

IT'S OUR TURN TO SERVE YOU.



Transforming the Delivery of Resources for North Carolina's Transitioning Servicemembers, Veterans and Their Families

IN PUBLIC/PRIVATE
PARTNERSHIP WITH:

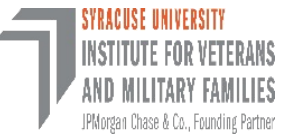
NC4VETS
nc4vets.com / 844-NC4-VETS

Introductions and Background



IVMF, with support from the Walmart Foundation, is committed to implementing a statewide strategy aimed at improving access to resources and services for veterans and military families.

NCServes Team



- Program oversight
- Fundraising



- Technology partner
- Systems management



- Process management
- General consulting



- Single call center for the state

Background

By capitalizing on North Carolina's strong support of our nation's all volunteer force, we have an **unprecedented opportunity to enhance, coordinate, and expand** the state's veteran and military family services and resources.

Walmart Foundation, with expertise provided by the IVMF at Syracuse University, proposes an initiative to **spotlight, enhance, and strengthen existing veteran and military family statewide employment and supportive services.**




Current State: North Carolina



Home to the **third** largest military population in the United States, North Carolina is an obvious choice for transitioning and retiring service members to retain or establish residency and transition to a socially and economically rewarding civilian life.

 A full **35%** of North Carolina's population identifies as military, veteran, spouse, parent, or dependent of someone serving in the military

 NC is home to **775,000** veterans in all 100 NC counties

 NC has **102,000** active duty personnel, and more than **78,000** active duty personnel are projected to leave the military by the end of 2018.

Calls to Action:

September '14: North Carolina General Assembly calls for a **Coordinated Strategy** to guide the changing landscape of Veterans Programs.

February '15: Governor McCrory proposes the creation of the **North Carolina Department of Military and Veterans Affairs.**

September '15: NCServes **Metrolina partners with NC4VETS** to ensure veterans in the Charlotte/Mecklenburg region are able to access the best-in-class supportive services in the community.

IVMF proposes a strategy aimed at transforming the delivery of and access to veteran and military family services and resources through a coordinated, collective impact model.

How do we define our collective impact model?

Obtain **commitment** from key public, private, and independent stakeholders to jointly endorse and **support a common agenda** aimed at improving resource and service delivery for veterans and military families.

How do we successfully implement it?



Collectively develop a **shared strategy**.



Identify and track **standard measures** of success.



Engage in consistent, targeted, and transparent **communication**.



Embed a **technology solution** to implement and track the strategy.



Identify a coordinated, **backbone** support organization to guide the initiative.

What Our Communities are Teaching Us



Since starting this initiative in New York City, we're capturing an informed picture around the value collective impact strategies and efforts are bringing their respective communities and their ability to best support transitioning servicemembers, veterans, and their families.



Transitioning servicemembers, veterans, and their families get help with their **principle challenge: navigating complex systems** of care and service.



Providers like **'smart' referrals**.

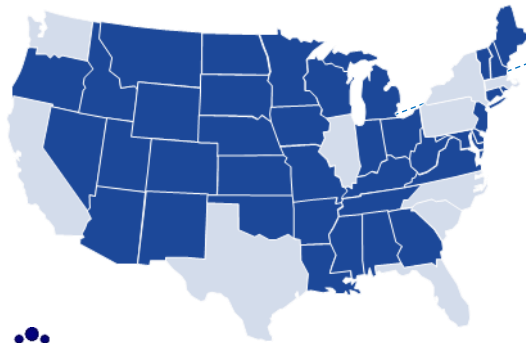


By integrating U.S. Department of Veterans Affairs and U.S. Department of Defense into our AmericaServes networks, we are able to **work further upstream** and connect in a more tangible, measureable, and accountable way.

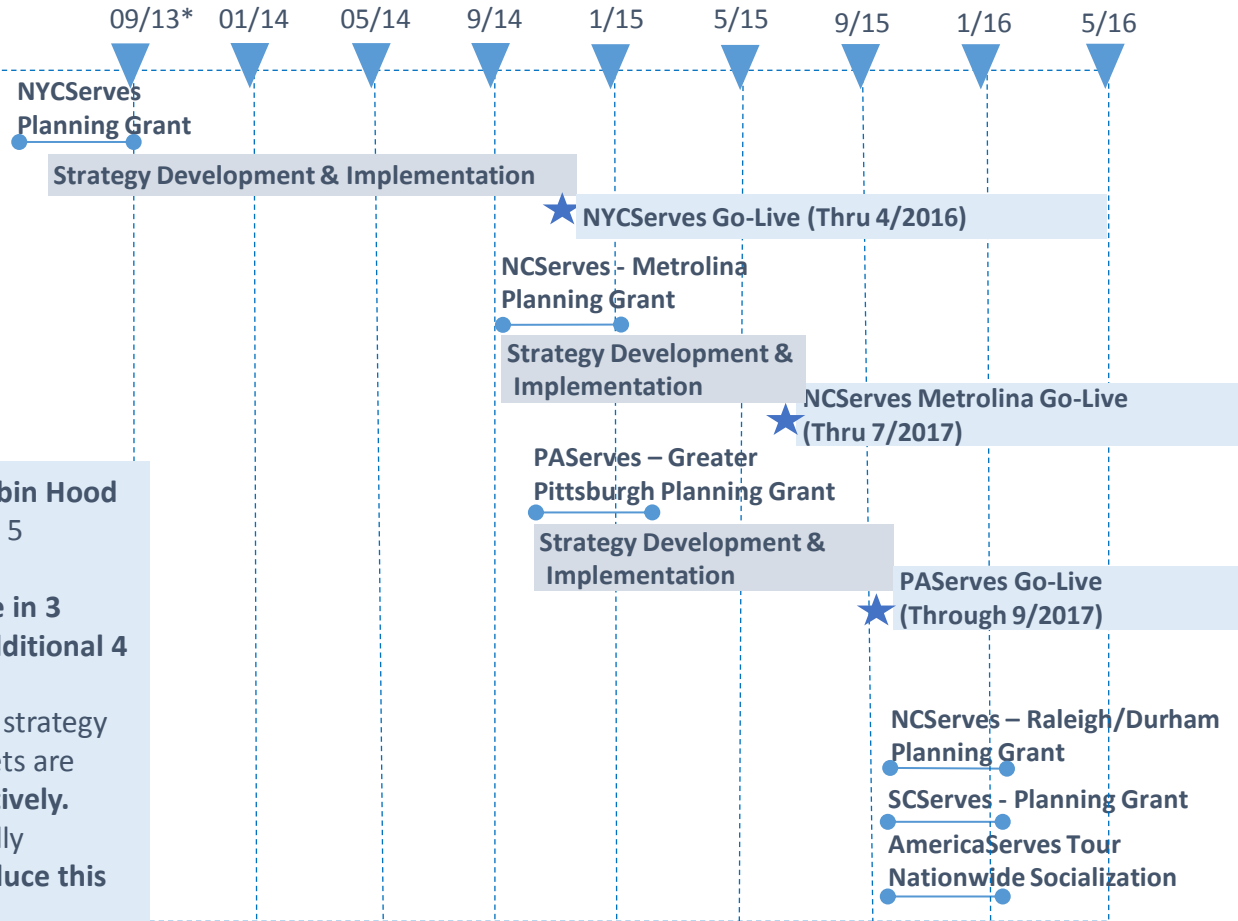


Data don't lie: Co-occurring issues are a real challenge amongst transitioning servicemembers, veterans, and their families.

AmericaServes: Historical Overview



- Seeded by a planning investment from Robin Hood Foundation to coordinate services in NYC's 5 boroughs.
- In under 2 years, AmericaServes will be **live in 3 markets** with funding to **expand into an additional 4 markets** before the end of 2016.
- By identifying efficiencies and streamlining strategy and implementation, AmericaServes markets are able to **go to scale more quickly and effectively**.
- Through the leading investment of nationally recognized investors, IVMF is able to **introduce this innovative concept to local philanthropy**.
- Challenged to get to scale more quickly, IVMF will travel to 10 target markets to **socialize AmericaServes and set conditions for expansion**.

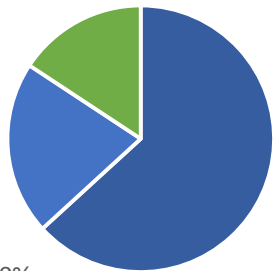


Opportunity in Practice




With the support of our Technology Platform, Unite US, we're able to capture real time data insights from NY Serves: New York City and NCServes: Metrolina.



Go Live Jan '15

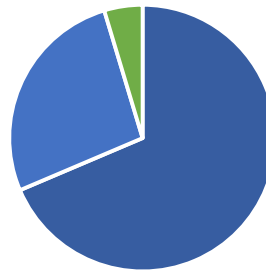


Total: **1117** unique veterans and military families

-  Male: 711
-  Female: 242
-  Unknown: 164



Go Live Aug '15



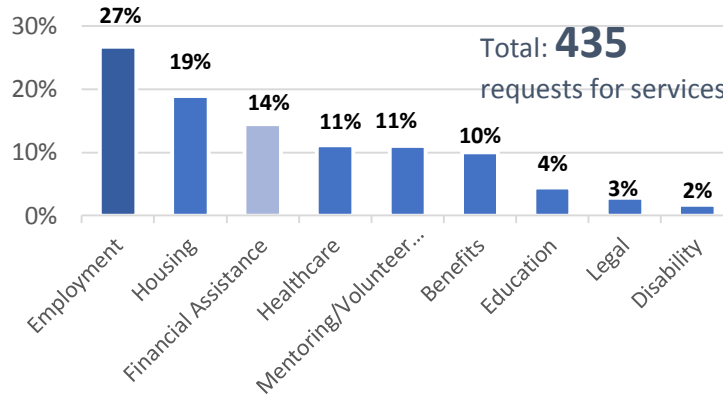
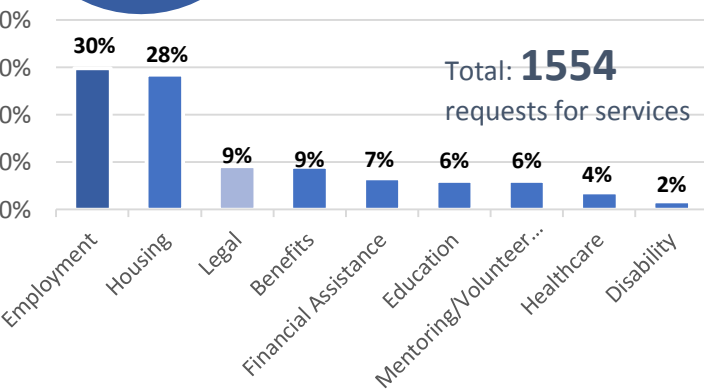
Total: **228** unique veterans and military families

-  Male: 144
-  Female: 59
-  Unknown: 25




Go Live Oct '15

Coming in Oct '15



*Data as of 1 September '15

 On 30 September, IVMF embarked on a 11-city tour to socialize AmericaServes

NC Serves Metrolina Overview



Over the past 12 months, providers in the Charlotte/Mecklenburg region have come together to build a coordinated network of services aimed at elevating the care transitioning service members, veterans, and their families receive.

NC Serves- Metrolina Timeline

- Charlotte Bridge Home selected as Coordination Center in June 2015.
- > 40 providers and new requests coming in daily.
- Unprecedented buy-in from community partners.
- Soft 'go-live' on 1 August 2015.
- Concludes pilot demonstration in July '17

Notable Accomplishments

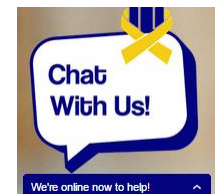
- Public announcement from Governor McCrory on public-private partnership between NCDVA and NC Serves
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PARTNERSHIP WITH:**
- The logo for NC4VETS features the text "NC4VETS" in a bold, black, sans-serif font. Below it, in a smaller font, is "nc4vets.com / 844-NC4-VETS".
- Bipartisan HR 3312 bill – generated out of Mecklenburg County – calling for the U.S. Department of Veterans Affairs Veterans Benefits Administration to subsidize Coordinated Networks.
 - A number of articles in the Charlotte Observer spotlighting NC Serves, the Walmart Foundation, and the community partners.

Counties Served*

- Cabarrus
- Catawba
- Gaston
- Lincoln
- Mecklenburg
- Rowan
- Iredell
- Union

Next Steps

- Integrate live chat functionality onto website.
- Host first quarterly In Progress Review (IPR) during the week of 7 December.
- Support the AmericaServes Community Discussion Tour.
- RaleighServes Strategy Sessions.



*Counties are subject to expansion over the pilot.

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