

# **2025 Community Care Hub**

## **National Learning Community Charter**

### **2025 Community Care Hub National Learning Community Application**

#### **Purpose**

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<sup>1</sup> (CCH) for mutual engagement, learning, information and resource sharing, and coordinated technical assistance over a nine-month period (January – August 2025).

#### **Goal**

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.) and includes the following aims:

- 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 and people with disabilities to person-centered, coordinated supports to address health-related social needs.

#### **Eligibility**

Eligible CCHs operate under either a nonprofit or government-based structure (including regional councils of governments) and have a focus on serving older adults and people with disabilities in their communities through their CCH and its relevant network member CBOs. The existing twenty CCH subgrantees of the Center of Excellence to Align Health and Social Care (COE) at USAging are automatically included<sup>1</sup> in the NLC and need not apply separately. Up to twenty additional CCHs will be accepted for participation in the NLC.

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<sup>1</sup> Community Care Hub (CCH): A CCH (formerly referred to as a “Network Lead Entity”) 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 (e.g., multiple area agencies on aging, “AAAs”, Centers for Independent Living, “CILs” and/or other community-based organizations, “CBOs”) -- 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. The CCH centralizes and scales administrative functions and operational infrastructure to enhance efficiencies, standardization, compliance, performance, and quality on behalf of its Hub Network of social care providers.

## **Format**

The NLC will utilize both webinar and an interactive learning framework to facilitate peer engagement and knowledge sharing as well as opportunities for 1:1 engagement with a subject matter expert and peer-to-peer learning via an online engagement platform.

## **Objectives**

With the support of peer learning and technical assistance, NLC participants will have opportunities to:

- Increase their capacity in one or more functional areas (Leadership, Finance, Business Development, Network Development and Support, and Network Administration).
- Acquire skills and strategies for building the business case for partnership with CCHs across various payors and will explore ways to support network partners through service line development and operational readiness.

## **Expectations**

NLC participants will be asked to complete the following activities as part of their participation:

- Actively engage in NLC technical assistance activities and provide brief progress updates through a simple online check-in form.
- 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 Aims and Objectives noted above, as well as milestones and support needed to achieve the goals.
- Complete a brief report outlining progress and outcomes related to the CCH's identified goals.

## **Benefits**

Through engagement in the NLC, it is anticipated participants will experience the following benefits:

- Access to subject matter experts (SMEs), training, and technical assistance targeted to support CCH development and expansion and to prepare for timely contracting opportunities.
- Engagement with a national network of peers to enable shared learning.
- Opportunities to scale the capacity and sustainability of CCHs with timely and responsive learning modules delivered by national subject matter experts and leaders.
- Access to a limited number of individual 1:1 consulting sessions provided by the COE's cadre of SMEs.
- Access to a web-based technical assistance platform for resource, peer-to-peer discussion and information sharing.
- Opportunities to share recommendations and insights with the Administration for Community Living (ACL) to support further development or expansion of CCHs.

- Up to date information on funding and resource opportunities to support sustainability and network development.

## **Focus Areas and Themes**

Anticipated Learning Modules for the NLC include *Service Package Assessment and Development* and *Operational Readiness*. *Please note:* Topic areas may be modified to be responsive to the needs and interests of NLC participants. We also intend to include a sub-focus that will address the particular needs of government-based CCHs for CCHs housed inside governmental organizational structures.

*Service Package Assessment and Development:* This module will focus on helping CCHs:

- assess and understand the service line capabilities, strengths, capacity, and geographic coverage of their network partners, particularly related to addressing health care needs
- identify and craft service packages that align with and address the needs and pain points of health care organizations and their patients/members, and
- develop value propositions for those service lines that will appeal to current and prospective health care 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 Technical Assistance**

*Monthly Learning Sessions:* Monthly learning sessions will include guest presentations by peers and subject matter experts. Additionally, these monthly 1.5-hour sessions will use an interactive learning framework, which focuses on learning through real world case study examples. A key feature of this model is active engagement of both leaders and participants. As a result, participants will be encouraged to take an active role in each learning session.

*Office Hours:* These one-hour monthly calls held two weeks following each monthly learning session will begin with a brief reflection and discussion around the recent learning session. Participants will then break out into small group discussions, which will be an opportunity for problem-solving and peer learning dedicated to supporting progress toward each participant's identified goals. Subject matter experts may be invited to provide additional support and expertise.

*Individualized Technical Assistance:* Limited one-to-one consultation with a subject matter expert to address a specific question or challenge (available upon identified need/request).

*Online Technical Assistance Community:* An online forum with a repository of meeting materials, relevant resources, and a discussion board to engage in offline discussion with NLC participants.