



Asheville Buncombe
Community Christian Ministry

Transparency Report

FY 2024 Mid Year Snapshot

July 1, 2023 - February 29, 2024

Prepared for
North Carolina Department of Health and Human Services & Vaya Health



NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES



ABOUT ABCCM

Started as a small collaboration of churches in 1969, Asheville Buncombe Community Christian Ministry (ABCCM) has played a significant role in reducing poverty through addressing the social determinants of health in Western North Carolina. Through continued performance, community collaboration, combined with federal and state funding, ABCCM now provides services in all 100 counties for our military-connected communities through multiple programs and grants that support Veteran housing, employment, peer outreach, mental health and suicide prevention, and care management. This Veterans portfolio includes the management of the nation's first statewide call center for Veterans and their families through NCServes. In addition, ABCCM is home to three transitional living facilities: Veterans Restoration Quarters, the nation's 5th largest Veterans transitional facility, Transformation Village, a 100-bed women and children's program, and Recovery Living Center, a peer-recovery facility addressing both substance use and mental health among men transitioning from homelessness. ABCCM is also home to a free medical clinic, two free pharmacies, a Jail Ministry, and four Crisis Ministries. These Crisis Ministries are strategically located in the four corners of Buncombe County and provide food, clothing, financial support and counseling, and coordination of resources, while also participating in the Healthy Opportunities Pilots within Medicaid

Transformation. ABCCM is generously supported by over 300 churches of all denominations and 5,000 trained volunteers annually.





Brandon L. Wilson
Chief Operating Officer

“Working to address the disparities of health within the healthcare system in NC is a shared responsibility that must be met with a unified spirit. We are hopeful that with the continued leadership and support from the NC Department of Health and Human Services, we will continue to make strides in creating a strong ecosystem of care, producing a healthier NC. The many programs that the Department of Health and Human Services support, such as NC Serves, HOPE Outreach, and, Recovery Living Center, paired with Medicaid Expansion, has generated positive Social Returns on Investment for our communities. Organizations such as Vaya Health have generated another level of leadership and guidance through their partnership with our team to enhance our service lines for those we serve. On behalf of the Asheville Buncombe Community Christian Ministry, I would like to extend a deep gratitude to the Department for fostering a true public, private, and faith-based partnership that provides both community capacity and authentic partnerships, while delivering life-changing services for families across North Carolina. We look forward to what the future brings together as we forge ahead for healthier communities.”

A handwritten signature in blue ink that reads "Brandon L. Wilson". The signature is fluid and cursive, with "Brandon" on the first line and "L. Wilson" on the second line.

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Snapshot Overview

The intent of this report is to provide a deeper level of transparency and reporting to the NC Department of Health and Human Services and Vaya Health. This report covers the 8-month period of July 2023 through February 2024. These partnerships continue to impact the lives of all North Carolinians through our programs and services. This work would not be possible without the leadership, guidance, and trust from both the Department and Vaya.

As we navigate the new landscape of Medicaid transformation/expansion and Tailored Plans launch, leveraging state-wide initiatives such as Healthy Opportunities Pilots, NC Serves/ NCCARE360, and additional behavioral health investments from General Assembly are crucial to improving the overall health of our state.



Child and Family Wellbeing





In 2021, ABCCM opened Transformation Village, a 100-bed state-of-the-art center providing essential transitional housing for homeless women, mothers with children, and female Veterans. This transitional housing program, in consultation with industry experts, is now recognized as a best practice in the nation. This developmental, incentive-based program is designed to

- 1) aid residents in stabilization from isolation, depression, and addiction,
- 2) reintegrate them into healthy relationships,
- 3) provide them with the life-skills to cope with challenges and develop soft skills for work and play,
- 4) educate and train into living-wage jobs, and
- 5) equip them to sustain permanent housing with healthy supportive networks of faith, family, work, civic groups, and recreation.

Destiny's Story

Asheville, NC

Prior to living at Transformation Village, Destiny struggled with addiction and was previously incarcerated. Destiny had been sober for one year when she arrived at TrV and was determined to get a job, a car, and most importantly, be reunited with her children. Destiny achieved all of her goals within six months! Destiny's husband and kids are now living together as a family, in their own home, filled with gratitude, accountability, and love. Destiny is passionate about her job working as a Peer Support Specialist (PSS), where she has the opportunity to help others in recovery. Living at Transformation Village provided Destiny with transitional housing, support, and the healthy meals she needed to heal and thrive. Destiny shared, "If you aren't dedicated to rebuilding your life, this is not the program for you. I took all the Life Skills classes, did all my chores, and I was accountable for my actions and decisions." Destiny added, "The staff and volunteers encouraged me, and they helped me. I am thankful Transformation Village has been part of my journey."





111
Adults
Served



41
Children
Served



65%

Residents placed in
employment

▼ 60%



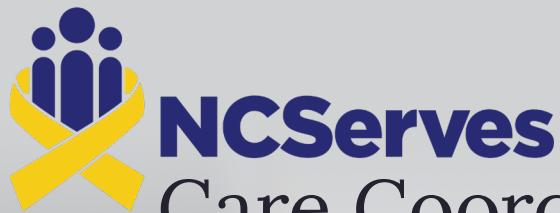
Residents who received both care management from Vaya and ABCCM transitioned into permanent housing



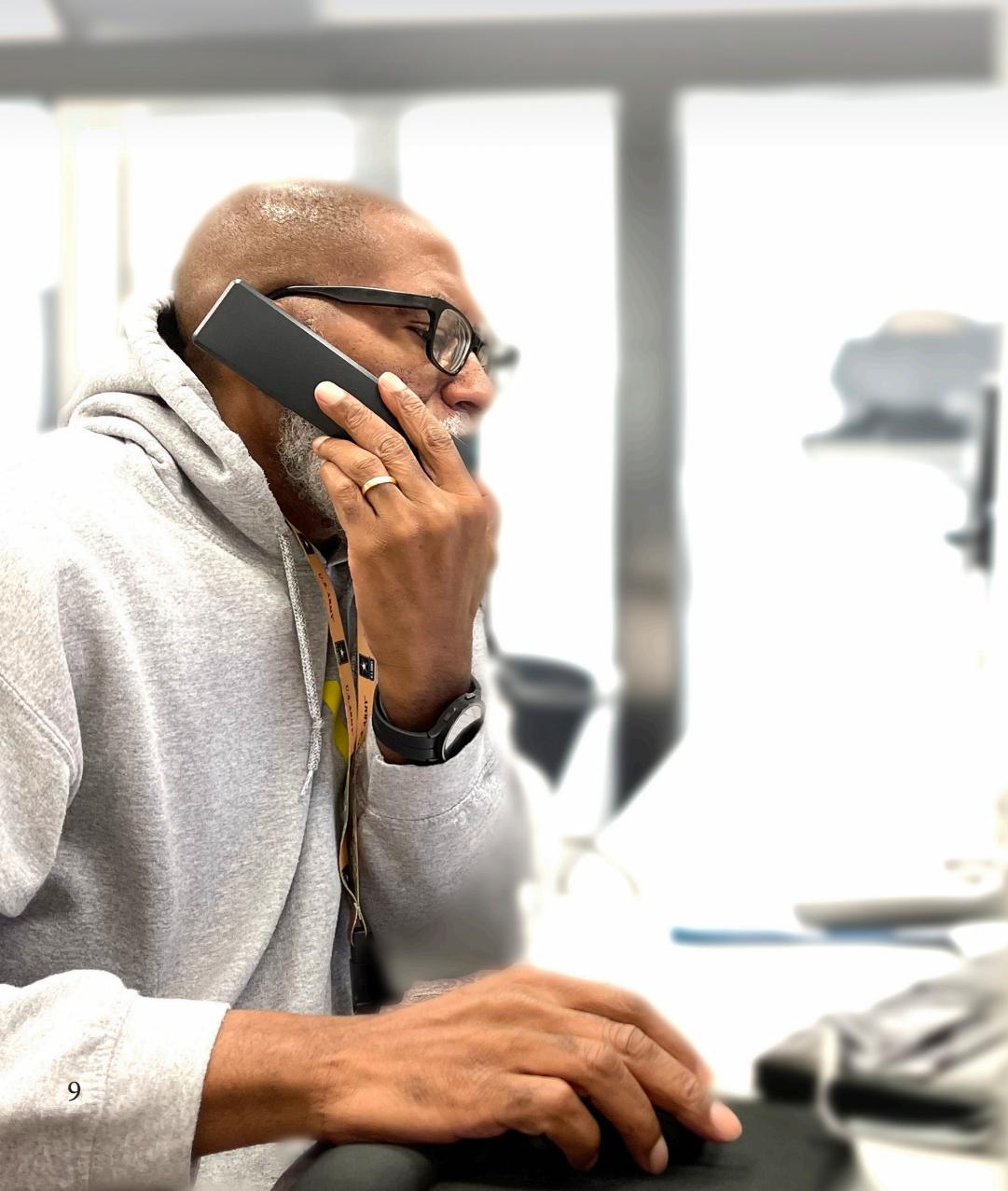
100% members
receiving substance
abuse services



50% are receiving
mental health services



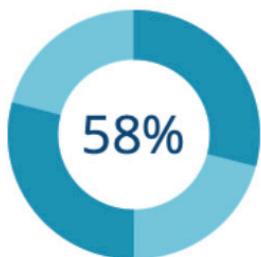
Powered by
 NCCARE360



19,381 Total Calls



In 2015 NCServes was founded in partnership with Syracuse University's IVMF, Unite US, and the Walmart Foundation; this program, originally designed to coordinate care for Veterans and service members and their families, became the launching pad for the current statewide NCCARE360 platform, which is instrumental in the Healthy Opportunities Pilots. In 2018, NCServes scaled operations to all 100 counties employing certified peer support specialists, community health workers, and licensed clinical social workers who work to navigate the vast array of federal, state, and local resources across North Carolina.



increase in mental
health and substance
use referrals

1 Day median
time from
referral to
resolved need.

*1.5 days faster than NCCARE360

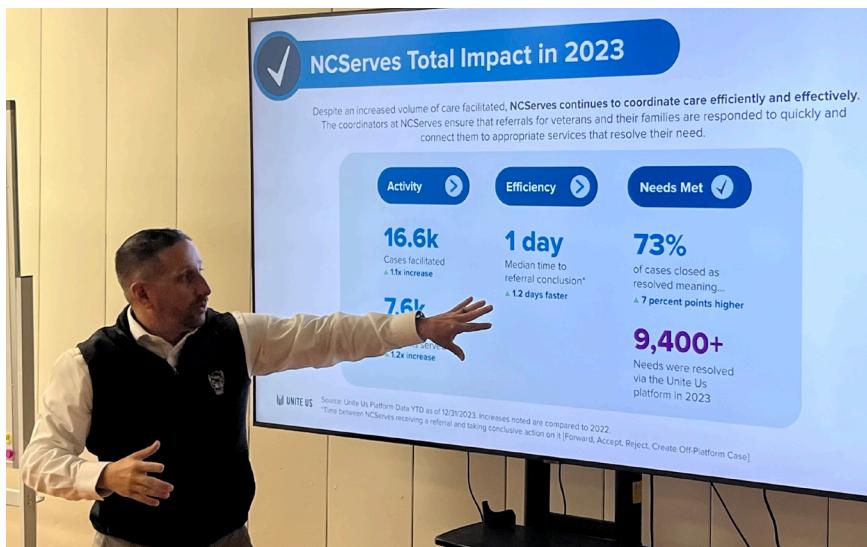
62%
Provider
utilization rate

5,414

North Carolinians
supported, with 11,513
unique needs



Food is co-occurring in
27%
 of these top five most requested needs.



NCServes is piloting a unique predictive analytics project which includes a proprietary blend of both current data sets and public data. This project is being used to create upstream strategies that will address crises that Veterans may face through preventative efforts. ABCCM is working in partnership with both Northwestern University and Syracuse University for measurement and evaluation; these studies will be published in the summer of 2024.

**Northwestern
University**

S Syracuse University
D'Amelio Institute for
Veterans & Military Families
JPMorgan Chase & Co., Founding Partner

Keith's Story

Raleigh, NC

Keith met ABCCM's Veterans Services of The Carolinas (VSC) staff at an event held by the Raleigh Police Department's ACORN Unit in late August 2023. At the time, Keith gave VSC staff his contact information, although he was not so sure about working with VSC just yet. VSC Peer Support Specialist Karla Jackson put in referrals through NC Serves in the Social Drivers of Health domains with which he indicated he needed assistance and continued to maintain contact with Keith. A trusting relationship developed and after a month of consistent communication, Keith was enrolled into VSC's Healing Outreach Partnership for Empowerment (HOPE) program. Keith had been living unsheltered for 6 years, so one primary area that needed to be addressed was permanent housing. After working with VSC staff, Keith discovered he was eligible for several benefits options through Veterans Affairs.

Through the hard work of building rapport with Karla, and gaining knowledge and self-confidence in the process, he applied for the Supportive Services for Veteran Families (SSVF) program through Passage Home and obtained housing in less than 3 weeks. Keith moved into his new home just before the first freeze in Wake County.





Healthcare

THE NEED

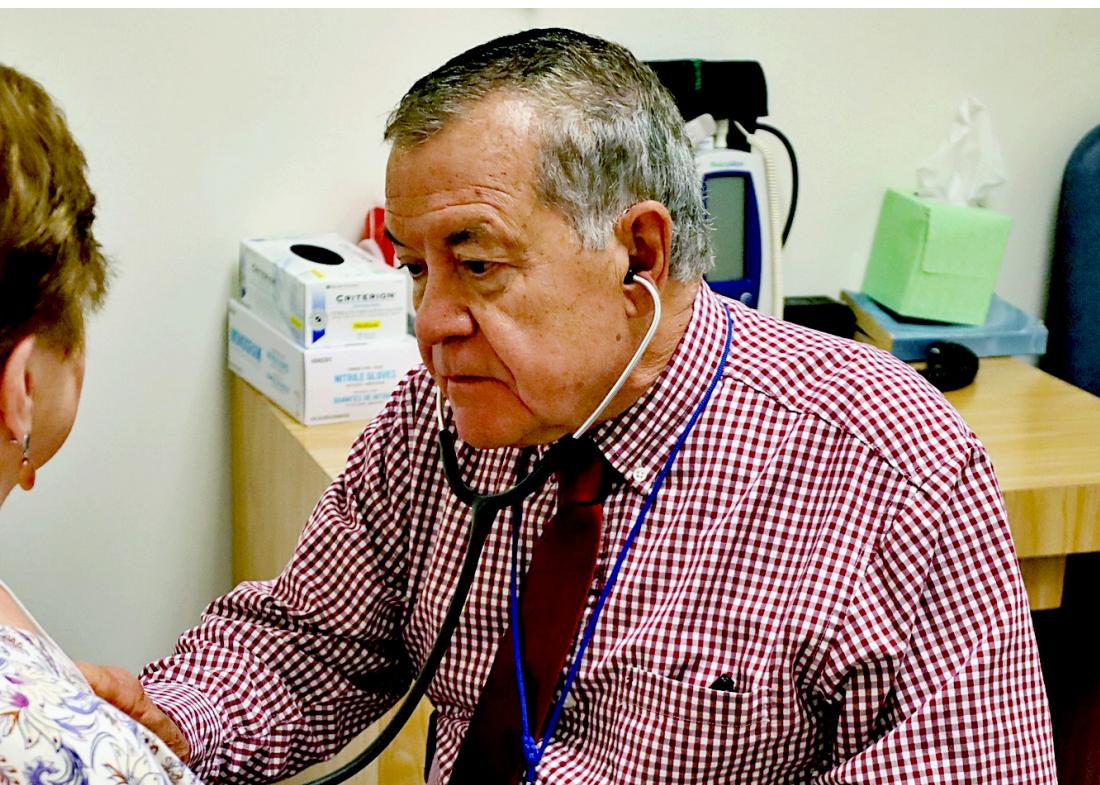
On September 22, 2023, North Carolina passed Medicaid expansion, which will provide coverage to nearly all adults with incomes up to 138% of the Federal Poverty Level. While we celebrate this unprecedented legislation, we must also understand and raise awareness that there will remain a realistic and legitimate need for free clinics, which provide critical healthcare services for those still seeking accessible care including the working poor and immigrants without legal status.

ABOUT

The ABCCM Medical Ministry provides urgent care and chronic disease and medication assistance, to 2,955 Buncombe County residents annually during 4,518 clinic visits. This medical clinic provides



critical healthcare, at no cost to patients, to uninsured adults between 18-65 and those living below the 250% federal poverty line. Annually, ABCCM operates two pharmacies (one of which is focused entirely on mental healthcare) that distributed approximately \$3.6 million in prescriptions in 2023 (\$812,000 in mental health medications). These provide essential treatment to uninsured residents, which leads to measurable health improvement.

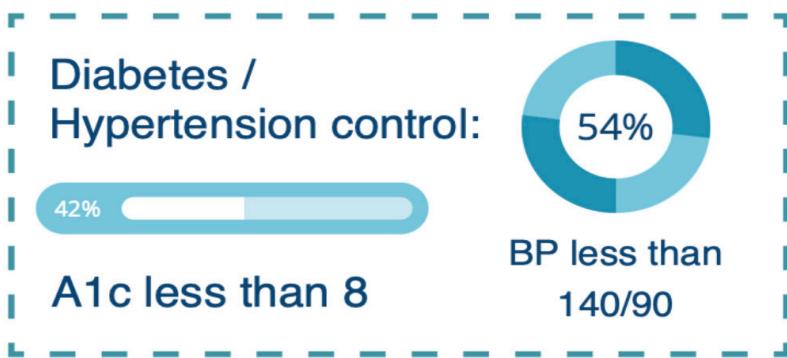
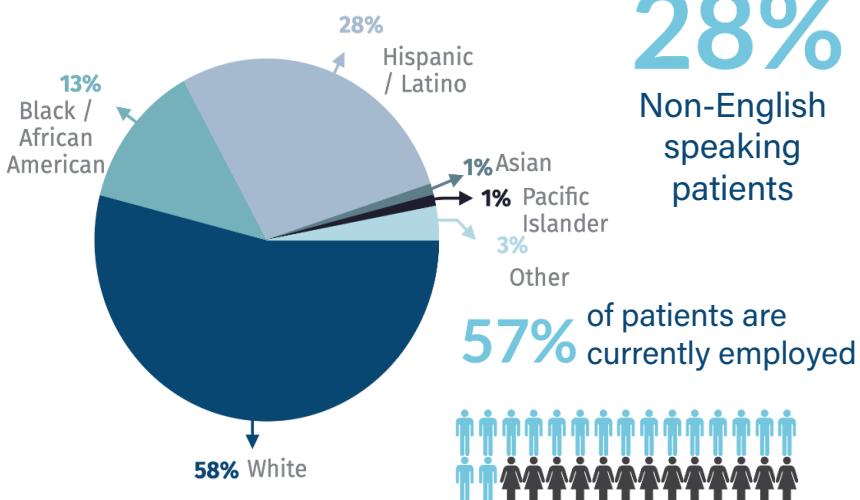


This vital resource allows our patients (2 out of 3 of whom are actively working) to maintain their employment. The clinic provided about \$1.8 million in medical care in 2023, which created an economic impact of \$5.4 million in healthcare in Buncombe County.

INTEGRATING CARE

Funding made available to ABCCM's free medical clinic provided necessary healthcare to these residents. Access to physical healthcare improved their mental health and overall wellbeing. This allowed the clinic to begin leveraging the NCCARE360/NCSeServes model in order to better address the social determinants of health that support the workforce.

PATIENT DEMOGRAPHICS



1,048
unduplicated
patients
during
2,219
clinic visits

2,053
prescriptions provided
for uninsured patients
receiving mental health
services from providers

Linda's Testimony

Asheville, NC

“We are living in a time when the Healthcare System has become nothing but business and lawsuits--very mechanical and careless. As a person with no health insurance, I need help. ABCCM’s Medical Ministry is there. It has been my privilege to experience the wonderful healthcare from ABCCM. When I first came, I was in a wheelchair and uninsured. I am humbled by ABCCM, and they saved my life. Dr. Borzotta and the other doctors are truly amazing. It’s like walking into the past, when medical attention was dispensed with respect, compassion, healing, love, and no judgment. To all the wonderful volunteers and staff, you are the key. I feel very blessed and lucky to be part of the ABCCM family and forever grateful. Both of my daughters have brought me to the clinic during the past year. They are amazed at the care and attention that is provided at ABCCM’s medical clinic. They both said they couldn’t believe that a place like this exists.”



Peer Outreach

In 2018 ABCCM expanded its Veteran Outreach operations from Western NC into Eastern NC. Initiated through a pilot project called Healing Outreach Partnership for Empowerment (HOPE), a Veteran-specific program, HOPE models most aspects of the Federal Projects for Assistance in Transitioning from Homelessness (PATH). This pilot, funded through an internal Mental Health Block Grant from the NCDHHS, has grown by 50% since 2018, thanks to the Department's efforts to address Veteran homelessness, and focuses on extensive outreach, intensive peer support, and resource connection to address homeless Veterans' most acute and immediate needs.

In 2022, ABCCM was awarded the PATH program to complement HOPE by expanding outreach and intensive peer support using North Carolina Certified Peer Support Specialists (NCCPSS) to non-Veterans, as well. ABCCM's NCCPSS leverage multiple evidence-based practices, along with collaboration from our internal mental health clinicians and community partners, in a person-centered and trauma-informed manner for homeless individuals living with serious mental illnesses (SMI) and co-occurring substance-use disorders across all 100 NC counties.



treach

Today, through HOPE and PATH, clinical outreach is paired with intensive peer support and seeks to address many of the most common barriers facing homeless Veterans and non-Veterans' mental healthcare, including limited (or lack of) transportation, lack of familiarity with the complexities of the homeless system, and prioritization of day-to-day survival over mental health and whole person maintenance. Furthermore, many clinical outreach efforts minimize

the barriers of high-cost self-pay options or lack of health insurance by offering lower cost and short-term mental health services for free, while behind the scenes, our NCCPSS work to address whole person, long-term community reintegration and supportive services designed to create recovery-oriented sustainability.

Using a targeted and intentional outreach approach allows our NCCPSS and clinical team to meet homeless individuals where they are, on their own terms, and to connect them with resources to address their most acute and immediate needs while promoting hope, self-determination, self-advocacy, engagement in self-care, and enhancement of living skills through a recovery-oriented, trauma-informed, and person-centered approach.



Alice's Story

Morehead City, NC

Peer Support Specialist Patrick Byan made contact with Alice Fria, a 60yo Army Veteran who has been unsheltered for close to 6 years. He enlisted the help of the Salvation Army of Morehead City and procured her a two-week emergency hotel voucher at the Econo Lodge. She also received a large amount of food from Martha's Mission. After enrolling in VSC's PATH program in February of 2023, she continued to struggle with homelessness, mental health, and substance abuse. Alice worked with Patrick and he connected her with local community resources including clothing. She began attending One Harbor Church and was baptized there during one of their Sunday services. In July, Alice began speaking with local mental health providers in order to focus on her recovery. Alice received much needed dental care through Onslow Community Outreach (OCO) Dental in Jacksonville. Through referrals provided from VSC, Alice obtained survival items, an EBT food assistance card, and Peer Support Services. Alice's HUD subsidy was approved this past December, and she now lives in a two bedroom unit at Twin Rivers in New Bern. While at Religious Community Services (RCS), Alice's mental and physical health improved; she attended classes, received her small equipment operator certification, and has been hired at BOSCH in Craven County.





1079

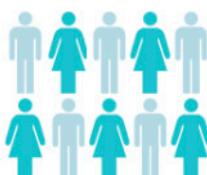
FIRST TIME CONTACTS

108 referrals
were submitted for
non-law enforcement
transportation
services



126 referrals
submitted for
mental health and
individual support

1244 total referrals submitted



101
Individuals
enrolled into
our Outreach
Programs



connected
with
housing
services

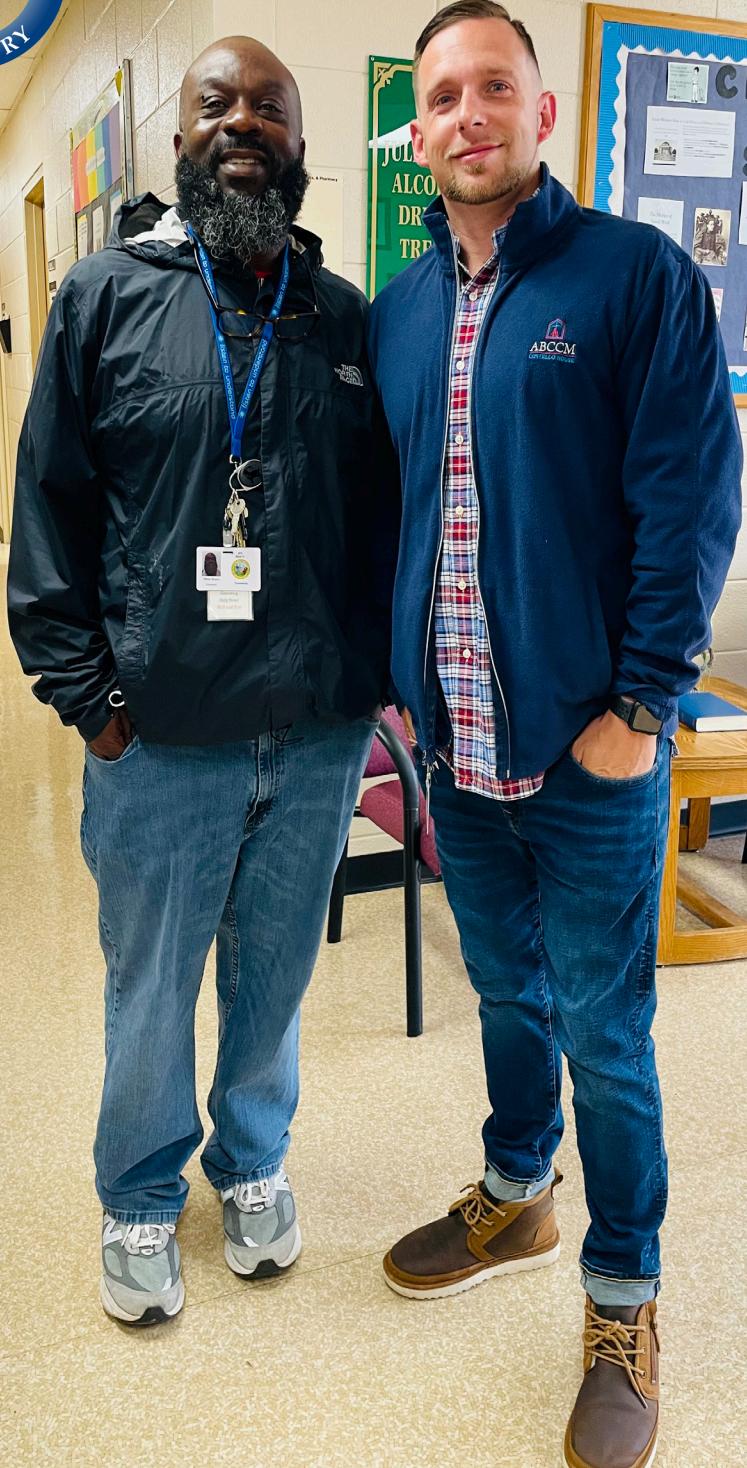


connected to mental
health services and 58
are currently receiving
long-term care.

This data includes both HOPE and PATH Programs



Crisis Stabilization

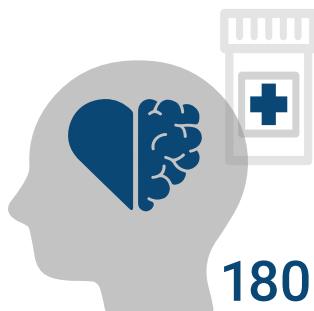


ABCCM's Recovery Living Ministry at the Costello House is an 18-24 month, 45-bed transitional housing facility for men who suffer from substance use disorder and mental health challenges. Where the primary focus is on healing, education, and employment. Evidence-based practices such as Critical Time Intervention, Motivational Interviewing, and Trauma Informed modalities allows Peer Support Specialists to meet others where they are, without judgment, thus creating strong foundations for healthy boundaries and recovery skills. Through the use of an intentional community process, clients are able to eliminate shame, address trauma, and restore a sense of purpose and belonging in a healthy and safe environment.

90 men
obtained
gainful
employment



\$16 per hour
average placement wage



180 men received
both mental health and substance
use services

Daylon's Testimony

Asheville, NC

“On April 19, 2023, I checked into the Costello House. Not going to lie, the first few weeks were rough and honestly I was questioning my success with the program. I have been here now for almost 8 months, and it was probably the best place I could have found. At the beginning of this journey, I would have never guessed I would be in this position. I have been able to successfully participate and complete S.T.A.R.T (sobriety treatment and recovery team) with D.S.S, I.O.P (intensive outpatient program) with October Road, currently in Early Recovery at October Road, and currently 2 weeks away from finishing my first semester at AB-Tech pursuing an Associates Degree in welding. For about 3 months, I have also had the honor of taking my son to daycare every day, watching him by myself every other weekend, and I was able to be present at his surgery. This is the longest I have ever been sober aside from incarceration. Costello House has given me a safe space, knowledge, and time to do what I need for a great life and be a great dad to my son. It is just one more way I see God working in my life. He led me to a place where there is love, encouragement, and hope. We can rarely see it in our addiction, when it feels like God has abandoned us or we are not worthy, but He was there all the time, waiting for us to let him work in our hearts and lives.”





“ The dedication and expertise of the NC Serves team continually inspires us, highlighting the deep impact of shared efforts toward a common goal.”

-Nicole Crews, MPH
Foundation for Health
Leadership & Innovation



“Costello House has been an invaluable asset for JFK treatment center. This partnership has greatly improved the outcomes of individuals during their recovery journey.”

-Shaun Bryson, CADC-I
JFK Alcohol and Drug Abuse Treatment Center



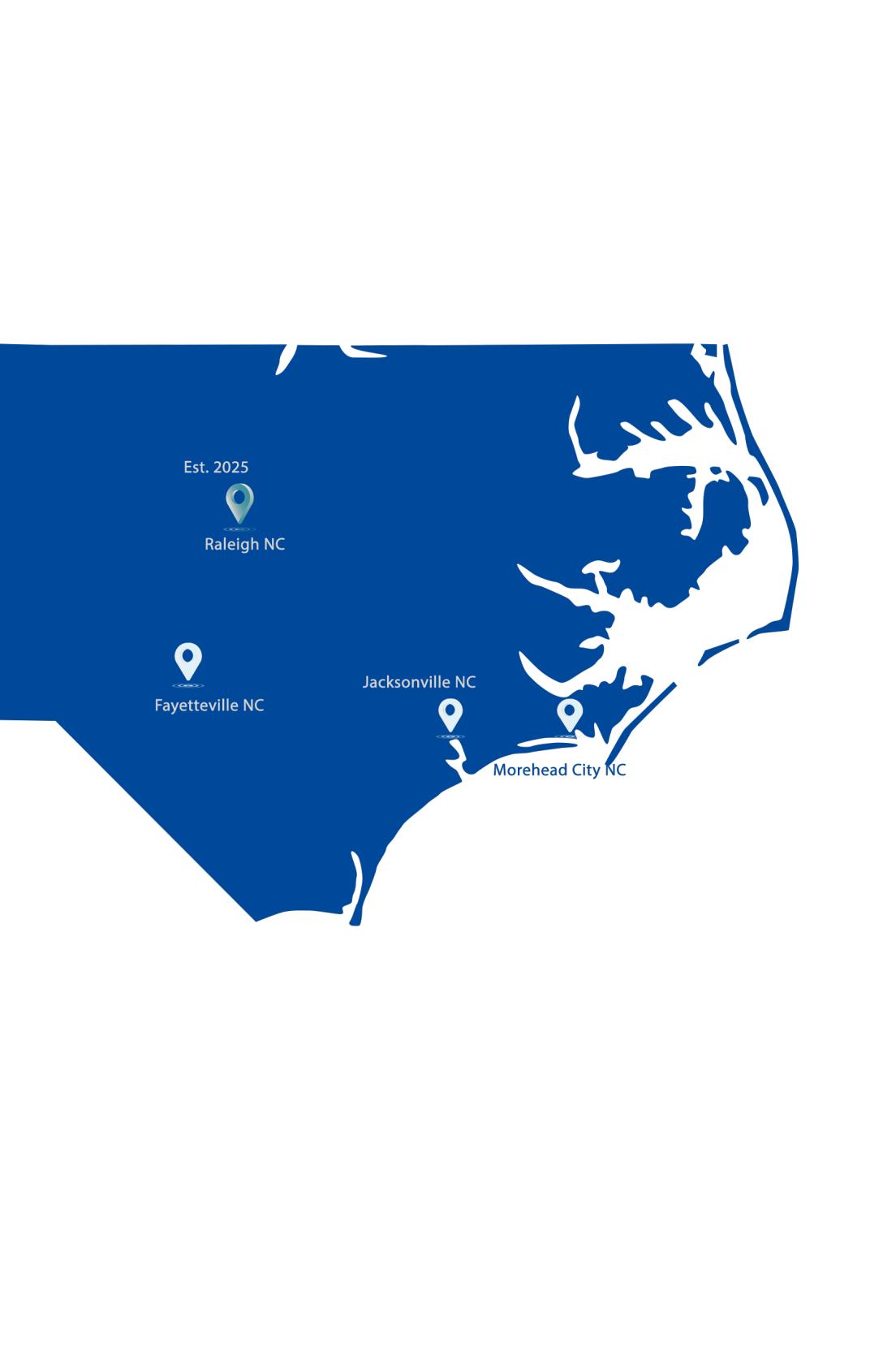
“Vaya’s partnership with ABCCM has been integral to ensuring North Carolinians have expanded access to care within their communities. We look forward to continued collaboration with this team that will yield innovative strategies to improve the system of care.”

-Donald Reuss,
Vaya Health

Data Informed Growth



Since 2018, ABCCM's partnership with the North Carolina Department of Health and Human Services has been instrumental to the growth of federally-funded programs for North Carolina's Veteran population. While using existing NC Serves data to conduct feasibility studies in both rural and urban pockets across the state, ABCCM has been able to successfully braid and blend federal dollars with precision to ensure continued program funding for Veterans across multiple social determinants of health, while simultaneously increasing access to community-level resources and wrap-around services for North Carolina's Veterans and their families.



Est. 2025



Jacksonville NC



Morehead City NC



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www.abccm.org