Register for our email updates: ncgwg.org

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

To watch captioning during this meeting, go to: https://carolinascaptioning.1capapp.com/session/164735/view.

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 3/23/2020

April 28th – Veterans Treatment Court Virtual Roundtable (NC4VETS Facebook)

May 12th – NC Women MILVETS Summit & Expo – Cancelled
            Rescheduled for August 5th.
NORTH CAROLINA STATE VETERANS HOMES

- 4 STATE VETERANS HOMES
  - BLACK MOUNTAIN
  - FAYETTEVILLE
  - KINSTON
  - SALISBURY

- NURSING HOME OPERATIONS
  - CONTRACTED NURSING HOME OPERATIONS SERVICES PROVIDED BY PRUITT HEALTHCARE FROM ATLANTA, GA
  - PROVIDES ADMINISTRATIVE, OPERATIONS, DINING, CLINICAL AND MAINTENANCE
  - APPROXIMATELY 150 STAFF PERSONNEL AT EACH HOME
  - STAFFING COMES PRIMARILY FROM NORTH CAROLINA EDUCATION SYSTEM
  - EXECUTING COVID-19 RESPONSE IN ACCORDANCE WITH CDC GUIDANCE
• **KEY STRATEGIES TO PREPARE FOR COVID-19 IN LONG TERM CARE FACILITIES (LTCF) (CDC GUIDANCE)**
  - Keep COVID-19 from entering your facility
  - Identify infections early
  - Prevent spread of COVID-19
  - **Assess supply of personal protective equipment (PPE) and initiate measures to optimize current supply**
  - Identify and manage severe illness
  - Act now to implement **ALL COVID-19 preparedness recommendations**, even before cases are identified in their community
  - **Address asymptomatic and pre-symptomatic transmission, implement source control** for everyone entering a healthcare facility (e.g., healthcare personnel, patients, visitors), regardless of symptoms
  - **Dedicate an area of the facility to care for residents with suspected or confirmed COVID-19**; consider creating a staffing plan for that specific location
NORTH CAROLINA STATE VETERANS HOMES

• **COVID-19 RESPONSES**
  • FACILITIES ARE SECURED FROM VISITORS
  • RESIDENTS ARE FED IN THEIR ROOMS VERSUS IN THE DINING ROOM
  • RESIDENTS ARE MEDICALLY SCREENED EVERY 6 HOURS
  • STAFF ARE SCREENED TWICE DURING THEIR SHIFT
  • ADDITIONAL CLEANING STAFF HAS BEEN ASSIGNED
  • A WING IN THE FACILITY IS DESIGNATED AS THE ISOLATION WING
  • A “STERILE ROOM” ENTRANCE TO THE ISOLATION WING IS EITHER ALREADY CONSTRUCTED, OR IS IN THE PROCESS OF BEING CONSTRUCTED
  • AIR SCRUBBERS ARE INSTALLED IN THE ISOLATION WINGS TO CONTINUALLY FILTER AND RECIRCULATE AIR IN THE WING
  • STAFF WEAR PERSONAL PROTECTIVE EQUIPMENT WHENEVER IN CONTACT WITH RESIDENTS, AND HAVE PPE AVAILABLE TO DON AT ALL TIMES
DeAnne Seekins

Network Director

VA VISN-6
VISN 6 Update
DeAnne Seekins, Network Director, VISN 6

Coronavirus Status Update

VISN 6 in action:
Screening, testing, and contact management
Local, contract and centralized testing
Virtual Appointment
Urgent and emergent needs

What we’re doing to mitigate COVID-19 Spread

State and Community Partnering

How we are Safeguarding people in our facilities
-Standard PPE SOP and Protocols

Help our most vulnerable populations stay protected


News
Fayetteville VAMC Opens new CLC
Mark. Bilosz

Director
Veterans Benefits Administration
Winston-Salem Regional Office
U.S. Department of Veterans Affairs
Upcoming VBA Updates

• Face-to-face Outreach postponed until further notice
• Regional Office closed to the public
• Normal claims processing activities
• Employees teleworking
• eBenefits & IRIS(write out) inquiries best way to communicate
• Stimulus checks not affecting pension
• Extension of deadlines

Upcoming VBA Outreach Events and info

• Under Secretary Paul Lawrence Live Tele-Townhall

USB Lawrence
Tele-Townhall

Join Under Secretary for Benefits, Dr. Paul R. Lawrence, when he hosts a Tele-Townhall for Veterans. The call will be focused on COVID-19 response and VBA program updates.

Join Us: Under Secretary Paul Lawrence Live Tele-Townhalls

Please join us during our tele-townhalls (schedule below), all are welcome to join. We will be presenting information on VBA’s COVID-19 response, Solid Start, Blue Water Navy and Veterans Benefits Banking Program (VBBP).

Call-In: 844-227-7557

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Link / RSVP</th>
</tr>
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<tbody>
<tr>
<td>5/27</td>
<td>4:00 p.m. ET</td>
<td>North Carolina</td>
<td>Events Calendar</td>
</tr>
</tbody>
</table>
Dr. Michelle Laws
Assistant Director for Consumer Policy and Community Stakeholder Engagement
Division of MH/DD/SAS
NC Department of Health and Human Services
Michelle.Laws@dhhs.nc.gov
MOVING FORWARD TO GET AHEAD OF THE CURVE

Focusing on three priorities:

Testing

Tracing

Trending
Providing real-time support to consumers and families is a top priority.

The **Hope4NC Helpline (1-855-587-3463)** connects North Carolinians to additional mental health and resilience supports that help them cope and build resilience during times of crisis. As part of the state’s recent hurricane recovery efforts it served over 4,400 people in the most impacted counties, and now it is being made available to everyone in North Carolina’s 100 counties during the COVID-19 crisis. This initiative is in partnership with all seven of the state’s [LME/MCOs](#) and REAL Crisis Intervention Inc. in Greenville. Hope4NC is now available 24 hours per day, seven days a week to speak to a live person.

The **Hope4Healers Helpline (919-226-2002)** is a new initiative in partnership with the North Carolina Psychological Foundation. It provides mental health and resilience supports for health care professionals, emergency medical specialists, first responders, other staff who work in health care settings and their families throughout the state who are experiencing stress from being on the front lines of the state’s COVID-19 response. Hope4Healers is also available 24 hours per day, seven days a week.
NC DEPARTMENT OF HEALTH AND HUMAN SERVICES
Division of Mental Health, Developmental Disabilities and Substance Abuse Services

COVID-19 Information from Across State Government

For assistance during COVID-19
Text COVIDNC to 898211
or
Dial 2-1-1 or 888-892-1162

Unemployment Information
Case Count Dashboard
Health Care Workers Needed
Help for Small Businesses
Child Care Help
N.C. Health & Human Services
Español: Recursos e Información
News Releases
Executive Orders

Find Help
Call 2-1-1 or 888-892-1162
Text COVIDNC to 898211
Find out about food access, shelter, child care and more.

Get Updates
Sign up for COVID-19 Updates
News Releases | Executive Orders
All Updates

Media Briefings
Watch Live Here
Past briefings in English & Spanish
Our objectives in this emergency are clear:

- To support the continuation of quality, medically necessary services and supports for consumers during this period of great change and uncertainty, recognizing the need for providers and consumers to rapidly adapt to new methods of treatment.

- To stabilize, sustain, and adapt provider networks to deliver services and supports tailored to the needs of North Carolinians in the face of the present challenge, while also readying providers for the potential lasting impact of this pandemic.

- To reduce, to the greatest extent possible, the need for any hospitalization, including facilitating discharge where appropriate and preventing avoidable readmissions from state psychiatric hospitals.

- Prepare to transition from self quarantine and

  Provide Flexible Funding for the COVID-19 Response
  Maximize Flexibility to Stabilize Providers and Respond to the Changing Needs of Consumers
Mark Edmonds
Chief Operating Officer - Workforce Solutions
North Carolina Department of Commerce
The North Carolina Department of Commerce, Division for Workforce Solutions is promoting virtual employment services to residents and employers statewide through our NCWorks Career Centers.
North Carolina’s 81 Career Centers are able to help individuals experiencing job loss due to coronavirus or those looking for education and training resources.

Businesses can connect with work-ready talent to meet their temporary or long-term needs.

An in-person visit to a career center is not needed.
“This is the new reality; social distancing is the order of the day, but we know that there are so many individuals and employers affected by recent layoffs that need assistance now. NCWorks Career Centers have mobilized resources to provide virtual services to job seekers and businesses,”

Jeff Frederick, President of the NCAWDB.
With the NCWorks Career Center facilities being closed to the public, virtual services via telephone or internet are available to assist customers with their workforce development needs.
NC Department of Commerce
Division of Workforce Solutions

Through virtual services individuals can:

• Connect with a team member

• Get help with resume preparation or online job application assistance

• Find out about local hiring opportunities

• Get help using NCWorks.gov to search for jobs.
Through virtual services employers can:

- Connect with a Business Services Representative
- Access resources to support hiring and training staff
- Advertise employment opportunities on NCWorks.gov
- Locate labor market information and data tools
For a listing of local NCWorks Career Centers, visit: https://www.ncworks.gov
Jeff Smith
Military and Veterans Program Liaison
Division of MH/DD/SAS
North Carolina Department of Health and Human Services
COVID-19 Information from Across State Government

For assistance during COVID-19

Text COVIDNC to 898211
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News Releases
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Text COVIDNC to 898211

Find out about food access, shelter, child care
and more.

Get Updates
Sign up for COVID-19 Updates
News Releases | Executive Orders
All Updates

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Watch Live Here
Past briefings in English & Spanish
NC DEPARTMENT OF HEALTH AND HUMAN SERVICES
Division of Mental Health, Developmental Disabilities and Substance Abuse Services

COVID-19
Telehealth Information

What is Telehealth?
Telehealth is the use of technology for health care appointments and services. It allows you to “see” your doctor without having to go to the doctor’s office. You can use telehealth to receive many services such as physical therapy, counseling or diabetes care. It is a Medicaid covered benefit.

Telehealth is an important way to stay healthy:
- Telehealth is a great way to take care of your health without having to leave your home.
- Using telehealth instead of traveling to your doctor’s office can help protect you and others from COVID-19.
- Some doctor’s offices may not be open for in-person visits, but your doctor may meet with you using telehealth.

Ways to use virtual and telehealth:
- Mobile apps, such as MD Live, FaceTime, WhatsApp, video chat, and Skype.
- Video conferencing patterns such as Zoom or WebEx.
- Instant chat, messaging and phone calls without video as a “virtual visit.”

How do I ask for a telehealth appointment?
1. Call your doctor and ask if you can use telehealth for your appointment.
2. Your doctor will tell you the best way to use telehealth for your appointment.

What kind of appointments can I have using telehealth?
- Conversations with your doctor about your chronic health care, drug use, and treatment of new-therapeutic and other medical care.
- Physical, Speech, and Occupational Therapy.
- Mental health and some developmental disability services.

What if I might have COVID-19?
- Stay at home, and call your doctor or call the COVID-19 Hotline at 1-877-4NC-COVID for advice.
- Keep yourself away from your family if you have COVID-19 symptoms (fever, cough, shortness of breath).
- Call 911 if you are experiencing breathing problems or if you have severe symptoms such as difficulty breathing, chest pain or pressure, cold lips or mouth.

Do I have to use telehealth to see a doctor?
It is an emergency, you should go to the emergency department. With some doctors are still seeing patients in person, you need your who is on COVID-19 by using telehealth for non-emergency care. Always ask your doctor before going to their office if you are sick.

What if I don’t have a smartphone or internet access?
Call your doctor and discuss options for your appointment. If you do not have access to a computer, phone, or data, your doctor may do a “drive-up” care where the staff will let you use a device from the comfort and safety of your car.

How much data will this use?
Some face-to-face video chats can use a lot of data. Using WebEx can reduce the amount of data you need. If you have a limited amount of data, talk to your provider about your options. There may be options that don’t use as much data, such as phone calls or message without video. If you are concerned about using data, you can also contact your phone carrier if you have questions on your data limits.

Case of North Carolina Department of Health and Human Services Division of Health and Human Services, NC Medicaid www.medicaidinfo.org.gov • NC Medicaid is an equal opportunity employer and provider. April 2022
NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES
Division of Mental Health, Developmental Disabilities and Substance Abuse Services

(910) 615-3737
military.capefearvalley.com
or
via CVN Telehealth,
face-to-face video therapy,
available Statewide in NC!
NC DEPARTMENT OF HEALTH AND HUMAN SERVICES
Division of Mental Health, Developmental Disabilities and Substance Abuse Services

VA/SAMHSA Governor's Challenge to Prevent Suicide Among Service Members, Veterans, and their Families Policy Academy Agenda

February 25–27, 2020

Wardman Park Marriott
2660 Woodley Road NW
Washington, DC, 20008

VISIT challenge.ncgwg.org to learn more

The North Carolina Governor's Challenge
To Prevent Suicide Among Military Members, Veterans and their Families (2020)

NC Governor Challenge Team

The Governor's Challenge is at the heart of our mission to prevent suicide among service members, veterans, and their families. This challenge is part of a national effort to reduce suicide rates among veterans and service members.

What Are We Doing in NC
North Carolina's suicide prevention efforts include the Governor's Challenge, the N.C. Suicide Prevention Roadmap, and the N.C. Suicide Prevention Task Force. These initiatives work together to reduce suicide rates across the state.

What We Know About Suicide
In the U.S.

According to the latest research:

- There were 48,000 suicide attempts and more than 40,000 deaths in 2018.
- Suicide is the highest rate and is still rising.
- A lack of education and training in schools and communities contributes to the issue.

With the Governor's Challenge, we are taking action to reduce suicide rates.

Self-Initiated Suicide:
1. What is suicide?
2. How common is suicide?
3. What are the risk factors for suicide?
4. How can we prevent suicide?

The Governor's Challenge focuses on reducing suicide rates among service members, veterans, and their families.
NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES
Division of Mental Health, Developmental Disabilities and Substance Abuse Services

Going Virtual!

Thursday, May 7, 2020 1:00pm   https://strive.ncgwg.org

NC STRIVE

STUDENT TRANSITION RESOURCE INITIATIVE FOR VETERAN’S EDUCATION
Ask the Question!

“Have You or a Loved One ever served in the Armed Services?”
https://families.ncgwg.org/
For more information about DMH/DD/SAS services and initiatives for Veterans, Servicemembers and their Families contact:

**Jeff Smith**, Military and Veterans Program Liaison at jeff.smith@dhhs.nc.gov
2020 Governor’s Challenge

Crystal Miller
2020 Governor’s Challenge: To Prevent Suicide Among Servicemembers, Veterans, And Their Families
Update 23 April 2020

“IT’S ONLY AFTER YOU’VE STEPPED OUTSIDE YOUR COMFORT ZONE THAT YOU BEGIN TO CHANGE, GROW, AND TRANSFORM.”

— ROY T. BENNETT
Who and What?

The US Department of Veterans Affairs (VA), Veterans Health Administration (VHA) and the Substance Abuse and Mental Health Services Administration (SAMHSA)

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.
Nc Governor’s Challenge To Prevent Suicide Among Service Member’s Veterans and Their Families (SMVF)

Pre-Academy Site Visit

Initial Planning

The Pre-Academy Site Visit took place on 29-30 January 2020 at Goodwill Industries of NW NC in Winston-Salem, hosted by Sandy Jolley, Veterans Services Program Coordinator for Goodwill.

Approximately 30 participants representing a wide variety of community services in NC attended.
Completed an environmental scan as well as strengths, weaknesses, opportunities, and threats (SWOT) analysis;

Introduced teams to three priority areas supported by the U.S. Department of Veteran Affairs’ National Strategy for Preventing Veteran Suicide (VA’s National Strategy); and

Established priorities, strategies, and preliminary logic models ahead of the February Policy Academy.
OBJECTIVES

- Form an interagency military and civilian team of state leaders, policymakers, and healthcare providers 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.

PRIORITIZED AREAS

Using the VA’s National Strategy and the overarching three priority areas as context, the group through an assessed SWOT analysis as it relates to preventing suicide among SMVF will build action plans in the following priority areas:

- Identify SMVF and screen for suicide risk
- Promote connectedness and improve care transitions
- Lethal means safety and safety planning
Have You Or Someone You Love Served In The Armed Services?

Have you or someone you love served in the Active, Reserve, or Guard Services?

Did you experience trauma during your Military Service? (e.g., PTSD, TBI, MST, Moral Injury, Survivor’s Guilt)

Are you experiencing health issues connected to your Military Service? (i.e., physical, mental, or behavioral)

Are these issues affecting other aspects of your life? (Employment, Family, and Spiritual Life)

Most Community Providers are NOT prepared to identify or treat Military/Veteran-related Injuries, Illnesses, and disabilities.

- Post-Traumatic Stress Disorder (PTSD)
- Military Sexual Trauma (MST)
- Blast Concussions/Traumatic Brain Injury (TBI) Radiation Exposure
- Agent Orange Exposure
- Camp Lejeune Water Contamination
- Hepatitis C
- Exposure to Open Burn Pits
- Gulf War Syndrome
- Depleted Uranium Exposure
- Infectious Diseases brought home
- Possible negative effects on their fertility or on their children

There are over 4,000 Veterans Non-Profits in North Carolina aiding Veterans and Families. Please contact one of them for more assistance:

NCServes.org

Veterans Crisis Line:
1-800-273-TALK (8255)* Press 1 for Veterans.

VA help lines:
1-844-MYVA311 (1-844-698-2311)
Why providers should “ask the question”

The ATQ Campaign is an initiative designed to encourage individual providers across North Carolina to ask clients if they or a family member ever served in the military, and to provide information and assistance to them on what to do if the answer is “Yes”.

WHY IS IT IMPORTANT TO “ASK THE QUESTION”?  
• Not all the 700,000+ veterans living in NC are eligible for VA healthcare or want to seek care there. Adding the question to intake procedures can open the conversation about their military experience and how it affects their current concerns and needs.  
• Also, our first priority for the Governor’s Challenge is to identify service members, veterans and their families.

Asking the question can help your agency to:  
• Identify any physical medical and/or behavioral health needs related to their or family member’s service experience that should be addressed in treatment or service planning;  
• Determine resources and support needs for the military member and/or their family (spouse, child, or other relations);  
• Identify and address perceived barriers to accessing resources;  
• Facilitate linkages and referrals to needed resources, both military and non-military.
<table>
<thead>
<tr>
<th>Ask questions that are in bold and underlined.</th>
<th>Past month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ask questions 1 and 2</td>
<td>YES</td>
</tr>
<tr>
<td>Wish to be dead:</td>
<td>YES</td>
</tr>
<tr>
<td>Subject endorses thoughts about a wish to be dead or not alive anymore or wish to fall asleep and not wake up.</td>
<td>YES</td>
</tr>
<tr>
<td><strong>Have you wished you were dead or wished you could go to sleep and not wake up?</strong></td>
<td>YES</td>
</tr>
<tr>
<td>Non-specific active suicidal thoughts:</td>
<td>YES</td>
</tr>
<tr>
<td>General non-specific thoughts of wanting to end one’s life/die by suicide (e.g., “I’ve thought about killing myself”) without thoughts of ways to kill oneself/associated methods, intent, or plan during the assessment period</td>
<td>YES</td>
</tr>
<tr>
<td><strong>Have you had any actual thoughts of killing yourself?</strong></td>
<td>YES</td>
</tr>
<tr>
<td>If YES to 2, ask questions 3, 4, 5, and 6. If NO to 2, go directly to question 6</td>
<td>YES</td>
</tr>
<tr>
<td>Active suicidal ideation with any methods (Not Plan) without intent to act:</td>
<td>YES</td>
</tr>
<tr>
<td>Subject endorses thoughts of suicide and has thought of at least one method during the assessment period. This is different than a specific plan with time, place or method details worked out (e.g., thought of method to kill self but not a specific plan). Includes person who would say, “I thought about taking an overdose but I never made a specific plan as to when, where or how I would actually do it... and I would never go through with it.”</td>
<td>YES</td>
</tr>
<tr>
<td><strong>Have you been thinking about how you might do this?</strong></td>
<td>YES</td>
</tr>
<tr>
<td>Active suicidal ideation with some intent to act, without specific plan:</td>
<td>YES</td>
</tr>
<tr>
<td>Active suicidal thoughts of killing oneself and subject reports having some intent to act on such thoughts, as opposed to “I have the thoughts but I definitely will not do anything about them.”</td>
<td>YES</td>
</tr>
<tr>
<td><strong>Have you had these thoughts and had some intention of acting on them?</strong></td>
<td>YES</td>
</tr>
<tr>
<td>Active suicidal ideation with specific plan and intent:</td>
<td>YES</td>
</tr>
<tr>
<td>Thoughts of killing oneself with details of plan fully or partially worked out and subject has some intent to carry it out. Have you started to work out or worked out the details of how to kill yourself? Do you intend to carry out this plan?</td>
<td>YES</td>
</tr>
<tr>
<td><strong>Past 3 months</strong></td>
<td>YES</td>
</tr>
<tr>
<td><strong>Suicidal behavior:</strong></td>
<td>YES</td>
</tr>
<tr>
<td>Have you ever done anything, started to do anything, or prepared to do anything to end your life? Examples: Collected pills, obtained a gun, gave away valuables, wrote a will or suicide note, took out pills but didn’t swallow any, held a gun but changed your mind or it was grabbed from your hand, went to the roof but didn’t jump; or actually took pills, tried to shoot yourself, cut yourself, tried to hang yourself, etc.</td>
<td>YES</td>
</tr>
<tr>
<td><strong>Mild suicide risk</strong></td>
<td>YES</td>
</tr>
<tr>
<td><strong>Moderate suicide risk</strong></td>
<td>YES</td>
</tr>
<tr>
<td><strong>Severe suicide risk</strong></td>
<td>YES</td>
</tr>
</tbody>
</table>

### Patient Safety Plan Template

**Step 1:** Warning signs (thoughts, images, mood, situation, behavior) that a crisis may be developing:
1. 
2. 
3. 

**Step 2:** Internal coping strategies - Things I can do to take my mind off my problems without contacting another person (relaxation technique, physical activity):
1. 
2. 
3. 

**Step 3:** People and social settings that provide distraction:
1. Name: ___________________ Phone: ___________________
2. Name: ___________________ Phone: ___________________
3. Place: ___________________ 4. Place: ___________________

**Step 4:** People whom I can ask for help:
1. Name: ___________________ Phone: ___________________
2. Name: ___________________ Phone: ___________________
3. Name: ___________________ Phone: ___________________

**Step 5:** Professionals or agencies I can contact during a crisis:
1. Clinician Name: ___________________ Phone: ___________________
   Clinician Pager or Emergency Contact #: ___________________
2. Clinician Name: ___________________ Phone: ___________________
   Clinician Pager or Emergency Contact #: ___________________
3. Local Urgent Care Services:
   Urgent Care Services Address: ___________________
   Urgent Care Services Phone: ___________________
4. Suicide Prevention Lifeline Phone: 1-800-273-TALK (8255)

**Step 6:** Making the environment safe:
1. 
2. 

---

The one thing that is most important to me and worth living for is:
ACTION PLANNING

The team has spent time focusing its efforts on logic models and preliminary action planning. Some of the strategies under each priority included the following:

- Engage Veterans Service Organizations to encourage their members to identify themselves as veterans to their primary care physicians.

- Create real community care network for rural Veterans by solidifying community partnerships to bridge gaps.

- Utilize and engage faith-based resources, service organizations, community partners to assist in lethal means safety education.
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
- Policy Academy in Washington D.C.
  February 25-27, 2020
- Web Based Session with: RAND
  21 April 2020
- Follow-up Virtual Site Visit
  12-13 May 2020

Community Engagement

Phase 3
- Mayor’s Challenge Community Site Visit
Action plans will be developed during our virtual Post-Academy site visit 12-13 May 2020. Efforts in determining evaluation and outcome measures continue.
THANK YOU

CRYSTAL.MILLER@MILVETS.NC.GOV

HTTP://NC.GWG.ORG
NCserves Updates
NCSERVES STATEWIDE SNAPSHOT

LAUNCHED 1ST NETWORK 2015 | SERVING 83 COUNTIES | TOP NEED: HOUSING & SHELTER

4 NCServes Networks

13,092 Unique Clients All-Time

32,549 Service Requests All-Time

361* Participating Organizations

81% Resolved Outcomes

Typical Time to Match:
Average Time To Match - 14 Days
Median Time to Match - 3 Days

Typical Service Duration:
Median Duration - 10 Days

Client Military Affiliation

- 83% Service Members/Veterans
- 10% Spouse/Caregiver
- 7% Undisclosed
- 10% Other

This number represents the sum of the number of active providers in each NCServes network. Some providers may serve in multiple networks.

Data Window: April 1st, 2019 through March 31st, 2020, unless otherwise stated.
WHAT DO OUR CLIENTS NEED?

SPOTLIGHT ON EDUCATION SERVICES IN NCSERVES

Number and Percentage of Service Requests Made for Education

<table>
<thead>
<tr>
<th>Year</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
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<tr>
<td>Total Requests</td>
<td>43</td>
<td>124</td>
<td>128</td>
<td>187</td>
<td>196</td>
</tr>
<tr>
<td>Percentage</td>
<td>5%</td>
<td>4%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
</tr>
</tbody>
</table>

Percentage of Service Requests Made for Education Services: 1.5%

Percentage of Clients Requesting Education Services: 2%

Clients expressing a need for education services often have multiple needs. Common service requests co-occurring with education are:

Employment | Housing & Shelter | Benefits Navigation | Social Enrichment | Money Management

Data Window: April 1st, 2019 through March 31st, 2020, unless otherwise stated
NCSERVES COVID-19 RESPONSE

- All four NCServes Networks remain open and active
- Network Provider Status
- Trends in Service Types, last 30 days.
  - Rise in Food Assistance and Income Support requests

<table>
<thead>
<tr>
<th>Western</th>
<th>Metrolina</th>
<th>Central</th>
<th>Coastal</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>4. Food- 18</td>
<td></td>
</tr>
</tbody>
</table>

*** NCServes IS NOT a medical crisis service, nor do we provide medical advice. If you believe that you have been exposed to the COVID-19 virus or exhibit symptoms, please contact your healthcare provider for guidance.***
UNC System

Siobhan Norris
We Are UNC

- The UNC System is one of the strongest and most successful systems of public higher education in the nation
- Multi-campus university dedicated to serving the state of North Carolina and its people through world-class teaching, research, scholarship, and outreach
- More than 240,000 students are enrolled in the UNC System’s 16 university campuses across the state
- 16,000 Military Affiliated Students; 8 “2020 Best for Vets” campuses
Mission & Goals

- Support Military Student Success
- Engage with Defense Industry
- Support Missions of NC Military Commands
- Grow NC Economy
Priorities for Success

- Enroll
- Educate
- Graduate
- Employ
Board Priorities

- Increase Enrollment
- Increase Retention, Graduation, & Employment Success
- Strategic Partnerships
- Military Credit Database
- Flexible Programs
- Military Supportive Policies
UNC System of Support

- BOG Special Committee on Military & Veterans Affairs
- UNC Military Affairs Working Group
- Academic Credit for Military Experience
- Strategic Partnerships
- Faculty & Staff Professional Development Training
Top 10 Degree Programs for Military-Affiliated Students

2. Health Professions and Related Programs: 1,091
3. Education: 757
4. Liberal Arts and Sciences, General Studies and Humanities: 581
5. Social Sciences: 574
6. Biological and Biomedical Sciences: 552
7. Engineering: 492
8. Visual and Performing Arts: 478
9. Computer and Information Sciences and Support Services: 399
System Response to COVID-19

- Supported signing of S. 3503 Protection of VA Education Benefits
- NC State/Fort Bragg Filtration Fabric
- Online classes & Extended Outreach
  - phone calls, emails, webinars, etc.
- Moving to HIPAA Compliant Telehealth
  - Zoom for Healthcare, WebEx
- Monitoring
- Shared Services
  - NCSU, ECU, and UNC-CH Student Health Centers open to all UNC System students
- Student Blue Access
- UNC System Student Health Emergency Mini Grant
THANK YOU
QUESTIONS?

Siobhan R. Norris
Program Manager, Military & Veteran Education
Email: srnorris@northcarolina.edu
NCICU

President Hope Williams, Ph.D.
NCICU Campuses

- NCICU campuses provide critical services to veterans to ease the transition to college
- A number of campuses in close proximity to military bases provide enhanced services for veterans
- Dedicated staff members help veterans navigate VA benefit options
Academics – Flexible Scheduling and Accelerated Programs – some examples

• University of Mount Olive has flexible policies for transfer work and military training, and it provides readmission to previous curriculum for service members who are called to active service.

• Methodist University’s MU at Night program is located at the Bragg Training and Education Center and offers 8-week programs.

• Campbell University’s extended campuses provide support on several NC military bases.

• NC Wesleyan College has campus locations near military bases and provides flexible scheduling.
Financial Resources for Veterans

- Most campuses offer reduced tuition for adult/military students
- Veterans and active duty military personnel are eligible to receive the NCNBS if they qualify for this need-based aid.
- The North Carolina Scholarship for Children of Wartime Veterans provides $2.4m statewide.
- Campuses provide staff to help veterans navigate VA benefits
All NCICU campuses are involved in our partnership with NC STRIVE. The program addresses the needs of veterans enrolled in higher education.

- Johnson C. Smith University hosted a 2017 regional conference, and
- Methodist and NC Wesleyan College were to host two of the regional conferences this year, which will now be held virtually
Green Zone Training

Campuses have conducted Green Zone Training and similar programs for all faculty and staff to educate the campus about students who are veterans.
Additional Benefits for Veterans

• Queens University of Charlotte provides opportunities for some student veterans to attend the National Student Veterans Conference every year

• Meredith College organizes goodwill missions and veteran oriented events

• Johnson C. Smith University established a veterans’ support hub which is the epicenter of the University’s recently established chapter of the Student Veterans of America Association
Additional Benefits for Veterans

- NC Wesleyan College has an Associate Dean of Veteran Services and an office for Veteran Services on the main campus. A wall of resources greets students as they walk in the office.

- NCWC Veterans Advisory Committee members conduct Veteran Wellness Checks on a monthly basis for military-connected students.
NCICU campuses are committed to serving and honoring student veterans’ unique needs through small classes and individual attention, including on-line programs, at locations on campuses across the state and on bases.
Community College System

JW Kelley
NC STRIVE

Susan Watkins
NC STRIVE
(STUDENT TRANSITION RESOURCE INITIATIVE FOR VETERAN’S EDUCATION)
GOAL: TO SHARE BEST PRACTICES TO BETTER SERVE OUR NATION’S VETERANS, SERVICE MEMBERS, AND THEIR FAMILY MEMBERS IN SEEKING HIGHER EDUCATION

HTTPS://STRIVE.NCGWG.ORG/
Spreading the Work and Knowledge

Steering Committee covering the State of NC

4 Regions with their own Planning Committee

Community Colleges, Public and Private Universities, and other stakeholders

Behavioral Health Topics in All Regions

KEY PARTNERSHIPS
SUPPORTING THE SUCCESSFUL TRANSITION OF MILITARY VETERANS

- Bringing People Together
- Sharing a Vision for this Project
- Supporting Regional Leadership to Define the Content
- Sharing Best Practices
GOVERNOR'S WORKING GROUP ON VETERANS, SERVICE MEMBERS, AND THEIR FAMILIES

Mission: In 2006, an intra-governmental Working Group was established, focusing on health and wellness, job creation, workforce enrichment, legal and financial services, and benefits for Veterans. Over the years, this coalition has evolved into a referral and collaboration network that gets Veterans and their families the services and supports that they need and reduces red tape. Governor Cooper is supportive of the initiatives undertaken by the Working Group.

Vision: The North Carolina Governor’s Working Group [NCGWG] is charged with facilitating collaboration and coordination among ALL Federal, state and local agency partners that touch a Veteran’s life in the state of North Carolina. In short, the “Working Group” is making government work for our Veterans, Service Members, and their families.
The Department of Health and Human Services manages the delivery of health- and human-related services for all North Carolinians, especially our most vulnerable citizens – children, elderly, disabled, and low-income families. The Department works closely with health care professionals, community leaders, and advocacy groups; local, state, and federal entities; and many other stakeholders to make this happen.
VHA PARTNERSHIP: HEALTH CARE FOR VETERANS

- At EVERY VA there is Staffing, Transition Care Management (TCM) is present to expand awareness of eligibilities, support access to care, and provide excellent customer service.
- CARE VETERANS HAVE EARNED
- Co-Chair and supporting NC STRIVE since its inception in 2014.
NC STRIVE
STUDENT TRANSITION RESOURCE INITIATIVE FOR VETERAN’S EDUCATION

Blue Ridge Community College
102 attendees

North Carolina State University
305 attendees

Central Piedmont Community College
61 attendees

Craven Community College
62 attendees
GOVERNOR’S WORKING GROUP
ON VETERANS, SERVICE MEMBERS, AND THEIR FAMILIES

The Governor’s Working Group invites you to join us.
The next Governor’s Working Group meeting will be held on Thursday, April 27, from 2:00 to 4:00 p.m. in the Situation Room of Emergency Management at Joint Forces Headquarters in Raleigh.

TOPIC: STUDENT VETERANS IN HIGHER EDUCATION

SPEAKERS:
- Bruce Casper, MD, NC STRIVE (Student Transition Resource Initiative for Veteran’s Education)
- Tony Horsch, Permanent Program Officer, NC Housing Finance Agency
- Douglas Togard, Troops to Teachers, NC Department of Public Instruction
- Ann Marie Scott, Interim and North Carolina System
- Matt Brown, All-American Veterans Center, Fayetteville Technical Community College and FAFSA, Director, TCC-ECAP programs (Interagency Conference on Rural Education Agency)
- Wilson Lee, Veteran’s Employment Program, Central Carolina Community College

PowerPoint presentations for this meeting will be posted by the time of the meeting. You can download them going here: http://bit.ly/2v6I3hvy

Please join the reading by calling 919-212-5782.

<table>
<thead>
<tr>
<th>Year</th>
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</thead>
<tbody>
<tr>
<td>2015</td>
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<tr>
<td>2016</td>
<td>216</td>
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<td>2017</td>
<td>317</td>
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<tr>
<td>2018</td>
<td>393</td>
</tr>
<tr>
<td>2019</td>
<td>531</td>
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</tbody>
</table>
Jeff Smith, Director of Military and Veterans Affairs, UNC-TV, moderated a panel of four currently enrolled student Veterans (https://video.unctv.org/video/nc-strive-2019-i61loc/). The students discussed transitional services offered by their institution, tips, financial support, and effects of attending school on spouses and children. The panel was followed by an interview of Mr. Lyon who discussed the benefits of the GI Bill, including a research study of educational outcomes of post 9/11 student Veterans.
REACHING ADDITIONAL PEOPLE WITH TECHNOLOGY

- NC STRIVE introduced live streaming of specific sessions at the Central East Conference.
- With its partners—North Carolina State University, NC Governor’s Working Group, NCServes, and Student Veterans of America—NC STRIVE reached far more viewers than just those who attended the conference.
- 1,760 tuned in to hear the plenary speaker, Jared Lyon, CEO, Student Veterans of America, who presented on the Student Veteran Experience: Impact and Value and the student Veteran panel, Beyond the Transition: A Round Table Discussion with Today’s Student Veterans. The addition of 1,760 viewers brought the total number of conference participants to 2,290.
Top services provided by institutions of higher education:
  • 214 Veterans services and supports
  • 204 Admission process
  • 171 GI Bill benefits explanation

What is lacking at schools:
  • 115 Veterans peer mentors/coaches
  • 103 Veteran-specific events

What faculty and staff need to know about student Veterans:
  • 204 Transitional support issues
  • 178 Treatment of mental health issues (e.g., depression, anxiety, post-traumatic stress disorder)
  • 156 Local, state, and federal resources and services for Veterans
Three regional conferences for 2020 have been canceled

Concerns for Health and Well Being impacts 2020 scheduled conferences
WHY THIS IS IMPORTANT TO OUR SCHOOLS

- Schools focusing on Veteran Centric Educational Programs are expanding across the state
- These Veterans have earned educational dollars and are using it locally
- Helping Veterans succeed at your schools improves the institution’s reputation
- Well educated Veterans with families are likely to stay in NC.
- Keeping these opportunities here in the state benefits us all
WHAT DOES YOUR LEADERSHIP NEED TO KNOW

VETERANS NEED YOUR FOCUS
What is lacking at schools:
- Veterans peer mentors/coaches
- Veteran-specific events/resources

HOW YOU CAN HELP
What faculty and staff need to know about student Veterans:
- Veterans want Transitional support
- Veterans do have issues with Transitions
- Veterans may need accommodations for MH and other concerns
DESIRED: LEADERSHIP PARTICIPATION

• Today’s leaders must have the skills not only to motivate change, but also to eloquently articulate it for diverse audiences. This requires that leaders have an authentic and consistent relationship with stakeholders. The dialogue must be ongoing, collaborative, and participatory. This may be old news in a sense, but the context is new. The academy values tradition, but our world values change. How a leader manages the juxtaposition of tradition against the backdrop of change is critical.

• We need the leadership of the school, the faculty, and deans to support the VISION of a Veteran Centric Campus
ALL ARE WELCOME!

We encourage all Higher Education employees to attend one of the NC STRIVE events.

It is vital that schools with large numbers of student Veterans be represented and prepared to support our Veterans.

In 2019, the latest year that data are available for the number of student Veterans and military-connected dependents on the GI Bill in North Carolina, 13,297 were in community colleges, 11,437 were in the University of North Carolina System, and 4,558 were in NCICU (NC Independent Colleges and Universities)-affiliated schools.
SAVE THE DATE: TENTATIVELY MAY 7!

- We have been working hard to bring a VIRTUAL STRIVE to life and we are almost ready to announce this event.
  - School Leadership Sharing Support to open the event
  - Secretary Larry Hall will Welcome
  - Emotional Well Being and Supports offered to support this time of stress and isolation
  - Offering GI Bill Information/NC SERVES Resources/Employment opportunities/Housing/Financial Supports
  - We have secured Kevin Rumley- a UNC Asheville Graduate and Combat Marine to talk to Veteran students
Be the change you want to see in the world.

THANK YOU
Skills Bridge Program

Ariel Aponte
What is DoD Skillbridge?

DOD Skillbridge allows transitioning Service members to gain valuable civilian jobs training from employers, including apprenticeships and internships, beginning up to six months before they leave the military.
Skillbridge programs are developed by major corporations and labor unions, as well as other nonprofit training providers. Almost all of the Service members who participated received jobs in the private sector through their participation.

Represents a true win/win for businesses and for those transitioning.
How Do I Qualify?

Must have completed at least 180 continuous days on active duty in the Armed Forces

Must be expecting discharge or release from active duty with a Honorable or General discharge (under Honorable conditions) within 180 days of the date of commencement of participation

Passed most recent PRT

Completed TGPS requirements
Attended a DOD approved ethics training presentation within the last 12 months of start date of program

Have not completed, currently participation in or had participation terminated from an employment program

Be recommended for advancement or promotion and retention
offer the service member a high probability of employment.

be provided to the service member at little or no cost.

provide skills that are required to successfully perform occupations in the civilian workforce.

not create a conflict of interest for the Service member
Participating Service members are not eligible to receive from the training provider wages, training stipends, or any other form of financial compensation for the time that the Service members spend participating in the training.
NAVADMIN 222/15
DoD Directive 1322.29- Job Training, Employment Skills Training, Apprenticeships and Internships (JTEST-AI) for Eligible Service members
# Points of Contacts...

## North Carolina Military Transition Resources

<table>
<thead>
<tr>
<th>Assistance Program</th>
<th>Contact Information</th>
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</thead>
<tbody>
<tr>
<td>National Guard Transition Assistance Program:</td>
<td></td>
</tr>
<tr>
<td>Andrew L. Jackson</td>
<td>W: 919-664-6573</td>
</tr>
<tr>
<td>NC Transition Assistance Advisor (TAA)</td>
<td>F: 919-664-6358</td>
</tr>
<tr>
<td>Skyline Util. Inc., Contractor</td>
<td></td>
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<tr>
<td>W: 919-664-6573</td>
<td></td>
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<tr>
<td>W: 800-621-4136 ex 4657</td>
<td></td>
</tr>
<tr>
<td>F: 919-664-6358</td>
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<tr>
<td><a href="mailto:Andrew.jackson@ncng.mil">Andrew.jackson@ncng.mil</a></td>
<td></td>
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<tr>
<td>Marines Transition Assistance Program:</td>
<td></td>
</tr>
<tr>
<td>Bill Oldenburg</td>
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<tr>
<td>Personal &amp; Professional Development</td>
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<tr>
<td>Transition Readiness</td>
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<tr>
<td>Branch Manager</td>
<td></td>
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<tr>
<td>MCoS Lejeune - New River</td>
<td></td>
</tr>
<tr>
<td>824 Stone Street,</td>
<td></td>
</tr>
<tr>
<td>Camp Lejeune NC 28547</td>
<td></td>
</tr>
<tr>
<td>Tel 910-451-4269</td>
<td></td>
</tr>
<tr>
<td>Cell 910-376-4688</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:William.oldenburg@usmc-mccs.org">William.oldenburg@usmc-mccs.org</a></td>
<td></td>
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<tr>
<td>USO Pathfinder Program:</td>
<td></td>
</tr>
<tr>
<td>Kelli Willoughby</td>
<td></td>
</tr>
<tr>
<td>Warrior and Family Programs Director</td>
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<tr>
<td>USO of North Carolina</td>
<td></td>
</tr>
<tr>
<td>O 919-840-3000</td>
<td></td>
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<tr>
<td>M 407-430-8686</td>
<td></td>
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<tr>
<td>F 919-840-3003</td>
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<tr>
<td><a href="mailto:kwilloughby@usoc-nc.org">kwilloughby@usoc-nc.org</a></td>
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<tr>
<td><a href="http://www.uso-nc.org/programs.uso-pathfinder">www.uso-nc.org/programs.uso-pathfinder</a></td>
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<tr>
<td><a href="http://www.uso-nc.org">www.uso-nc.org</a></td>
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<tr>
<td>Seymour Johnson AFB Transition Assistance Program:</td>
<td></td>
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<tr>
<td>Donald Houston</td>
<td></td>
</tr>
<tr>
<td>and Elizabeth Smothers</td>
<td></td>
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<tr>
<td>Employment program coordinator</td>
<td></td>
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<tr>
<td>Seymour Johnson AFB</td>
<td></td>
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<tr>
<td>O 919-722-1123</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:Donald.houston.3@us.army.mil">Donald.houston.3@us.army.mil</a></td>
<td></td>
</tr>
<tr>
<td><a href="mailto:elizabeth.smathers@us.army.mil">elizabeth.smathers@us.army.mil</a></td>
<td></td>
</tr>
<tr>
<td>Fort Bragg Transition Assistance Program:</td>
<td></td>
</tr>
<tr>
<td>HYPERLINK</td>
<td></td>
</tr>
<tr>
<td>William B. McMillan</td>
<td></td>
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<tr>
<td>Transition Services Manager at Fort Bragg</td>
<td></td>
</tr>
<tr>
<td>910 643-6302 or 910-396-2248</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:William.b.mcmillan@email.mil">William.b.mcmillan@email.mil</a></td>
<td></td>
</tr>
<tr>
<td>United States Coast Guard Transition/Relocation Program:</td>
<td></td>
</tr>
<tr>
<td>Jeannett Torrens</td>
<td></td>
</tr>
<tr>
<td>Transition/Relocation Specialist</td>
<td></td>
</tr>
<tr>
<td>757-666-4030</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:Jeannett.L.Torrens@uscg.mil">Jeannett.L.Torrens@uscg.mil</a></td>
<td></td>
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<tr>
<td>Surveillance, Awareness, &amp; Engagement</td>
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</tbody>
</table>

[www.milvets.nc.gov](http://www.milvets.nc.gov)
NC DPI Troops to Teachers

Doug Taggart
Troops to Teachers
(NC Grantee)
-
DPI Services

Governor’s Veterans Working Group
April 23, 2020
Douglas Taggart
Competency Based Trainers
Already Understand Public Service and Patriotism
Work with Diverse Group of Other Service Members
Societal Challenge

- Teachers in NC
  - 26.7% Male
  - 73.2% Female
    - (up 6.5% male from SY17-18)
  - 77.7% White
  - 22.2% Minority
    - (down 1.8% white, from SY17-18)

SY19-20 Statistical Profile
NC Changes in 2020

- Year 2 of 5 year competitive grant
- Teacher pay is still at $35,000 for 10 month salary (since 2017 update)
- Salary schedule is mainly $1k step increase annually now.
- NC continues to offer Military Experience Credit (2:1 for Military Leadership and Instructor Roles)
- S599 implementation, affects licensing and Educator Preparation Programs
Teacher Pay

- 10 month salary schedule
- 2 weeks off, plus state holidays

- $35,000 (first year, academic)
- Local Supplements
- Non-teaching Experience Credit
  - 10 years - $45,000 (plus supp.)
  - 15+ years - $50,000
- National Board Certification - 12%
Corporal Pruitt Rainey
Brass to Class Act

- Corporal Pruitt Rainey,
- Killed in Action (K.I.A.) 2008
- Wanted to be a physical education teacher

- Law provides 2:1 credit for:
  - Military instructor service
  - Leadership role service
  - Effective July 1, 2014
I’m eligible. What can TTT do for me?

- General Counseling
- Information Clearing House
- Résumé & Cover Letter Review
- Job Referrals (“Job Sweeps”)
- Financial Assistance (with commitments)
  - Stipend to obtain teaching license
  - Bonus once license is obtained
- Advocacy
- Volunteer Mentors (52 state wide)
- 2-Day Shadowing Experience - CCS
Most in Demand Subjects

- Math
- Science
- Special Education
- STEM
- CTE (e.g. Business Education, Automotive)
- Foreign Language
Hires for 2020 (GY)

- 20 New First Time Hires!
- Sprinkled all over the state, but CCS hires more than any other system statewide consistently.
Military Connected Students

DPI Support & Services
## Data – Top 10 (DMDC)

<table>
<thead>
<tr>
<th>County</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cumberland</td>
<td>12723</td>
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<tr>
<td>Onslow</td>
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<tr>
<td>Harnett</td>
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<tr>
<td>Moore</td>
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<td>Wake</td>
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<td>Lee</td>
<td>1419</td>
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<td>Mecklenburg</td>
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DPI Services

- Military Support
  https://dpi.nc.gov/militarysupport
- Military Student Identifier
- Interstate Compact on Educational Opportunity for Military Children – coordinate state council
- Angie Mullennix – Purple Star
- Cynthia Floyd – School Counseling Consultant
- Doug Taggart – Military Liaison
- EC Dispute Resolution Staff
Partners in Support

- Military Liaison Counselors
  4 employed by LEAs funded by state Cumberland, Onslow, Craven, Wayne
- (+ Moore County, locally supported)
- School Liaison Officers – Installation Staff that support families in transition
- NC National Guard – Family Programs Office, Child & Youth Support
- Military One Source
- Military Child Education Coalition
Troops to Teachers

Questions?

Toll Free NC Office
888-878-1600
Doug Taggart & Matt Canon
doug.taggart@dpi.nc.gov
matthew.canon@dpi.nc.gov
Next Meeting:
May 28, 2020

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