



**COMMUNITY CARE
LOWER CAPE FEAR**

YEAR IN REVIEW 2024

A Message from Angela Ives, RN, CCM CCLCF Executive Director



As we enter a new year, I spent time reflecting on the attributes of Community Care of the Lower Cape Fear that have allowed us to be successful for over two decades, working in partnership to improve the health of the communities we serve.

I quickly identified the foundation for our success: Our Innovative Team! They embrace new ideas, have a collaborative approach to problem-solving, comfort with experimentation, the ability to think outside the box and they have a proactive attitude towards identifying opportunities for improvement, while also acknowledging their specific achievements and the positive impact their innovations have had on the community.

Another key to our success: Our Community Connections and Partners. We value the collaboration and partnering with a purpose driven, person centered approach. This allows for a greater impact in the community as we work together to improve well-being. A heartfelt thank you to our incredible team, board of directors and community partners. Without you, Community Care of the Lower Cape Fear would not exist.

May the new year bring new opportunities, renewed partnerships and continued growth as we continue our innovative work together to improve the health of the community!



CCLCF Executive Director Awarded 2024 Health Care Hero

We are so pleased and honored to announce that Angela Ives, CCLCF Executive Director, was awarded the 2024 Health Care Heroes, Health Care Executive. The Greater Wilmington Business Journal Health Care Heroes Awards recognizes inspirational heroes in all aspects of healthcare whose accomplishments have deeply benefitted the quality of care for patients, families, and our Wilmington community.

TWO DECADES OF IMPROVING LIVES TOGETHER

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NC Healthy Opportunities Pilot (HOP) is in full swing across 33 counties in NC! Eligible Medicaid Managed Care members can receive non-medical interventions (or services) to address food insecurity, housing instability, non-medical transportation issues and interpersonal safety and toxic stress. Forty-six Health Service Organizations (HSOs) are contracted to deliver these services within our six-county region. So far our region has delivered 300,000 services to 10,000+ beneficiaries.



Cape Fear HOP

10,000+ HOP Navigation calls supporting HOP and non-HOP eligible connection to resources

IN 2024...

our network delivered almost **190,000+** services to more than **8,500** beneficiaries

resulting in

- 250+ jobs created in our region
- Goods and material purchases from small business owners & local farmers
- Investment into our communities

- 130,000+** Healthy Food Boxes
- 700+** Home Accessibility & Remediation Repairs
- 4,000+** Essential Utility Assistance
- 75,000+** Healthy Meals
- 8,000+** Fruit & Vegetable Boxes & Vouchers
- 4,000+** Received Housing Navigation Services

Sources: NCCARE360 Platform, NC Invoice Tracking - Invoice Tracking, 12/09/2024

HSO Awards Luncheon celebrating first 1115 waiver



Early Results from North Carolina's Healthy Opportunities Pilots: A State Medicaid Innovation Model



Preliminary research from the program's independent evaluation shows the state is spending about **\$85 less in medical costs per Healthy Opportunities Pilots beneficiary per month.**

<https://www.ncdhs.gov/documents/healthy-opportunities-pilots-interim-evaluation-report-summary/open>



Monthly Food Sector meeting



BlueCross BlueShield of North Carolina

Foundation



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Through generous grants from Kate B. Reynolds Charitable Trust and Blue Cross and Blue Shield of North Carolina Foundation, CCLCF created a **Business Solutions Center (BSC)** for network HSOs. The BSC offers **free training** including Nonprofit Finance, grant writing, Excel training, QuickBooks, Mental Health First Aid and financial sustainability consulting. **Zero interest loans** were available to support reimbursement flows for high cost services.

"The solutions provided helped our company to make decisions that will ensure we are able to sustain in the future".

ONE-YEAR ANNIVERSARY

Join NCDHHS in celebrating the **first anniversary of Medicaid expansion** and the nearly **600,000 North Carolinians** who have gained access to health care coverage.

Learn more at [Medicaid.nc.gov](https://www.Medicaid.nc.gov).

NCDHHS **NCMEDICAID**
FOR MORE PEOPLE



December 1, 2024 marks the first anniversary of Medicaid expansion that offers health care coverage to more people. In CCLCF's six-county area, almost 40,000 members of our communities now have access to care and services such as primary care visits, prescriptions, medical equipment, and more! CCLCF staff and the Cape Fear HOP HSO Network made great strides navigating new members into Medicaid.

COMMUNITY CONNECTION EVENT

Community Connection Event
Designed to Connect individuals and Families To:

- Human Services
- Educational and Employment Opportunities
- Healthcare Resources
- Housing Information
- Recovery Support
- Other resources in the Community
- Shower Trailer, Barbers, and Food Onsite



Where:
Grace United Methodist Church
401 Grace Street, Wilmington

When:
Thursday, September 12, 2024
8:30 a.m. to 1:00 p.m.
8:30-9: Continental breakfast
9-Noon: Resource Fair
12-1: Lunch

CCLCF teamed up with Rice N Beans, Pine Valley Market, NC Works and Hope Recovery on September 12th for a Community Connection Event. Families and individuals learned about community resources available in our area. Over 30 vendors were there! Plans are underway for another Community Connection Event in 2025.




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BlueCross BlueShield
of North Carolina **Foundation**

CCLCF was recently awarded a Well-Being grant from Blue Cross and Blue Shield of North Carolina Foundation. This funding is allowing CCLCF to further engage staff and understand how they envision health and wellness in a time where burnout and exhaustion are very real concerns across health care and community-based organizations. Thank you to Blue Cross NC Foundation for this incredible opportunity!

CCLCF CARE MANAGEMENT



CCLCF has again been awarded the highest status of National Committee for Quality Assurance (NCQA) Accreditation for Complex Case Management. NCQA standards are purposely set high to encourage organizations to continuously enhance their quality of patient care. CCLCF is proud to hold the status of Accredited-3 years for Complex Case Management, proving the commitment to providing the highest quality care to the communities we serve. This is the fourth time CCLCF has been awarded NCQA Case Management Accreditation.

Carolina Complete Health



Care coordination, complex care management and long-term support and services (LTSS)

This year, we added to our Carolina Complete Health (CCH) care management team with two experienced, knowledgeable RN Care Managers - Michele Jencki, RN, CCM and Shona Rockholt, RN. They have been great additions and have helped this hard-working team to continue to engage and enroll members into the Healthy Opportunities Pilot (HOP), care coordination, complex care management, and Long-Term Supports and Services. In addition, this team has worked hard to achieve quality metrics around chronic disease education, medication adherence, and appropriate utilization, while achieving a 300% increase in overall caseloads. This equates to more high-risk and at-risk members in our communities having access to a trusted local care team to help with their medical, behavioral health, social determinants of health, and other needs.

Access East

Care coordination, complex care management and provider support services

In 2024, the Medicaid Tier 3 Advanced Medical Home CCLCF team partnering with Access East providing care coordination, complex care management, and practice support has continued to provide excellent service to members and providers. We began to re-introduce embedding at practices so we placed a nurse care manager on-site at Cape Fear Clinic weekly not only to work with members, but to also provide practice support to the providers and staff in order to meet metrics and quality measures. In addition, the team continued to assess for and link to HOP services for eligible members.

CCLCF Medicare Program

Chronic Care Management

Our dedicated care team served as an extension to practices, providing education for chronic conditions and connecting to community resources for Social Determinants of Health (SDOH) needs. Utilizing their immense knowledge and experience and using motivational interviewing and behavioral change techniques, the program continued to help patients reduce A1C, blood pressure and BMI as well as close care gaps, improve patient experience and Hierarchical Condition Categories (HCC) scores.



Proud partner of Wilmington Health, LLC



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Harrelson Center Help Hub

Bringing health to the communities we serve

Health Navigation at the Help Hub surpassed the annual navigation totals for 2023 (249) and 2022 (295) by providing services to almost 350 individuals! This is a testament to the value of health navigation in the Help Hub and our continued partnership and support from the Help Hub and The Harrelson Center. We are able to bring services to the community and that value is evident by the volume of people who are willing to visit and engage with our health navigation team.



Health Navigation at the Food Bank

New partnership in 2024



In 2024, we ramped up our efforts and passion to bring health into the communities by partnering with the Food Bank of Central and Eastern North Carolina at Wilmington to have health navigation and HOP navigation services onsite weekly. We have been able to integrate even more into the Food Bank by being stationed regularly in the Market on Greenfield, the Food Bank's free market, to be able to answer questions, assist with needs, and coordinate resources and linkages throughout our area.



Cape Fear HealthNet

Collaborating to assist the uninsured

The team working with Cape Fear Health Net (CFHN) has provided care coordination and navigation for those with referrals to CFHN's specialty provider network to ensure appointments are scheduled and attended. Of those referrals, around 80% of appointments were attended with the care navigator intervention. The team also had members in complex care management who decreased A1C, BP, and BMI in addition to those who have reduced hospital utilization. In September, Casey Merritt, CCLCF Care Management Director, attended The Duke Endowment Annual AccessHealth of the Carolinas Bi-State Meeting in Charlotte, representing the collaboration CCLCF and CFHN to provide access to care for some of the most vulnerable individuals in our communities.



CCLCF HOP Human Service Organization (HSO)

Healthy Opportunities Pilot

2024 was a big year for the CCLCF SDOH services in our 6-county region: to include Housing Navigation, Support and Services, One-Time Payment for Security Deposit and Rent, Essential Utility Set-Up, Healthy Home Goods, Fruit and Vegetable Prescription, and the Diabetes Prevention Program. Working to fill HOP Network Lead gaps in our region, we took on some challenging services with the goal to provide quality services and learn best practices to share with other CCLCF HOP organizations. Overall, the team has served almost 1,400 members and their families; and processed more than 4,000 invoices, working to improve the health of the community. Based on the HOP Interim evaluation report, individuals receiving HOP services have Medicaid savings of \$85 per member per month, equating to over \$1.4 million dollars annually for those our HSO served.



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Perinatal Nurse Champion Program

Kathleen Bloomfield
Perinatal Nurse Champion, MPH, RNC-EFM



CCLCF Region V Perinatal Nurse Champion grant has been funded for another five years! HRSA's State Maternal Health Innovation (MHI) Program has funded 15 awardees, including NCDHHS, to establish maternal health task forces to improve NC's perinatal system of care and address disparities in maternal morbidity and mortality.

2024 has been a fantastical and busy year! I would say that I have met more people in 2024 than previous years in this work, and life, too! It's been lovely to continue the spread of the Nurse Champion's work in Region V's 14 counties.

I have continued to prioritize the implementation of the I Gave Birth Initiative, along with other Perinatal Nurse Champions (PNCs) in the state. This initiative focuses on creating and distributing educational content about maternal warning signs. I collaborated with PNCs from Regions II and III to launch the initiative within the Novant Health system.

In April 2024, Dr. Megan Rose and I served on the planning committee for the YWCA Maternal Health Summit at UNCW. We partnered with the YWCA of Wilmington and UNCW staff members to select speakers and ensure an excellent experience for all conference attendees.

Being part of the Robeson Community Action Network is a true privilege. It allows me to witness a community with many needs working diligently to address those needs and improve health outcomes. The network includes inpatient OB leaders from UNC Southeastern, multi-county Health Department staff, Community Health Workers, and Doulas.

I have led the Postpartum Hemorrhage Escape Room education for OB staff at 80% of the region's hospitals. This best-practice education is one of my favorite activities because it is engaging and well-received by participants. As a result, some hospitals are interested in learning how to hold these classes independently in the upcoming year.



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Community Care of the Lower Cape Fear



CCLCF welcomed 14 new hires in 2024. We are now a team of 42 doing a tremendous amount of impactful work along with our community partners. We added a Director of Data and Analytics, Luigi Mendez, to our team expanding our data science capabilities and insights to drive strategic decision-making.

CCLCF Staff celebrating all of their accomplishments at the End of Year Celebration





**A Message from
Dr. Michelle Jones
CCLCF Medical Director**



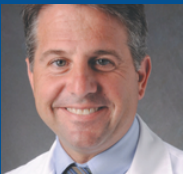
At this time last year, we were celebrating the expansion of Medicaid in North Carolina with the goal of reaching 600,000 new members. As of December 3, there were over 590,000 new Medicaid beneficiaries in need of primary care services, including prevention and monitoring of disease. Many may also have health-related social needs.

It is well known that when we allow individuals with diabetes access to healthy food, their disease is more easily controlled. When beneficiaries have transportation to job interviews, they are more likely to obtain employment. When homes are made safer with entry ramps and grab bars in showers, there are fewer falls. And when toxic stress in the home is reduced, families can thrive.

All of these are examples of the work being done by Community Care of the Lower Cape Fear's dedicated, conscientious, and caring Healthy Opportunities Pilot (HOP) staff members in partnership with NC DHHS, health plans, care managers and community-based organizations (CBOs). From the CMs who screen beneficiaries for needs and refer appropriate services to the CBO staff who are the trusted boots on the ground service providers, over 10,000 members in our region have been served with over 27,550,000 services being provided. All of this is made possible by the support of our finance, data collection, human resources, and administrative teams.

In discussions with HOP staff, there was a common theme amongst all the social needs sectors. As we emerge from the Covid pandemic, one issue continues to surface...social isolation and loneliness. It was a devastating necessity that brought attention to the significant impact on a person's physical and mental health topic and its existence even after the pandemic.

As Community Care of the Lower Cape Fear and HOP stakeholders interact with the population to bring food, it brings families together. When homes are repaired, families can gather. And when families can travel to worship together, there is peace. Many of the individuals we serve are our beneficiaries who will know peace because of the love demonstrated through the service of Community Care of the Lower Cape Fear staff and community partners. At this season of the year, may it be returned to all a thousand-fold!



**Congratulations to CCLCF Board Chair, Dr. Joseph Pino, for
"The WilmingtonBiz 100: The Innovators"
Winner of 2024 by the Wilmington Business Journal**



**We extend a warm welcome to our newest board member!
Dr. Arthur Flores
Deputy Chief Medical Officer, Trillium Health Resources**