

## Hub Alignment Criteria - May 2024

Element	Functions	Evidence of Completion	Measures
<p><b>COMMUNITY VOICE AND ENGAGEMENT</b> Ensures community-based organizations and residents are guiding and advising the Community Care Hub (Hub) on what is best for their community</p>	<ul style="list-style-type: none"> <li>• <b>Community Buy-In</b> – establishes community buy-in and partnership to co-create Hub vision, goals &amp; priorities</li> <li>• <b>Community Advisory and Governance</b> – implements a community advisory &amp; governance structure that defines priority populations and community needs/gaps, includes strong community voice &amp; engagement</li> </ul>	<ul style="list-style-type: none"> <li>○ Landscape Assessment Results Informed Strategy</li> <li>○ Endorsement from community advisory structure</li> <li>○ Diverse community advisory structure with completed charters</li> <li>○ Established CBW workgroup / committee with completed charter</li> <li>○ <b>Meeting Measure Target(s)</b></li> </ul>	<ul style="list-style-type: none"> <li># of community members engaged in CCH decision-making</li> <li># of community partners from diverse sectors (includes tribal partners) engaged in CCH decision-making</li> <li>% of community members and partners who feel the CCH is regularly sharing data</li> <li>% of community members who represent populations of interest (breakdown by race/ethnicity)</li> <li>% of community partners who serve populations of interest (breakdown by race/ethnicity)</li> <li>% of community members and partners who report shared power in decision-making</li> <li>% of community members and partners who feel the CCH is regularly communicating on how it is working on community priorities</li> </ul>
<p><b>SUSTAINABILITY AND BUSINESS OPERATIONS</b> Deliver on-going financial, administrative, and operational support that reduces the burden on community-based organizations</p>	<ul style="list-style-type: none"> <li>• <b>Strategic Plan</b> – establishes a strategic and sustainability plan that includes Hub value proposition</li> <li>• <b>Strategic Measurement &amp; Reporting</b> – evaluation and measurement to further community health improvement</li> <li>• <b>Fund Development &amp; Organization Structure</b> – establishes an organizational structure, staffing model and fund development plan to achieve strategic goals</li> </ul>	<ul style="list-style-type: none"> <li>○ Strategic roadmap (inc. equity strategies)</li> <li>○ Communications plan</li> <li>○ Measurement plan</li> <li>○ Measurement specifications</li> <li>○ Process to communicate/share data</li> <li>○ Evaluation plan</li> <li>○ Staffing Structure &amp; Job Descriptions</li> <li>○ Fund Development Plan</li> <li>○ Recent financial audit with findings and/or plan of correction</li> </ul>	<ul style="list-style-type: none"> <li># of diverse funding sources the CCHs are receiving</li> <li>Total dollars (\$) to the CCHs from DOH (or other funding sources)</li> <li>% of funding going to community-based partners from total revenue received by the CCH</li> <li>% of funders or CBOs who feel CCH is brokering funding (admin function) on behalf of the Network</li> <li>% of funders or CBOs who feel Hub can manage invoicing &amp; payment, technology, and data across sectors (admin function)</li> <li># of CCHs able to address Network administrative needs (or</li> </ul>



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	<ul style="list-style-type: none"> <li>• <b>Healthy Business Functions</b> – maintains healthy business functions that supports a Network of partners (includes policies, processes &amp; tools)</li> </ul>	<ul style="list-style-type: none"> <li>○ Regularly monitors &amp; shares to advisory committees its business operation performance indicators</li> <li>○ <b>Meeting Measure Target(s)</b></li> </ul>	burden) % of funders satisfied with CCHs performance to support a Network % of CBOs who feel their administrative/operational burden to partner with government or health care is better off because of CCH
<b>CARE COORDINATION OPERATIONS &amp; REPORTING</b>  Provide standards and systems to ensure the social care network effectively delivers and reports on their services, improves health outcomes, and reduces costs	<ul style="list-style-type: none"> <li>• <b>Care Coordination Standards</b> – establishes Care Coordination Standards that help people get the services they need to improve health</li> <li>• <b>Client Management Systems</b> – IT for data collection of service coordination, billing &amp; invoicing, and reporting</li> <li>• <b>Intake &amp; Referral Processes</b> – manages referrals and coordinates with existing care coordination services</li> <li>• <b>Protection of Client Information</b> – maintains the protection of client information in compliance with HIPAA or other federal rules/regulations</li> <li>• <b>Programmatic Measures, Reporting &amp; Improvement</b> – Tracks, monitors and reports on care coordination services and operations to sustain Network</li> </ul>	<ul style="list-style-type: none"> <li>○ Implemented community-based care coordination practice standards</li> <li>○ Workflows and data standards for care coordination defined</li> <li>○ SDOH/HRSN Assessment tool and workflow defined</li> <li>○ Developed Hub policies &amp; procedures to guide Network</li> <li>○ IT platform capabilities and selection process complete</li> <li>○ IT platform selected</li> <li>○ Care Coordination workflows (CBCC, Billing &amp; Invoicing, Reporting, Data Exchange) are tested and translated on IT platform</li> <li>○ Referral workflows &amp; data-mapping complete</li> <li>○ Referral management processes &amp; procedures defined</li> <li>○ Resource Directory tool defined</li> <li>○ Met or passed IT/Security risk assessment</li> <li>○ Met or passed HIPAA compliance risk assessment</li> <li>○ Consent and authorization/disclosure forms established</li> <li>○ Program-level measurement plan defined – includes agreed upon measures, specifications,</li> </ul>	# of referrals – can flag by pops of interest to show rate of enrollment for individuals of interest # of enrolled clients # of enrolled clients with completed SDoH assessment # individuals served % of individuals served working with a community-based workers to address their social, health or education need via enrollment in the CCH (population) % of individuals who report needs were met # clients with social, health, and education needs successfully addressed % of individuals served with social, health, and education needs successfully addressed by a trusted community-based care coordinator % of referrals to CCH converted to enrollment



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		<p>and data sources to support continuous quality improvement</p> <ul style="list-style-type: none"> <li>○ Continuous Quality Improvement Plan Defined</li> <li>○ Regularly monitor performance with its Network and its Workforce defined</li> <li>○ <b>Meeting Measure Target(s)</b></li> </ul>	
<p><b>NETWORK MANAGEMENT AND CAPACITY BUILDING</b> Creates, supports and organizes a diverse Network of community partners to engage priority populations and deploy services that meet the health and social needs of the community</p>	<ul style="list-style-type: none"> <li>• <b>Engage &amp; Assess Community-Based Organizations</b> – assesses populations, services, partner types, and network capacity to develop the Social Care Network</li> <li>• <b>Manage Network of Intake &amp; Referral Partners</b> – ensures people with identified needs are connected to resources (no-wrong door)</li> <li>• <b>Manages, Contracts &amp; Onboards Network of Partners</b> – provides community-based care coordination and additional supports for Network partners</li> <li>• <b>Capacity Building &amp; Technical Assistance</b> – provides assistance for potential partners not contracted with the Hub</li> </ul>	<ul style="list-style-type: none"> <li>○ Network adequacy goals defined</li> <li>○ Partner inventory complete</li> <li>○ Partner Communication Plan &amp; Engagement completed</li> <li>○ New Partner Readiness Assessment Completed</li> <li>○ Manages referral partnerships (inbound)</li> <li>○ Referral partner recruitment plan (inbound)</li> <li>○ Manages resource/referral partnerships (outbound)</li> <li>○ Resource/referral partner recruitment plan (outbound)</li> <li>○ Contracts are established with Network to include partner responsibilities and accountability goals</li> <li>○ Assessment of Network partner contractual readiness is complete</li> <li>○ Network partner onboarding is complete</li> <li>○ Network partner offboarding is tracked</li> <li>○ Network Partner T/TA plan defined</li> <li>○ Partner Organization Assessments</li> <li>○ Capacity Building and T/TA plan</li> <li>○ <b>Meeting Measure Target(s)</b></li> </ul>	<p># of diverse sectors and partners contracted with the CCH – social care Network providers</p> <p># of Community Based Organization partners receiving support from the CCH (contracted with the CCH)</p> <p>% of CBO partners satisfied with technical assistance and administrative support provided by the CCH</p> <p>% of diverse partners contracted with the CCH</p> <p># of new Network partners CCH is contracting with that are reflective of community needs</p> <p>% of CBO’s have demonstrated increased capacity in serving under resourced populations</p> <p>% of contracts or funding from CCH to small, grassroots and/or impacted organizations</p> <p>% CBOs/Network reporting increased capacity (e.g. workforce, infrastructure, resources) to meet culturally appropriate community needs</p>



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<p><b>COMMUNITY BASED WORKFORCE</b> Grows economic and professional opportunities for the workforce that shares life experiences with priority populations</p>	<ul style="list-style-type: none"> <li>• <b>Lived-Experience Workforce</b> – develops strategy for recruiting, training, retaining, and growing a diverse peer-based workforce</li> <li>• <b>Workforce Voice</b> – creates shared learning and feedback loops to improve Hub services and identify gaps in services</li> </ul>	<ul style="list-style-type: none"> <li>○ Assessment of workforce and supervisory needs</li> <li>○ LMS used to track workforce development &amp; growth</li> <li>○ Forum/approach to support on-going CBW professional development</li> <li>○ CBW workforce development plan</li> <li>○ Assess priority population representation in CBW workforce</li> <li>○ Processes for integrating workforce feedback</li> <li>○ Incentives established</li> <li>○ <b>Meeting Measure Target(s)</b></li> </ul>	<ul style="list-style-type: none"> <li># of community-based workforce staff Trained</li> <li>% of diverse workforce</li> <li>% of workforce reporting they are supported by the CBO</li> <li>% of workforce reporting training needs met</li> <li>% CBW staff retained (workforce)</li> <li>% of CBWs that grew skills via training and/or professional development</li> <li>% of CBWs reporting an increase in pay or professional development opportunities</li> </ul>

