

# 2025 Community Care Hub (CCH) National Learning Community (NLC) Applicant Information Call

November 25, 2024

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**CENTER OF**  
**Excellence**  
*to Align Health and Social Care*



# Agenda

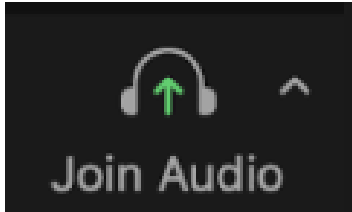
- General Housekeeping and Acknowledgements
- Overview of the NLC
- Application Process
- Expectations and Benefits
- Your Questions
- NLC Application Links

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# General Housekeeping and Acknowledgements

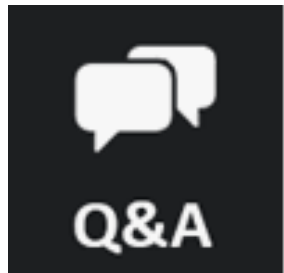
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# Webinar Instructions for Zoom



## Audio Options

- Use your computer speakers, **OR** dial in using the phone number in your registration email.
- All participants are muted.



## Questions and Answers (Q&A)

- You can submit questions for the panelists at any time during this presentation. On the Zoom module on the bottom of your screen, click the Q&A icon, type your question in the box and submit.

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The Center of Excellence to Align Health and Social Care (COE), part of the Aging and Disability Business Institute (Business Institute) at USAging, is supported by the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) through a cooperative agreement totaling approximately \$12 million over a three-year period with 100 percent funding by ACL/HHS.

The purpose of the COE is to develop, expand, connect and support sustainable, high functioning aging and disability CCHs – and the networks of downstream providers that they lead – throughout the country through infrastructure funding and technical assistance.

The contents of the NLC Application and related materials, including this Information Call, are those of the author(s) and do not necessarily represent the official views of, nor an endorsement by, ACL/HHS or the U.S. Government.

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# Overview

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# Purpose of the NLC

The purpose of the 2025 Community Care Hub National Learning Community (NLC) is to convene a cross-section of organizations from across the nation that operate or intend to operate as a community care hub (CCH) for mutual engagement, learning, information and resource sharing, and coordinated technical assistance over a nine-month period (Jan-Aug 2025).

# What is a CCH?

“[A] Community Care Hub (CCH) ... serves as a community-focused, regional, statewide, or multi-state umbrella organization that coordinates administrative services and supports for a network of social care providers ... providing social care programs and services to address health-related social needs (HRSNs) under funding arrangements with health care organizations, public health departments, Medicare, Medicaid, etc. A CCH may also offer its programs and services directly to consumers through a variety of payment arrangements and may hold contracts with government agencies to coordinate administration of programs and services across a region or state.”



# What is the Purpose of a CCH?

A CCH centralizes and scales administrative functions and operational infrastructure to enhance efficiencies, standardization, compliance, performance, and quality on behalf of its contracted network of social care providers (e.g., AAAs, CILs, other CBOs).

# Goal of the NLC

The NLC's goal is to build and strengthen the knowledge, skills, and preparedness of participating CCHs to address non-medical drivers of health through contractual relationships with health care organizations  
*(e.g., health systems, ACOs, health plans, etc.).*

# What the Goal Means for Participants

Build the collective strength of CCHs through peer-to-peer learning, information and resource sharing, and engagement with COE staff and 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.

Connect more older adults, people with disabilities – and their caregivers – to person-centered, coordinated supports to address health-related social needs.

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# Application Process

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# Who Can Apply?

CCH organizations operating under either a nonprofit or government-based structure (including regional councils of governments) and having a focus on serving the social care needs of older adults and people with disabilities in their communities are eligible to apply.

# The Application *MS Form*

\* Required

To apply for the National Learning Community please:

- Review the National Learning Community Charter
- Review National Learning Community Frequently Asked Questions
- Complete the application questions

1. ORG NAME: \*

2. NAME OF CCH (IF DIFFERENT THAN ORGANIZATION NAME): \*

3. ADDRESS1: \*

# Key Numbers and Dates

<b>Application Due Date:</b>	December 10, 2024 @ 5:00 pm ET
<b>Number of participating CCHs:</b>	Up to 20 (in addition to the 20 COE Grantees)
<b>Participant Announcement:</b>	No later than December 31, 2024
<b>Notification Method:</b>	Email to "ORG EXEC DIRECTOR/CEO"
<b>Funding Provided:</b>	There is no funding associated with participation
<b>NLC Timeframe:</b>	January – August 2025

# Primary Scoring Criteria

- Stated Goals of Participation (*as stated in the presentation, the COE website, FAQs, and NLC Charter*)
- Type of Organization (*structure and fit with CCH design*)
- CCH Location or Geographic Reach (*e.g., state, region, multistate, etc.*)
- Application Responsiveness, Completeness, and Clarity



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# Expectations and Benefits

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# Expectations

- Actively engage in NLC technical assistance activities and peer-to-peer learning.
- Complete a Community Care Hub Capacity Assessment (CCHCA) to help align technical assistance with identified areas for growth (organizations that have completed the CCHCA in the past year may use past results).
- Develop and track one or more goals related to NLC participation, in alignment with the NLC's Goals and Objectives noted earlier, as well as milestones and support needed to achieve the goals.
- Provide brief progress updates through a simple online check-in form to outline progress and outcomes related to the CCH's identified goals.

# Benefits

- Access to subject matter experts (SMEs) for training and technical assistance to support CCH development and expansion and to prepare for timely contracting opportunities. This will include a limited number of one-on-one work sessions with one or more of the COE's network of SMEs.
- Engage with a national network of peers to enable shared learning and best practices through our online engagement platform.
- Access to timely and responsive learning modules and interactive work sessions delivered by national subject matter experts and leaders.
- Opportunities to share recommendations and insights with ACL to support further development or expansion of CCHs.

# Focus Areas and Themes

- **Service Package Assessment and Development**
- **Operational Readiness**

A sub-focus will also address the unique needs of CCHs housed inside governmental organizational structures.

# Service Package Assessment/Development

Assess and understand the service line capabilities, strengths, capacity, and geographic coverage of network partners, particularly related to addressing the social care contracting priorities of health care organizations, including—

- Identifying and crafting service packages that align with and address the needs/pain points of health care organizations and their patients/members, and
- Developing value propositions for those service lines that will appeal to current and prospective health care organizational partners.

# Operational Readiness:

This module will address how CCHs can assess their operational processes and management in preparation for working with health systems and managed care plans (Medicaid managed long-term services and supports, Medicare Advantage, ACOs, etc.).

# Types of Training and Tech. Assist.

- Monthly Learning Sessions
- Office Hours
- Individualized Technical Assistance
- Online Technical Assistance Community

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# Your Questions

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# NLC Application Resource Links

**More information:** [coe.aginganddisabilitybusinessinstitute.org](https://coe.aginganddisabilitybusinessinstitute.org)

**Application:**

- [Online MS \(Microsoft\) Form](#)
- [Template for Offline preparation](#)

**FAQs:** [NLC Application FAQs](#)

**Charter:** [NLC Charter](#)

**Questions:** [coe@usaging.org](mailto:coe@usaging.org)

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# Thank You!

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