



**National Caregiver Support Collaborative**

*Building our capacity to support family, kinship, and tribal caregivers*

# **Integrating Caregivers as Care Team Partners**

---

August 6, 2025

2:00-3:00 PM ET

# Agenda

- 1 Welcome
- 2 Overview from ACL on the Integration of Health Care and Social Services
- 3 Panel: Strategies for Integrating Caregivers as Care Team Partners
- 4 Closing



# National Caregiver Support Collaborative

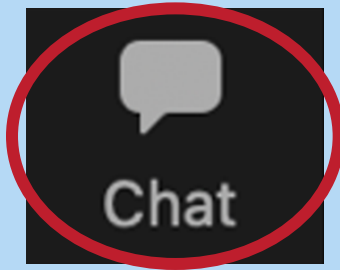
*Building our capacity to support family, kinship, and tribal caregivers*

## **Welcome**

---

# Logistics

Use the Zoom chat function to submit comments or questions to speakers during the session:



To access the CART transcription, click the Show Captions icon:



The session slides and recording will be available on the [NCSC website](#) soon.

# Learning Objectives

At the conclusion of this session, participants will be able to:

- Understand ways to partner with health care providers to address gaps in caregiver support
- Share and apply caregiver-inclusive tools and strategies in local health care settings
- Explore opportunities for technical assistance to better support the needs of aging, kinship, and tribal networks



**National Caregiver Support Collaborative**

*Building our capacity to support family, kinship, and tribal caregivers*

# **Overview from ACL on the Integration of Health Care and Social Services**

---

# Speaker

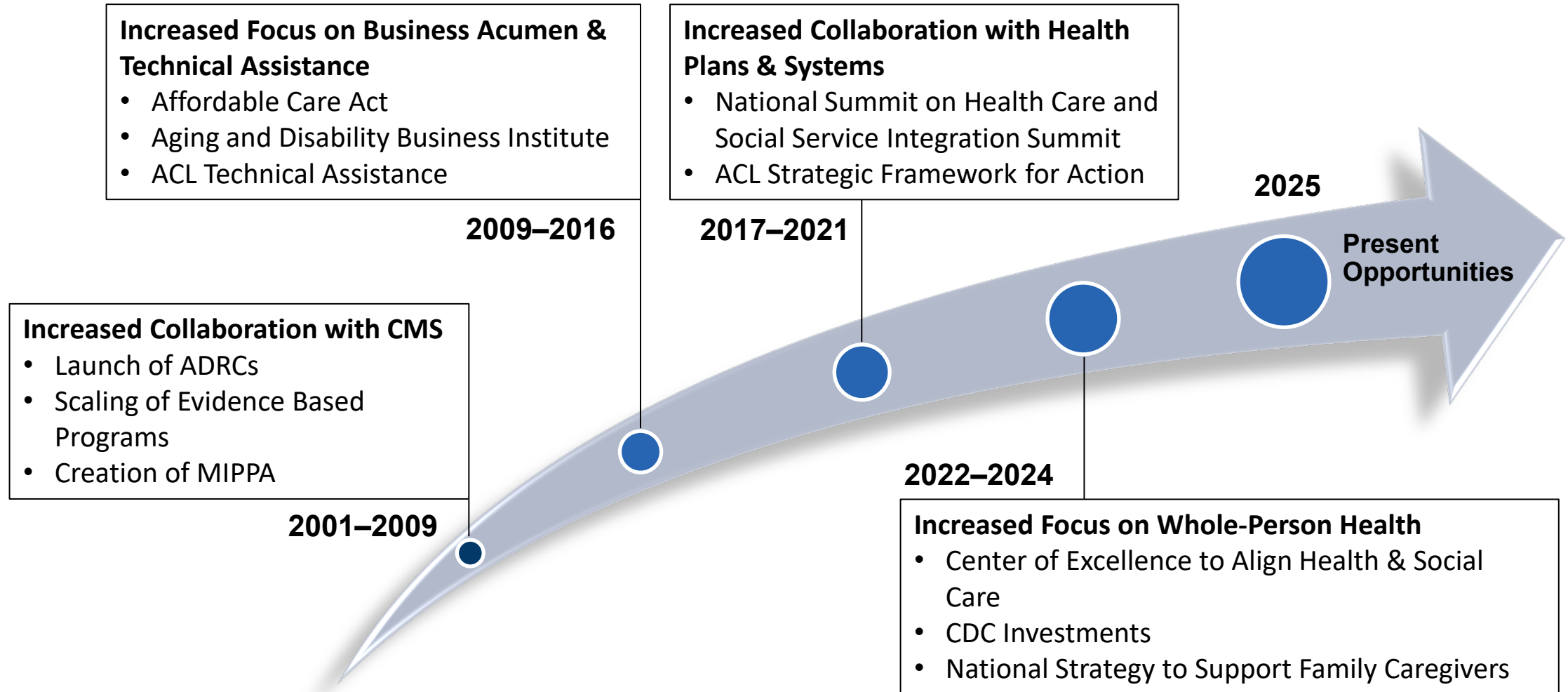
---



**Kristie Kulinski**

*Director,  
Office of Network Advancement,  
Administration for Community Living*

# Advancing Partnerships to Align Health Care and Social Services Across Administrations







# Contracting Between CBOs and Health Care

- Community-based organizations (CBOs) are increasingly contracting with health care organizations to address health-related social needs\*
  - Leverages CBO core competencies and services
  - Proportion of CBOs contracting with health care has increased from **38.1% in 2017** to **46.7% in 2023**
  - More than one-third (36%) of contracting CBOs are doing so as **part of a network led by a community care hub**

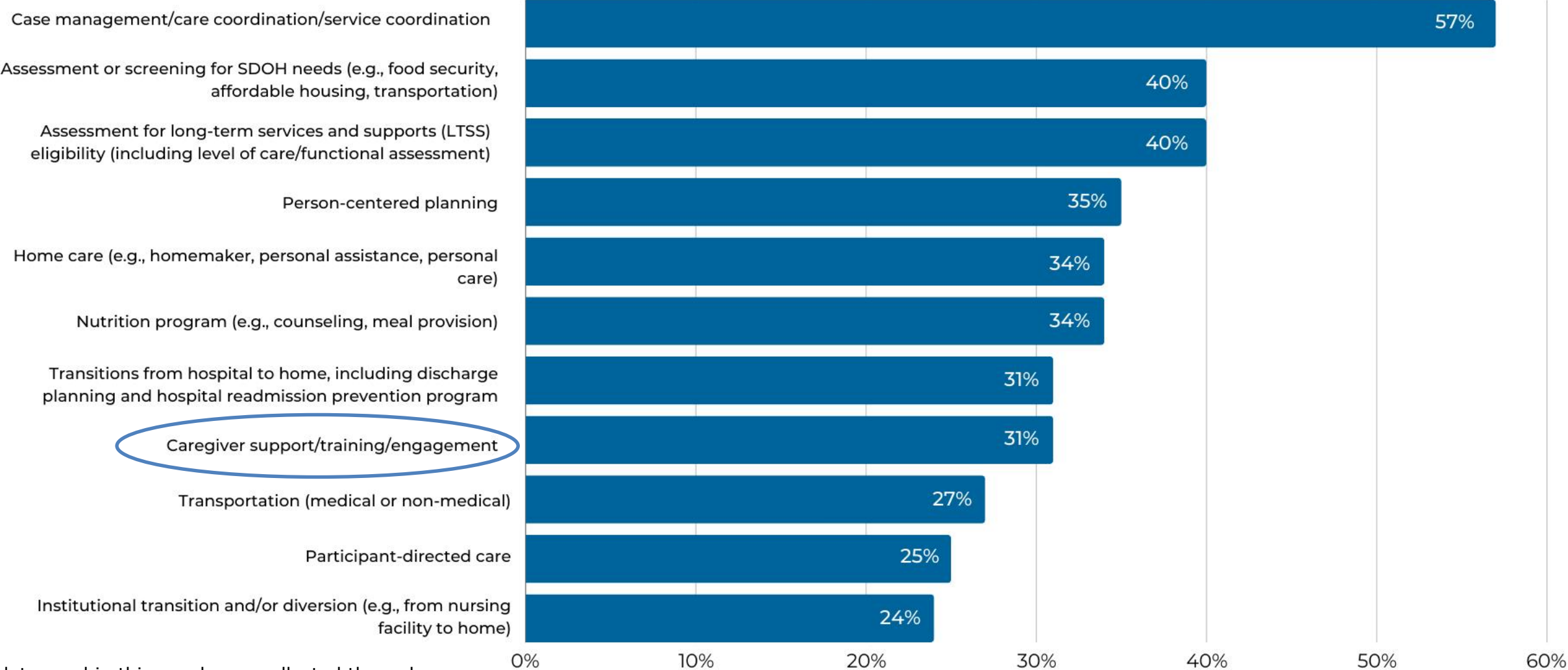
\*Source: Aging and Disability Business Institute  
2023 CBO Health Care Contracting Survey



# Community Care Hub

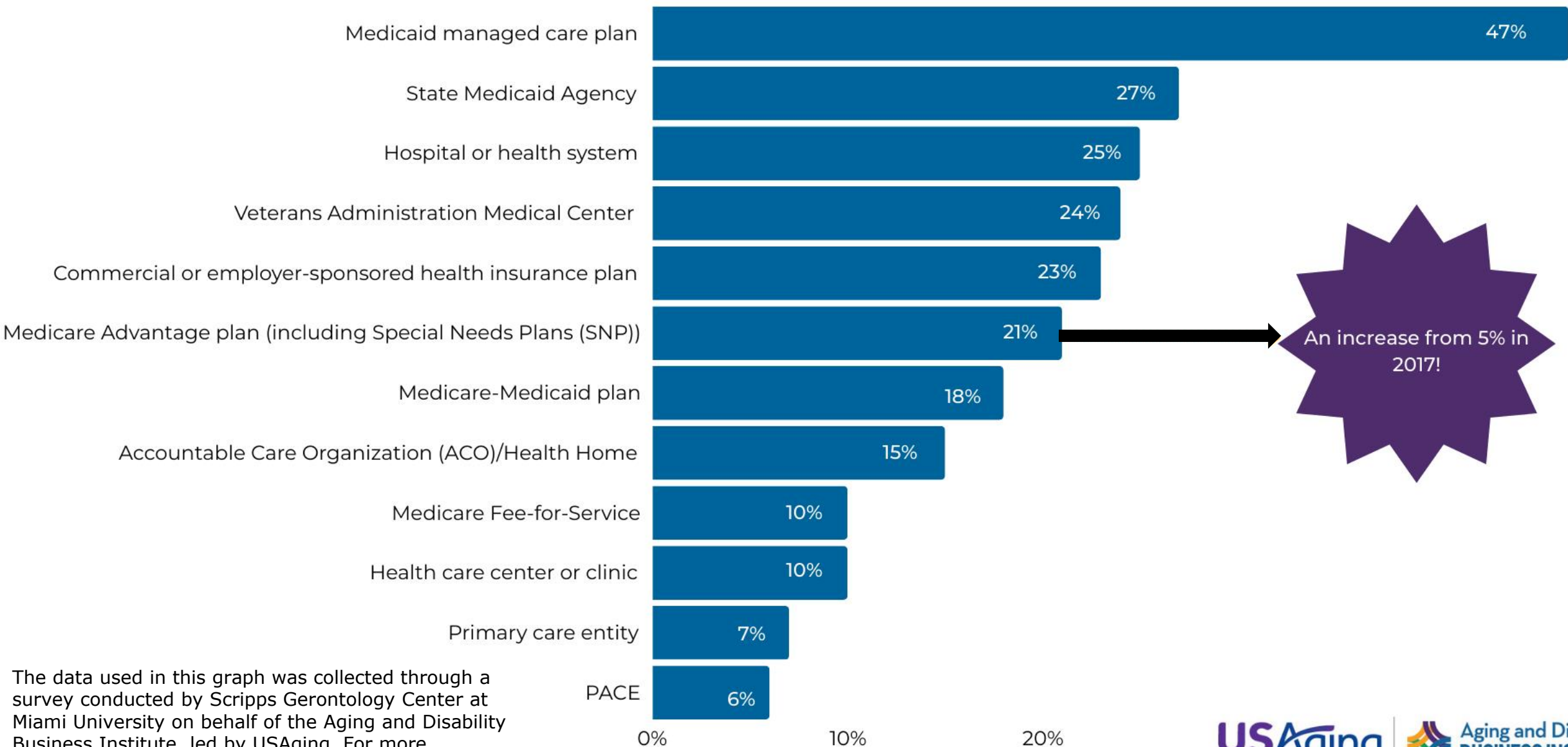
- Effective, sustainable partnerships between CBOs and health care can be facilitated through a community care hub (CCH)
- Community-focused entity that organizes and supports a network of community-based organizations providing services to address health-related social needs
- CCH centralizes administrative functions and operational infrastructure, including but not limited to:
  - Contracting with health care organizations
  - Payment operations
  - Management of referrals
  - Service delivery fidelity and compliance
  - Technology, information security, data collection, and reporting

# Most Common Services Provided Through Contracts



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 <https://bit.ly/Nexus-of-Social-Care>

# Common Health Care Partners for CBOs with Contracts

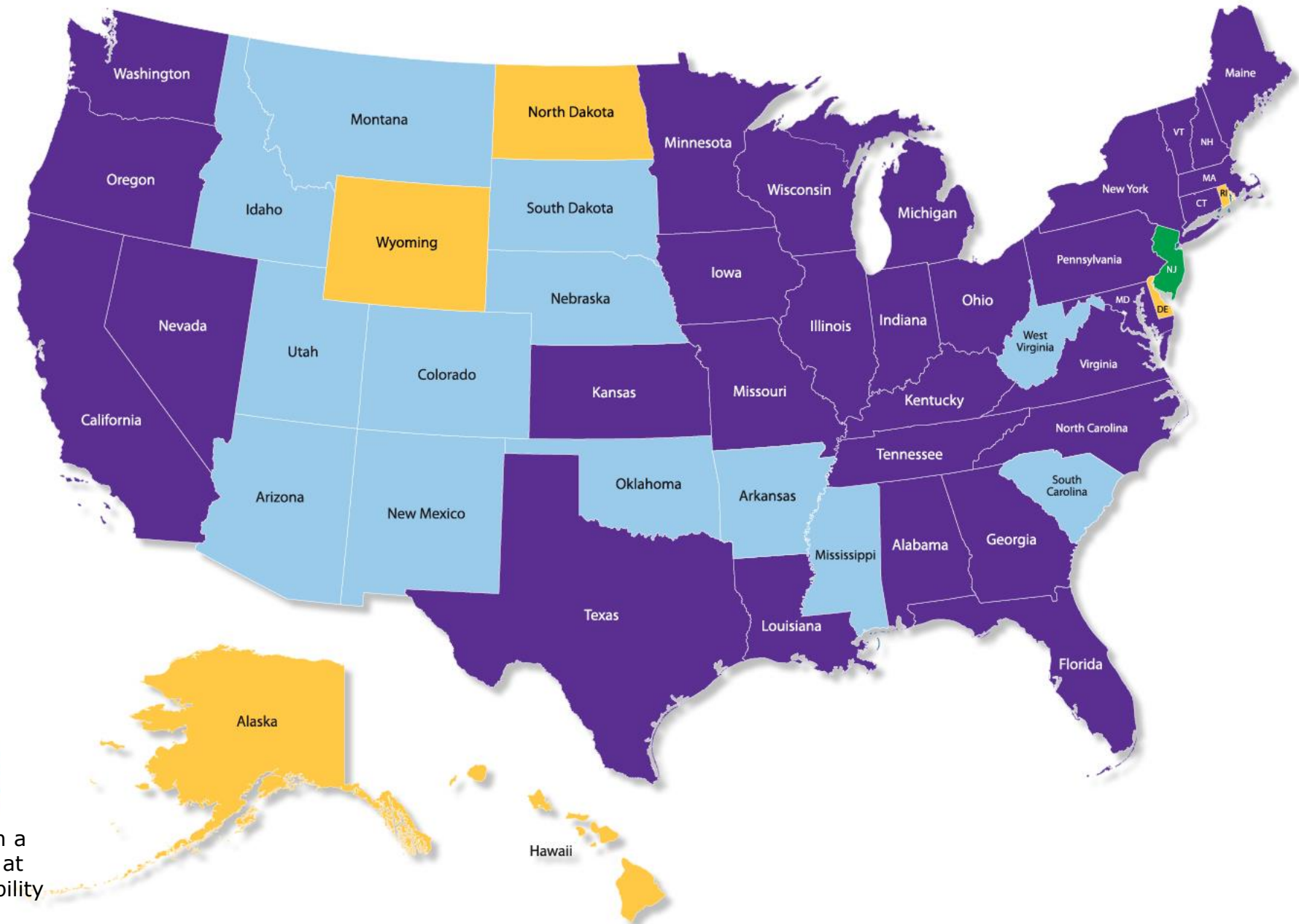
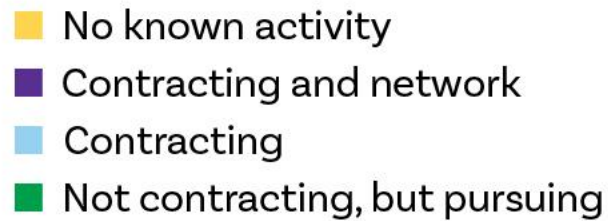


The data used in this graph was collected through a survey conducted by Scripps Gerontology Center at Miami University on behalf of the Aging and Disability Business Institute, led by USAging. For more information, visit <https://bit.ly/Nexus-of-Social-Care>

# 2023 RFI Survey

---

## Contracting Map



# Integrated Care Caregiver Support Program

**Exhale: The Family Caregiver Initiative:** Caregiver Respite programs incubated in W. New York and SE Michigan through Ralph C. Wilson Jr. Foundation and Health Foundation of Western and Central NY



## **Evidence-Based In Home Assessments:**

- Member SDOH Assessment
- Caregiver Assessment



## **Monthly Coaching:**

- Set Goals
- Connect to Resources
- Follow up




## **Exhale Program:**

- Review Options
- Enroll
- Follow up



# Integrated Care's Health Plan Contracts

Program	Funding Mechanism
Post-Discharge Meal Delivery Program	MA Plan Supplemental Benefit
Community Health Coaching	MA Plan Program, extension of case management
Healthy IDEAS	MA Plan Program, extension of BH case management
Falls Prevention	MA Plan Supplemental Benefit
 <b>Caregiver Support</b>	<b>MA Plan Program, extension of case management</b>
Diabetes Prevention Program	Medicare Part B Benefit
Diabetes Self-Management Training	Medicare Part B Benefit
Medical Nutrition Therapy	Medicare Part B Benefit (i.e. DM/CKD) & added MA Plan Supplemental Benefit for any other diagnosis
Housing Supports and Navigation	NY Medicaid 1115 Waiver program
Nutrition & Food Supports	NY Medicaid 1115 Waiver program
Transportation to HRSN Services	NY Medicaid 1115 Waiver program
Navigation and Enhanced Social Care Management	NY Medicaid 1115 Waiver program

**Integrated Care** was designated as 1 of 9 Social Care Network Lead Entities for NY's Medicaid 1115 Waiver



**National Caregiver Support Collaborative**

*Building our capacity to support family, kinship, and tribal caregivers*

## **Panel: Strategies for Integrating Caregivers as Care Team Partners**

---



# Panelists

---



**Jennifer Rabalais,  
MA**

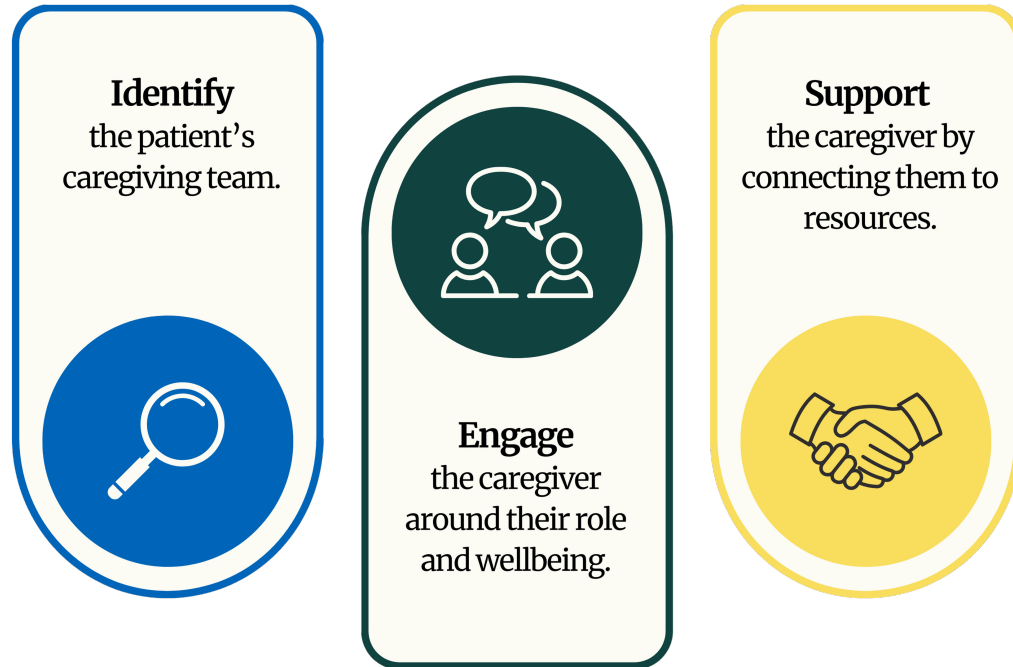
*Center on Aging and  
Community Living,  
University of New Hampshire*



**Anna Chodos, MD,  
MPH**

*Division of Geriatrics,  
The Regents of the University of  
California, San Francisco (UCSF)*

# Caregivers As Partners in Care Teams

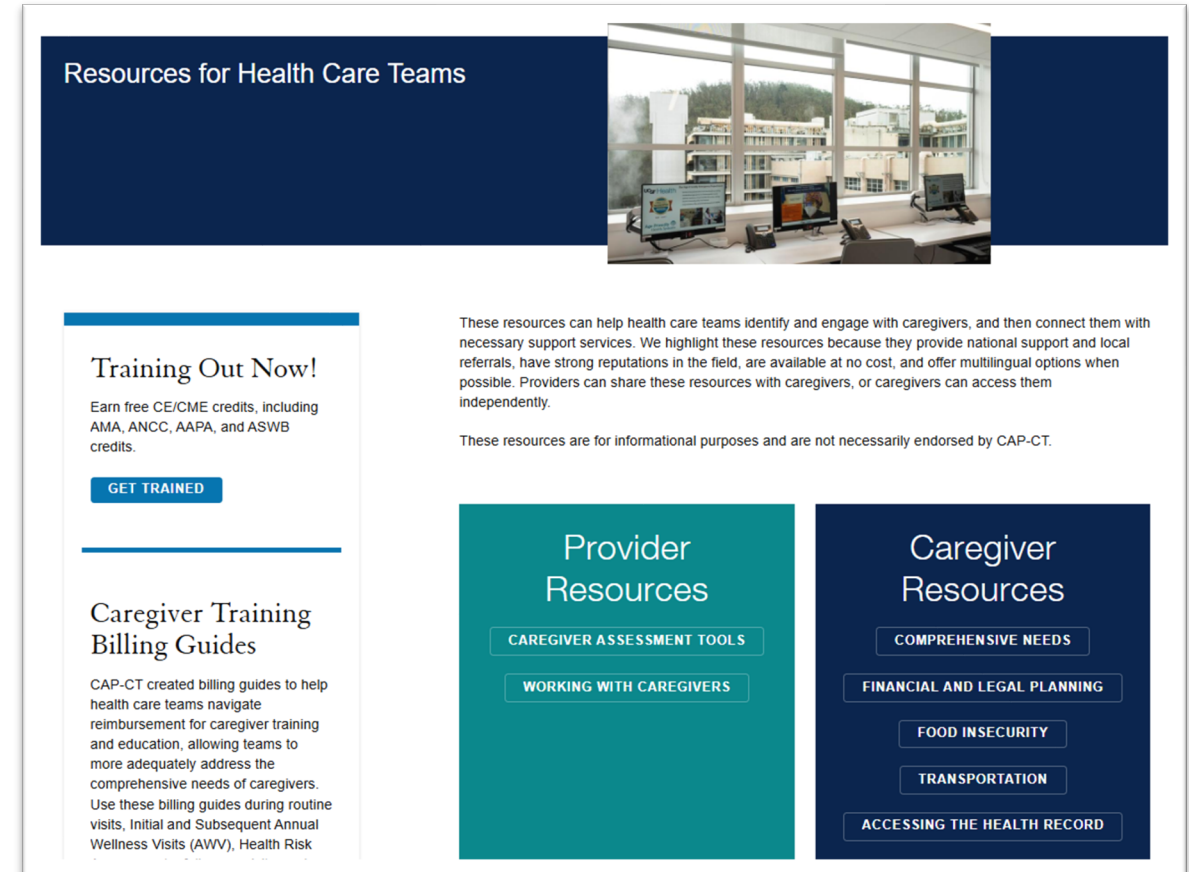


CAP-CT is a national training program that provides health care teams with the skills and confidence to include family caregivers in a patient's care journey.

Engaging family caregivers in a patient's care journey benefits patients, caregivers, and health care teams.

# CAP-CT Offers Trainings & Resources

- Trainings
  - *Foundational Skills for Engaging Caregivers in Health Care*
  - Supplemental deep-dive courses
  - Courses on grandfamily caregivers; inpatient and nursing home settings (coming soon!)
- Resources
  - Caregiver Identification Tool
  - Billing Guides
  - Website & Resource Guide



The screenshot displays the CAP-CT website with a dark blue header. The main content area is divided into several sections:

- Resources for Health Care Teams**: A section with a large image of a modern office with large windows and multiple computer monitors.
- Training Out Now!**: A section with a blue header and a white background. It includes the text: "Earn free CE/CME credits, including AMA, ANCC, AAPA, and ASWB credits." and a blue button labeled "GET TRAINED".
- Caregiver Training Billing Guides**: A section with a blue header and a white background. It includes the text: "CAP-CT created billing guides to help health care teams navigate reimbursement for caregiver training and education, allowing teams to more adequately address the comprehensive needs of caregivers. Use these billing guides during routine visits, Initial and Subsequent Annual Wellness Visits (AWV), Health Risk Assessment (HRA), and more." and a blue button labeled "GET BILLS".
- Provider Resources**: A section with a teal background and a white header. It includes two buttons: "CAREGIVER ASSESSMENT TOOLS" and "WORKING WITH CAREGIVERS".
- Caregiver Resources**: A section with a dark blue background and a white header. It includes four buttons: "COMPREHENSIVE NEEDS", "FINANCIAL AND LEGAL PLANNING", "FOOD INSECURITY", and "TRANSPORTATION".

Below the "Resources for Health Care Teams" section, there is a paragraph of text: "These resources can help health care teams identify and engage with caregivers, and then connect them with necessary support services. We highlight these resources because they provide national support and local referrals, have strong reputations in the field, are available at no cost, and offer multilingual options when possible. Providers can share these resources with caregivers, or caregivers can access them independently." and a smaller paragraph: "These resources are for informational purposes and are not necessarily endorsed by CAP-CT."

# Question 1

---



**What strategies have you found most effective in promoting integration of family caregivers into care teams, and how have these strategies improved outcomes for caregivers?**

## Question 2

---



**How has your organization supported teams in building the skills and knowledge needed to include family caregivers in care planning and delivery processes?**

## Question 3

---



**How do you measure the success of integrating family caregivers into care teams, and what indicators of success have you identified?**

## Question 4

---



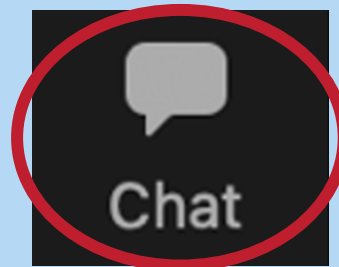
**What are your recommendations for actions aging, kinship, and tribal network organizations could take to collaborate with health care providers to enhance caregiver support and integration?**

# Questions and Answers

---



**Please submit questions through the  
Zoom Chat function.**







# National Caregiver Support Collaborative

*Building our capacity to support family, kinship, and tribal caregivers*

## **Closing**

---

# Resources: Learn More

---

[Health Care Teams –  
Family Caregiving  
Resource Guide](#)

[CAP-CT Training](#)

[Rush Caring for  
Caregivers  
Information Page](#)

[RAND Report: A  
Framework for  
Integrating Family  
Caregivers into the  
Health Care Team](#)

[Five Key Factors for  
Successful Health  
Care & CBO  
Partnerships](#)

[Campaign for  
Inclusive Care –  
Elizabeth Dole  
Foundation](#)



# National Caregiver Support Collaborative

*Building our capacity to support family, kinship, and tribal caregivers*

## Thank you for attending!



Email questions and submit TA requests to [CaregiverCollaborative@acl.hhs.gov](mailto:CaregiverCollaborative@acl.hhs.gov).



Subscribe to the [TACC mailing list](#).



Visit the [NCSC website](#) to stay up to date on resources and aging network training opportunities.



Please complete the brief survey that will pop up following this session to share feedback on this session and your TA needs.