Hope4NC CCP Grant Program Updates 02/15/26- 02/21/26:

This week, our Hope4NC DMH/DD/SUS team attended the monthly WNC School Behavioral Health Working Group meeting and learned that this program, like many others, will conclude soon. The group focused on sustaining progress and improving access to mental health resources for youth, educators, and early childhood providers who continue to recover from Hurricane Helene. Teams exchanged contact information and shared ideas and networks to support continuity of services. With spring and summer school breaks approaching, CCP staff are preparing by beginning to identify and share resources available to families when school is not in session.

Below is an overview of our weekly progress on current goals and the barriers we face.

Goals:

- **Intensify outreach in high-risk areas, rural/underserved communities, and special populations**
  - Outreach teams reached 3 additional counties with no/low CCP service data
  - Outreach teams established CCP presence at weekly events in rural communities such as Bat Cave
- **Amplify public messaging on how to access Hope4NC CCP services to reach more survivors who may not yet be connected to care**
  - Partnerships with *Mountain Aid Project*, *Project Your Home*, Heros Among Us, *A Caring Alternative*, and other local organizations continue to generate an impressive average of over **17,000** social media impressions for Hope4NC CCP each week
- **Continuing staff training (e.g., Mental Health First Aid, trauma-informed approaches, stress management)**
  - Promoted the upcoming Helene recovery training on **March 20, 2026**, Resilient Workplaces: Organizational Tools for Promoting Morale and Connection
  - Hosted weekly "Mental Health Mondays" with Melissa Truesdale from NC VOAD
- **Refine referral pathways to licensed medical/clinical services**
  - In the absence of ODCES, teams established a process to track CCP referrals
  - The Real Crisis Call Center provides weekly updates on the top referral services for Hope4NC Helpline callers
- **Refine special populations and referrals data collection process in the absence of ODCES**
  - A standard special-populations data collection process has been implemented.
  - Over the next few weeks, DMH/DD/SUS teams will solicit feedback from outreach staff and executive stakeholders to troubleshoot any issues and establish reporting content and cadence.
- **Locate updated resources to address the housing crisis and other essential resources**
  - DMH/DD/SUS staff joined the NC Housing Coalition for their weekly podcast with helpful updates on available housing resources and related training
  - Listen to the weekly *Housing Matters to NC* podcast here: Podcast – North Carolina Housing Coalition
- **Support recruitment/onboarding for 90-day coverage**
  - Required CCP training recordings are available to expedite onboarding for new CCP staff

Barriers:

- **Resource demand vs. availability/eligibility**
  - Hurricane Helene recovery resources continue to diminish, intensifying the crisis. Assistance for essential needs (housing, utilities, food, etc.) is decreasing, increasing survivor stress.
  - CCP staff and other crisis response workers face heightened risk of compassion fatigue.
    - Mitigation: Continue emphasizing stress management and self-care for CCP staff and provide resources, training, and safe spaces. Teams will also identify new community partners to address unmet needs, expand/update resources, and provide warm handoffs for rapid linkage.
- **Recruitment/onboarding for 90-day coverage**
  - Staffing is just over 44%, an expected decline following phase-down plans in the prior performance period.
    - Mitigation: Use data-driven scheduling, cross-team coverage, and targeted outreach with existing staff to maintain service levels.
- **Funding delays and reductions in available critical resources for Helene survivors.**

CCP Services Dashboard

Hope4NC CCP Weekly Data Report 09/28/24- 02/21/26 As of 03/03/26									
	Partners		Vaya		Trillium	DMHDDSUS	REAL Crisis Call Center		Totals by Service Type
Service Type	ISP	RSP	ISP	RSP	ISP	RSP	ISP	RSP	Primary Services
Individual Crisis Counseling	480	1,494	0	4,181	0	0	0	982	7,137
Group Counseling / Public Education	40	991	0	35,993	0	0	0	0	37,024
Brief Educational / Supportive Contact	1,115	1,609	398	59,621	25	0	0	0	62,768
Total Primary Services Delivered	1,635	4,094	398	99,795	25	0	0	982	Secondary Services
Hotline Calls	955	1,151	0	34	0	0	2,757	11,094	15,991
Secondary Services Delivered- Unduplicated (excluding hotline calls and brief contacts)	3,700	1,289,896	480	82,557	403	67,584,693	0	1	68,961,730
# of Child Assessment and Referral Tools completed	10	3	0	0	0	0	0	0	13
# Adult Assessment and Referral Tools Completed	6	6	0	19	0	0	0	0	31

CCP Services Highlights (09/28/24 – 02/21/26)

- **7,137** Individual Crisis Counselling
- **37,024** Group Crisis Counseling / Public Education
- **62,768** Brief Educational/ Supportive Contacts
- **Totaling 106,929 In-Person Contacts**
- **15,991** Hope4NC Helpline Calls
- **68,961,730** Secondary Services (media/social media outreach & impressions, program material distribution, networking, resource connections)
- **Click the following link to access our**: Hope4NC CCP Primary Services Dashboard

CCP Staffing Dashboard

RSP Staffing				
Direct Staff FTEs (Crisis Counselors, Team Leads)	Budgeted	Hired	Vacant	Percentage Hired
DMHDDSUS	N/A	N/A	N/A	N/A
Partners	21.00	6.00	15.00	28.57%
REAL Crisis Call Center	5.50	5.50	0.00	100.00%
Vaya	81.00	32.00	49.00	39.51%
Direct Staff Totals	107.50	43.50	64.00	40.47%
Non-Direct Staff- (Admin, Fiscal, Data)	Budgeted	Hired	Vacant	Percentage Hired
DMHDDSUS	3.20	3.20	0.00	100.00%
Partners	1.50	1.00	0.50	66.67%
REAL Crisis Call Center	N/A	N/A	N/A	N/A
Vaya	3.00	3.00	0.00	100.00%
Non- Direct Staff Totals	7.70	7.20	0.50	93.51%
Direct & Non-Direct Staff Totals	115.20	50.70	64.50	44.01%

	DMHDDSUS				Partners				REAL Crisis Call Center				Vaya Health			
	Budgeted	Hired	Vacant	Percentage Hired	Budgeted	Hired	Vacant	Percentage Hired	Budgeted	Hired	Vacant	Percentage Hired	Budgeted	Hired	Vacant	Percentage Hired
Direct & Non-Direct Staffing Totals	3.2	3.2	0	100.00%	22.5	7	15.5	31.11%	5.5	5.5	0	100.00%	84	35	49	41.67%

This week, our teams partnered with *Loving Hearts Bear Closet* for a Valentine's Day event supporting single mothers in McDowell County. Hope4NC CCP staff engaged attendees with program information and provided donated cookie boxes. Teams also joined a *Lunch and Learn with State Employees' Credit Union* in Burke County to share CCP services, and met with **Unifour One** a nonprofit, nonpartisan advocacy and education organization headquartered in Greensboro that promotes educational achievement, social equity, and economic self-sufficiency among underserved communities to explore coordination on outreach.

Other highlights from this week's activities include:

Buncombe County
Hope4NC CCP staff joined City of Asheville, Buncombe County, and Town of Woodfin officials alongside Governor Stein in Woodfin for the announcement of NC DEQ grants supporting flood-resilience projects in the French Broad River Basin and across Western NC. Held at the newly constructed North Asheville "*Wave*," the event highlighted long-term recovery momentum and regional connectivity. Hope4NC CCP used the convening to deepen coordination with local partners (including the Chamber of Commerce, tourism boards, Dogwood Health Trust, Impact Health, and MAHEC), elevate ongoing housing and mental health needs, and thank the state while underscoring survivor needs advancing CCP priorities to expand access, align resources, and sustain recovery for communities.

Polk County
CCP staff maintained a consistent presence at *Thermal Belt Outreach* at the request of leadership. *Thermal Belt Outreach* agreed to promote Hope4NC CCP services via social media and newsletters and announced upcoming on-site hours. While onsite, crisis counselors provide support and critical resource linkage for this high-risk community containing elderly survivors with disabilities facing post-Helene mold-related housing issues. Teams were encouraged by an older male survivor who completed his own home repairs and now assists neighbors with transportation and accessing resources, he accepted Hope4NC CCP materials to share.

Ashe County
Hope4NC CCP partnered with area churches and ministries during the county's second propane giveaway, providing a consistent on-site presence focused on support and resource navigation. Staff engaged participants with discussion and child-friendly activities to ease wait times. Survivors shared storm-related anxiety and frustrations with assistance approvals; counselors normalized trauma responses, offered calming techniques, referrals and warm handoffs through church networks that many described as essential to their well-being. Some participants accepted materials to share with older adults and families still struggling emotionally. Hope4NC was thanked for its service and invited to return for future events, advancing coordination with trusted faith-based partners.

Buncombe County



Thermal Belt Outreach



Ashe County



