July 23, 2020
Social Enrichment, Recovery, and Peer Mentoring
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/177339/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 7/23/2020

For Benefits & Claims Assistance – Contact a State Veterans Service Center or County Veterans Service Office: https://www.milvets.nc.gov/services/benefits-claims

Aug 10th – Reconvening of the Governor’s Challenge to Prevent Suicide Among Service Members and their Families (SMVF).


Sept. – Annual DMVA Resource Guide scheduled for release
GWG Updates for 7/23/2020 (Cont’d)

Sept 1\textsuperscript{st} – 3\textsuperscript{rd} – Governor’s Challenge to Prevent Suicide Among SVMF Evaluation Conference

Oct. 15\textsuperscript{th} – Virtual Women MilVets Summit & Expo, 9:00 a.m.-12:00 p.m.

Summer 2021 – Expected completion of Kernersville State Veterans Home
DeAnne Seekins
Network Director
VA VISN-6
VISN 6 Update
DeAnne Seekins, Network Director, VISN 6

Coronavirus Status Update

VISN 6 COVID-19 Response:

Capacity in North Carolina
4th Mission Update
Moving Forward (Reopening Plan)
State and Community Partnering

Program Updates

Hurricane Season
Urgent Care and Flu Shots

Mark Bilosz

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

- Face-to-face Outreach remains postponed until further notice
- Regional Office remains closed to the public
- Normal claims processing activities
- Employees continue teleworking
- eBenefits/VA.gov & IRIS (Inquiry Routing & Information System) inquiries best way to communicate
- Extension of deadlines still in effect
- In-Person Exams by zip [https://www.benefits.va.gov/COMPENSATION/claimexam.asp](https://www.benefits.va.gov/COMPENSATION/claimexam.asp)
- VRE name update: Vocational Rehabilitation and Employment to Veteran Readiness and Employment Service effective
- Upcoming MST event in August
- BEST Team

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.
• Implementing CHAMP: CHAMP
• Community (testing in) High-priority And Marginalized Populations
  • Standing up and conducting testing in over 100 zipcodes

Why CHAMP?

- Recognition that core public health infrastructure needs additional resources to meet the growing pandemic testing needs across the state.
- Lengthening turnaround time for test results driving the need for new sources of tests to get results rapidly to people tested.
- Desire to reinvest resources into communities and focus on trusted community partners serving historically marginalized populations.
- Growing evidence that COVID health disparities are untenable; to drive equity a disproportionate share of resources must be committed to marginalized populations.
NC DHHS Operation 9: Objectives & Scope

Objectives: Rapidly increase testing and tracing in 9 priority counties where we are seeing concerning trends in viral activity. The primary goal is to:
- Through partners, rapidly increase testing in high representation of historically marginalized populations where we are seeing higher positive case rates.
- Ensure test reports and other data is reported to state and counties in a timely manner to inform quick response.
- Support LHDs to begin contact tracing within 24 hours of the positive test; provide isolation supports and refer additional contacts to testing.
- Monitor positive case rates in targeted communities, while increasing testing, contact tracing, isolation supports and infection control, until positive case rates drop to between 5 and 10%.

Scope: Nine priority counties where we are seeing concerning trends in viral activity: Alamance, Duplin, Durham, Forsyth, Guilford, Johnston, Lee, Mecklenburg and Wake.

Approach: Use this engagement as the pressure-test for the broader testing and tracing strategy and design; this is a pilot effort of the broader capacity we are building.

Guiding Principles
‘How’ solutions capabilities are assessed and optimized

1. Focus on equity and access to testing in historically marginalized populations
2. Agility to respond to emerging crises
3. Build infrastructure throughout NC for testing
4. Be data-driven on how to deploy testing resources

Organizational Pillars
Project guard rails to remain focused on the main objectives

People-Focused & Stewardship
Focus on the people we serve, deliver value and make a positive impact on their lives and communities.

Empower local
Provide solutions that can be actioned by at the local level, with oversight and guidance from DHHS.

Transparency
Share expertise, information and honest feedback within the Department and with stakeholders and the community.
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
Online Tools

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

Find a testing site

Address
Submit

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 healthcare professional.

- If you are experiencing symptoms of COVID-19 contact your healthcare 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 healthcare providers provide testing on-site. Some require an appointment and/or referral from a healthcare 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.
For up-to-date information and resources about COVID-19, please go to the North Carolina Department of Health and Human Services coronavirus webpage: ncdhhs.gov/coronavirus
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
Mark Edmonds
Chief Operating Officer - Workforce Solutions
North Carolina Department of Commerce
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.
Our team at the Division of Workforce Solutions provides experienced help to veterans, transitioning service members, and eligible spouses seeking a job. Our Career Center Staff, understands the needs and challenges of military life.
11 NC Works Career Centers are currently open to customers with a combination of “by appointment” and walk in.

Additional centers are scheduled to open next week with most of those in the Western and Southeast prosperity zones.
Many NC Works Career Centers across the state have PPE on hand.

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.
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
Our partners at Asheville Buncombe County Christian Ministry (ABCCM) and Volunteers of America of the Carolinas have been awarded new HVRP grants effective July 1, 2020.

- One grant will serve the central NC/Piedmont area and the other will serve eastern NC.
- Volunteers Of America continues to serve homeless female veterans and homeless veterans with dependents in the Raleigh-Durham-Fayetteville area.
Veterans Support Initiatives: Homeless Veterans Reintegration Program (HVRP)

ABCCM continues to serve all homeless veterans in western NC through existing grants.

For the new program year, USDOL/VETS is making over $1.7 million available to serve the employment needs of homeless veterans in North Carolina with four HVRP grants awarded for near statewide coverage.

We will continue to cover 80 of our 100 counties.
Resources

• Military OneSource  www.militaryonesource.com
• NC4ME  www.nc4me.org
• North Carolina Department of Military and Veterans Affairs  www.milvets.nc.gov
• North Carolina Department of Commerce  www.nccommerce.com
• NCWORKS Veterans portal  https://veterans.ncworks.gov
For a listing of local NCWorks Career Centers, visit: https://www.ncworks.gov
NC Department of Commerce
Division of Workforce Solutions

Ø Division of Workforce Solutions Serving Veterans
- Our NC4ME (North Carolina for Military Employment)

NC4ME holding a Summer Virtual Hiring Event

This event will have a single registration but will have the option for multiple days of virtual connections.

• First date will be June 24th
• Second is July 29th
• Third day is August 13th

- WWW.NC4ME.org
Like other live hiring events, this virtual event will put you face-to-face with hiring managers and recruiters utilizing web-based technology. Come prepared to share your experience and earn a place on some great corporate teams.

This virtual event is open to all Veterans, Service Members, and Military Spouses.

WWW.NC4ME.org
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
July 22, 2020

Presents
A Message From

NCACVSO
North Carolina Association of County Veteran Service Officers
North Carolina Governor’s Workshop

Governor’s Working Group on Veterans, Service Members, And their Families

The NCACVSO Message

Know the 3 W’s to reduce the risk of COVID-19

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
In light of the coronavirus (COVID-19) pandemic, the Department of Veterans Affairs has decided to close its offices to the general public. This step is being taken to ensure the safety of all Veterans and employees to prevent the spread of COVID-19. The VA is actively monitoring COVID-19 and the potential impact on claims and/or appeals processing. We also do not expect any disruption to the issuance of benefit payments. We urge you to handle all claims matters online through eBenefits or va.gov. You may also contact us through our call centers at 1.800.827.1000.
NC COUNTY VETERAN SERVICE OFFICES

• In light of the coronavirus (COVID-19) pandemic, some of our county offices are closed, teleworking or providing limited services to ensure the safety of their Veterans and employees to prevent the spread of COVID-19.

• Please call ahead to your Veteran Service Office in the county of your residence to determine their status before visiting the office.

• If you wish to file a claim or check the status of your claim and you can not reach your CVSO, you may also contact VA through their National VA Call Centers at 1.800.827.1000.
WAYS YOU CAN REDUCE YOUR EXPOSURE TO COVID-19
WHILE STILL FILING YOUR CLAIM FOR VA BENEFITS

• Intent to File
• eBenefits
• Mail in Applications
INTENT TO FILE

VA Form 21.0966

An Intent To File Claim for Compensation and or Pension or Survivors Pension and or DIC will protect the date of your application

Filing telephonically, by USPS or via eBenefits at www.ebenefits.va.gov Can help to reduce the risk of COVID-19 during this Pandemic

This option will provide you additional time to gather support for your claim
You will have up to one year from the date VA receives your claim to submit a Formal Claim

Contact your local VSO telephonically to initiate this action or Contact Department of Veterans Affairs National Call Center at 1.800.827.1000 or you may also appoint a recognized representative to notify VA on your behalf.

If you are unable to reach any of the contacts listed You may contact me Lois Harvin-Ravin @ 984.260.5976
North Carolina
County Veteran Service Offices
Contact Information

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.
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.
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

**Lumbbee 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
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
County Veteran Service Offices

- **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 HAMPTSTEAD 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
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
County Veteran Service Offices

- **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
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
We Thank
Our Nation’s Veterans
and
Their Families

NCACVSO
North Carolina Association of County Veteran Service Officers
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.
- 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 call, and Skype.
- View conferencing patterns, such as zoom or WebEx.
- Instant messaging and telephone calls without video as a preferred virtual method.

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 give you the best way to use telehealth for your appointment.

What Kind of Appointments Can I Have Using Telehealth?

- Conversation with your doctor about your chronic health care, drug use, and treatment or non-steroidal and other medical care.
- Physical, Speech, and Occupational Therapy.
- Mental health and some developmental disabilities services.
- Employee, covered families, and hearing aid services.

What If I Might Have COVID-19?

- Stay at home, and call your doctor or call the COVID-19 Hotline at 1-877-462-2911 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 life-threatening symptoms or if you have severe symptoms such as difficulty breathing, chest pain, or difficulty breathing.

Do I Have to Use Telehealth to See a Doctor?

It is an emergency, you should go to the emergency department. While some doctors are still seeing patients in person, you may have your test by using telehealth for non-emergency care. Always call 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 have access to an internet connection, make sure your phone's battery is charged and fully charged. Some offices offer "drive-up" care where the staff will let you use a device in the comfort and safety of your car.

How Much Data Will This Use?

Some face-to-face video calls can use a lot of data. If you are using a Wi-Fi network, it may reduce the amount of data you lose. If you have a limited amount of data, call your doctor's office and discuss your options. There may be options that don't use as much data, such as a phone call or e-mailing pictures and text. Though this will not be as secure as video chatting. You can also contact your phone carrier to check your data limits.
Ask the Question!

“Have You or a Loved One ever served in the Armed Services?”
https://families.ncgwg.org/

Military Families Resource Guide

NORTH CAROLINA GOVERNOR’S WORKING GROUP
OPERATION HOME Task Force: Operating as a committee of the Governor’s Working Group, the Task Force works to address and end veteran homelessness in North Carolina. To achieve its mission, the Task Force seeks to implement a highly coordinated and resourced network of support that includes elected leadership, key statewide agencies, federal agencies, local and regional service and housing providers, and Veteran service organizations. It encourages and supports the multi-faceted good work being done in many communities across the state by securing resources, providing technical assistance, and convening work groups to address specific challenges. The Operation Home Task Force meets monthly at the NC Department of Military and Veteran Affairs in Raleigh.
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
Governor’s Challenge
Update
Crystal Miller
DMVA
2020 Governor’s Challenge: To Prevent Suicide Among Servicemembers, Veterans, And Their Families
Update 23 July 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. Objective Met!
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.
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

PRIORITY 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

Table 3: Columbia-suicide severity rating scale Screen with Triage Points for Primary Care (C-SSRS)

<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Would you be dead?</td>
<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>Have you wished you were dead or wished you could go to sleep and not wake up?</td>
</tr>
<tr>
<td>2. Non-specific active suicidal thoughts:</td>
<td>General non-specific thoughts of wanting to end one's life (e.g., &quot;I've thought about killing myself&quot;) without thoughts of ways to kill oneself/associated methods, intent or plan during the assessment period.</td>
<td>Have you had any actual thoughts of killing yourself?</td>
</tr>
<tr>
<td>3. Active suicidal ideation with any methods (Not Plan) without intent to act:</td>
<td>Active suicidal ideation with some intent to act, without specific plan:</td>
<td>If YES to 2, ask questions 3, 4, 5, and 6. If NO to 2, go directly to question 6.</td>
</tr>
<tr>
<td>4. Active suicidal ideation with specific plan and intent:</td>
<td>Thoughts of killing oneself with details of plan fully or partially worked out and subject has some intent to carry it out.</td>
<td>Have you started to work or worked out the details of how to kill yourself? Do you intend to carry out this plan?</td>
</tr>
<tr>
<td>Past 3 months:</td>
<td>Suicidal behavior:</td>
<td>Have you ever done anything, started to do anything, or prepared to do anything to end your life?</td>
</tr>
<tr>
<td>Mild suicide risk</td>
<td>Examples: Collected pills, obtained a gun, gave away valuable, wrote a will or suicide note, took out pills but didn't swallow any, held a gun but changed your mind or if 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></td>
</tr>
<tr>
<td>Moderate suicide risk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Severe suicide risk</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>


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.

  Closet, 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

WHAT IS A SAFETY PLAN?

A safety plan is a prioritized written list of coping strategies and sources of support that Veterans who have been deemed to be at high risk for suicide can use before or during a crisis. The plan is brief, easy to read, and in the Veteran’s own words.
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.
• Identify SMVF in NC in non-VA care systems (i.e. Ask the Question campaign)
• Assess for suicide risk using the Columbia-Suicide Severity Rating Scale or C-SRRS(https://psycharmor.org/courses/columbia-scale-for-communities/).
• Promote connectedness and improve care transitions.
• Conduct lethal means safety and safety planning.
SUB-COMMITTEE
Identify SMVF in North Carolina in non-VA care systems (i.e., Ask the Question campaign). For each specific system:

- **Identify** and meet with key decision makers within the Greenville Primary Care Providers system to discuss how to integrate ATQ into their intake process. The discussion would include how to increase the military cultural competence of providers; reviewing the ATQ card; and determining the best methods for distributing the ATQ handout.

- **Meet** with administrators at the LME-MCO and provider agencies to discuss financial benefits of supporting Veterans into care.

- **Engage** with Veterans Service Organizations (e.g., Veterans of Foreign Wars, Disabled American Veterans) to encourage their members to self-identify as Veterans when they seek healthcare.
**SUB-COMMITTEE**
Assess for suicide risk using the Columbia-Suicide Severity Rating Scale or C-SSRS (https://psycharmory.org/courses/columbia-scale-for-communities/).
Promote connectedness and improve care transitions.

Provide
- Provide trainings on available resources for SMVF to community providers (e.g., first responders, faith-based leaders, DSS staff, school administrators, and animal shelter workers).

Improve
- Improve integration of informal partners (faith-based communities) through enhanced communication between faith-based and mental health providers.

Create
- Create a real community care network for rural Veterans by solidifying community partnerships to bridge gaps (welcome wagon).

Expand
- Expand awareness of Active Guard and Reserve unit resources.

Collaborate
- Collaborate with the VA to host community events for Veterans, explaining benefits and providing resources.
• **Conduct** training on Counseling on Access to Lethal Means or CALM [http://www.sprc.org/resources-programs/calm-counseling-access-lethal-means-0](http://www.sprc.org/resources-programs/calm-counseling-access-lethal-means-0). Identify and meet with key decision makers in system to discuss training of staff. Provide training to community providers (e.g., first responders, faith-based leaders, DSS staff, school administrators, and animal shelter workers).

• **Utilize** and engage community resources (e.g., faith-based communities, community colleges).

• **Develop** and implement a gun locks program.

• **Develop** and duplicate a hotline call card in a prescription bag.
Additional strategies:

- Connecting with local community, through meetings and healthcare events is a must.

- When receiving training on administering C-SSRS this should also be a training where individuals interested can receive a certification to bring more creditability to the individual administering the C-SSRS.

- The Joel Fund is working with veterans in the Greater Triangle region to organize an alliance (similar to the Community Blueprint in Ft. Bragg). We will be hosting meetings and resource events to connect veterans to each other and to services. This alliance will also serve the Triangle North counties (Warren, Vance, Granville, and Franklin).
IMPORTANT UPCOMING DATES:

- SAMHSA’s SMVF TA Center is pleased to be able to offer a community engagement and expansion virtual technical assistance event. This virtual event will be held across two days, **Monday, August 3rd (1:30-4:00 ET) and Friday, August 7th (1:30-4:00 ET)**

- Governor’s Challenge virtual convening will take place on Monday, **August 10, 2020 – 2:00-3:30pm (ET)**

- VA/SAMHSA Governor’s and Mayor’s Challenge Virtual Evaluation Conference 2020
  - Evaluation: Keeping Your SMVF Suicide Prevention Efforts on Track virtual conference, **September 1-3, 2020.**
Committee Assignments have been mailed out. If you did not get the chance to answer the survey and would like to serve on a committee for one of the priority areas and/or strategies please contact me @ crystal.miller@milvets.nc.gov

If you are not on the mailing list and wish to receive emails and updates concerning SMVF Suicide Prevention Technical Assistance Series and/or SMVF Learning Community Series please let me know.
THANK YOU

CRYSTAL.MILLER@MILVETS.NC.GOV

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

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

4 NCServes Networks

13,731 Unique Clients All-Time

34,852 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

83%

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

Data Window: July 1st, 2019 through June 30th, 2020, unless otherwise stated.
WHAT DO OUR CLIENTS NEED?

SPOTLIGHT ON SOCIAL ENRICHMENT SERVICES IN NCSERVES

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

- Employment
- Housing & Shelter
- Benefits Navigation
- Money Management
- Health
- Education

Number and Percentage of Service Requests Made for Social Enrichment Services

<table>
<thead>
<tr>
<th>Year</th>
<th>Service Requests</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>43</td>
<td>5%</td>
</tr>
<tr>
<td>2016</td>
<td>415</td>
<td>12%</td>
</tr>
<tr>
<td>2017</td>
<td>618</td>
<td>10%</td>
</tr>
<tr>
<td>2018</td>
<td>447</td>
<td>5%</td>
</tr>
<tr>
<td>2019</td>
<td>794</td>
<td>8%</td>
</tr>
<tr>
<td>2020</td>
<td>399</td>
<td>7%</td>
</tr>
</tbody>
</table>

Percentage of Service Requests Made for Social Enrichment Services: 8%

Percentage of Clients Requesting Social Enrichment Services: 8%

Data Window: July 1st, 2019 through June 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 June 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 June 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 June 30th, 2020, unless otherwise stated.
NCSERVES OVERVIEW – DEMOGRAPHICS (FY 2020)

CLIENT MILITARY AFFILIATION
85% Military Members & Veterans
9% Spouses, Family Members & Caregivers
6% Undisclosed

GENDER
20% Female | 74% Male | 6% Undisclosed

SERVICE ERA
- Post-9/11: 36%
- Persian Gulf War: 13%
- Post-Vietnam War: 24%
- Vietnam War: 10%
- Pre-Vietnam War: 1%
- Undisclosed: 16%

BRANCH OF SERVICE
- Army: 55%
- Navy: 16%
- Marine Corps: 14%
- Air Force: 11%
- Coast Guard: 1%
- Undisclosed: 3%

AGE
- 18-24: 3%
- 25-34: 18%
- 35-44: 19%
- 45-54: 19%
- 55-64: 24%
- 65-74: 11%
- 75+: 4%
- Undisclosed: 2%

Data Window: August 1st, 2015 through June 30th, 2020 unless otherwise stated
FY 2020: July 1st, 2019 – June 30th, 2020
NCSERVES OVERVIEW - GROWTH

NCSERVES HAS GROWN FROM 1 TO 4 COMMUNITIES

METROLINA: LAUNCHED AUGUST 2015
CENTRAL CAROLINA: LAUNCHED JUNE 2016
COASTAL: LAUNCHED NOVEMBER 2016
WESTERN: LAUNCHED AUGUST 2017

2015
1 community
3 providers
36 clients
1,668 episodes
64% resolution

2016
2 communities
1,668 clients
3,578 episodes
71% resolution

2017
3 communities
2,975 clients
6,098 episodes
70% resolution

2018
4 communities
4,090 clients
9,055 episodes
74% resolution

2019
4 communities
4,546 clients
10,868 episodes
82% resolution

TODAY*
4 communities
16,033 clients
36,422 episodes
74% resolution

*Today represents cumulative totals, all time through June 30th, 2020, unique at the state level
**Counts represent new clients/service episodes/providers per year, and are not a cumulative running total
†Providers are uniquely counted at the state level

Data Window: August 1st, 2015 through June 30th, 2020 unless otherwise stated
### Service Type # of Providers Offering This Service*

<table>
<thead>
<tr>
<th>Service Type</th>
<th># of Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing &amp; Shelter</td>
<td>123</td>
</tr>
<tr>
<td>Benefits Navigation</td>
<td>85</td>
</tr>
<tr>
<td>Employment</td>
<td>82</td>
</tr>
<tr>
<td>Income Support</td>
<td>75</td>
</tr>
<tr>
<td>Legal</td>
<td>65</td>
</tr>
<tr>
<td>Individual &amp; Family Support</td>
<td>61</td>
</tr>
<tr>
<td>Money Management</td>
<td>59</td>
</tr>
<tr>
<td>Mental/Behavioral Health</td>
<td>58</td>
</tr>
<tr>
<td>Food Assistance</td>
<td>55</td>
</tr>
<tr>
<td>Education</td>
<td>54</td>
</tr>
<tr>
<td>Utilities</td>
<td>54</td>
</tr>
<tr>
<td>Physical Health</td>
<td>53</td>
</tr>
<tr>
<td>Transportation</td>
<td>50</td>
</tr>
<tr>
<td>Clothing &amp; Household Goods</td>
<td>49</td>
</tr>
<tr>
<td>Social Enrichment</td>
<td>43</td>
</tr>
<tr>
<td>Health</td>
<td>33</td>
</tr>
<tr>
<td>Sports &amp; Recreation</td>
<td>23</td>
</tr>
<tr>
<td>Wellness</td>
<td>15</td>
</tr>
<tr>
<td>Substance Use</td>
<td>12</td>
</tr>
<tr>
<td>Spiritual Enrichment</td>
<td>8</td>
</tr>
<tr>
<td>Entrepreneurship</td>
<td>3</td>
</tr>
</tbody>
</table>

*Providers may provide more than one service type

**Number of providers who have made or received a referral is based off of a historical list of providers who made or received referrals, inclusive of inactive providers.

---

Data Window: August 1st, 2015 through June 30th, 2020 unless otherwise stated
Social Enrichment and Recovery

Kendra Monden, VA
Brooke Dickhart, The Joel Fund
Social Enrichment & Recovery Through Recreation Therapy Services

Durham VA Health Care System
INTRODUCTION

- Studies have shown that the general population and Veterans in particular who regularly participate in recreation programs have better health outcomes than those who do not.

- As the number of Veterans continue to grow, there is a need to reach out to them to promote and highlight the benefits of participating in recreation for social enrichment and recovery.

- VA clinical personnel play a pivotal role in introducing Veterans to recreation and creative arts while they are receiving treatment at VA medical facilities, enhancing the rehabilitation process and helping them reconnect with their local communities.

- One of our Recreation Therapy strategic goals is to motivate, encourage and sustain Veteran participation in community-based sports and arts programs as a component of their health-life plan.
Recreation and Creative Arts Therapy at DVHCS

- **Staffing**
  - 7 Recreation Therapist
    - Community Living Center
    - Blind Rehab
    - Medical Foster Home
    - Inpatient Acute Psychiatry
    - Outpatient Rehab/Adaptive Sports
  - 2 Creative Arts Therapist-Music
    - Community Living Center/Hospice
    - Outpatient Mental Health
    - Military Sexual Trauma
  - 2 Recreation Assistants
National Programs

- VA Office of National Veteran Sports Programs and Special Events provides Veterans with opportunities for health and healing through sports and therapeutic arts.

- These specialized rehabilitation events aim to optimize Veterans independence, and community engagement.

- Programs are built on clinical expertise within VA, with essential support from Veteran Service Organizations, Corporate Sponsors, individual donors and community partners.
NATIONAL PROGRAMS

- GOLDEN AGE GAMES
- WHEEL CHAIR GAMES
- WINTER SPORTS CLINIC
- SUMMER SPORTS CLINIC
- TEE TOURNAMENT
- CREATIVE ARTS FESTIVAL
COMMUNITY PARTNERS

- Through recreation and creative arts interventions, we provide Veterans with a non-judgmental atmosphere to promote psychological, social and physical well-being. This can lead to an enhanced self-image, independence, stress reduction and restore physical function, which in turn promotes general health and well-being.

- VA Recreation and Creative Arts Therapist partner with a host of community organizations which can assist them in re-entering their local communities where they can continue participating in recreation and leisure activities that socially enriched their lives.
COMMUNITY PROGRAMS

RECREATIONAL & CREATIVE ARTS ACTIVITIES

- Kayaking
- Handcycling
- Wheelchair Basketball
- Wheelchair Tennis
- Sitting Volleyball
- Fishing/Fly Fishing
- Songwriting
- Guitar Lessons
- Ceramics
- Painting/Drawing
- Photography
COMMUNITY PARTNERS

- BRIDGE TO SPORTS
- TEAM RIVER RUNNER
- PROJECT HEALING WATERS
- JOEL FUND
- DURHAM ART COUNCIL
- GUITARS FOR VETS
Kendra Monden, MS, CTRS
Chief, Recreation Therapist
Durham VA Health Care System
919-286-0411 ext 176591
Kendra.monden@va.gov
JOE SILVA

- Served 20 years as a Navy SEAL on SEAL Team 2 and was a plank owner of SEAL Team 6
- 4 tours in Vietnam
- Suffered from PTSD, substance abuse and depression
“NAM”
1970
21 YEARS OLD
MISSION

To Reconnect Veterans to Life at Home

We use the power of community to engage, educate and encourage veterans and their families.

METHODS

- We partner with other organizations to bring about systemic change in the way in which veterans are served.
- We advocate for the importance of non-traditional services for veterans and their families.
- We provide a direct connection to non-traditional services.
PROGRAMS

- NC Veterans Coffees
- Resource Connection
- Operation A.R.T.
NC VETERANS COFFEES

- Informational sessions for veterans while enjoying a cup of coffee
  - Services available to them
  - Sharing experiences
- Guest speaker
- Quarterly In-Person in Raleigh
- Monthly Virtual events with Zoom
“Staying connected.”
“Very Informative.”
“Full of resources from organizations that are more than willing to assist the veteran community at the drop of a hat.”
RESOURCE CONNECTION

- Provider in the NC Serves Central Carolina network
- Work one-on-one with veterans and their families to connect them to the services they are seeking
- Building trust through communication and understanding
GREATER TRIANGLE VMFA

MISSION
To strengthen the local veteran and military community

OBJECTIVES
• identify gaps, opportunities, and barriers in service to improve service for veterans and military families
• coordinate information on services for veterans and military families
• educate veterans, military families and community advocates on community-based efforts and suicide prevention
OPERATION A.R.T.
ARTISTRY – RECONNECTION - TRANSFORMATION

- Art classes for veterans and their immediate family members
- Partner with the Durham VA Recreational Therapy Department
- In-person in Wake Forest, NC
  - Drawing, Painting, Photography, Woodworking
- Online with Zoom
  - Photography and Writing
- Once a week for six weeks - $25 (scholarships available)
CONTACT

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Veteran Support Specialist Mentoring Program

Jeremy Hughes

DMVA
Veteran Support Specialist (VSS) Training

23 July 2020

Jeremy Hughes, NCMDVA
Region 1 Manager
Purpose of the VSS Program

- Offer providers serving veterans in the community at large, including Veteran Service Officers (VSOs), Veterans Service Technicians, and other service providers training in the most effective ways to serve Service Members, Veterans and Their Families (SMVF)
- Training is specifically developed for SMVF offering a unique look at the culture and experience of SMVF.
- Empower NC service providers to connect SMVF to critical resources while understanding their unique needs.
Purpose of the VSS Program (cont’d)

- Develop working knowledge on mental health conditions and various forms of trauma.
- Build stronger relationships between the local, state, federal, and non-profit veteran community.
- Adapt the program to address the needs of all service providers in North Carolina.
### What is a Veterans Service Officer (VSO)?

<table>
<thead>
<tr>
<th>VSO Theory</th>
<th>VSO Reality</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Counsels and assists Veterans and their dependents in filing claims for benefits with the USDVA and other federal, state, and local government agencies.</td>
<td>![To-do List Graphic]</td>
</tr>
</tbody>
</table>

**To-do List:**
1. **E**verything
2. **E**verything
3. **E**verything
What VSS Training Involves

- Veteran services community building
- Partnership/relationship building
- Interactive training
  - Virtual Meeting (2 days)
  - Online/Web-based (always available, at your own pace)
  - Conference Call (TBD)
- Engagement (soft) skills training
- Introduction to various mental health conditions and traumas effecting veterans
- Training that is need based evolving!
VSS Training Partnerships/Relationships

- Durham VAMC / Duke University Med
- NC Dept. of Military & Veteran Affairs
- UNC School of Social Work
- NC Dept. of Health & Human Services
- The first VSS class started on June 30, 2015. VSS training continually adapts to the needs of VSO’s out in the field with each class. Currently VSS training is scheduled for twice a year, through 2019.
VSS Interactive Training

- Virtual training for two separate days adapted to fit within busy VSO and service partner schedules. Includes lectures from highly qualified professionals, PowerPoint presentations, group exercises, simulated client interviews, and networking with various professionals within the veteran's services community.
- Online/Web based training, which is always available for review. Includes PowerPoint slides, videos, and conferencing features.
- Conference Call - Here phone conferencing is used along with online training to monitor progress with the team and to help adapt the training for current needs.
# VSS Training Topics Covered

## Engagement Skills

1. Peer/coach/mentor role & Case Management  
   (including warm handoffs)  
2. Military Culture  
3. Connecting to Resources  
4. Reflective & Active Listening  
5. Motivational Interviewing  
6. Building Relationships/Person First Language  
7. Self care/STS Mitigation  
8. Mindfulness-based Stress Reduction  
9. De-escalation/Planning for Anger  
10. Decision-making, Problem Solving, & Conflict Styles

## Understanding Mental Health Conditions

1. Understanding Trauma & PTSD  
2. Traumatic Brain Injury  
3. Military Sexual Trauma  
4. Co-occurring Disorders  
5. Homelessness/employment  
6. Suicide  
7. Substance Abuse & Recovery  
8. Whole Health Management/ Mind-Body Connection  
9. Self Help & Advocacy  
10. Evidence-based Treatment of Mental Health Issues (e.g., CPT, PE, DBT, etc.)  
   *coaching into care
Importance of VSS Training to Those Providing Services to SMVF

- The issues veterans need to address are regularly changing, often with a corresponding increase in mental health-related issues.

- The VSS training provides an understanding of mental health conditions affecting veterans, as well as engagement skills for service providers when assisting these veterans.

- The engagement skills taught are valuable tools and cross over well with services provided to veterans.

- VSS training sets a standard for interviewing skills, counseling skills, advocacy, and understanding of mental health issues that can be used by new and seasoned service providers.
Application of VSS Training in the Field

- Tell briefly any one of the number of stories of how applying VSS training ended with a veteran receiving benefits they were not aware of and happy with the results

- Stories of note:
  - Knees
  - WW II pension
  - Doing what hadn’t been done before
  - Interviewing a fugitive
Questions?

- Any questions, comments, concerns?
- Contact information
  - Crystal Miller, NCDVMA Field Operations Manager
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  - Jeremy Hughes, NCDMVA Region 1 Manager
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THANK YOU
Next Meeting:
August 27, 2020

Joint Force Headquarters or Virtual Meeting
Raleigh, NC