



Iowa Community HUB Charter

October 2021
Revised 04-09-2024

I The Iowa Community HUB

CHPcommunity is a nonprofit organization doing business as the [Iowa Community HUB](#) (HUB). The HUB follows the Administration for Community Living (ACL) guidelines and strategies of a community care hub (CCH) working with network partners to connect Iowans with meaningful evidence-based programs, with a focus on reducing health disparities for priority populations who experience greater obstacles to health. The HUB is unique in that it serves the entire state of Iowa, collaborating with organizations state-wide to maximize resources and support community initiatives through clinic to community partnerships, community engagement and inclusion, support for local and virtual evidence-based programs, navigation, and focus on health equity and sustainability to advance health and social care. 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 network intended for the continuous efforts to improve the health of Iowans. (Sustainability)

II HUB Advisory Group

The HUB Advisory Group is comprised of individuals from a diverse network of community-based organizations across the state that engage in a “learning forum” around the CCH model and work to bridge clinic-community efforts in Iowa. The group operates as an open network which creates a welcoming and collaborative sharing environment for members to communicate openly about challenges, barriers, and successes regarding our work to bridge health and social care. The group meets every other month providing the stage for communities, health care organizations and state agencies to work together to build a strong social care ecosystem.

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 activities and projects that bridge health and social care through a community care hub model.
 - HUB Advisory Group meets virtually every other month for one hour.
- Read minutes, reports, and other documents to keep abreast of HUB activities.
- Review HUB materials and provide guidance in the development and/or dissemination of these materials.
- Disseminate relevant HUB information to organizational members or employees, partner organizations, and/or community members through list serves, websites and newsletters as appropriate.
- **Subcommittees** – Five separate subcommittees meet in the months between. Members have the option to participate in subcommittees that align with their passion and/or professional work and time commitment.

Community Care Hub Subcommittee – Improve access to health-related social needs services by advancing the Community Health Workers (CHWs) role. Aligned with the Iowa CHW Alliance Strategic Plan, this group fosters cross-sector partnerships and strengthens clinic-community linkages for person-centered care coordination. The subcommittee enhances support for individuals, bridging gaps in care and improving health outcomes across Iowa.

Implementation and Translational Research Subcommittee - Works to build capacity and create best practices that facilitate the adoption, implementation, and maintenance of evidence-based programs across the state. Consistent with the HUB model, this subcommittee is set up as a partnership between researchers and community stakeholders to facilitate collaborative grant writing efforts, develop best practices for trainings and program delivery, help evaluate standardized processes for HUB activities, and create data reporting that brings value to each of the stakeholders in the network (payers,

providers, connectors, and CBOs). Activities are guided by leaders from The Iowa State University (ISU) Translational Research Network (U-TuRN) which serves as the translational research partner for the HUB.

Membership Subcommittee - Supports CBOs through dedicated time to connect with program delivery organizations to share their successes, challenges, questions, and best practices in a networking atmosphere.

Community Access and Impact Council - Dedicated to ensuring the HUB stays accountable to its mission of expanding health access and improving outcomes for all Iowans. By integrating diverse lived experiences and perspectives into the HUB's operations, the council ensures these voices are central to decision-making.

Independent Data and Safety Monitoring Board (DSMB) – The Independent Data and Safety Monitoring Board (DSMB), established in 2023, ensures research participant safety and data integrity for HUB-affiliated grant projects. The board reviews progress, efficacy, and safety, focusing on Adverse Events (AEs) and Serious Adverse Events (SAEs). The HUB hosts an annual DSMB meeting to review recruitment, enrollment, and safety reports, with additional meetings as needed for high-risk projects, vulnerable populations, or large data volumes.

See Addendum 1 for more details on when and how often the subcommittees meet.

III Iowa Community HUB Responsibilities

- Manage HUB operations, partner and vendor relations, and membership services for the successful achievement of the HUB strategic plan.
- Work with HUB Board of Directors to develop, implement, and evaluate the 5-year strategic action 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 MDPP supplier status and maintain recognition status in good standing on behalf of CBOs to achieve sustainable funding for CBO program efforts.
- Execute and manage MOUs/data sharing agreements with community-based organizations to enable secure exchange of personal health information (referrals) for program delivery.
- Execute and manage health care contracts for payment of services related to connecting patients to evidence-based programs and social care services delivered by CBO network partners.
- Execute and manage data sharing agreements and end user license agreements with vendors selected for billing and payment services/database management system/interoperability/CRM processes. Contracts 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, enable multidirectional referral system, navigation services, report generation, and management of CBO membership and partner network.
- Execute and manage contractual relationships with “Connector” partner organizations to

enhance statewide system interoperability 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.

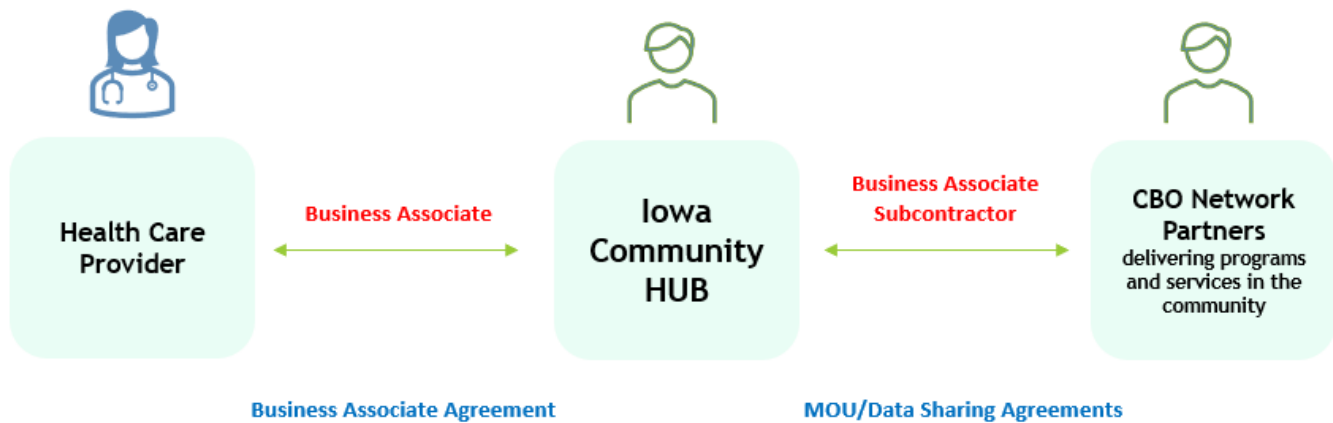
IV Membership: see Addendum 2 for list of members and Addendum 3 for future CBO network partner membership options.

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 that keeps them in regulatory compliance with healthcare standards and deploys IT tools to facilitate secure data sharing with healthcare and CBO members. The HUB is a Business Associate (“BA”) of covered entities, such as healthcare providers, as defined and referred to under HIPAA. Accordingly, the HUB takes reasonable steps to comply with the requirements under HIPAA including having a signed Business Associate Agreement (“BAA”). The HUB (BA) shares referral information with a CBO network partner for program delivery. CBO is a Business Associate Subcontractor (BAS) with HUB and BAS is expected to appropriately safeguard the shared referral information. All confidential information shared within the HUB or with BAs and BASs will be the minimum necessary to accomplish the task or project and meet a documented need for the confidential information.

The HUB will provide a HIPAA and data security training and assessment process for its CBO network partners. These compliance efforts will help the Iowa Community HUB work towards fulfilling regulatory and contractual requirements with healthcare partners for administering payment to the network members.

For more information:

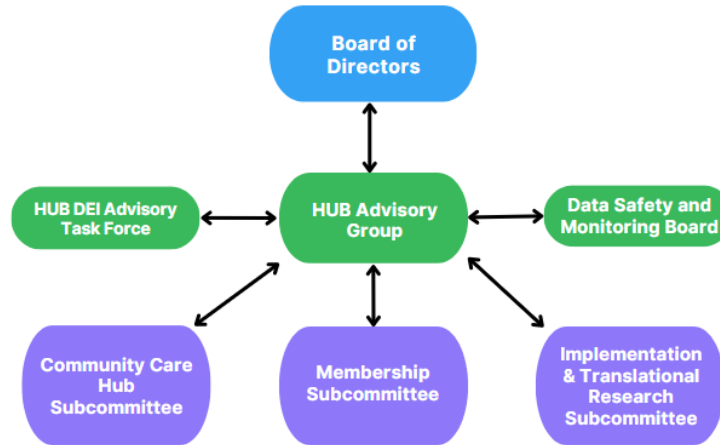
www.iacommunityhub.org

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

ADDENDUM 1



Iowa Community HUB Organizational Chart



Board of Directors

- Strategy development around financial acumen
- Development of strategic action plans
- Assess data governance through coordinated data security

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

HUB Advisory Group

- Provide the stage for communities, health care organizations and states to work together to build a strong social care ecosystem.
- Foster cross-sector collaborations.
- Support integration of social care into the health care continuum.

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

Subcommittees

1. Community Care HUB

- Ensure access to health-related social needs services by advancing the CHW role.
- Align with the Iowa CHW Alliance Strategic Plan and foster cross-sector partnerships and projects.
- Enable person-centered, care coordination through sophisticated clinic-community linkages

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

2. Membership Subcommittee

- Support community-based organizations through membership

- This group works as an “open office hours” giving time to connect with delivery organizations to share their successes, challenges, questions, and best practices.

Meetings take place monthly on the 2nd Wednesday of the month at 9:00 AM.

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

- Facilitate collaborative grant writing efforts
- Promote continuous performance improvement
- Develop best practices for training and implementation
- Create 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. Community Access and Impact Council

- Center Lived Experience: Capture and integrate diverse lived experiences and perspectives into the HUB's decision-making processes to ensure these voices are at the forefront of operations.
- Drive Decision-Making: Incorporate lived experience insights to inform and shape the HUB's strategies and actions, ensuring they align with the needs of the community.
- Foster Inclusion: Cultivate welcoming and inclusive environments within the programs and services of the HUB and its partner network, ensuring that all lowans feel valued and have access to health and wellness resources.
- Strengthen Capacity: Support skill-building and training for program delivery organizations and healthcare system partners to provide culturally appropriate, inclusive, and accessible care/ programs for all lowans.

Meetings take place quarterly on the 3rd Friday from 8:00 AM.

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