

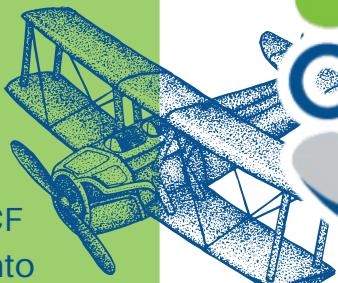


COMMUNITY CARE  
LOWER CAPE FEAR

# 2025 Year in Review

## WHAT'S ON NOW

As CCLCF moves into 2026, we're building a year filled with momentum. From strengthened advocacy efforts, to the success of our Community Connection Event, to ending with a strategic planning grant from The Endowment, 2025 set the stage for meaningful progress.



Our success isn't captured in a single initiative or milestone; it's a shift towards a more integrated, data-driven, and community-rooted model of care. We're strengthening partnerships, creating communicative systems, and supporting individuals and providers every day.

At CCLCF, we often say we're "building the plane while flying it"--and that spirit perfectly captures our journey in 2025. As we evolve into our next chapter, we're designing how we improve community health while meeting real needs in real time.



## “BUILDING THE PLANE”

This work isn't about waiting for the "perfect" conditions; it's about adapting, learning, and improving as we go. Together, with the help of our community partners, we're constructing something powerful: a stronger community care system that can lift every person toward better health and stability.



# A MESSAGE FROM CCLCF'S EXECUTIVE DIRECTOR

As 2026 begins, I am filled with immense gratitude and hope reflecting on the journey shared at Community Care of the Lower Cape Fear. This past year brought its unique challenges, but it also illuminated the incredible strength, resilience, and deep-seated compassion within our community.

To our dedicated staff, board members and community partners- thank you for your unwavering support. Your commitment to our mission ensures that together we improve the health and wellbeing of individuals in our community. You are the heart of our work, proving that when we unite, we can overcome obstacles and create lasting change.

In 2025, thanks to you, our shared impact has been huge as reflected in the highlights of this Year in Review. These statistics, partnerships, events and collaborations represent real people finding hope, stability, and better health.



After pausing to celebrate, we look to the year ahead with renewed energy. The need for collaboration, person centered and purpose driven approaches, and community connections remain crucial. We're excited to deepen our collaboration and build on the momentum we've created together.

As we enter 2026, please remember your continued partnership is essential as we step into another year of service working together to improve the health of the community.

Wishing you and yours a healthy, prosperous New Year!

With deepest thanks,

*Angela Ives*  
RN, CCM



# KEY HIGHLIGHTS

## Impact in Action



THANKFUL HEARTS

### 10 Years of the Help Hub!

The 14<sup>th</sup> Annual Thankful Hearts Day, presented by SouthState Bank, brought us together in a celebration of gratitude, partnerships that uplift our community, and 10 years of the Help Hub.



ADVOCACY

### Take Action Tuesday

Our network proudly advocated for the Healthy Opportunities Pilot at the NC General Assembly, reinforcing our commitment to the communities we serve.



TEAMWORK

### Connection & Collaboration

Bringing our team together in-person always sparks fresh ideas, deeper connection, and renewed energy--even for line dancing!



### Our Pillars



Person-Centered Approach



Collaboration



Purpose Driven



Community Connection



COMMUNITY CARE  
LOWER CAPE FEAR



## A Message from Sarah Ridout, MBA, SPHR

Healthy Opportunities Pilot (HOP) Program Director

2025 was an incredible year for HOP, as well as one of the most challenging. When the pilot paused, our network stepped up, educating the NC General Assembly and advocating for our community. I remain hopeful because we've seen the impact HOP can have and know our community deserves consistent, quality, non-medical supports that bridge health and social care. Our network of Community Based Organizations stand ready to deliver sustainable change that strengthens the wellbeing of our entire region. I'm grateful to our partners who believe in this vision, and, as we move forward, we remain focused on building a unified, community-owned system that connects residents to essential services and improves health outcomes. We've got this-- let's get to work!

# STAYING HOPEFUL



## OUR NETWORK



**44**  
Community-Based HSOs



**37**  
Non-profits



**84%**  
Led by Women or BIPOC



**500+**  
Jobs created



**\$18.5 million**  
Distributed In Capacity Building Funds

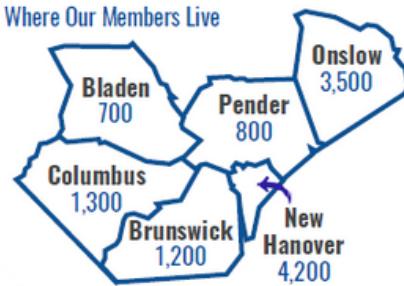


**4,100+** Children (ages 0-17)  
**5,600+** Adults (18-44)  
**3,400** Older Adults (45-64)



**360+** Current military/Veteran  
**150+** Military family members

### Where Our Members Live



## OUR IMPACT

Our network has delivered  
**410,000+** services

to more than  
**13,000**  
Pilot beneficiaries,  
resulting in  
**\$85,000,000+**

Reimbursement for HSO services  
that strengthen our local economy

This year, CCLCF navigated the pause in HOP services while staying active in advocacy and partner engagement, ensuring our voices are heard throughout the transition. Our October HSO meeting helped align next steps and keep momentum strong. Through it all, we remain committed to advancing whole-person care and addressing SDOH in our communities!

# CARE MANAGEMENT

## Updates from Casey Merritt

BSN, RN, Director of Care Management and Population Health



at The Harrelson Center

### Help Hub at the Harrelson Center

2025 was a busy year for our Help Hub partnership at the Harrelson Center. Following Sharon Davis' retirement, Mary Stephens transitioned seamlessly into the navigator role. This year, we supported over 400 referrals—the highest to date—bringing the total individuals served to more than 1,700. Our navigator

assists insured, uninsured, and underinsured individuals with a wide range of healthcare needs, and we continue to provide monthly health education slides.



*Mary Stephens*

**In 2025, there were  
400+ referrals for  
health navigation.**

### Carolina Complete Health



Our care management team with Carolina Complete Health (CCH) continues to provide complex care management, care navigation, and Long-Term Services and Supports (LTSS) throughout our region. Our team works diligently to carry high caseloads and provide quality care—which is evident through documentation audits leading to improved health outcomes and cost savings. We continuously work to provide chronic disease management for physical and behavioral health conditions, medication management, assistance with obtaining DME and other equipment, as well as the other health-related social needs such as food, housing, and transportation.



### **“A record-breaking year”**

This summer, we navigated the pause of the Healthy Opportunities Pilot, ensuring services were wrapped up and Medicaid members were connected to other community resources to minimize gaps in care. Demand across our programs continues to rise, underscoring the importance of our work for members and providers alike. In 2025, our Health Navigation partnership with the Help Hub served a record number of individuals, highlighting both progress and growing community need. Despite these challenges, our team remains focused on patient-centered care through personalized care management and navigation. As we look ahead to 2026, we remain committed to innovation, guided by the our values and the resilience of our teams.

# CARE MANAGEMENT

## 2025 UPDATES CONTINUED



### MEDICARE



Our Chronic Care Management (CCM) services with Wilmington Health remained active in 2025 with consistent referrals that kept our RN Care Manager at maximum capacity assisting with resources, referrals, chronic disease education, medication concerns, and more for our senior population. We have worked with over 100 individuals.



We continued to have a health navigator available at the Market on Greenfield located at the Food Bank of Central and Eastern North Carolina. The health navigator is available to answer questions, navigate resources, and assist with healthy shopping choices. We have connected with around 400 individuals this year.

### ACCESS EAST



We saw strong results in 2025 with over 900 referrals completed and chart review compliance exceeding 95%. Through consistent practice support, site visits, and collaboration with health plans and providers, the team delivered high-quality services that improved outcomes and supported program growth.

### HSO HIGHLIGHTS

2025 continued great success for the CCLCF HSO by providing over 2,500 services to over 1,100 individuals and families between January and June. Overall, the CCLCF HSO made a huge impact on our communities through HOP by providing over 7,000 services to more than 2,600 individuals and families in our six-county area.

**7,000  
SERVICES TO  
2,600  
INDIVIDUALS**

In 2025, we launched an addition service of Housing Move-In Support, which helped members receive essential furnishings.

# Cape Fear HealthNet (CFHN) Updates



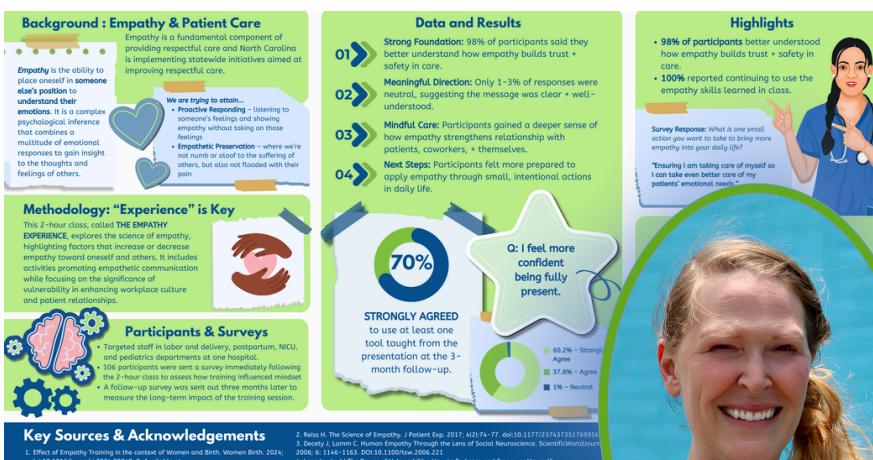
## Cape Fear HealthNet

Bridging the Gap for the Uninsured

barriers for appointment attendance are assessed and removed. In addition, Mary has been instrumental in working closely with the CFHN Medical Director to obtain more appointment slots and to recruit additional providers. In 2025, the Specialty Navigation program has managed 474 referrals, reflecting the significant need for this work. Comprehensive data was compiled for the care management provided to high-risk CFHN patients the 2023–2025 period, reflecting strong outcomes and meaningful impact. Over this two-year span, a total of 134 referrals were received. Notably, the majority of outcome categories demonstrated 100% improvement among patients participating in care management with a focus on patients with Diabetes, Hypertension, Obesity, and/or Emergency Department utilization. Our care management provided comprehensive education on diet and nutrition, medication adherence, increasing physical activity, appropriate utilization of primary care and the hospital, home blood pressure and glucose monitoring with consistent logging, patient accountability, and successful linkage to fresh fruit and vegetable access programs.

## PERINATAL NURSE CHAMPION (PNC) & THE *Empathy* EXPERIENCE

This year, our Perinatal Nurse Champion, Kathleen Bloomfield, continued to advance care by bringing innovative, empathy-centered approaches to the forefront of maternal health. She presented her work on The Empathy Experience at the NC Perinatal Association Conference, highlighting how immersive learning can strengthen provider-patient connection and improve health outcomes. Reflecting on the impact of the training, Bloomfield shared, "The Empathy Experience profoundly reshaped my personal and professional perspective, and I'm truly energized for the year ahead!" Her leadership is helping set a new standard for compassionate care across her 14-county region.



**Kathleen Bloomfield**  
MPH, RNC-EFM



# CCLCF'S 2ND ANNUAL COMMUNITY CONNECTION EVENT

SEPTEMBER 19, 2025



Community Care of the Lower Cape Fear had the honor of hosting our second annual Community Connection Event in September!

We brought together local partners, human service organizers, and community members for a day of reflection, connection, and free activities aimed at supporting those in need across our region.

## THE DAY IN NUMBERS



45+ Vendors



200+ Meals Served



82 T-Shirts



71 Hygiene Kits



We're grateful to our collaborators at Grace United Methodist, RiceNBeans, Hope Recovery Faith Community, The Warming Shelter, NCWorks, and Cape Fear Council of Governments (COG) for making this event possible. We can't wait to continue this tradition next year!



# THE ENDOWMENT

NEW HANOVER COMMUNITY ENDOWMENT

## & NEXT STEPS

### A STRATEGIC PLANNING GRANT & THE FUTURE OF A SOCIAL CARE NETWORK

This year, CCLCF was honored to receive a generous grant from The Endowment that is helping strengthen and formalize our partnership with 17 local Human Service Organizations (HSOs).



This support allows us to deepen collaborations, align shared priorities, and use what we learned from the Healthy Opportunities Pilot to build the infrastructure needed for a more connected and equitable system of care across our region. Together with our HSO partners, we are laying the groundwork for a community-owned model that links residents to essential services. We're grateful for the trust placed in this work and excited for the progress ahead!

### OUR 17 PARTNERED HUMAN SERVICE ORGANIZATIONS

- Catholic Charities
- Communities In Schools Cape Fear (CIS)
- Coastal Horizons
- disAbility Resource Center
- Harrelson Center/ Help Hub
- Keep Your Hands Off Me, Inc.
- Legal Aid of NC
- LINC
- Med North Health Center
- Men & Women United for Youth & Families
- Mt. Calvary Center for Leadership
- New Beginnings (New HOPE CDC)
- Sokoto House
- The Food Bank of Central & Eastern NC
- The OOPS! Foundation
- WARM

# CLOSING REMARKS



## FROM MICHELLE JONES, MD, CCLCF MEDICAL DIRECTOR

As 2025 draws to a close, we reflect on a year of significant transition for CCLCF. What began as a Medicaid-focused care management agency has grown into a chronic care management network serving all ages recognized statewide for cost savings.



As NC transitioned to Medicaid Managed Care, CCLCF's strong performance led to its selection as a network lead for the Healthy Opportunities Pilot (HOP), expanding access to social care through deep partnerships while demonstrating meaningful progress. Today, CCLCF faces another period of change, with HOP paused amid the absence of a state budget. Yet, with change comes opportunity. Building on HOP's success, CCLCF has been awarded a grant from The Endowment to support strategic planning and the development of a countywide social care network. Additional opportunities are emerging through new rural funding initiatives, and we continue to strengthen partnerships and pursue innovative, sustainable models of care. As we enter a new year, I am deeply grateful for the resilience of our teams. Godspeed, CCLCF!

A handwritten signature in blue ink that reads "Michelle Jones, MD". The signature is fluid and cursive, with "Michelle" and "Jones" being more formal and "MD" being more stylized.



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