2023-2024 Community Care Hub National Learning Community

Kick-off Meeting

December 5, 2023

Introductions

- Please let us know who is here by sharing via chat:
  - Your name
  - Organization
  - One thing about the National Learning Community you're looking forward to

- It's also helpful to update your name in Zoom to include your organization and state
  - To change how your name appears in Zoom:
    - Go to "Participants" list and select the icon with 3 dots to the right of your name
    - Select "Rename"
    - Enter your name and organization and select "Change"

Logistics & Housekeeping

- **Recordings and Meeting Material**
  - NLC meetings will be recorded and shared with participants via email. Meeting material will be posted to the NLC technical assistance page.
- **Sound**
  - Please keep yourself on mute unless speaking. Please see the meeting invite for a call-in option if you have connectivity issues.
- **Use the "Raise Hand" Function to Engage**
  - To raise your hand, click on the “Reactions” box and then click “Raise Hand.” You can also lower your hand by following the same process.
  - Please provide your name and organization when speaking.
- **Closed Captioning**
  - A live transcript of the meeting is available. To turn on closed captioning, click on the upward arrow next to Live Transcript and select “Captions.” The Captions option may also be available under the icon labeled “More.”
- **Trouble Shooting**
  - If you would like assistance trouble shooting any Zoom features, please send a Direct Message chat to Breck Frye, or email BFrye@mission-ag.com

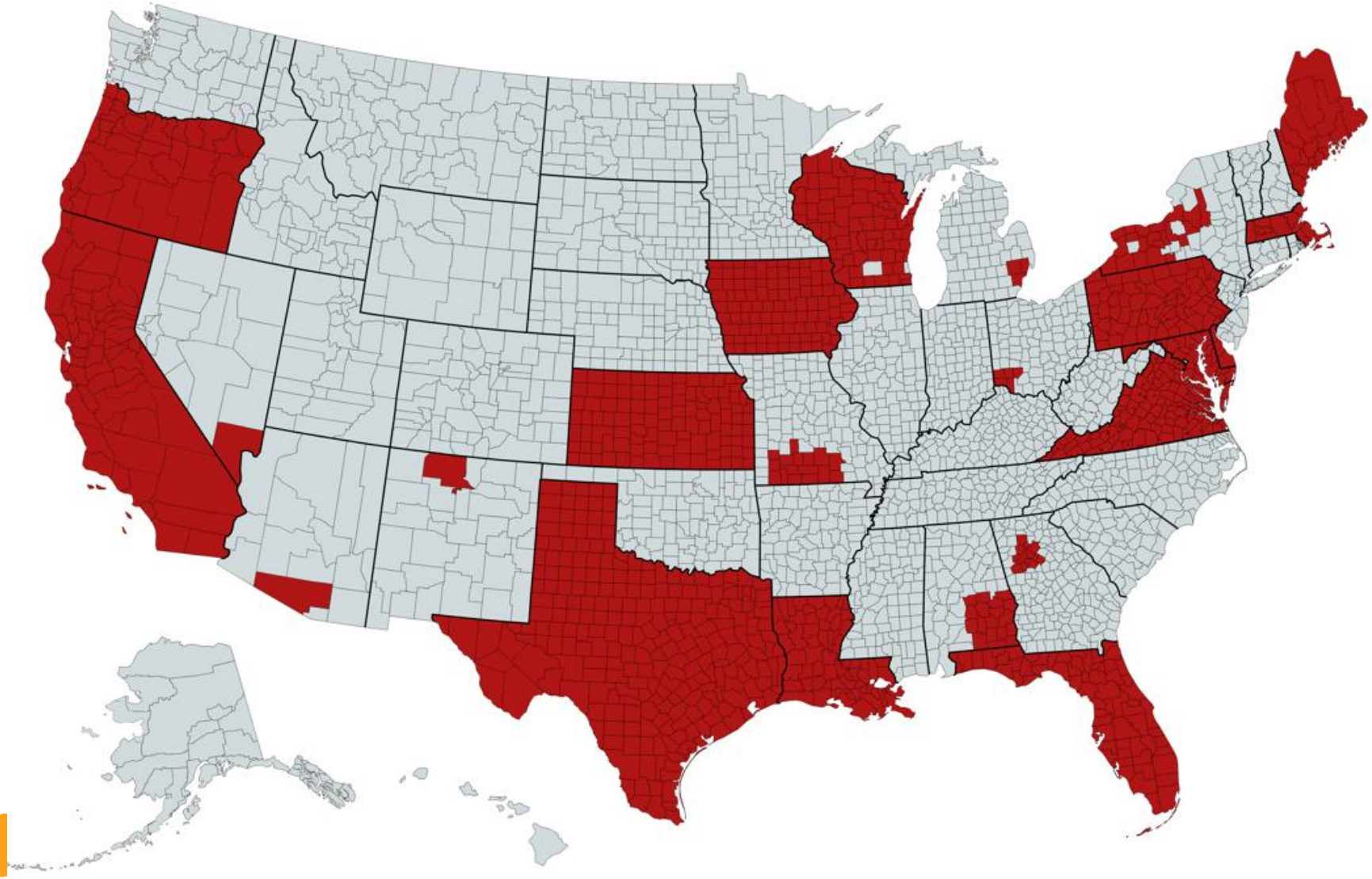
Agenda

- Welcome and Introductions
- Community Care Hub Capacity Assessment Overview
- NLC Action Plan and Small Group Calls
- Introduction to Individual Technical Assistance
- TA Community Site
- Closing and Next Steps

NLC Introductions

- 32 participating organizations
  - 23 states represented
  - Organization types:
    - Area Agencies on Aging (AAAs): 17
    - Centers for Independent Living (CILs): 3
    - Local Public Health Department: 1
    - Other CBO: 11

2023-2024 NLC Participants



WELCOME FROM THE ADMINISTRATION FOR COMMUNITY LIVING

Opportunities to Align Health and Social Care

- Increased attention on social drivers of health (SDOH) and health-related social needs (HSRN):
  - HHS Call to Action: Addressing Health-Related Social Needs in Communities Across the Nation
  - U.S. Playbook to Address Social Determinants of Health
  - Medicaid Framework for health-related social needs (HRSN) coverage policies
    - 1115 Waivers supporting state investments
    - CMS "In Lieu of" Services Guidance to address HRSNs in Medicaid Managed Care
  - New Advanced Payment Incentives for Medicare ACOs
  - Physician Fee Schedule Final Rule

Calendar Year 2024 Medicare Physician Fee Schedule Final Rule

- Services Addressing Health-Related Social Needs
  - **Community Health Integration Services**
    - Intended to address unmet SDOH needs that affect the diagnosis and treatment of the patient's medical problems
    - Separate coding and payment for CHI services (two new G codes)
  - Social Determinants of Health Risk Assessment
    - Furnished by the practitioner on the same date they furnish an evaluation/management (E/M) visit
    - Also proposing to add SDOH risk assessment to the annual wellness visit as an optional, additional element
  - Principal Illness Navigation Services
    - Help people with Medicare who are diagnosed with high-risk conditions (for example, dementia, substance use disorder) identify and connect with appropriate clinical and support resources.

Learning System to Align Health and Social Care

- Multi-pronged approach to learning a collaborative and holistic model of care that builds upon existing community capacity to address HRSNs
- Intended to meet CBOs, CCHs, and their health care partners where they are in journey to screen, refer, coordinate, deliver, and finance services
- Coordinate across various organizations providing relevant TA to implement a comprehensive approach that reaches a broad group of aging and disability CBOs, CCHs, and health care organizations

Technical Assistance Opportunities in 2024

- **Community Care Hub 101 Learning Series**
  - All CBOs interested in or early in their hub development
- **Community Care Hub National Learning Community**
  - For CBOs - existing and emerging hubs with health care contracting capacity
- **Center of Excellence to Align Health and Social Care**
  - Funding opportunity for community care hubs to support and enhance hub infrastructure
- **Health Equity Learning Collaborative (Partnership to Align Social Care)**
  - For more advanced hubs and their health care partners to collaborate on team based-learning and multi-payer alignment
- **ECHO learning series on care transitions with CBOs and hospital partners**
  - All CBOs serving older adults/people with disabilities with hospital partners learn how to collaborate on HRSN screening, referral, transition support, and service activation/coordination
- **Housing and Services Partnership Accelerator**
  - Support state teams coordinating across organizations that provide services and resources that help people find – and keep – stable housing in the community
- **Multi-state IT learning collaborative on interoperable referral systems**

NLC GOALS AND OBJECTIVES

NLC Overview

- Purpose: bring together organizations that serve older adults and people with disabilities operating as community care hubs (CCHs), or organizations with existing contracting capacity and a desire to operate as a CCH, 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.

- Will utilize the ECHO “all teach, all learn” learning model to facilitate peer engagement and knowledge sharing.

NLC Aims

- Build the collective strength of CCHs through peer-to-peer learning, information and resource sharing, and engagement with subject matter experts
- Develop and expand CCH capacity across the country, including areas served by organizations with health care contracting capacity that are not currently serving as a CCH, to connect more individuals to person-centered, coordinated supports to address health-related social needs
- Prepare CCHs to participate in new and innovative contracting opportunities with health care organizations including a special focus on multi-payer alignment utilizing the Medicare Healthcare Common Procedure Coding System (HCPCS)

NLC Objectives

- NLC participants will increase their capacity in one or more business acumen domains (Leadership, Finance, Business Development, Network Development and Support, and Network Administration)
- NLC participants will explore and prepare for multi-payer alignment utilizing Medicare HCPCS and other health care contracting opportunities
- NLC participants will identify what data they currently have access to and what data they should be prepared to collect and analyze to demonstrate outcomes and value to various stakeholders, including health care partners
- NLC participants will acquire strategies for building the business case for partnership with CCHs across various payors and will explore ways to support network partners through contract terms and service line development

NLC Requirements

- Actively engage in NLC technical assistance activities and provide regular progress updates
- **Complete a Community Care Hub Capacity Assessment** (CCHCA) to help align technical assistance with identified areas for growth
- Develop a **CCH Action Plan** outlining two or more goals related to NLC participation, in alignment with the Aims and Objectives noted prior, as well as milestones and support needed to achieve the goals

CCH CAPACITY ASSESSMENT OVERVIEW

ACL COMMUNITY CARE HUB
CAPACITY ASSESSMENT

Introduction | December 5th, 2023

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Where ideas evolve into action

CREATIVE IDEAS TO ACTION RESULTS

AGENDA

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1. Purposes of the Assessment
2. Who Should Complete the Assessment
3. Conducting Your Self-Assessment
4. Submitting Your Assessment
5. Utilizing Your Assessment Results

1. PURPOSES OF THE CCH CAPACITY ASSESSMENT

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- A tool to help community care hubs (CCHs) assess their capability to manage, sustain, and grow a CBO network.

- Provides a framework for organizations to measure business acumen maturity only as it relates to their CCH function.

- A developmental tool for CCHs to identify opportunities to enhance business acumen.

2. WHO SHOULD COMPLETE THE ASSESSMENT

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- **Required** if you have never completed an ACL CCH assessment before; **highly encouraged** if you have completed an ACL CCH assessment before.
- **Designate a lead** from your team who will ensure completion of and submit the assessment.
- **Review the assessment content** prior to entering your scores and rationale.
- Complete the assessment **as a team** (time to complete should take **3–5 hours**).

3. CONDUCTING YOUR SELF-ASSESSMENT

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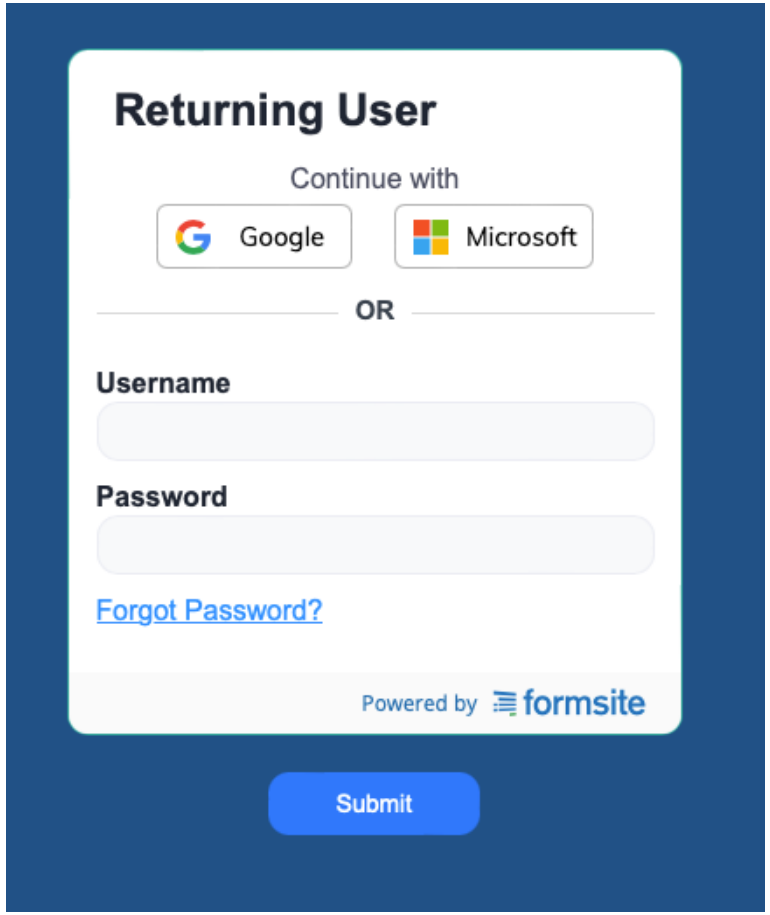
- Collaborative Consulting will email you a link to the assessment with your unique credentials after this webinar.
- Enter your credentials to access the assessment.
- The assessment must be completed online through this Formsite platform.



3. CONDUCTING YOUR SELF-ASSESSMENT

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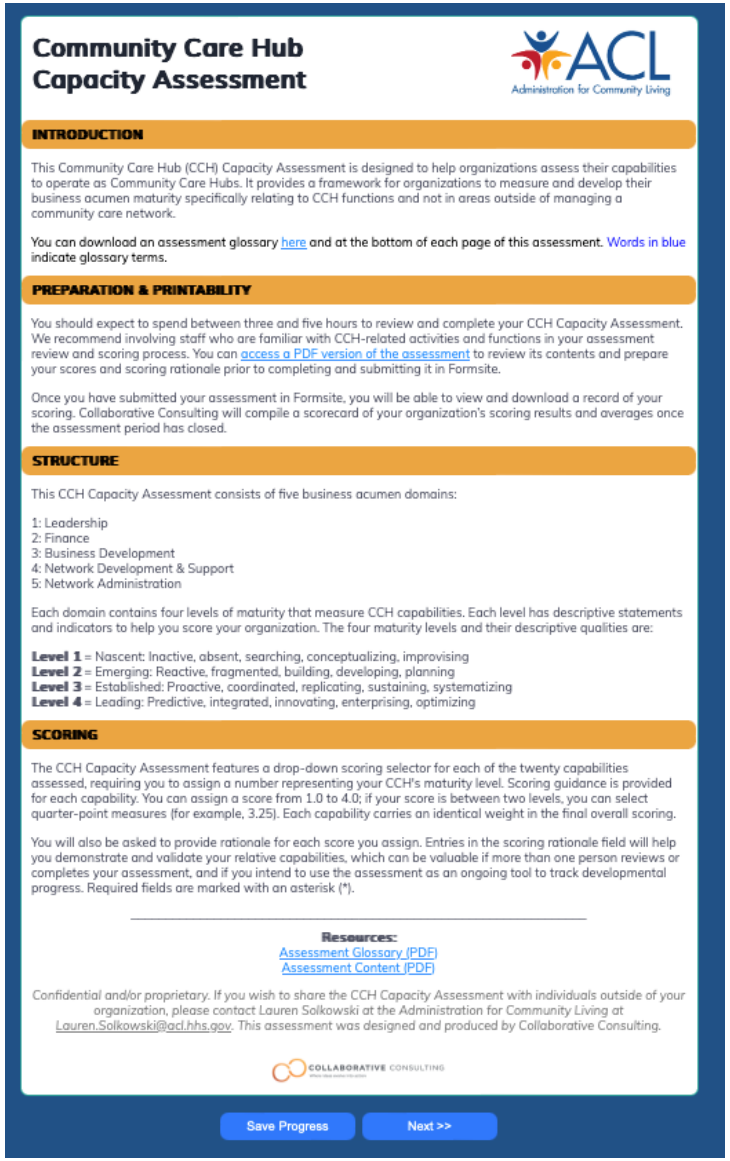
- First page is an introduction, with links to a glossary PDF and assessment content PDF.

- The content PDF allows you to download, print, and share the assessment material easily, prior to completing it in Formsite.



Community Care Hub Capacity Assessment

ACL Administration for Community Living

INTRODUCTION

This Community Care Hub (CCH) Capacity Assessment is designed to help organizations assess their capabilities to operate as Community Care Hubs. It provides a framework for organizations to measure and develop their business acumen maturity specifically relating to CCH functions and not in areas outside of managing a community care network.

You can download an assessment glossary here and at the bottom of each page of this assessment. Words in blue indicate glossary terms.

PREPARATION & PRINTABILITY

You should expect to spend between three and five hours to review and complete your CCH Capacity Assessment. We recommend involving staff who are familiar with CCH-related activities and functions in your assessment review and scoring process. You can access a PDF version of the assessment to review its contents and prepare your scores and scoring rationale prior to completing and submitting it in Formsite.

Once you have submitted your assessment in Formsite, you will be able to view and download a record of your scoring. Collaborative Consulting will compile a scorecard of your organization's scoring results and averages once the assessment period has closed.

STRUCTURE

This CCH Capacity Assessment consists of five business acumen domains:

1: Leadership
2: Finance
3: Business Development
4: Network Development & Support
5: Network Administration

Each domain contains four levels of maturity that measure CCH capabilities. Each level has descriptive statements and indicators to help you score your organization. The four maturity levels and their descriptive qualities are:

Level 1 = Nascent: Inactive, absent, searching, conceptualizing, improvising
Level 2 = Emerging: Reactive, fragmented, building, developing, planning
Level 3 = Established: Proactive, coordinated, replicating, sustaining, systematizing
Level 4 = Leading: Predictive, integrated, innovating, enterprising, optimizing

SCORING

The CCH Capacity Assessment features a drop-down scoring selector for each of the twenty capabilities assessed, requiring you to assign a number representing your CCH's maturity level. Scoring guidance is provided for each capability. You can assign a score from 1.0 to 4.0; if your score is between two levels, you can select quarter-point measures (for example, 3.25). Each capability carries an identical weight in the final overall scoring.

You will also be asked to provide rationale for each score you assign. Entries in the scoring rationale field will help you demonstrate and validate your relative capabilities, which can be valuable if more than one person reviews or completes your assessment, and if you intend to use the assessment as an ongoing tool to track developmental progress. Required fields are marked with an asterisk (*).

Resources:
Assessment Glossary (PDF)
Assessment Content (PDF)

Confidential and/or proprietary. If you wish to share the CCH Capacity Assessment with individuals outside of your organization, please contact Lauren Solkowski at the Administration for Community Living at Lauren.Solkowski@acl.hhs.gov. This assessment was designed and produced by Collaborative Consulting.

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Save Progress Next >>

3. CONDUCTING YOUR SELF-ASSESSMENT

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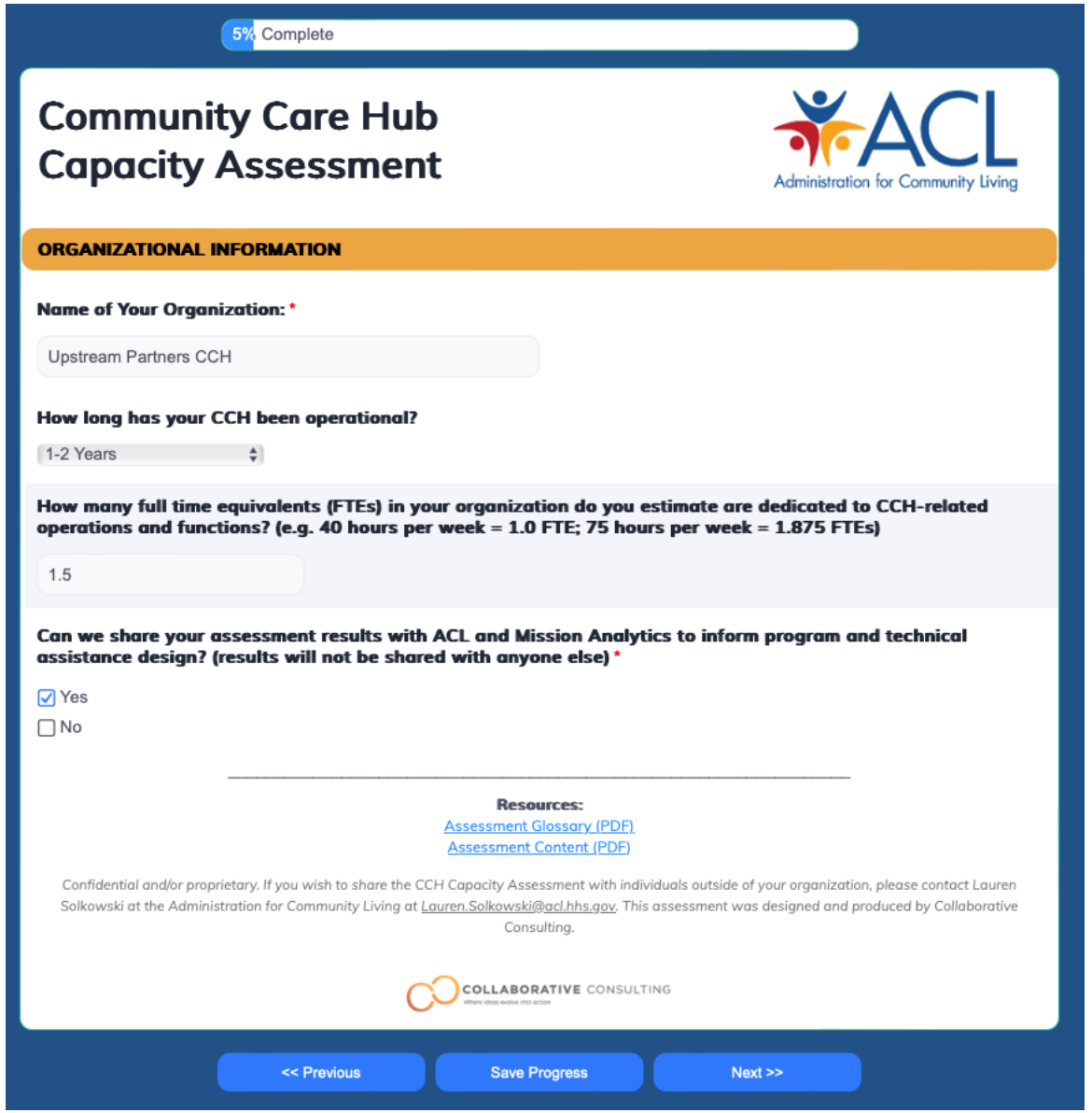
- Page 2 asks for some preliminary information and permission.
- You have the option to save your progress and return later.
- Advancing from this page will begin the self-assessment.



3. CONDUCTING YOUR SELF-ASSESSMENT

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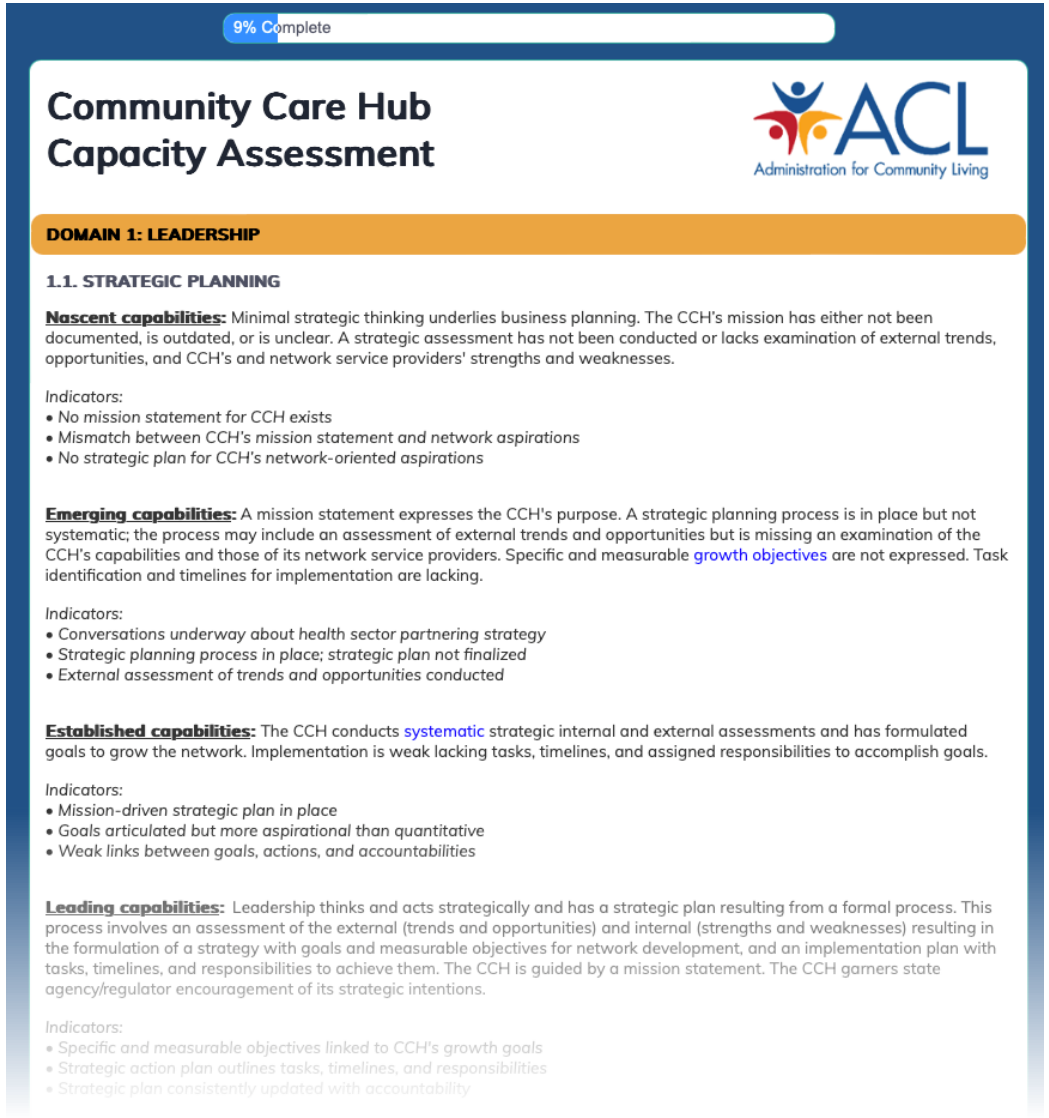
There are five domains in the assessment:

1. **Leadership**
2. **Finance**
3. **Business Development**
4. **Network Development & Support**
5. **Network Administration**

Each domain consists of four capability areas you will score your organization on.


9% Complete

Community Care Hub Capacity Assessment

ACL Administration for Community Living

DOMAIN 1: LEADERSHIP

1.1. STRATEGIC PLANNING

Nascent capabilities: Minimal strategic thinking underlies business planning. The CCH's mission has either not been documented, is outdated, or is unclear. A strategic assessment has not been conducted or lacks examination of external trends, opportunities, and CCH's and network service providers' strengths and weaknesses.

Indicators:
- *No mission statement for CCH exists*
- *Mismatch between CCH's mission statement and network aspirations*
- *No strategic plan for CCH's network-oriented aspirations*

Emerging capabilities: A mission statement expresses the CCH's purpose. A strategic planning process is in place but not systematic; the process may include an assessment of external trends and opportunities but is missing an examination of the CCH's capabilities and those of its network service providers. Specific and measurable growth objectives are not expressed. Task identification and timelines for implementation are lacking.

Indicators:
- *Conversations underway about health sector partnering strategy*
- *Strategic planning process in place; strategic plan not finalized*
- *External assessment of trends and opportunities conducted*

Established capabilities: The CCH conducts systematic strategic internal and external assessments and has formulated goals to grow the network. Implementation is weak lacking tasks, timelines, and assigned responsibilities to accomplish goals.

Indicators:
- *Mission-driven strategic plan in place*
- *Goals articulated but more aspirational than quantitative*
- *Weak links between goals, actions, and accountabilities*

Leading capabilities: Leadership thinks and acts strategically and has a strategic plan resulting from a formal process. This process involves an assessment of the external (trends and opportunities) and internal (strengths and weaknesses) resulting in the formulation of a strategy with goals and measurable objectives for network development, and an implementation plan with tasks, timelines, and responsibilities to achieve them. The CCH is guided by a mission statement. The CCH garners state agency/regulator encouragement of its strategic intentions.

Indicators:
- *Specific and measurable objectives linked to CCH's growth goals*
- *Strategic action plan outlines tasks, timelines, and responsibilities*
- *Strategic plan consistently updated with accountability*

3. CONDUCTING YOUR SELF-ASSESSMENT

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There are four general scoring levels:

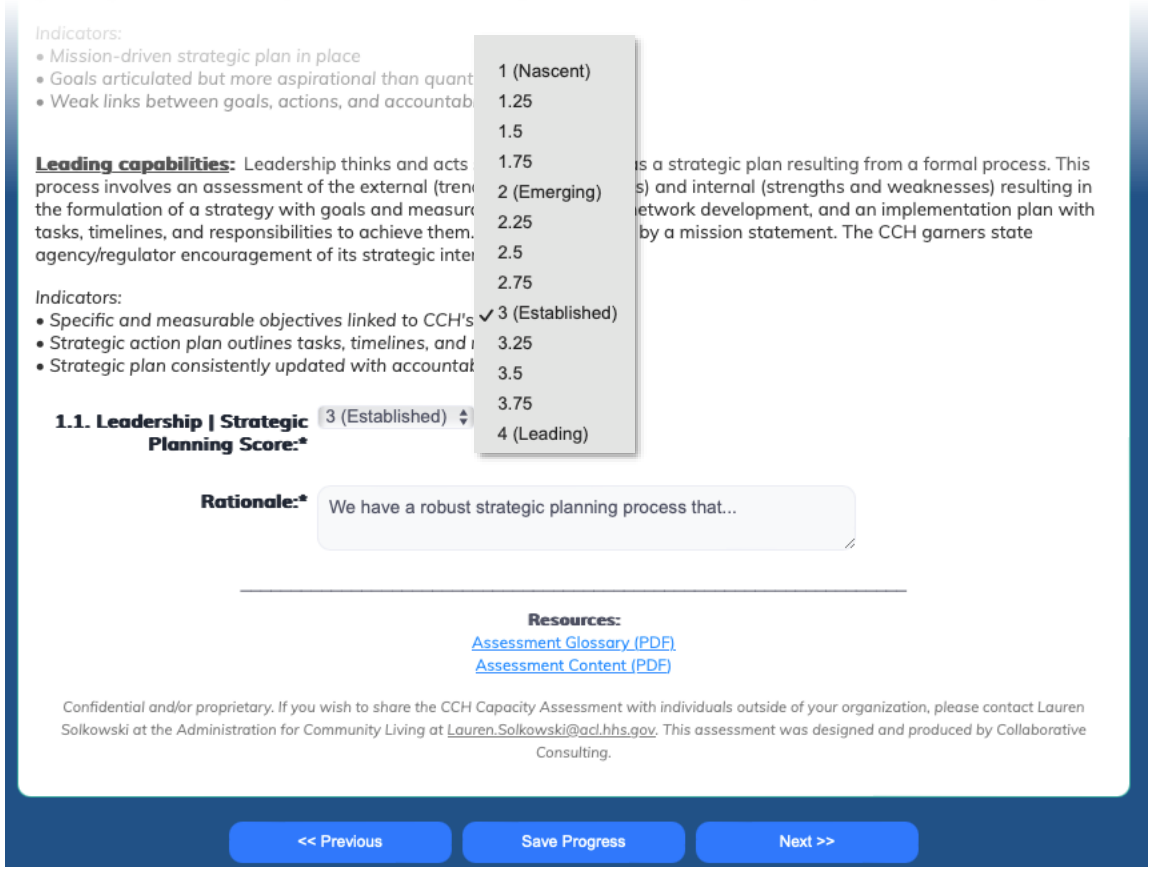
1 = Nascent Capabilities: Inactive, absent, searching, conceptualizing, improvising

2 = Emerging Capabilities: Reactive, fragmented, building, developing, planning

3 = Established Capabilities: Proactive, coordinated, replicating, sustaining, systematizing

4 = Leading Capabilities: Predictive, integrated, innovating, enterprising, optimizing

Scoring is available at .25 intervals to allow for greater accuracy. Providing rationale for your scoring is also required.



4. SUBMITTING YOUR COMPLETED ASSESSMENT

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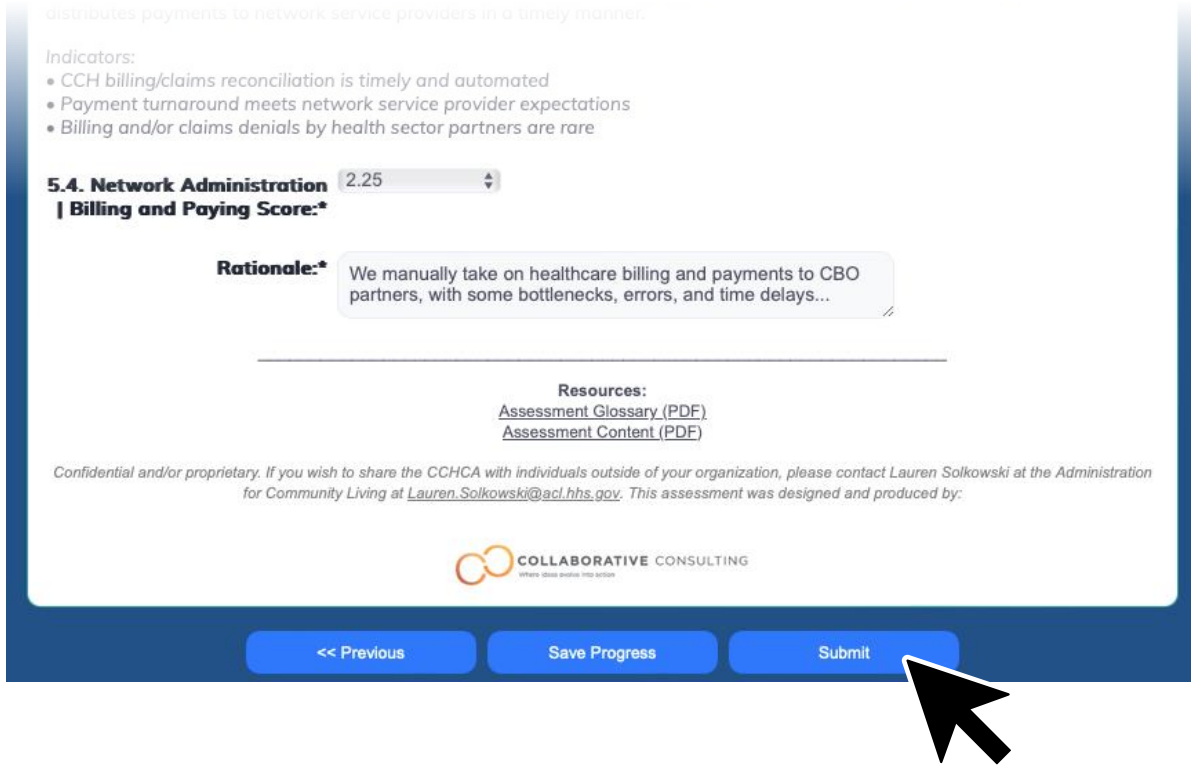
- Please complete and submit the assessment by **Thursday, January 11th, 2024.**
- Collaborative Consulting will produce a personalized scorecard of your organization's results after the assessment has closed.
- Collaborative Consulting will analyze all the scoring results and present back to the cohort in early 2024.

- **If you have questions or difficulties, please contact Alison Burger: alison@CollaborativeConsulting.net**



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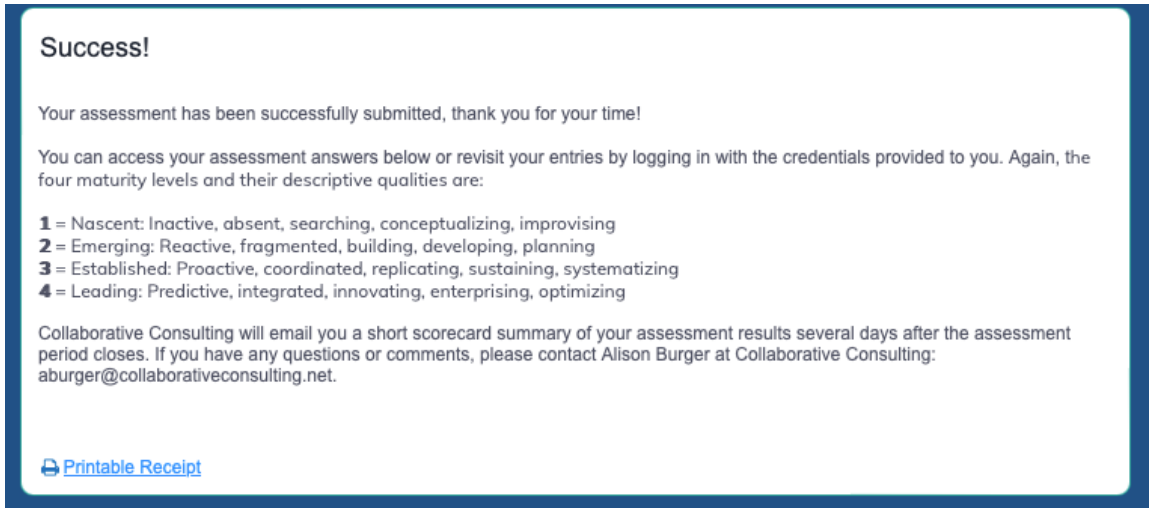

Success!

Your assessment has been successfully submitted, thank you for your time!

You can access your assessment answers below or revisit your entries by logging in with the credentials provided to you. Again, the four maturity levels and their descriptive qualities are:

1 = Nascent: Inactive, absent, searching, conceptualizing, improvising
2 = Emerging: Reactive, fragmented, building, developing, planning
3 = Established: Proactive, coordinated, replicating, sustaining, systematizing
4 = Leading: Predictive, integrated, innovating, enterprising, optimizing

Collaborative Consulting will email you a short scorecard summary of your assessment results several days after the assessment period closes. If you have any questions or comments, please contact Alison Burger at Collaborative Consulting: aburger@collaborativeconsulting.net.

Printable Receipt

If you see blank scoring fields in the table, or if you need to update any scores, you can log back in and edit results until the assessment period closes.

Scoring Summary

Item	Score	Max
1.1. Leadership | Strategic Planning Score:*	3	4
1.2. Leadership | Organizing Structure and Shaping Culture Score:*	2	4
1.3. Leadership | Controlling CCH Performance Score:*	2	4
1.4. Leadership | Leading Across Organizational Boundaries Score:*	1.5	4
2.1. Finance | Capitalization Score:*	2.25	4
2.2. Finance | Cost Management Score:*	1.25	4
2.3. Finance | Pricing Score:*	2	4
2.4. Finance | Making the Business Case for Network Services Score:*	1.75	4
3.1. Business Development | Assessing the Market Score:*	2.25	4
3.2. Business Development | Positioning the Network's Services Score:*	1.5	4
3.3. Business Development | Communicating Value Externally Score:*	1.5	4
3.4. Business Development | Building Health Sector Partner Base Score:*	1.25	4
4.1. Network Development and Support | Communicating Value Internally Score:*	2.25	4
4.2. Network Development and Support | Vetting, Onboarding, and Assistance Score:*	1.75	4
4.3. Network Development and Support | Managing Network Performance Score:*	2.25	4
4.4. Network Development and Support | Retaining Providers Score:*	1.5	4
5.1. Network Administration | Strengthening Information Systems Score:*	1.75	4
5.2. Network Administration | Managing Contracts Score: *	1.5	4
5.3. Network Administration | Meeting Compliance Standards Score:*	1.5	4
5.4. Network Administration | Billing and Paying Score:*	2.25	4
Total Score	**37.00**	**80**

5. UTILIZING YOUR ASSESSMENT RESULTS

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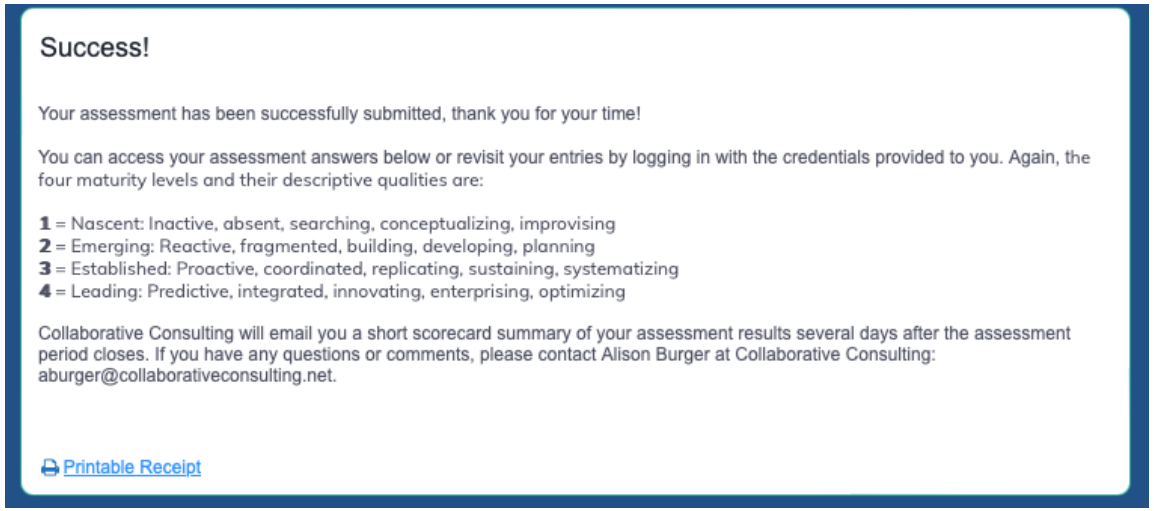

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Printable Receipt

- Personalized scorecard for your organization
- Using your results to improve your capabilities
- Informing resource and program design and planning of the CCH National Learning Community

Scoring Summary

Item	Score	Max
1.1. Leadership | Strategic Planning Score:*	3	4
1.2. Leadership | Organizing Structure and Shaping Culture Score:*	2	4
1.3. Leadership | Controlling CCH Performance Score:*	2	4
1.4. Leadership | Leading Across Organizational Boundaries Score:*	1.5	4
2.1. Finance | Capitalization Score:*	2.25	4
2.2. Finance | Cost Management Score:*	1.25	4
2.3. Finance | Pricing Score:*	2	4
2.4. Finance | Making the Business Case for Network Services Score:*	1.75	4
3.1. Business Development | Assessing the Market Score:*	2.25	4
3.2. Business Development | Positioning the Network's Services Score:*	1.5	4
3.3. Business Development | Communicating Value Externally Score:*	1.5	4
3.4. Business Development | Building Health Sector Partner Base Score:*	1.25	4
4.1. Network Development and Support | Communicating Value Internally Score:*	2.25	4
4.2. Network Development and Support | Vetting, Onboarding, and Assistance Score:*	1.75	4
4.3. Network Development and Support | Managing Network Performance Score:*	2.25	4
4.4. Network Development and Support | Retaining Providers Score:*	1.5	4
5.1. Network Administration | Strengthening Information Systems Score:*	1.75	4
5.2. Network Administration | Managing Contracts Score: *	1.5	4
5.3. Network Administration | Meeting Compliance Standards Score:*	1.5	4
5.4. Network Administration | Billing and Paying Score:*	2.25	4
Total Score	**37.00**	**80**

THANK YOU!

Q&A

If you have questions or difficulties, please contact Alison Burger at:
alison@collaborativeconsulting.net

CCH ACTION PLAN & SMALL GROUP CALLS

CCH Action Plan – Overview

- All participants will develop a CCH Action Plan with the goals you hope to achieve during the NLC
- The CCH Action Plan will:
  - Help ACL understand your CCH goals as a participant of the NLC
  - Help you maximize the benefits of coordinated technical assistance
- The CCH Action plan template includes:
  - Goals and Milestones Tables
  - Partnership Matrix
- Complete and submit the template as an email attachment by **January 11, 2024** to CommunityCareHubs@acl.hhs.gov

CCH Action Plan – Goals and Milestones Tables

- Each NLC participant will identify at least two goals
  - One goal must align with your CCH Capacity Assessment (CCHCA) results
  - The other goal(s) may be related to a topic outside of the five CCHCA domains
- One *Goals and Milestones* table is required for <u>each</u> identified goal

Goals and Milestones Table

Goal Title:					
CCHCA Domain: Select CCHCA Domain.					
Goal Description:					
Milestones or Objectives	**Responsible Party(s)**	**Resources Needed**	**Measures of Success**	**Timeframe to Start**	**Timeframe for Completion**
				Select a month from drop down	Select a month from drop down
				Select a month from drop down	Select a month from drop down
				Select a month from drop down	Select a month from drop down
				Select a month from drop down	Select a month from drop down
				Select a month from drop down	Select a month from drop down
(add or remove rows, as needed)				Select a month from drop down	Select a month from drop down

Jan 2024
Feb 2024
Mar 2024
Apr 2024
May 2024
Jun 2024
Jul 2024
Aug 2024

CCH Action Plan – Partnership Matrix

- Complete the *Partnership Matrix* when partnerships with other entities are necessary to achieve your goal(s)
- Only one *Partnership Matrix* is needed for the entire CCH Action Plan

Partnership Matrix

PARTNERSHIPS MATRIX				
Stakeholder to CCH	**Current Level of Collaboration**	**Optimal Level of Collaboration**	**Necessary Activities to Further Collaboration**	**Responsible Party**
	Level Select Collaboration Level from drop down	elect Collaboration evel from drop down		
	Choose an item. Just getting started and planning Identifying specific individuals or partners Informal partnership Engaged Partner in Meetings, Activities MOU in place Negotiating contract and payment Contract and payment in place			
	Collaboration Level from drop down	Collaboration Level from drop down		
	Select Collaboration Level from drop down	Select Collaboration Level from drop down		
(add or remove rows, as needed)	Select Collaboration Level from drop down	Select Collaboration Level from drop down		

Small Group Calls – Overview

- Occur the fourth Thursday of each month, beginning **January 25th at 2pm ET** and concluding on August 22nd
- Agenda:
  - Welcome & announcements
  - Framing for small group breakouts
  - Breakout discussions with monthly topics driven by CCH Action Plans
  - Report out & closing
- Watch for meeting invitations from CommunityCareHubs@acl.hhs.gov

INTRODUCTION TO INDIVIDUAL TECHNICAL ASSISTANCE

Introduction to Individual TA

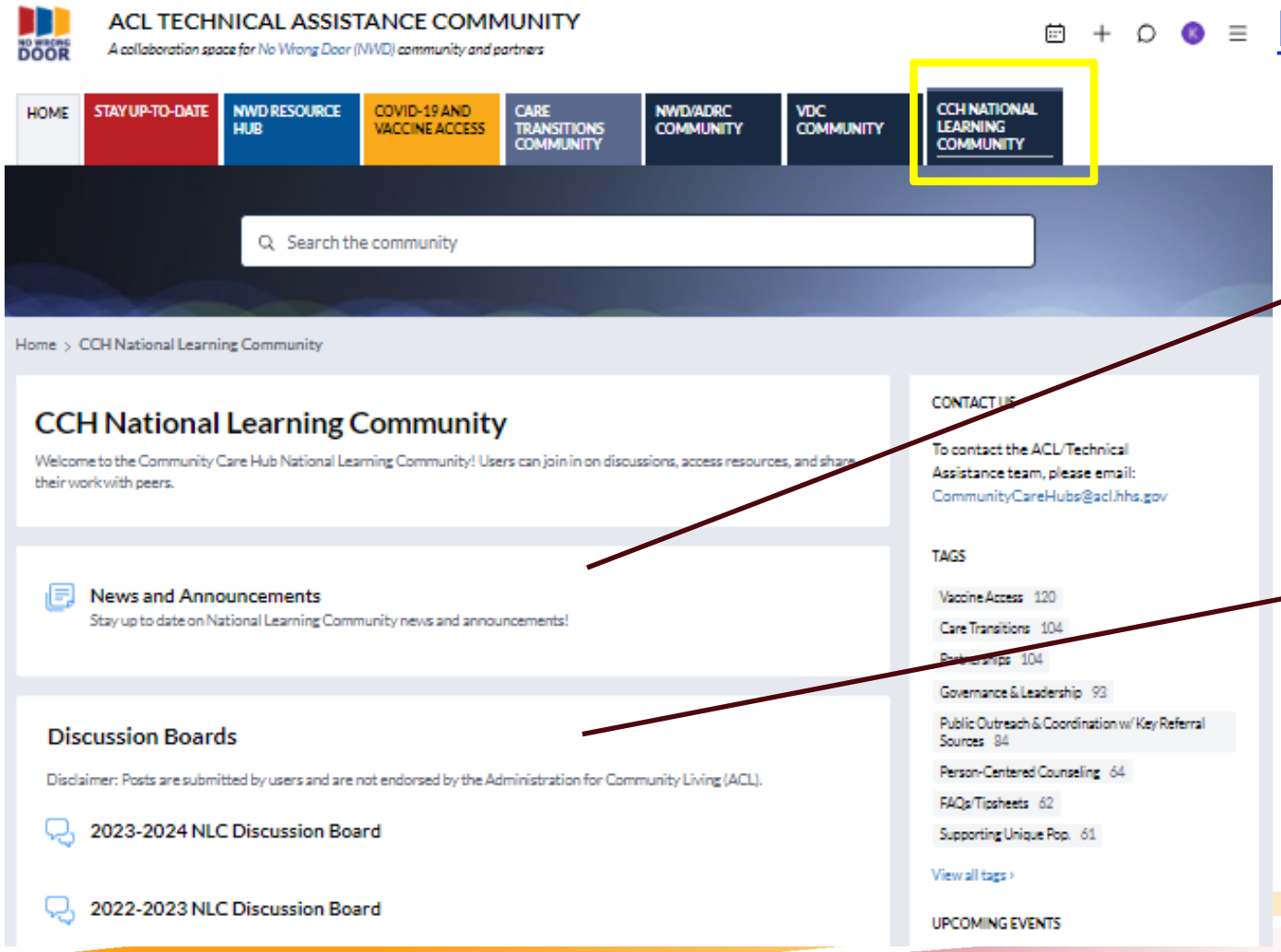
- **What is Technical Assistance (TA)?**
  - TA is individual support from subject matter experts with unique expertise in key areas relevant to supporting NLC aims and objectives, to help community care hubs (CCHs) participating in the National Learning Community (NLC) address a specific question or challenge in reaching their NLC goals.
- **Who is eligible?**
  - Each NLC participant can request up to 2 Individual TA sessions to further the aims and objectives of the NLC and their individual CCH goals. Additional opportunities may be made available later in the project year.
- **When?**
  - TA requests are open from January - August 2024
- **How will TA be initiated?**
  - The CCH will submit a TA Request form. The request is reviewed by ACL CCH team and matched to a TA provider based on expertise, commonalities, and availability. The request is shared with the prospective provider, who may accept or decline the opportunity within 3 business days. If accepted, the provider will set an initial meeting with the CCH.
- **What happens at the initial meeting?**
  - The TA provider and CCH will discuss the potential plan. Once the meeting has been completed, the provider will complete a TA Plan within 5 business days. The plan includes a description of the support, an estimate of the level of effort, and start/end dates. It will then be reviewed by ACL CCH team and shared with the CCH so that TA can begin.
- **What happens after the TA is completed?**
  - At the estimated end date, Mission will survey the CCH regarding the experience and satisfaction with the TA received.
- **TA Request Form**

Introduction to Individual TA

- Examples of TA from the 2022-2023 NLC
  - A review of a hub's 5-year financial plan and insurance needs, along with membership development and discussion of differences between various payment models
  - Guidance on partnership strategies, billing best practices, and strategies for healthcare billing to Medicare Advantage plans, Medicaid MCOs, and healthcare systems
  - An exploration of a CBO's potential role within a state Medicaid care model with a focus on services offered by community health workers.
- **Questions?**
  - If you have questions, please email the CCH inbox CommunityCareHubs@acl.hhs.gov

TA Community Site

https://www.ta-community.com/category/cch-national-learning-community



Stay up to date with NLC News and Announcements

Share questions and resources via the NLC discussion forum*

**Registration is required to participate in the discussion forum. Go to "Sign Up" at the top of the page to register for the site*

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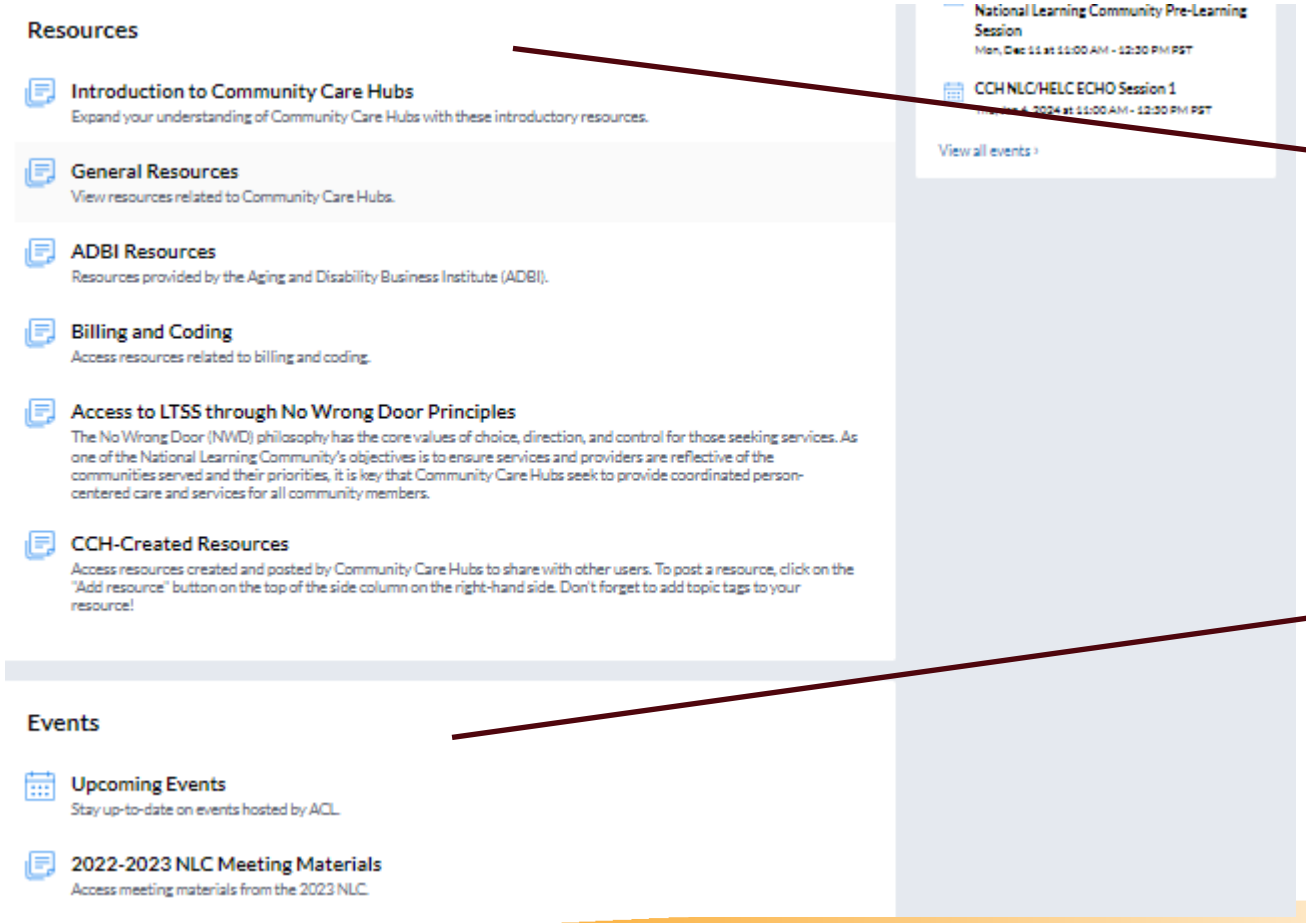

Explore CCH related resources

Stay up to date on upcoming NLC meetings and view past meeting materials

Closing & Next Steps

- Upcoming Meetings
  - NLC and Health Equity Learning Collaborative (HELC) Pre-Learning Session – December 11, 2023, 2pm ET
  - NLC/HELC ECHO Session – January 4, 2024, 2-3:30pm EST
  - NLC Small Group Discussion – January 25, 2024, 2-3pm EST
- Review of Important Timelines
  - Community Care Hub Capacity Assessment due January 11, 2024 – *Link to be shared via individual emails to NLC contacts*
  - Action Plan due January 11, 2024 – email plan to CommunityCareHubs@acl.hhs.gov

Thank you!
Please contact
CommunityCareHubs@acl.hhs.gov
with any questions.

Administration for Community Living