

VETERANS

SERVICES OF THE CAROLINAS

A Division of 



2019

ANNUAL
REPORT



OUR MISSION

WHO WE ARE:

ABCCM is one of the key non-profit organizations addressing the social determinants of health in North Carolina; serving around 50,000 annually in Buncombe County alone. As a division of ABCCM, VSC aligns with the mission of translating our faith into cooperative action within our community.

WHAT WE DO:

Veterans Services of the Carolinas provides services including rapid rehousing, homelessness prevention, service coordination, employment and training, and outreach to homeless Veterans.

HOW WE DO IT:

We carry out our mission of providing these unique services to Veterans across North Carolina not as one individual unit, but a united front.

WHY WE DO IT:

At Veteran Services of the Carolinas it is our core belief to care for those who answered the call to serve our great nation. Our Veterans have fought for our freedom, now we fight for theirs.

TABLE OF CONTENTS

.....

FOREWORD.....	1
OVERVIEW.....	2
DEMOGRAPHICS.....	3
CALL CENTER.....	4
HOUSING SERVICES.....	5
EMPLOYMENT SERVICES.....	7
NCSERVES COORDINATION.....	9
NCSERVES RADIO.....	11
HOPE OUTREACH.....	12
VETSMILES.....	13
VSC STANDDOWNS.....	14
FINANCIALS.....	15
OUR TEAM.....	16



Chief Editor: Richelle Jara

A WORD FROM OUR LEADERSHIP



"There is a heart for Veterans that resonates in many, that wants every Veteran to be heard, to be safe, to be honored and to be equipped to reach their greatest potential. ABCCM's commitment through Veterans Services of the Carolinas is to bring honor, hope, and healing with a job and a home to every Veteran. Thanks to all this past year and in the days ahead who join us at VSC in bringing our best to Veterans so they can achieve their best."

-Scott Rogers, Executive Director ABCCM

"Welcome to 2020 and to the first Veterans Services of the Carolinas Annual Report. In 2019, VSC encountered an unbelievable year of growth and as we strive to deliver outstanding customer service through our programs, we will sustain our core values and mission. Without a doubt all of our work is not possible without our community partners who work alongside us to create the best opportunities for success for our Veterans and their families.



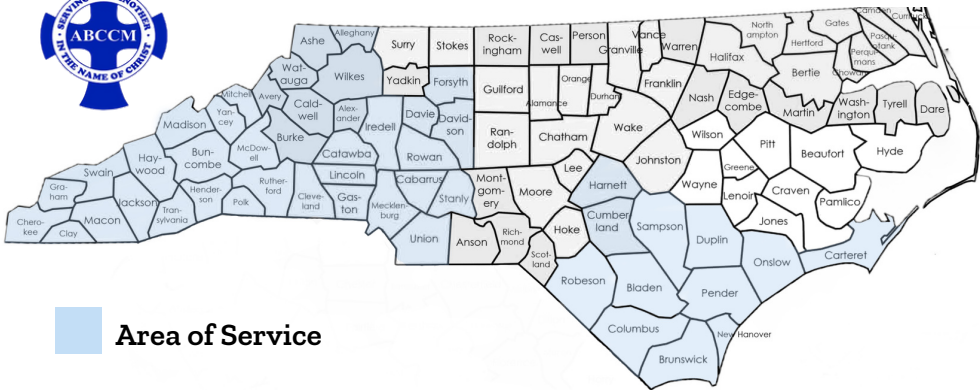
Semper Fidelis"

-Brandon Wilson, Director VSC



A YEAR OF GROWTH

In 2019, VSC scaled operations from 28 to 49 counties. This expansion was made possible by the development of two additional employment programs. As a result, VSC also increased staff in order to better serve Veterans and their families across North Carolina.



Area of Service

54%



Staff

43%



Counties Served

50%



Veteran Programs Offered



WHO WE SERVE

Gender

Male..... 75%

Female..... 25%

Non-Binary..... 0%

Affiliation

Veteran..... 89%

Family Member..... 6%

Military Spouse..... 3%

Widow/er..... 1%

Service Status

Veteran..... 96%

Retiree..... 2%

Reserve..... 1%

Active Duty..... 1%

Service Era

Post 9/11..... 33%

Post-Vietnam..... 31%

Vietnam..... 19%

Persian Gulf War... 14%

***Data collected from Jan 1-Dec 31, 2019 (NCServes Calendar Year)*

COORDINATION CENTER

1-855-962-8387

In 2019, NCServes became the coordination center for all Veterans Services of the Carolinas programs. Our team fields calls from community providers and Veterans. This has resulted in providing person-centered holistic care and implementing a platform of diversion.

8,727

Total Number of Calls Fielded



Average Monthly Calls

727



"NCServes is a clearinghouse of connections, resources, and opportunities. Through partnership and collaboration with NCServes, Veterans Treatment Court has forged new pathways of wellness and recovery for our Veteran community."

-Kevin Rumley,
Veterans Treatment Court



HOUSING SERVICES

Supportive Services for Veteran Families

Supportive Services for Veteran Families (SSVF) is a homeless prevention and rapid rehousing program designed to help Veterans and their families maintain their current housing, or help find them new and affordable housing. VSC remains a leader in five Continuum's of Care within North Carolina.

***Data collected from Oct 1, 2018- Sept 30, 2019 grant cycle*



917

Veterans Screened
and Referred



283

Families
Enrolled



90%

Housing Success Rate



131

Homeless
Prevention
Cases



240

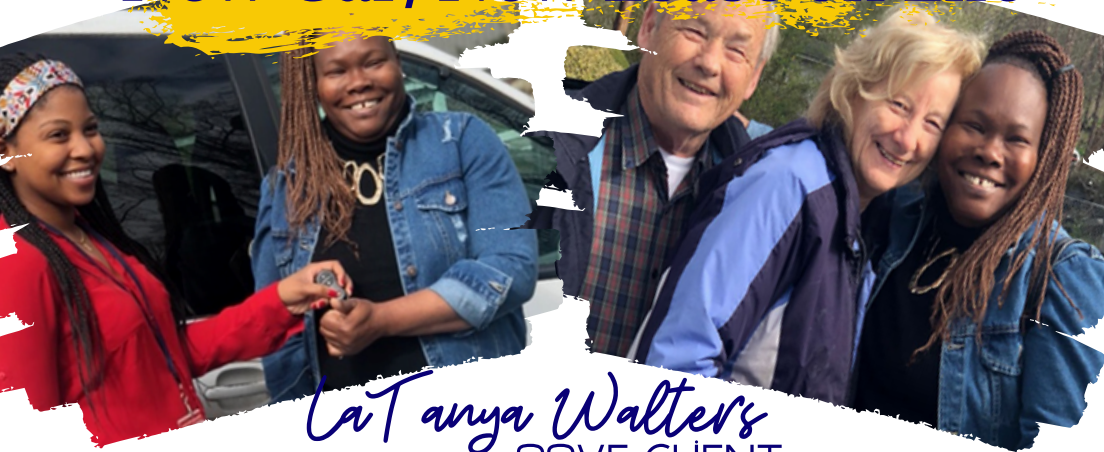
Total
Families
Housed



152

Rapid
Rehousing
Cases

New Car, New Lease on Life



LaTanya Walters
SSVF CLIENT

LaTanya Walters, Army Veteran from Charlotte, North Carolina found herself behind on rent after a series of family hardships. After reaching out to other community resources and coming up empty, she was then connected with Veterans Services of the Carolinas where she received housing prevention services with our Supportive Services for Veteran Families program.

With the help of VSC, LaTanya received the necessary financial support to avoid eviction from her home. After LaTanya's car broke down, she was relying on friends to take her back and forth to work.

Unbeknownst to her, LaTanya's case manager, Tiffany Martin, was working behind the scenes with Fred and Brenda Denton, a family who wanted to donate their Dodge Van to a Veteran in need.

LaTanya was overjoyed to learn that she would be the recipient of the van. Through this joint effort and gracious donation, LaTanya has been successful in maintaining her housing and employment.



"VSC is an amazing organization. If you're a Veteran in need, go see a VSC Care Coordinator as soon as possible. The difference is in the results!"

-Mike Ferguson, Warrior Clan



EMPLOYMENT SERVICES

HOMELESS VETERAN REINTEGRATION PROGRAM

The Homeless Veteran Reintegration Program (HVRP) serves homeless Veterans who need assistance to enter, re-enter, remain, or advance in the workforce. Through short-term training programs, which focus on industry recognized certifications and licenses, HVRP is committed to ensuring Veterans receive the training and support needed to secure career level jobs that pay living wages.

***Data collected from July 1, 2018-June 30, 2019 grant cycle*

**Veterans
Enrolled**



151

**Job
Placements**



103

**Average
Wage**



\$12.48

**Placement
Rate**



75%

TOP EMPLOYMENT FIELDS



CULINARY



CDL



HOSPITALITY



WAREHOUSE

Building Blocks for Success

Jerell Steward
HVRP CLIENT



When VSC case manager, Amanda Perez, first met Jerell Steward, he identified many barriers that were preventing him to obtaining employment. He stated a lack of transportation, no income, no cell phone, no professional clothing for interviews or employment, no tools/equipment, and a weak support system (family, friends, community) were hindering him from being able to attend a job interview or be employable. Quickly after his enrollment with HVRP, what Jerell thought was impossible, became possible for him. With the use of HVRP funding, Amanda was able to purchase him a cell phone and phone card, a 30-day bus pass, and utilized LYFT to get him to interviews/screenings that were not on a bus route. Jerell has the skills and experience as an electrician, he needed the resources provided by Veterans Services of the Carolinas along with intensive case management to be able to make it to job interviews and become employable. Jerell received a job offer within a month of enrollment as an electrician, with an hourly rate of \$20.00, full time, with benefits. As a requirement for his career, VSC was able to purchase the tools and clothing needed for Jerell to be successful as an electrician.



"As the former state director in North Carolina, and now in a capacity where I advise states all over the country, I have had the opportunity to work along side hundreds of Veterans organizations and I continue to hold up VSC as an exemplar for others to emulate."

-Ilario Pantano, IVMF-Syracuse



COORDINATION SERVICES

NCServes Western is the region's first coordinated network of public, private and nonprofit organizations working together to serve the community. This team connects Veterans, service members and their families to these resources across 21 human service needs.

***Data collected from Jan 1-Dec 31, 2019 calendar year*

77%

Positive Outcome


Network
Providers
97


Clients
1,261


Unique
Services
2,584

Top 4 Needs


Housing and
Shelter
993


Benefits
Navigation
203


Utilities
Assistance
199


Income
Support
169



Rising from the Ashes

Chris Robertson
NCSERVES WESTERN CLIENT

Marine Veteran, Chris Robertson, came to VSC through a referral from American Red Cross where he was being served due to an unexpected house fire that left him in despair.

Referrals were put into the network starting with ABCCM Crisis Ministry; which was able to provide the Veteran and his spouse clothing and food during this difficult transition.

In addition he was connected to Homeward Bound which placed him in permanent housing within their Veterans SSVF program.

Chris is currently working on employment with Goodwill Industries and VA Benefits with the Buncombe County Veterans Service Office. He is currently a participant in the Buncombe County Veterans Treatment Court, where he is supported by a team of peers and professionals.

During the process and through a generous donation he received a bike from the ABCCM warehouse. This bike has improved this Veterans transportation means immensely. Overall, Mr. Robertson has been supported by ten different community providers addressing his overall health and well-being and VSC will continue to walk alongside him as he transforms his life.

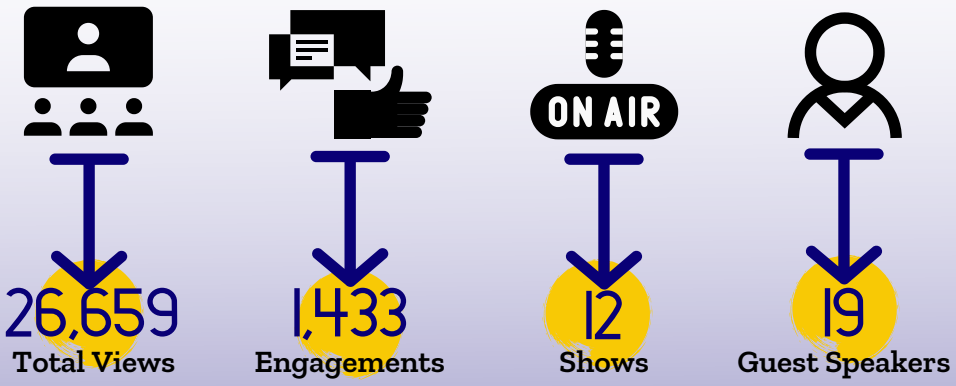


"The VSC team has been a force for good in our region, and many Veterans and their families are living more productive and purpose-filled lives as a result of their heartfelt work."

-Charlie Hall,
Upstate Warrior Solutions



In January 2019, VSC partnered with WVPM 103.7 AVL radio in Asheville, North Carolina and the NCServes Radio show was born. This show broadcasts various resources, highlights providers, and interviews Veterans in the community on topics important to military families. In addition to being broadcast within a 50 mile radius of Asheville, NC, it is also streamed live on VSC social media outlets.



"We are honored to partner with VSC and bring this level of community service programming to our listeners as we strive to bring the best information that helps the Veterans community become more aware of what is available for help and support."



OUTREACH SERVICES HOPE

Homeless Outreach Partnership for Empowerment (HOPE) is a program designed to provide outreach to individuals with severe mental illness who are living outside and are deemed most vulnerable. Veterans are located through extensive outreach efforts extended by the HOPE team. HOPE staff assists eligible Veterans by referring them to mental health treatment and resources, primary health and dental care, as well as income assistance, employment, and housing.

***Data collected from March-June 2019 grant cycle*

Veterans Identified



238

Enrollments



21

Referrals Made



300

Encampments Identified



7



"VSC has pioneered the use of SAMHSA funds to augment and expand existing VA and HUD programs for homeless Veterans and increased their effectiveness to connect Veterans to resources."

-Jeff Smith, NCDHHS



VETSMILES

In cooperation with Smoky Mountain Outreach Foundation and East Carolina University, the VETSmiles program was created. Through this union, Veterans receive adequate dental care through free and reduced services. Individuals eligible for this program receive continual care in order to establish proper dental health.



Veterans Screened and Referred

146

61

Veterans Receiving Dental Care



Dollars of Donated Dental Services

\$40,000



"These key stakeholders comprise a community collaboration system that has served 61 separate Veterans in 2019 with dental services ranging from exams and x-rays to full sets of dentures."



VETERAN STAND DOWN

BUNCOMBE AND CARTERET COUNTY

VSC hosted two Veteran Stand Downs in North Carolina, which took place in Asheville and Morehead City. These stand downs provided the Veteran community with essential items and connection to resources.

GEAR DISTRIBUTED

165 Shoes

110 Packs of Socks

110 Packs of Underwear

150 Hygiene Kits

85 Sleeping Bags

100 Beanies

SERVICES PROVIDED

Health Screenings

Housing/Shelter Referrals

Mental Health Services

Employment Assistance

Benefits Counseling

Agent Orange Counseling

HIV/AIDS Counseling

Substance Abuse Services

Legal Advice

Personal Care/Hygiene Kits

Clothing

Food

2019 FINANCIALS

VSC TOTAL FY 19 BUDGET

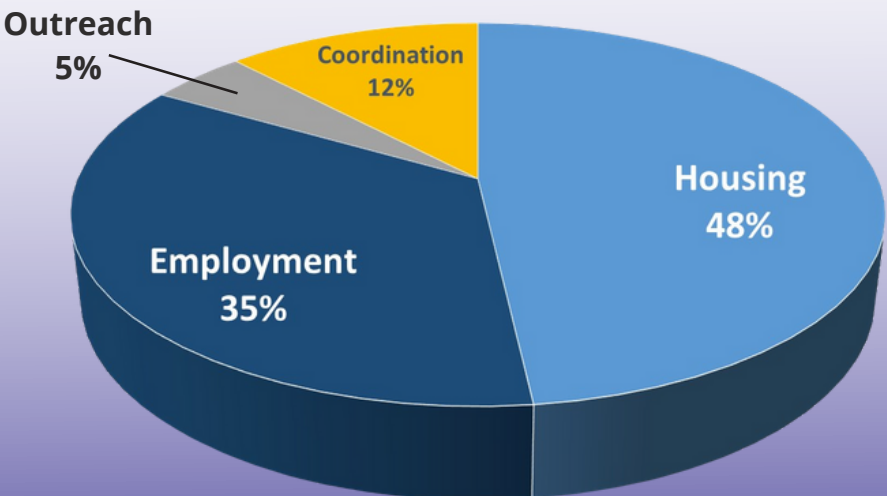
\$2,122,474

HOUSING..... **\$1,013,538**

EMPLOYMENT..... **\$751,730**

OUTREACH..... **\$98,319**

COORDINATION..... **\$258,887**



Our Tribe

TOTAL
STAFF

39



60%
VETERANS/SPOUSES



108
COMBINED YEARS
OF SERVING VETERANS



224
COMBINED YEARS OF
MILITARY SERVICE





www.abccm-vsc.org



@VeteransServicesoftheCarolinas