

Summary of LTQA March Member-Only Roundtable Community Care Hubs: The Intersection of Health and Social Care

Event Date: March 12, 2025, 1-2 PM EST

Speakers:

- *Marisa Scala-Foley*, US Aging, Director of the Aging and Disability Business Institute
- *Paul Cantrell*, US Aging, Director of the Center of Excellence to Align Health and Social Care

The [Center of Excellence to Align Health and Social Care](#) (COE), under the [Aging and Disability Business Institute at USAging](#), awarded grants to 20 Community Care Hubs (CCHs) across 18 states in May 2024 to support their infrastructure development and partnerships with health care organizations.

This initiative, funded through a \$12 million, three-year grant from the Administration for Community Living (ACL), aims to enhance CCHs' ability to align and contract with health care partners for coordination and delivery of social care programs and services that address health-related social needs.

This member discussion focused on trends in community-based organizations' (CBOs) interaction with health systems and plans and progress in implementing infrastructure development for CCHs.

Key Insights from the Member Discussion

- **Growth of CCHs & Service Coordination:** The percentage of CBOs engaged in social care case management and care coordination through contracts with health care providers has increased, with 57% now providing this service through these contracts. This is the most common service provided by CBOs through contracts with healthcare systems and plans.
- **Caregiver Services:** 31% of CBO contracts with health care providers and payers now include caregiver support and training (up from 18% in 2017).
- **Payment Models Shifting:** While fee-for-service remains dominant, there has been a statistically significant shift toward capitation and performance-based contracts, signaling a growing role for CBOs in value-based care.
- **Expanding Data Sharing:** 59.3% of CCH members use hub-managed data systems for data submission to the hub, helping to improve service delivery and integration with health entities.

National Learning Community & Training Support

- In addition to the 20 funded CCHs, 22 additional CCHs are participating in the COE's National Learning Community, receiving technical assistance without direct funding.
- Key training topics include financial acumen, data/IT systems, governance models, and marketing strategies, delivered through webinars, office hours, and advisory committee support from organizations like the CDC, AgeSpan, and the American Hospital Association.

Challenges & Opportunities

- Social care providers are trusted experts in community-based social care services and funding integration, yet their expertise is often misunderstood and undervalued in health care systems.
- CCHs can play a crucial role in reducing hospitalizations and nursing home placements by supporting health management for high-risk populations
- To fully access the benefits of aligning health and social care, funding models and health care standards must evolve to fully leverage their impact.

Presentation Discussion

The subsequent discussion and question-and-answer highlighted challenges and opportunities in data sharing and collaboration between CBOs and health entities.

Key takeaways:

- **Data Sharing Barriers:** CBOs provide significant data to health entities but often receive little in return. A major challenge is the uneasiness health care entities express around allowing CBOs to manage and exchange information independently.
- **Need for Secure, Efficient Data Exchange:** There is a push for HIPAA-compliant data sharing that does not require social care providers to be embedded within healthcare IT systems. Allowing CCHs/CBOs to manage their data is essential to enable meaningful quality improvement. Currently, 45% of CBOs that are a part of the Center of Excellence have a business associate agreement with at least one care partner.
- **Successful Collaboration Strategies:** Joint operating committees can facilitate flexibility in contracting and workflow co-design.
- **Overcoming Adversarial Relationships:** Health systems should actively integrate and support CBOs, ensuring they are seen as partners rather than threats to existing roles, especially front line staff. A shared understanding and openness in partnerships are crucial for success. Health plan participants stressed that CBOs should understand the pain points of the health plans as well (e.g., quality measurement, cost reduction).



Overall, this conversation highlighted the importance of strengthening CCH infrastructure, financial sustainability, and cross-sector collaboration to better integrate health and social care for vulnerable populations.

Resources

- [**CBO-Health Care Contracting Survey**](#)
- [**Resources for Developing a Community Care Hub**](#)
- [**Center of Excellence CCH Award Announcement**](#)
- [**2025 Community Care Hub National Learning Community \(NLC\)**](#)
- [**Advancing Value-Based Contracting in MLTSS: Strategies for Better Outcomes and Care Quality**](#)