



UNIVERSITY OF NORTH CAROLINA
CHARLOTTE
MEBANE EARLY LITERACY CENTER



MELC Brief Series Community Inquiry Study

**BRIEF III:
MORE THAN JUST LITERACY:
WRAPAROUND SERVICES OFFERED BY CBOS
IN MECKLENBURG COUNTY**

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PREFACE

The purpose of this research brief is to share findings about Wraparound Services provided by community-based organizations (CBOs) located in Mecklenburg County, NC. Wraparound services comprise supportive resources that help community members thrive. The goal of this brief is to recognize the wide-range of services that literacy-focused CBO provide in service to their program participants.

An overview of the study background and methodology is summarized in the Executive Summary titled Early Literacy Services Provided by Community Based Organizations in Mecklenburg County: An Inquiry Study. Information about CBOs' literacy-related services can be found in the brief titled "Multiple Pathways to Literacy: CBO Services in Mecklenburg County."



Learn more about the Mebane Early Literacy Center at education.charlotte.edu/melc or by emailing mebanecenter@charlotte.edu. Questions about this report? Kristen Beach - kristen.beach@charlotte.edu

WRAPAROUND SERVICES

Most Community-Based Organizations (CBOs) had missions that focused on holistic child and family development, necessitating a range of wraparound services that extended significantly beyond core literacy instruction. We used quotes from interviews to categorize these wraparound services as follows:

- 1 Organization to Organization (Org-Org):** Support for other organizations
- 2 Organizations to Self (Org-Self):** Specialized services related to the CBO's own mission
- 3 Organization to Community (Org-Community):** Direct community outreach

Categorization of Wraparound Services

SERVICE CATEGORY	OVERARCHING CATEGORY	SUB-CATEGORY	DESCRIPTION & EXAMPLES
Org-Org	Knowledge Brokering	<ul style="list-style-type: none"> • Intermediary • Networking • Organization • Support • Planning • Advisory • Mentoring 	<p>CBOs act as critical connectors, linking producers and users of knowledge. Activities include serving as a liaison for parents/ organizations, facilitating networking among partners, providing organizational support and planning assistance, and offering expert advice or mentoring based on evidence-informed knowledge and tools.</p>
Org-Self	Mission-Aligned	<ul style="list-style-type: none"> • Social-Emotional Learning (SEL) • Specialized Curriculum • Speech and Hearing • Health Care • Language Disorders 	<p>These services are unique to the individual CBO's mission. Examples include highly specialized, dedicated programming [e.g. mindfulness, social-emotional regulation (SEL), specific topic-based curricula (e.g., books based on endangered animals), or direct clinical services for speech/hearing and language disorders. They also facilitate healthcare support, such as access to immunizations.</p>
Org-to-Community	Community Outreach	<ul style="list-style-type: none"> • Training • Parent Engagement • Collaboration • Mentoring • Support • Communication • Problem-solving • Community Building • Navigating Systems 	<p>This is the broadest category, encompassing direct interaction and support for educators, community members, and families. Key activities include providing opportunities for teacher professional development; engaging parents through community events (e.g., voter registration); offering support (e.g. language/ multilingual, financial guidance, program retention incentives); building community (e.g., weekly dinners, conversations, social media); and helping families navigate complex systems.</p>

Across service categories, overarching themes centered on Knowledge Brokering, Mission-aligned Services, and Community Outreach.

Organizations used knowledge brokering to support other organizations in pursuing their own missions and providing services. Knowledge brokers can be a person or organization that serves as an intermediary and aims to develop relationships and networks with, among, and between other producers and users of knowledge by providing opportunities for networking and connections to sources of knowledge.

Organizations also engaged in unique activities that aligned with their missions. These activities ranged from specialized focus on child and family well-being, advancement of social or environmental justice, specialized educational or health services, and facilitating access to external healthcare support. These mission-focused activities provided enriched opportunities for children and families in the community.

Finally, organizations engaged in community outreach efforts, designed to strengthen support for educators, families, and community members. Community-focused activities ranged from educator professional development to intensive family-centered outreach and support.

Ultimately, these organizations wove together resource-networking, mission-specific programming, and targeted outreach to create a comprehensive support ecosystem that amplified their impact beyond literacy, and maximized their support of the families and communities they served. CBO services extending beyond literacy served as wraparound support, vital for the individuals, families, and the community to thrive.

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