Facing the Challenge to End Veteran Homelessness in North Carolina
Session II - Making It Work
June 28, 2018

Governor Roy Cooper
State of North Carolina
Register for our email updates: ncgwg.org

Join us by live stream at www.facebook.com/govinst

or call 1-866-226-4650 (toll free) Enter Conference ID: 1005515174

Meeting agenda and minutes: ncgwg.org/minutes-and-group-updates

Secretary Larry Hall
North Carolina Department of Military & Veterans Affairs
Vice Chair Updates

Kody Kinsley
Interim Director
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services
North Carolina Department of Health and Human Services
MHBG funding:

- Stephen A Cohen Mental Health Clinic for Veterans and Family
  - outpatient therapy support for 500+ Vets/Families
- Crisis Intervention Training (CIT) for First Responders (w/ LME/MCOs)

SAPTBG funding:

- Veteran Support Specialist Training (VSS) to train 60+ VSOs/VSTs in peer support, crisis mgmt. and Veteran resource navigation.
- NCNG SASI Program: brief interventions and counseling for soldiers with SA issues
- NC Serves: linking Veterans with MH and SA resources in 45 counties (w/ VAYA Health)
- Mental Health Minute segments on “The Situation Report” UNC-TV

Governors Working Group on Veterans, Servicemembers and their Families

- 10 Monthly Forums Live or LIVESTREAM, with YouTube archives
- NC STRIVE: 4 Regional Conferences for Student Veterans and Educators

DeAnne Seekins

Network Director of the Department of Veterans Affairs
Mid-Atlantic Health Care Network (VISN 6)
Upcoming VBA Outreach Events

- **Charlotte Pride**
  - August 18-19 – Uptown Charlotte, Charlotte, NC 28202

- **NABVETS Convention Resource Fair**
  - August 23 – Sheraton Charlotte Airport, Charlotte, NC 28208

- **Personality Festival**
  - August 24-25 – Main St, Roxboro, NC

- **Veterans Experience Action Centers**
  - July 25 - 27, 2018 – Dunn Community Center, 205 Jackson Rd., Dunn, NC
  - September 13 - 15, 2018 – TBD, Cary, NC
Mark Edmonds
Chief Operating Officer - Workforce Solutions
North Carolina Department of Commerce

NC Department of Commerce
Division of Workforce Solutions

• Increased integration with VOA Carolinas; Homeless Veteran Reintegration Program
• Upcoming NC4ME (North Carolina for Military Employment) Events
  • August 7/8 – Fort Bragg
  • September 5th – Raleigh (partnering with NCNG)
  • EOM September – Elizabeth City
  • October 19/20 – Hickory
  • Early November - Jacksonville
• Collaboration with VA Regional Office for the Work Opportunity Tax Credit program for employers
James Prosser
Assistant Secretary for Veterans Affairs
Retired Master Sergeant, Air Force
NC Department of Military and Veterans Affairs

Jeff Smith
Military and Veterans Program Liaison
Division of MH/DD/SAS
North Carolina Department of Health and Human Services
UNC-TV did the first video broadcast over the internet (livestreaming) of a NC Governor’s Working Group Meeting in January of 2018 at their studio in Research Triangle Park through a private network that we were able to share via our website. We saw an additional 538 visitors the day of the broadcast.

The next meeting the Governor’s Institute began livestreaming directly to Facebook. We had over 500 views during the stream and 2335 total people reached via the platform. Individuals on the stream commented and shared information.

Our goal is to continue this effort next fiscal year and expand our reach to more people across the state of North Carolina.
Livestreaming to Facebook began February 2018 and in the first two months we averaged an additional 2000 views per meeting.

The group does not meet in November or December.
Lisa Brand
Champions for Change

Terry Allebaugh
Ending Veteran Homelessness Coordinator
NC Department of Military and Veteran Affairs
2018 Veteran Homelessness in North Carolina

Veteran Homelessness has decreased by 31% since 2011

Homeless Veterans Over Time
801 veterans and 67 of their family members experienced homelessness in North Carolina on one night during the last week of January 2018.

Using this snapshot from January and data indicating the frequency of new episodes of homelessness, there will be an estimated 2,400 veterans who experience homelessness throughout 2018. Veteran homelessness decreased by 14% in one year.

31% of veterans experiencing homelessness in North Carolina were in Buncombe county.

While veterans were approximately 11% of North Carolinians experiencing homelessness, they were 45% in Buncombe county.
89% sleeping in sheltered locations

unsheltered homelessness decreased by 71% since 2011

91% of individuals are male

3 individuals identified as transgender

8% of individuals are female
26 of the total 800 households were families with children, average family size is 3.4 people.

54% of homeless vets were African-American.

Among North Carolina's larger veteran population, African-Americans are only 22%. This indicates African-Americans experience homelessness at a disproportionate rate.

White: 41%, all other races: 2%, multiple races: 3%
11% chronically homeless

People who are chronically homeless have experienced homelessness for at least a year – or repeatedly – while struggling with a disabling condition such as a serious mental illness, substance use disorder, or physical disability.

Jeffrey Doyle
Network Homeless Coordinator
VA Mid-Atlantic Care Network (VISN 6)
# Veteran Housing Resources

<table>
<thead>
<tr>
<th>VAMC</th>
<th>GPD</th>
<th>Emergency Contract</th>
<th>HUD-VASH Vouchers</th>
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<tbody>
<tr>
<td>FNC</td>
<td>16</td>
<td>10</td>
<td>366</td>
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<tr>
<td>DUR</td>
<td>64</td>
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<td>SBY</td>
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<td>58</td>
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<tr>
<td>ASH</td>
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<tr>
<td>State</td>
<td>338</td>
<td>80</td>
<td>1928</td>
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</table>

# HUD/VASH – Locations

<table>
<thead>
<tr>
<th>FAYETTEVILLE VAMC</th>
<th>DURHAM VAMC</th>
<th>SALISBURY VAMC</th>
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<tbody>
<tr>
<td>Housing Authority of Lumberton</td>
<td>The Housing Authority of the City of Durham</td>
<td>Housing Authority of the City of Greensboro</td>
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<td>Housing Authority of the County of Wake</td>
<td>Housing Authority of the City of Winston-Salem</td>
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<td>Sanford Housing Authority</td>
<td>Housing Authority of the City of Greenville</td>
<td>Housing Authority of the City of Charlotte</td>
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<td>Eastern Carolina Human Services Agency, Inc</td>
<td>Chatham County Housing Authority</td>
<td>Housing Authority of the City of High Point</td>
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<td>Housing Authority of the City of Wilmington</td>
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<td>Rowan County Housing Authority</td>
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<td>Fayetteville Metropolitan Housing Authority</td>
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</tr>
<tr>
<td>ASHEVILLE VAMC</td>
<td></td>
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</table>
# SSVF – Temporary Financial Assistance

<table>
<thead>
<tr>
<th>Grantee</th>
<th>Projected Households Served for FY18</th>
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<tbody>
<tr>
<td>United Way of Forsyth County, Inc.</td>
<td>200</td>
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<tr>
<td>Passage Home, Inc.</td>
<td>65</td>
</tr>
<tr>
<td>Asheville-Buncombe Community Christian Ministry, Inc.</td>
<td>270</td>
</tr>
<tr>
<td>Community Link Programs of Travelers Aid Society of Central Carolinas, Inc.</td>
<td>290</td>
</tr>
<tr>
<td>Family Endeavors, Inc.</td>
<td>450</td>
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<tr>
<td>Volunteers of America of the Carolinas, Inc.</td>
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<tr>
<td>Homeward Bound of Western North Carolina, Inc.</td>
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<tr>
<td>Homeward Bound of Western North Carolina, Inc.</td>
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<tr>
<td>Volunteers of America of the Carolinas, Inc.</td>
<td>N/A</td>
</tr>
<tr>
<td>The Alston Wilkes Society (AWS, Alston Wilkes Veterans Home)</td>
<td>350</td>
</tr>
</tbody>
</table>

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## Housing Crisis

- Diversion
- Unsheltered or Sheltered
- Self-resolve
- Rapid exit
- Permanent Housing

**Rapid Re-Housing**

**SSVF**

**Transitional Housing**

**GPD/CONTRACTS**

**Permanent Supportive Housing**

**HUD/VASH**
Supportive Services for Veterans and Their Families (SSVF)

What is SSVF??????

Supportive Services for Veterans and Their Families (SSVF)

- Most important focus is housing stability
- Rapid rehousing and prevention of homelessness
- Aim of supportive services is to help Veteran families quickly regain stability in permanent housing
- Both Non-financial and financial services
- Range of supportive services to resolve immediate crisis and promote housing stability
  - Legal assistance
  - Landlord mediation
  - Financial assistance
  - Transportation assistance
  - Child care
- Short-term intervention with case management
- Serves entire household
- Serves are offered on a “but for” basis.
- Services integrated with community resources
SSVF Basic Eligibility

- Must have served at least one day of active duty
- Veteran with a discharge anything other than dishonorable
- a single person or family in which head of household, or the spouse of the head of household is a Veteran
- Very Low income <50% area median
- Currently residing in permanent housing in danger of becoming homeless
- Currently homeless
- Timing out of a transitional housing program

*Housing First approach emphasize rapid stabilization in permanent housing as central focus of intervention.*
Prevention and Rapid Rehousing

Homelessness Prevention (Category 1)

Rapid Re-Housing (Categories 2 & 3)

Supportive Services for Veteran Families (SSVF) Grants in North Carolina
For grant year October 1, 2016 - September 30, 2017

North Carolina Coalition to End Homelessness
www.ncceh.org
VOA Carolinas SSVF Program

- Priority 2 Grant in 27 Counties
- Priority 1 (3 year Surge Funding that ended)
- Priority 3 Grant (merged with our P2 grant)
  - Progressive approach
  - VOAs HVRP program
  - VOAs GPD program


Durham Office
433 West Main Street
Suite 101
Durham, NC 27701
Phone: 919-530-1100
Fax: 919-530-1108

Rocky Mount office
301 S. Church St.
Station Square Suite 122
Rocky Mount, NC 27804
Phone: 252-985-0230

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WHY THE PROGRAM WORKS & BEST PRACTICES

- Housing First! Housing First! Housing First!
- $$$$ Funding
- Uses best practices: harm reduction, motivational interviewing, skills teaching, resource development
- Develop and cultivate landlord relationships & housing options
- Train staff on other community-based and mainstream resources to ensure needs are met post-SSVF
- Use assessment to identify system gaps
- Staff training and supervision is Key!
**CHALLENGES**

- lack of affordable housing units available
- Veteran barriers
  - Evictions
  - Criminal History
  - sex offender
  - Rental History
  - Income
- Household size (Not enough affordable 1 bedrooms)
- Funding limitations
- Veterans that do not meet the SSVF eligibility
- Areas not covered by SSVF

**What's needed to continue?**

- Funding
- State Funding
Brandon Wilson
Asheville Buncombe Christian Community Ministry (ABCCM)
Veterans Service of the Carolinas, Managing Director
GRANT PER DIEM MODELS

- Transitional Housing Model
- Bridge Housing Model
- Hospital to Housing Model

TRANSITIONAL HOUSING PROCESS MODEL

Outreach conducted:
- ABCCM
- Community Providers
- VAMC

All Necessary paperwork completed by outreach agency:
- Veterans Choice document
- Agency intake documentation
- VISPDAT

Is Veteran Eligible for GPD?

Veteran meets with VA Liaison to verify program eligibility

Veteran referred to VA Homeless Services for further Services

Veteran referred to NCServes for other community resources

ABCCM GPD:
- Assigned Case Manager
- Assigned a Bed
- Provides Veteran with Program Orientation

Veteran chooses Bridge Housing
BRIDGE HOUSING PROCESS MODEL

Outreach conducted:
- ABCCM
- Community Providers
- VAMC

All Necessary paperwork completed by outreach agency:
- Veterans Choice document
- Agency intake documentation
- VISPDAT

Bridge Housing offered?
- Declined
- Accepted

Referred to ABCCM Transitional Housing

Referral documentation goes to agency's VCAM representative to present at meeting

Accepting agency (within 14 days)
- Begins Intake Process
- Providers Voucher
- Referred to GPD for Bridge Housing

Referral presented at VCAM Meeting to Service Providers
- HUD/VASH
- SSVF - Homeward Bound
- SSVF – VSC
- ABCCM – GPD
- VAYA Health
- HACCA

Referred to NCserves

No

Referred to ABCCM Transitional Housing

Is Veteran accepted for Housing Intervention?

Yes

ABCCM accepts referral
- Priority given to highest VISPDAT Score
- Assigns case manager

Veterans Restoration Quarters – 2017 Statistics

Residents:
- Transitional Housing (Veterans) 486
- Transitional Housing (Civilians) 11
- Emergency Shelter (Vets & Civilians) 621
- Permanent Supportive Housing 54
- Total Housed - 2017 1,172

Housing Placements:
- Total Discharges From Per Diem 171
- Discharged to Permanent Housing 132
- Successful Discharge Rate 77.6%
- Discharged w/Income in Place 112
- % Men Discharged w/Income in Place 84.9%
- Chronic Homeless to Perm Housing 39

Employment Training:
- Enrolled in Education Programs 350
- Secured Employment 183
- Secured Other Income 138

Steadfast House– 2017 Statistics

Residents:
- Single Women: 70
- Moms with Children: 13
- Children: 24
- Veterans (included above): 29
- Total Housed for the Year: 107
- Average Daily Occupancy: 37

Housing Placements:
- Obtained Housing: 58
  - 46 Women, 12 Children
  - 77.9% of women discharged to permanent housing
- Public Housing: 11
- Supportive Housing: 3
- Private Housing: 38
- HUD VASH: 6

Income: 85.5% of residents secured income
- Secured Employment: 33 (18 Full-time, 15 Part-time)
- Secured Other Income: 38 (Social Security, Service Connection)

Employment Training: 58.8% of Residents participated in Classes and OJT
- Enrolled in Education Programs: 18

Collective IMPACT
Joelle Steininger
HUD-VASH, Veterans Health Administration

HUD-VASH
Helping Homeless Veterans find a home
What is it?

- HUD-VASH is a collaboration between the U.S. Department of Housing and Urban Development (HUD) and the U.S. Department of Veteran’s Affairs (VA).
- VASH (VA Supportive Housing).
- HUD-VASH started in 1992, significantly expanded in 2010 in the Federal Strategic Plan entitled “Opening Doors.”

How does it work?

- Local public housing agencies (PHAs) across the country provide rental assistance to help homeless veterans and their families find a permanent home.
- The VA provides intensive case management services to these veterans to address; employment, addiction, mental health issues, legal issues and physical health.
- Once identified the VA case manager assesses the veteran for eligibility criteria and need before referring to HUD.
- Veterans usually do not pay more than 30% of their total income toward rent.
Who does it help?

- Homeless veterans are identified in their communities by the VA or community partners and referred to the HUD-VASH Program.
- The target for the program is chronically homeless veterans who have case management needs such as physical, mental health or substance use disorders.
- More than 87,000 vouchers have been awarded and approximately 144,000 homeless veterans have been served through the HUD-VASH program since 2008.

Basic Eligibility

Homeless
In need of intensive case management
Not on the lifetime sex offender registry
Eligible for VA Health Care
Income eligible
Homelessness Among Veterans Fell as Targeted Voucher Program Expanded

Impact of HUD-VASH on homeless veterans

Note: Voucher figures are based on monthly data from January of each year.
Source: Department of Housing and Urban Development Homelessness Point-in-Time Counts and HUD Voucher Management System

CENTER ON BUDGET AND POLICY PRIORITIES | CBPP.ORG

Housing First

- Housing First is an evidence-based practice that seeks to rapidly house veterans in a low-barrier case management program while providing supportive services that help veterans stay housed.
- Housing First is the official policy of the HUD-VASH Program.
8 Principals of Housing First

1. Housing as a basic human right.
2. Respect, warmth and compassion for all veterans.
3. A commitment to veterans.
4. Scattered site housing.
5. Separation of housing and services.
6. Veteran choice and self determination
7. Recovery orientation
8. Harm Reduction

Evidence-based practices commonly used in Homeless Programs.

- Critical Time Intervention (CTI)
- Housing First
- Motivational Interviewing
- Supportive Employment
- Peer Support
- Assertive Community Treatment Team (ACTT)
- Intensive Case Management
- Trauma Informed Care (TIC)
- Permanent Supportive Housing (PSH)
Challenges of working in a Housing First/Harm Reduction Program.

- Mortality rates for the chronically homeless population is 4.5 times higher than that of the general population.
- Experiencing death, severe morbidity and disability, mental illness, ongoing chronic and severe active addiction, high crisis.
- Lack of landlord and housing opportunities because landlords do not want to work with our population.
- Provider frustration, burnout, secondary trauma, compassion fatigue and overall exhaustion.
- Lack of understanding from our partners in treatment and disagreement about treatment goals.
- Dangers involved in working with this population who are involved in violence, legal problems and addiction.

Success story
John Turner
Executive Director, Veterans Life Center

The Veterans Life Center

Serving America’s 21st Century Heroes
Community Partners – Public Sector

- State of NC
  - Lease on 9.5-acre lot for facility
  - Largest CDBG grant in state history ($7.8 million) for building construction
  - Department of Mil. & Vet Affairs will place VSO on premises of VLC
  - Resources in support of Program Development

- Vance-Granville Community College
  - Streamlined pipeline for enrollment
  - Access to campus staff & program support

Our Clientele

- Veterans who served in the 21st Century
- Eligible for VA benefits
- Both men and women
- Those with behavioral health and/or substance abuse issues
- Those at risk of crisis: homelessness, suicide, incarceration, premature death
- Unemployed or underemployed
- Leaving incarceration
- Homeless
Where We Are Headed?

- Operational in 2019
- Scale Up Deliberately to full capacity (100 beds)
- Professional Staff to include case managers, counselors, nurses
- Partnership Agreements (MOA’s) in place with service providers for on- and off-campus program elements, including hospitals, colleges and others
- A program recognized nationally as being necessary and effective
Earning Potential

- For every $1 a student invests in education at Vance-Granville Community College, he/she will receive approximately $7.70/hr in higher future earnings over the course of a working career.

- 2016 Median Starting Salaries (for selected careers in which VGCC offers courses):
  - Culinary Arts - $43,180
  - Paralegal - $49,500
  - Radiography and MRI Technologists - $58,960
  - Mechatronics Engineering (Robotics) - $62,000
  - Heating, Air Conditioning, and Refrigeration Mechanics and Installers - $45,910
  - Welding - $39,390

How will we measure outcomes?

- Crises Averted
- Outreach to 21st Century Vets Increased
- VA Benefits Screening Extended
- Vets Put on a Track to Reintegration they select for themselves
How will we measure outcomes?

- In-Program Metrics
  - IVRP Programs Designed
  - IVRP Programs Completed on Time
  - IVRP Programs Completed

- Post-Program Metrics
  - Initial Reintegration Status: Job, Housing, Transportation, Mentor, Ongoing Care
  - Six-month, One-year & Two-year Reintegration Status: Job, Housing, Transportation, Mentor, Ongoing Care, PLUS Community Involvement

Federal Government Support

- U.S. Department of Housing and Urban Development
  - Approved CDBG construction grant

- Congressional Delegation
  - Both N.C. U.S. Senators have given strong support and spoke at Groundbreaking

- U.S. Department of Veterans Affairs
  - Interacting with VA at both VISN 6 and VACO levels
  - Numerous VA Execs Participate in VA/VLC Working Group
VETERANS LIFE CENTER
NORTH CAROLINA

Opening 2019

© Veterans Life Center 2017

Amy Sawyer
Meeting the Need
Amy Sawyer, Policy Analyst

How many Veterans?

Veterans Currently Experiencing Homelessness + Veterans Entering Homelessness “inflow” = Total Number of Veterans Experiencing Homelessness

North Carolina PIT:
2017: 931
2018: 791

Annual Estimate for NC:
2017: 2,361
2018: 2,384
The Big Picture
January 2017-December 2018 Estimate

One Night (PIT)

OVER TIME
5,676 Veterans

Homelessness in NC
January 2017-December 2018 Estimate: 5,676

<table>
<thead>
<tr>
<th>County</th>
<th>Homelessness</th>
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<td>Buncombe</td>
<td>1,409</td>
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<tr>
<td>Balance of State</td>
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<tr>
<td>Mecklenburg</td>
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<td>Cumberland</td>
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<tr>
<td>Wake</td>
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<td>Guilford</td>
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<td>Durham</td>
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<td>Forsyth</td>
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<tr>
<td>Tri-Hic</td>
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<td>Gaston-Lincoln-Cleveland</td>
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<tr>
<td>Orange</td>
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<tr>
<td>Northwest</td>
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</table>
How many veterans need permanent housing interventions?

Need: 4,455
Available Interventions: 2,484
GAP 1,971

Assumptions:
- 25% of Veterans will resolve homelessness without a targeted permanent housing intervention
- Permanent housing interventions for Veterans currently available do not go away
- Communities continue to apply system improvements and efficiencies to leverage existing and new permanent housing interventions

How do we end homelessness?

Veterans currently experiencing homelessness + Monthly “inflow” of newly homeless = Total number of housing placements per month

SURGE Strategies + Sustaining Strategies
Impact of targeting resources

Trajectory of Veteran Homelessness

Targeted Investments = Success
Not investing enough or waiting too long will increase Veteran homelessness

Meeting the Gap Over Time
Immediate, Sustained Investment

Not meeting the gap
How the gap relates to housing interventions

Leveraging housing interventions

<table>
<thead>
<tr>
<th>Program</th>
<th>Available</th>
<th>Additional Interventions Needed</th>
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</thead>
<tbody>
<tr>
<td>VASH and other Permanent Supportive Housing Programs</td>
<td>861</td>
<td>295</td>
</tr>
<tr>
<td>SSVF and other Rapid Rehousing Programs</td>
<td>881</td>
<td>958</td>
</tr>
<tr>
<td>GPD and Other Residents/ Transitional Housing Program Capacity</td>
<td>742</td>
<td>718</td>
</tr>
</tbody>
</table>
Strategies:

- Increase available temporary financial assistance to close gaps in the system and meet need
- Find ways to make housing interventions flexible to the needs of Veterans
- Coordinate at the state level to track results and support communities
- Fund Homeless Veteran coordinator position to support implementation and coordination
NCSERVES: HOUSING CO-OCCURRENCE
NCServes has fielded 2,861 housing requests (21% of all requests to date)

Service Categories Co-Occurring With Housing

- Employment 30%
- Benefits Navigation 21%
- Money Management 19%
- Social Enrichment 16%
- Health 14%
- Legal 8%
- Education 5%
- Utilities 5%
- Individual & Family Support 4%
- Food Assistance 4%
- Transportation 3%
- Clothing & Household Goods 3%
- Sports & Recreation 3%
- Income Support 1%
- <1%
- Spiritual Enrichment <1%

Top 5 Service Categories Co-Occurring with Housing

1. Employment 30%
2. Benefits Navigation 21%
3. Money Management 19%
4. Social Enrichment 16%
5. Health 14%

Of clients who request housing:
- 22% request at least one service from only one service category
- 43% request at least one service from two or more service categories

Additionally, 15% of clients who request housing statewide return to the network for additional housing assistance.

Average # of Housing Requests per Client
- 1.22
- 1.21
- 1.32
- 1.29

NCSERVES: EMPLOYMENT REQUESTS
NCServes has fielded 3,051 employment requests (25% of all requests to date)

Who is requesting employment?
- While 86% of clients across the state are military members and veterans, these clients make 92% of employment requests.
- 25% of employment requests are made by female clients—of those, over 81% are military members or veterans.

% Employment Requests Referred by Providers
- 41% NCServes
- 47% NCServes Metrolina
- 26% NCServes Central Carolina
- 25% NCServes Coastal
- 29% NCServes Western

NCServes Metrolina

41% of employment requests in NCServes were referred by network providers, compared with 36% for other service types.

However, 51 – 74% of the employment requests outside of Greater Charlotte area came directly from individuals.
### NCServes: Employment Requests

62% of employment requests are resolved favorably by NCServes networks.

#### Specific Positive Outcomes

<table>
<thead>
<tr>
<th>Specific Positive Outcome</th>
<th>% of All Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received Job Counseling</td>
<td>15%</td>
</tr>
<tr>
<td>Employed Full-Time</td>
<td>14%</td>
</tr>
<tr>
<td>Received Information</td>
<td>12%</td>
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<tr>
<td>Other Successful Outcome</td>
<td>8%</td>
</tr>
<tr>
<td>Referred Out of Network</td>
<td>4%</td>
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<tr>
<td>Client Self-Resolved</td>
<td>3%</td>
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<tr>
<td>Referred to Another Network Provider</td>
<td>3%</td>
</tr>
<tr>
<td>Employed Part-Time</td>
<td>2%</td>
</tr>
<tr>
<td>Received Job Training</td>
<td>1%</td>
</tr>
<tr>
<td>Enrolled</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Applied / Accepted</td>
<td>&lt;1%</td>
</tr>
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</table>

**Total Resolved Requests:** 62%

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#### Introductions and Updates

- **Job Placement**
  - While 16% of requests across the state have directly resulted in job placement, this outcome has varied between each NCServes network.
    - NCServes-Metrolina: 20%
    - NCServes-Central: 9%
    - NCServes-Coastal: 5%
    - NCServes-Western: 9%

- Additionally, initial work with clients with interim outcomes (such as counseling, training, information, etc.) may lead to future job placement. Just over 25% of clients requesting employment have returned to the network for further employment assistance.

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Statewide, “Unable to Contact Client” is the most common outcome for unresolved employment requests. 27% of all employment requests result in this outcome, compared with 15% for other service types.
Next Meeting: July 26, 2018
Situation Room of Emergency Management
Joint Force Headquarters

Register for our email updates: ncfgwg.org

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Meeting agenda and minutes: ncfgwg.org/minutes-and-group-updates