



Community Care Hub National Learning Community

Small Group Call
February 22, 2024

Welcome!

Agenda

- Introductions
- Announcements and updates
- Capacity Assessment
- Small group breakouts
- Large group sharing
- Closing

In the chat, please share your name, organization, and one good thing that has happened in the last week – personal or professional!



Announcements and Updates

✓ Key takeaways from the Health Equity Learning Collaborative and CCH NLC Joint ECHO session

✓ Individual TA opportunity open

Partnership to Align Social Care
A National Learning & Action Network

ACL
Administration for Community Living

FREEDMEN'S HEALTH

ECHO

Health Equity Learning Collaborative and CCH
National Learning Community
Joint ECHO Session 2

February 1, 2024 | 2:00-3:30 p.m. ET

TA Request Form

Select the TA goal that aligns with your current TA request. *

- Leadership and governance
- Strategic business development
- Network recruitment, engagement, and support
- Contract administration and compliance
- Operations
- Information technology and security
- Other

ACL COMMUNITY CARE HUB CAPACITY ASSESSMENT

RESULTS AND TECHNICAL ASSISTANCE RECOMMENDATIONS

February 2024



CREATIVE

IDEAS TO ACTION

RESULTS



1. LEADERSHIP

- 1.1. Strategic Planning
- 1.2. Organizing Structure and Shaping Culture
- 1.3. Controlling CCH Performance
- 1.4. Leading Across Organizational Boundaries

2. FINANCE

- 2.1. Capitalization
- 2.2. Cost Management
- 2.3. Pricing
- 2.4. Making the Business Case for Network Services

3. BUSINESS DEVELOPMENT

- 3.1. Assessing the Market
- 3.2. Positioning the Network's Services
- 3.3. Communicating Value Externally
- 3.4. Building Health Sector Partner Base

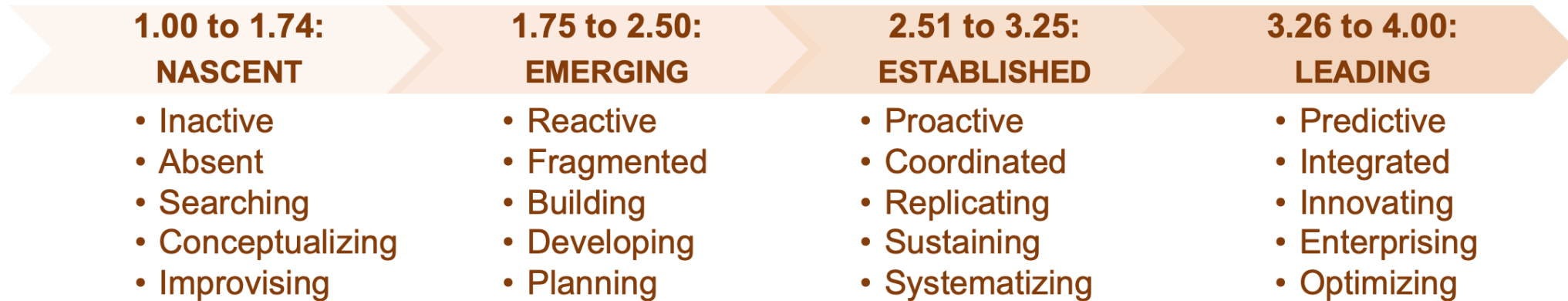
4. NETWORK DEVELOPMENT AND SUPPORT

- 4.1. Communicating Value Internally
- 4.2. Vetting, Onboarding, and Assistance
- 4.3. Managing Network Performance
- 4.4. Retaining Providers

5. NETWORK ADMINISTRATION

- 5.1. Strengthening Information Systems
- 5.2. Managing Contracts
- 5.3. Meeting Compliance Standards
- 5.4. Billing and Payments

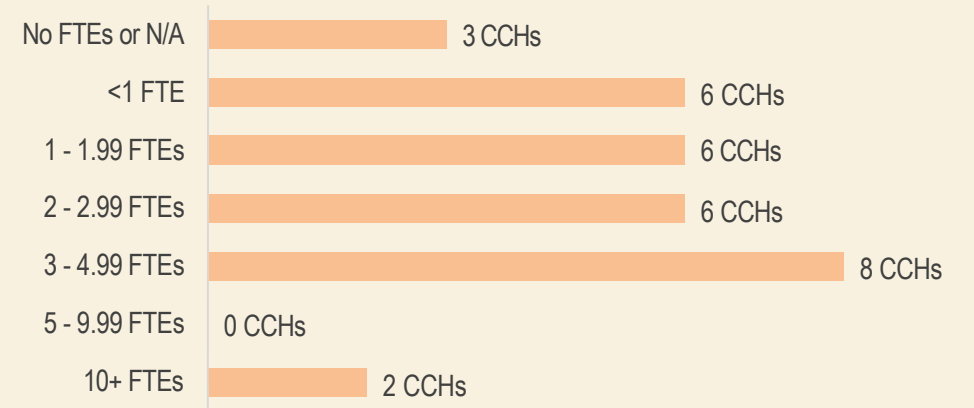
FOUR CATEGORIES OF SCORING



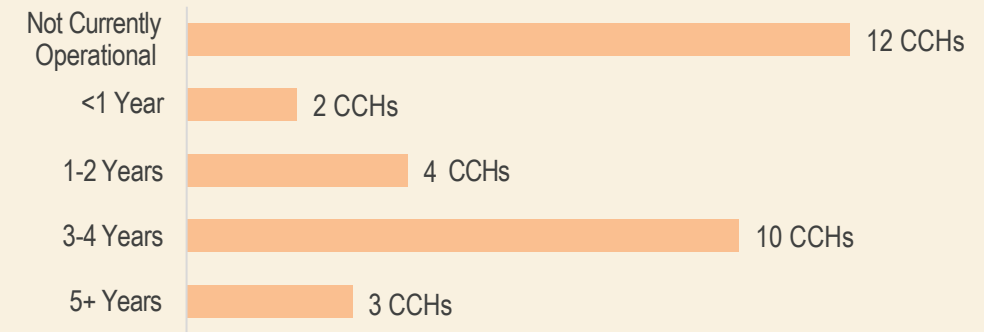
CCH STAFFING & YEARS OF OPERATION

- All but three organizations have at least one staff person devoting at least some of their time to CCH planning, development, and/or operations.
- Half of the organizations have at least two full-time staff devoted to CCH planning, development, and/or operations.
- Nearly 40% of the organizations are not currently operational CCHs (i.e., under contract, delivering/coordinating services, and billing for services).
- Over 40% of the organizations have been operational for at least three years.
- Size and experience are the two biggest factors in shaping maturity (positive and significant correlations).

CCHs by Full Time Equivalents



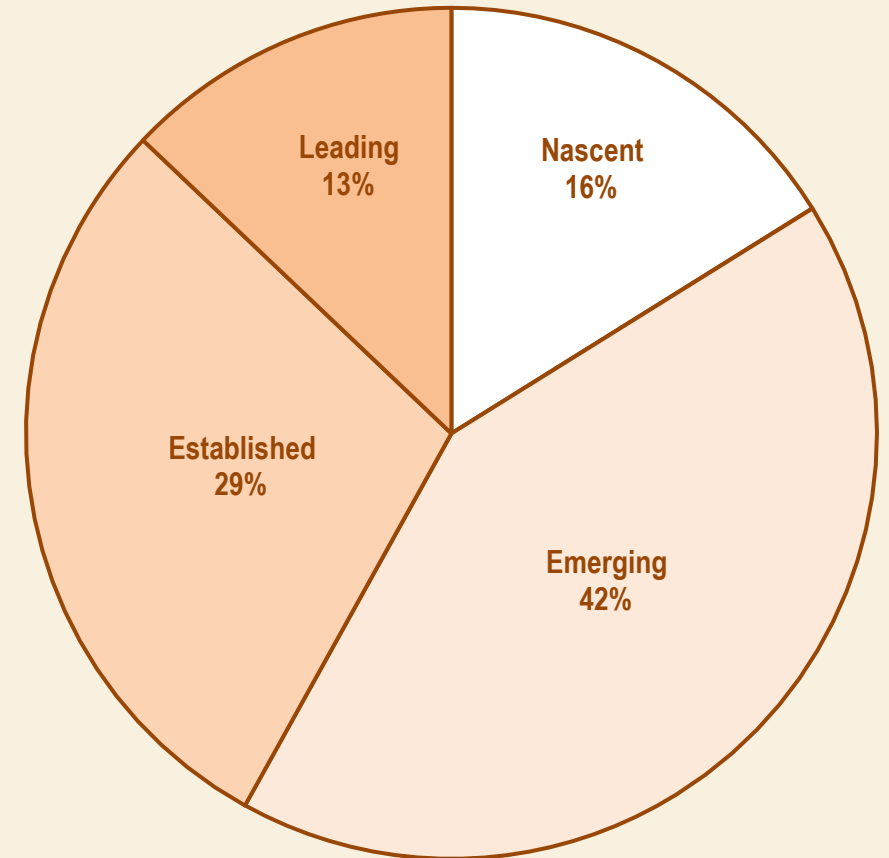
CCHs by Number of Years Operational



COHORT CHARACTERISTICS

CCH MATURITY LEVELS

- On average, more than half of the organizations score within Nascent and Emerging maturity levels.
- While only 16% of organizations scored as Nascent CCHs, 39% are not currently operational CCHs, indicating a group of organizations in active CCH development.
- The maturity levels among the organizations are mixed, with most scoring as Emerging or Established CCHs.
- Leading CCHs constitute 13% of the cohort and may be situated to provide valuable lessons learned and experiences to the cohort.



LOWEST SCORING CAPABILITIES

Nearly 75% of organizations in the cohort are Nascent or Emerging in the following Financial Acumen capability areas:

- **Making the Business Case for Network Services**
- **Pricing**

Sixty-one to sixty-eight percent of organizations are Nascent or Emerging in the following capability areas:

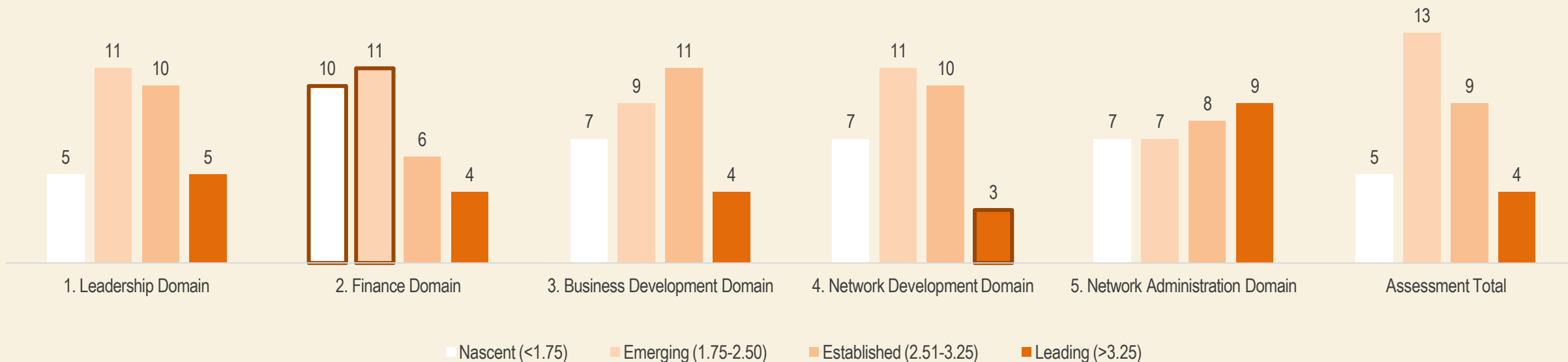
- **Vetting, Onboarding & Assistance**
- **Managing Network Performance**
- **Controlling CCH Performance**
- **Building Health Sector Partner Base**
- **Cost Management**
























	% of CBOs Nascent and Emerging (Total)	Cohort Mean
2.4. Finance Making the Business Case for Network Services	48% and 26% (74%)	1.98
2.3. Finance Pricing	32% and 42% (74%)	2.11
4.2. Network Development and Support Vetting, Onboarding, and Assistance	26% and 42% (68%)	2.27
4.3. Network Development and Support Managing Network Performance	29% and 35% (65%)	2.28
1.3. Leadership Controlling CCH Performance	16% and 48% (65%)	2.39
3.4. Business Development Building Health Sector Partner Base	19% and 42% (61%)	2.41
2.2. Finance Cost Management	19% and 42% (61%)	2.44
3.1. Business Development Assessing the Market	29% and 29% (58%)	2.42
3.3. Business Development Communicating Value Externally	29% and 29% (58%)	2.31
4.1. Network Development and Support Communicating Value Internally	29% and 29% (58%)	2.35
4.4. Network Development and Support Retaining Providers	29% and 29% (58%)	2.36
5.4. Network Administration Billing and Paying	39% and 16% (55%)	2.31
3.2. Business Development Positioning the Network's Services	23% and 32% (55%)	2.42
2.1. Finance Capitalization	26% and 26% (52%)	2.42
1.2. Leadership Organizing Structure and Shaping Culture	23% and 29% (52%)	2.45
1.1. Leadership Strategic Planning	13% and 39% (52%)	2.60
5.2. Network Administration Managing Contracts	29% and 16% (45%)	2.53
5.3. Network Administration Meeting Compliance Standards	26% and 16% (42%)	2.61
5.1. Network Administration Strengthening Information Systems	19% and 23% (42%)	2.76
1.4. Leadership Leading Across Organizational Boundaries	19% and 19% (39%)	2.59


COHORT MATURITY BY DOMAIN


- The **Finance** domain has the greatest share of Nascent and Emerging maturity levels among organizations.
- The domain with the highest share of Established and Leading organizations is **Network Administration**.
- The **Network Development** domain has the fewest organizations scoring at the Leading maturity level.


The Number of CBOs at Each Maturity Level for Each Domain Area



1. Making the Business Case for Network Services |    | **FINANCE DOMAIN**
2. Pricing |     | **FINANCE DOMAIN**
3. Vetting, Onboarding, and Assistance |    | **NETWORK DEVELOPMENT AND SUPPORT DOMAIN**
4. Managing Network Performance |     | **NETWORK DEVELOPMENT AND SUPPORT DOMAIN**
5. Controlling CCH Performance |    | **LEADERSHIP DOMAIN**
6. Building Health Sector Partner Base |   | **BUSINESS DEVELOPMENT DOMAIN**
7. Cost Management |     | **FINANCE DOMAIN**

 = Lecture / Webinar

 = Peer Workshop / Showcase CCHs

 = 1:1 Support

 = Infrastructure Development

Capacity Assessments

Q&A

Small Group Designations for Break Out Rooms

Network Admin Aficionados	Health Partner Pioneers	Business Strategy Scholars
Beacon Community Connections	BayAging/VAAACares	Agency 4 Agency on Aging
CHPcommunity	Central Plains AAA/Sedgwick County Dept. of Aging and Disability	BH Partners of Metro West
Comagine Health	Community Council of Greater Dallas/Dallas Area AAA	disABILITY LINK
Council on Aging of Southwestern Ohio	Detroit Area Agency on Aging 1-A	Health Promotion Council
Healthy Living for ME	Houston Health Department (CATCH)	Independent Resources, Inc.
Lifespan of Greater Rochester, Inc.	Inclusive Alliance IPA, Inc.	NCNMEDD Non-Metro Area Agency on Aging
PA Association of Area Agencies on Aging	Marin Center for Independent Living	Oregon Wellness Network
MAC, Inc. AAA	SeniorAge	SARCOA
Mass Home Care Association	Texas Healthy at Home	SW Kansas AAA
Partners in Care Foundation	Wisconsin Aging and Disabilities Network	VidaConnect
Pima Council on Aging PCOA		
Western NY Integrated Care Collaborative, Inc.		

Network Admin Aficionados



Beacon Community Connections

CHPcommunity

Comagine Health

Council on Aging of Southwestern Ohio

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Round Robin Prompts

1. Name, organization
2. Since we met, what milestone(s) have you reached? What helped you reach that milestone(s)?
3. OR what are you still working on? What's on the horizon for the next few weeks?
4. Barriers or bumps so far?

Health Partner Pioneers

BayAging/VAAACares

Central Plains AAA/Sedgwick County Dept. of Aging and Disability

Community Council of Greater Dallas/Dallas Area AAA

Detroit Area Agency on Aging 1-A

Houston Health Department (CATCH)

Inclusive Alliance IPA, Inc.

Marin Center for Independent Living

SeniorAge

Texas Healthy at Home

Wisconsin Aging and Disabilities Network



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Business Strategy Scholars



Agency 4 Agency on Aging

BH Partners of Metro West

Council on Aging of Southwestern Ohio

disABILITY LINK

Health Promotion Council

Independent Resources, Inc.

NCNMEDD Non-Metro Area Agency on Aging

Oregon Wellness Network

SARCOA

SW Kansas AAA

VidaConnect

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Large Group Sharing



Next Steps and Upcoming Meetings

- Feedback survey: We still want to hear from YOU!
- Next CCH NLC ECHO Session: March 7 at 2:00pm ET
- Next Small Group Meeting: March 28 at 2:00pm ET



Until then, please continue to engage with us and your peers on the [TA Community](#).

Thank you!

Questions? Please contact CommunityCareHubs@acl.hhs.gov

