

CBOs Address Social Needs Through Contracts with Health Care

Aging and disability community-based organizations (CBOs), such as Area Agencies on Aging, Centers for Independent Living and other service providers, provide a wide range of home and community-based services to help older adults and people with disabilities live with dignity and independence in their homes and communities for as long as possible. Health care payers and providers are increasingly contracting with CBOs to address the social determinants of health among their clients by providing home and community-based services.

CBOs Provide a Variety of Services Through Health Care Contracts

42% of CBOs with contracts provide assessments or screenings for health-related social needs, such as food security, access to safe and affordable housing, and transportation. Other contracted services frequently include:



Care transitions services



Home care services (including participant-directed care)



Assessment for Long-Term Services and Supports (LTSS) eligibility



Care coordination, case management and person-centered planning



Nutrition



Evidence-based programs for chronic disease management, fall prevention and mental health



Transportation

And many more...

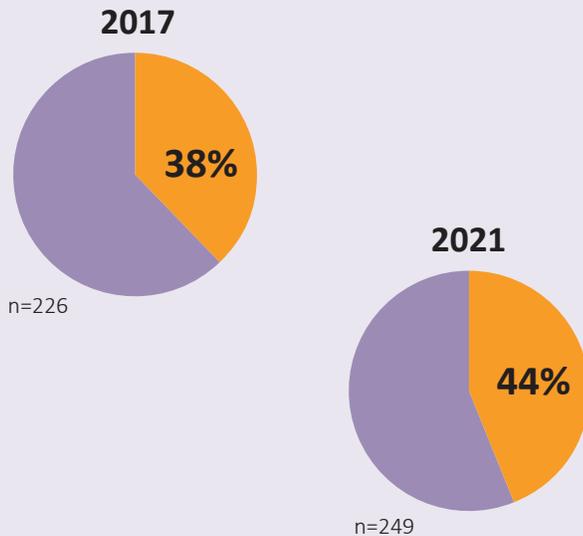


Through these contracts, CBOs also support people with complex care needs, such as:

- Individuals at high risk for Emergency Department use, hospitalization/hospital readmission or nursing home placement
- Individuals living with dementia
- Individuals with behavioral health needs and substance abuse disorders
- Individuals who are unsheltered or at risk of being unsheltered



A Growing Percentage of CBOs are Contracting with Health Care Entities



CBOs are Contracting Through Networks

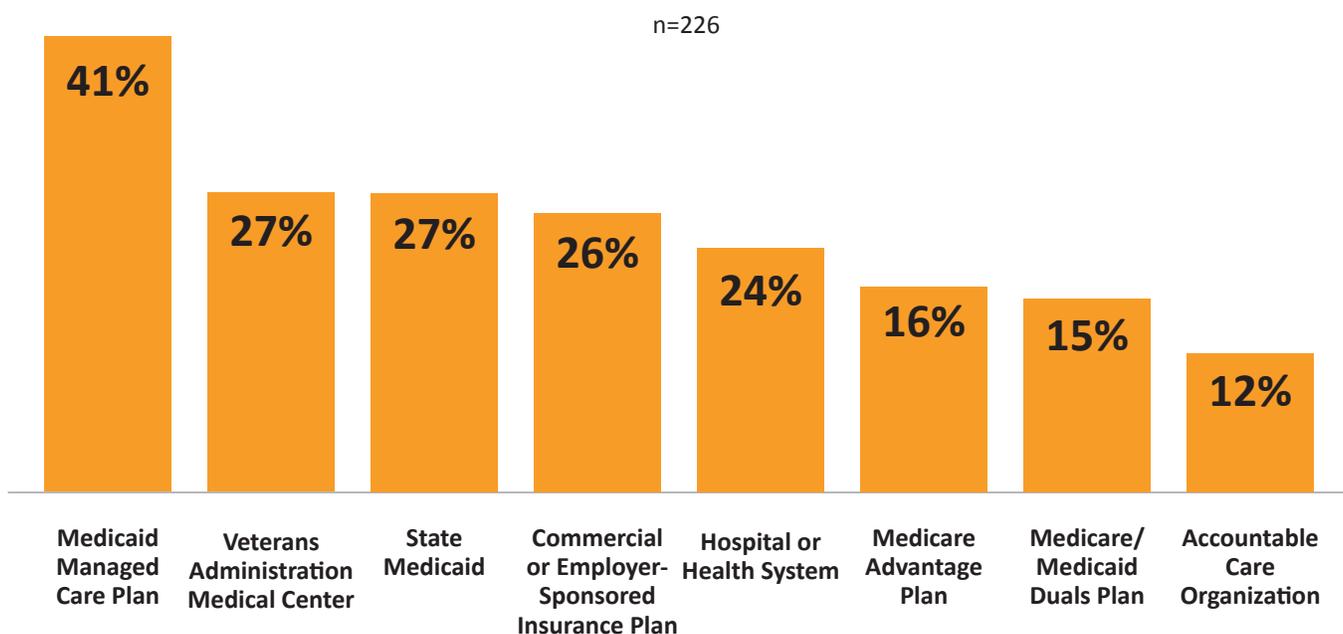
Growing numbers of CBOs are contracting through networks. These Community Integrated Health Networks help streamline the contracting process for their health care partners and help CBOs attain a broader geographic reach.

Since 2017, the proportion of CBOs that report contracting as part of a network of CBOs has **doubled** from 20 percent to 40 percent.



In 2021, **90%** of contracting CBOs reported that they have had a current **contract renewed** by their health care partner.

CBOs Contract with Many Different Health Care Entities, Including:





Most Significant Challenges Faced By Contracting CBOs:

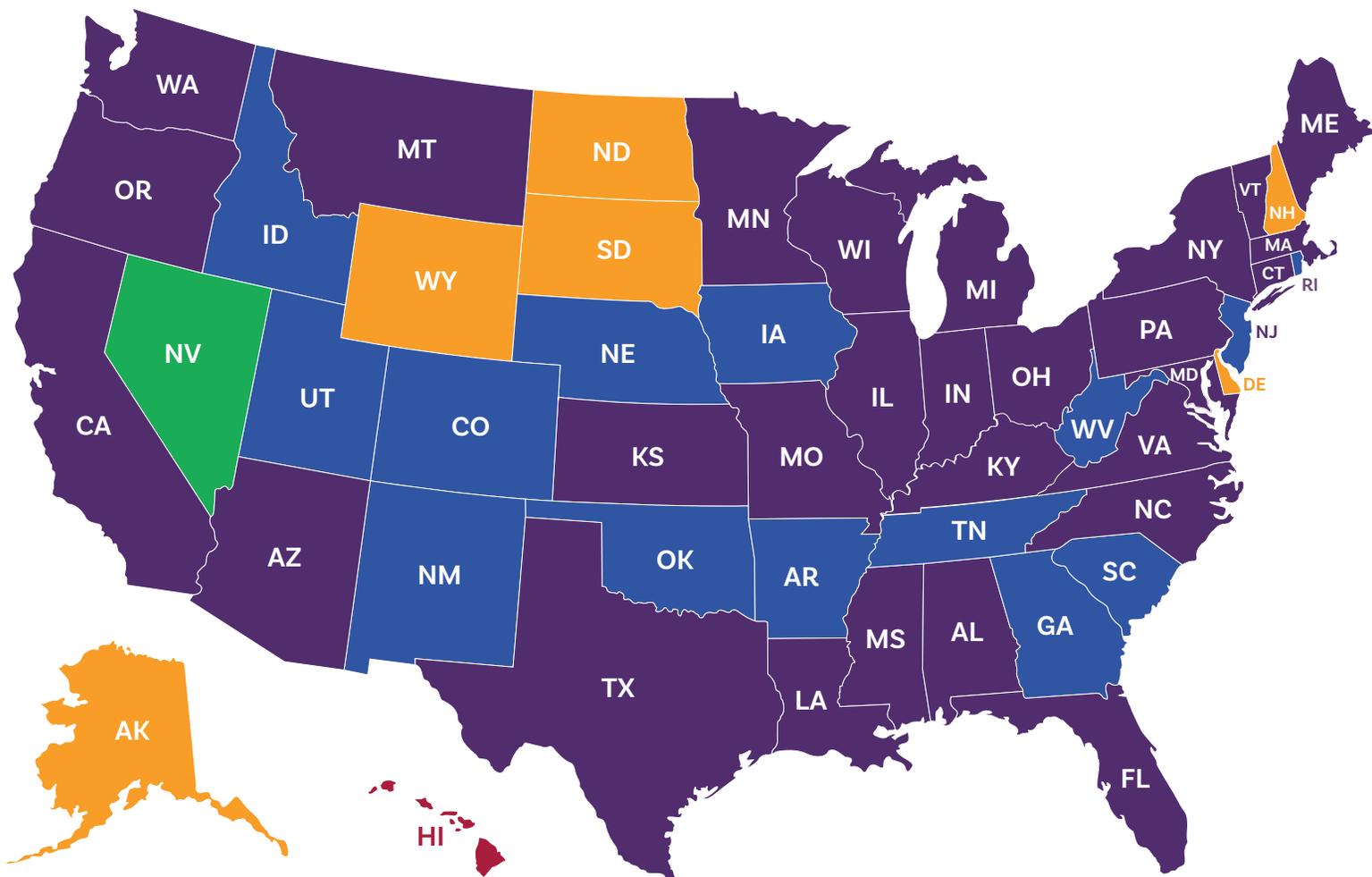
- Time it takes to establish a contract
- Negotiation of price and/or contract terms
- Referrals and volume
- Timely payment for contracted services
- Common understanding of proposed programs/services
- Staff turnover in the health care entity
- Denial of claims



Most Significant Benefits CBOs Experience as a Result of Contracting:

- Positioned the agency as a valuable health care partner
- Increased the number of people served
- Obtained funding from new sources
- Enhanced the organization's sustainability
- Expanded or enhanced the types of services offered
- Expanded visibility of the organization in the community
- Expanded the types of population served

CBO Contracting and Network Activity by State



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 <http://ow.ly/842K50lsrYA>

- Contracting and network activity
- Contracting; no network activity
- No known activity
- Pursuing contracting; network activity
- Pursuing contracting; no network activity

This infographic was developed by the Aging and Disability Business Institute (Business Institute). The Business Institute is led by USAging in partnership with the most experienced and respected organizations in the aging and disability networks, and funded by The John A. Hartford Foundation, The SCAN Foundation and the Administration for Community Living. The Business Institute builds the capacity of AAAs and other aging and disability CBOs as they seek to partner and contract with health care entities to better serve older adults and people with disabilities. To understand how these relationships grow and change over time, the Business Institute, in partnership with the Scripps Gerontology Center of Excellence at Miami University, conducts recurring surveys on the contracting partnerships CBOs have with health care payers and providers. These surveys collect data from AAAs, Centers for Independent Living, nutrition services providers, senior centers and other CBOs that are contracting with health care providers and payers. Data in this infographic was gathered through the 2021 and 2017 surveys and focuses on CBO contracting. Visit www.aginganddisabilitybusinessinstitute.org to learn more.