



VETERANS

SERVICES OF THE CAROLINAS

2021 ANNUAL REPORT A Division of

THEY CAME IN

ERVE

Veteran-Centric Leadership



**Reverend
Scott Rogers**
Executive Director
ABCCM

“ABCCM’s collaborative principles are wonderfully expressed through VSC. They have been leaders in community-coordinated service, and we are proud of their efforts to lead best practices in Veteran outreach and serve as a statewide model for other providers. VSC continues to honor ABCCM’s mission by doing together what we cannot do individually.”

“The last two years of pandemic life has taught us the importance of community. Advanced metrics, data, and technology enhance our ability to serve, yet they do not replace authentic person-to-person interaction. I am proud to say that this team is well equipped, well trained, and empowered to make decisions that improve the lives of Veterans across North Carolina and build those communities.”



Brandon Wilson
Director
Veterans Services
of the Carolinas

“For just as each of us has one body with many members, and these members do not all have the same function, so in Christ we, though many, form one body, and each member belongs to all the others.” Romans 12:4-5

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Our 2021 Impact

Veterans Services of the Carolinas (VSC) supports our nation's Veterans and their families by implementing four programs across North Carolina. Through Housing, Employment, Outreach, and Call Center Service Coordination, we collaborate with community partners and faith communities to engage with Veterans and meet their critical needs.



11,488

Calls Answered

\$4.1 million

Projected wages earned by previously unemployed and homeless Veterans

70%

Success Rate from
Emergency Housing*

*20% higher than the National Average

Local Faith Partnerships



As a ministry of ABCCM, VSC is intrinsically connected to our churches, as they continue to serve as part of the foundations of care for our Veterans and their families. Throughout 2021, VSC partnered with over 20 local congregations. These partnerships included a variety of staff- and community-facing trainings, preparing outreach bags, and events that strengthen our church and volunteer relationships. This provided a deep spiritual enrichment for our military-connected community, volunteers, and staff.



James Walker
Lake Hills Church, Pastor

"Lake Hills Church has witnessed first-hand the dedication and commitment of ABCCM and VSC to reach out and help those who are most vulnerable and suffering in our area. We are honored to support this organization that has such a heart for so many and a focused outreach to those that have given so much through their service to this country."

We Fight For Them

Who We Served in 2021

Veteran or Other Military 91.4% Family Member or Caregiver 8.5%



In the summer of 2021, NCServes merged with NCCare360 becoming the nation's first statewide coordinated-care network, connecting individuals to private, public, and non-profit organizations. Through VSC's call center and outreach program this network is utilized to connect all underserved and marginalized populations to this comprehensive ecosystem of providers. Our primary mission is to serve Veterans and their families. However, in the spirit of true community, we will continue to serve North Carolinians through this project.

VSC is humbled to work alongside NCDHHS, the Foundation of Health Leadership & Innovation, Vaya Health, and Unite Us, to improve overall health and human care in North Carolina.

2,635
Community
Partners



Care Provided To
6,187
North Carolinians



Dan Brillman
Unite Us, CEO

"The VSC team is paving the path for how communities across the nation truly coordinate health and social care. As a trusted and data-driven partner of Unite Us for many years, the organization continues to push the industry forward and bring care deeper into communities to drive long term impact of peoples' health."

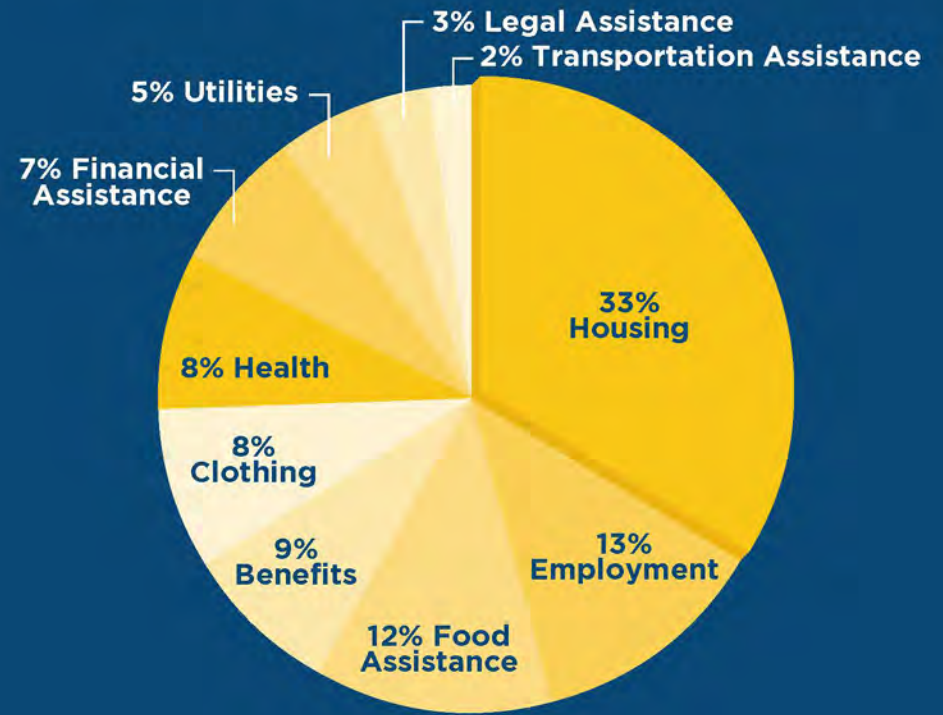
Statewide Care Coordination

Throughout the year, our call center saw a major increase in inbound calls and service referrals. Serving across North Carolina, NCServes continues to grow collaborative efforts in all communities while providing the highest quality and most effective service delivery for Veterans and their families.

3,951 Clients → **4,186** Referrals → **4,683** Services

4.2 Days to Match Veteran Resource

What Our Veterans Need





Facing Eviction

Air Force Veteran Dionne Artis was one knock on the door away from facing homelessness. Indeed, that knock came sooner than she anticipated. The eviction moratorium that kept landlords from evicting tenants behind on their rent ended, and Ms. Artis, like many others in her community, was left wondering how she could locate affordable housing for her family.

Referred to Veterans Services of the Carolinas through our NCServes program, Dionne was enrolled in our SSVF Housing program and began working with her Case Managers, Dallas Bragg and Erin Kyle, as well as her Healthcare Navigator, Janeva Tucker. Together, they identified strategies to return to stable housing and get back on track professionally.

Dionne qualified for VSC's employment program. The VA Supportive Housing (HUD-VASH) program enabled her and her son to receive permanent housing assistance. At the beginning of August 2021, they moved into a new home in Charlotte. Throughout this period, Ms. Artis' case managers were also able to connect her to VSC's employment and training program, where she earned her CNA license, a certification that ultimately led to a career placement to sustain permanent housing.



"No one at VSC ever made me feel like I was letting myself down or that I should be embarrassed for what I was going through. They demonstrated empathy throughout my process to help me get connected to the resources I needed."

— Dionne Artis, Air Force Veteran

Housing the Homeless

On any given night there are 904 Veterans experiencing homeless across North Carolina. VSC's homeless prevention and rapid-rehousing program is designed to help Veterans and their families maintain their current housing or help find them new and affordable housing. VSC is a leader in seven Continuums of Care across North Carolina and their respective Coordinated Entry process. In collaboration with the VA, VSC introduced a Healthcare Navigator position in 2021. This ensured that our Veterans had access to healthcare services, both within the VA and the community. Funding for this program is provided by the US Department of Veterans Affairs.



Emergency Housing



Throughout the COVID-19 pandemic, communities were forced to adapt the way services were delivered to homeless Veterans. VSC's response was the implementation of the Emergency Housing Assistance

(EHA) program. This provided temporary emergency housing as a bridge to sustainability that also decreased anxiety and uncertainty among our Veterans and their families. Working in collaboration with shelter and hotel partners across the state, we continue to ensure our Veterans and their families are safe.



Thom Tillis
US Senator - NC

"VSC and ABCCM provide an invaluable service to homeless veterans and their families in North Carolina. I had the privilege of visiting this past year, and I could not be more impressed by the work they are doing to help North Carolinians. I thank everyone at this organization for the work they do, and I look forward to continuing to support them in Washington."



Community Collaborative

Navy Veteran Maurice Chambers was awarded a Road to Hire Cybersecurity Apprenticeship in Spring 2021. Due to his hard work and focus, Mr. Chambers was chosen among a pool of 120 candidates to take part in this exciting program. As a newly-separated Navy Veteran, Mr. Chambers experienced housing and employment challenges following his discharge. By connecting to much needed resources through our NCServes program, Maurice began overcoming these barriers.

VSC's Assistant Director Curry Cromer was able to blend resources from our employment program and community partners, such as Catholic Charities, to assist Mr. Chambers with the necessary means for independence. This was the catalyst for him to distinguish his candidacy for employment.

As his 6-month apprenticeship was coming to a close, several Charlotte-based companies began recruiting Maurice. After multiple interviews, Mr. Chambers accepted a position with Lowe's, a Fortune 100 company, earning a salary above the living wage as a Cybersecurity Analyst. With his new job in place, he was able to catch up on his bills and move into a brand new apartment. Maurice is now in a career where he can actively use his interests, talents, and knowledge-base as a pathway for technical growth and professional advancement. Mr. Chambers' success is due to his own perseverance and focus; it also illustrates that strong community partnerships, combined with purposeful engagement, drive these victories when we put our Veteran's goals first.

"Working with Veterans Services of the Carolinas has been life changing and has really turned my life around in ways I couldn't imagine. When I thought all the cards were stacked against me, VSC came in and empowered me."

— Maurice Chambers, Navy Veteran

Veteran Employment

VSC's employment and training program serves homeless Veterans who need assistance to re-enter or advance in the workforce. Through work-readiness training, focusing on industry-recognized certifications and licenses, VSC ensures that Veterans receive the training and support needed to secure and maintain career-level jobs that pay living wages. This program works in close collaboration with our state partners at NCWorks and is funded by the US Department of Labor. *(Data collected for last full grant year, July 1, 2020 – June 30, 2021)*

STATEWIDE



In November 2021, VSC was asked to share best practices about our employment program with US Secretary of Labor Marty Walsh in Washington, DC. One of our very own successful Veterans, Jessica Case, shared her successful journey that was featured in the US-DOL monthly newsletter and podcast.

OUR REGIONS

EASTERN



PIEDMONT



WESTERN



Lane Dyer
DOL-VETS, State Director NC

"As the State Director for USDOL's Veteran programs in North Carolina, I have witnessed the excellent work ABCCM's Veterans Services of the Carolinas team does day in and day out to help the most vulnerable Veterans. ABCCM is a national model for how a Homeless Veteran Reintegration Program should be run and an example that other service providers should emulate."

Homeless Veteran Outreach

177

Homeless
Veterans
Identified



22

Veteran
Lives
Transformed

Healing Outreach Partnerships for Empowerment (HOPE) is our extensive outreach program designed to find chronically homeless Veterans, meeting them where they are. Utilizing the evidence-based practice of “Critical Time Intervention” combined with intensive peer support, our team is finding success in connecting Veterans to mental health and substance use supports, creating healthy pathways out of homelessness. This program is funded by NCDHHS and Vaya Health.

We Wrote The Book



Our HOPE program has given us the opportunity to learn and grow and trailblaze a path for others to engage in extensive outreach. Because of our advancing experience, VSC’s Outreach team was tasked and commissioned by the North Carolina Department of Health and

Human Services to create a field guide for organizations providing outreach and first responders. This guide includes best practices, tactics, and lessons learned. This publication was released in December of 2021 and is currently available upon request.

Difficult, Not Impossible



Phillip Fulcher is a Navy Veteran who struggled with substance abuse for 28 years. He was identified and enrolled by VSC Peer Support Specialist Benji Horton on the North Carolina coast. Through our services and with community support, Mr. Fulcher graduated from his recovery program and is now 9 months sober, housed, and serving as a peer mentor at Healing Transitions.

“There are no words to describe the appreciation I have for VSC and especially Benji. His patience, caring and dedication to find a place where I could focus on my demons and overcome them can only be described as outstanding. For 28 years all I cared about was using. The destruction I left behind did not really matter at the time. I now have a second chance at life. A chance to rebuild relationships is possible. A life of sobriety, a life of possibilities in which I can use my life’s experiences to help others reach their own dreams the way Benji has for me.”

— Phillip Fulcher, HOPE Client

Stand Down Blitz

At the height of COVID-19, VSC continued to lean in to support our Veteran communities and those that were experiencing more isolation due to the pandemic. Part of our strategy was conducting community Stand Down events to not only provide resources and necessary vaccinations, but to reinforce compassion and resiliency. These Stand Down events were made possible with funding from the US Department of Labor and in collaboration with the Department of Veterans Affairs, NCDHHS, and many community partners.



Never Stop Learning

Throughout the year, in collaboration with various community partners, VSC hosted and/or facilitated trainings for staff, volunteers, and other supporting organizations. These workshops included **Motivational Interviewing, Resources for Resiliency, Trauma Informed Care, Crisis Intervention Training for Law Enforcement and First Responders, QPR Suicide Prevention, Domestic Violence 101, and Mental Health & First Aid.**

23 Training Workshops 

451 Staff & Community Members Trained

VSC is a proud member of the North Carolina Governor's Challenge To Prevent Suicide. All of our workshops contribute to the reduction of suicide in our communities.



Hillary Bolter
MI Center for Change, Founder

"It has been a delight to partner with VSC as we have moved through both beginning and intermediate levels of training in Motivational Interviewing. The staff are incredibly dedicated and compassionate, and have embraced learning new skills. This partnership has been full of heart and hard work, and I know that Veterans are receiving the very best services from VSC."

Combating Food Insecurity

In 2021, Veterans Services of the Carolinas, working in partnership with the Bob Woodruff Foundation (BWF), provided assistance to Veterans experiencing food insecurity. VSC is proud to have directly impacted the lives of these Veterans and their families. This laid a foundation of trust that has created the opportunity for our team to provide additional wrap-around services. We look forward to continued collaboration with BWF throughout 2022 and beyond. (To see a comprehensive report on this project, please visit the "Media" page on our website.)



199 Veteran Households

14 Veteran Widows

23 Counties in North Carolina



Anne Marie Dougherty
Bob Woodruff Foundation, CEO

"The Bob Woodruff Foundation is proud to partner with standout organizations like Veterans Services of the Carolinas to combat food insecurity among our nation's Veterans. With our support, they provided personalized, life-changing assistance to over 200 Veterans and widows. They ensured that those families facing additional challenges, like homelessness, did not also have to go without food."

Worldwide Recognition

VSC is always humbled when we are featured by local and regional media outlets. In November of 2021, VSC was highlighted on a global stage, along with Navy Veteran Jessica Case, on *ABC World News Tonight with David Muir*.



Stand Up For Heroes

Also in November of 2021, the VSC team and Director Brandon Wilson nominated Senior Care Coordinator, Brandon Davis, for the Stand Up For Heroes celebration. Davis was selected out of over 1,000 nominations. Davis and Wilson both attended the 15th Annual Stand Up For Heroes event in New York City, and were honored on the red carpet by the Bob Woodruff Foundation.



Operation On Cloud



In partnership with Operation Gratitude (OG), VSC provided over 3,000 pairs of On Cloud running shoes to honor the service of our military community, as well as extend our appreciation to essential workers, including nurses, teachers, and first responders. In addition, OG provided us 691 appreciation bags that we packed at community events that were distributed at Veteran appreciation events across North Carolina. These unique, community-driven projects afforded VSC a lively, innovative way to engage with Veterans and partners to reaffirm our gratitude for **their** service.

3,000+ Pairs of Shoes 

691 Appreciation Bags 

Operation Mail Call



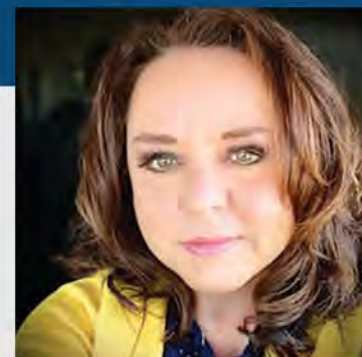
Through the On Cloud campaign, VSC saw the opportunity to create Operation Mail Call, a collaborative venture with the NC Department of Military and Veterans Affairs and Pruitt Health, to bring hand-written cards and letters to the residents of the four North Carolina State Veterans Nursing Homes. Located in Black Mountain, Salisbury, Fayetteville, and Kinston, these facilities are home to over 400 of our state's finest Veterans.

This campaign produced over 3,000 cards, written by VSC staff, local churches, and community partners and also included hand-drawn notes and artwork from school children throughout North Carolina.

This project showcased authentic grassroots support for our Veterans community. It didn't simply provide a thank you to these Veterans for their service, but rather reminded us all of the importance of belonging and community.

3,000+ Cards Delivered 

4 Veteran Nursing Homes 

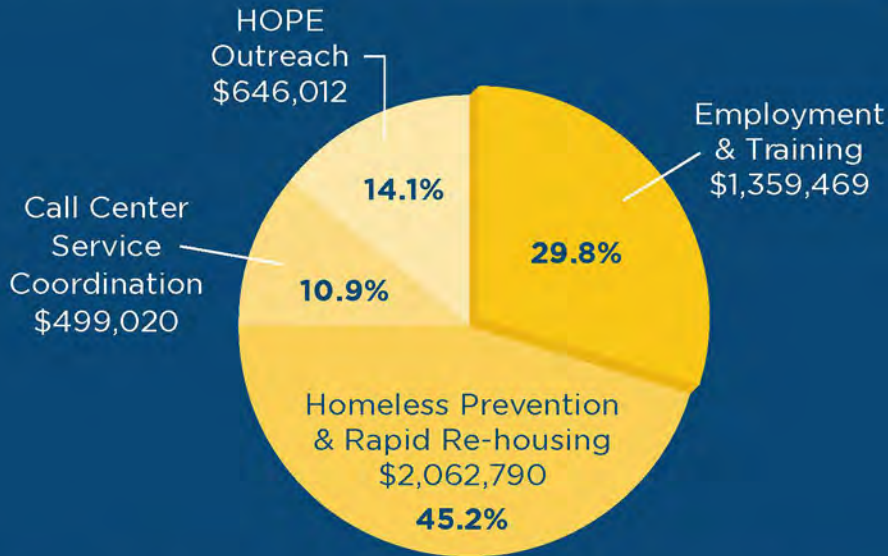


Tonia Holderman
Pruitt Health, Regional Director

"The generosity of loving communities was shown to all Veterans at NC State Veteran Homes this year through the support of ABCCM and Veterans Services of the Carolinas. We are so thankful to have been recipients of the cards collected as a result of Operation Mail Call. The love shown to our Veterans could not have come at a better time. We are proud to be partners in serving Veterans of North Carolina with VSC."

2021 Financials

2021 Fiscal Year Total Budget
\$4,567,291



The VSC Team



54
Staff

220

**Years Combined
 Military Service**

51%
Veterans

94%
**Employees are
 Veteran Affiliated**

