Register for our email updates: ncgwg.org

Meeting agenda and minutes: http://bit.ly/GWGupdates
2006
DoD, VA, SAMHSA
The Road Home: Multi-Agency national conference on Veterans Behavioral Health and Transition
NC Focus Group on Veterans formed

2008
SAMHSA
SAMHSA funds SMVF Tech Asst Ctr (TAC)

2010
NCIOM study
- 2 year study: 4 PRIORITY, 9 Add'l recommendations
* Expand MH/BH Services
* More Training for Primary Care staff
* Improve Coordination & Transition of MH/BH Svcs
* Training for Veteran Service Providers

2012
SL 2011-185
Legislative follow-up to NCIOM study
DHHS Report on Leg.

2014
NC GWG (EO 49)
NC4VETS
NC4ME
NC STRIVE
WVSE '14
VBACs
NCGA PED 2014-10

2015
NC DMVA
Veteran Support Specialist (VSS) training (w/ Duke EPIC, DMVA)
Operation HOME: Rapid Results Inst. Housing boot camp
NCGWG: 10 Meetings, Newsletters
NC STRIVE

2016
Homelessness
WVSE '16
Operation HOME: report
NC Services – Metrolina
NC STRIVE
24 DMVA Regional Training Events

2017
Suicide Reduction
NC PIC on Veteran Suicide
UNC-TV Veterans Programming
VEAC (12 clinics)
NC Services – Central
NC STRIVE (x3)

2018
The Web!
NCServes-Western
YouTube & Facebook LIVE! grow GWG to over 6,000 views/month
NC STRIVE (x4)

2019
HelpNCVets.Org
“Words to Live By”
Operation HOME
Suicide Reduction
NC STRIVE (x4)
Our 2019 Hosts-
Thank You!

2018 NCGWG.org Digital Footprint
2019 Agenda

1/24 Veterans Employment Programs
2/28 Veterans Education Resources
3/28 Medicaid and NC Veterans
4/25 All Day Suicide Prevention Practice Improvement
5/23 Suicide Prevention and Reduction
6/27 Transitions and Suicide Prevention
7/25 Diversion, Incarceration and Re-entry
8/22 Post-Traumatic Growth; Alternative Therapies
9/26 Gold Star Mothers, Caregivers and Post-Traumatic Life
10/24 End of Year and S.A.V.E Training
Individual Attendance

2015 NC STRIVE conference: 200
2016 NC STRIVE conference: 216
2017 NC STRIVE conferences: 306
2018 NC STRIVE conferences: 393
2019 NC STRIVE conferences: 530

2019 NCSU live stream: 1761 viewers
Where to find us...

- ncgwg.org
- helpncvets.org
- strive.ncgwg.org
- home.ncgwg.org

- facebook.com/GovInst
- twitter.com/GovInst
- youtube.com/c/GovInst
- twitch.tv/GovInst
GOVERNOR’S WORKING GROUP ON VETERANS, SERVICE MEMBERS, AND THEIR FAMILIES
NCServes’ four community networks, operated by well-known non-profit partners, combined with adjacent networks in Virginia and South Carolina offer a national model of care coordination and accountable service delivery that spans communities, regions and even the country.

By digitally connecting local community partners to central hubs that can ensure quality and accountability for performance and care, NCServes networks have positively impacted lives.
NCSERVES 2019 SNAPSHOT

LAUNCHED 1st NETWORK 2015 | SERVING 66 COUNTIES | TOP NEED: HOUSING & SHELTER

4 NCServes Networks
10,749 Unique Clients All-time
26,540 Service Requests All-time
329 Participating Organizations

2019:
- Average Time to Match: 10 Days
- Average Service Duration: 10 Days

83% Resolved Outcomes
2019 Year-to-date

- Service Members/Veterans: 80.24%
- Spouse/Caregiver: 8.61%
- Undisclosed: 11.15%
Clients expressing a need for Housing & Shelter often have multiple needs. Common service requests co-occurring with Housing are:

Benefits Navigation | Emergency Housing | Individual & Family Support | Clothing & Household Goods

WHAT DO OUR CLIENTS NEED?
Since launch, demand for Housing & Shelter has increased consistently year over year.

Most Requested Services

- Housing & Shelter: 24%
- Employment: 19%
- Benefits Navigation: 9%
- Money Management: 7%

CO-OCCURRING NEEDS

- Average # of Overall Service Requests per Housing Client: 3.21
- Average # of Overall Service Requests per Employment Client: 3.50

<table>
<thead>
<tr>
<th>Service</th>
<th>Average Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Assistance</td>
<td>8%</td>
</tr>
<tr>
<td>Legal</td>
<td>8%</td>
</tr>
<tr>
<td>Social Enrichment</td>
<td>12%</td>
</tr>
<tr>
<td>Money Management</td>
<td>14%</td>
</tr>
<tr>
<td>Benefits Navigation</td>
<td>18%</td>
</tr>
<tr>
<td>Employment</td>
<td>24%</td>
</tr>
<tr>
<td>Education</td>
<td>9%</td>
</tr>
<tr>
<td>Health</td>
<td>9%</td>
</tr>
<tr>
<td>Money Management</td>
<td>15%</td>
</tr>
<tr>
<td>Benefits Navigation</td>
<td>19%</td>
</tr>
<tr>
<td>Social Enrichment</td>
<td>27%</td>
</tr>
<tr>
<td>Housing &amp; Shelter</td>
<td>30%</td>
</tr>
</tbody>
</table>

Avg # Requests per Client: 2.4
% Clients with 2+ Requests: 54%
% Clients with 2+ Service Types: 44%
VSOs LEADING THE WAY

Counties that have made and/or received NCServes referrals

- Brunswick County Veterans Services
- Buncombe County Veteran’s Service Office
- Catawba County Veterans Service Office
- Cherokee County Veterans Service Office
- Craven County Veterans Office
- Department of Military and Veterans Affairs, Veterans Service Center - Greenville
- Fayetteville Vet Center
- Forsyth County Veteran Service Office
- Franklin County Veterans Services
- Granville County Veterans Service Office
- Greenville Vet Center
- Guilford County Veteran Service Office
- Harnett County Veterans Office
- Haywood County Veterans Services
- Hoke County Veteran Services
- Johnston County Veteran Services Office
- Jacksonville, NC Vet Center
- Macon County Veteran Services
- Mecklenburg County Veteran Services
- Moore County Veterans Office
- New Hanover County Veteran Services
- Onslow County Veteran Services
- Pender County Veteran Services Office
- Rutherford County Veteran Services
- Surry County Veterans Service Office
- Union County Veterans Services Office
- Wake County Veterans Services Office
- Wilmington Veteran Service Center
- Wilson Veteran Service Center, NC Division of Veterans Affairs
- Vance County Veterans Service Office
# Network Coordination Centers

## NCServes Metrolina
- **Phone:** 1.855.425.8838
- **Website:** charlotte.americaserves.org
- **Launched:** August 2015

<table>
<thead>
<tr>
<th>Coordination Center</th>
<th>Resolved Rate</th>
<th>How Many Served</th>
<th>Service Request Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veterans Bridge Home</td>
<td>73%</td>
<td>4,927</td>
<td>12,830 63</td>
</tr>
</tbody>
</table>

## NCServes Central Carolina
- **Phone:** 1.866.249.6656
- **Website:** raleigh.americaserves.org
- **Launched:** June 2016

<table>
<thead>
<tr>
<th>Coordination Center</th>
<th>Resolved Rate</th>
<th>How Many Served</th>
<th>Service Request Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>EUSO North Carolina</td>
<td>76%</td>
<td>2,855</td>
<td>5,133 95</td>
</tr>
</tbody>
</table>

## NCServes Coastal
- **Phone:** 1.844.435.1838
- **Website:** coastal.americaserves.org
- **Launched:** November 2016

<table>
<thead>
<tr>
<th>Coordination Center</th>
<th>Resolved Rate</th>
<th>How Many Served</th>
<th>Service Request Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Action Partnership</td>
<td>76%</td>
<td>1,914</td>
<td>5,038 93</td>
</tr>
</tbody>
</table>

## NCServes Western
- **Phone:** 1.885.833-8335
- **Website:** western.americaserves.org
- **Launched:** August 2017

<table>
<thead>
<tr>
<th>Coordination Center</th>
<th>Resolved Rate</th>
<th>How Many Served</th>
<th>Service Request Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>NWSA</td>
<td>77%</td>
<td>1,830</td>
<td>3,539 72</td>
</tr>
</tbody>
</table>