

## ABCCM 2023 Strategic Directions Summary

ABCCM's mission is to create opportunities for our member churches and area congregations to love their neighbors in the midst of their challenges. Every Ministry builds intentional community. This means that from the person who greets with a warm welcome, to the volunteers behind the scenes with charts, or those on the front line with intake, counseling, or other direct services, all work in concert to knit together information and resources to meet critical needs. We honor the giftedness of each volunteer and participant by creating a safe place for them to listen and develop a relationship that leads to short-term and long-term solutions. Please join these volunteers in our mission to meet the critical needs outlined in each ABCCM Ministry.

*Our number one strategy is to be a safe place where volunteers can serve.* We will continue to follow any CDC, state and local protocols as needed. Air ionizers were installed at each site. Please take a tour at any of our locations to see where God might use you in the Joy of Serving.

### **Crisis Ministry**

We are a listening ministry for individuals or families in crisis, trying to make ends meet to sustain their home. We typically help a family of 3 making less than \$43,920 or a family of four making less than \$53,000/yr., plus transient homeless. We regularly provide emergency food boxes, clothing, plus household and furniture assistance in collaboration with our Donation Ministry. We provide emergency financial assistance to help stop evictions (rental assistance) and help with utility cut-offs for electric, water, gas; including heating assistance for fuel oil, propane, etc. and cooling assistance with fans and air conditioners.

**Volunteers Needed: Mon-Fri 8:30-12:30 or 12:30-4:30 Receptionists – Counselors – Filing – Data Entry  
Food Pantry – Clothing Room – Soup Kitchen (Daily Bread at Sunrise 11-1:30)**

### **Major Directions for 2023:**

- Receptionists will offer a warm welcome to over 6,000 families with 29,650 requests at all 4 sites combined.
- Provide emergency food bags and boxes for over 5,000 families with over 118,500 bags.
- *New in 2023*, Food Navigators will assist Medicaid families with nutritious food resources, classes on meal preparation and healthy shopping.
- Provide emergency financial assistance:
  - Stop evictions for 900 families
  - Keep the lights, water and gas on for 1400 families
  - Keep the heat on in winter and cooling in the summer for homes
- ABCCM Daily Bread at Sunrise, a soup kitchen and hot lunch site in West Asheville at 1543 Patton Ave from 11:30-1, Mon-Fri. Collaborate with Mt. Pisgah Seventh Day Adventist on breakfast meals on Saturdays to feed the homeless. About 60 meals/day and 200+ on Sat.

- Work with City and County school leaders to provide food for families with homeless children and help them bridge into permanent housing.
- Assist with 282,700 items of clothing annually, especially for school and winter wear.
- Work with Buncombe County Social Services to manage and supply community engagement markets at sites in low-income neighborhoods: Enka Middle School, Bartlett-Arms, Hominy Valley Crisis Ministry, Shiloh Community Center, Senior Community Center, Aston Park Towers and Erwin Middle School.
- Christmas Angel Shop will help 600 families in crisis with about 1500 children with toys.

We respect the dignity of each person, being inclusive and accepting, empathetic and compassionate, educational and empowering with choices. We encourage volunteers to share by offering prayer, scriptures of hope, choices to empower them including the opportunity to connect with a church where they can be nourished and grow. We also respect those who do not want this type of encouragement.

### **Jail Ministry**

We are a listening ministry to bring supportive, encouraging and healing that offers meaning and direction to detainees as well as Buncombe County Detention Facility staff. **What we are doing now:** Fulfilling requests for Bibles and faith-based reading material. One-on-one chaplain visits with detainees in the attorney booth. Comfort to detainees and their families during times of grief. Offer a pastoral listening ear for officers and staff. Monthly prayer services for the detainees, officers, for the sheriff and staff. Each month, we serve 350-400 males and 60-90 females or about 500 persons with a total capacity of 604.

***Volunteers Needed: Bible Study Leaders (2 each) in 1 hour blocks, morning, noon and evening***

#### **Major Directions for 2023:**

- Re-start Bible studies in-person or on a virtual basis with technology provided by the Sherriff's Office and technology provided by ABCCM.
- Explore ways for Priests/Clergy (or ordained Deacons) to provide sacraments, including a baptismal to be used by area clergy.
- Continue sharing written devotionals and uplifting materials to inmates and volunteers.
- Organize, maintain, and keep supplied the BCDF library's faith-based section
  - Request giant-print soft-cover Bibles and in Spanish from supporting churches, Christian novels and other religious reading materials
  - Provide reading glasses for detainees who need/request with pre-approval.
- Be more available to BCDF officers for prayer and pastoral support.
- Lead a monthly prayer time, first Saturday, in a host church to pray over requests.
- Work strategically with the Sherriff's office and courts on "Re-entry Ministry." We will offer churches, volunteers and former clients at BCDF opportunities for transition back into community with safety, supportive services and employment.
- Share the vision, mission and needs of the Jail Ministry with churches and community.
- Provide Christmas gift bags – prepared by local churches and volunteers.
- Provide weekly Bible study/devotionals for soul searching and spiritual direction.
- Host an annual volunteer recognition event.

## **Medical Ministry**

We provide access to medical and medicine at no charge to adults who are working without any insurance and the uninsured. We fill the gaps for health care to increase access to medical and pharmacy services for those below 200% of the federal poverty level; which is typically help a family of 3 making less than \$46,000 or a family of four making less than \$55,500/yr.

***Volunteers Needed: Mon, Tues, Wed. Clinic Sessions; Care Management in afternoon. Receptionists -- Charting – Intake – Physicians – Nurses – CNAs – Pharmacists – Pharmacy Techs – Students – Residency***

### **Major Directions for 2023:**

- ❖ Provide medical services utilizing telehealth or in-person to provide both urgent care and primary care services for over 6300 patients a year with over 25,000 contacts.
- ❖ Provide pharmacy services with 16,560 scripts for medical and for behavioral health medications to meet healing treatment plans.
- ❖ Offer specialty clinic sessions in late afternoons or evenings.
- ❖ Continue to partner with 12 colleges to provide a site for student interns and residency.
- ❖ Provide health care navigation and health education that links patients with the Social Determinants of Health throughout ABCCM and other community providers.
- ❖ Collaborate with WCMS Project Access for specialty care services and lab services.
- ❖ Partner with the Minnie Jones Clinic to expand dental services at the Clinic.
- ❖ Collaborate with all providers in the Buncombe County Safety Net of Health Care.
- ❖ Collaborate with the National and NC Association of Free and Charitable Clinics.
- ❖ Offer to pilot new health care programs for uninsured adults.
- ❖ Be flexible and resilient to adapt access to health care in all environments.

## **Transformation Village**

ABCCM is committed to providing women and children in need a safe place to heal, grow, and bridge out of homelessness through Hope, Healing, Health, and a Home. We have developed campus environments with a model of intentional community to heal the root causes of homelessness such as isolation, trauma, violence, despair and anxiety with Grace, Mercy, reconciliation, forgiveness, coping skills, healthy boundaries and healthy relationships.

We are here to provide transitional housing with 20 beds for Veterans, 30 beds single women, 12 beds for moms with beds for up to 50 children plus 20 emergency shelter beds. We plan to add six apartment buildings for a total of 156 permanent supportive housing units. We will be building the first apartment building with 26 units in 2023. We utilize recognized best practices from around the country, as well as an innovative and impactful transitional housing program in consultation with industry experts that is now recognized as one of the best practices in North Carolina. Two unique features are the job training center offering career-track programs in partnership with AB Tech Community College located on the campus and the children's Child Enrichment program.

We offer four developmental phases. Called *Steps to Success*, this developmental, incentive-based program is designed to 1) aid residents in stabilization from isolation, depression, and addiction, 2) reintegrate them into social support networks including churches, 3) provide them with the life-skills to cope with and interact in community, 4) educate them into living-wage jobs, and 5) equip them to sustain permanent housing stable income or career level jobs. **Volunteers Needed: Mon-Fri in shifts from 9-12, 1-5, 7-9 Cook Teams, Receptionists, Data Entry, Beauticians, Life-skill Teachers, Bible Study, Child Enrichment Leaders, after School Tutors & Mentors**

### **Major Directions for 2023:**

- Encourage the return of volunteers in every aspect of services.
- Create volunteer opportunities with training as mentors, job coaching and being “faithful friends” with intentional time and relationship goals tailored to a resident’s goals and objectives.
- Continually improve our in-service training of volunteers, professional staff and residents.
  - Focus on expanding virtual learning opportunities for residents.
  - Add Diversity, Equity and Inclusion plus Co-Dependency classes to core curriculum.
  - Continue Life Skills 101 class offerings led by volunteers.
  - Train and certify appropriate staff in Triple P Parenting.
  - Add spiritual based life skill courses to our curriculum which provide everyday applications from Scripture/Bible to grow, nurture, and develop healthy relationships.
- Increase volunteer support for children’s services: educational partners, tutoring, big-brothers-big-sisters; plus child enrichment teams for structured playtime.
- Develop a volunteer mentorship program with intentional time and relationship goals tailored to a resident’s goals and objectives.
- *New-* Offer 50 emergency Safe Haven beds during Code Purple and 20 year round.
- Collaboration with the VA Medical Center, A-B Tech, Goodwill, and Our Voice, civic organizations, local schools to support homeless children/parents, Head Start, veteran service organizations, businesses and community leaders.
- Continued utilization of the Residents Councils for improved policies and services.
- Regular Advisory Committee meetings to review program policies; increase volunteer participation; and increase the resources for each part of the Ministry.
- Secure scholarships and training funds that leads to job certification or licensure.
- Outreach to women centric organizations, civic and veteran service organizations.

### **Veterans Restoration Quarters**

ABCCM is committed to providing Veterans with a safe place to heal, grow, and bridge out of homelessness through Hope, Healing, Health, and a Home. We have developed campus environments with a model of intentional community to heal the root causes of homelessness

such as isolation, trauma, violence, despair and anxiety with Grace, Mercy, reconciliation, forgiveness, coping skills, healthy boundaries and healthy relationships.

We are here to provide transitional housing for Veterans (172 Veterans and 8 civilians), plus emergency shelter for 20; and permanent supportive housing for 50 Veterans. We offer four developmental phases. Called *Steps to Success*, this developmental, incentive-based program is designed to 1) aid residents in stabilization from isolation, depression, and addiction, 2) reintegrate them into social support networks including churches, 3) provide them with the life-skills to cope with and interact in community, 4) educate them into living-wage jobs, and 5) equip them to sustain permanent housing, stable income or career level jobs

**Volunteers Needed: Mon-Fri in shifts from 9-12, 1-5, 7-9 Cook Teams, Receptionists, Data Entry, Barbers, Life-skill teachers, Bible Study Leaders & Mentors**

### **Major Directions for 2023:**

- Encouraging the return of volunteers in every aspect of services.
- Creating volunteer opportunities with training as mentors, job coaching and being “faithful friends” with intentional time and relationship goals tailored to a resident’s goals and objectives.
- Continually improve our in-service training of volunteers, professional staff and residents.
  - Focus on expanding virtual learning opportunities for residents.
  - Add Diversity, Equity and Inclusion plus Co-Dependency classes to core curriculum.
  - Incorporate Life Skills 101 into volunteer class offerings.
  - Add spiritual based life skill courses to our curriculum which provide everyday applications from Scripture/Bible to grow, nurture, and develop healthy relationships.
- Collaboration with the VA Medical Center, A-B Tech, Goodwill, and Our Voice, civic organizations, veteran service organizations, businesses and community leaders.
- *New* – Expand our Transportation system with Impact Health.
- Offer group counseling and therapy sessions for clinical participants.
- Add HUD-VASH rooms as part of the permanent supportive housing solution.
- Spearhead Code Purple efforts for homeless men by delivering supplies, services and emergency shelter throughout the winter months.
- *New*- Offer 80 emergency Safe Haven beds during Code Purple at the ACTS building.
- Continued utilization of the Residents Councils for improved policies and services.
- Regular Advisory Committee meetings to review program policies; increase volunteer participation; and increase the resources for each Ministry.

### **Recovery Living Ministry (RLM) at Costello House**

#### **Strategies for 2023:**

- ABCCM Advisory Committee at RLC to review program policies; increase volunteer participation; and to increase the resources for services.

- Integrate volunteers into all RLC support areas.
- *New*- Offer 30 emergency Safe Haven beds during Code Purple and 20 year round.
- Adapt the resident handbook to their clinical services.
- Strengthen collaboration with community partners/resources and social networks with churches and healthy community activities or support systems.
- Develop evening recovery groups with NA, AA, Celebrate Recovery and NAMI.
- Ensure that services are available and accessible to diverse cultures.

***Volunteers Needed: Mon-Fri in shifts from 9-12, 1-5, 7-9 Cook Teams, Receptionists, Data Entry, Barbers, Life-skill teachers, Bible Study Leaders & Mentors***

### **Veteran Services of the Carolinas (VSC)**

VSC's mission is building upon ABCCM's principles in Matthew 25:35-40. VSC serves primarily homeless Veterans and their families by meeting critical needs of Veterans with short-term and long-term strategies to resolve their crises, prevent suicide, prevent homelessness, rapidly rehouse, provide employment training and job placement, offer HOPE to the chronically homeless Veterans needing to reconnect with community. Our overarching goals are to: Integrate VSC services within ABCCM ministries and collaborate with faith-based communities.

***Volunteers Needed: Call Center operators, work readiness volunteers, coaches, Stand-Down***

#### **Major Directions for 2023:**

##### **1) NCServes - Veterans Call Center**

The Veterans Call Center covers all 100 counties across North Carolina working as a provider with the NC Division of Mental Health-Veterans Services Office. We conduct assessments and connect service members and their families to information and resources that address their needs. Our Call Center platform recently merged with NC Cares 360 (more commonly known as 211) and is used to make referrals to and receive referrals from over 7,000 agencies in "network." We are one of the best performing networks in the country.

*Our goals:*

- Connecting Veteran to the right provider, the first time; with best utilization of the resources.
- Recruit and train volunteers to take crisis calls and serve in the Call Center.
- Resolving crises within 4 days, or less.
- Tracking unmet needs of Veterans, reporting to communities with solutions
- Increasing the number of participating agencies to provide resources to Veterans.
- Extend Call Center operating hours for 24/7 accessibility.

##### **2) Veterans Employment and Training Services (VETS)**

VETS serves 40 counties in North Carolina that are broken into 2 regions: Western and Piedmont. The VETS program works as the Homeless Veterans Reintegration Program provider with the US- Dept. of Labor (DOL). We provide homeless Veterans with the

education and training that results in industry recognized certifications and licenses. Using labor market information to guide us, we focus on training in the careers fields of health care, transportation, manufacturing, construction, information technology, hospitality, the culinary arts and security. VETS collaborates with training providers like A-B Tech, Blue Ridge Community College and Goodwill Industries of WNC, to offer the highest quality training programs aimed at securing career level jobs paying living wages.

*Our goals:*

- WNC - train and place 140 with an average wage of \$16/hr.
- Piedmont - train and place 160 with an average wage of \$16/hr.
- Maintain an average placement rate of 80% or higher in all regions.
- Recruit and train volunteers in work readiness, job search and placement, job coaches.
- Integrate the new employment program Supported Training and Employment Placement Program (STEP) from the Golden Leaf Foundation with existing employment program in order to create more livable wage jobs in WNC.

### **3) Homeless Prevention and Rapid Rehousing**

We serve 28 counties in Western North Carolina (WNC) from Charlotte to Murphy and from Boone to Tryon. Working as the Supportive Services for Veteran Families provider with the Veterans Administration, we offer Homeless Prevention and Rapid Rehousing services through a Housing First model. First, we try to intercede within two weeks of eviction to keep a Veteran household in their home or permanent housing and then provide wrap around for stability, job training and other supportive services. Second, we try to rapidly rehouse Veterans who are recently in a shelter to make their homelessness as short as possible by placing them into housing.

*Our goals:*

- Provide every homeless Veteran with permanent housing, permanent supportive housing, transitional housing, temporary shelter or emergency shelter.
- Provide a wide range of supportive services, including adding legal aid.
- Serve between 270-300 Veteran families per program year.
- Maintain a 90% (or better) rate of Veterans being stably housed after 6 months.
- Maintain a 90% (or better) rate of Veterans being stably housed after 18 months.
- Recruit and train volunteers to be Home Warmers to help with moving into a home.
- Enhance the new Shallow Subsidy program by launching the homeless to home ownership project.

### **4) HOPE- Outreach**

Healing Outreach Partnerships for Empowerment (HOPE) program provides outreach to chronically homeless Veterans who are considered unreachable by most Veteran services.

HOPE works as the NC State Veterans service provider to connect with these Veterans. We address the root causes of their homelessness and rebuild relationships that lead to reintegration back into community with housing, health care, and supportive services. We do this across all 100 counties in NC.

*Our goals:*

- Enroll 90 participants into Intensive Peer Support Services, with 31 being Veterans.
- Work more closely with faith-based communities in order to provide additional supports such as outreach bags and spiritual direction for those in most need.

#### **5) SSGT FOX - Suicide Prevention**

Launching October 1, 2022 VSC will begin administering the Staff Sergeant Fox Suicide Prevention Grant. This grant will provide extensive training and education to the community that will bring awareness to suicide prevention and break stigma of mental health, as well as employ crisis response teams supported by peers, volunteers and the church community. We will do this in all 100 counties across NC.

*Our goals:*

- Stand up and fully staff the VA SSGT Fox Suicide Prevention Grant including opening an office in Central NC.
- Successfully recruit and integrate other faith-based organization programs, churches and volunteers to support crisis intervention at both the local and regional scale across North Carolina.
- Conduct 36 evidence-based statewide trainings (at no cost) to reduce stigma and equip our communities with both education and resources.

#### **Donations Ministry and Food Services**

We are so thankful for the generosity of everyone in the churches and community. Clothing, household items and furniture, along with food that is non-perishable, plus fresh bread, fruits and vegetables are donated almost every day. Combined, they provide upwards of over \$5 million of in-kind services, direct help to thousands of families and individuals. Helping a family with food, clothes or other in-kind gifts may help them be able to afford the utility bill or rent payment.

Warehouse locations: ABCCM- South; ABCCM-Hominy Valley; 870 Warren Wilson Rd.; Veterans Restoration Quarters and Transformation Village.

#### **Major Directions for 2023:**

##### ***Warehouse***

1. A team of volunteers is needed to sort clothes for the ministries.
2. Continue recycling of all items as a cash benefit to ABCCM Ministries.

3. A team of volunteers is needed to sort, price and market items through the antique store, flea market and warehouse sales, plus on-line market sales to raise funds for ABCCM Ministries.
4. Continue training to better move items to supply all Ministries.
5. Publish a restricted list of acceptable donations to minimize landfill volume.
6. Acquire adequate staff to operate 2 box trucks (2 persons per truck), warehouse persons at South and Swannanoa with 1 day/week at Hominy Valley.
7. Begin search for a larger warehouse facility to be acquired (or built) in 2023 or 2024.

### *Food Services*

1. Provide a safe and productive working environment for our residents and volunteers.
2. Focus on nutritional meals will bring a healthier lifestyle to our residents.
3. Provide healthier foods in concert with Food Navigators to Crisis Ministry clients so that we increase their knowledge on what is healthier for them and improve their food choices.
4. Provide food service support for all menus, food rotation, and internal event functions at Veteran's Restoration Quarters, Transformation Village, four Crisis Ministries including ABCCM Daily Bread at Sunrise and the Recovery Living Ministry.
5. Fully staff our four commercial kitchens.
6. Process the wonderful gift of ground beef for the residential facilities and for Crisis take home boxes.

### **Special Events - 2023**

- ✚ **ABCCM Safe and Warm Campaign** – A four week drive mid-January to mid-February to collect blankets, coats, and heating assistance funds to save lives of the frail elderly, the sick, the homeless. Collection sites will be announced with collaborating businesses, churches and at all ABCCM Ministry locations.
- ✚ **ABCCM Mountain Classic Golf Invitational** – Tuesday, May 16, 2023 at the Cliffs at Walnut Cove. Chair: Rusty Pulliam - Sponsorships at \$10,000 and \$5,000.
- ✚ **ABCCM Transformation Celebration: Gala and Auction** – Friday, August 25, 2023 at 6:30pm. Chair: Pam Barbee – A virtual event with auctioneer, Ben Farrell.

- ✚ **ABCCM Honor a Veteran:** celebrating on Memorial Day – July 4<sup>th</sup> – Veterans Day. Veterans Day luncheon across multiple counties. Permanent Virtual Veteran Honor Wall at: [abccm.org/honorveterans](http://abccm.org/honorveterans).
  
- ✚ **ABCCM Return to Bethlehem** – December 7,8,9,10 - Thursday and Friday 6-8:30pm, Saturday 2-8:30pm and Sunday 2-6pm. Hosted by Groce UMC, 954 Tunnel Rd. Asheville, NC 28805. Pending any pandemic restrictions.

Prepared September 27, 2022