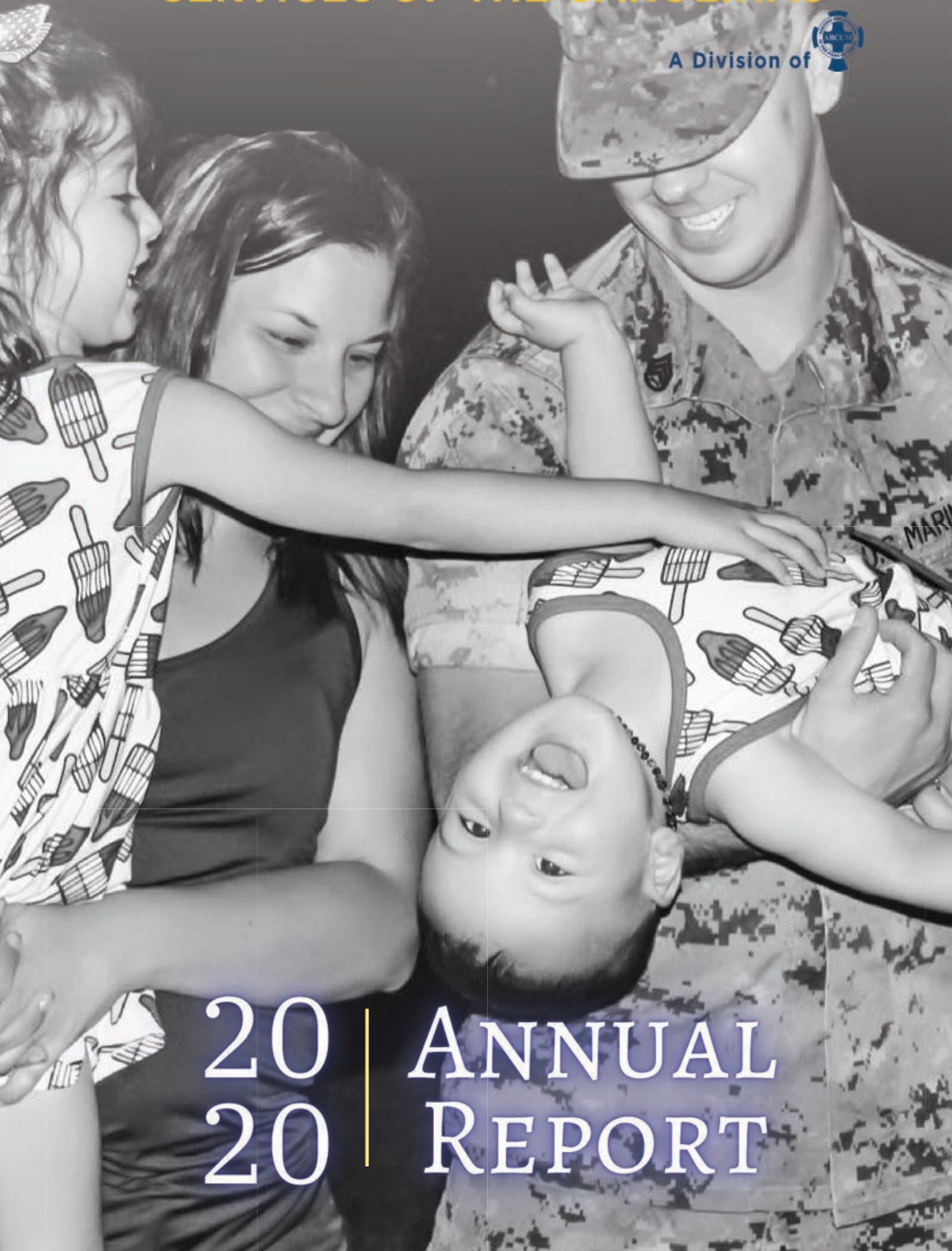


VETERANS

SERVICES OF THE CAROLINAS

A Division of 



20 | ANNUAL
20 | 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 families 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 job training, and outreach to homeless Veterans.

HOW WE DO IT:

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

WHY WE DO IT:

At Veterans 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.

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A WORD FROM OUR LEADERSHIP



ABCCM embraces collaboration across all facets of our community, from faith based to public and private partnerships to support our Veterans.

ABCCM's Veterans Services of the Carolinas continues to provide short and long term solutions that restore lives. We take great joy in supporting our nations humble heroes and will continue to honor their service.

Reverend Scott Rogers,
Executive Director, ABCCM

It is hard to articulate the twists and turns we all experienced in 2020. Our team turned these challenges into opportunities. By working alongside our partners, we were able to adapt and provide viable solutions for our community. VSC is uniquely positioned to address the ever-changing climate in which we operate in order to meet the emerging needs faced by Veterans and their families. I look forward to the new year with optimism and remain confident that our team will work tirelessly to expand our reach, increase the number of Veterans and families we impact, and be a source of hope to our Nation's Heroes.

Press On, and God Bless.

I remain Semper Fidelis.



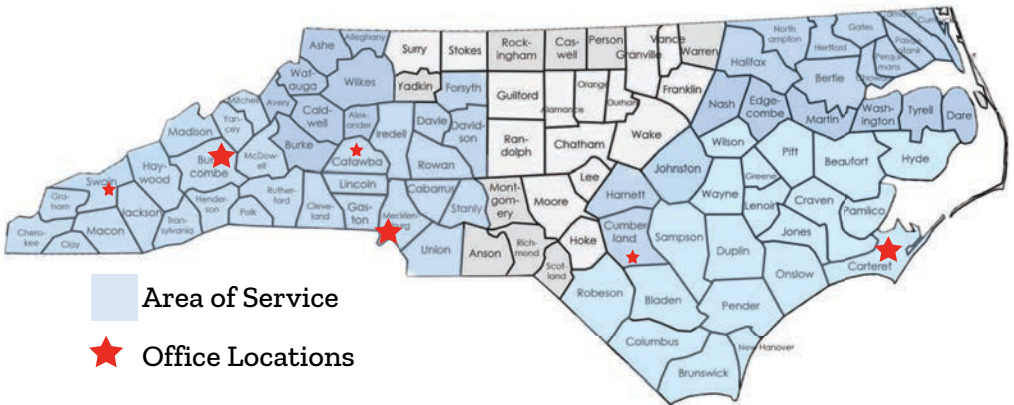
Brandon Wilson,
Director, VSC



CONTINUING TO FILL THE BREACH



2020 has been a challenging but monumental year for VSC as we continue to grow. This year VSC scaled operations from 49 to 74 counties across North Carolina with the expansion of NCServes. As a result, VSC also increased staff in order to better serve Veterans and their families covering over half the state of North Carolina.



- Area of Service
- Office Locations

30%



Increased Staff

66%



Increased Counties Served

75%



NC Veterans Population Served

WHO WE SERVE



GENDER

Male..... 73%

Female..... 26%

Non-Binary..... 1%

AFFILIATION

Veteran.....86%

Family Member.....7%

Military Spouse.....5%

Widow/er.....1%

Caregiver.....1%

SERVICE STATUS

Veteran..... 95%

Retiree..... 2%

Active Duty..... 2%

Reserve..... 1%

SERVICE ERA

Post-Vietnam.....35%

Post 9/11..... 33%

Vietnam..... 15%

Persian Gulf.....15%

Pre-Vietnam.....2%



COORDINATION SERVICES

The NCServes team connects Veterans, service members and their families to resources across 21 human service needs. With support from Vaya Health this past year, NCServes statewide effort transitioned to local ownership funded by NCDHHS. This transition increased our current coordination center capacity in order to meet the needs of Veterans across NC.

228

135% Increase in Providers

1,742

38% Increase in Unique Clients

5,261

104% Increase in Unique Services

Total Calls Fielded

7,507

"We are honored to work within the NCServes platform to bring a new level of care to our Veteran community. The partnership with VSC has proven to be beneficial to the Veterans of Carteret County."

-Gene McLendon,
Hope Mission Ministries



**Data collected from January 1, 2020 - December 31, 2020 NCServes Western

**Data collected from July 1, 2020 - December 31, 2020 NCServes Coastal

NCServes Western currently serves counties across Western North Carolina and partners with 97 community providers to identify resources for our Veterans and their families across 21 human services needs. With the support from Vaya Health and NCDHHS, VSC successfully merged both our Western and Coastal teams in July 2020.

1,325



New Clients

5%



from 2019



Total Clients Served

3,837



Unique Services

48%

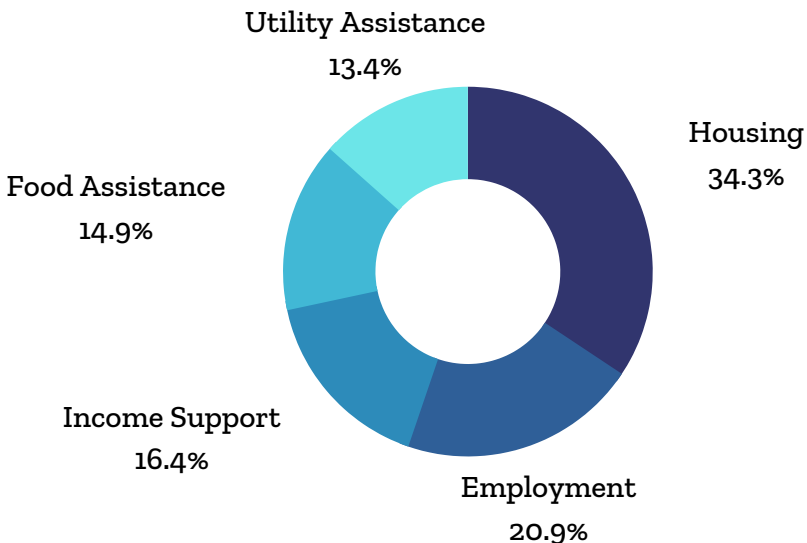


from 2019



Positive Resolution Rate

TOP 5 REQUESTED SERVICES

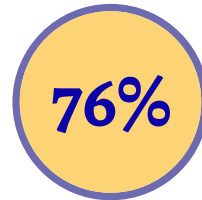




NCServes Coastal currently serves counties across Eastern North Carolina and partners with 125 community providers to identify resources for our Veterans and their families across 21 human services needs. With the support from Vaya Health and NCDHHS, VSC successfully merged both our Western and Coastal teams in July 2020.

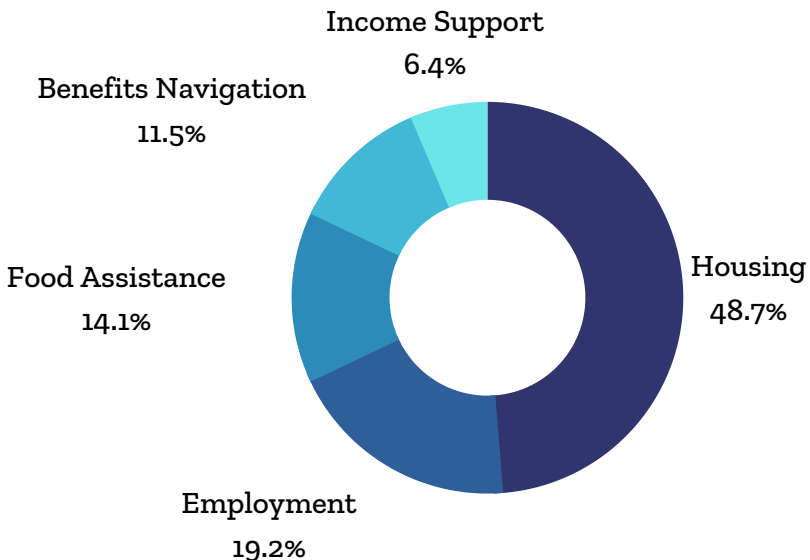


Total Clients Served



Positive Resolution Rate

TOP 5 REQUESTED SERVICES



**Data collected from July 2020 - December 2020 for NCServes Coastal



Stephen Coffee
MARINE CORPS VETERAN

UNRECOGNIZABLE

Working with Veterans takes a community effort and often times multiple resources and partners in order to instill hope and give a new lease on life. Seldom are all four VSC programs utilized with success on one individual. This past summer we witnessed this occurrence with US Marine Corps Veteran Stephen Coffee.

Our HOPE outreach team identified Stephen while conducting outreach with one of our community partners in Waynesville, NC. He had been experiencing chronic homelessness for 10 years after returning from multiple deployments to Afghanistan. After several engagements with him, our HOPE program was able to connect him to mental health services and our NCServes Coordination Center team.

From there, the NCServes program supported him with food, clothing and social supports through our community providers. In addition, Stephen was enrolled into our SSVF Housing program. Immediately, the team was able to remove him from the streets and put him into a hotel, while we utilized CARES funding and worked for a more long-term solution. During his two month stay in a hotel, Stephen stated that this time was most beneficial for him as it supported his transition from homelessness. Stephen worked with our Case Manager, Jill Carter to locate permanent housing through our SSVF program. In August Stephen moved into his new apartment and with the support from NCServes received household items and beds.

Stephen is currently self-employed as a handy man, however he was recently enrolled into our HVRP employment program. He is now considering getting trained to help other Veterans as a Peer Support Specialist.

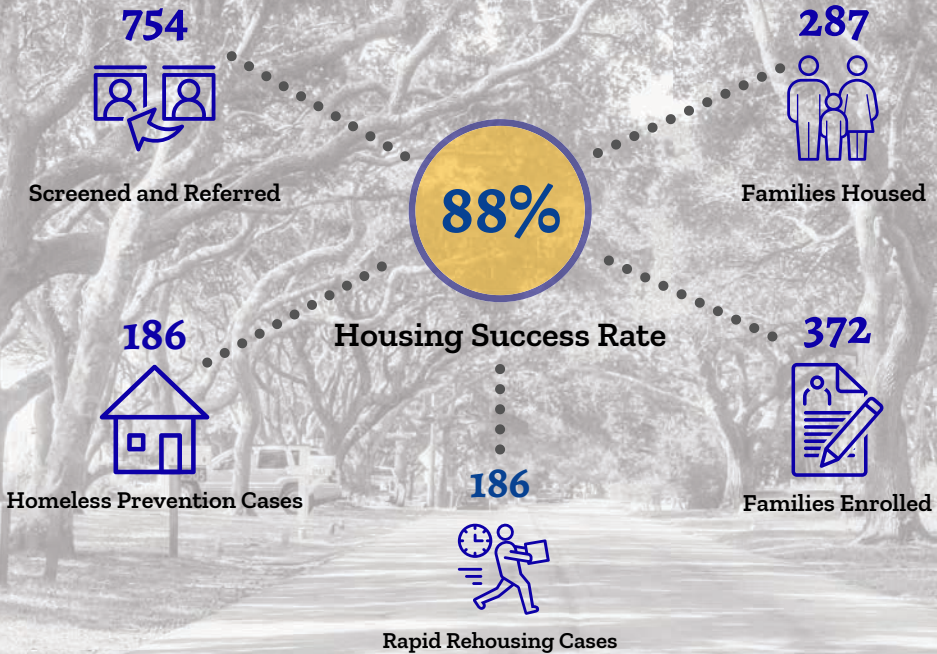
In a recent interview, Stephen stated *"My life 6 months ago compared to now is unrecognizable. I am now able to be a father to my son, which is my best accomplishment through this entire process"*.

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 seven Continuums of Care across North Carolina and remains active in Coordinated Entry. Through the integration of NCServes this past year, the SSVF team increased the enrollment rate by 20%.



***Data collected from October 1, 2019 - December 31, 2020*

"I have seen firsthand the determination that VSC embodies for not only helping Veterans but working together as a team. As a Veteran myself, I see their mission and am thankful for it."



-Pastor Eric Hill,
God's Boots

ONGOING COVID-19 RESPONSE

In response to the COVID-19 Pandemic, the VSC team is working tirelessly with the VA and community partners to provide a sense of security to our Veterans during these difficult times. One of our immediate solutions is working alongside 25 local hotels to provide homeless Veterans with safe and stable emergency housing during state mandates. This promotes our Veterans' health and well-being as they strive toward self sufficiency.

Months of Rent Paid..... **381**

Months of Utilities Paid..... **91**

Number of Security Deposits Paid..... **112**

Number of Hotel Nights Paid..... **3,845**

***Data collected from April 2020 - December 2020*





Jessica Case
NAVY VETERAN

TAKING A LEAP OF FAITH

Navy Veteran Jessica Case reached out to VSC in early August 2020 to see what resources may be available for her and her children. She had limited income to resolve her crisis on her own. This one call proved to be more than she planned for as she reached a fellow Veteran and NCServes Senior Care Coordinator Brandon Davis, who genuinely cared about her and her children's well-being. Brandon connected her with the SSVF Housing program and she was provided emergency housing and food within hours of her call.

With the assistance of SSVF, Jessica was very motivated to identify permanent housing that met her and her children's needs. Jessica searched for housing, and was accepted for a brand new 2 bedroom unit in October 2020. SSVF assisted with the security deposit, rent, utility deposits, beds and bedding, food, cleaning supplies, and household goods.

With the stability of housing and food provided by SSVF, Jessica was finally able to work on educational and employment goals she had abandoned years previously. Jessica utilized the HVRP Employment Program to help her pay for tuition, uniform, background check, books, and NHA examination fees, so that she could obtain her Phlebotomy Certification. Jessica graduated and became a Nationally Certified Phlebotomist in December 2020.

SSVF also connected Jessica with the HUD-VASH program in order for her to receive long term housing and VA support as she continues to work on her educational and employment goals. This will also provide Jessica the opportunity to home school her children during the COVID-19 pandemic.

Jessica stated, "To start over with nothing was the scariest thing I have ever done in my life. By having someone to problem solve with and be there with each step providing guidance and resources encouraged and empowered me into changing my life."

EMPLOYMENT SERVICES

Homeless Veteran Reintegration Program

The Homeless 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 and maintain career level jobs that pay living wages.

309



Enrollments

115



Employed

\$12.86



Average Wage

***Data collected from July 1, 2019 - June 30, 2020 grant cycle*



"My experience with Veterans Services of the Carolinas has been one of the best of my life. The staff is amazing. I can truly credit them with my growth. They embrace you as you are one of their family. VSC is truly a blessing in my life."

- Robert Ray,

ARMY VETERAN



93

28

\$12.39

Enrollments

Employed

Average Wage



78

27

\$13.18



Enrollments

Employed

Average Wage



138

60

\$13.01

Enrollments

Employed

Average Wage





OUTREACH SERVICES

Healing Outreach Partnership for Empowerment

Healing Outreach Partnership for Empowerment (HOPE) is a program designed to provide outreach to homeless individuals with untreated mental illness who are living outside and are deemed most vulnerable. Veterans are located through extensive outreach efforts extended by the HOPE team. HOPE outreach efforts result in referrals into both NCServes and NCCare 360 in order to connect these individuals for their most critical needs. Eligible participants receive intensive peer support from our NC Certified Peer Support Specialists.



"VSC is among our most trusted partners serving Veterans in NC. The Division of Mental Health is proud to work with VSC to develop new and effective ways to coordinate the many programs for Veterans across multiple agencies to produce better outcomes. "

- Dr. Michelle Laws,
NC Department of
Health and Human Services



This past year, VSC was fortunate to receive funding from the Community Foundation of WNC. This funding accelerated our HOPE program by providing outreach bags that our team distributed while conducting extensive outreach. In the spirit of true human services, this team's impact went beyond serving Veterans. VSC became an outreach leader in North Carolina connecting those most in need with NCCare 360.

433



Veterans Identified

26



Enrolled Veterans

885



NCCare 360
Referrals Made
**non-Veterans identified*

39



Encampments Identified

***Data collected from January 2020 - December 2020*

"Not only are we honored to be working with VSC, but we want to help support all of our Veterans in WNC. We feel that as a team, we continue to get stronger as we partner together to assist our Veterans."

- Sheriff Greg Christopher,

Haywood County Sheriff's Department



MENTAL HEALTH MATTERS

Everyone's mental health can be challenged in times of uncertainty and transition. This last year we saw a rise in mental health needs among our Veterans. By partnering with providers such as Vaya Health, VA Medical Centers, Vet Centers and the Cohen Clinic we were able to connect Veterans to mental health resources. Additionally, VSC provided the community with specific mental health and wellness trainings to combat Veteran suicide.



Staff Trained in Mental Health First Aid and Suicide Prevention



EVERYONE HAS A ROLE TO PLAY

VSC took an organizational pledge but additionally, our individual team members took the PREVENTS Pledge to REACH and committed to increase awareness of mental health issues in general and to prevent suicide for all Americans. You can #REACHnow and take the pledge at www.reach.gov.

VSC is proud to work in state-wide initiatives that support and encourage our Veteran population. The NC Governors Challenge is addressing the issue of mental health of our Veterans head-on. By working with the cities and counties across the state we are implementing evidence-based practices reaching deep into the places that Veterans, service members and their families live, work, and play.





QPR Trainings..... **62 TRAINED**

MHFA Trainings..... **30 TRAINED**

Military Cultural Competency..... **31 TRAINED**

Peer Support Trainings..... **51 TRAINED**



**Community
Training Events**



**Community
Members Trained**

"Veterans Services of the Carolinas Mental Health First Aid and QPR suicide prevention trainings have reduced stigma and improved community awareness on Veterans suicide. They advocate for our Veterans and their families, like no other organization North Carolina has ever seen."

-Crystal Miller,

NC Department of
Military and Veterans Affairs





2020 FINANCIALS

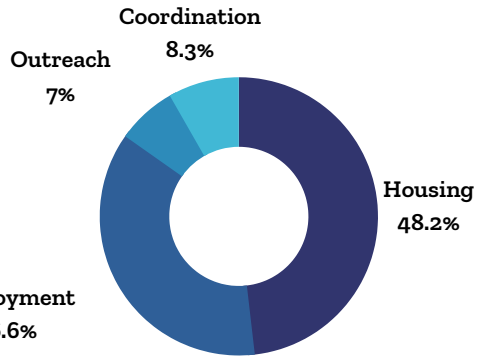
VSC TOTAL FY 20 BUDGET \$3,534,794

Housing..... \$1,702,541

Employment... \$1,293,898

Outreach..... \$245,954

Coordination.. \$292,401



"Vaya is thrilled with the work that ABCCM has done with expanding services for Veterans through Veterans Services of the Carolinas. More Veterans will have access to needed services through all of the great work from this team! "

- Donald Ruess,
VAYA Health





OUR TRIBE

54



Total Staff

60%



Veterans/
Spouses

213



Combined Years of
Serving Veterans

222



Combined Years of
Military Service

"TRULY I TELL YOU, WHATEVER YOU DID FOR ONE OF THE LEAST OF THESE, YOU DID FOR ME."

MATTHEW 25: 40



