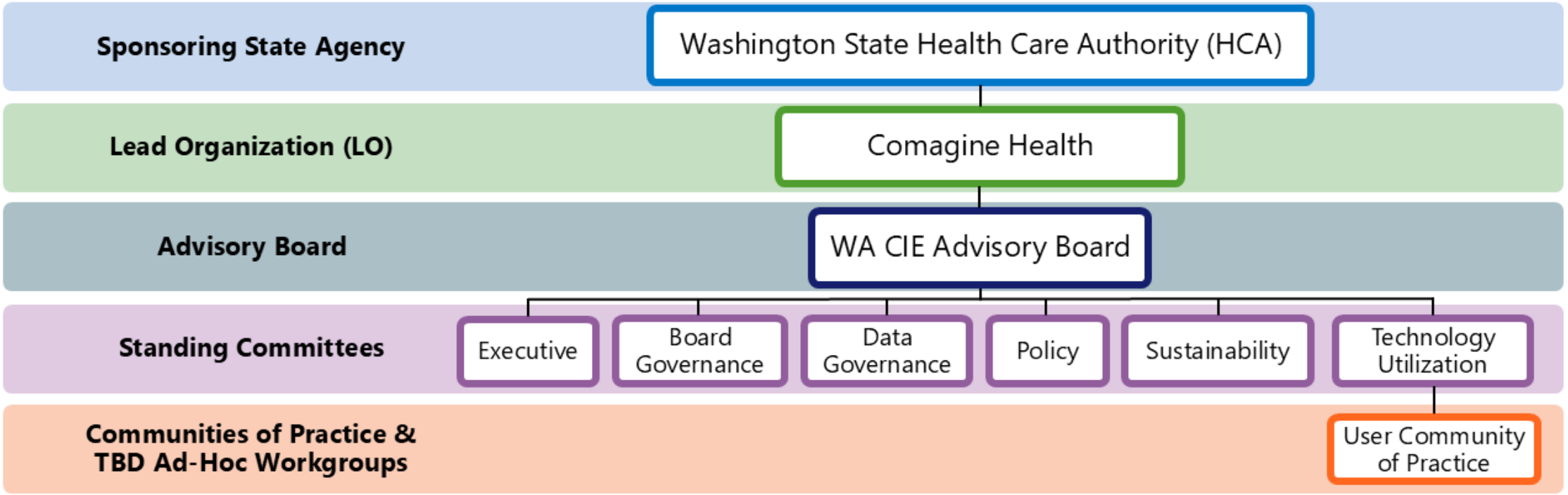
HCA Contra

Governance Structure

- A framework for how WA CIE is directed, managed, and held accountable.
- Defines the purpose and core functions of the governance structure.
- Maps the relationships among governing and advisory bodies.
- Clarifies member roles & responsibilities.

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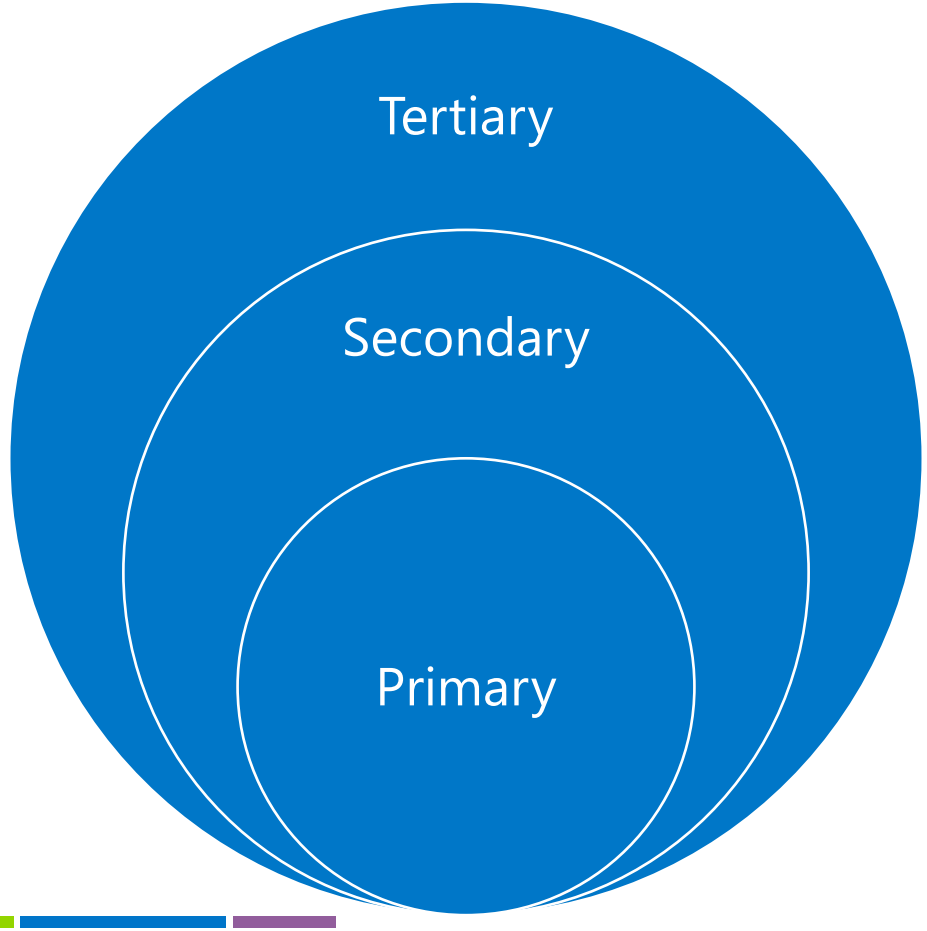
Governance Updates



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Activity: What's on your radar and what's in your budget?

Key question: How might public health impact or be impacted by WA CIE?





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Stay in touch – learn more

- Join our Virtual Public Input Walk-In on 10/22, noon–1pm!
  - Bring questions and feedback, or just listen in. Theme: Sustainability of WA CIE
- Get in touch!
  - Send us your questions, comments, requests for presentations, or ideas for community engagement activities. Email WACIE@comagine.org or send a message through the WA CIE Public Input Box.
- Get the latest news!
  - Sign up for the WA CIE newsletter
- Get the facts!
  - Visit the WA CIE website

Thank you!

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