

# COMMUNITY CARE HUB

# 101

Community  
Care Hubs of  
Washington

## An Overview of Washington State's Community Care Hub Network

Coalition of Accountable Communities of Health  
*May 2026*



## ✦ Improving Community Health and Well-Being Across Washington ✦

### Why We're Here Today

*Learn how Community Care Hubs can integrate into the work you are already doing. Audience will learn how to refer clients to Community Care Hubs and what individuals can expect once connected.*

#### Presenter Information:

- ❖ *Becky Betts, Chief Operating Officer | Greater Health Now ACH*
- ❖ *Michelle Ahmed, CCH Director | SWACH*
- ❖ *Nichole Peppers, Executive Director | Coalition of ACHs*

# Key Terms Used in This Presentation

## ACH

### Accountable Community of Health

A regional body that coordinates Medicaid health improvements for a specific area of Washington State.

## CCH

### Community Care Hub

The subject of this presentation — a hub that organizes a network of community organizations to provide care coordination.

## CBO

### Community-Based Organization

A local nonprofit or community group that provides direct services (housing, food, health, etc.).

## CBW

### Community-Based Worker

A community health or care worker who connects clients to services, often with shared lived experience.

## MTP 2.0

### Medicaid Transformation Project 2.0

Washington State's federally authorized program to improve health outcomes for Medicaid enrollees.

## 1115 Waiver

### Federal Medicaid 1115 Waiver

Federal authorization that gives Washington flexibility to design Medicaid programs like the CCH model.

# What Are Accountable Communities of Health (ACHs)?

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**Regional ACHs  
across Washington State**

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*Each ACH is dedicated to  
a specific region*



## **Partnership with the State**

ACHs work alongside Washington's Health Care Authority (HCA) to improve health outcomes for Medicaid enrollees. ACHs have partnered with other state agencies since their creation to help support state initiatives in a local way.



## **Leaders in social care needs and services**

Their work is informed at local, community level with intentional designs to bring together many different voices, partners and individuals. ACHs work on health and social care issues at a local, regional, state agency and policy level.



## **Regional, not one-size-fits-all**

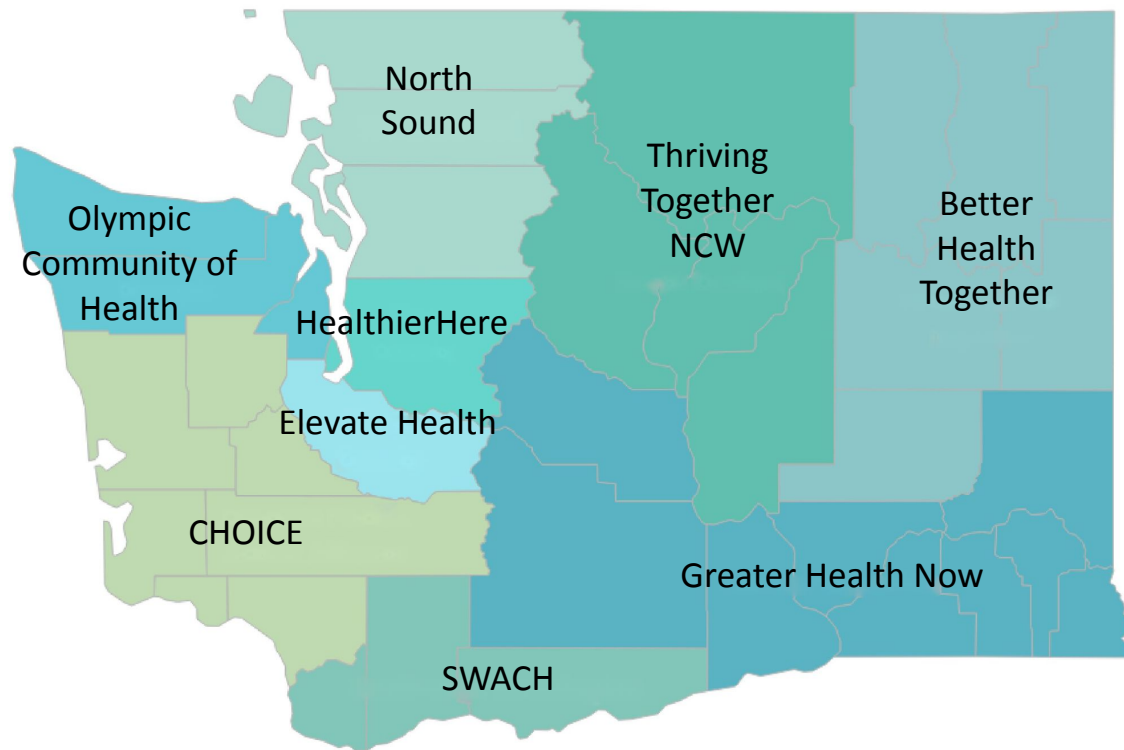
Each ACH serves its own geographic region, adapting to local community needs, demographics, and resources.



## **Coordinated statewide**

All nine regions work together to share learning, ensure consistency, and speak with one voice.

# CCH and ACH Regions Across Washington State



## ACH Regions:

- Better Health Together
- CHOICE Regional Health Network
- Elevate Health (Pierce County)
- Greater Health Now
- HealthierHere (King County)
- North Sound ACH
- Olympic Community of Health
- Southwest Washington ACH (SWACH)
- Thriving Together NCW (North Central WA)

# ACHs and Community Care Hubs

*Community Care Hubs are a central source for connecting individuals with health and social supports needs including social needs screening and referrals.*

ACHs oversee the Community Care Hubs of Washington (CCHs), community-driven regional networks that connect people to health and social care. This supports an approach that **makes systems work for people**, not the other way around.

CCHs coordinate community-based contracted networks to deliver person-centered services to improve individual health.

People are **connected to the right support** after accepting a referral to the Hub. They are matched with a trained Community-Based Worker who reflects their cultural background, lived experiences or language.

The CBW works with them from initial assessment to final services. The support CBWs provide goes beyond clinical health care—**CBWs provide help with food, housing, childcare, behavioral health, benefits navigation and more.**

# What Are Community Care Hubs (CCHs)?

*Community Care Hubs are a central source for connecting individuals with health and social supports needs including HRSN screening and referrals.*



## One front door

A single place to send referrals — no wrong entry point for clients.



## Broad provider network

Access to a diverse range of community organizations matched to each client's needs.



## Support for small CBOs

Gives small nonprofits the infrastructure to participate in state-funded services.



## Consistent processes

Common workflows ensure every client gets the same quality of care across the network.



## Quality tracking

Shared data system with benchmarks to monitor and continuously improve outcomes.

# Major Benefits of Community Care Hubs

1. Centralized point of referral
2. Access to a diverse network of providers
3. Infrastructure and capacity building for CBOs
4. Common workflows across the network to provide consistency for clients
5. Shared documentation system with performance benchmarks to ensure quality of services across multiple organizations



# Client Experience at a Community Care Hub



1

## Referral Received

Client is referred by a provider, organization, hotline, or refers themselves. All entry points are welcome.

2

## Intake & Assignment

The Hub reviews the referral and matches the client to a Community-Based Worker in the network.

3

## Social Care Support Services

Community-Based Worker meets with the client, completes an intake and begins connecting them to services.

4

## Ongoing Support

Support continues as long as needed — no time limits. The client drives the pace and priorities.

# CBWs: Client-Specific and Culturally Centered Care



## Shared Language

Community-based workers speak the languages of the communities they serve.



## Shared Culture

Providers reflect the cultural backgrounds and identities of their clients.



## Shared Geography

Workers live and work in the same communities as the clients they support.



## Shared Lived Experience

Many of our workers have personally navigated the same systems and challenges.

## BY THE NUMBERS:

**500 Community-Based Workers at 150 Organizations across Washington State contract with Community Care Hubs across the state.**

# Community-Based Organization and CBW Story



# What Makes Community Care Hubs Different?



## We are Connectors

We bridge service sectors — health, housing, employment, legal, and more — so clients don't have to navigate each system on their own.

*Easing the burden on clients*



## We are People-First

Our services are client-led and not tied to a specific diagnosis, program enrollment, or agency affiliation.

*Working together to achieve results*



## We Adapt to the Need

Services are non-time-limited and client-directed. We follow the client's pace and priorities — not a program timeline.

*One stop, client-driven, no end date*

# Who Can Make a Referral? Every Door Is the Right Door.

*No matter how someone enters the system, they'll be connected to the right support.*



## Health Care Providers

Hospitals, clinics,  
primary care, specialists



## Health Care Payers/MCOs

Managed care plans,  
insurers



## Community-Based Organizations

Nonprofits, faith  
communities, shelters



## Tribal Nations

Tribal governments  
and health programs



## Statewide Hotlines

988, 211, 911  
call centers



## Self-Referral

Clients can refer  
themselves directly

# Top Needs We Help Address

*Our network connects clients to support across three major areas:*



## Social Care

- ✓ Food & nutrition
- ✓ Housing & shelter
- ✓ Transportation
- ✓ Adult education
- ✓ Employment support
- ✓ Utility & energy assistance
- ✓ Childcare



## Healthcare

- ✓ Primary & preventive care
- ✓ Mental health services
- ✓ Substance use support
- ✓ Medication management
- ✓ Oral health
- ✓ Family planning
- ✓ Pregnancy & postpartum care



## Public Benefits

- ✓ TANF (cash assistance)
- ✓ SNAP (food benefits)
- ✓ Working Connections (childcare)
- ✓ Healthcare coverage enrollment

# Managed Care and Community Care Hub Services

*Coordinated roles ensure individuals are connected to health care and social services supports*



## Community Care Hubs

- ✓ Food & nutrition
- ✓ Housing & shelter
- ✓ Transportation
- ✓ Adult education
- ✓ Employment support
- ✓ Utility & energy assistance
- ✓ Childcare
- ✓ TANF (cash assistance)
- ✓ SNAP (food benefits)
- ✓ Working Connections (childcare)
- ✓ Healthcare coverage enrollment
- ✓ Community, cultural and language connections
- ✓ In person support and peer support
- ✓ Mutual aid support groups

## Managed Care Organizations

- ✓ Primary & prevention care
- ✓ Behavioral & mental health providers
- ✓ Treatment or evaluation services
- ✓ Laboratory and radiology services
- ✓ Medications including SUD medication
- ✓ Medical equipment and supplies
- ✓ Inpatient and residential care
- ✓ MCO member benefit services
- ✓ Pregnancy & postpartum care
- ✓ Oral health
- ✓ Substance use support

# Social Care Services in Action

***“Knowing our patients have someone dedicated to helping address these critical social and practical needs has been invaluable. I am incredibly grateful for the difference this program has made and confident that our patients are receiving more comprehensive, compassionate care as a result.”***

-Hannah Wilson PA-C  
Executive Director  
Yakama Free Clinic



# Community Care Networks Across Washington State



*Each regional ACH has built its own Community Care Network — a tailored group of local organizations that reflect their community's unique needs.*

## Better Health Together

Eastern WA

**19+ partner orgs**

## CHOICE

SW WA (Cowlitz, Lewis, etc.)

**18+ partner orgs**

## Elevate Health

Pierce County

**26 partner orgs**

## Greater Health Now

SE WA (Benton, Franklin, etc.)

**20+ partner orgs**

## HealthierHere

King County

**24+ partner orgs**

## North Sound ACH

Skagit, Island, San Juan, Whatcom

**13 partner orgs**

## Olympic Community Health

Olympic Peninsula

**12+ partner orgs**

## SWACH

Clark, Skamania, Klickitat

**11 partner orgs**

## Thriving Together NCW

North Central WA

**8 partner orgs**

*Full partner rosters are in the Appendix >*

# How to Make a Referral

Complete the online referral form found on each ACH website. Click on the ACH below to access the referral form webpage. ***Referral forms are secure.***

Call the Community Care Hub Intake Center:

**1-833-453-0336**

Monday–Friday 9am–5pm | Interpreter services available



Or email your regional ACH directly:

**Better Health Together**

[communitycarehub@betterhealthtogether.org](mailto:communitycarehub@betterhealthtogether.org)

**CHOICE**

[referrals@crhn.org](mailto:referrals@crhn.org)

**Elevate Health**

[care@elevatehealth.org](mailto:care@elevatehealth.org)

**Greater Health Now**

[communitycarehub@greaterhealthnow.org](mailto:communitycarehub@greaterhealthnow.org)

**HealthierHere**

[communityhub@healthierhere.org](mailto:communityhub@healthierhere.org)

**North Sound ACH**

[hub@northsoundach.org](mailto:hub@northsoundach.org)

**Olympic Community Health**

[Connect@OlympicCH.org](mailto:Connect@OlympicCH.org)

**SWACH**

[pathwayshealthconnect@southwestach.org](mailto:pathwayshealthconnect@southwestach.org)

**Thriving Together NCW**

[communityconnect@cc-ahp.com](mailto:communityconnect@cc-ahp.com)

*Note: Include “Secure,” “Encrypted,” or “Confidential” in the email subject line when sending referrals. Ensure a secure email is sent.*

# Questions?

Coalition of Accountable Communities of Health

*Nichole Peppers, Executive Director, Coalition of ACHs*



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[coalitionofachs.org](http://coalitionofachs.org)



Community  
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## APPENDIX

# Regional Partner Rosters

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Full partner lists for each ACH region.

# Appendix: Better Health Together

## *Eastern Washington*

### Contracted Care Coordination Partners

- American Indian Community Center
- Peer Spokane
- Frontier Behavioral Health
- Nuestras Raíces
- Passages Family Support
- Mujeres in Action
- The Native Project
- Aging & Long Term Care of Eastern Washington
- Communities in Schools
- Health & Justice Recovery Alliance
- Northeast Washington Education Council
- Pacific Islander Community Association of WA (PICA)
- Spectrum
- Rural Resources Community Action
- Revive Center for Returning Citizens
- Volunteers of America

*SW WA — Cowlitz, Lewis, Mason, Grays Harbor, Thurston, Pacific, Wahkiakum*

## Contracted Care Coordination Partners

- Chaplains on the Harbor
- Child and Adolescent Clinic
- Coastal CAP
- Community Action Council of Lewis Mason Thurston
- Crossroads Housing
- Destination Hope and Recovery
- Family Education and Support Services
- FSCSS
- Gather
- Love Overwhelming
- Lower Columbia CAP
- Olympia Mutual Aid
- SeaMar
- Thurston County Public Health
- United Migrants and Refugees
- Wahkiakum Public Health and Social Services
- Youth and Family Link
- Youth Connections
- Valley View Health Center
- OlyMap
- Family Support Center of South Sound

## Pierce County

### Contracted Care Coordination Partners

- Affordable Housing & Treatment Services
- Asia Pacific Cultural Center
- Associated Ministries
- Brotherhood R.I.S.E.
- Caring with Compassion Community
- Catholic Community Services
- Community Health Care
- El Camino
- Family Promise
- HopeSparks
- Innovative Change Makers
- Lorene's Place II
- Lutheran Community Services
- Metropolitan Development Council
- Multicultural Child & Family Hope Center
- Oasis Youth Center
- Pacific Islander Health Alliance
- Pediatrics Northwest
- Pierce County Alliance

- Puyallup Tribal Health Authority

- Community Care Hub 104 | Coalition of Accountable Communities of Health

# Appendix: Greater Health Now

*SE WA — Benton, Franklin, Walla Walla, Columbia, Garfield, Asotin, Whitman, Kittitas*

## Contracted Care Coordination Partners

- Benton Franklin Health District
  - Blue Mountain Action Council
  - Blue Mountain Heart to Heart
  - City of Clarkston Fire Dept (Asotin)
  - City of Walla Walla Fire Dept
  - Columbia County Health System
  - Community Health of Central WA
  - First Fruits/Vista Hermosa
  - FISH Community Food Bank
  - Garfield County Health District
  - Garfield Fire District 1
  - Grace Clinic
  - Kadlec Clinics
  - Kittitas County Fire Protection District 6
  - Kittitas County Health Network
  - People for People
  - Providence Medical Group Walla Walla
  - Southeast WA Alliance for Health
  - Ttawaxt Birth Justice Center
  - Walla Walla Immigration Rights Coalition
  - Whitman Fire Council
- Community Care Hub 101 | Coalition of Accountable Communities of Health

## King County

### Contracted Care Coordination Partners

- A Supportive Community For All
- Asian Counseling and Referral Service (ACRS)
- Association of Zambians in Seattle (AZISWA)
- Chinese Information and Service Center (CISC)
- El Centro de la Raza
- Living Well Kent Collaborative
- Lutheran Community Services Northwest
- Mother Africa
- Neighborhood House
- Peer Washington
- Pacific Islander Community Association of WA (PICA)
- POCAAN
- Project Access Northwest
- Somali Health Board
- Sound Generations
- Teenagers Plus
- UTOPIA Washington
- Villa Comunitaria
- WithinReach

- YMCA of Greater Seattle

*Skagit, Island, San Juan, Snohomish, Whatcom Counties*

## Contracted Care Coordination Partners

- Anacortes Family Center
- Community Action of Skagit County
- Homage Senior Services
- Ideal Option
- Island County Human Services
- North County Fire/EMS
- O.U.R. Journey
- Opportunity Council
- Orcas Community Resource Center
- Project Access Northwest
- Sea Mar Community Health Centers
- South County Fire
- Underground Ministries

# Appendix: Olympic Community of Health

*Olympic Peninsula — Clallam, Jefferson, Kitsap Counties*

## Contracted Care Coordination Partners

- Boys and Girls Club of Olympic Peninsula
- East Jefferson Fire and Rescue
- First Step Family Support Center
- Jefferson Health Care
- Lutheran Community Services Northwest
- North Olympic Health Care Network
- Olympic Peninsula YMCA
- OWL360
- Peninsula Community Health Services
- Quilcene Fire and Rescue
- Voices of Pacific Island Nations
- YMCA of Pierce and Kitsap Counties

## *Clark, Skamania, and Klickitat Counties*

### Contracted Care Coordination Partners

- Lifeline Connections
- Sea Mar Community Health Centers
- Lutheran Community Services Northwest
- Vancouver Housing Authority
- Share
- Children and Adolescent Clinic
- Clark Cowlitz Fire and Rescue Community Paramedicine
- Skamania County Community Health
- Washington Gorge Action Program
- Outsiders Inn
- SeaMar FQHC

# Appendix: Thriving Together NCW

*North Central WA — Chelan, Douglas, Grant, Okanogan Counties*

## Contracted Care Coordination Partners

- Advance
- Chelan Douglas Health District
- Communities in Schools of NCW
- Community for the Advancement of Family Education (CAFÉ)
- Grant County Health District
- Lake Chelan Health
- Lake Wenatchee Fire & Rescue
- Rural Resources Community Action

*Unique focus: geographically isolated residents and those with substance use/justice involvement.*

*Network includes peer recovery coaches.*

*For current info: [northcentralcch.org/contracted-partners](https://northcentralcch.org/contracted-partners)*