Community Care Hub National Learning Community

All-Member Kick-off Meeting

November 16, 2022

Introductions

- Please let us know who is here by sharing via chat:
  - Your Name
  - Organization
  - One thing you're looking forward to

- It's also helpful to update your name in zoom to include your name, 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"

Agenda

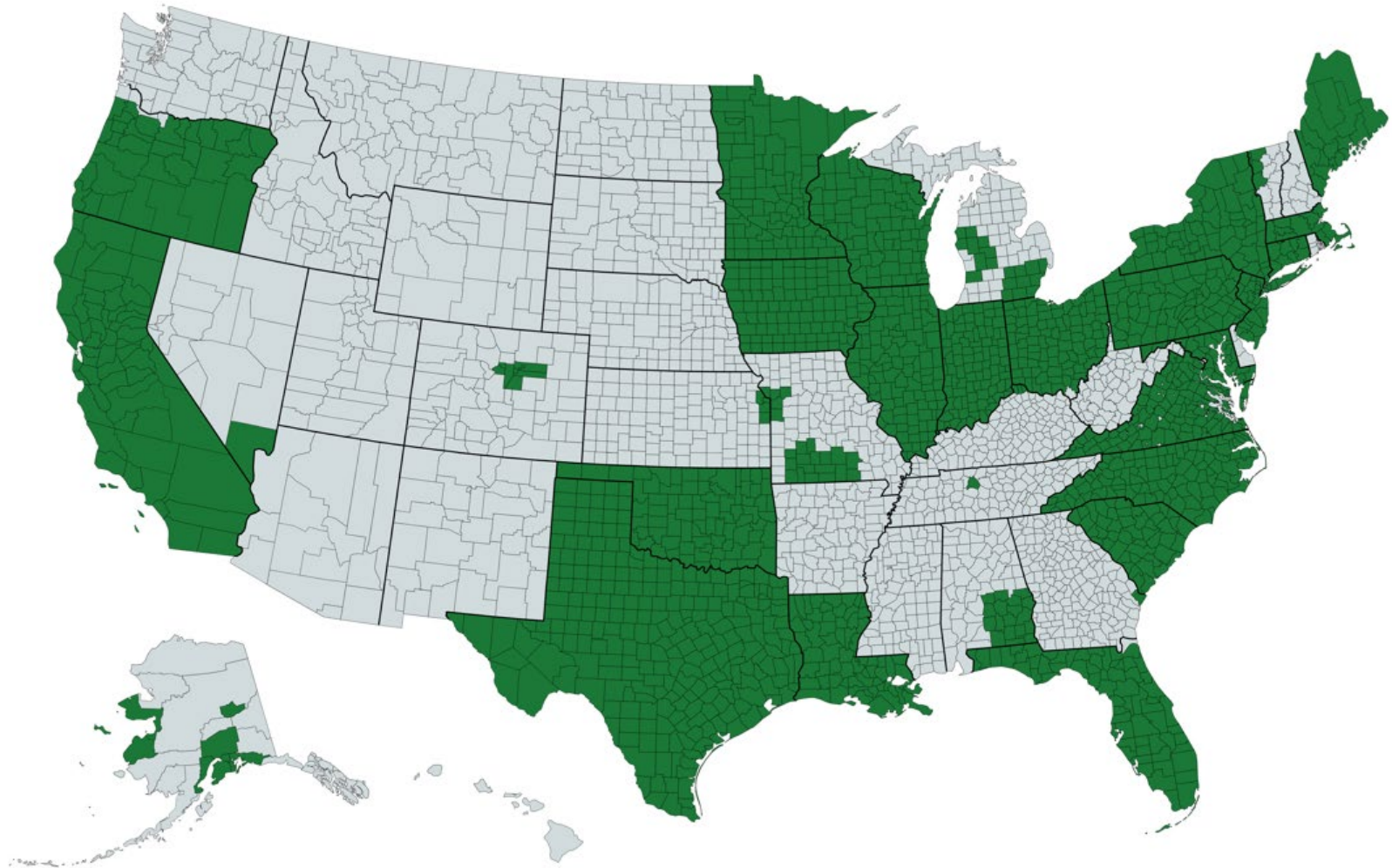| Welcome and Introductions	Establishing & Growing Partnerships	NLC Overview	Individualized Learning Goals	Closing
Logistics	Current partnership statistics	Aims & Objectives	SMART Goals	Post Event Activities
NLC Participant Stats				
Initiative Partners	Public Health Partnership: Trellis's DPP	Technical Assistance Opportunities	Learning Track Breakout Groups	Upcoming Events
ACL Welcome				
CDC Welcome				

Logistics

- Recordings and Meeting Material
  - NLC meetings will be recorded and shared with NLC 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 feel to send a Direct Message chat to Catherine Zontine, or email catherine.zontine@lewin.com
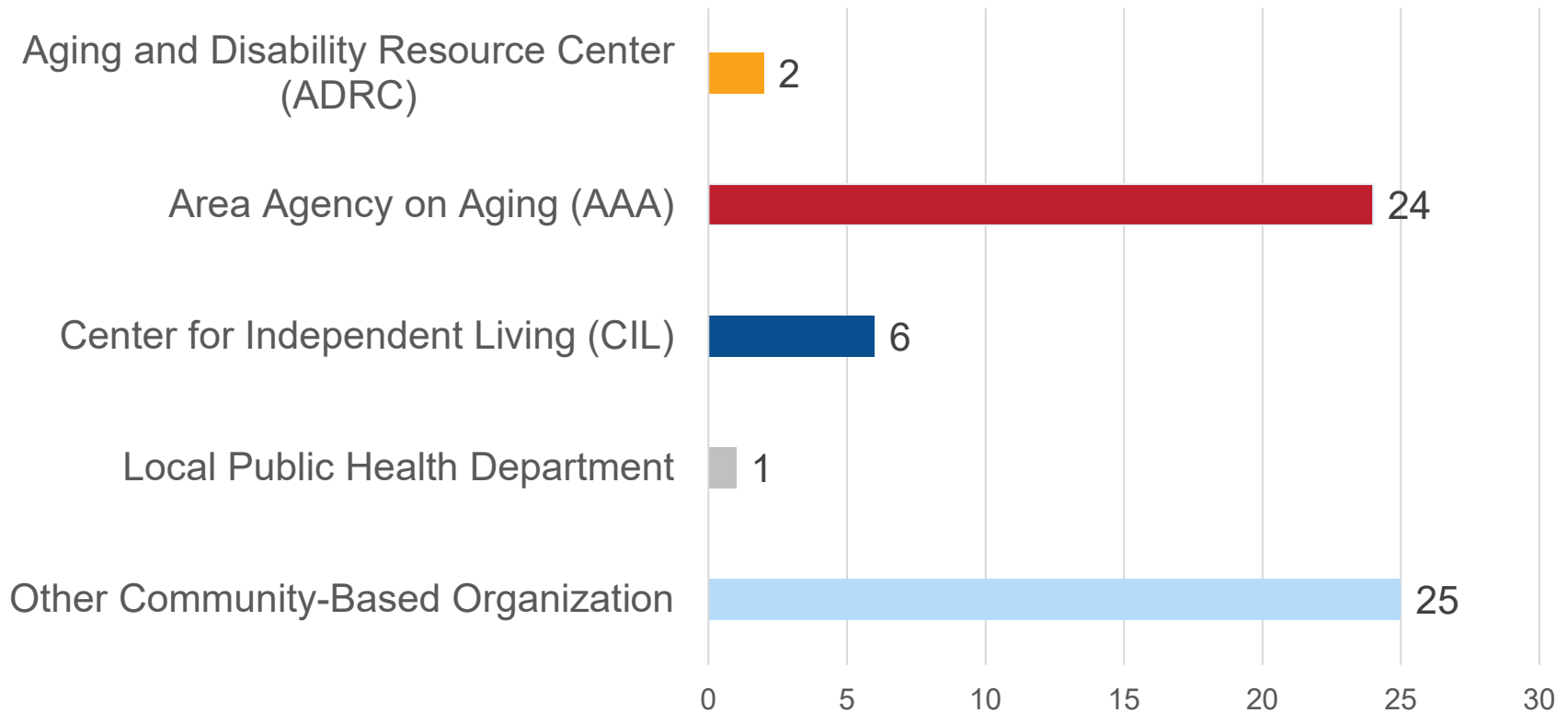
Initiative Partners

Map of NLC Participant Representation

Community Care Hub Organization Type

Aging and Disability Resource Center (ADRC): 2
Area Agency on Aging (AAA): 24
Center for Independent Living (CIL): 6
Local Public Health Department: 1
Other Community-Based Organization: 25

NATIONAL LEARNING COMMUNITY WELCOME

ACL Welcome

Kelly Cronin

Director, Center for Innovation and Partnership

Deputy Administrator, Administration for Community Living

Opportunities to Align Health and Social Care

- Increased attention on social drivers of health (SDOH)
  - HHS SDOH Action Plan and ongoing inter-agency coordination
  - Medicaid 1115 Waivers in AR, AZ, CA, MA, NJ, OR, WA supporting state investments to address health-related social needs (HRSNs)
  - CMS rules: New screening measures for SDOH for hospitals, physicians and Special Needs Plans + new Advanced Payment Incentives for Medicare ACOs
- Need to ensure capacity exists within communities to effectively partner with health care to address HRSNs, respond to increase in referral volume
- Community-based organizations (CBOs) are increasingly contracting with health care organizations to address health-related social needs (Aging and Disability Business Institute 2021 Request for Information)
  - Leverages CBO core competencies and services
  - Percentage of CBOs contracting as part of a network doubled between 2017 and 2021, from 20% to 40%

Collaboration is Key

- Great expertise and experience among NLC participants – peer based learning is essential to growth of Hubs
- Encouraging collaboration within and across participating states
  - Many organizations have already come together to develop Hub capacity and grow health care partnerships
  - Identify most efficient Hub operating model within a region and collaborate across organizations to achieve those efficiencies
  - Ensure hubs are making smart investments
    - Opportunity for shared costs and services
    - Reduce duplicate expenditures

Partnership to Align Social Care

- Opportunity for NLC participants to benefit from national multi-stakeholder collaboration:
    - Identifying **core competencies** and an approach for qualifying CBO networks;
    - Encouraging widespread use of core **billing codes**;
    - Developing a **streamlined contracting process** between health systems, payers, and CBOs;
    - Promoting common **IT security and interoperability standards**;
    - Enabling **organization and financing strategies** for sustainable CBO network infrastructures and **lifting up current best practices** among CBO networks; and
    - Producing a framework that reflects a balanced, common **vision for achieving and sustaining an "ideal state" of health and social care alignment.**
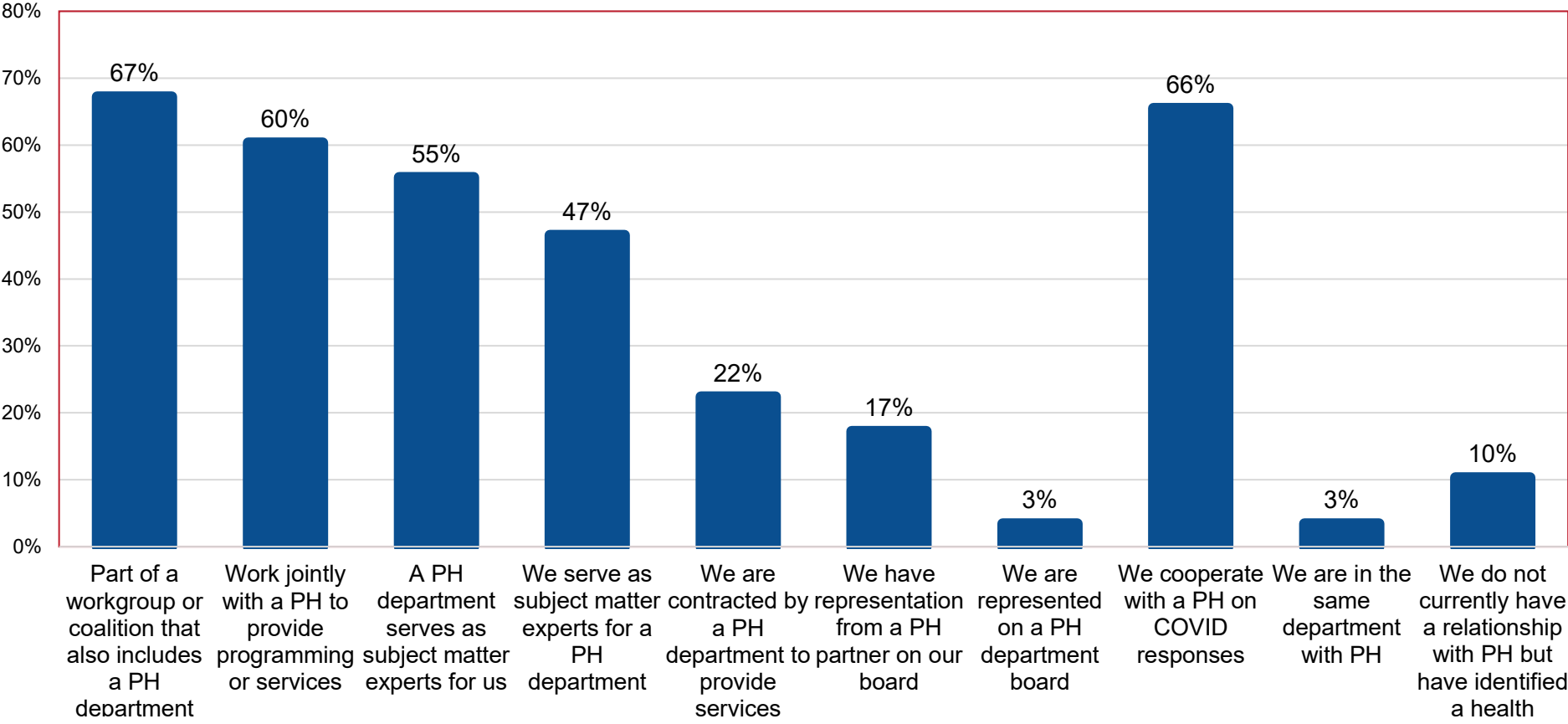   - Learn more via: Home | Partnership to Align Social Care (partnership2asc.org)

CDC Welcome

Dr. Karen Hacker

Director, National Center for Chronic Disease Prevention and Health Promotion (NCCDPHP)

Centers for Disease Control and Prevention (CDC)

ESTABLISHING & GROWING PARTNERSHIPS

What is Your CCH's Relationship with Your Public Health Partner?

Bar chart showing percentages:

- Part of a workgroup or coalition that also includes a PH department: 67%
- Work jointly with a PH to provide programming or services: 60%
- A PH department serves as subject matter experts for us: 55%
- We serve as subject matter experts for a PH department: 47%
- We are contracted by a PH department to provide services: 22%
- We have representation from a PH to partner on our board: 17%
- We are represented on a PH department board: 3%
- We cooperate with a PH on COVID responses: 66%
- We are in the same department with PH: 3%
- We do not currently have a relationship with PH but have identified a health: 10%

PUBLIC HEALTH PARTNERSHIPS: TRELLIS'S DIABETES PREVENTION PROGRAM UMBRELLA HUB

NLC OVERVIEW

National Learning Community: CCH Definition & Purpose

- What is a Community Care Hub?
    - 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.

- NLC Purpose:
    - To bring together organizations serving as Community Care Hubs (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.

National Learning Community: Aims & Objectives

- 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
  - 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

Learning Tracks

Network Development

- Led by USAging's Aging and Disability Business Institute
- Curriculum focuses on foundational building blocks of establishing a Community Care Hub
- CCH Capacity Assessment to inform strengths and areas to focus technical assistance efforts

Network Expansion

- Co-led and facilitated by peers and subject matter experts
- Curriculum focuses on
  - Enabling partnerships with housing and other SDOH partners,
  - Billing, coding and payment; and
  - Exploration of shared resources and services, with a focus on IT

NLC Timeline & Activities

Curriculum Delivery	TA Requests with SMEs	Match Making w/ Potential Payers	Competitive Grant Opportunity Forecast
• **DECEMBER 2022-AUGUST 2023** • Individual Track Meetings • Peer Group Dialogue Meetings • ACL and partners will occasionally facilitate small group and/or 1:1 meetings to foster partnership, collaboration and mentoring	• **JANUARY 2023 – AUGUST 2023** • Subject Matter Experts (SMEs) available to respond to CCH specific TA requests • Additional info to come!	• **JANUARY 2023 – AUGUST 2023** • SMEs/Consultant available to support engaging in discussion with health care payers • Upcoming: Website to support connections to payers	• **SPRING 2023** • [No Wrong Door Community Infrastructure Grants - Scaling Community Care Hubs through Lead Entities](#) • ACL will fund grantees for a two-year project period to support the development and enhancement of Community Care Hubs (CCH)

INDIVIDUAL LEARNING GOALS

Establishing NLC Goals

- Each NLC participant will be asked to identify 2-3 goals for participation in the NLC

- Goals should be:
  - Unique to your organization
  - Tied to the goals and aims of the NLC
  - SMART

SMART Goals

- **S**pecific – What will be accomplished?

- **M**easurable – What data will measure the goal?

- **A**chievable – Is the goal doable given available resources?

- **R**elevant – Does the goal align with broader initiative aims?

- **T**ime-Bound – What is the timeline to accomplish the goal?

Source: University of California, SMART Goals: A How to Guide https://www.ucop.edu/local-human-resources/_files/performance-appraisal/How%20to%20write%20SMART%20Goals%20v2.pdf

Goal Examples

- Onboard three new network members that serve underrepresented communities and expand the population coverage of the Community Care Hub by June 2023.

- Develop a business case based on Return on Investment (ROI) calculations using coding for services that address health-related social needs by August 2023.

Learning Track Breakout Groups

- We'd like to hear from you!
  - Why did you choose to join the Community Care Hub National Learning Community?
  - What do you hope to accomplish as part of your participation in the NLC?
  - After reviewing learning track focus areas, what TA topics are you most interested in?
- To meet with members of your learning track, please:
  1. Click Breakout Rooms in your meeting controls.
  2. This will display the option to join the **Network Development** or **Network Expansion** breakout room. Click Join
- Breakout rooms will meet for ~ 12 minutes

Learning Track Report Back

- Themes from breakout discussions
- TA areas of interest

TA Community Site

Next Steps

- Identify goals for participation in the NLC
  - Stay tuned for an email with a template to complete with your CCH's goals

- Register for the TA Community Site
  - Explore resources, share resources or ask questions of your fellow NLC members

- Review your CCH's profile
  - CCH profiles have been developed based on your NLC application. Please review and let us know if any updates are needed by 11/30

Upcoming Events

- ## Network Development

    – CCH Capacity Assessment Introduction Webinar: December 5, 2022, 2pm ET

    – Network Development Introductory Meeting: December 14, 2022, 2pm ET

- ## Network Expansion

    – Network Expansion: Introductions + Health & Housing Partnerships December 8, 2022, 2pm ET

Next All-Member Meeting:
April 5, 2023, 2pm ET – Registration required

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

ACL
Administration for Community Living