RETURN TO LOCAL OWNERSHIP.

In 2015 IVMF partnered with Veteran’s Bridge Home to assess the needs of veterans and their families in this community and began working together to create avenues of support. By combining guidance from IVMF’s Community-based Services Team (AmericaServes) with on-the-ground action and insight and infusing new talent and passion from Veterans Services of the Carolinas and others, that idea has grown into an effective and sustainable statewide network of support reaching thousands of clients every year. Today, we are proud to announce of the next phase in the AmericaServes model, as NCServes transitions to local ownership and continues its work as a self-sustaining network.
Funded by NC DHHS/DMH, NCServes is a consortium of NC-based organizations, each fulfilling a vital role in ensuring the long-term success of the program and best-in-class service for veterans, servicemembers, and their families.

**VAYA HEALTH**
Program oversight and strategy, funding management.

**VETERANS SERVICES OF THE CAROLINAS**
Coordination Center services and provider engagement & support for the Western and Coastal Regions.

**VETERANS BRIDGE HOME**
Coordination Center services and provider engagement & support for the Metrolina and Central Regions.

**GOVERNOR’S INSTITUTE**
Research and insights, external reporting and communication, Community of Practice.
COORDINATION CENTERS

VBH Currently has 10 Teammates assigned to this work, 4 recently transitioned from USO of NC. We are grateful for the partnership with the USO and were honored to bring their teammates aboard so they could continue to serve the Veterans of North Carolina.

- Dr. Nicole French, PysD – Clinical Director
- Paul Berry – Regional Network Dir.
- Diane Weekley – Community Network Director (CLT)
- Bryce Humphreys – Coordination Center Mgr (CLT)
- Thomas Jacobs – Care Coordinator (CLT)
- Dwayne Wells – Care Coordinator (CLT)
- Rebecca Swaim – Operations Mgr (Triad)
- Michelle Bulla – Intake Specialist (Triad)
- Chris Brown – Care Coordinator (RDU)
- Jessica Salina – Care Coordinator (Bragg)

WE ARE HIRING! 2 new Roles –
- 1x Community Network Director (Raleigh)
- 1x Community Network Director (Ft. Bragg)

4 Major Markets
- CLT
- TRIAD
- TRIANGLE
- FT. BRAGG

49 Counties
45 in NC & 4 in SC

450,000 Veterans

174 Partners

200+ Companies

VETERANS BRIDGE HOME
COORDINATION CENTERS

VSC Currently has 9 Teammates assigned to this work, 1 which transitioned from ECHSA. We are grateful for the foundation ECHSA has built and honored to continue this partnership in order to continue to serve the Veterans of North Carolina.

- Hunter Russ – Assistant Dir.
- Tim Driscoll – Network Relations Dir.
- Richelle Jara – PR and Outreach Manager
- Brandon Davis – Sr. Care Coordinator
- Chariden Lewis – Care Coordinator
- Jennifer Melton – Care Coordinator
- Jason Cole – Care Coordinator
- Jessy Hill – Care Coordinator
- Patrick Barton – Care Coordinator

4 Major Programs
- Housing (SSVF-VA)
- Employment (HVRP-USDOL)
- Outreach (HOPE-NCHHS)
- Coordination (Serves-NCHHS)

4 Office Locations
- Asheville
- Charlotte
- Fayetteville
- Morehead City

74 Counties

539,746 Veterans

228 Partners

744 Network users

8 COC’s covered
PLANNING FOR SUCCESS.
2021 Strategic Goals & Objectives

**GROWTH**
5% growth in network providers & network utilization

**IMPROVEMENT**
Decrease average time to match a client with a provider

**FOCUS ON EQUITY**
Promote awareness of health disparities in historically marginalized populations

**NC CARE360 INTEGRATION**
Establish governance structures to integrate our activity with the NC CARE360 network
THE BIG PICTURE OF SERVICE DELIVERY.

“I’m Particularly proud to have NC CARE360 in all 100 counties … This is the nation’s first statewide platform that bridges Healthcare and Human Services. The development of NC CARE360 was pioneered through NC Serves, the care coordination network used for veterans and military families…which over the past six years has assisted with 16,000 NC veterans and family members and over 40,000 individual assistance needs.”

Secretary Mandy Cohen, MD, MPH
Secretary of the North Carolina Department of Health and Human Services (DHHS)
September 20th, 2020
NCSERVES DATA SNAPSHOT

17,008
Unique Clients

41,940
Service Requests

406
Participating Organizations

HOUSING & SHELTER
Most Requested Service

Data Window: August 2015 through November 2020 unless otherwise specified
MAKE YOUR NETWORK WORK FOR YOU.

This year, we challenge our providers, partners, & friends to engage the NCServes network to drive higher than ever levels of usage.
THANK YOU.

NCServes
Coastal
1.855.962.8387
coastal.americaserves.org

NCServes
Metrolina
1.855.425.8838
charlotte.americaserves.org

NCServes
Central Carolina
1.866.249.6656
raleigh.americaserves.org

NCServes
Western
1.855.WNC-VETS
western.americaserves.org