

Community Care Hub National Learning Community

Leveraging Community Capacity to Improve Health Outcomes

Purpose

To bring together organizations serving as Community Care Hubs¹ (CCHs) that are either in development or interested in expansion to take part in shared learning, information and resource sharing, and coordinated technical assistance with the goal of building the strength and preparedness of the CCH to address health-related social needs and public health needs through contracts with health care entities.

The National Learning Community will include two tracks, one for organizations interested in developing their capacity to serve as a Community Care Hub (**Network Development** track). The second track is for established Community Care Hubs seeking to enhance and expand their administrative and service delivery capacity (**Network Expansion** track).

Aims

- Build the collective strength of CCHs through peer-to-peer learning and information and resource sharing, as well as engagement with subject matter experts
- Develop and expand CCH capacity across the country, including areas without existing CCH infrastructure, to connect more individuals to person-centered, coordinated supports to address social drivers of health
- Address public health needs and leverage relevant public health expertise in a community through collaboration with local public health leaders

Objectives

All participants:

- Broaden the geographic coverage and capacity of CCHs through a national effort targeting community-based organization network development and expansion
- Employ diversity, equity, and inclusion strategies, as well as leverage public health and other available community data, to evolve network composition to ensure services and providers are reflective of the communities served and their priorities

¹ A community-focused entity that organizes and supports a network of community-based organizations providing services to address health-related social needs. A Community Care Hub centralizes administrative functions and operational infrastructure, including but not limited to, contracting with health care organizations, payment operations, management of referrals, service delivery fidelity and compliance, technology, information security, data collection, and reporting.

A Community Care Hub has trusted relationships with and understands the capacities of local community-based and healthcare organizations and fosters cross-sector collaborations that practice community governance with authentic local voices.

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Network Development:

- Create opportunities to expand the reach of services to a greater number of people to address health related social needs through network development, contracting with health care partners, and braiding public and private funding sources
- Establish or increase CCH capacity in key operational domains including leadership, financial acumen, business development, network development/support, and network administration

Network Expansion:

- Leverage CCH capacity to enable partnerships with the housing sector and support housing stability
- Increase acumen with respect to payment, billing, and coding for services that address health-related social needs (potential topics include social intervention coding, claims filing, SDOH HEDIS measures, and engagement with providers participating in alternative payment models)
- Increase CCH and network capacity through shared learning and economies of scale with an emphasis on information technology and related infrastructure

Expectations

Learning Community participants will be asked to complete the following activities as part of participation in the Learning Community:

- Identify two or more goals related to Learning Community participation, in alignment with the Aims and Objectives noted above
- Actively engage in Learning Community technical assistance activities and provide regular progress updates
- Establish a relationship with a public health partner within first three months of Learning Community launch (if partnership is not currently in place)
- Complete an Organizational Capacity Assessment to help align technical assistance with identified areas for growth (Network Development Track only)

Benefits

Through engagement in this Learning Community, it is anticipated participants will receive the following benefits:

- Access to subject matter experts, training, and technical assistance targeted to support CCH development and expansion
- Engagement with a national network of peers to enable shared learning
- Opportunities to scale the capacity and sustainability of CCHs, including through facilitated partnerships with providers and health plans in Advanced Payment Models, identifying ways to streamline and ease contractual relationships, and piloting/adopting the work products of the Partnership to Align Social Care (a national learning and action network comprising leaders from CBO network, health plans, health systems, and national associations)
- Access to a web-based technical assistance platform for resource and information sharing
- Opportunities to share recommendations and insights with the Administration for Community Living (ACL) to support further development or expansion of CCHs

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- Up to date information on funding and resource opportunities to support sustainability and network development

Technical Assistance

Technical Assistance Tracks

Network Development Track

This track is designed for organizations with existing capacity² to contract as part of a network with health care entities and who are interested in, or in the beginning phases of, operating as a Community Care Hub.

Network Expansion Track

This track is for organizations that are currently operating as a CCH with health care contracting experience and have achieved key administrative milestones related to serving as a CCH. Organizations that have achieved three or more of the following CCH key features are encouraged to select the Network Expansion track:

- Contracting with healthcare organizations
- Payment operations
- Management of referrals
- Service delivery fidelity and compliance
- Technology and information security
- Data collection and reporting of outcomes

Types of Technical Assistance

All Member Meetings: Kick off, Mid-point, and Capstone meeting with all Learning Community members

Technical Assistance Webinars (Network Development track only): Monthly webinars led by subject matter experts organized around key topics informed by the completion of Organizational Capacity Assessment. This tool was developed to assess the essential proficiencies and competencies for building successful networks and securing partnerships with health care organizations.

Peer Collaborative Meetings (Network Expansion track only): A series of TA meetings which include introductory webinars around the identified priority topics. Learning Community participants will be engaged in agenda setting and expected to complete preparatory work outside of meetings.

Office Hours: Topic-based discussions that focus on problem solving, information and resource sharing, and open discussion. Topics to be determined on rolling basis and will be supported with staff support and subject matter experts (as applicable). All Learning Community members will be invited to join Office Hours meetings.

Individualized Technical Assistance: One-to-one consultation with a subject matter expert to address a specific question or challenge (available upon identified need/request).

² Existing contracting capacity can include receiving payment from a health care entity for services such as care coordination, caregiver programs, care transitions, evidence-based programs, nutrition services, housing supports, transportation, etc., or has developed key infrastructure (i.e., strategic planning processes, establishment of business requirements, financial modeling, information technology infrastructure, quality assurance, service delivery compliance, etc.) to support contracting with health care.

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Online TA Community: An online forum with a repository of meeting materials and recordings, relevant resources, and a discussion board to engage in offline discussion with Learning Community participants.