GOVERNOR’S WORKING GROUP ON VETERANS, SERVICE MEMBERS, AND THEIR FAMILIES

January 23, 2020
Register for our email updates: ncgwg.org

Join us by live stream at www.facebook.com/govinst
or call 1-919-212-5747

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 1/23/2020

Jan 28th – NC Installation Transition Center Roundtable, Ft. Bragg

Jan 30th – Sandhills Hiring Event, Hamlet, NC

Feb 13th – African American Veteran Lineage Day, Raleigh

Feb 21st – Craven County Veterans Stand Down, New Bern

Feb 22nd – Craven County Veterans Stand Down, Havelock

Mar 24th-27th – Joint State & County VSO Training Conference, Atlantic Beach
Dr. Michelle Laws
Asstistant Director for Consumer and Family Engagement
NC DHHS Division of MH/DD/SAS
Division of MH/DD/SAS’s commitment to working in collaboration with our partners to meet the needs of our veterans and military members and families in NC remains unwavering.

In 2019 alone, we served:
3,496 of veterans and military family members, including
  2,605 (45%) Outpatient services
  685 (12%) Crisis Services
  849 (15%) Enhanced Services

And contributed in excess of $15 million.
In 2020, we will focus on the following priorities:

- Ask the Question; “Have YOU or a Loved One ever served…”
- Support for the NCNG and families of deployed military members
- Governor’s Challenge to Reduce Veteran Suicide
- Operation HOME: Ending Veterans Homelessness
- Criminal Justice Involved and marginalized former Service Members and Veterans Treatment Courts
In 2020, we will build upon and utilize the services and tools that have demonstrated success in helping us to accomplish our mission and goals, including:

- NCServes: Western, Metrolina, Central, Coastal
- Steven A Cohen Clinic for Military Families
- Chronically Homeless Veterans Outreach (PATH-Vets)
- Veteran Support Specialist (VSS) Training
- NC Governor’s Working Group on Veterans, Servicemembers and their Families
We are especially excited about the Veterans Life Center.
Mark. Bilosz

Director
Veterans Benefits Administration
Winston-Salem Regional Office
U.S. Department of Veterans Affairs
Upcoming VBA Outreach Events and info

- **Coffee at Richard Childress Racing**
  - Feb 5th 0830a – 1030a
  - Richard Childress Racing
  - 425 Industrial Blvd. Welcome, NC 28719

- **Union County Veterans Resource Program**
  - Feb 21st 0830a – 1130a
  - South Piedmont Comm. College
  - 4209 Old Charlotte Hwy. Monroe, NC 28110

For More Information About Upcoming Events, Please Visit:
https://www.benefits.va.gov/ROWINSTONSALEM/index.asp
Tracy Skala
Interim Deputy Network Director
VA VISN-6
VISN 6 Update

DeAnne Seekins, Network Director, VISN 6
Tracy Skala, Interim Deputy Network Director

Secretary Wilkie’s Priorities remain the same for FY20, with access to care remaining in the forefront. More than 500 thousand unique patients served in FY19, with more than 7 Million outpatient visits across all VISN 6 locations. VISN 6 employs 21,000 staff within the 7 Hospital Healthcare System.

FY20 expansion of Telehealth presence with implementation of a Mental Health Telehealth Hub at the Salisbury VA Healthcare System.

ATLAS Program - VISN 6 and Walmart have partnered in Asheboro and Boone for community telehealth clinics.

5 new PACT Teams created as a part of the Telehealth Hub in Richmond, which also serves portions of North Carolina.

News

Beginning January 15 - VISN 6 will open new CBOCs in Jacksonville and in Clayton-East Raleigh.
Mark Edmonds
Chief Operating Officer - Workforce Solutions
North Carolina Department of Commerce
North Carolina’s veteran employment program consistently ranks as one of the best in the nation. Here are some of the highlights of our Veterans Program from July 1, 2018 through June 30, 2019:

24,584 veterans and other eligible persons registered for some type of employment assistance.

11,119 veterans and other eligible persons received some staff assisted services.
5,825 veterans received Intensive Services

740 homeless veterans received services

7,247 veterans and other eligible persons were placed in a job through the efforts of a Division of Workforce Solutions NCWorks Career Centers.

3,013 disabled veterans found employment utilizing the services provided by the Division of Workforce Solutions.
The Division of Workforce Solutions have partnered with the Veterans Administration, civic and community organizations, and other service agencies to conduct Stand Downs for Homeless Veterans and worked with employers throughout the state to hold Hiring Events and Job Fairs for veterans.

From July 2018 through June 2019, our VETS staff engaged with over 11,000 NC businesses to promote the hiring of our veterans.
Hire Vets Medallion Program

The Honoring Investments in Recruiting and Employing American Military Veterans Act of 2017 (HIRE Vets Act or the Act) which was signed in 2017
The HIRE Vets Medallion is the only veterans hiring award at the federal level. Its criteria allows for the highest level of recognition for employers who are committed to veteran careers, including recruiting, employing, and retention. These employers set an example for other employers of the importance of prioritizing and encouraging successful veteran hiring and retention. The award signals to veterans that an employer is committed to and supports our Nation’s heroes.

1. Recognize employers who hire and retain veterans, including their efforts to establish employee development programs and veteran specific benefits to improve retention.

2. Award recipients will have the opportunity to utilize the medallion in the marketing of their firm as a veteran friendly business when hiring, and in efforts to attract additional business
## NC Department of Commerce  
### Division of Workforce Solutions

UNITED STATES DEPARTMENT OF LABOR
HIRE VETS MEDALLION PROGRAM
AWARD RECIPIENTS

<table>
<thead>
<tr>
<th>NAME</th>
<th>LOCATION</th>
<th>SIZE</th>
<th>AWARD TYPE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orion CS LLC</td>
<td>Cary, NC</td>
<td>Medium</td>
<td>Gold</td>
</tr>
<tr>
<td>The Independence Fund</td>
<td>Charlotte, NC</td>
<td>Small</td>
<td>Gold</td>
</tr>
<tr>
<td>Duke Energy Business Services LLC</td>
<td>Charlotte, NC</td>
<td>Large</td>
<td>Gold</td>
</tr>
<tr>
<td>The Steel Network, Inc.</td>
<td>Durham, NC</td>
<td>Medium</td>
<td>Gold</td>
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<tr>
<td>Eastern Carolina Vocational Center, Inc.</td>
<td>Greenville, NC</td>
<td>Medium</td>
<td>Gold</td>
</tr>
<tr>
<td>Elite Rescue Team LLC</td>
<td>Holly Springs, NC</td>
<td>Small</td>
<td>Gold</td>
</tr>
<tr>
<td>Sodexo Government East</td>
<td>Jacksonville, NC</td>
<td>Medium</td>
<td>Platinum</td>
</tr>
<tr>
<td>John’s Precision Auto Body</td>
<td>Marion, NC</td>
<td>Small</td>
<td>Gold</td>
</tr>
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# NC Department of Commerce
## Division of Workforce Solutions

**UNITED STATES DEPARTMENT OF LABOR**
**HIRE VETS MEDALLION PROGRAM**
**AWARD RECIPIENTS**

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<th>SIZE</th>
<th>AWARD TYPE</th>
</tr>
</thead>
<tbody>
<tr>
<td>United Drug Supply, Inc.</td>
<td>Morrisville, NC</td>
<td>Small</td>
<td>Gold</td>
</tr>
<tr>
<td>Veterans Guardian</td>
<td>Pinehurst, NC</td>
<td>Small</td>
<td>Gold</td>
</tr>
<tr>
<td>Mako Medical Laboratories</td>
<td>Raleigh, NC</td>
<td>Medium</td>
<td>Gold</td>
</tr>
<tr>
<td>John Donoghue Automotive Inc.</td>
<td>Whiteville, NC</td>
<td>Small</td>
<td>Gold</td>
</tr>
<tr>
<td>On Time Plumbing &amp; Air Corp</td>
<td>Wilmington, NC</td>
<td>Small</td>
<td>Gold</td>
</tr>
<tr>
<td>SERVPRO of West Forsyth County</td>
<td>Winston Salem, NC</td>
<td>Small</td>
<td>Gold</td>
</tr>
<tr>
<td>SDV Command Source Inc.</td>
<td>Winston Salem, NC</td>
<td>Small</td>
<td>Gold</td>
</tr>
</tbody>
</table>
NC Department of Commerce
Division of Workforce Solutions

- **Division of Workforce Solutions Serving Veterans**
  - Our NC4ME (*North Carolina for Military Employment*) hiring events continue to be very successful; over 200 employers and over 500 veterans participated on-site interviews; with a 50% success rate

- **Upcoming NC4ME Hiring Events 2020**
  - January 30  Fort Bragg
  - February 11-12  Jacksonville
  - March 10-11  Durham
  - May 22  Cary (conjunction w/Valor Games)
  - June 16-17  Havelock
  - July 14-15  Fort Bragg
  - August 4-5  Jacksonville
  - September 10-11  Charlotte
  - October – 6-7  Wilmington
Jeff Smith
Military and Veterans Program Liaison
Division of MH/DD/SAS
North Carolina Department of Health and Human Services
GOVERNOR'S WORKING GROUP ON VETERANS, SERVICE MEMBERS, AND THEIR FAMILIES

In Person vs Livestream Attendance

- Jan-19: 8078
- Feb-19: 5013
- Mar-19: 4023
- Apr-19: 4253
- May-19: 8879
- Jun-19: 5280
- Jul-19: 5437
- Aug-19: 4085
- Sep-19: 6512
- Oct-19: 12270

Legend:
- In Person
- Livestream
**NC STRIVE**

**SAVE THE DATES**

**Western Region** - Southwestern Community College in Sylva on April 17
**Central West Region** - UNC-Greensboro on May 22
**Central East Region** - Methodist University in Fayetteville on June 4
**Eastern Region** - NC Wesleyan College in Rocky Mount on June 16

**PURPOSE:** To equip administrators, faculty and staff in higher education with information, resources, and networking that will enhance the experience and success of student Veterans in their pursuit of certificates and degrees.

**INVITEES:** Administrators, faculty and staff from 2-year and 4-year public and private colleges and universities; LME/MCOs; treatment providers; Veteran services organizations; behavioral health advocates; federal and state agencies; and others.

**COST:** Free but registration required.

**STUDENT TRANSITION RESOURCE INITIATIVE FOR VETERAN’S EDUCATION**
Change over time: 2011-2019

28% decrease among all Veterans counted in the Point in Time Count in North Carolina, 2011-2018

2018-2019 4% increase

OPERATION: HOME
For more information about DMH/DD/SAS Veterans and Military Families services and initiatives contact:

Jeff Smith, Veteran Services Manager at jeff.smith@dhhs.nc.gov

Or Dr. Michelle Laws at michelle.laws@dhhs.nc.gov
NCSERVES – 2019 Year-in-Review

First Network Launched: August 2015 | Serving 83 Counties with an Estimated Vet Population of 709,200 | Top Need: Housing & Shelter

3,709 Unique Clients
10,139 Service Requests
346 Participating Organizations**
4 NCServes Networks

Key Performance Outcomes
Typical Time to Match*: 2.98 Days
Typical Duration*: 11.08 Days
Resolved Outcome Rate: 82%
Percent of Requests from Providers: 36%
Percent of Accurate Referrals: 93%

Gender
- Male: 62%
- Female: 24%
- Undisclosed: 15%

Branch of Service
- Army: 52%
- Marine Corps: 15%
- Navy: 15%
- Air Force: 13%
- Coast Guard: 1%
- Undisclosed: 4%

Service Era
- Post-9/11: 32%
- Persian Gulf War: 11%
- Post-Vietnam War: 18%
- Vietnam War: 10%
- Pre-Vietnam War: 1%
- Undisclosed: 29%

Client Military Affiliation
- Service Member/Veteran: 82%
- Spouse/Family Member/Caregiver: 11%
- Undisclosed: 8%

*Typical Time to Match and Duration represent the median for each measure. Timing data are measured in days, inclusive of weekends and holidays, and are calculated based on the quarter a service request was closed.
*Time to match data are based on cases that were referrals to providers and were closed as cases.
**This figure represents the sum of the total number of providers from each NCServes network. Some providers serve in multiple networks.

Data Window: January 1st, 2019 through December 31st, 2019, unless otherwise stated
2019 Service Needs Data

Top Six Service Types

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Number of Requests</th>
<th>Share of All Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing &amp; Shelter</td>
<td>2,713</td>
<td>27%</td>
</tr>
<tr>
<td>Employment</td>
<td>1,437</td>
<td>15%</td>
</tr>
<tr>
<td>Benefits Navigation</td>
<td>802</td>
<td>8%</td>
</tr>
<tr>
<td>Income Support</td>
<td>781</td>
<td>8%</td>
</tr>
<tr>
<td>Social Enrichment</td>
<td>780</td>
<td>8%</td>
</tr>
<tr>
<td>Health &amp; Wellness</td>
<td>776</td>
<td>8%</td>
</tr>
</tbody>
</table>

Most Commonly Co-Occurring Service Types

CO-OCCURRENCE TRENDS IN 2019
Avg # Requests per Client: 2.73
% Clients with 2+ Requests: 64%
% Clients with 2+ Service Types: 46%

Data Window: January 1st, 2019 through December 31st, 2019, unless otherwise stated
We’re Standing
By:

Your NCServes networks are ready to assist the active & reserve component units, individual service members and their families currently deployed. If you are or know of, someone in need of assistance, please call or click ncserves.org
The USO of North Carolina was at the Ft. Bragg Green Ramp during the recent deployments providing toiletries, snacks and respite in our Mobile Center for service members.

On January 30th from 10am-12:30pm the USO of North Carolina and the NCDMVA are hosting an event at the Soldier Support Center to showcase resources available to families of deployed service members. NCServes Central Carolina and the USO of North Carolina Pathfinder Programs will be heavily represented.

In February the USO of North Carolina will host a series of programs for the families of the deployed including a special Story Time, an Expecting Spouse Reset, and a family meal event.

NCServes Central Carolina is also located on Ft. Bragg. The Network is connected to dozens of local, city, state and national resources to assist the families of our deployed service members.

The USO of North Carolina will also provide ongoing support to families through deployment kits and resources in all of our Centers across North Carolina.

The USO of North Carolina enjoys a solid relationship with the National Guard and we stand ready to support any post deployment request for support.

USO of North Carolina Homepage https://northcarolina.uso.org/
NCServes Central Carolina for assistance request https://raleigh.americaserves.org/ or 1-866-249-6656
Resolving Needs: Predictors of Time to Resolution for Military Service Members and Veterans

Sam Cacace, Ph.D.
Emily Smith
Methods

Client Calls
- Data provided by Institute for Veterans and Military Families
- 24,670 total client calls
- Propensity-score matched on:
  - Age
  - Gender
  - Resolution
- Final $N = 4,328$

Focus Groups
- Recruitment
- $N = 15$ speakers, including $N = 8$ facilitators
- Facilitators were veterans and military spouses
- Two questions – barriers and community solutions to providing/receiving resources
- Audio transcription with identifying information removed
- Original audio deleted
Time to Resolution

- Range: 0 – 1,311 days ($M = 57.55$, $SD = 108.43$)
  - Typically marked unresolved after 3 months
- Most-requested resources
  - Housing and Shelter ($M = 74.35$ days to resolution; 51.09% unresolved)
  - Employment ($M = 93.73$ days to resolution; 52.4% unresolved)
  - Benefits Navigation ($M = 68.62$ days; 38.63% unresolved)
Results - Predictors

- County rank significant predictor of time to resolution
- Level III (large counties) 2.30x more likely to see longer times to resolution than those in Level I (small counties)
- Conclusions: larger counties see longer times to need resolution than smaller counties
Results - Focus Groups

Barriers to Resource Acquisition by Cost of Living

- Percentage

- Finances
- Institutional dysfunction
- Isolation
- Lack of fit
- Military culture as barrier
- No education provided
- Generational differences

City 1
City 2
City 3
City 4
City 5
City 6
Results - Predictors

- Referral
  - Self-referred 1.62x more likely to have their needs resolved than those referred by a provider (with county rank held constant)
- With referral type held constant, individuals in Level III counties 12.87x more likely to have their needs resolved than those in Level I counties
- Conclusions: type of referral and size of county impact whether or not need will be resolved
Results – Predictors

- Age is a significant predictor of time to resolution
- Middle-aged individuals see longest time to needs resolution
Results – Moderation

- Individuals seeking employment needs have a significant relationship between age and days to resolution
  - Increase in age resulted in additional 10.58 days to needs resolution
Potential Solutions - Focus Groups

Solutions to Resource Acquisition by Cost of Living

Solution Code Applications

Percentage

Community Fundraising
Education as solution
Family services
Organizational connection
Conclusions

- From the IVMF data, there are several predictors to needs resolution
  - Size of locale
  - Age of requester
  - Type of request (self vs. provider referral)
- Age impacts time to needs resolution specifically for those seeking employment
  - Older individuals see longer times to needs resolution when seeking employment needs
Contact

Sam Cacace – sccacace@ncsu.edu
Emily Smith – ejlefebv@ncsu.edu
Supporting Military Families During & After Deployment
NC Department of Commerce
Division of Workforce Solutions

SUPPORTING SERVICE MEMBERS AND FAMILIES

• Partnership with National Association of State Workforce Agencies

  • Military Spouse Warm Handoff Pilot Project
    • Military Community Support Programs
    • Military OneSource

• Department of Defense, Military Community and Family Policy
NC Department of Commerce
Division of Workforce Solutions

➢ Support Initiatives:
   ➢ The Cumberland NCWorks Career Center was selected to pilot a project through the National Association of State Workforce Agencies (NASWA):

Military Spouse Program

- Career Coach - Spouse will contact career center representatives:
  - Cumberland NCWorks Career Center – Greggory Wade  910-486-1010
  - Ft Bragg NCWorks Career Center – Linda Gibson – 910-436-1304
- Labor Market Information, career center resource information, community information, etc.

➢ The NCWorks Career Centers is provide employment related Transition Assistance resources at all of our military installations
Our team at the Division of Workforce Solutions provides experienced help to veterans, transitioning service members, and eligible spouses seeking a job. Our Career Center Staff, understands the needs and challenges of military life.
How It Works
Veterans can visit their NCWorks Career Center and take advantage of the following no-cost services:

• Career assessments
• NCWORKS Veterans Portal  https://veterans.ncworks.gov
• Labor market information
• Access to training opportunities, job fairs, and workshops
• Job interview preparation
• Resume and cover letter assistance
• Assistance with NCWorks Online
• Access to computers and free Internet service
Resources

• Military OneSource www.militaryonesource.com
• NC4ME www.nc4me.org
• North Carolina Department of Military and Veterans Affairs www.milvets.nc.gov
• North Carolina Department of Commerce www.nccommerce.com
• NCWORKS Veterans portal https://veterans.ncworks.gov
Question & Answer
Ask the Question

Jeff Smith
Military and Veterans Program Liaison
Division of MH/DD/SAS
North Carolina Department of Health and Human Services
What is “Ask the Question”?

Have YOU or a LOVED ONE ever served in the Armed Services?
(Active, Guard or Reserve)

And what it is NOT!
Why “Ask the Question”?  

Why Providers should “Ask the Question”?  
Most Community Providers are NOT prepared to identify, treat or care for Military Service related Injuries, illnesses and disabilities.

General Areas of Concern for All Veterans:  
- Post-Traumatic Stress (PTSD)  
- Military Sexual Trauma (MST)  
- Blast Concussions/Traumatic Brain Injury (TBI)

Common Military Health Risks:  
- Radiation Exposure  
- Agent Orange Exposure  
- Camp Lejeune Water Contamination  
- Hepatitis C  
- Burn Pits  
- Gulf War Syndrome  
- Depleted Uranium  
- Infectious Diseases
Why Answer “the Question”?  

Why former Servicemembers and Families should answer “THE QUESTION”

The Veterans Administration and the State of North Carolina have benefits and programs that many former Servicemembers and their Families MAY be eligible for.  
Veterans’ Health and Disability Benefits change frequently and differ from conflict to conflict and in peacetime.  
There are over 4,000 Veterans Non-Profits in North Carolina aiding Veterans and Families.
When the Answer is ‘YES’!

You may also then be able to increase your understanding of their challenges and facilitate accurate diagnosis, treatment planning, and referrals by asking further questions. This will also help you to:

• Build rapport and demonstrate interest and cultural competency
• Link to any needed military and veteran resources and referrals, including VA and non-VA programs.
• Identify any mental health concerns that will eventually need further diagnostic work and will impact treatment planning and goals
• Assess for any past and present service-related stressors
• Explore deployment and reintegration challenges
• Identify individual and family strengths, supports, and resources
• Address perceived barriers to seeking support and services
What is Next?

• Synchronization of Follow-on questions
• Coordination of Messaging for Statewide Awareness Campaign
• Collection of Data > Better Understanding> Better Services.
CAMP SIGHT
STRATEGIC COMMUNICATIONS

JON CAMP
(919) 972.1234
jon@campsightstrategies.com
Facebook/Twitter: @campsightsc
www.campsightstrategies.com
Governor’s Challenge to Reduce Veteran Suicide

Crystal Miller
Field Operations Manager
NCDMVA
2020 Governor’s Challenge: To Prevent Suicide Among Servicemembers, Veterans, and their Families
Who and What?

- The US Department of Veterans Affairs (VA), Veterans Health Administration (VHA) has partnered with the Substance Abuse and Mental Health Services Administration (SAMHSA) to continue this initiative.

- SAMHSA’s Servicemembers, Veterans, and their Families Technical Assistance (SMVF TA) Center works with states and communities to strengthen their behavioral health systems serving Servicemembers, Veterans, and their Families (SMVF).

- The Center provides support through the provision of technical assistance and the promotion of ongoing interagency collaboration.
Goals

- Form an interagency military and civilian team of state leaders and policy makers to develop and implement a strategic action plan to prevent and reduce suicide.

- Define and measure success, including defining assignments, deadlines, and measurable outcomes to be reported.
State Preparation

Phase 1
- VA/SAMHSA Welcome Packet Received December 2020
- Orientation Conference Call January 8, 2020
- Pre-Academy Site Visit January 29-30, 2020

State Planning

Phase 2
- Web Based Session with: RAND
- Follow-up Site Visit

Community Engagement

Phase 3
- Mayor’s Challenge Community Site Visit
Improve one-on-one interaction with veterans by teaching relationship-building skills gleaned from the Peer Support methodology.

Improve understanding of veteran needs, learn what challenges they face, and which resources are in high demand.

Training is provided to VSOs, VSTs, and our community partner representatives.
Mayor’s Challenge

Our wonderful partners in Mecklenburg County training a group at the VA/DOD Suicide Prevention Conference in 2019. Their leadership and partnership is paramount in our success.
Together With Veterans (TWV)

Carteret County – Veterans Coalition of the Crystal Coast
Macon County – Beginning Phases

TWV works with Veteran organizations and community partners to evaluate and improve their capacity to serve and respond to Veterans at risk of suicide. Community participants are supported in their efforts to respond to local Veterans. Components of the program include:

- Community building – coordinating resources to better support Veterans
- Providing training on suicide prevention and Veteran/military culture for community members, Veterans, and primary care providers as needed
- Developing effective public health suicide prevention strategies for Veterans
How do Veteran-peer relationships create positive outcomes, including reduced risk of suicide?

Community Context/ Veteran Culture

Engage Veterans Where They Are At In Their Communities → Build Trusting Relationships → Promote Connection → Link With Resources → Positive outcomes

High-Quality Peers

Clearly-Defined Role

Supportive Structures

Who Peers Are

What Peers Do

What Peers and Veterans Accomplish

Peer Focus Group
Rocky Mountain MIRECC for Suicide Prevention
U.S. Department of Veterans Affairs
The goal is to increase our ability to serve veterans and in doing so, offering the right resources for a better quality of life, creating positive outcomes in education, employment, housing, mental health, and social enrichment.

In the End...

It is what we do!
Questions?

Crystal Miller, Field Operations Manager, Division of Veterans Affairs

Crystal.Miller@milvets.nc.gov
Introductions and Updates
Next Meeting:
February 27, 2020

Joint Force Headquarters
Raleigh, NC