



Community Care Hub National Learning Community

All Member Meeting

April 18, 2023

Introductions

- Please let us know who is here by sharing via chat:
 - Your name
 - Organization
- 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
- ACL Updates
- NLC Track Updates
- Qualitative Study of CBO Networks
 - Presentation by USAging and Scripps Gerontology Center of Miami University
 - Q&A
- Community Care Hub Functions
 - Presentation by Partnership to Align Social Care Community Care Hub Workgroup Co-Chairs
 - Q&A
- Closing

ACL Updates

- **NLC Gathering at USAging Conference**
 - Community Care Hub National Learning Community Pre-Conference Session
 - July 15, 2023, 2-4pm MT
 - Let us know if you plan to attend by completing the [RSVP form](#)
- **Individual TA Opportunity**
 - Each NLC participant may receive up to 15 hours of individual TA
 - Examples of TA support
 - Coding/Billing – How to become a Medicare provider
 - Financial Acumen – Assistance with setting up accounting tools, searching for adequate liability insurance, and review of 5-year plan
 - Health Care Contracting – How to identify local health care payer and contract opportunities
 - Complete [TA Request Form](#) to request TA
 - TA requests will be accepted until July 2023

NLC Interactive Map

- [Map](#) of NLC Participants

- Search by: State, County, or CCH
- Information Available: Organization Type, Key Contact information, Geographic Coverage

Community Care Hub (CCH) National Learning Community Participants 2022-2023 [Learn more about Community Care Hubs here](#)

Search by state, county, and CCH below. CTRL + Click to multi-select, and hit the eraser in the top left to clear your selection.

State:

County/Parish/Borough:

CCH:

[Reset Defaults](#)

[Click here to remove filters and reset the map view.](#)

*Community Care Hubs listed on this map represent those participating in ACL's National Learning Community. Additional CCH's are present across the country - email CommunityCareHubs@acl.hhs.gov to learn more.

Community Care Hub	Organization Type	Key Contact	Key Contact Email	Co-Key Contact	Co-Key Contact Email
Access Alaska Inc	CIL	Linda Soriano	Isoriano@accessalaska.org	Eric Gurley	EGurley@accessalaska.org
Age Well	AAA	Jane Catton	jcattont@agewellvt.org	Amy Ahern	aahern@agewellvt.org
AgeOptions/Coordinated Care Alliance	AAA & Network of CBOs	Robert Mapes; Bailey Huffman	robert.mapes@ageoptions.org; bhuffman@coordinatedcarealliance.org	Kathryn Zahm; Tish Rudnicki	kathryn.zahm@ageoptions.org;
Aging & In Home Services of NE Indiana	AAA	Chris Forcucci	cforcucci@agingihs.org	Beth Evans	bevans@agingihs.org
Allegheny County	AAA	Shannah Gilliam	shannah.gilliam@alleghenycountycare.org	Rainna Bernesser	Rainna.bernesser@alleghenycounty.us

Click on a specific row to zoom on the map and see additional information. Right Click on a row and select "Copy Selection" to copy all information from a selected row.

NLC LEARNING TRACK UPDATES

Network Development Updates

- Curriculum Focus
 - January: Network Leadership
 - Kathy Vesley, BayAging
 - February: Establishing Service Lines
 - Ester Sefilyan, Partners in Care Foundation
 - March – April: Network Administration and Operations
 - Abby Morgan, Direction Home Akron Canton AAA
 - Upcoming
 - Network Engagement, Financial Acumen, Network Management, and Building the Business Case
- Community Care Hub Capacity Assessment
 - Self-assessment and scores
 - Provided cohort TA recommendations
 - Identified areas to support the development individual CCH capacity and business acumen
 - Cohort Capacity Focus Areas:
 - Making the Business Case
 - Building Health Sector Partner Base

Network Expansion Updates

- Curriculum Focus

- December through February: Health and Housing
 - Housing Supports and Data
 - Financing Strategies
 - Cross-Sector Partnership
- March through April: Billing and Coding ECHO Sessions
 - NCQA Health-Related Social Needs Screening and Reporting Requirements
 - Billing and Coding Mechanics (i.e. Z-Codes)
- Upcoming
 - ECHO Sessions: Value-Based Contracting, Alternative Payment Models

- ECHO Learning Model

- “All teach, all learn” framework
- Goal: Establish a collective understanding of best practices to address complex issues that is derived from interactive discussion in a virtual group setting.
- Sessions led by Freedmen’s Health

Lifting the Veil: How Networks Form, Operate, Struggle, and Succeed

Qualitative Study of CBO Networks
April 2023

Qualitative study

- 8 networks
- 23 interviews: 8 with hubs, 15 with network members

Need for the study

- Importance of network-based collaboration and contracting
- Lack of published data about network operations
- Building on what we've learned from RFI surveys

*Quick note about language: Community care hubs (hubs) and members

Origins

- Opportunity & Necessity

Formation and Types

- Existing and nurtured relationships are key
- Type of hub varies
 - Central authority, Lead agency, Federated model
- Formality and member roles vary

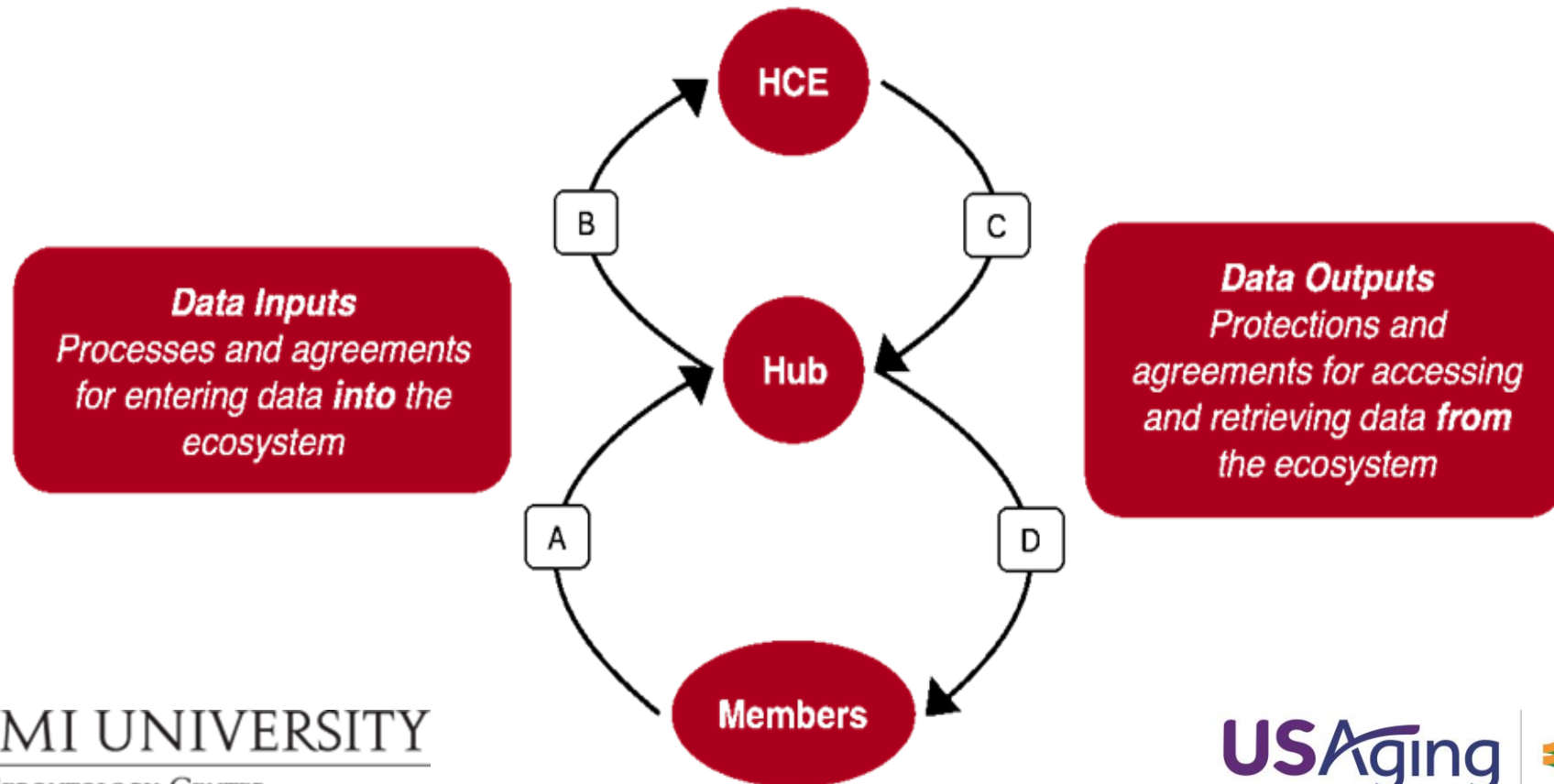
Service and Program Quality

- Standards often set within contract, by health care entities (HCE)
- Consistency in training, data collection, and service delivery are key

Financial Operations

- Referral volume and predictability are challenges
- Rate setting often involves discussion among hub and members
- HCEs perceived as “holding all the cards”

Network Data Ecosystems: Hardware, Software, People, Processes, and Policies



Perceived Value of a Network

- Reach and positioning
- Cooperation and collaboration
- Centralization and standardization

Demonstrating Value

- Need for value propositions from hub to HCE and to members
- Cost-benefit analyses necessary for members and hubs

- Provide more ground control for those who report that they are “building a plane while it’s in the air”
- Scripps and BI collaborate on dissemination strategies (audiences, outlets, and products)
- Wish list
 - Identify and learn more about best practices
 - Learn more about data ecosystem pain points and solutions



Community Care Hub Functions

April 2023

Partnership to Align Social Care

Mission:

To enable successful **partnerships** and contracts **between health care and community care networks** to **create** efficient and sustainable **ecosystems** needed to provide **individuals with holistic, person-centered social care** that demonstrates cultural humility.

Vision:

A **sustainably resourced, community-centered social care delivery system** that is **inclusive** of all populations and **empowered by shared governance** and financing, multistakeholder accountability, and federal/state/local policy levers.

Co-Designing a Social Care Delivery System

- **Group of diverse stakeholders** collaborating to **co-design partnerships** between health care and community-based organizations (CBOs)
 - Includes senior leaders from CBOs, health plans, health systems, national associations, and federal leaders engaged as liaisons
 - Includes **leadership and feedback from community leaders** throughout the process to elevate the voice of the community
 - Incorporates and supports the perspectives, needs, and priorities of historically marginalized communities to promote accountability and **guarantee a focus on health equity**

Co-Designing a Social Care Delivery System



History of Federal Investments to Support Hub Models

- The Federal Government has been testing various models to support community-clinical linkages to improve health outcomes.
- The evaluation from these models have led to current policy in support of Community Care Hub models.
- There is increased interest in the adoption of Community Care Hub models to leverage economies of scale for implementing sustainable community-level interventions that align with healthcare.

Hub Model and Non-Clinical Service Delivery Investment Timeline



CCH: Community Care Hub = Health Equity Solution



Consumer Negatively Impacted by Social Drivers of Health



Care Team Completes Limited SDOH Screen and Refers to CCH



CCH acts as Single Point of Referral for a Network of CBOs – Organized Into a **Social Care Delivery System (SCDS)**



CCH Partner Org. Completes a Comprehensive, Evidence-Based SDOH Screen



CCH + Healthcare Conduct CQI to Document the Impact: Health-Related Social Needs Addressed (Pop Health), ROI, + Measures of Health Equity

CCH Submits Closed-Loop Referral Data: Z-Codes, Social Intervention Codes, and Outcome of Social Care Svcs



CCH Works to Blend & Braid All Available Resources to Address Identified Needs: Public + Private + Healthcare + Philanthropy



CCH Team Develops a Person-Centered Plan to Address Social Drivers of Health

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**.

For more on community care hubs, see [Community Care Hubs: Making Social Care Happen](#).

Background

- Overall effort to better align social care delivery with healthcare delivery and payment
- Health plans and systems are partnering with CBOs, particularly through Community Care Hubs and the Community Care Networks they organize
- CCHs offer administrative economies of scale and broad range of services over a larger geography than provided by a single CBO

CCH Features

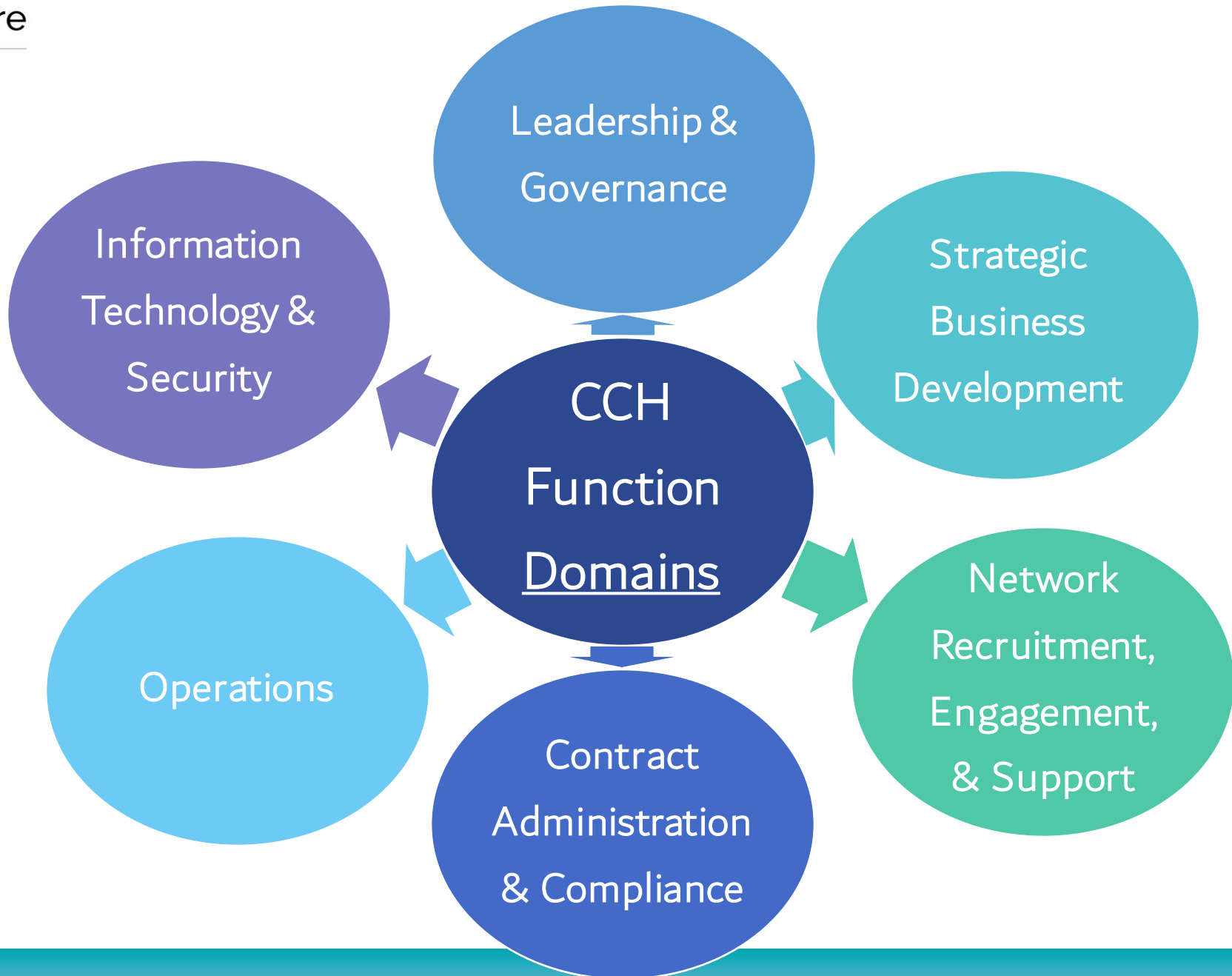
- Developing and maintaining a network of CBOs
- Advancing a collective vision for CBO-health care partnerships, SDOH initiatives and health equity
- Centralizing administrative and operational infrastructure
- Managing financial resources

Functions of an Advanced Community Care Hub

- Reflective of cross-sector, inclusive, **extensive process to identify CCH capacities** across the country
- Demonstrates the **evolution of CCH functions** and capacities
- Intended as a **roadmap** toward CCH Model
- **Inform self-assessment** of strengths, gaps, and opportunities for growth
- **Outlines functions** that CCH is responsible for ensuring happen by CCH or Community Care Network Members

Partnership to Align Social Care

A National Learning & Action Network



Functions of an Advanced Community Care Hub



Leadership & Governance

- ✓ Structure, culture, and practices **embrace serving a network of CBOs** and doing **business with healthcare entities**
- ✓ **Governance** structure **provides routine opportunities** for key stakeholders to **influence strategy** and planning

Functions of an Advanced Community Care Hub



Strategic Business Development

- ✓ Conducts **strategic planning** with input from network providers, healthcare partners, and consumers of services
- ✓ Executes **strategic plan**
- ✓ Systematically and **continuously assesses the market to identify opportunities** to expand services, business, and partnership opportunities
- ✓ Positions services in the market and **develops new and expanded contractual relationships** to increase services offered and populations served
- ✓ Has a **multi-year finance strategy** designed for **sustainability**

Functions of an Advanced Community Care Hub



Network

Recruitment,
Engagement, &
Support

- ✓ Engages, recruits, and organizes a contracted network of CBOs
- ✓ Ensures CBO network reflects local priorities and community with an emphasis on **access and equity**
- ✓ Has a **standard process** to select/onboard CBOs
- ✓ Conducts **quality control and improvement activities** through data collection and auditing, capacity building, and retention efforts
- ✓ Conducts **quality assessment and improvement** of the entire CBO network by **assessing, identifying, and monitoring** CBO service **provider** and target **population(s) needs**

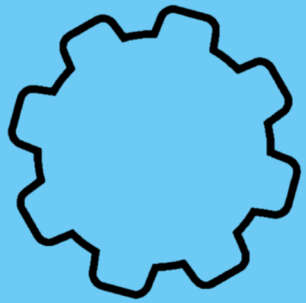
Functions of an Advanced Community Care Hub



Contract Administration & Compliance

- ✓ Access to **risk management, legal, and business experience** to evaluate, develop, modify, and execute contracts
- ✓ **Meets** healthcare sector **compliance requirements**
- ✓ Performs account and **relationship management** with contractual **healthcare partners**

Functions of an Advanced Community Care Hub



Operations

- ✓ Co-designs and maintains **standard workflows** for service delivery
- ✓ Demonstrated capacity for **fiscal management and accountability**
- ✓ Routinely **evaluates performance** of programs
- ✓ Adopts a learning and development **strategy for workforce**

Functions of an Advanced Community Care Hub





Information Technology & Data Security

- ✓ Maintain policies, practices, procedures, **IT capabilities** to ensure **data security** and relevant **regulatory compliance**
- ✓ Maintain a **functional set of IT tools** to successfully **deliver services** in partnership with healthcare entities

Community Care Hub Resources

- Health Affairs Blog: [Improving Health and Well-Being Through Community Care Hubs](#)
- Community Care Hub Primer: [Background, Evolution, and Value Proposition of Working with a Local CBO Network Led by a Community Care Hub](#)
- Working with Community Care Hubs to Address Social Drivers of Health: [A Playbook for State Medicaid Agencies](#)
- **Coming Soon:** Functions of an Advanced Community Care Hub
- **Coming Soon:** Talking about equitable health and social ecosystems: A guide for clear and effective language

How to Get Involved in the Partnership...

- Sign up for our email list: <https://www.partnership2asc.org/sign-up/>
- Follow the Partnership on social media:
 - 
www.linkedin.com/company/partnership-to-align-social-care
 - 
[@partnership2asc](https://twitter.com/partnership2asc)
- Reach out directly to:
 - ✓ *Support the Partnership*
 - ✓ *Ask about getting involved in leadership/workgroup activities*
 - ✓ *Share your expertise/experiences*

Upcoming Meetings & Events

Network Development

- Peer Group Dialogue Meeting – May 10, 2023, 2-3pm ET
- Network Development Track Curriculum Meeting – May 24, 2023, 2-3:30pm ET

Network Expansion

- Network Expansion Track Curriculum Meeting – May 11, 2023, 2-3:30pm ET

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