

# Services Provided to Veterans in Wake County

January 11, 2021

Frank Cope, Community Services Director  
Sharon Peterson, Long Range Planning Administrator  
Douggy Johnson, Veterans Services Manager  
David Harris, Homeless & Prevention Services Division Director

@wakegov



wakegov.com

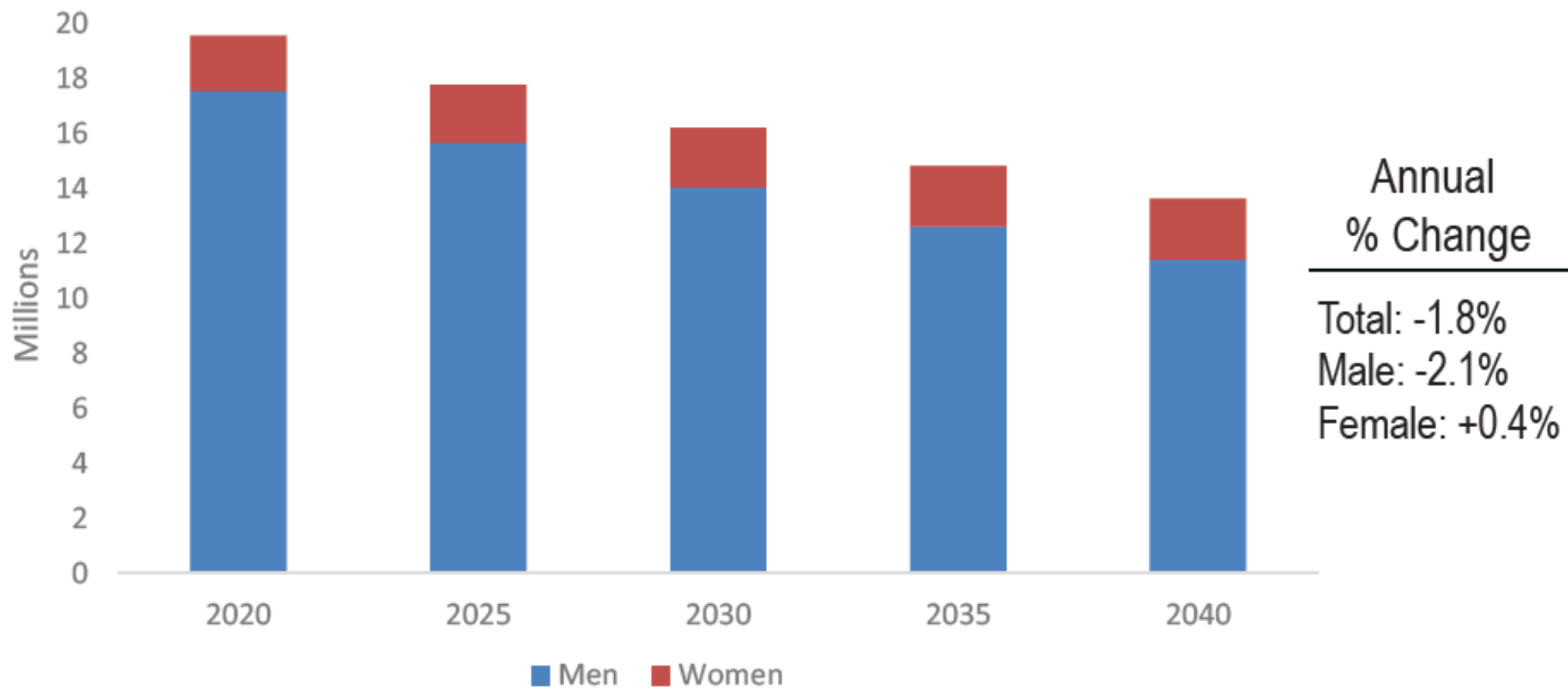
# Agenda

- I. Veteran Demographics
  - Sharon Peterson, Long Range Planning Administrator
- II. Wake County Veterans Services Office
  - Douggy Johnson, Veterans Services Manager
- III. Housing Affordability and Community Revitalization Services for Veterans Experiencing Homelessness
  - David Harris, Homeless & Prevention Services Division Director

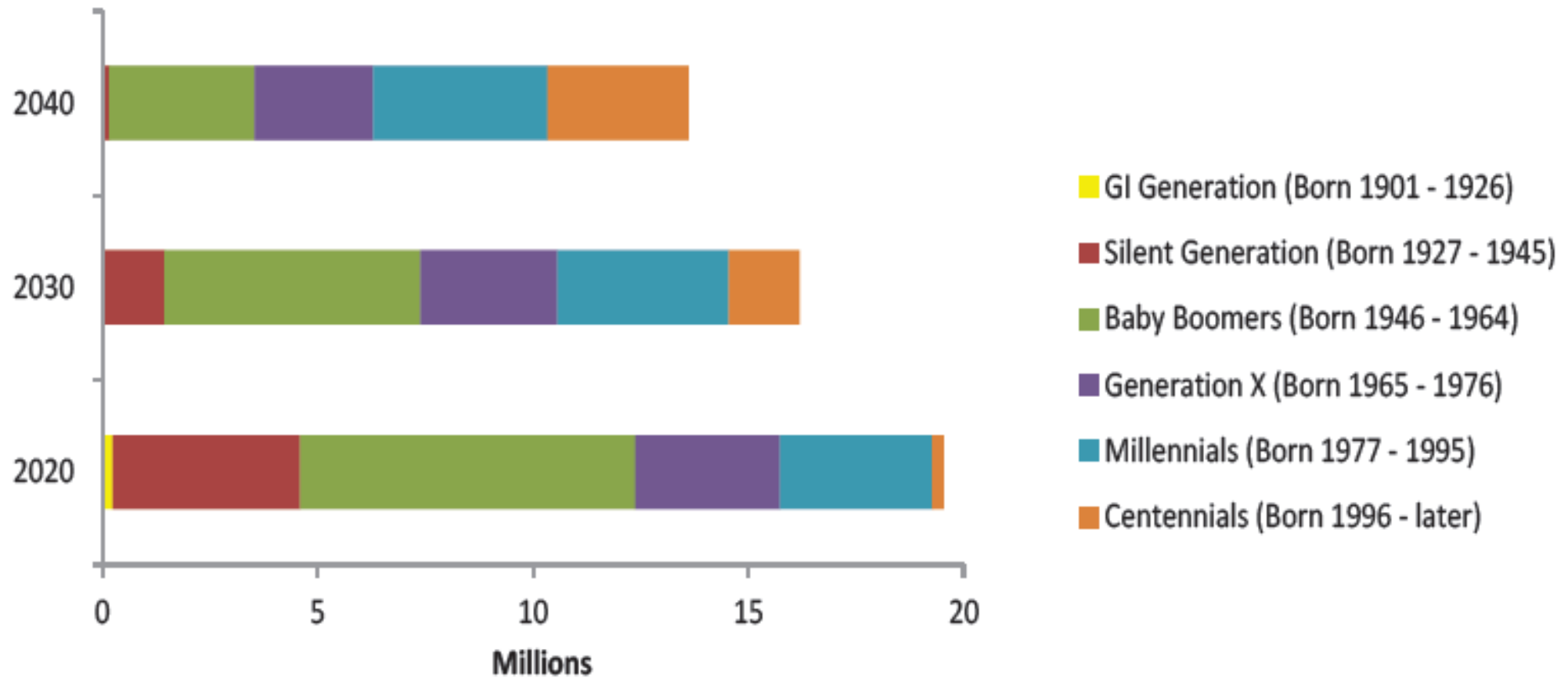
A stylized, light blue map of Wake County is centered on a dark blue background. The word "Demographics" is written in white, bold, sans-serif font across the middle of the map.

# Demographics

# Nationally the total veteran population is predicted to decline



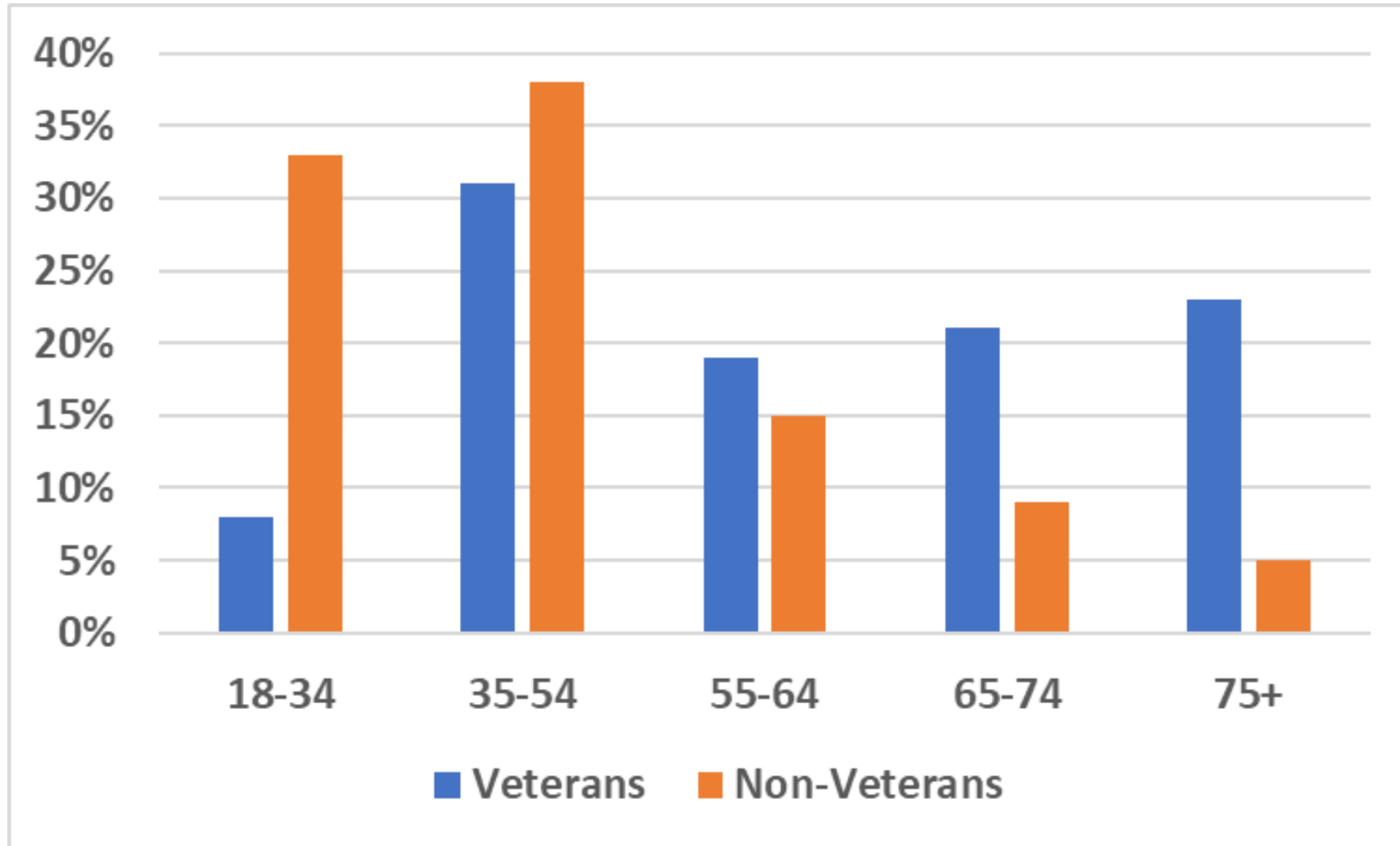
# The total veteran population is predicted to decline



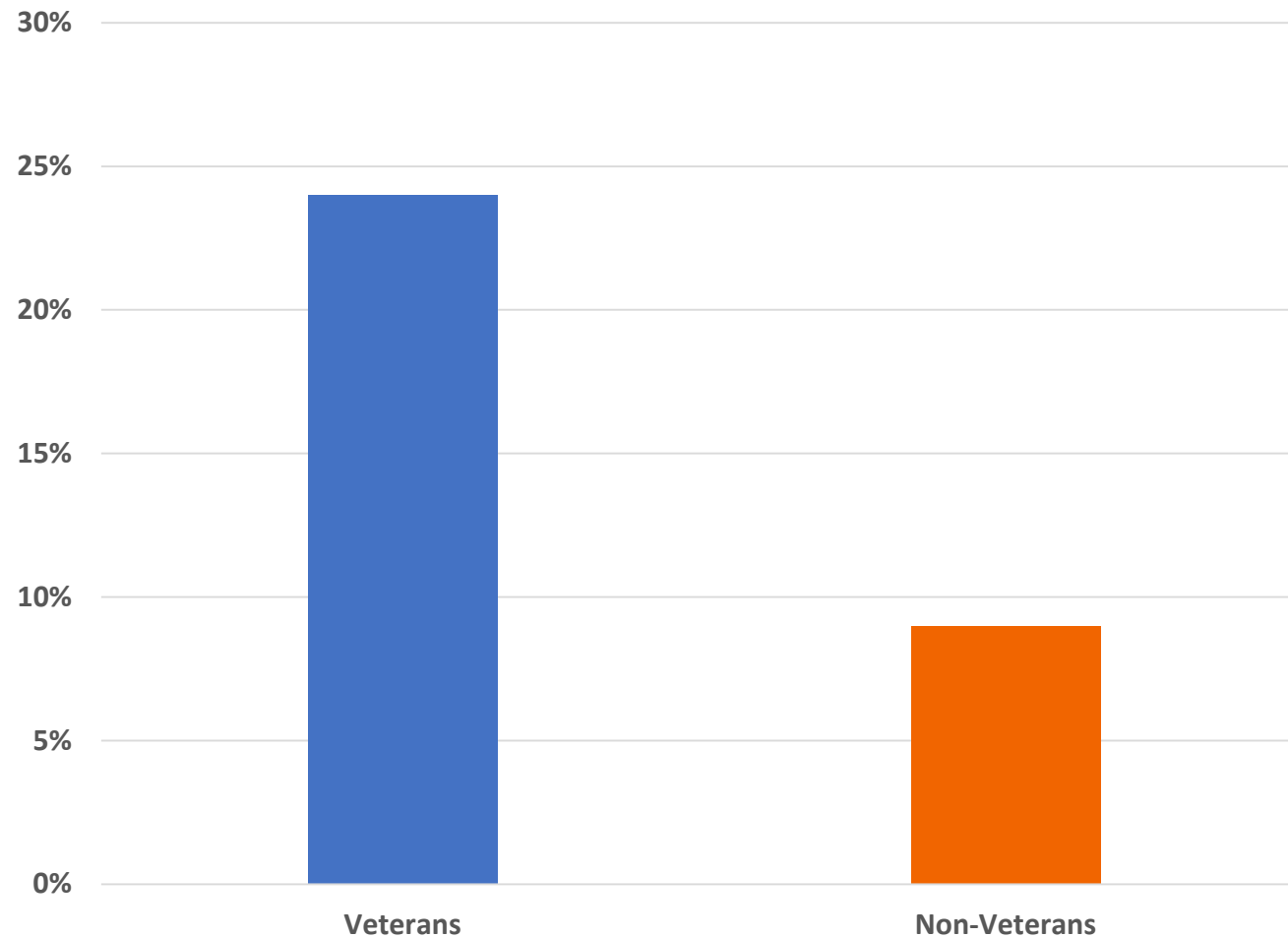
# Wake County veteran population is also decreasing

- Mirroring the national trend, the Wake County veteran population continues to decrease.
- In 2019 nearly 49,000 veterans lived in Wake County, a decrease of 1,400 from 2018 (50,305).

# Wake veterans are older than non-veterans

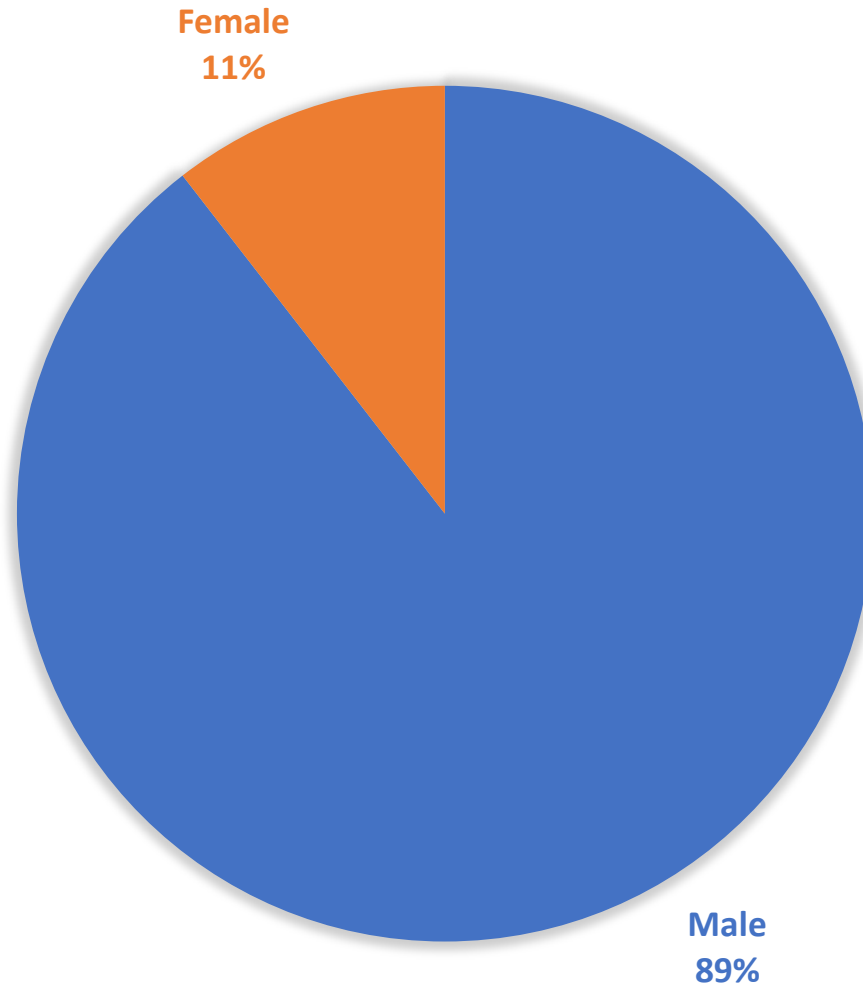


# Wake veterans are more likely to have a disability

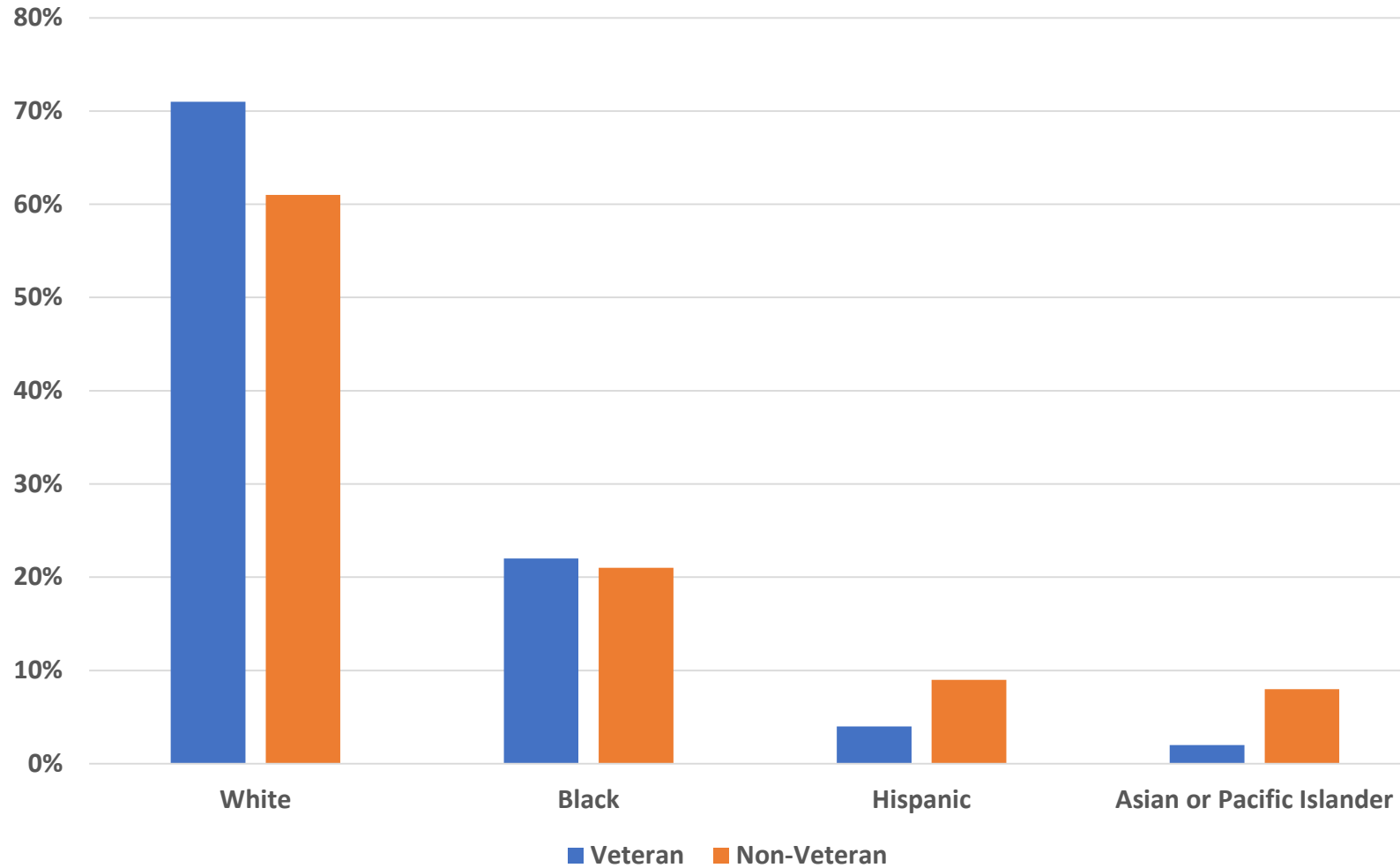




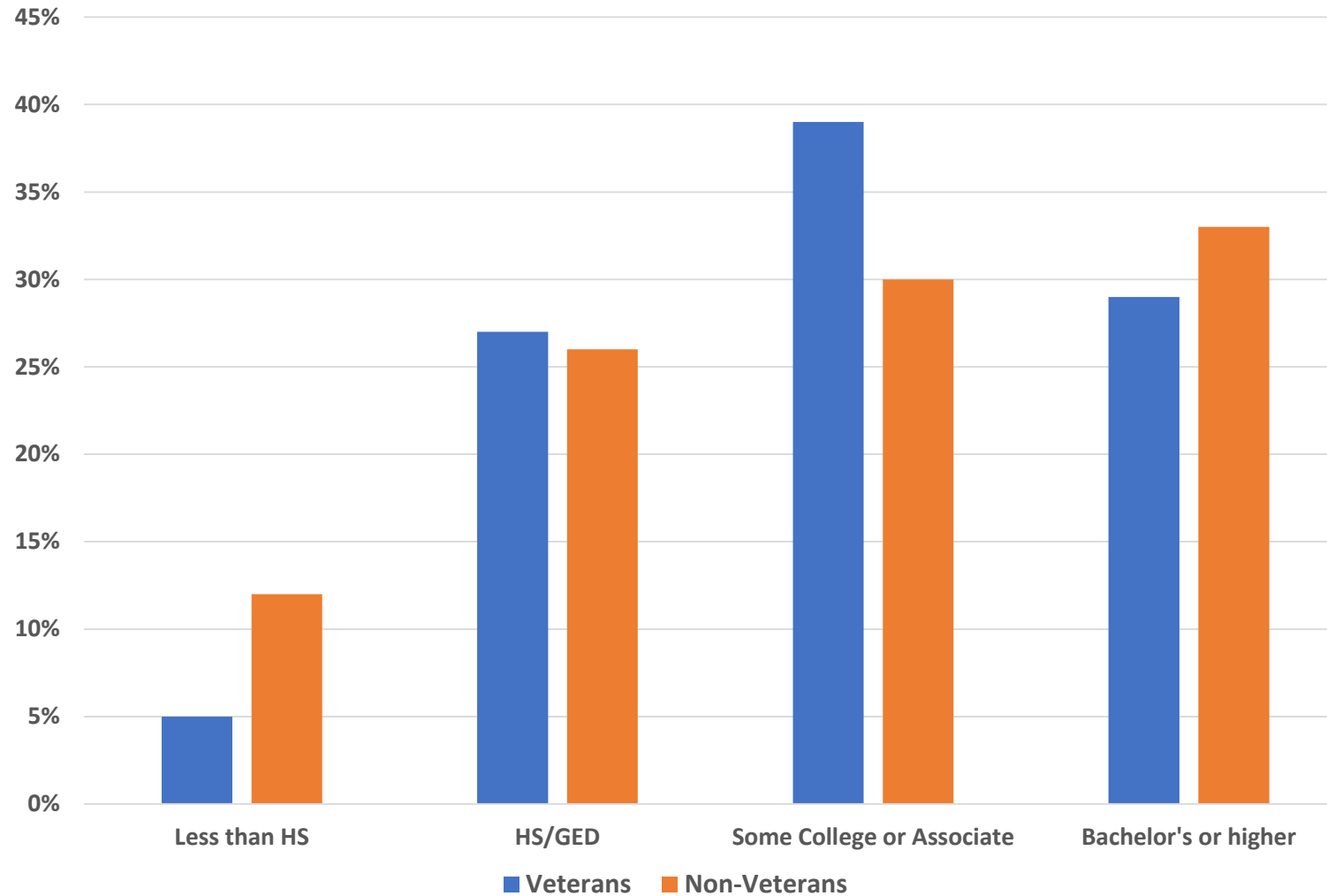
# Most veterans are male



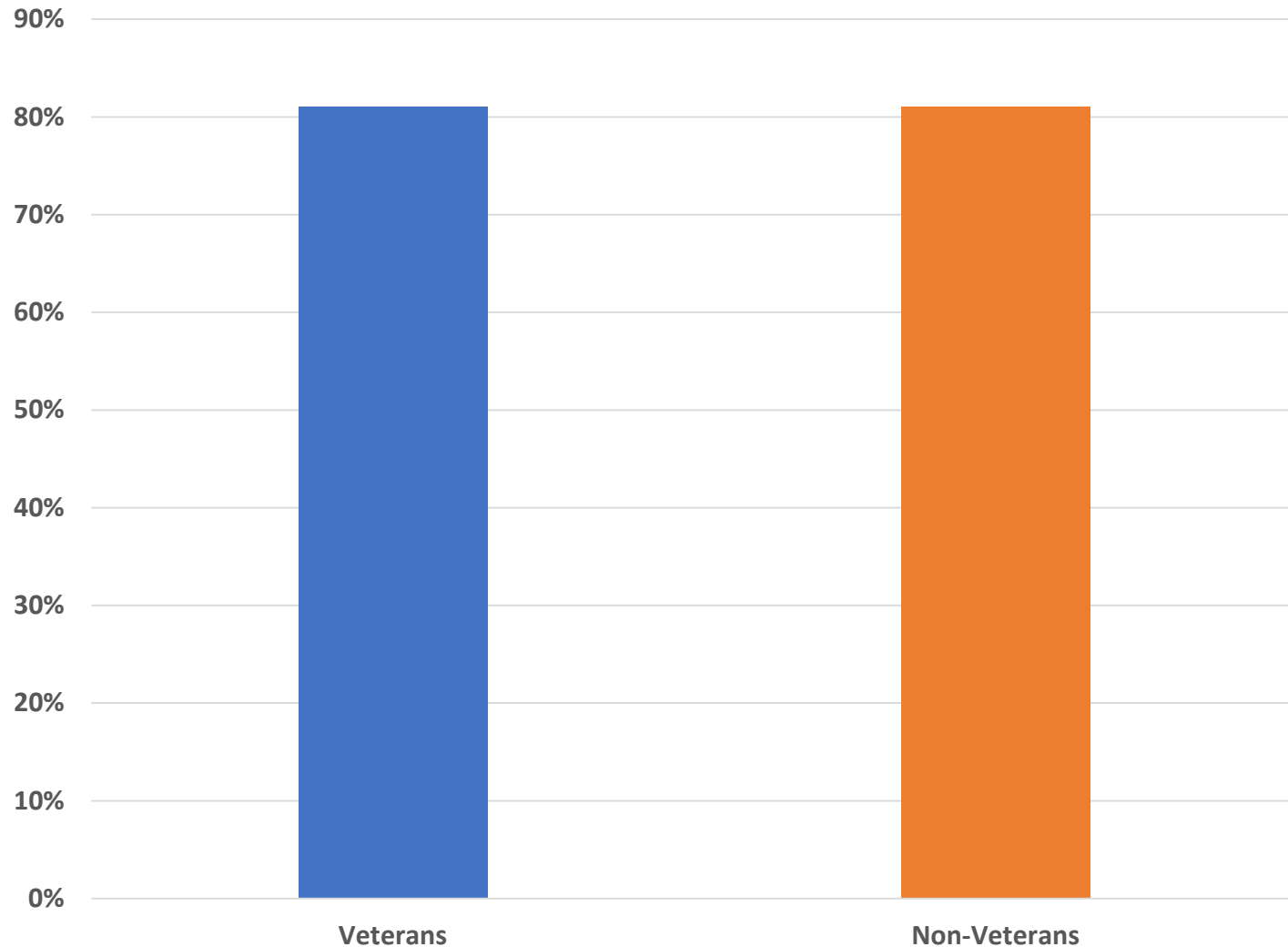
# Wake veteran race and ethnicity



# Educational attainment



# Wake veterans as likely to be in labor force as non-veterans

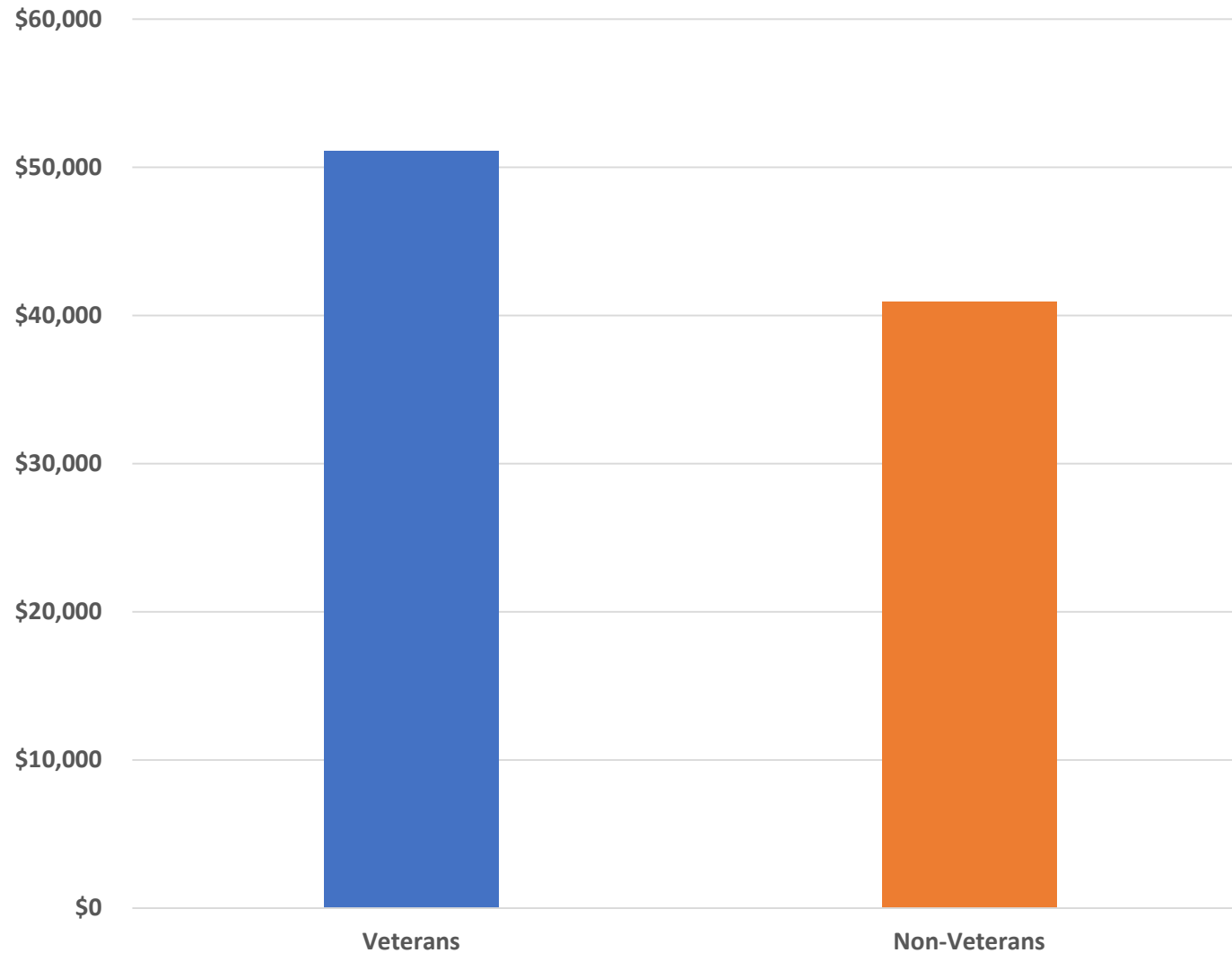


# Wake veterans less likely to be unemployed

Among those in the labor force ages 18-64:

- 1% of veterans were unemployed
- 4% of non-veterans were unemployed

# Wake veterans have a higher median income



# Wake veterans are less likely to be in poverty

3% of the county's veteran population had incomes below the poverty line in 2019.

8% of the county's non-veteran adult population had incomes below the poverty line in 2019.

# WAKE COUNTY VETERANS SERVICES



Helping veterans, active duty service members  
and their families obtain benefits they deserve

[wakegov.com/veterans](https://wakegov.com/veterans)



# Complex regulatory environment



# Wake County Veterans Services Office

- Provides veterans with a local place to obtain advice on VA benefits and assistance with filing and tracking those claims.
- VSO provides services to ~1,800 clients annually.
- 97.9% customer satisfaction rate

The logo consists of a red rectangular box with the text "WAKE COUNTY VETERANS SERVICES" in white, bold, sans-serif capital letters. The box is flanked by two dark red rectangular shapes, creating a sense of depth.

**WAKE COUNTY  
VETERANS SERVICES**



Proudly serving  
Wake County's veterans  
since 1981

[wakegov.com/veterans](http://wakegov.com/veterans)

# Wake County Veterans Services Office

## WAKE COUNTY VETERANS SERVICES

**3** locations  
to serve you



[wakegov.com/veterans](https://wakegov.com/veterans)

- Office will soon be moving to 4401 Bland Road.
- Staff is also available at Regional Centers:
  - Northern Regional Center on the 2nd Tuesday, Wednesday and Thursday.
  - Southern Regional Center on the 4th Tuesday, Wednesday and Thursday.

# Comparison of services provided

Service	Wake	Mecklenburg	Cumberland	NC DVA
Federal Programs Application Assistance				
Disability & Pension Benefits	Yes	Yes	Yes	Yes
Dependent and Survivor Benefits	Yes	Yes	Yes	Yes
Hospital & Medical Care	Yes	Yes	Yes	Yes
TRICARE	Yes	Yes	Yes	Yes
VA Life Insurance Programs	Yes	Yes	Yes	Yes
Burial Benefits	Yes	Yes	Yes	Yes
Education & Training	Yes	Yes	Yes	Yes
Vocational Rehabilitation	Yes	Yes	Yes	Yes
Home Loans	Yes	Yes	Yes	Yes

# Comparison of services provided

Service	Wake	Mecklenburg	Cumberland	NC DVA
State Programs Application Assistance				
NCDVA Scholarship	Yes	Yes	Yes	Yes
NCDVA Nursing Homes	Yes	Yes	Yes	Yes
NCDVA Cemeteries	Yes	Yes	Yes	Yes
Hunting & Fishing Licenses	Yes	Yes	Yes	Yes
Employment Referral Services	Yes	Yes	Yes	Yes
NC License Plates	Yes	Yes	Yes	Yes

# Comparison of services provided

Service	Wake	Mecklenburg	Cumberland	NC DVA
County Programs				
Register of Deeds Discharge Papers	Yes	Yes	Yes	
On the Job Training Program		Yes		
Homeless Services	Yes	Yes		Yes
Women Veterans Roundtable	Yes		Yes	
Veterans Stand Down	Yes	Yes	Yes	Yes
Veterans Experience Action Center	Yes	Yes	Yes	Yes
Documentation and Information Assistance				
Veterans Info System Access	Yes	Yes	Yes	Yes
Vet View: VA Benefits Overview	Yes	Yes	Yes	Yes
Obtaining Records & Documents	Yes	Yes	Yes	Yes
NC Serves Resources	Yes	Yes	Yes	Yes

# FY2018 VA disability compensation

Compensation	Wake	Mecklenburg	Cumberland
Total Compensation	12,237	11,733	25,641
0% to 20% Rating	3,148	2,967	3,760
30% to 40% Rating	2,093	1,805	3,458
50% to 60% Rating	1,875	1,677	3,701
70% to 90% Rating	3,307	3,314	8,775
100% Rating	1,904	1,970	5,947

# FY19 Federal compensation expenditures

Compensation	Wake	Mecklenburg	Cumberland
Total Federal Expenditures	\$ 515,133,000	\$ 490,144,000	\$ 1,046,551,000



# Many organizations help veterans obtain benefits



National Association of  
American **Veterans**™

*Serving Our Nation's Service Members and Veterans  
with Honor and Respect*



DEPARTMENT of MILITARY  
AND VETERANS AFFAIRS



NVLSP

NATIONAL VETERANS LEGAL SERVICES PROGRAM



Paralyzed Veterans  
of America



# Collaborative groups



North Carolina Governor's Working Group



Wake County Council of Veterans' Organizations, Inc.



# Housing Affordability and Community Revitalization

Services for Veterans Experiencing Homelessness

# Stand Up for Veterans Experiencing Homelessness

- 62 veterans currently identified on by-name list (down from 103).
- 10 Permanent Supportive Housing vouchers for those unable to access traditional veteran resources.
- Veterans Program Specialist position to provide leadership and coordination for programs targeted toward ending veterans' homelessness.
- Increased intensive individualized case management support at the South Wilmington Street Center for veterans.



# Homeless veteran program services

- Housing Search Assistance
- Individualized Case Management
- Bed Support
- Document Acquisition
- Transportation Assistance
- Vocational Training Opportunities
- Housing Referrals
- Enrollment with Durham VA for medical and other veteran specific services
- Acquisition & Preservation Funds
- Employment Referrals

# Veterans' services at South Wilmington Street Center

- Cohorted Housing in a special 26-bed dormitory occupied only by veterans. SWSC is the only shelter in Wake County that has an assigned dorm specially for veterans, and one of the few to have a veterans' program.
- Veteran-specific case management services provided by two staff members who are focused only on the veterans and can connect them with resources to fit their unique needs.



# Effectively ending veteran homelessness

- **218** veterans served at South Wilmington Street Center during FY2020 fiscal year receiving Individual Case Management, Budgeting, Housing Plans, Housing Searches, Transportation, Food, Shelter, Community Referrals (DVAMC, VOA, PH, Maple Court, USA Veterans Help, Military Missions in Action, Green Chair, Oak City), Employment Searches, DD-214 Assistance and Weekly Group Meetings.
- **64** veterans obtained permanent housing during the FY2020 fiscal year. This program expands access for veterans countywide by using the newly established homeless assessment tool and coordinated entry system to identify and link veterans needing services.
- A veteran who had experienced homeless for over 25 years in our community was housed this year through the help of our veterans' program.



# Services provided to veterans



## Discussion / Questions