



Iowa Community HUB Charter

October 2021
Revised 11-06-2023

I The Iowa Community HUB

CHPcommunity is a nonprofit agency that coordinates clinical-community linkages and partnerships doing business as the [Iowa Community HUB](#) (HUB). The HUB operates as a community care hub supporting prevention and improving health outcomes by connecting individuals of all ages, abilities, and incomes to programs and services that address social drivers of health (SDOH). The HUB connects Iowans to local or virtual evidence-based programs (EBPs) for preventing or managing chronic conditions. The HUB has been in existence since Feb. 2020.

Mission Statement:

Support community partners to initiate, expand, and sustain health and wellness programs and services that address important health issues facing our communities.

Purpose:

1. Connect Individuals – We help individuals connect to health promotion programs and social care services within Iowa Communities.
2. Support Organizations – We help build an organization’s capacity to provide programs and services that address important health issues.
3. Facilitate Referrals – We make it easy to refer to evidence-based programs and social care services.

II Overall Strategic Plan 2021-2025

Objective #1 – Create a HUB model that connects individuals of all ages, abilities, and incomes to programs and services that address the social drivers of health and decreases the occurrence or severity of chronic disease in Iowa. (Access)

Objective #2 – Provide support to community-based organizations (CBOs) in their implementation, expansion, and sustainability of quality programs and services through a membership relationship that strengthens the mission and culture of CBOs. (Support)

Objective #3 – Design the HUB to share data securely and effectively with community-based partners spanning multiple programs and services boosting statewide health initiatives and community care coordination. (Care Coordination)

Objective #4 – Partner with translational research scientists to ensure optimal effectiveness and implementation of community programs and communications between HUB stakeholders. (Quality)

Objective #5 – Establish a financial plan braiding public and private funding sources for a sustainable infrastructure for the HUB intended for the continuous efforts to improve the health of Iowans. (Sustainability)

II HUB Advisory Group

The HUB Advisory Group provides non-binding strategic advice to the development and management of the HUB. It consists of community partners who are accomplished experts with decades of experience in their respective industries. The HUB Advisory Group creates a “learning forum” around the HUB model and helps advance the purpose of the HUB in Iowa.

Role of an Advisory Group member:

- Attend Advisory Group meetings and provide an independent source of information and advice in areas such as strategic planning, development, and management of the statewide HUB.
 - HUB Advisory Group meets virtually every other month for one hour.
- Review HUB materials and provide guidance in the development of these materials.
- Read minutes, reports, and other documents to keep abreast of HUB activities.
- Disseminate relevant HUB information to organizational members or employees, partner organizations, and/or community members through list serves, websites and newsletters as appropriate.
- **Subcommittees** – option to participate in subcommittees that align with group member’s passion and/or professional work and time commitment (see Addendum 1 for more details).

For a current list of the HUB Advisory Group membership, see Addendum 2 updated annually.

III HUB Manager Responsibilities – CHPcommunity

- Manage the HUB operations, partner and vendor relations, and membership services for the successful achievement of the HUB strategic plan.
- Work with leadership of the Board of Directors to develop, direct, and evaluate the 5-year strategic plan of the HUB.
- Lead the development and maintenance of the HUB charter.
- Organize and manage HUB Advisory Group meetings including developing agendas and sending out meeting summaries.
- Achieve CDC DPRP full recognition and maintain recognition status in good standing on behalf of CBOs.
- Enroll with CMS as a MDPP supplier, with CBOs registered as administrative locations, to facilitate claims submission and reimbursement.
- Enter into data sharing agreements/contracts with vendors, health care system partners, and community-based organizations to enable secure exchange of personal health information.
- Enter into Master License Agreement including data sharing agreements and end user license agreements with a single source vendor selected for billing services. The contract will enable access of a proprietary cloud-based claim processing service for the purposes of tracking CBO

participant programmatic or customer service data and insurance coverage information and submitting claims on behalf of CBOs.

- Enter into Master License Agreement including data sharing agreements and end user license agreements with Workshop Wizard, the single source vendor selected as the database management platform. The contract with Workshop Wizard enables statewide data and referral management, bidirectional feedback, and reporting program outcomes.
- Enter into contractual relationships with “Connector” partner organizations to enhance statewide system synergy for the purpose of optimally connecting individuals with the programs and services that address social care needs.
- Direct the development of, and subsequently operate, a sustainable community care hub model for Iowa in partnership with the Board of Directors, HUB Advisory Group, HUB subcommittees and community stakeholders to support the mission and purpose of the Iowa Community HUB.
- Convene regular check-ins with CBOs to report on progress, identify and resolve challenges, provide feedback on experiences, review reports on program outcomes and claim’s reimbursement, and discuss new opportunities for enriching the CBO-HUB partnership.
- Convene quarterly meetings with healthcare system and state agency partners to report on progress, identify and resolve challenges, provide feedback on experiences, and discuss new opportunities for enriching the partnership.

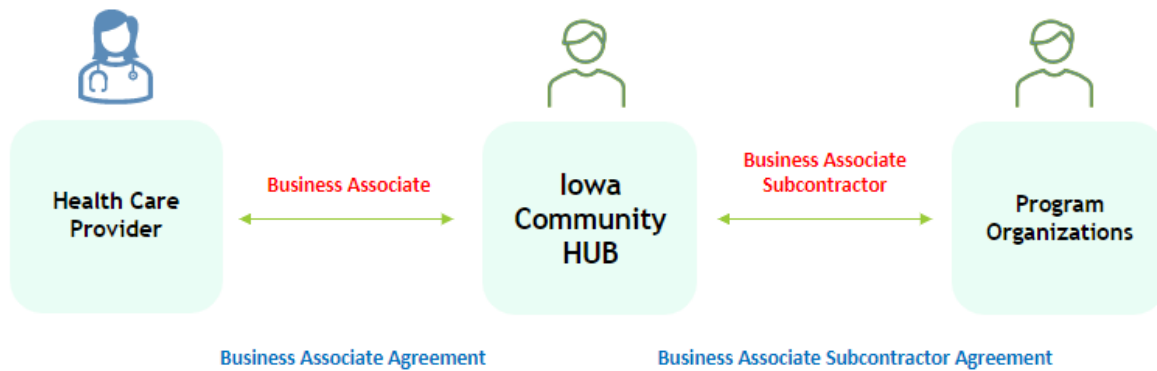
IV Membership: see Addendum 3

V Translational Science

In collaboration with the ISU Translational Research Network (U-TuRN), the HUB employs implementation science methods and translational research paradigms to evaluate the short and long-term impacts of programming at both organizational and individual levels. The use of participatory research methods for enrolling CBOs will ensure effective training and tracking of data through the system. Using translational science within the HUB model not only provides support for CBOs across the state with their delivery of EBPs at a scale needed to see public health impact, but it also has the potential to allow researchers to study implementation processes and program sustainability, so that continual optimization and enhanced implementation of EBPs through HUB members occurs. In addition, using behavioral science principles and methods leads to optimum program effectiveness for participants and valuable communications back to the medical team (s) for enhancing patient care. The commitment to ongoing research and program evaluation at all system levels will enable refinement of programming and partnerships to support patient outcomes and long-term sustainability of programming over time.

VI Compliance with HIPAA

The HUB will conduct business with honesty and integrity and in compliance with all applicable federal, state, and local laws. As a covered entity, the HUB is committed to protecting the confidentiality of protected health information (personal, medical, financial and insurance) in compliance with all aspects of the Health Insurance Portability and Accountability Act, 42 U.S.C. 1320d *et seq.* and its associated regulations (“HIPAA”).



Community care hubs maintain a cybersecurity and risk framework which keeps them in regulatory compliance with healthcare standards and deploy IT tools to facilitate data sharing with healthcare and CBO members. All confidential information shared within the HUB or with its Business Associates (BA) will be the minimum necessary to accomplish the task or project and meet a documented need for the confidential information. The HUB will enter into Data Sharing Agreements that enable the secure exchange of protected health information.

Workshop Wizard is the software utilized by the HUB and is owned and developed by PAC Software, Inc. The data is backed up daily and encrypted in transit using HTTPS and at rest by using AWS EBS encryption (AES-256). The data are stored in a different city than the backups; both within the United States. Amazon Web Services hosts the servers and provide physical security and firewall protection. The servers are protected by WebRoot anti-virus software. Workshop Wizard websites are built to prevent SQL injection.

The HUB is developing a HIPAA and data security training and assessment process for its members and will provide capacity-building support to ensure member compliance, such as a CBO compliance manual. This development will help the Iowa Community HUB work towards fulfilling regulatory and contractual requirements set with healthcare partners for administering payment to the network members.

VII Data Safety and Monitoring Board

The HUB's independent Data and Safety Monitoring Board (DSMB) was established to ensure the safety of research participants and the integrity of study data. The board periodically monitors progress, efficacy, safety, and other confidential data from grant projects affiliated with the HUB. Outcome data is privileged and shared only with members of the DSMB and kept confidential. The DSMB review is centered in analysis of Adverse Events (AEs) and Serious Adverse Events (SAEs) including their occurrence, grading, and causality. The Board membership has at least three or five members in total (always an odd number). A chairperson is appointed and is responsible for overseeing the meetings, developing the agenda, and summarizing the meeting. The chairperson is the contact person for the DSMB. The HUB collectively hosts a DSMB annual online meeting where updates are provided on recruitment, enrollment, participant safety reports and status of the ongoing projects. The Board may decide to meet more often if a project presents higher risk to the subjects, the population is vulnerable,

or when there is a large volume of data to review. The Chairman may also call an ad hoc meeting depending on safety or efficacy concerns. Meetings are customarily conducted online.

VIII Health Equity

To ensure the HUB meets its values of community engagement and inclusion, health equity, and sustainability to advance health initiatives, diverse lived experience perspectives are valued and critical to the very structure of the HUB's operations. The purpose of the HUB DEI Advisory Task Force is to hold the HUB accountable for these values. The HUB DEI Advisory Task Force provides insight and strategic direction to guide DEI strategies and implementation in the HUB. The DEI Advisory Task Force has the following goals:

- Capture the lived experience of diverse perspectives
- Utilize lived experience perspectives to drive HUB decisions and operations
- Grow our understanding of the lived experience of diverse perspectives
- Cultivate a welcoming and inclusive community
- Ensure skill building in providing culturally appropriate and inclusive care for all Iowans

The Task Force has the following specific responsibilities and duties that will be accomplished through:

- Active participation in task force meetings to solicit and provide feedback to the HUB
- Review lived experience feedback to operationalize positive impact
- Monitor progress of the HUB in meeting its DEI goals
- Develop and implement training to advance DEI understanding at the HUB and in the broader community

The HUB DEI Advisory Task Force will play key roles in facilitating the development and refinement of HUB equity-based training materials for CBO members and coordinating with a Community Advisory Board (people with lived experience) to prepare feedback from the CAB and advise the HUB on how to operationalize the feedback.

For more information:

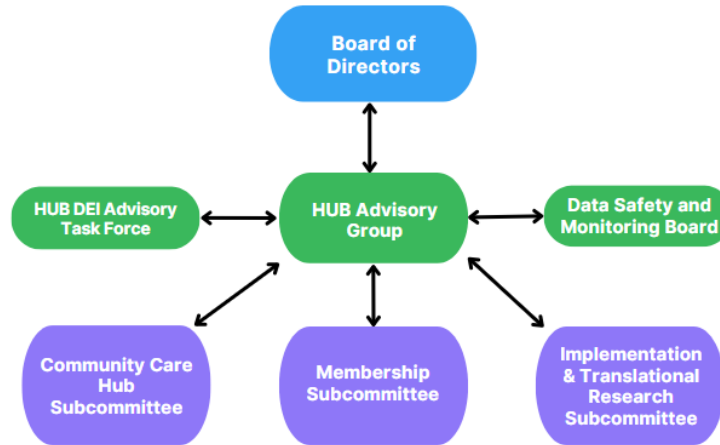
www.iacommunityhub.org

<https://www.facebook.com/chpcommunityiowa/>

ADDENDUM 1



Iowa Community HUB Organizational Chart



Board of Directors

- Defining function
- Fostering strategy development
- Clarifying operation plans
- Evaluating and minimizing liability risk
- Developing data governance

Board of Director meetings occur the 4th Fridays of every other month at 12:00 PM.

HUB Advisory Group

- Large Group learning forum
- Gathering input/feedback/support

Meetings take place on the 4th Friday of every other month at 9:00 AM.

Subcommittees

1. Community Care HUB

- Create a role for the HUB in Medicaid transformation initiatives and value-based payment models
- Ensure equitable access to health-related social needs services by advancing the CHW role
- Enable person-centered, care coordination through sophisticated clinical community linkages
- Enhance data integration and interoperability through coordinated data security governance

Meetings take place on the 1st Wednesday of every other month at 2:00 PM.

2. Membership and HUB Business Development

- Supporting community-based organizations through membership
- Single contracting entity
- Developing procedures for billing and payments
- Refining value proposition

Meetings take place on the 4th Monday of every other month at 2:30 PM.

3. Implementation and Translational Research – Led by ISU U-TuRN

- Facilitating collaborative grant writing efforts
- Promoting quality assurance - continuous performance improvement
- Developing best practices for training and implementation
- Creating standardized processes for delivery and evaluation

Meetings take place on the 4th Friday of every other month at 9:00 AM (alternating with Hub Advisory Group)

4. Data Safety and Monitoring Board

- Ensure the safety of research participants and the integrity of study data.
- Monitor progress, efficacy, safety, and other confidential data from grant projects affiliated with the HUB.

Meetings occur annually. The Board may decide to meet more often if a project presents higher risk to the subjects, the population is vulnerable, or when there is a large volume of data to review. The Chairman may also call an ad hoc meeting depending on safety or efficacy concerns.

5. HUB DEI Advisory Task Force

- Grow our understanding of the lived experience of diverse perspectives.
- Ensure the HUB meets its values of community engagement and inclusion, health equity, and sustainability to advance health initiatives.
- Utilize lived experience perspectives to drive HUB decisions and operations.
- Cultivate a welcoming and inclusive community.
- Ensure skill building for program delivery organizations and health care systems in providing culturally appropriate and inclusive care for all Iowans.

Meetings take place on a quarterly basis.

ADDENDUM 2

List of Members of the HUB Advisory Group – 01-19-2023

Organization	Contact and Role
Iowa Department of Health Human Services	Ali Grossman, Referral-Based Intervention Coordinator
National Association of Chronic Disease Directors	Ali Jaglowski, Public Health Consultant
Iowa State University	Alison Phillips, Associate Professor of Psychology
Iowa Department of Health Human Services	Andrew Minear, Diabetes Primary Prevention Coordinator
Iowa Department of Health Human Services	Angela Doyle Scar, Executive Officer - Office of Healthcare Transformation
CyncHealth	Angela Greene, Chief of Staff, Office of the CEO
MercyOne Des Moines	Angela Shanahan, RN Case Manager
Capital City Fruit	April Fox, E-Commerce Manager
Findhelp	Art Lopez, VP, Sales and Business Development
Iowa State University	Ashley Scudder, Research Scientist
Iowa Rural Health Association	Audrey Tran Lam, Environmental Health Program Manager
U of I Prevention Research Center for Rural Health	Becky Bucklin, Research and Project Manager, Community & Behavioral Health
Primary Health Care	Bery Engebretsen, Chief Visionary
Telligen	Brian Feist, Senior Quality Improvement Facilitator
Iowa Association of Community Providers	Brita Nelson, Technical Assistance Coordinator
HIRTA	Brooke Ramsey, Business Development Manager
Iowa Healthcare Collaborative	Cari Seddon, Director Community Quality Initiatives
Iowa Falls Prevention Coalition	Carlene Russell, Dietitian
UnityPoint Health - Des Moines	Chris McCarthy, Community Health Project Manager
ISU Indicators Program	Chris Seeger, Iowa Program Director
University of Iowa	Colette Galet, Associate Research Scientist
Broadlawns Medical Center	Dana Danley, MD, Program Director, Broadlawns Family Medicine Residency
Iowa State University Extension and Outreach	Dawn Dunnegan, Human Sciences Specialist, Family Wellbeing
Humana	DeAndrea Searight, DSNP Community Engagement Executive
Iowa Chronic Care Consortium	Deb Kazmerzak, CHW Program Director
ISU College of Human Sciences	Deb Sellers, Associate Dean for Academic Personnel, State Specialist, ISU Extension and Outreach
VA Central Iowa	Denise Behrends, Director of Therapy Services
National Association of Chronic Disease Directors	Elizabeth (Lisa) Erck, Public Health and Worksite Wellness Consultant

Iowa Department of Health Human Services	Eliza Daly, BRFSS Coordinator
United Way	Eric Rentfrew, Operations Manager with 211
Iowa State University	Greg Welk, Professor of Research, Director of U-TuRN
National Association of Chronic Disease Directors	Heather Murphy, Public Health Consultant
Iowa State University - Department of Kinesiology	Jacob Meyer, Associate Professor
Primary Health Care, CHPcommunity	Jennifer Groos, Lead Faculty for COPC Quality Improvement
Iowa Hospital Association	Jennifer Nutt, Vice President, Nursing and Clinical Services
United Way	Jessica Nelsen, Community Impact Coordinator
Iowa Department of Health Human Services	Jill Myers-Gaedelmann, Bureau Chief
Molina Healthcare of Iowa	Jill Villalobos, VP, Healthcare Services
University of Northern Iowa	Jimmy Reyes, Instructor Department of Nursing and Public Health
Amerigroup	John McCalley, Health Equity Director
Hello Better Healthcare, LLC	Joy Doll, Consultant
Iowa Medical Society	Kady Reese, Director Education and Engagement
National Association of Chronic Disease Directors	Katherine (Katie) Cacal, Public Health Communications Specialist
Iowa Chronic Care Consortium	Kathy Kunath, Training and Partner Relations
University of Iowa	Kathy Lee, Adult Injury Prevention Coordinator
Iowa Department on Aging	Kent Ohms, Community Living Director
Iowa Association of Area Agencies on Aging	Linda Hildreth, Executive Director
Iowa State University - Human Sciences Extension and Outreach	Lyndi Buckingham-Schutt, Assistant Professor Community Nutrition and Health
Iowa Department on Aging	Liz Fridley, Health Promotion Director
Iowa Medical Society	Lori Byrd, Manager, Initiatives and Special Projects
EveryStep	Maci Andersen, Community Health 5210 Coordinator
Iowa Department of Health Human Services	Maggie Ferguson, Brain Injury and Disability Manager
National Association of Chronic Disease Directors	Mari Brick, Public Health Consultant
Iowa Department of Health Human Services	Marilyn Jones, Program Planner 2
Above + Beyond Cancer	Mary Van Heukelom, Program Director
Unite Iowa	Megan Middaugh, Community Engagement Manager
Iowa Primary Care Association	Megan Westerly, Clinical Quality Consultant
Telligen	Michael Boyson, Program Specialist, Federal Health Solutions
Iowa State University	Michael Dorneich, Associate Professor
Iowa Compass	Mike Lightbody, Program Manager
Capital City Fruit	Mike Schmidt, E-Commerce Business Development Executive

Molina Healthcare of Iowa	Nafissa Egbuonye, AVP of Growth and Community Engagement
Iowa Department of Health Human Services	Olivia Diggs, Epidemiologist, Iowa BRFSS/YRBS
Iowa Total Care	Paul Mulhausen, Chief Medical Director
Iowa Primary Care Association	Rachel Goss, Senior Director of Transformation
DM Supportive Housing;	Sarah Wigen, Director of Impact
Iowa Department of Health Human Services	Shelley Horak, Executive Officer/Project Manager
Milestones Area Agency on Aging	Sonita Oldfield-Carlson, Evidence-based Programs Coordinator
Happy at Home Consulting	Sydney Marshman, Chief Executive Officer
Iowa Primary Care Association	Tiffany Conroy, Integrated Health Consultant
Molina Healthcare of Iowa	Tim Gutshall, Chief Medical Officer
Easterseals Iowa	Tracy Keninger, Rural Solutions & Assistive Tech Program Director
Constellation Quality Health	Vicky Kolar, Quality Specialist
Findhelp	Vickie Walsh, Community Engagement Manager
Iowa Alliance of YMCAs	Wade Riedinger, Executive Director

ADDENDUM 3



Iowa Community HUB Tiered Membership

We invite you to join our mission-aligned partner network to expand Iowa’s capacity to initiate, grow, and sustain evidence-based programming.

The Iowa Community HUB is a nonprofit organization providing healthcare systems with the ability to extend beyond the walls of the clinic joining community partners in better managing chronic disease in Iowa.

As a member of the HUB, you can pursue program **sustainability and achieve scale** because HUB arrangements demonstrate network adequacy and greater collective impact.

HUB Basics	HUB Complete	HUB Specialty
<ul style="list-style-type: none"> Connect with HUB’s Referral Network Statewide Program Promotion Resources for Program Management Disability Resources for Inclusive Programming 	<p style="text-align: center;">HUB Basics included</p>	<p style="text-align: center;">HUB Basics included</p>
	<ul style="list-style-type: none"> Referral Management Full Participant Navigation + Retention Support Program Management Database Program Report Generation Referral Correspondence Reporting to National Funders 	<p style="text-align: center;">HUB Complete included</p>
		<ul style="list-style-type: none"> Billing + Claims Reimbursement Access Sustainable Reimbursement through contracting Coverage under HUB Payer Contracts Coverage under HUB Medicare Supplier Status Operate with HUB DPRP Full Recognition Status Support for DPRP Reporting Requirements