

Strategies For States to Support Sustainability through Community Care Partnerships

April 6, 2026

CENTER OF
Excellence

to Align Health and Social Care



Welcome

Webinar hosted by USAging's Aging and Disability Business Institute and the Center of Excellence to Align Health and Social Care, a part of the Business Institute at USAging.

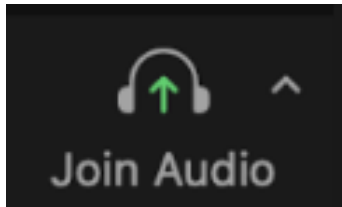
In partnership with:

- The Administration for Community Living
- ADvancing States

Presenters:

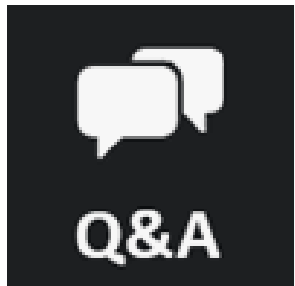
- **Kari Benson**, Deputy Assistant Secretary for Aging, Administration for Community Living
- **Kelly Cronin**, Deputy Administrator for Innovation and Partnership Administration for Community Living
- **Abby Cox**, Senior Managing Director of Aging Policy, ADvancing States
- **Paul Cantrell**, Director, Center of Excellence to Align Health and Social Care, USAging

Webinar Instructions for Zoom



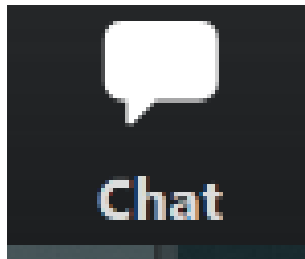
Audio Options

- 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.



Chat Feature

- The Chat feature allows webinar hosts and panelists to share links and resources with attendees.

About USAging

Our Mission

USAging represents and supports the national network of Area Agencies on Aging (AAAs) and advocates for the Title VI Native American Aging Programs that help older adults and people with disabilities live with optimal health, well-being, independence and dignity in their homes and communities.

Our Vision

USAging believes that every person should be able to age with optimal health, well-being, independence and dignity in their homes and communities. To achieve this, we are committed to building a society that values and supports people as they age.

The Business Institute

The Aging and Disability Business Institute (Business Institute) builds and strengthens partnerships and contracting between Area Agencies on Aging, aging and disability community-based organizations (CBOs), community care hubs (CCHs) and their networks, and health care entities.

Led by USAging, the Business Institute helps these organizations adapt to a changing health care environment and strengthen their organizational capacity to capitalize on emerging opportunities for sustainable funding. The Business Institute is home to the Center of Excellence to Align Health and Social Care, which funds and supports CCHs and the networks they lead.

Our Funders



The
John A. Hartford
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RRF | Foundation
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to Align Health and Social Care



Our work

-  Training
-  Technical Assistance
-  Resource Development
-  Information Gathering
-  Consulting Services
-  Thought Leadership
-  Center of Excellence to Align Health and Social Care

About the COE

The Center of Excellence to Align Health and Social Care (COE) was awarded a ~\$12 million, 3-year grant by the Administration for Community Living (ACL) to support infrastructure needs as well as training and technical assistance for 20 Community Care Hubs (CCHs) and a National Learning Community (NLC) with an additional 22 CCHs. Additional grants also support this work.

Federal Perspective

Whole-Person Health

Scale Evidence-Based Programs



Nutrition **Falls Prevention** **Chronic Disease Management** **Medication Management**
• Pain Management • Dementia Care • Dementia Care

Maximize Independence & Health



Living at Home **Active Aging** **Reduced Health Care Costs** **Avoid Institutional Care**

Position Aging & Disability Networks as Essential Partners



Services and supports across the nation as essential partners to health systems

Expand Community Care Hubs



Health Systems **Community-Based Providers**

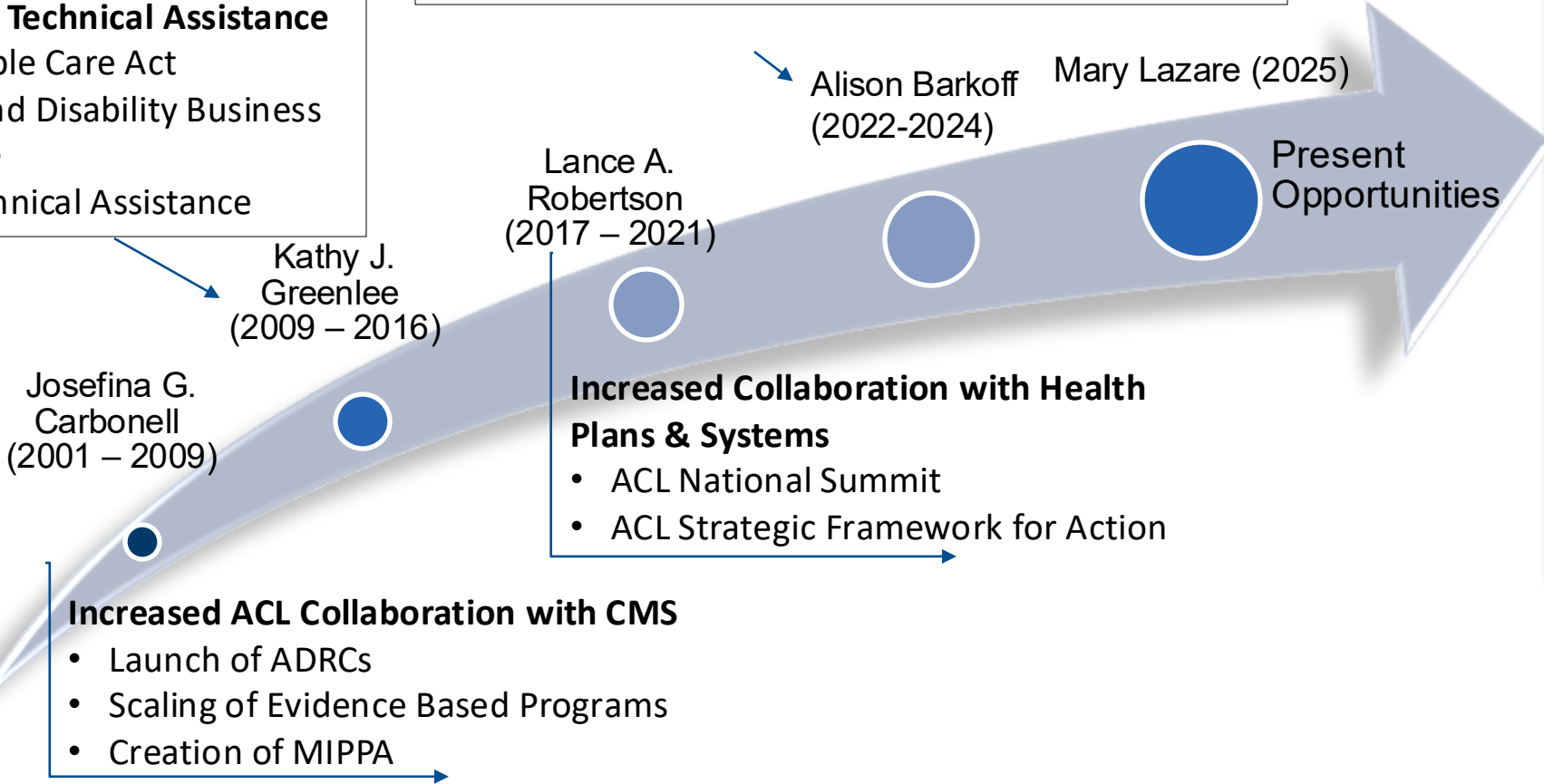
Bridge health care entities and networks of community-based providers

The support for whole-person health and CCHs has grown across administrations.

- Increased focus on whole-person health**
- HHS Call to Action on HRSNs
 - Center of Excellence to Align Health & Social Care
 - CDC Investments
 - Partnership to Align Social Care
 - Sub-Regulatory Guidance – Contracts and Commercial Relationships

- Increased Focus on Business Acumen & Technical Assistance**
- Affordable Care Act
 - Aging and Disability Business Institute
 - ACL Technical Assistance

- Whole-Person Health and Community Care Hubs (CCHs)
- CCH Scaling Strategy
 - ✓ Regional / National Organizational Infrastructure
- Collaboration with CMS:
 - ✓ Promote evidence-based prevention
 - ✓ Empower people to achieve their health goals



- Increased ACL Collaboration with CMS**
- Launch of ADRCs
 - Scaling of Evidence Based Programs
 - Creation of MIPPA

- Increased Collaboration with Health Plans & Systems**
- ACL National Summit
 - ACL Strategic Framework for Action



Older American's Act: Key Function of Assistant Secretary on Aging

OAA: Coordinate, and assist in, the **planning and development by public** (including Federal, State, and local agencies) **and private organizations** or programs for older individuals with a view to the establishment of a **nationwide network of comprehensive, coordinated services** and opportunities for such individuals

Growth of the population served: the 65-plus population grew by **38.6%** between 2010 and 2020, with projections showing it will reach 80 million by 2040.

Aligned mission: To support the health and independence of the growing population of older adults the aging services network needs to actively coordinate comprehensive community-based services with health care and create a seamless experience so they can live their best lives.

Community Care Hub Model

Community Care Hubs

Community Care Hubs (CCH or hub) are nonprofit organizations that coordinate administrative services to support contracting efforts between health care organizations/managed care plans and a network of community support providers.*

CCHs deliver value by coordinating, centralizing, and scaling **administrative functions** and **operational infrastructure** to enhance **efficiency**, promote **standardization**, ensure **compliance**, elevate **performance** and drive **quality** to support whole person health.

** Area Agencies on Aging (AAAs), Centers for Independent Living (CILs) and other community-based organizations (CBOs).*

Community Care Hubs:

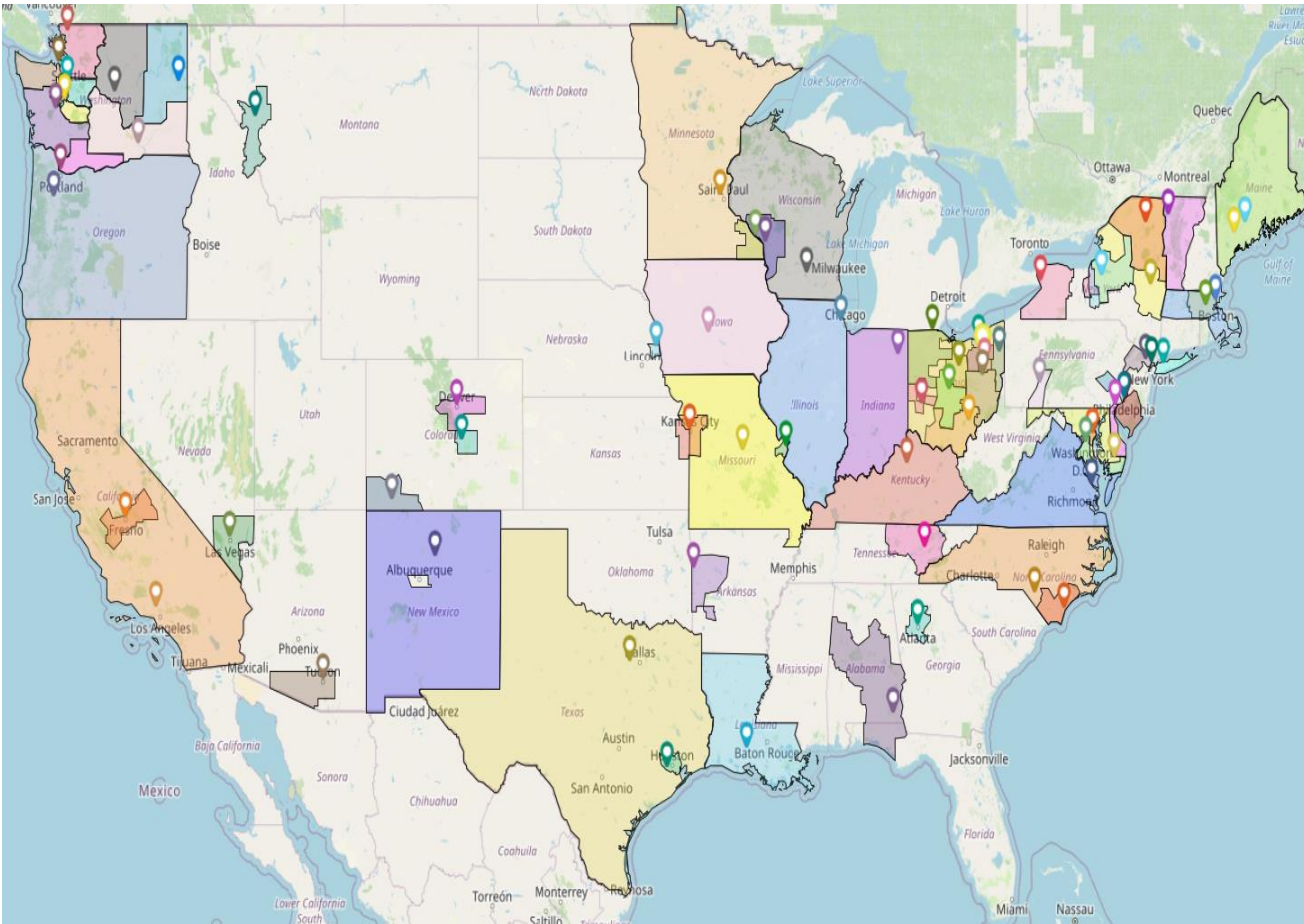
Improving health through efficient coordination of services and supports



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National Map of Community Care Hubs



<https://coe.aginganddisabilitybusinessinstitute.org/national-cch-map/>

Why Community Care Hubs?



Administrative efficiencies



Support local small businesses/non-profits



Responsiveness to health care



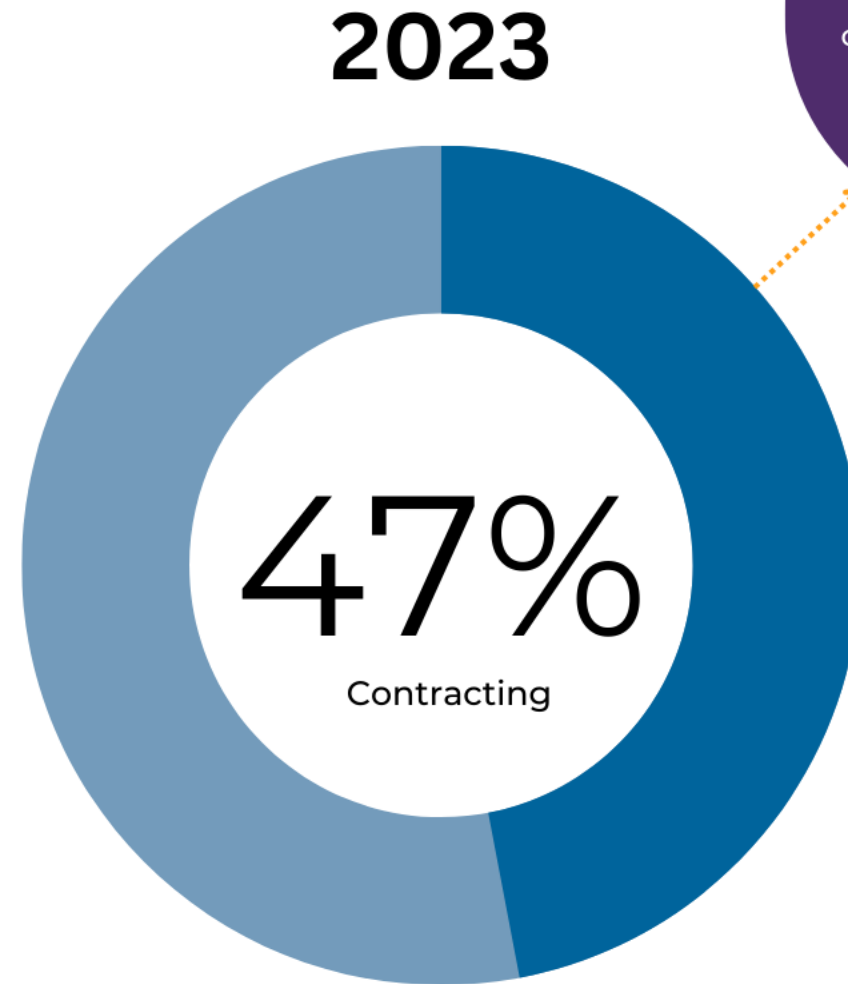
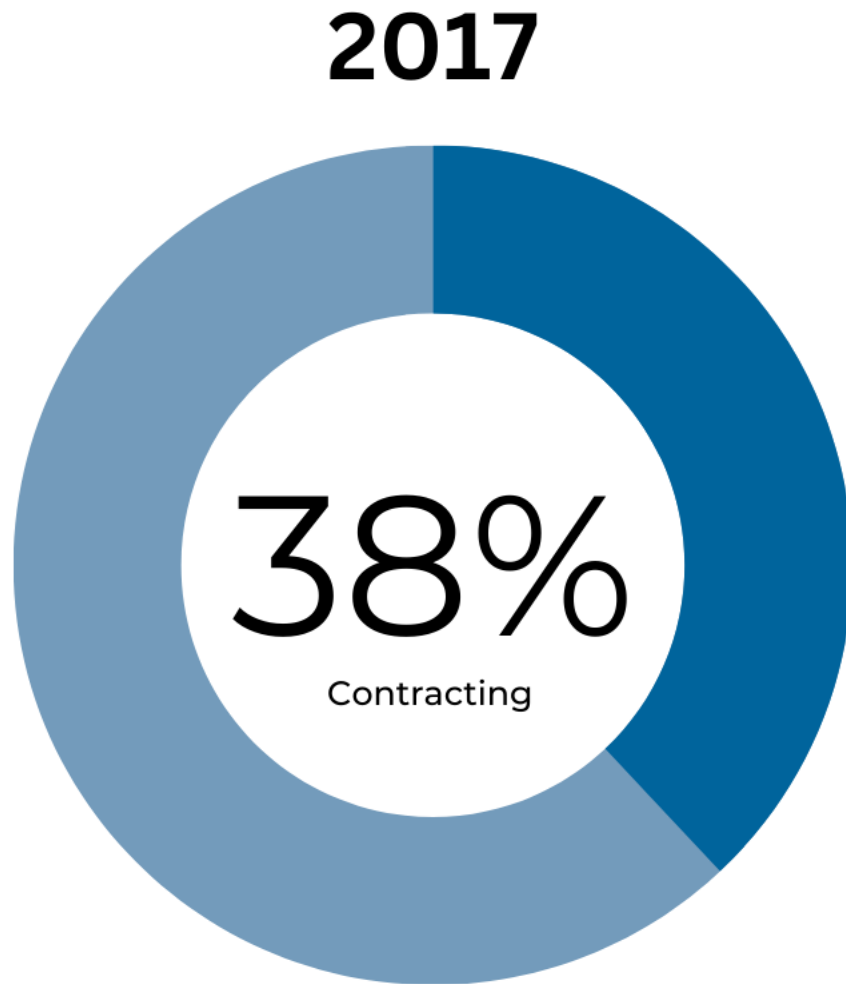
Support for individuals in their communities



Workforce development

What the Data Tells Us About Contracting

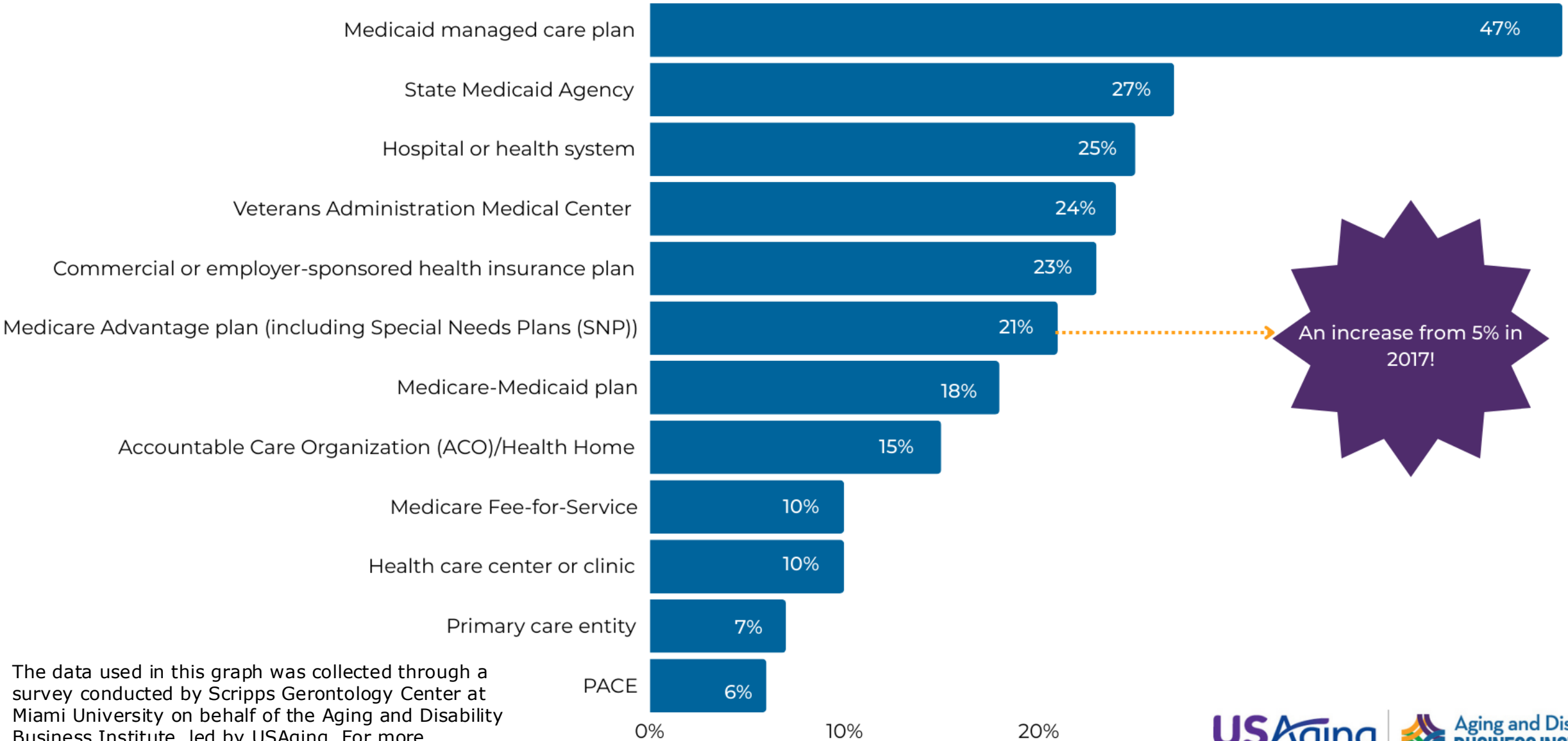
Overall Contracting Status by Year



86% of contracting CBOs have had a contract renewed by a partner!

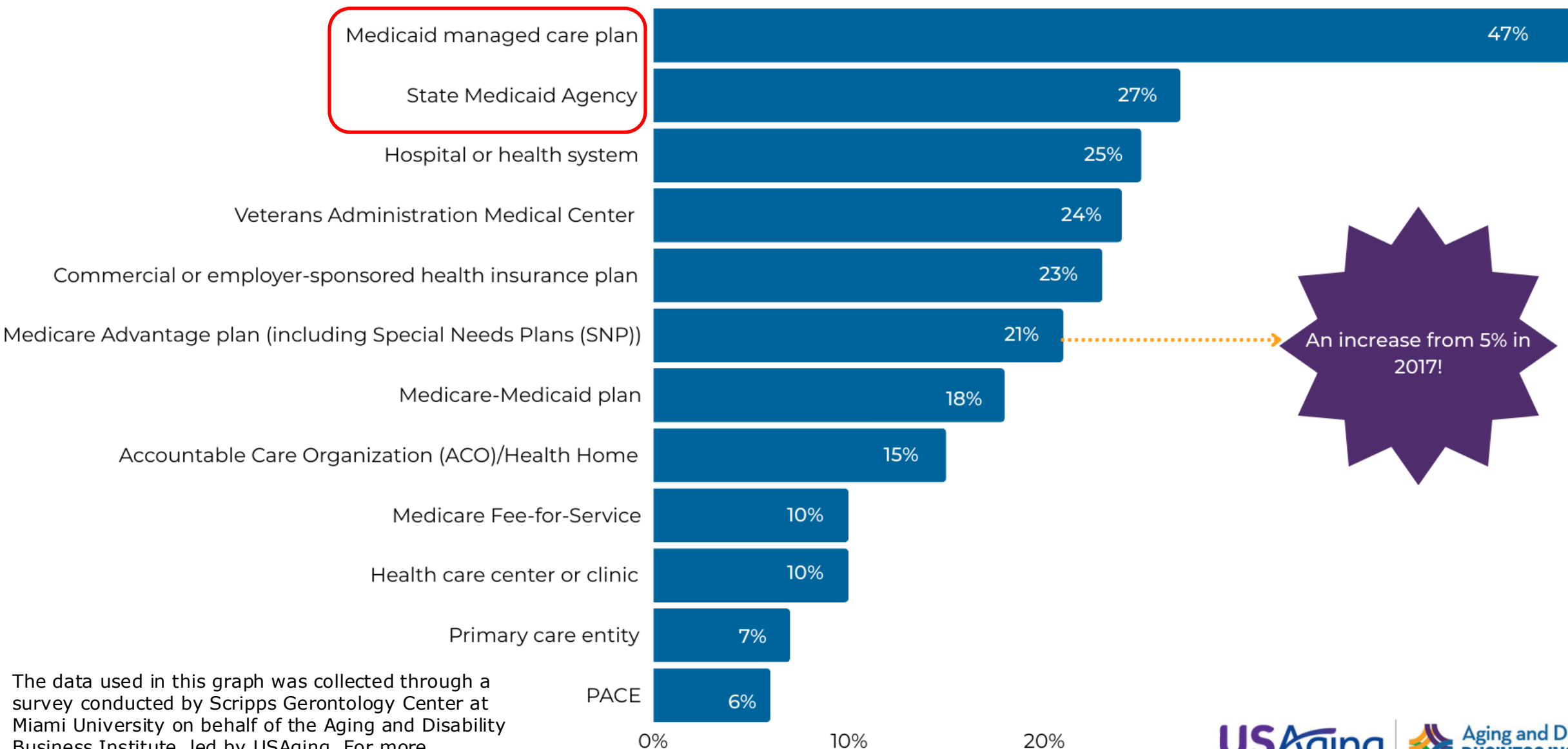
The data used in this graph was collected through a survey conducted by Scripps Gerontology Center at Miami University on behalf of the Aging and Disability Business Institute, led by USAging. For more information, visit <https://bit.ly/Nexus-of-Social-Care>

Common Health Care Partners for CBOs with Contracts



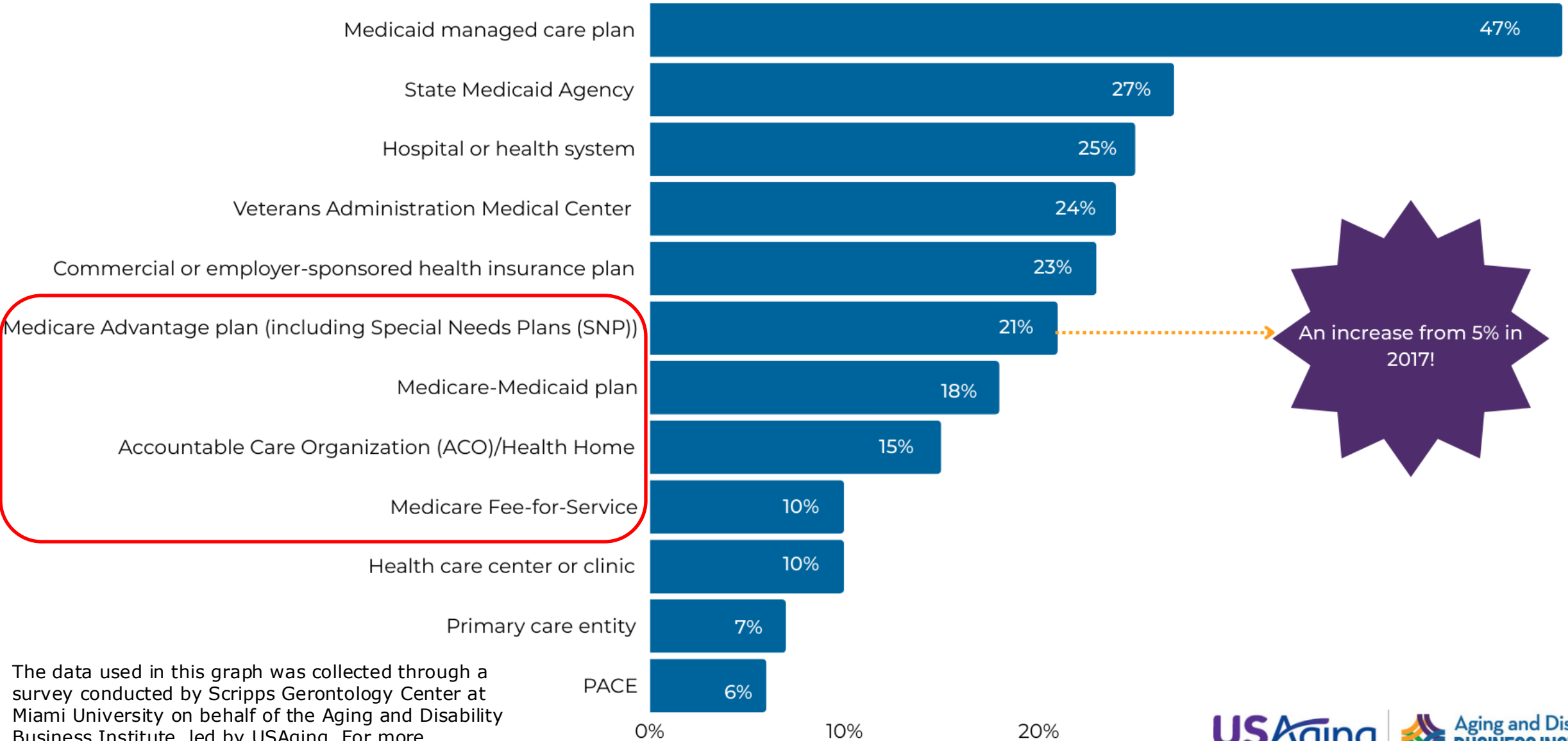
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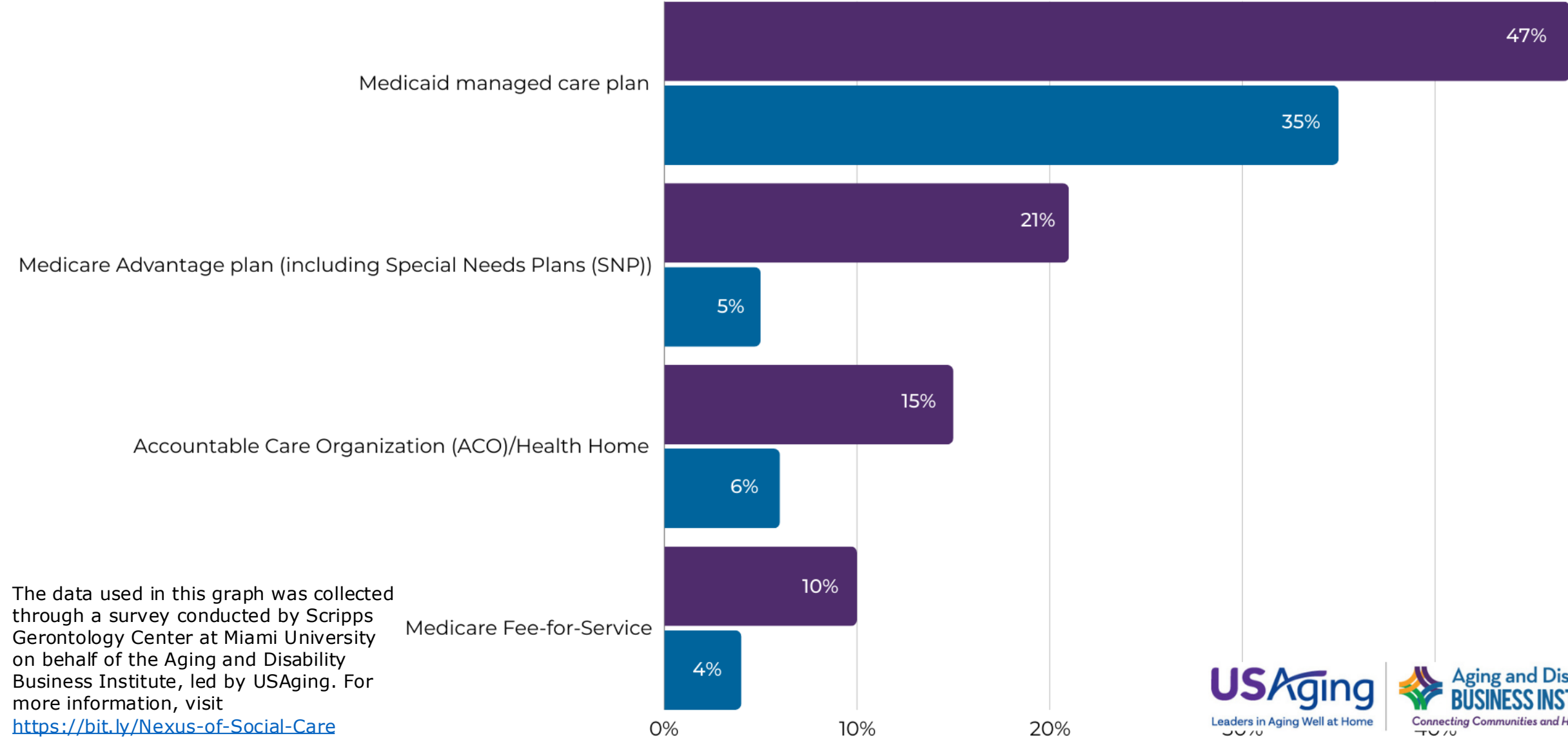
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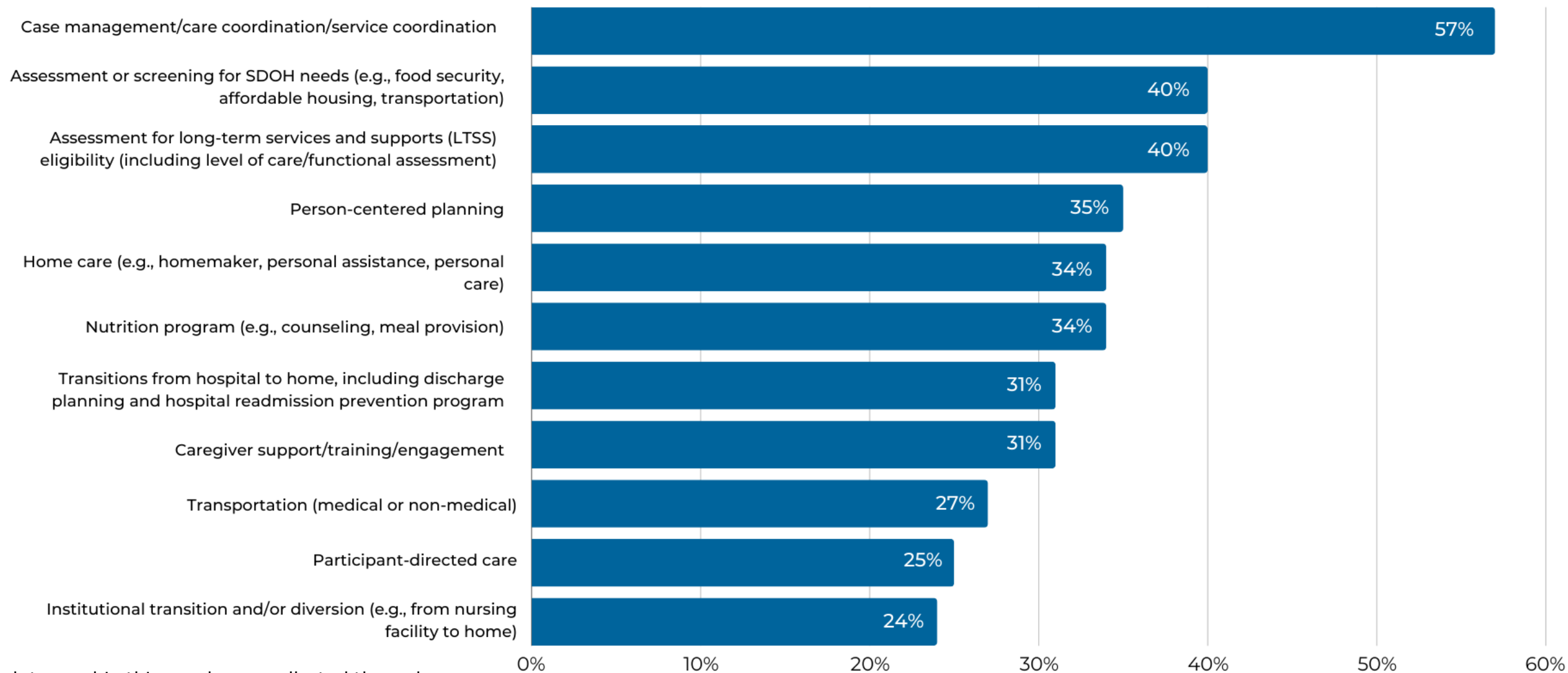
Contracting Has Increased with Some Partners Over Time

2023 2017



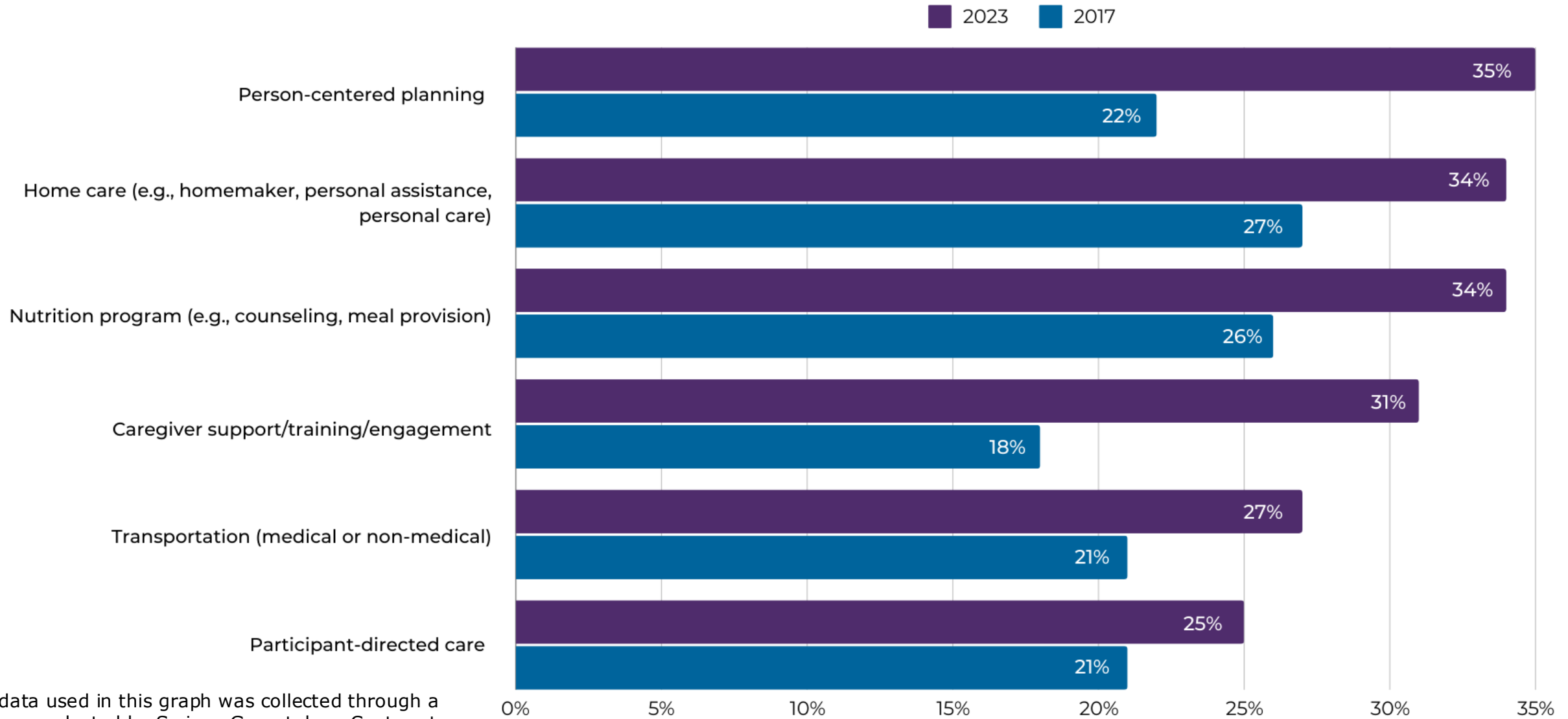
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Most Common Services Provided Through Contracts



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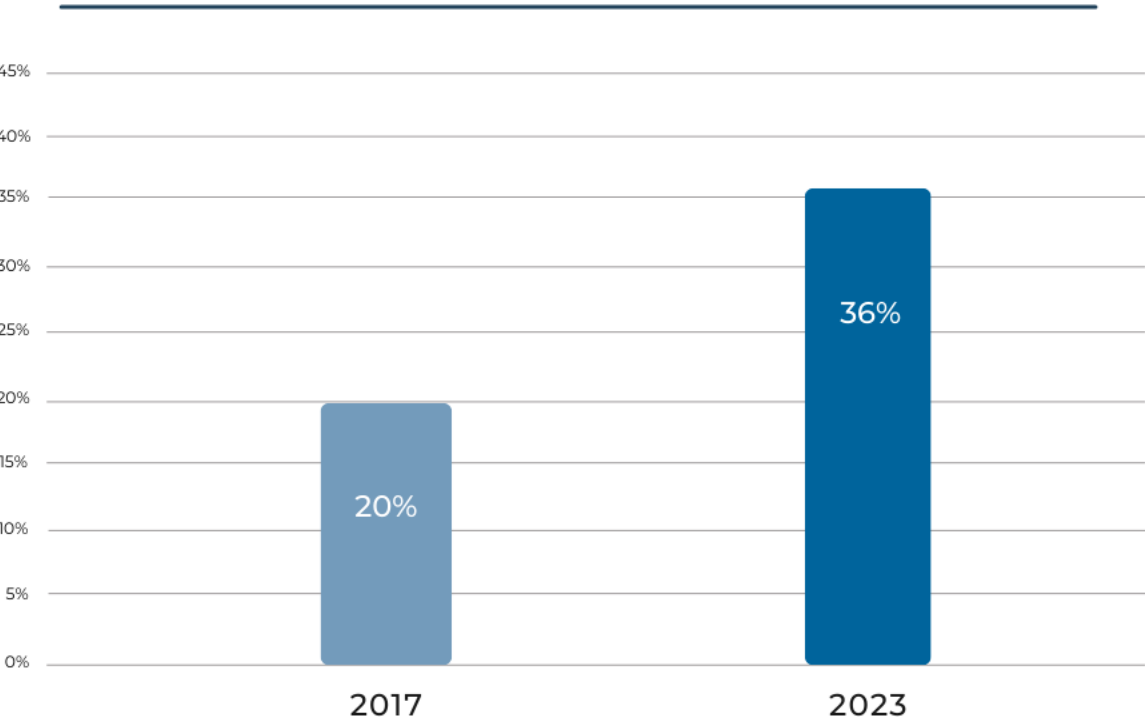
Increases in Select Services Provided Through Contracts



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Community Care Hubs (CCHs)

Growing Proportions of CBOs are Contracting through Networks led by CCHs



Networks hold average of 5.9 contracts; median of 2

The data used in this graph was collected through a survey conducted by Scripps Gerontology Center at Miami University on behalf of the Aging and Disability Business Institute, led by USAging. For more information, visit <https://bit.ly/Nexus-of-Social-Care>

CCHs are community-focused entities supporting networks of CBOs providing services addressing health-related social needs. Hubs centralize administrative functions and operational infrastructure.

31% are a CCH only; 48% are a CCH and also a AAA; 21% are a CCH and another type of CBO

57% have a separate legal structure such as an LLC or 501c3

64% fund their administrative functions with health care contracts

75% have formal data sharing agreements with network members

The State Perspective

How State Units on Aging can Support Community Care Hubs



Agenda



Background



State Role in Supporting CCHs



Looking Forward

The OAA Vision

“This legislation is really the seed-corn that provides an orderly, intelligent, and constructive program...”

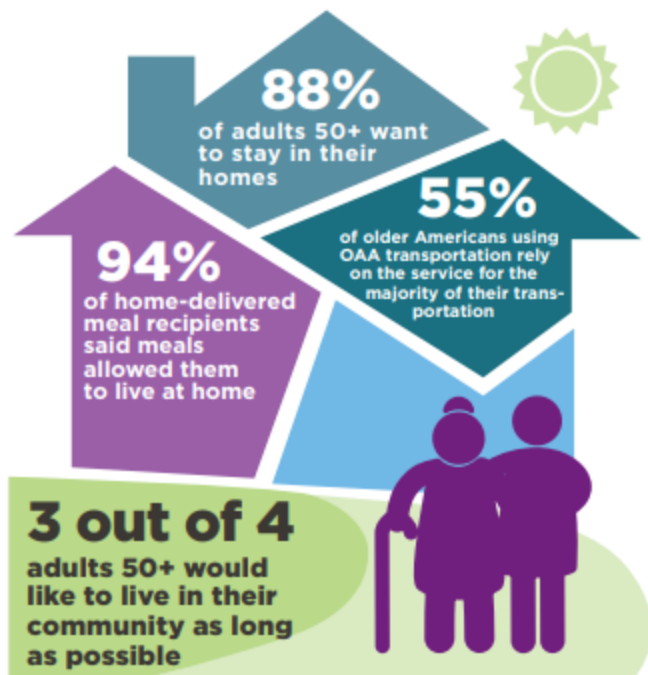
“Under this program, Every State and every community can now move toward a coordinated program of services and opportunities for our older citizens.”

- Lyndon B. Johnson, upon signing

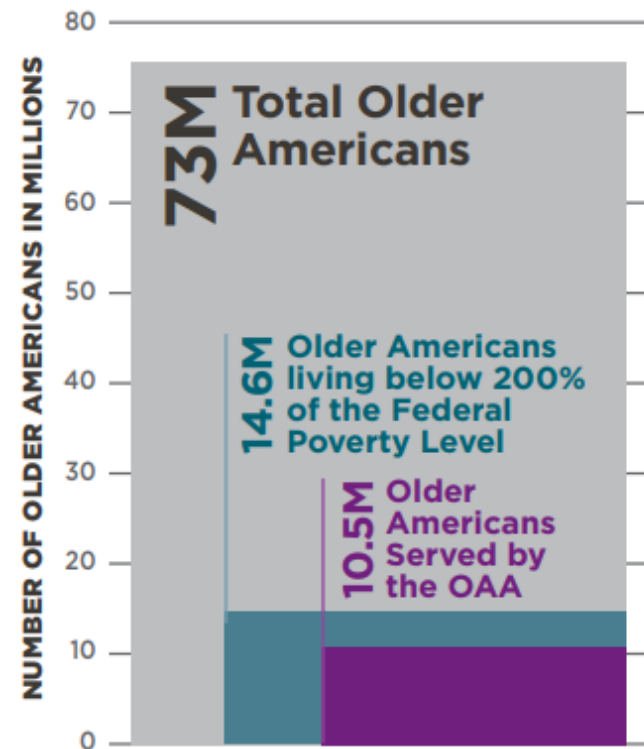
Takeaway: OAA Funding

OLDER AMERICANS ACT FUNDING AND SERVICES

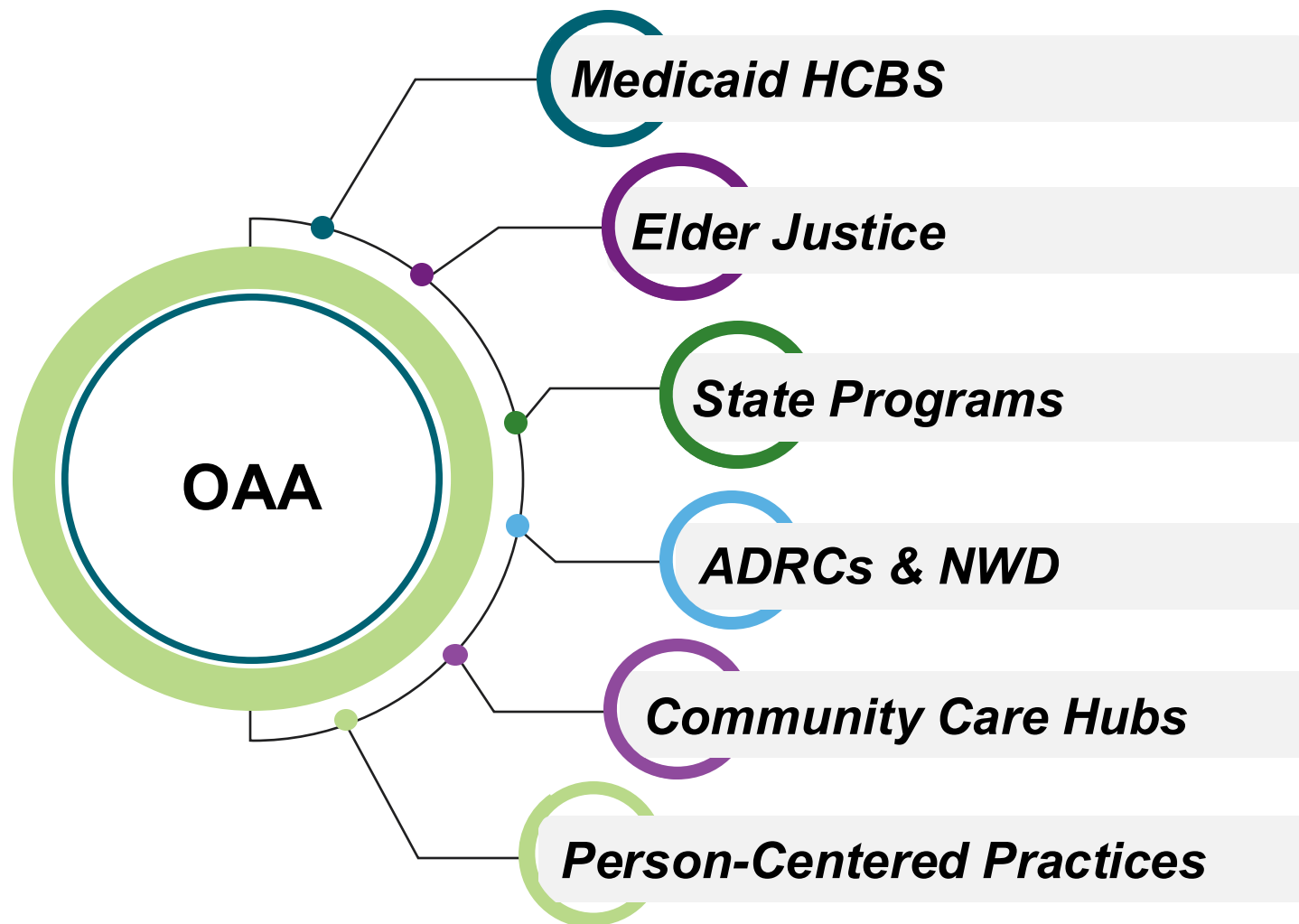
Services Support Community Living



Needs Outstrip Services



The OAA Today





State Role in Supporting CCHs

State Role in Supporting CCHs

Contracting

- Develop policies & procedures that create a streamlined process for contracting
- Ensure that all stakeholders are brought to the table to weigh in on policies & procedures

Convener

- State Agencies
- Governor / Policy Makers
- Stakeholders (SPoA & Area Plans)
- Multisector Plans on Aging

State Role in Supporting CCHs

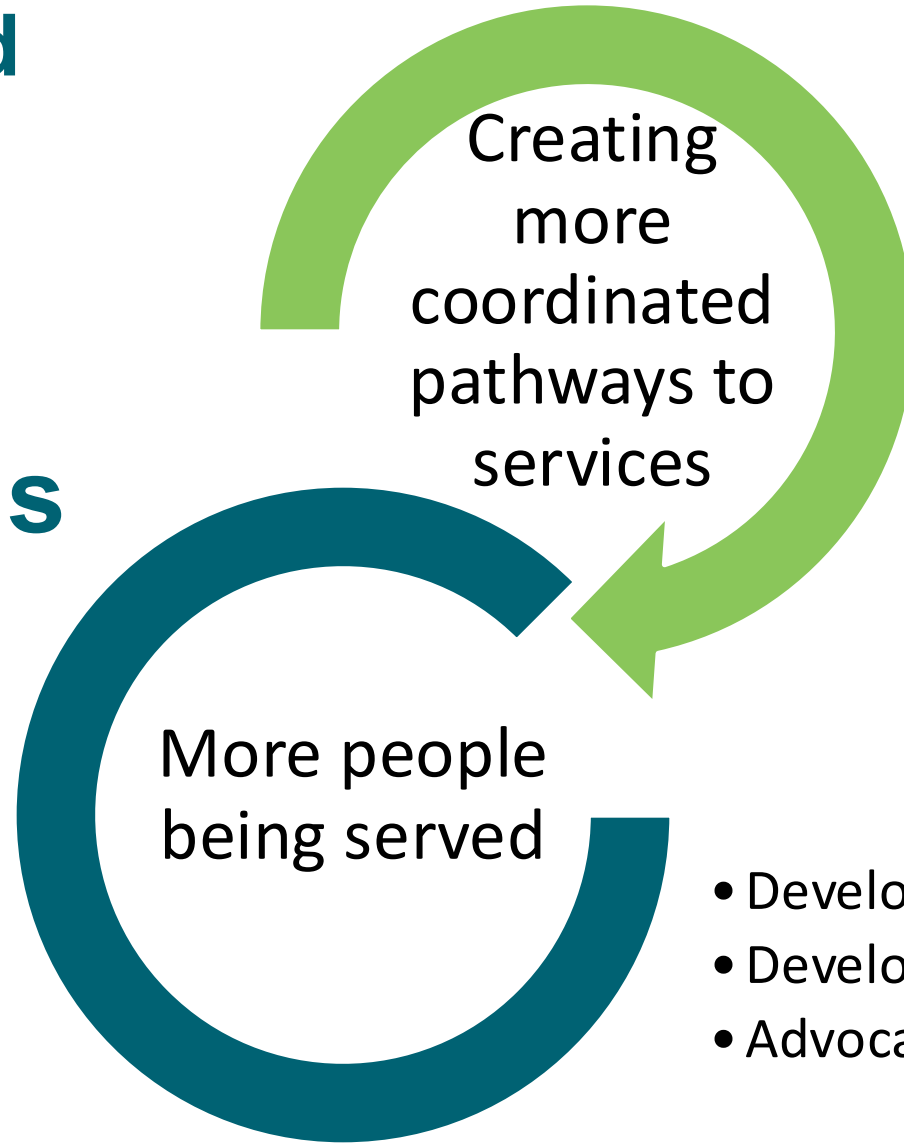
Connector

- “Match-making” with state agencies and drawing alignments
 - Aging Medicaid Health Plans Transportation
 - Housing Public Health Funders DD/IDD

Misc.

- Technology
- Building aging network capacity and business skills
- Other state plans and / or key initiatives

The Shared Goal: Serving More Individuals



- Move away from silos and turf wars
- Stay at the table
- Be open to new approaches

- Develop talking points for benefits of CCH
- Develop ROI / KPIs
- Advocacy

Creating Synergistic Relationships & Contracting Friendly Environments

Mission Focused

Contracting is a new tool

The Mission is the same

To help older adults, people with disabilities and family caregivers live with optimal health, well-being, independence and dignity in their homes and communities.

Opportunity



Leverage private sector value



Support Mission-focused work



Built-in sustainability

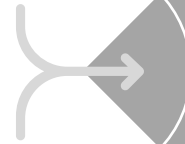


Flexible to meet demand

New Funding Sources



Medicare and Medicaid



Dual eligibles
(Medicare-Medicaid D-SNP plans)



Health system innovations
(ACOs and CMMI Models)



Other groups

New Funding – New Rules



COMPETITIVE BUSINESS
ENVIRONMENT



HEALTH CARE LEVEL
STANDARDS



UNIQUE CONTRACTING
EXPECTATIONS

Vital Partners for Health Care

- ✓ Single point of entry for efficient contracting
- ✓ Aligned geographic reach (aka Service Area)
- ✓ Service consistency
- ✓ Capacity to manage volume and scale
- ✓ Enhanced referral management
- ✓ Secure and standardized data sharing



Aligned with Federal Strategic Priorities

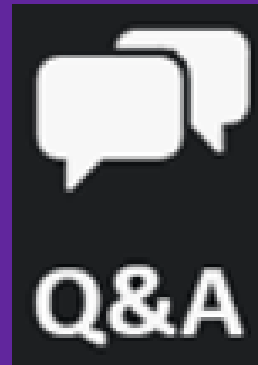
- Supporting Caregivers
- Connecting people to services that matter in their lives
- Protecting rights and preventing abuse
- **Whole-person health**
 - ✓ Expand the capacity of **community care hubs (CCH)**

Final Thought

Collaboration is Key

Questions?

Please enter your questions into the designated **Q&A box** on your Zoom panel bar



For additional questions or information related to Community Care Hubs beyond today's webinar content please email:

communitycarehubs@acl.hhs.gov

You may also reach the COE @

coe@usaging.org

Resources

[USAging](#) (home page)

[Aging and Disability Business Institute](#) (landing page)

- [Lifting The Veil: How Networks Form, Operate, Struggle, and Succeed](#)
- [Resources for Developing a Community Care Hub](#)
- [Data Trends: CBO–Health Care Contracting Survey data](#)
- [Aging and Disability Business Institute Newsletter](#)
(subscribe to our distribution list)



[Center of Excellence to Align Health and Social Care](#) (landing page)

- [CCH Infographic](#)
- [CCH National Map](#)
- [CCH Basics: A Four-Part Series](#)

[Partnership to Align Community Care](#)

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Thank You!
