Register for our email updates: ncgwg.org

Join us by live stream at www.facebook.com/govinst
or call 1-919-212-5717

Meeting agenda and minutes: ncgwg.org/minutes-and-group-updates
Welcome & Introductory Remarks
Secretary Larry Hall

North Carolina Department of Military & Veterans Affairs
Vice Chair Updates
Martin Falls
Chief Deputy
Retired Colonel, U.S. Army National Guard
NC Department of Military and Veterans Affairs

Terry Westbrook
Deputy Director
NC Department of Military and Veterans Affairs
GWG Updates for 6/27/2019

July 1st – NC4ME Hiring Event, Wilmington, NC

July 15th – NC Veterans Council, Raleigh, NC

July 15th-19th – Patriots Path Career Transition Workshop, Ft. Bragg, NC

July 18th – Quarterly Veterans Affairs Commission Meeting, State Veterans Nursing Home, Black Mountain, NC

July 25th – Governor’s Working Group, Joint Force Headquarters, Raleigh, NC

Aug 10th-11th – FREE Veterans Dental Clinic, Winston Salem, NC

Sept. 7th – Veteran Outreach Fair, Roanoke Rapids, NC

Sept. 12th-14th – Veterans Experience Action Center, Cary, NC
Ken Schuesselin
Associate Director of Consumer Policy
NC DHHS Division of MH/DD/SAS
NORTH CAROLINA’S OPIOID ACTION PLAN

Updates and Opportunities
Since the launch of the Plan:

- Opioid dispensing has decreased by 24%
- Buprenorphine dispensing has increased 15%
- Uninsured and Medicaid beneficiaries who have received opioid use disorder treatment has increased by 20%

Buprenorphine is an FDA-approved medication for the treatment of opioid use disorder.
Opioid overdose emergency department visits have declined for the first time in over a decade.

NC Opioid Action Plan 2017-2021

*Data are preliminary and subject to change
Source: NC Division of Public Health, Epidemiology Section, NC DHHS, 2009-2016 Q3
Detailed technical notes on all metrics available from NC DHHS, Updated October 2018
Opioid Action Plan Version 2.0
Brian Ward
Veterans Benefits Administration
Winston-Salem Regional Office
U.S. Department of Veterans Affairs
Upcoming VBA Outreach Events and Info

- **Veterans Benefits Fair**
  - July 19th 4:30pm to 6pm  3540 Clemmons Rd. #125 Clemmons, NC 27012

- **Veteran Employment Readiness Stand Down**
  - July 26th
  - NC Works Office
  - 414 Ray Ave. Fayetteville, NC 28301

- **Cary VEAC**
  - Sept. 12th & 13th 9a – 3p
  - Sept. 14th 9a – 2p
  - 101 Wilkinson Ave. Cary, NC 27513

Steve Wilkins

Deputy Network Director of Communications

VA VISN-6
MISSION ACT Update – Urgent Care

With urgent care, Veterans have a new option for care for the treatment of minor injuries and illnesses, such as colds, sore throats, and minor skin infections. The benefit is offered in addition to the opportunity to receive care from a VA provider, as VA also offers same-day services.

Eligible Veterans will be able to receive urgent care from an urgent care provider that is part of VA’s contracted network of community providers without prior authorization from VA. VA can pay for an urgent care claim only if:

- The Veteran is eligible for the benefit. Veterans can call 1-833-4VETNOW (1-833-483-8669) to verify eligibility for this benefit;
- The urgent care provider is part of VA’s contracted network of community providers (https://vaurgentcarelocator.triwest.com/);
- The services are not excluded under the benefit (excluded services include preventive services and dental services).

https://vaurgentcarelocator.triwest.com/Locator/Care

For Assistance with MISSION Act Care in the Community:

Charles George VAMC, Asheville, NC - Help Contact Number – 828-299-5956
Durham VAHCS - Help Contact Number: (919) 286-5225
Fayetteville VA NC Coastal HCS - Help Contact Number: 910-475-6790
Salisbury VAHCS - Help Contact Numbers: 704-638-9000; ext. 13718, 13719, 13720, 13760

News

Anne Hutchins, VISN 6 Chief Medical Officer (New Appointment)
Daniel (Dan) Dücker, Fayetteville VA NC Coastal HCS (New Appointment)
Tracy Skala, Acting VISN 6 Deputy Network Director (New Detail)
Mark Edmonds
Chief Operating Officer - Workforce Solutions
North Carolina Department of Commerce
New Veterans Support Initiatives:
- The Cumberland NCWorks Career Center was selected to pilot a project through the National Association of Workforce Agencies (NASWA): Military Spouse Program.
  - Career coach for spouse contact
  - Labor Market Information (LMI), career center resource information, community information, etc.

The Cumberland NCWorks Career Center will start providing employment related Transition Assistance Program (TAP) resources to the Ft Bragg military starting July 1st.

Upcoming NC4ME (North Carolina for Military Employment) Hiring Events
- June 5th: Jacksonville
- July 10th: Wilmington
- August 14th: Havelock
- September 11th: Charlotte (Partnering with Veterans Bridge Home)
- Oct 22nd: Ft. Bragg (Partnering with the USO of North Carolina)
- November 2nd: Salisbury
HELP NC VETS

Veterans Crisis Line
1-800-273-8255 PRESS 1

ADDITIONAL RESOURCES

WORDS TO LIVE BY

EVERY WEEK FIVE NC VETERANS DIE BY SUICIDE

Of the estimated 20 Veterans who die by suicide each day, 70% have not been in contact with VA. SAMHSA, in collaboration with NC DHHS, VA, and community partners, continues to look for ways to reach the 70%. One out of every ten persons living in the State is a Veteran or military member. At least five Veterans die by suicide in North Carolina each week (three of whom are Vietnam era Veterans), which has led to a current initiative by the Governor’s Working Group on Veterans, Service Members, and their Families—to mount a multi-pronged campaign to increase community awareness about this tragic issue.
NC STRIVE CENTRAL EAST LIVESTREAM COLLABORATION

Video Views
Completed
NC STRIVE - 2019 Central East...

People Reached
1,593

Video Views
Completed
Student Veteran Experience: Impa...

People Reached
1,761

Video Views
Completed
Beyond the Transition: A round tab...

People Reached
1,760
Expanding Livestream Distribution

Now streaming to Facebook, YouTube, Twitter/Periscope and Twitch.
Where to find us online -

- https://facebook.com/GovInst
- https://twitter.com/GovInst
- https://youtube.com/user/GovernorsInstitute
- ncgwg.org
- helpncvets.org
- Our Email Newsletter

I WANT YOU TO JOIN OUR EMAIL LIST
Suicide Prevention

Mayor’s Challenge to Prevent Suicide Among Service Members, Veterans, and their Families

Web-based Prep Session – Mecklenburg County, NC

www.NCGWG.org
HELP WANTED:

State Homeless Veterans Coordinator

By-Name-List Coordinator

VISN Homeless Veterans Coordinator

https://home.ncgwg.org
The North Carolina Coalition to End Homelessness and the NC State College of Design thanks the financial supporters who made the research and design project possible:

Cimarron Construction  
CT Wilson Construction  
Dallas Foundation (Lori Pistor Advised Fund)  
Dealers' Supply  
Fuller Land Development  
MetLife Foundation and Local Initiatives Support Corporation (LISC)  
Elizabeth Michael  
Fred Mills Construction  
Regina Pistor  
Nick Tennyson

Thanks to all for our collective efforts to find sustainable solutions to veteran homelessness in North Carolina.
Dr. Bruce Capehart, M.D.

Post-traumatic Stress Disorder
PTSD, Treatment, and Our Shared Mission

North Carolina Governor’s Working Group on Veterans, Service Members, and their Families

Bruce Capehart, MD, MBA
Durham VA Health Care System
June 27, 2019
• June is PTSD Awareness Month
• Let’s talk treatment so we can create and restore hope for a better future

Wait. Hope? Hope is not a military plan.

Correct. What isn’t widely known: hope is clinically proven to enhance PTSD treatment outcomes
• PTSD Treatment is highly effective
• Medication:
  • most SSRI and SNRI
• Psychotherapy:
  • CPT, EMDR, PE
• Fix stuff that isn’t helpful:
  • Substance abuse
  • Sleep apnea
  • Chronic Pain
  • mTBI complications
• What is an effect size of 0.4 vs 1.2?
• Consider a 1994 study of Army PT test norms:

• What next if a veteran doesn’t want medication or psychotherapy for PTSD?

• What we do at Durham VA Health Care System:
  • Other therapies to target specific symptoms: CBT-Insomnia; CBT-Pain
  • Other therapies to build coping skills: ACT; DBT / Regulation Skills training; STAIR
  • Chaplain referral: Spirituality Group
  • Recreation Therapy
  • Rehabilitation care for mTBI: balance, oculomotor, headaches, cognitive

We hear you and we aren’t leaving you.
• If treatment works so well, is that treatment limited to VA care?
• Of course not. But our experience gives us an advantage.
• How to enhance care outside the VA?
  • PTSD Consultation Service
  • Ask the experts at National Center for PTSD
  • Free
  • Available to any clinician
• VA MISSION Act went live on June 6
  • Improved access to care within and outside the VA

• What if a combat veteran with chronic pain, PTSD, substance use, and a TBI is referred to my practice under the MISSION Act?
  • Tap into VA expertise with the PTSD Consultation Service
  • Remember, the PTSD Consultation Service will assist any clinician who is treating a patient with PTSD
• Recent news coverage on:
  • ketamine for depression
  • stellate ganglion block (SGB) for PTSD
  • and ongoing community “buzz” (heh) for cannabidiol

• However (RCT = randomized clinical trial):
  • No RCT data for ketamine and PTSD
  • RCT on SGB shows no better than placebo injections
  • No RCT on cannabidiol and PTSD

*Don’t manage veteran suicide risk with unproven treatments.*
• Treatment works: try searching “PTSD treatment essentials” in your web browser for info from Nat’l Center for PTSD

• Stick with established care unless in approved research protocol

• PTSD Consultation Service allows any clinician to access VA’s top PTSD experts. Free.
What are your questions?

Thank you for attending today.

While listening to the Q&A, take a moment to write down the PTSD Consultation Service contact info for any primary care physician, psychiatrist, psychologist, social worker, or psychotherapist in your organization:

PTSDConsult@va.gov    (866) 948-7880
Dr. Eric Elbogen, Ph.D.

Durham VA Medical Center
Veterans with Other Than Honorable (OTH) Discharges and Suicide Prevention

Eric B. Elbogen, Ph.D.
Durham VA Medical Center
Duke University School of Medicine
Background

- In response to a strong focus on suicide prevention for all veterans, the Department of Veterans Affairs (VA) revised policy to provide emergency mental healthcare for veterans who received Other Than Honorable (OTH) discharges from the military.
- This current study takes a preliminary step toward identifying demographic, historic, military, clinical, and social characteristics of veterans with OTH discharges.
Methods

- N=1,172 Iraq/Afghanistan-era veterans were evaluated between 2005 and 2016 in the multi-site VA Mid-Atlantic Mental Illness, Research, Education and Clinical Center (MIRECC) Study of Post-Deployment Mental Health (PDMH Study).
Results

- Veterans with OTH discharges constituted 2.7% of our sample, approximating the estimated rate in the overall U.S. veteran population.
- Compared to veterans discharged under honorable conditions, veterans with OTH discharges were more likely to be:
  - younger
  - report family history of drug abuse
  - report family history of depression.
Results

- Veterans with OTH discharges:
  - Reported a lower level of social support
  - Were more likely to be single
  - Endorsed more sleep problems
  - Scored higher on measures of drug misuse
  - More likely to have been incarcerated
  - More likely to meet diagnostic criteria for major depressive disorder
  - Showed a trend to have less living stability
  - Had higher psychiatric hospitalization history
Results

- We did not find differences between Veterans with and without OTH discharges in the following domains:
  - reported suicidality
  - combat exposure
  - PTSD rates
Results

- A subsequent matching analysis provided further evidence of the association between OTH discharge and two risk main factors:
  - Drug Misuse
  - History of Incarceration
Discussion

- The current study yielded mixed findings regarding OTH and suicidality.
- On the one hand, our measure of suicidal behavior and ideation did not yield significant differences between veterans based on discharge status.
Discussion

- On the other hand, our findings did identify a higher incidence of multiple risk factors among veterans in the OTH cohort that often accompany suicidal ideation including depression, drug misuse, endorsement of sleep problems, family history of depression, and lower social support.
Discussion

• Each factor could increase risk for self harm and suicide and therefore may need to be considered as components of clinical assessment, mental health treatment, and psychosocial rehabilitation within this vulnerable cohort.
Discussion

- The most robust findings, corroborated via matching, were that veterans with OTH discharge status had higher rates of **drug misuse** and **incarceration** relative to veterans receiving discharges under honorable conditions.
- Both drug misuse and incarceration are associated with homelessness and financial problems.
Discussion

- These findings support the need for targeted interventions from medical providers.
- For example, emergency room procedures for treating veterans with OTH discharges could potentially screen for drug use and criminal justice involvement as part of intake procedures.
Discussion

- These same risk factors should be assessed by clinicians and case managers working with OTH-status veterans to inform intervention strategies – supported by specialty services including substance use specialists and veteran justice outreach coordinators – aimed at reducing odds of adverse outcomes such as drug abuse, homelessness, and legal problems.
Conclusion

- The findings demonstrate that veterans with OTH discharges have specific vulnerabilities that are especially salient including depression, substance use, and incarceration.
- Compared with veterans with honorable discharges, veterans discharged OTH reported multiple risk factors for suicide despite having equivalent levels of suicidality.
General Thomas Gorry

Veterans Life Center
Veterans Life Center of North Carolina

Dr. Thomas Gorry
Executive Director

27 JUNE 2019
Mission: To improve the lives of 21st Century North Carolina veterans who are experiencing reintegration problems by providing temporary housing and services with the goal of achieving self-reliance in two years or less.
Veterans Life Center Actions

- **Culture:** Empathetic Accountability
- **Programs:** Veteran Centered Coordinated Care
- **Measurement:** Individual Reintegration Plan
- **Method:** Holistic Approach
- **Emphasis:** Comprehensive Wellness
- **Operations:** Cooperative Agreements and Referrals
Summary

- Self-Reliance
- Resilience
- Social Network
- Community Involvement
- Rewarding Occupation
- Constructive Role in Civil Society
NCserves Update

IPR 3rd year
AGENDA

Kelli Willoughby | USO of NC, Warrior & Family Programs
Ilario Pantano | Institute for Veterans & Military Families

National Perspective

Federal Engagement
VISN6
State of Texas

Statewide Impact

$6.5 Million private dollars for NCServes & O2O*
- 10,030 Military connected clients and families
- 23,910 Unique and complex cases
- *1,600 Participants enrolled

Network Snapshot:
NCServes Central
3-Years in

IVMF NCServes Central Carolina
USO North Carolina
Onward to Opportunity

1600 Enrolled

- 61% Service Member
- 17% Spouse
- 3% Guard & Reserve
- 20% Veterans

North Carolina Impact

020 Indicators

- 71% Universal Positive Outcome Rate
- 18 Major DOD Installations
- 30+ On-Line Learning Pathways
- 800+ Employers
- 70+ Cohorts Annually
- 6-mo Retention: 80%
- 12-mo Retention: 77%

Participants and Major Installations

Universal Positive Outcomes by Location

- Cert & Course Complete
- Higher Ed
- Hired

© 2019 Mapbox® OpenStreetMap
### NCServes Clients & Requests Statewide

#### # of Requests

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<tr>
<th>Network</th>
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<th>2018</th>
<th>2019</th>
<th>2019</th>
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#### # of Clients

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#### % Resolved Successfully

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<td>Utilities</td>
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NCSERVES-CENTRAL CAROLINA 3-YEAR SNAPSHOT

LIVE SINCE JUNE 2016 | SERVING 21 COUNTIES WITH A VET POPULATION OF 289,214 | TOP NEED: HOUSING & SHELTER

2,556 Unique Clients
4,593 Service Requests
97 Participating Organizations
230+ Unique Network Users

82% Military Members & Veterans
12% Spouses, Family Members, Caregivers
6% Undisclosed

60% Male
29% Female
11% Undisclosed

Data Window: June 1, 2016 to May 31, 2019 (Q1 through Q12)
WHO ARE WE SERVING?

NCServes-Central Carolina fielded 4,593 requests from 2,556 unique clients in 3 years.

Service Member and Veteran Stats

- **Branch:**
  - USA: 60%
  - USN: 14%
  - USMC: 11%
  - USAF: 1%
  - Undisclosed: 3%
  - USCG: 0.5%

- **Era:**
  - Post 9/11: 38%
  - Undisclosed: 28%
  - Post-Vietnam: 13%
  - Persian Gulf: 12%
  - Vietnam: 7%
  - Pre-Vietnam: 1%

- Male: 70% | Female: 23% | Undisclosed: 7%

New requests and new unique clients were the highest ever in Q9: 657 requests from 354 clients

Average # of requests per client: 1.80

Requests by Source to Date:

- 49% Web Form Requests
- 21% Coordination Center
- 30% Network Organization

Over one-third of requests for Housing & Shelter to date have been referred into the network by providers.
WHAT DO OUR CLIENTS NEED?

Since launch, demand for Housing & Shelter has increased consistently year over year.

Most Requested Services

- Housing & Shelter: 22%
- Employment: 22%
- Benefits Navigation: 11%
- Money Management: 10%

Demand for Other Service Types

- Legal: 332
- Health and Wellness: 274
- Education: 174
- Income Support: 172
- Individual & Family Support: 166
- Food Assistance: 147
- Utilities: 135
- Clothing & Household Goods: 83
- Social Enrichment: 74
- Transportation: 49
- Sports & Recreation: 15
- Entrepreneurship: 9
- Spiritual Enrichment: 1

Health and Wellness includes: Physical, Mental/Behavioral, Substance Use, and Wellness.

Over the past year, Mental and Behavioral Health requests made up two-thirds of all Health and Wellness requests. Half were self-referrals, and half were referrals from providers.
COMMUNITY OF CARE:
Across the state and Across the country
THANK YOU

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Troy Hershberger

NC Foreclosure Prevention Fund
Chris Hall

Global Business Operations, Cisco
CHRIS HALL,
CISCO NATIONAL VETS ERO
Serving You in Your Transition

When you’re ready to take on your next mission, Cisco is here to help you navigate your journey to a career in the tech industry. From training programs to help you develop the skills you need, to connecting you to a network of employers and volunteers through mentoring, career guidance and job placement...We’ve got your six.

“At Cisco, we are firmly committed to our veterans’ initiatives and ensuring that we do our duty to those who have served.”

Chuck Robbins,
CEO, Cisco
Networking with Others

**Veteran Career Mentoring:** Get connected to Cisco’s employee network ready to offer guidance and career advice. The Veteran Enablement & Troop Support Employee Resource Organization (VETS ERO) hosts career transition events and mentoring opportunities for active duty service members and veterans looking to transition to tech careers.

For more information, visit: cisco.com/go/vets

**Gaining Relevant Skills**

**Cisco Networking Academy:** Since 1997, Cisco Networking Academy has trained nearly 10 million students in IoT, Linux Essentials, networking, cybersecurity, and more. Enroll at your local community college or university, or sign up for self-enroll courses to chart your path to a rewarding career in tech.

To locate an academy near you, visit: www.netacad.com

**CyberVetsUSA:** Advance your cyber skills with FREE online training and industry-recognized certifications offered by Cisco, AWS, (ISC)², and more. CyberVetsUSA helps you navigate your career path and connects you to employment opportunities for today’s digital economy.

For more information, visit: cs.co/CyberVetsUSA

**Military in Sales & Leadership (MISL):** If you are a Veteran preparing to transition or you recently finished serving (within 2 years), have a strong record of performance, a competitive and driven nature, and the ability to develop solutions to complex problems then get buy-in from organizations to implement them, you should consider a role in Sales with Cisco.

To learn more contact: misl-information@cisco.com

**Veteran Talent Incubation Program (VTIP):** Join fellow veterans for a 20-week self-study program to obtain the CCNA certification, gain relevant professional skills, and have the opportunity to get hired into dedicated network engineering roles at Cisco.

To learn more, visit: https://goo.gl/AFhLKK

**Exploring Job Opportunities**

**Talent Bridge for Veterans:** Connect to Cisco and our ecosystem of channel partners looking to hire tech talent. Simply create your online profile, add your military occupation specialty (MOS) and any relevant awards or certifications, and you’ll be automatically matched to employment opportunities.

To explore your next opportunity, visit: cs.co/talentbridge4vets
Introductions and Updates
Next Meeting:
July 25, 2019

Joint Force Headquarters
Raleigh, NC
Register for our email updates: ncgwg.org

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

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