June 25, 2020
Family Services and Supports
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://hricart.1cappapp.com/event/ncgwg.

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 6/25/2020

Oct. 15th – Virtual Women MilVets Summit & Expo, 9:00 a.m.-12:00 p.m.
Tracy Skala
Interim Deputy Network Director
VA VISN-6
VISN 6 Update

Tracy Skala, Interim Deputy Network Director, VISN 6

Coronavirus Status Update

VISN 6 in action:
- 4th Mission Update
- Being an HRO during a crisis
- Moving Forward (Reopening Plan)
- State and Community Partnering

Program Updates

- PREVENTS Announcement
- MISSION Anniversary (Presentation later today)
- Hurricane Season
- Urgent Care and Flu Shots
- Reiterate Commitment to serving Every Veteran

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/VA.gov & IRIS (Inquiry Routing & Information System) inquiries best way to communicate
• Extension of deadlines
• In-Person Exams by zip https://www.benefits.va.gov/COMPENSATION/claimexam.asp
• VRE name update: Vocational Rehabilitation and Employment to Veteran Readiness and Employment Service effective 6/22/2020

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
Standing and Staying on the Front Lines of COVID-19 Pandemic in NC
MOVING FORWARD TO GET AHEAD OF THE CURVE

Testing

Contact Tracing

Trending
Watching and Responding to the Trends

- Focusing attention and resources on Historically Marginalized Populations and rural communities.
- Watching closely and standing up resources to support LHDs, FQHCs, medical facilities, and local partners in 9 counties:
  - Alamance
  - Durham
  - Duplin
  - Forsyth
  - Guilford
  - Johnson
  - Mecklenburg
  - Wake
If you leave home, know your Ws!

- **WEAR**
  a cloth face covering.

- **WAIT**
  6 feet apart. Avoid close contact.

- **WASH**
  your hands often or use hand sanitizer.

@NCDHHS  #StayStrongNC
Symptoms

Check My Symptoms ➔ Find My Testing Place ➔

Know the Symptoms

COVID-19 is a respiratory illness with symptoms similar to the flu. Symptoms are typically mild to moderate, but there have been cases of severe illness and death due to the virus. The following symptoms may appear 2-14 days after exposure.

<table>
<thead>
<tr>
<th>Congestion or runny nose</th>
<th>Cough</th>
<th>Fever or chills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Headache</td>
<td>Shortness of breath or difficulty breathing</td>
<td>Muscle pain</td>
</tr>
<tr>
<td>Sore throat</td>
<td>New loss of taste or smell</td>
<td>Fatigue</td>
</tr>
<tr>
<td>Nausea or vomiting</td>
<td>Diarrhea</td>
<td></td>
</tr>
</tbody>
</table>

This list does not include all possible symptoms. The CDC will continue to update information about symptoms as more is learned about COVID-19.
New Online Tools

COVID-19 Test Site Finder: Get Information on Coronavirus Testing Near You

Powered by community, Brought to you by Costlight

Anyone with symptoms of COVID-19, such as fever, cough or shortness of breath, or anyone who has been exposed to someone with COVID-19 should self-isolate and talk to a health care professional.

- If you are experiencing symptoms of COVID-19 contact your health care provider or telehealth program to discuss whether you should be evaluated for testing.
- Call the test site before you go to learn about testing criteria, availability, hours and location. Not all health care providers provide testing on-site. Some require an appointment and/or referral from a health care provider. Locations are subject to change.
- Each COVID-19 test provider will determine if testing is appropriate based on your symptoms, risk factors and test availability.

FIND A TESTING SITE

Address

Submit
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.
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.

- Stop the spread and flatten the curve, restore sense of normalcy, and get our economy moving in positive direction.

Provide Flexible Funding for the COVID-19 Response
Maximize Flexibility to Stabilize Providers and Respond to the Changing Needs of Consumers
Suicide Prevention Virtual Town Hall Series

Moderated by Victor Armstrong, DMH Director
July 1, 2020 - 3PM
Facebook.com/govinst

Pooja Mehta - Rwenshaun Miller - Fonda Bryant - Martha Saucedo
Mark Edmonds
Chief Operating Officer - Workforce Solutions
North Carolina Department of Commerce
Virtual Employment Services Statewide

The North Carolina Department of Commerce, Division for Workforce Solutions continues to promote virtual employment services to residents and employers statewide through our NC Works Career Centers.
11 NC Works Career Centers are currently open to customers with a combination of “by appointment” and walk in.

12 Additional centers are scheduled to open next week with most of those in the Western and Southeast prosperity zones.
NC Department of Commerce
Division of Workforce Solutions

Many NC Works Career Centers across the state have PPE on hand

Several are still awaiting PPE arrival - That could impact the opening dates.

Virtual services using telephone or internet are available to assist customers with their workforce development needs.

An in-person visit to a career center is not necessary.
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
Lois Harvin-Ravin

Director of Veterans Services Durham County
Vice President of the NC Association of County Veterans Service Officers
North Carolina Governor’s Workshop
Governor’s Working Group on Veterans, Service Members, and their Families

Lois Harvin-Ravin
Durham County Director of Veteran Services
NCACVSO Vice-President
June 24, 2020

Presents
A Message From

NCACVSO
North Carolina Association of County Veteran Service Officers
The purpose of the North Carolina Association of County Veteran Service Officers is to make a positive difference long-term in the lives of our veterans and their families by honoring, enriching, educating, advocating and advising with professional quality benefit counseling on the rights and entitlement to federal benefits under the laws and regulations administered by the U. S. Department of Veterans Affairs and other various federal, state and local agencies.
NC TOTAL VA EXPENDITURES
$8,367,343,000

- COMPENSATION AND PENSION BENEFIT
- VA HEALTHCARE
- VA EDUCATIONAL & VOC REHAB
- INSURANCE-DIC BENEFITS
County Veteran Service Offices
Locations and hours of operations

Free Services for our nation's veterans and their families

Veteran Service Officers are here to help Veterans prepare their claims AND submit their benefits claims to the U. S. Department of Veterans Affairs. Our services are free.

We will help Veterans gather the information that supports that claim. Once the claim is filed we will help track the claim through the VA system.

Please locate us in your county or one of our State Veteran Service Officers.
VA Services For Native American Veterans

Veterans Services Tribal Offices
Locations and Hours of Operation

**EASTERN BAND OF CHEROKEE INDIANS**  43 John Crowe Hill Road Cherokee, NC 28719
(828) 359-6195 Monday through Friday 8:00AM - 5:00PM

**LUMBEE TRIBE**  204 W 3rd St Pembroke, NC 28372 (910) 522-2210 Call for Appointment
MACON COUNTY  104 E Main St Franklin, NC 28734 (828) 349-2151 Monday through Friday 8:00AM - 12:00PM and 1:00PM-5:00PM
County Veteran Service Offices

- **ALAMANCE COUNTY**  County Office Annex 201 W Elm St Graham, NC 27253 (336) 570-6763 Monday through Friday 8:00AM - 5:00PM
- **ALEXANDER COUNTY**  621 Liledoun Rd Suite 8 Taylorsville, NC 28557 (828) 632-5411 Monday, Tuesday, Thursday, Friday 8:00AM - 5:00PM; Closed Wednesday
- **ALLEGHANY COUNTY**  348 S Main St Sparta, NC 27954 (336) 372-4850 Monday through Friday 8:00AM - 5:00PM
- **ANSON COUNTY**  111 N Green St Wadesboro, NC 27701 (704) 694-4418 Monday through Friday 8:30AM - 5:00PM
- **ASHE COUNTY**  150 Government Cir Suite 2100 Jefferson, NC 28054 (336) 846-5575 Monday through Friday 8:00AM - 5:00PM
- **avery County**  175 Linville St Newland, NC 27938 (828) 733-8211 Monday through Wednesday 8:00AM - 4:30PM
- **BEAUFORT COUNTY**  1308 Highland Dr #104 Washington, NC 27839 (252) 946-8016
- **BERTIE COUNTY**  106 Dundee St Suite 201 Windsor, NC 27546 (252) 794-5304 Monday through Friday 8:30AM - 5:00PM
- **BLADEN COUNTY**  301 S Cypress St Elizabethtown, NC 28753 (910) 862-6781 Tuesday through Thursday 8:30AM - 3:00PM
- **BRUNSWICK COUNTY**  10 Referendum Dr NE Bldg. F Bolivia, NC 28752 (910) 253-2233 Monday through Friday 8:30AM - 5:00PM
County Veteran Service Offices

- **BUNCOMBE COUNTY**  40 Cox Ave Fl 7 Asheville, NC 28208 (828) 250-5726 Monday through Friday 8:00AM - 5:00PM
- **BURKE COUNTY**  501 N Green St Morganton, NC 28655 (828) 439-4376 Monday through Thursday 8:30AM - 4:00PM
- **CABARRUS COUNTY**  363 Church St N Suite 180 Concord, NC 28025 (704) 920-2869 Monday through Friday 8:00AM - 5:00PM
- **CALDWELL COUNTY**  905 West Ave NW Lenoir, NC 28645 (828) 757-1345 Monday through Friday 8:00AM - 5:00PM
- **CAMDEN COUNTY**  ELIZABETH CITY VETERANS SERVICE CENTER 1023 US 17 South, Suite 2 Elizabeth City, NC 27909 (252) 331-4741 Camden County is served by the Elizabeth City Veterans Service Center. Please call for an appointment.
- **CARTERET COUNTY**  3710-B John Platt Drive Morehead City, NC 28557 (252) 728-8440 Monday through Friday 8:00AM - 5:00PM
- **CASWELL COUNTY**  Senior Services Center 175 Church St Yanceyville, NC 27379 (984) 232-7060 Caswell County is served by the Garner Veterans Service Center on the First Tuesday & Fourth Wednesday of the Month. Walk Ins Accepted on a first come first serve basis 11:00AM - 1:00PM
- **CATAWBA COUNTY**  100 Government Dr Newton, NC 28658 (828) 465-8255 Monday through Friday 8:00AM - 5:00PM
County Veteran Service Offices

- **CHATHAM COUNTY**  W. Chatham Senior Center 964 East St Suite 209 Pittsboro, NC 27312 (919) 545-8334
  Pittsboro Office: Tuesday 8:00AM-4:00PM, Wednesday 8:00-9:00AM and 3:00-4:00PM, Thursday 8:00AM-12:00PM
  Siler City 112 Village Lake Rd Siler City, NC 27344 (919) 545-8334 Wednesdays 10:00AM - 2:00PM
- **CHEROKEE COUNTY**  75 Peachtree St Murphy, NC 28906 (828) 835-8663 Monday through Friday 8:00AM - 5:00PM
- **CHOWAN COUNTY**  305 W Freemason St Suite 1148 Edenton, NC 27932 (252) 482-1033 Monday and Tuesday 8:00AM - 4:00PM, Wednesday 8:00AM - 11:00AM, Closed Thursday and Friday
- **CLAY COUNTY**  54 Church St Hayesville, NC 28904 (828) 389-3355 Wednesday and Friday 9:00AM - 12:00PM
- **CLEVELAND COUNTY**  311 E Marion St Shelby, NC 28150 (704) 484-4803 Monday through Friday 8:00AM - 5:00PM
- **COLUMBUS COUNTY**  805 Pinckney St Whiteville, NC 28472 (910) 640-6638 Monday, Wednesday, Thursday, Friday 8:30AM - 4:00PM, Closed from 12-1PM
- **CRAVEN COUNTY**  2402 Dr. MLK Jr Blvd New Bern, NC 28562 (252) 636-6611 Monday through Friday 8:00AM - 5:00PM
- **CUMBERLAND COUNTY**  301 E Russell St Fayetteville, NC 28301 (910) 677-2970 Monday through Thursday 8:00AM- 3:00PM; Friday 8:00AM - 11:30AM
CURRITUCK COUNTY  ELIZABETH CITY STATE VETERANS SERVICE CENTER 1023 US 17 South, Suite 2 Elizabeth City, NC 27909 (252) 331-4741 Currituck County is served by the Elizabeth City Veterans Service Center. Please call for an appointment.

DARE COUNTY  Health & Human Services 107 Exeter St Manteo, NC 27954 (252) 475-5604 Tuesday - Thursday 8:30AM - 2:30PM

DAVIDSON COUNTY  913 N Greensboro St Suite 101 Lexington, NC 27292 (336) 242-2037 Monday through Friday 8:00AM - 4:00PM

DAVIE COUNTY  161 Poplar St Suite 123 Mocksville, NC 27028 (336) 753-6225 Monday through Friday 8:00AM - 4:30PM

DUPLIN COUNTY  169 Mallard St Kenansville, NC 28349 (910) 296-2114 Monday through Friday 8:00AM - 5:00PM

DURHAM COUNTY  Human Services Building 414 E Main St Fl 2 Suite 2220 Durham, NC 27701 (919) 560-8387 Monday through Friday 8:30AM - 5:30PM

EDGECOMBE COUNTY  Rocky Mount 110 Fountain Park Dr Rocky Mount, NC 27809 (252) 977-3306 ext. 244 Mondays 8:30AM - 3:30PM 201 Saint Andrew St Tarboro, NC 27886 (252) 641-6286 Tuesday through Friday 8:00AM - 5:00PM

FORSYTH COUNTY  Clemmons Veteran Service Center 3802 Clemmons Road Clemmons NC 27012 (336) 766-1496 Please call for an appointment
County Veteran Service Offices

- **FRANKLIN COUNTY**  Court House Annex 113 S Main Street Room 103 Louisburg, NC 27549 (919) 496-1939
  Monday through Friday 8:00AM - 5:00PM

- **GASTON COUNTY**  965 Roberts Dr Gastonia, NC 28054 (704) 866-3606 Monday through Friday 8:00AM - 5:00PM

- **GATES COUNTY**  EIC Building 931 Main Street Gatesville, NC 27938 (252) 357-1780 Thursdays 1:00PM - 3:00PM or By Appointment

- **GRAHAM COUNTY**  CANTON VETERANS SERVICE CENTER 12 N Main St Robbinsville, NC 28771 (828) 646-6937 Graham County is served by the Canton Veterans Service Center on the 1st and 3rd Wednesday of the month 10:00AM - 3:00PM

- **GRANVILLE COUNTY**  107 Lanier St Oxford, NC 27565 (919) 693-1484 Monday through Friday 8:30AM - 3:00PM

- **GREENE COUNTY**  Greene County Office Complex 229 Kingold Blvd Snow Hill, NC 28580 (252) 747-7320 Monday and Tuesday 9:00AM - 1:00PM

- **GUILFORD COUNTY**  1203 Maple St Greensboro, NC 27405 (336) 641-2957 Monday through Friday 8:00AM - 5:00PM High Point 325 E Russell Ave Rm 145 High Point, NC 27260 (336) 641-7929 Monday through Friday 8:00AM - 5:00PM

- **HALIFAX COUNTY**  26 North King Street Halifax, NC 27839 (252) 583-1688 Monday through Friday 8:30AM - 5:00PM
**County Veteran Service Offices**

- **HARNETT COUNTY** 817 S 8th St Lillington, NC 27546 (910) 893-7574 Monday through Friday 8:00AM - 5:00PM; Office Closed 12:00PM - 1:00PM
- **HAYWOOD COUNTY** 215 N Main St Waynesville, NC 28786 (828) 452-6634 Monday through Friday 8:00AM - 5:00PM
- **HENDERSON COUNTY** 1200 Spartanburg Hwy Suite 200 Hendersonville, NC 28792 (828) 697-4817 Monday 8:30AM - 5:00PM, Tuesday and Wednesday 8:30AM - 2:30PM, Thursdays by Appointment
- **HERTFORD COUNTY** 704 N King St Winton, NC 27986 (252) 358-7811 Monday through Friday 8:30AM - 5:00PM, Thursday 8:30AM - 12:00PM
- **HOKE COUNTY** 129 W Elwood Ave Raeford, NC 28376 (910) 875-2147 Monday through Friday 8:00AM - 5:00PM
- **HYDE COUNTY** 1223 Main St Swan Quarter, NC 27885 (252) 926-4383 Mondays and Wednesday 9:00AM - 1:00PM
- **IREDELL COUNTY** 200 S Center St Statesville, NC 28677 (704) 878-3135 Monday through Friday 8:00AM - 5:00PM; Closed Wednesdays
  - IREDELL COUNTY Mooresville 610 E Center Ave Mooresville, NC 28115 (704) 664-3869 Wednesday 8:00AM - 5:00PM
- **JACKSON COUNTY** 100 County Services Park Sylva, NC 28779 (828) 631-2231 Monday through Friday 8:00AM - 5:00PM
County Veteran Service Offices

- **JOHNSTON COUNTY**  
  309 E Market St Smithfield, NC 27577  
  (919) 989-5067  
  Monday through Friday  
  8:00AM - 5:00PM

- **JONES COUNTY**  
  418 Hwy 58 N Unit D Trenton, NC 28585  
  (252) 448-1121  
  Monday through Wednesday  
  9:00AM - 5:00PM

- **LEE COUNTY**  
  Lee County Enrichment Center  
  1615 South 3rd Street Sanford, NC 27330  
  (919) 776-0501 ext. 2209  
  Monday through Friday 8:30AM - 12:30PM

- **LENOIR COUNTY**

- **LINCOLN COUNTY**  
  206 Gamble Dr Suite A Lincolnton, NC 28092  
  (704) 736-8506  
  Monday through Friday  
  8:00AM - 5:00PM

- **MACON COUNTY**  
  104 E Main Street, Suite 5, Franklin NC 28734.  
  Office Hours Monday through Friday  
  8:00AM-5:00PM

- **MADISON COUNTY**  
  462 Long Branch Rd Marshall, NC 28753  
  (828) 649-2722  
  Monday through Friday  
  Call for an Appointment

- **MARTIN COUNTY**  
  205 E Main St Williamston, NC 27892  
  (252) 789-4398  
  Monday through Friday  
  8:30AM - 4:30PM

- **MCDOWELL COUNTY**  
  McDowell County Senior Center  
  100 Spaulding Rd Marion, NC 28752  
  (828) 659-0833  
  Monday through Friday  
  8:00AM - 4:00PM

- **MECKLENBURG COUNTY**  
  3205 Freedom Dr Suite 2000 Charlotte, NC 28208  
  (704) 336-2102  
  Monday through Friday  
  8:30AM - 3:30PM
County Veteran Service Offices

- **MITCHELL COUNTY** 130 Forest Service Dr Bakersville, NC 28705 (828) 688-2200 Monday through Wednesday 8:00AM - 5:00PM
- **MONTGOMERY COUNTY** 219 S Main St Troy, NC 27371 (910) 576-4711 Monday through Friday 8:00AM - 5:00PM
- **MOORE COUNTY** Moore Co Agricultural Center 707 Pinehurst Avenue Carthage, NC 28327 (910) 947-3257 Monday through Friday 8:00AM - 5:00PM
- **NASH COUNTY** 120 W Washington St Nashville, NC 27856 (252) 462-2720 Monday through Thursday 8:00AM to 5:00PM No walk-ins after 4:00PM NEW
- **HANOVER COUNTY** 230 Government Center Dr Suite 36 Wilmington, NC 28403 (910) 798-7611/7612 Monday through Friday 8:00AM - 5:00PM Katie B Hines Senior Center 308 Cape Fear Blvd Carolina Beach, NC 28428 (910) 798-7611/7612 First and Third Thursday of the month, 10:00AM - 12:00PM
- **NORTHAMPTON COUNTY** 9467 Hwy, 305 Jackson, NC 27845 (252) 534-2621 Monday through Friday 8:30AM - 5:00PM
- **ONSLOW COUNTY** 234 NW Corridor Blvd Suite 201 Jacksonville, NC 28540 (910) 347-3309 Monday through Friday 8:00AM - 5:00PM
- **ORANGE COUNTY** 113 Mayo St Hillsborough, NC 27278 (919) 245-2890 Cal1 for An Appointment
PAMLICO COUNTY  C/O PAMLICO COUNTY DSS 828 Alliance Main St Bayboro, NC 28515 (252) 745-4086 Tuesday through Thursday 10:00AM - 4:00PM, Appointment Recommended

PASQUOTANK COUNTY  Elizabeth City State Veterans Service Center 1023 US 17 South, Suite 2 Elizabeth City, NC 27909 (252) 331-4741

PENDER COUNTY  805 S Walker St Burgaw, NC 28425 (910) 270-5005 Monday through Thursday 9:00AM - 5:00PM HAMPSTEAD 15060 US Highway 17 N Suite 107 Hampstead, NC 28433 (910) 270-5005 Mondays through Thursday 8:00AM-4:00PM, by Appointment Only

PERQUIMANS COUNTY  104 Dobbs St Hertford, NC 27944 (252) 426-1796 Mondays 8:00PM - 5:00PM

PERSON COUNTY  87 Semora Rd Roxboro, NC 27573 (336) 599-7484 Monday & Tuesday 8:30-5:00, Wednesday 8:30-12:30

PITT COUNTY  1717 W 5th St Greenville, NC 27834 (252) 902-3090 Monday through Friday 8:00AM - 5:00PM

POLK COUNTY  75 Carmel Ln Columbus, NC 28722 (828) 894-0003 Monday through Friday 8:00AM - 4:30PM

RANDOLPH COUNTY  158 Worth St Asheboro, NC 27203 (336) 318-6909 Monday through Friday 8:00AM - 5:00PM

RICHMOND COUNTY  1401 Fayetteville Rd Rockingham, NC 28379 (910) 997-8232 Monday through Friday 8:00AM - 5:00PM

ROBESON COUNTY  113 W 8th St Lumberton, NC 28358 (910) 671-3070/3071 Monday through Friday 8:15AM - 5:15PM
County Veteran Service Offices

- **ROCKINGHAM COUNTY**  Rockingham County Center 335 County Home Rd Reidsville, NC 27320 (336) 342-8449 Monday through Friday 8:00AM - 5:00PM
- **ROWAN COUNTY**  1935 Jake Alexander Blvd W Suite A-2 Salisbury, NC 28147 (704) 216-8138 Monday through Friday 8:00AM - 5:00PM
- **RUTHERFORD COUNTY**  303 Fairground Rd Spindale, NC 28160 (828) 287-6185/6064 Monday through Friday 8:00AM - 5:00PM
- **SAMPSON COUNTY**  335 County Complex Rd Suite 100 Clinton, NC 28328 (910) 592-2862 Monday through Thursday 8:00AM - 5:00PM, Friday Phone Service Only
- **SCOTLAND COUNTY**  507 W Covington St Laurinburg, NC 28353 (910) 277-2597 Monday through Friday 8:00AM - 5:00PM
- **STANLY COUNTY**  1000 N 1st St Suite 6 Albemarle, NC 28001 (704) 986-3694 Monday through Friday 8:30AM - 5:00PM
- **STOKES COUNTY**  1000, N First Street, Suite 6 Danbury, NC 27016 (336) 593-2468 Monday through Wednesday 8:30AM - 5:00PM, Closed between 12:00PM & 1:00PM
- **SURRY COUNTY**  1218 State St Suite 700 Mt. Airy, NC 27030 (336) 783-8820 Monday through Friday 8:15AM - 5:00PM
- **SWAINE COUNTY**  ANNEX Canton Veterans Service Center 101 Mitchell Rd Bryson City, NC 28713 (828) 646-6937 Swaine County is served by the Canton Veterans Service Center. Call any day Monday through Friday for an appointment with VSO, every other Thursday
TRANSYLVANIA COUNTY  106 E Morgan St Rm 237 Brevard, NC 28712 (828) 884-3276 Tuesday and Thursday 8:30AM - 4:00PM; Monday, Wednesday, and Friday by appointment only

TYRRELL COUNTY   ANNEX GREENVILLE STATE VETERANS SERVICE CENTER 106 Water Street Columbia, NC 27925 (252) 796-0000 Tyrrell County is served by the Greenville Veterans Service Center. 3rd Wednesday of the month, 10:00AM-2:00PM

UNION COUNTY  407 N Main St Monroe, NC 28112 (704) 283-3807 Monday through Friday 8:00AM - 5:00PM

VANCE COUNTY Henry A. Dennis Bldg 300 S Garnett St Rm B Henderson, NC 27536 (252) 438-4619 Monday through Friday 8:30AM - 5:00PM

WAKE COUNTY  3000 Falstaff Rd Raleigh, NC 27610 (919) 212-8387 Monday through Friday 8:30AM - 5:15PM Please call for an appointment

WARREN COUNTY  109 S Main St Warrenton, NC 27589 (252) 257-3385 Monday through Friday 8:30AM - 5:00PM

WASHINGTON COUNTY  112 Latham Ave Plymouth, NC 27962 (252) 799-9764 Wednesday and Thursday 8:30AM - 5:00PM by appointment only
County Veteran Service Offices

- **WATAUGA COUNTY**  126 Poplar Grove Connector Suite 203 Boone, NC 28607 (828) 265-8065 Monday through Friday 8:00AM - 5:00PM
- **WAYNE COUNTY**  2001 E Ash St Suite D Goldsboro, NC 27533 (919) 731-1490 Monday through Wednesday 8:00AM - 1:00PM
- **WILKES COUNTY**  110 North St Wilkesboro, NC 28697 (336) 651-7327 Monday through Friday 8:30AM - 5:00PM
- **WILSON COUNTY**  1901 Tarboro St SW Suite 202 Wilson, NC 27893 (252) 237-2422 Monday through Friday 8:00AM - 5:00PM
- **YADKIN COUNTY**  101 S State St Rm 103 Yadkinville, NC 27055 (336) 849-7914 Monday through Friday 8:00AM - 5:00PM
- **YANCEY COUNTY**  110 Town Sq Rm 12 Burnsville, NC 28714 (828) 682-1514 Monday and Tuesday 8:00AM - 5:00PM
Jeff Smith
Military and Veterans Program Liaison
Division of MH/DD/SAS
North Carolina Department of Health and Human Services
If you leave home, know your Ws!

WEAR a cloth face covering.

WAIT 6 feet apart. Avoid close contact.

WASH your hands often or use hand sanitizer.

@NCDHHS #StayStrongNC
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.
- Living 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 mobile message and telephone calls without video are considered virtual visits

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 need 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 medicines and other medical care
- Physical, Speech and Occupational Therapy.
- Mental health and some developmental disability services.

What If I Might Have COVID-19?
- Stay home, and call your doctor or call the NC COVID-19 Helpline at 1-877-NC-DAT-LINE for advice.
- Keep yourself away from family if you have COVID-19 symptoms (fever, cough, shortness of breath).
- Call 911 if you are experiencing life-threatening signs or if you have deadly symptoms such as difficulty breathing, chest pain or pressure, cold lips or cyanosis.

Do I Have to Use Telehealth to See a Doctor?
It is not an emergency, you should go to the emergency department. If you or someone else are still seeing patterns of COVID-19 by using telehealth for non-emergency care. Always ask your doctor before going to their office if you are unsure.
NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES
Division of Mental Health, Developmental Disabilities and Substance Abuse Services

Back to Better
Mental Health Care for Veterans & Families

The Steven A. Cohen Military Family Clinic at Cape Fear Valley

Find your care:
Visit the clinic at Cape Fear Valley in Fayetteville (Jacksonville clinic opening in Fall 2020)
or via CVN Telehealth, face-to-face video therapy, available Statewide in NC

(910) 615-3737
military.capefearvalley.com
or via CVN Telehealth,
face-to-face video therapy,
available Statewide in NC!
Wednesday, May 7, 2020 1:00pm  https://strive.ncgwg.org

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

“Have You or a Loved One ever served in the Armed Services?”
Military Families Resource Guide

NORTH CAROLINA GOVERNOR’S WORKING GROUP
HELP NC VETS

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

RESOURCES

WORDS TO LIVE BY
HEALTHCARE

**NC DHHS** offers a variety of health and behavioral health services, supports, and resources.

**STEVEN A. COHEN MILITARY FAMILY CLINIC** offers behavioral healthcare services.

**VETERANS BENEFITS ADMINISTRATION**

An agency of the U.S. Department of Veterans Affairs.

**VETERAN SERVICES OFFICER (VSO)**

Each county in NC has a VSO located in a Veterans Service Center.

**VETERAN SERVICE ORGANIZATIONS**

The American Legion, Disabled American Veterans, Military Order of the Purple Heart, Vietnam Veterans of America and much more are listed on HELPNCVETS.ORG

**STATE VETERANS CEMETERIES**

NCDVA manages the State Veterans Cemeteries Program. A free burial plot is offered to Veterans and their spouse if they meet eligibility requirements.

**GI Bill** benefits help you pay for college, graduate school and training programs. The VA’s Education Call Center is available at 1-888-442-4551 (M-F, 7am-6pm CST) for questions.

**Military OneSource** provides easy online access to resources for families with children from grades K-12, as well as counseling and tutoring services.

**NC STRIVE** (Student Transition Resource Initiative for Veteran’s Education)

STRIVE.NCGWG.ORG

BENEFITS

**GI BILL** benefits help you pay for college, graduate school and training programs. The VA’s Education Call Center is available at 1-888-442-4551 (M-F, 7am-6pm CST) for questions.

**Military OneSource** provides easy online access to resources for families with children from grades K-12, as well as counseling and tutoring services.

**NC STRIVE** (Student Transition Resource Initiative for Veteran’s Education)

STRIVE.NCGWG.ORG

EMPLOYMENT

**NC WORKS** is an online platform for job seekers and employers. Resume help and education and training information included.

**NC4ME**

NC for Military Employment hosts hiring events throughout the year specifically for Veterans.
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](mailto:jeff.smith@dhhs.nc.gov)
Governor’s Challenge Update

Crystal Miller
DMVA
2020 Governor’s Challenge: To Prevent Suicide Among Servicemembers, Veterans, And Their Families
Update 25 June 2020

“IT’S ONLY AFTER YOU’VE STEPPED OUTSIDE YOUR COMFORT ZONE THAT YOU BEGIN TO CHANGE, GROW, AND TRANSFORM.”
— ROY T. BENNETT
Objective 1: 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.
Nc Governor’s Challenge To Prevent Suicide Among Service Member’s Veterans and Their Families (SMVF)

**Pre-Academy Site Visit**

![Group Photo]

**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.
Pre-policy Academy Activities

- 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.**

Initial work on Strategies

**PRIORITITES 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
Priority: Identify SMVF

Strategy: Fully launch an Ask the Question Campaign—Have you, or someone you love, served in the Armed Services?

Strategy: Train and encourage every provider of resources in our state to ATQ! Beginning with healthcare providers, we will pilot the program in Greenville, NC.
TOOLKIT DESIGN

The toolkit draft is complete and going through edits. We will be able to upload this to our GWG website and give providers of healthcare and other veteran related services the link so they can implement the practice in their facilities/organizations. PsychArmor will also be utilized to assist in training for understanding military culture.
Priority: Assess for Suicide Risk

Strategy: Train providers on how to use the Columbia Suicide Severity Rating Scale

Training will be available via PsychArmor with a unique link for NC providers.
Priority: Improve Connectedness and Care Transitions

Strategy: Provide trainings on available resources for SMVF to community providers.
How do we help people connect?
When to Refer NC Serves
Priority: Limit the access to lethal means until the crisis has passed AND proactive safety planning

UNDER MORE STRESS THAN USUAL?
• Take a few extra precautions to store your firearm.
  Store firearms unloaded with a gunlock in a secured cabinet, safe or case.
  Closets, drawers and shoeboxes are not safe locations!
• Keep ammunition in a separate secured storage location.

A few extra moments to retrieve and unlock your firearm can interrupt the impulse for suicide and open the door for help.

Safety Plan Training

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 ___________________________
2. Clinician Pager or Emergency Contact ___________________________
3. Local Urgent Care Service ___________________________
   Urgent Care Service Address ___________________________
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: ___________________________
The Action Plan is completed but still requires important deadlines and assignments. Phase 3 will entail finalizing and enacting that plan. We are looking at mid to late July for implementing some steps of the plan.
Action plans will be shared among team members to review and comment on after we get final approval from SAMHSA. Dr. Li Fang is working on a survey link for you to give us your feedback on committee assignments. I know most of you would like to be on the committee of the group you were in if you were on for the virtual post academy site visit. We are still doing the link for those who have been unable to join us thus far. These will be divided among the priority and strategy areas. If you wish to be a part of the team, please contact me at crystal.miller@milvets.nc.gov
THANK YOU

CRYSTAL.MILLER@MILVETS.NC.GOV

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

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

4 NCServes Networks

13,503 Unique Clients All-Time

33,952 Service Requests All-Time

350* Participating Organizations

81% Resolved Outcomes

Typical Time to Match:
Average Time To Match - 13 Days
Median Time to Match - 3 Days

Typical Service Duration:
Median Duration - 9 Days

Client Military Affiliation:
- 83% Service Members/Veterans
- 10% Spouse/Caregiver
- 7% Undisclosed

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

Data Window: June 1st, 2019 through May 30th, 2020, unless otherwise stated
This data represents overall trends in the NCServes networks. Some clients may be served by multiple networks.

Data Window: January 1st, 2020 through May 30th, 2020, unless otherwise stated.

Beginning of COVID-19 Pandemic in the US – February 2020
This data represents overall trends in the NCServes networks. Some clients may be served by multiple networks.

Data Window: January 1st, 2020 through May 30th, 2020, unless otherwise stated.
This data represents overall trends in the NCServes networks. Some clients may be served by multiple networks.

Data Window: January 1st, 2020 through May 30th, 2020, unless otherwise stated.
Clients expressing a need for Individual and Family Support services often have multiple needs. Common service requests co-occurring with Individual and Family Support are:

- Housing & Shelter
- Employment
- Benefits Navigation
- Social Enrichment
- Income Support
- Money Management

### WHAT DO OUR CLIENTS NEED?

#### SPOTLIGHT ON INDIVIDUAL AND FAMILY SUPPORT SERVICES IN NCSERVES

<table>
<thead>
<tr>
<th>Year</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number</td>
<td>13</td>
<td>55</td>
<td>157</td>
<td>314</td>
<td>381</td>
<td>77</td>
</tr>
<tr>
<td>Percentage</td>
<td>1.4%</td>
<td>1.5%</td>
<td>3%</td>
<td>4%</td>
<td>4%</td>
<td>1.7%</td>
</tr>
</tbody>
</table>

**Percentage of Service Requests Made for Individual and Family Support Services**

- 3%

**Percentage of Clients Requesting Individual and Family Support Services**

- 3%

Data Window: June 1, 2019 through May 30, 2020, unless otherwise stated.
Clients expressing a need for Spiritual Enrichment services often have multiple needs. Common service requests co-occurring with Spiritual Enrichment are:

- Housing & Shelter
- Clothing & Household Goods
- Income Support
- Employment
- Benefits Navigation
- Food Assistance

### WHAT DO OUR CLIENTS NEED?

**SPOTLIGHT ON SPIRITUAL ENRICHMENT SERVICES IN NCSERVES**

| Number and Percentage of Service Requests Made for Spiritual Enrichment Services |
|---|---|---|---|---|---|
| - | - | 5 | 10 | 17 | 19 |

<table>
<thead>
<tr>
<th>Percentage of Service Requests Made for Spiritual Enrichment Services</th>
<th>Percentage of Clients Requesting Spiritual Enrichment Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.3%</td>
<td>0.3%</td>
</tr>
</tbody>
</table>

Data Window: June 1st, 2019 through May 30th, 2020, unless otherwise stated.
One Year Anniversary of Mission Act

Beth Callahan
Healthcare Business Operations Manager
Mid-Atlantic Healthcare Network, VISN 6
1 Year Post Implementation: VA Modernization and the Mission Act

JUNE 25, 2020
HRO and The Mission Act

• “The changes not only improve our ability to provide the health care Veterans need, but also when and where they need it; It will also put Veterans at the center of their care and offer options, including expanded telehealth and urgent care, so they can find the balance in the system that is right for them.”

• - VA Secretary Robert Wilkie
The Mission Act

The MISSION Act:
- Improved ways to hire staff and keep staff onboard;
- Created “Anywhere to Anywhere” telehealth linking Veterans with their care teams across state lines;
- Allows VA to lead with cutting-edge technology;
- Enhances VA as a leader for U.S. health care.
Improved Access

VA will:
• Continue to be a trusted, caring partner;
• Meet you where you are, with the right care at the right place and the right time;
• Provide telehealth in your home, in a VA facility, or in the community;
• Focus on providing an excellent experience for you and the important people in your life.
Updated Community Care Eligibility

- Best medical interest of the Veteran
- Required care or services are not offered
- Lack of full-service medical facility
- Grandfathered eligibility from Veterans Choice Program
- Care or services are non-compliant with VA’s standards for quality
- Care or services not provided within designated access standards

6 Community Care eligibility criteria established by MISSION Act

<table>
<thead>
<tr>
<th>ACCESS STANDARDS</th>
<th>Primary Care, Mental Health, Non-Institutional Extended Care</th>
<th>Specialty Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drive Time</td>
<td>30 minutes</td>
<td>60 minutes</td>
</tr>
<tr>
<td>Wait Time</td>
<td>20 days</td>
<td>28 days</td>
</tr>
</tbody>
</table>
Section 101 of the Mission Act required VA to enter into contracts establishing health care provider networks. To the extent practicable, VA would be responsible for scheduling appointments for hospital care, medical services or extended care services.

Established the VA payment rate as the Medicare rate, but allows VA to pay higher rates in highly rural areas.

In December of 2018 VA Awarded the first Community Care Network (CCN) Contract to Optum Healthcare Solutions.

VA began a phased roll out of medical centers in May of 2019 to the Optum Network. On December 10, 2019 VISN 6 facilities transitioned from the PC3 administered by TriWest to the new Optum CCN contract.
Clinical Service Lines

- **Medicine** - Durham VAMC was selected as one of 6 sites for the national tele-oncology hub; VISN 6 is currently working to become a network of excellence in tele-oncology, connecting all 6 Medical Centers to this resource.

- **Surgery** - continue to innovate and improve Veteran surgical care; Transplant care, new prostate cancer therapies as well as hand surgeries.

- **Geriatrics/Rehabilitative Medicine** - Geriatrics/Rehab Medicine: VISN 6 Community Living Center staff have kept Veteran residents safe, engaged with appropriate socially distant activities, and connected with friends and family by electronic means such as iPads during the COVID pandemic.

- **Mental Health** - Both NC and VA are now among states participating in the Governors and Mayors Challenges to prevent Veterans Suicide.

- **Diagnostics** - worked with facilities in NC/Virginia to rapidly deploy Coronavirus testing to patients and staff. Currently, testing for Coronavirus antibodies at several facilities, and will include all sites in the next few weeks.

- **Primary Care** - Richmond Primary Care Telehealth-hub expansion to support underserved populations in Hampton and Fayetteville catchments.
21st Century Whole and Mental Health

VISN-6 has stood up a Tele-mental Health Hub with over 30 new providers to enhance access and availability of Evidence Based Therapies and Medications;

Each facility has strong interdisciplinary, cross-service line availability of Whole Health services such as Mindfulness Training, Chiropractic care and Acupuncture services.

VISN-6 has also enhanced overall MH Staffing in all seven of our Health Systems.
Expanding Eligibility for Care Givers Support

- Section 161 of The MISSION Act expanded eligibility for VA's Program of Comprehensive Assistance for Family Caregivers (PCAFC) under the Caregiver Support Program, which is currently only available to eligible Veterans who were injured on or after September 11, 2001. The expansion will open the program to eligible Veterans from all eras of service and their caregivers.

- Veterans in these programs need assistance for Activities of Daily Living (ADL) such as bathing, dressing, grooming, mobility, eating independently, and use of prosthetics.

- Program participation is also available to qualified Veterans in need of supervision or protection for mental health and cognitive issues (concentration, memory, planning, organizing, safety).

- There is an extensive support program for family caregivers including educational courses, a Peer Support Mentoring Program, Building Better Caregivers™ (BBC), and Resources for Enhancing All Caregivers Health (REACH).

- VISN 6 has successfully hired 95% of the staff allocated for the expansion of the Caregiver Support Program. All facilities have established the General Caregiver program, which is now open to all caregivers. We anticipate a successful expansion in VISN 6 of the Program of Comprehensive, which has the second-largest expected growth nationally.
Revise Governance

- **Governance Update – VISN 6**
- VISN 6 completed the VHA Governance Modernization Rollout; reviewing and reorganizing the reporting structure of each committee based on Joint Commission and policy requirements, ensuring all committees were using a standardized charter outlining their purpose and responsibilities, modified the medical centers governance structures in a way that all are operating on the same structure and created a VISN-wide Governance SharePoint. Additionally, the Network Director has since created and hired a new Governance Integrator for the VISN. This individual will oversee the governance framework and ensure the integration of the National Governance Board strategic priorities and performance metrics; ensuring the VISN Office and Medical Centers are following standardized processes, limiting the amount of variance in our healthcare region.
HR Modernization & Responsive Shared Services

- Section 505 of the Mission Act requires VA to make information regarding vacancies, accessions and separation actions, new hires and personnel encumbering positions publicly available on a VA website; and requires VA to report to Congress annually on the steps VA is taking to achieve full staffing capacity, including the amount of additional funds necessary to enable VA to reach full staffing capacity.

- SHRAC in collaboration with WMC are developing the standardized documents needed to complete the HR Modernization project. This is the status of the standardization documents by functional area:
  - Classification 100%
  - Compensation 100%
  - ER/LR 88.5%
  - HRIS/Manpower 64.25%
  - Staffing 100%
  - Training 100%
  - Suitability/PIV 100% (Note that several position descriptions are still in the classification process)
  - OWCP 100%
  - Compliance (Quality) 100%
Modernize Electronic Health Records (EHR)

• VA Signed contract with Cerner to develop a new electronic health record in May 2018.

• VA delayed initial deployment scheduled at the Spokane, WA VA in April due to the pandemic.

• Spokane staff training and Cerner software development remain ongoing while VA looks to deploy the new EHR in the fall of 2020.
Transform Financial Management

- The FMBT program is leading the way for the U.S. Department of Veterans Affairs (VA) to modernize and standardize its financial and acquisition management systems and processes, strengthen data integrity, and improve service to those who serve Veterans by implementing the enterprise-wide, VA cloud-based integrated Financial and Acquisition Management System (iFAMS).

- The modern, cloud-based iFAMS solution will provide the ability to track and monitor budget formulation to execution, payments to vendors and Veterans, financial reporting, and other key processes that an agency must have to operate.
Transform Supply Chain

Development of our Supply Common Operating Picture and Dashboard and use of Power BI provides us with significantly better visibility of on-hand stocks at each facility and allows us to redistribute stocks within our VISN as appropriate to support pandemic hot spots.

The supply chain governance process has provided VISN Supply Chain Officers and Facility Supply Chain Officers with a voice in the governance process. VISN and Facility Supply Chain leaders are now included in committee membership on the national level so process changes that are occurring are developed by individuals knowledgeable of the processes and procedures and encourages buy-in at the execution level.
Contact Information

• Any questions about the information contained in this briefing can be sent to Elizabeth.Callahan@va.gov.
Recap and Update

Kelly Jackson
Service Member-Family Coordinator
Military Affairs
DMVA
NORTH CAROLINA DEPARTMENT OF MILITARY & VETERANS AFFAIRS

- Military and Veterans Affairs, Department of The Department of Military and Veterans Affairs (created in 2015) focuses on protecting North Carolina’s military installations, working with the communities around military bases, helping military families and veterans get the support and services they need, and helping connect veterans with jobs.
NORTH CAROLINA DEPARTMENT OF MILITARY & VETERANS AFFAIRS

- Veterans Affairs Division:
  - Veterans Service Officers (VSO)
  - Benefits & Claims
  - NC State Veterans Homes
  - NC Veterans Cemetery Program
  - Scholarships
NORTH CAROLINA DEPARTMENT OF MILITARY & VETERANS

• Military Affairs Division:
  • Assistant Secretary
  • Interagency Coordinator
  • Installation Coordinator
  • Service Member and Family Coordinator
VETERAN SERVICE ORGANIZATIONS

• The American Legion
• The USO of North Carolina
• Disabled American Veterans of North Carolina
• The North Carolina Veterans of Foreign Wars
• Association of the United States Army, Braxton Bragg Chapter
• Team Rubicon and Read, White and Blue
• The NC National Guard Association
• NC Serves Network
MILITARY INSTALLATIONS

• Morale, Welfare & Recreation (MWR):
  • Child & Youth Service: Helps them stay mission ready with resources they need. Childcare, school-age
    services, tutoring, youth sports and more.
  • Arts & Crafts: Inspires their creative side.
  • Libraries: Many books, reading programs, homework help, language learning and more. The libraries are
    on post or online.
  • Community Service Program is a community-oriented, social service program designed to assist the
    commander by identifying emerging social problems, and to assist soldiers and their families through
    programs and services designed to meet individual and community needs.
MILITARY INSTALLATIONS

• Other Installation Programs:
  • Exceptional Family Member Program (EFMP): To support families with special needs.
  • Family Readiness Programs: Provides support to the individual Service Member and their family to successfully balance life, career and mission events.
  • Military and Family Life Counseling (MFLC) Program: Supports service members, their families and survivors with non-medical counseling.
• Family Programs for the NC National Guard and Reserves
NC STATE AGENCIES

• NC Department of Health & Human Services (NCDHHS)
• NC Department of Public Instruction (DPI)
• NC Department of Public Safety
• NC Department of Natural & Cultural Resources (NCDCR)
• NC Department of Commerce
• NC Department of Revenue
• NC Department of Administration
NC STATE AGENCIES

• NC Department of Transportation (DOT)
• NC Department of the Secretary of States
• NC Department of Justice
• NC Department of Information Technology (DIT)
• NC University System
• NC Community Colleges
• Strategic Goal for DHHS: Ensure all NC children get a healthy start and develop to their full potential in safe and nurturing families, schools and communities.

  Protect the safety, security and well-being of children and vulnerable adults.

• DHHS Key Services:
  Child development/early education programs
  Food and nutrition benefits programs
NC DEPARTMENT OF PUBLIC INSTRUCTION (DPI)

- Military Interstate Children’s Compact Commission (MIC3): Through the Interstate Compact, MIC3 addresses key educational transition issues encountered by children of military families.
  - North Carolina is a proud member of the Interstate Compact on Educational Opportunity for Military Children. North Carolina is committed to the education of the children of our military service members while their home is in our state.

- Purple Star Award: DPI has launched the Purple Star Award Designation initiative to recognize the state’s strong military presence and its support for military families. The Purple Star designation is awarded to schools that demonstrate military-friendly practices and a commitment to military students and families.
The mission of the Military Liaison Counselors is to research, develop, and implement programs and practices that will support military students and families in North Carolina. The Military Liaison Counselors work in partnership with military installations, community agencies, and area schools to provide outreach services to families as they transition in/out of our communities.

Locations:
- Craven County
- Onslow County
- Cumberland County
- Wayne County
- Moore County
School Liaison Officers support their local military communities by acting as a bridge between the military family and the local school systems. They are a wealth of knowledge on local services and resources in their communities and are adept at guiding school related issues to resolution for military families.

• Locations;
  Fort Bragg 3
  Marine Corps (Camp Lejeune/New River – 2; Cherry Point – 1)
  Air Force Base (AFB) (Seymour Johnson AFB -1; Pope AFB – 1)
NORTH CAROLINA DEPARTMENT OF MILITARY & VETERANS AFFAIRS EVENTS

• Military Family Services Expo at Fort Bragg: January 30, 2020
• Month of the Military Child: Virtual Tribute, April 30, 2020
NORTH CAROLINA MILITARY AFFAIRS COMMISSION (NCMAC) QUALITY OF LIFE COMMITTEE

• Quality of Life Committee: The Quality of Life Standing Committee works to improve quality of life for military members and families.

• The primary objective of this committee is to advise the Secretary of the DMVA on initiatives, programs, organizations and legislation that protect and enhance benefits and the quality of life for military personnel and their families (active duty, National Guard and Reserves), veterans and military retirees.

  • State agencies
  • Military Installations
  • Veteran Service Organizations
  • Legislation
COMMANDER’S COUNCILS

• NC Commander’s Council
• NC Reserve Component Commander’s Council
• Cabinet Agency Roundtable
Spiritual Enrichment

Summer Anderson & Jennifer Wortman
Durham VA Medical Center
Background

- Mental Health and Chaplaincy (MH&C) is a national VHA initiative that began in 2009
- Goal: helping to create & support collaborative systems of care that benefit Veterans, Service Members, & their families
  - Recognizing that emotional, social, psychological, & spiritual needs are interconnected
  - Professionals, communities, & collaboration are key
- MH&C seeks to foster this through educational, research, clinical training, & community-facing activities

To learn more about our program history, visit our website: www.mirecc.va.gov/mentalhealthandchaplaincy/about.asp
A Snapshot of Some of our Current Work

- Mental Health Integration for Chaplain Services (MHICS)
- Equipping Faith Communities & Clergy to Care for Veterans & Persons with Mental Health Problems
  - For Faith Communities: “A Place to Call Home” Series
  - For Clergy & Mental Health: Collaborating in Care: Ministry & Mental Health
- Upstream Suicide Prevention Model & Videos
- COVID-19 Response
Mental Health Integration for Chaplain Services (MHICS) training program

- An intensive subspecialty training program for VA & DoD chaplains that aims to better equip chaplains in the provision of care to Veterans & Service members with mental health-related concerns.
- Designed to cultivate knowledge & skills in evidence-based psychosocial & collaborative approaches to spiritual & pastoral care.
- Faculty & presenters include top experts from the Department of Veterans Affairs, the Department of Defense, & academic settings.
- Spans 3 academic semesters & consists of self-paced distance education, practicum consultation calls, & 3 separate 2.5-day face-to-face trainings.

To learn more, visit our website: https://www.mirecc.va.gov/mentalhealthandchaplaincy/MHICS.asp
Mental Health Integration for Chaplain Services (MHICS) training program

- Chaplains accepted into MHICS can additionally apply to pursue a Doctor of Ministry (D.Min.) in Integrative Chaplaincy through Vanderbilt Divinity School.

- For more information, visit our website: https://www.mirecc.va.gov/mentalhealthandchaplaincy/MHICS.asp
Equipping Faith Communities & Clergy to Care for Veterans & Persons with Mental Health Problems

- A program designed & currently being evaluated by MH&C team
- Grant funding provided by Bristol Myers Squibb Foundation
- Implemented in collaboration with VA & community partners via 2 project arms
  - Faith Communities: “A Place to Call Home”
  - Collaborating in Care: Ministry & Mental Health
Background

Faith Communities: “A Place to Call Home”

- Faith communities provide millions of people with a sense of belonging, meaning, purpose, and life direction. Regular participants in faith communities have a range of better biopsychosocial health outcomes.¹
- Factors protecting against suicide include:²⁻⁵
  - Social belonging
  - Sense of meaning & purpose
  - Religiosity/spirituality

Sites & Overview: A Place to Call Home

- Four-part series for faith community small groups:
  1. “Partners in Care”
  2. “Trauma”
  3. “Moral Injury”
  4. “Belonging”

- Each video is 20 minutes long & includes embedded discussion & reflection questions

Pilot Site (N = 5)  Project Site (N = 20)
Results from Pilot Sites: A Place to Call Home

(n=41*)

As a result of participating in this series, I am more likely to support efforts in our congregation aimed at helping:
- Veterans (89%)
- Persons with mental health problems (91%)

Pre-post improvements in a number of areas:
- I feel we need to do a better job of including people w MH problems in our community (47% to 76%)
- I believe people in our faith community do not talk about their mental health problems (45% to 21%)
- I feel free to speak openly with other people in my congregation (74% to 85%)
- This congregation is welcoming to people who don’t feel like they “fit the mold” (87% to 100%)

Some areas show moderate pre-post decline, which may reflect new insights about areas for improvement:
- I believe we make new people feel at ease (95% to 88%)
- I feel people in our congregation can share about MH problems (82% to 76%)

*This number varies depending on question; some participants chose not to answer certain questions and some posts were missing (n=8).
Qualitative Feedback Snapshot

- "I think the videos did an excellent job in explaining how to interact with military folks trying to adjust to the real world. I cringe every time I hear someone say 'thanks for your service.' I know they mean well but 'welcome home' as the film said, is the more appropriate comment. I believe everyone who is trying to help those returning should watch these videos."
  
  - Veteran participant

- "Belonging [involves] doing 'church' together: ...dishes, preparing food, etc.; being involved in discussion after the service; personal interactions after the service; there needs to be consistency in verbal message and behavior. 'I feel like I belong when I feel like I contribute.'"
  
  - Faith community participant
Successes, Challenges, & Sustainability

➤ A Place to Call Home
- Successes: introspection & vulnerability; activities & action plans
- Challenges: religious diversity; data collection; calendars
- Sustainability: materials available; potential individualization

➤ Overall Project (including lessons learned from Collaborating in Care arm)
- Successes: integrating two project arms useful
- Challenges: people are busy; long-distance; time frame
- Sustainability: consider intensive, systematic post-series/event follow-up
Considering the Suicide Prevention Continuum

https://www.mirecc.va.gov/mentalhealthandchaplaincy/upstream.asp
Upstream Suicide Prevention: 3-Part Video Series

- **Human Flourishing**
  - What is a good life?
  - Importance of community for population health
  - Transitions & meaning making

- **Stress and Resilience**
  - Dealing with ruptures
  - Technology & community
  - Mindfulness & prayer

- **Demographic Considerations**
  - Emerging adulthood
  - Masculinity & men’s health
  - Women veterans and service members

https://www.mirecc.va.gov/mentalhealthandchaplaincy/upstream.asp
Leveraging Resources, Partnerships, & Expertise to Meet Current & Future Needs

COVID-19 Related Resources

Emotional, social, psychological, and spiritual needs are interconnected, perhaps especially now in this time of the COVID-19 pandemic. Below are some resources from our Mental Health and Chaplaincy program as well as elsewhere in VA to help you navigate challenges and opportunities during this time.

› Stress and Mood
› Connection Amidst Physical Distancing
› Compassion and Values
› Interdisciplinary Collaboration
› Getting Support and Reaching Out

MENTAL HEALTH AND CHAPLAINCY MENU

Home
About Us
Our Network
Bridging—Why do it?
Chaplain Training
Community Outreach
Collaborative Care
Upstream Suicide Prevention
COVID-19 Resources

CONTACT
Email:
MH-C@va.gov

https://www.mirecc.va.gov/mentalhealthandchaplaincy/covid.asp
Contact Us

E-mail: mh-c@va.gov

Website: www.mirecc.va.gov/mentalhealthandchaplaincy/
Next Meeting:
July 23, 2020

Joint Force Headquarters or Virtual Meeting
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