

Wake County Homeless Service System: Homeless Veteran Services Overview

Nicole Wilson, LCSW, Coordinated Entry Specialist

Durham VA Health Care System, VA Homeless Program

Darius Hunt, Veterans' Services Manager

Wake County Veterans' Services

Karla Jackson, Veterans' Service Supervisor

Wake County Veterans' Services

Brelyn Bowen, MSW, Assistant Director

Volunteers of America, Chesapeake & Carolinas

Shakera Ferguson, MPH, Health Navigator
Volunteers of America Chesapeake & Carolinas

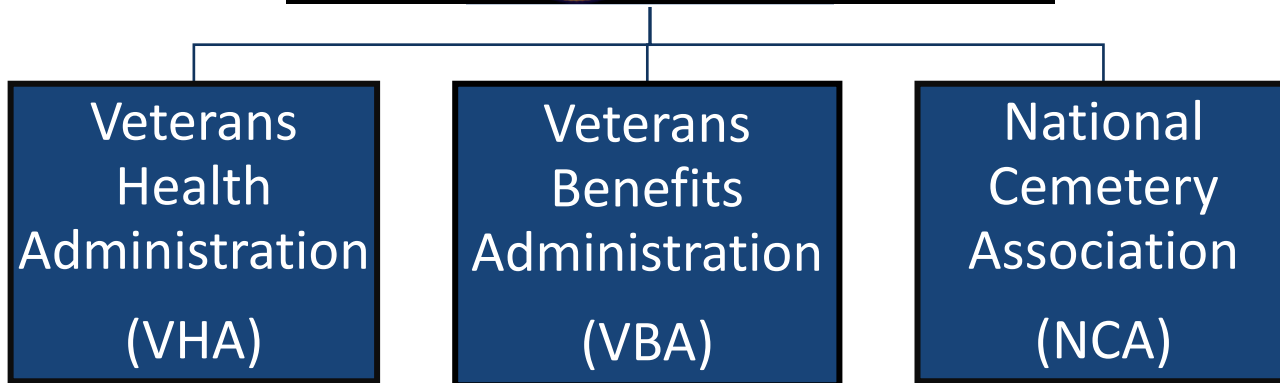
Taniscia Davis, Health Navigator
Volunteers of America Chesapeake & Carolinas

Allison Spence- Ruiz, By Name List Coordinator
Wake County Government, Continuum of Care Lead Agency Department

Beth Bookout, Network Director- Triangle
Veterans Bridge Home

Durham VA Homeless Program: An Overview

Nicole Wilson, LCSW
Coordinated Entry Specialist | VA Homeless Programs
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Veteran's Health Administration:

Responsible for providing physical and mental health care services via Medical Centers and Community Based Outpatient Clinics (CBOCs) and conducts medical research



Veteran's Benefits Administration:

Responsible for veteran registration, eligibility determination, and Benefits or Entitlements including: Home Loan Guaranty, Insurance, Vocational Rehabilitation and Employment, Education (GI Bill), and Disability Compensation & Pension.



National Cemetery Association:

Responsible for burial and memorial benefits and maintenance of VA cemeteries.

DD Form 214

THIS IS AN IMPORTANT RECORD SAFEGUARD IT.									
1. LAST NAME, FIRST NAME, MIDDLE NAME		2. SERVICE NUMBER		3. SOCIAL SECURITY NUMBER					
4. DEPARTMENT, COMPONENT AND BRANCH OR CLASS				5a. GRADE, RATE OR RANK	5b. PAY GRADE	6. DATE	DAY	MONTH	YEAR
ARMY RA SIG				SP4		29	OCT	69	
7. U. S. CITIZEN		8. PLACE OF BIRTH (City and State or Country)		9. DATE OF BIRTH	DAY	MONTH	YEAR		
YES ☒ NO ☐		TEXAS		29	JUN	48			
10a. SELECTIVE SERVICE NUMBER		11. SELECTIVE SERVICE LOCAL BOARD NUMBER, CITY, COUNTY, STATE AND ZIP CODE				12. DATE INDUCTED			
						DAY MONTH YEAR			
13a. TYPE OF TRANSFER OR DISCHARGE		13b. STATION OR INSTALLATION AT WHICH EFFECTED							
TRF TO USAR (SEE 16)		FT DIX NJ							
14. REASON AND AUTHORITY				15. EFFECTIVE DATE	DAY	MONTH	YEAR		
AR 635-200 SPN 411 EARLY SEP FR OS				31	MAR	70			
16. LAST DUTY ASSIGNMENT AND MAJOR COMMAND		17. CHARACTER OF SERVICE		18. TYPE OF CERTIFICATE ISSUED					
SVC MRY 2D IN 6TH ARMY USARBR		HONORABLE		NONE					
19. DISTRICT, AREA COMMAND OR CORPS TO WHICH RESERVIST TRANSFERRED		20. REEPLACEMENT CODE							
TRF TO USAR CON GP (REINF) USAAC ST LOUIS MO		RE-1							
21. TERMINAL DATE OF RESERVIST UNIT'S OBLIGATION		22. CURRENT ACTIVE SERVICE OTHER THAN BY INDUCTION		23. TERM OF SERVICE		24. DATE OF ENTRY			
DAY MONTH YEAR		a. SOURCE OF ENTRY		b. DATE OF ENTRY		DAY MONTH YEAR			
10 APR 73		XEN ENLISTED (First Enlistment) ☐ ENLISTED (Prior Service) ☐ REENLISTED ☐		3		11 APR 67			
25. PRIOR REGULAR ENLISTMENTS		26. GRADE, RATE OR RANK AT TIME OF ENTRY INTO CURRENT ACTIVE SVC		27. PLACE OF ENTRY INTO CURRENT ACTIVE SERVICE (City and State)					
NONE		PV-1		SPOKANE WASHINGTON					
28. HOME OF RECORD AT TIME OF ENTRY INTO ACTIVE SERVICE (Street, RFD, City, County, State and ZIP Code)		29. STATEMENT OF SERVICE							
		YEARS MONTHS DAYS							
		a. CREDITABLE FOR BASIC PAY PURPOSES							
		(1) NET SERVICE THIS PERIOD							
		2 11 20							
		(2) OTHER SERVICE							
		0 0 0							
		(3) TOTAL (Line (1) plus Line (2))							
		2 11 20							
		b. TOTAL ACTIVE SERVICE							
		2 11 20							
		c. FOREIGN AND/OR SEA SERVICE (SEE 30)							
		1 9 26							
30. SPECIALTY NUMBER & TITLE									
36K20 WIREMAN									
31. RELATED CIVILIAN OCCUPATION AND D.O.I. NUMBER									
829.281 WIREMAN MAINT									
32. DECORATIONS, MEDALS, BADGES, COMMENDATIONS, CITATIONS AND CAMPAIGN RIBBONS AWARDED OR AUTHORIZED									
GOOD CONDUCT MEDAL									
NATIONAL DEFENSE SERVICE MEDAL VIETNAM SERVICE MEDAL									
SHARPSHOOTER M-14 SHARPSHOOTER M-16									
33. EDUCATION AND TRAINING COMPLETED									
ATP 21-114									
CODE OF COND									
C B R TNG									
RVN TNG									
WIREMAN 8 WKS 67									
34a. NON-PAY PERIODS TIME LOST (Overseas Duty Tour)		34b. DAYS ACCRUED LEAVE PAID		34c. INSURANCE IN FORCE (USGLI or USGLD)		34d. AMOUNT OF ALLOTMENT		34e. MONTH ALLOTMENT DISCONTINUED	
NA		NA		☐ YES ☒ NO		NA		NA	
35. VA CLAIM NUMBER		36. SERVICEMEN'S GROUP LIFE INSURANCE COVERAGE							
NA		X \$10,000 ☐ \$5,000 ☐ NONE							
37. REMARKS									
BLOOD GP 0									
8 YRS ELEM (GEM)									
USARPAC VIETNAM 22 OCT 67 - 20 OCT 68									
USAREUR GERMANY 3 JUN 69 - 5 APR 70									
38. PERMANENT ADDRESS FOR MAILING PURPOSES AFTER TRANSFER OR DISCHARGE (Street, RFD, City, County, State and ZIP Code)					39. SIGNATURE OF PERSON BEING TRANSFERRED OR DISCHARGED				
40. TYPED NAME, GRADE AND TITLE OF AUTHORIZING OFFICER					41. SIGNATURE OF OFFICER AUTHORIZED TO SIGN				
CPT FA ASST CHIEF ENL BRANCH									

DD FORM 214

PREVIOUS EDITIONS OF THIS FORM ARE OBSOLETE EFFECTIVE 1 JAN 67

GPO: 1969-351-112

ARMED FORCES OF THE UNITED STATES REPORT OF TRANSFER OR DISCHARGE

Status Query and Response Exchange System (SQUARES)



- SQUARES returns information regarding the Veteran's status, eligibility for healthcare and VA programs.
- For a general overview of how SQUARES is making a major impact in the community, please watch the following videos: [SQUARES Overview](#) and [SQUARES Search Tools](#).

Durham VA Health Care System

Located at :

508 Fulton Street
Durham North Carolina 27705
919-286-0411



Registering for VA Health Care

- [Register online or by telephone](#): 1-877-222-8387
- Register at local VA Health Care System:
919-286-0411 extension 176993

Veterans must complete: [VA Form 1010 EZ](#) and they will be provided a [priority group](#).

Not all VA services are free for every veteran, there can be copays for medications, visits and hospitalizations. The priority group determines this.

National Call Center For Homeless Veterans



National Call Center
for Homeless Veterans

877-424-3838

department.va.gov/homeless

The call is free, confidential, and available 24 hours a day, 7 days a week. Trained professionals are standing by to connect veterans to your nearest VA for help.

Outreach Services

VA Outreach Services are the core of our mission

Outreach includes making visits to community places where homeless or at-risk persons go for help, such as missions, shelters, and soup kitchens

Referrals to emergency shelters, VA, or other community services

Grant and Per Diem (GPD) Transitional Housing

- Transitional housing and supportive services are provided by non-profit organizations
- Eligible Veterans served at least 1 day of active duty (other than for training) and have a discharge that is other than dishonorable or bad conduct with general court martial
- Targeted discharge time is based on program model type:
 - *Bridge Housing*
 - *Clinical Treatment*
 - *Low Demand*
 - *Hospital to Housing*
 - *Service Intensive*
 - *Transition In Place*
- Application and Interviews may be required for admission
- Veterans may be charged 30% of income as a participant fee
- As of date, Durham VA has one GPD Grantee: [TROSA](#) Triangle Residential Options for Substance Abusers (Clinical Model)

Contracted Emergency Residential Services (CERS)

- Program provides short term, emergency housing for homeless Veterans with serious mental illness and/or substance use conditions
- Veterans can reside up to 120 days
- Veterans must be eligible for VA healthcare
- Must be able to perform Instrumental Activities of Daily Living (cleaning, bill paying, meal preparation) and Activities of Daily Living (bathing, dressing, feeding) independently.
- Unable to serve Veterans required to register as sex offenders
- Current contract: USA VETERANS HELP offers 12 beds in Durham, NC

Homeless Veterans Dental Program (HVDP)

VA research has shown that providing dental care positively impacts homeless program outcomes including completion of a homeless rehabilitation program, employment, financial stability and permanent housing status. Additional studies have shown that after dental care, Veterans who had experienced homelessness report significant improvement in perceived oral health, general health and overall self-esteem. This work supports the concept that dental care is an important aspect of overall homeless rehabilitation and should be included in the road to self-sufficiency and improved whole health.

HVDP provides a one-time course of dental treatment to eligible Veterans that have been admitted to VA Transitional or Contracted Housing 60 days.

Supportive Services for Veteran Families (SSVF)

- Supportive Services for Veteran Families (SSVF) grant launched by the U.S. Department of Veterans Affairs (VA) during Fiscal Year 2012 in response to concerns regarding homelessness and housing instability among Veterans.
- SSVF grants provide housing stability services to low-income Veteran families who are experiencing homelessness or are at imminent risk of experiencing homelessness.

Grant Awards

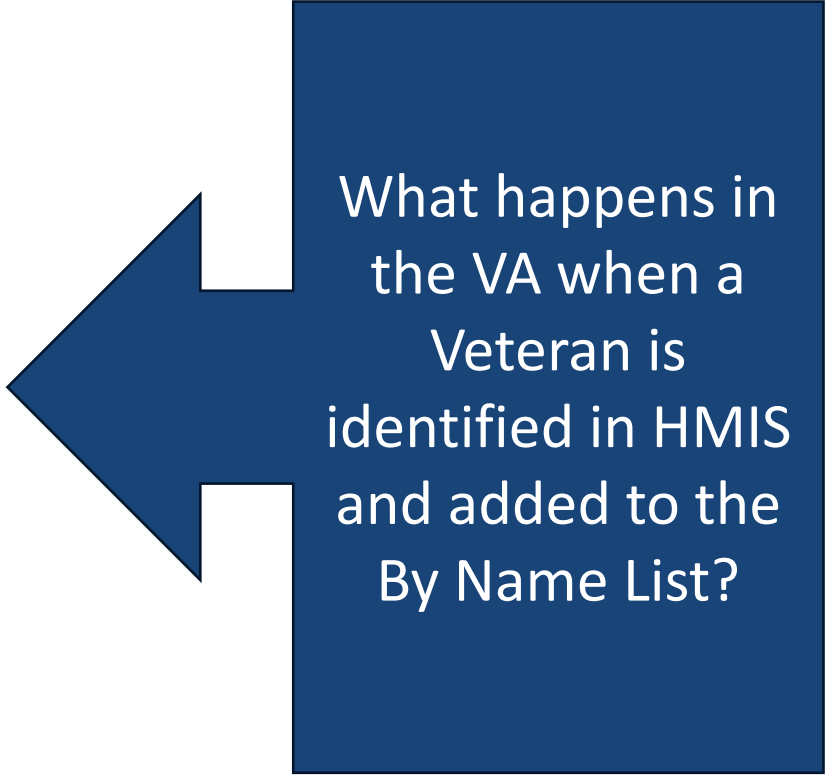
HUDVASH

The Housing and Urban Development-VA Supportive Housing (HUD-VASH) program is a joint federal initiative that pairs [Housing Choice Voucher](#) (HCV) rental assistance from the [U.S. Department of Housing and Urban Development](#) (HUD) with VA case management and supportive services.

Dynamic prioritization using the VA By Name List guides admission to the program. Considerations for unsheltered status, length of time homeless and special populations including women, those currently fleeing domestic violence, families and aging all factor into admissions. A formal written prioritization protocol is currently under development.

*As of date, there are no current available HUDVASH vouchers in Wake County.

- Coordinated Entry Specialist reviews each veteran for eligibility.
- Review is conducted for appropriate housing match (ex. SSVF, HUDVASH or CoC resource) and matches are facilitated.
- Those who are indicated to be eligible for VA Health Care are contacted by the VA Outreach Team if they are not engaged. They will be referred to various health care resources to support their holistic care.
- Veterans are added to the [VA By Name List](#). VA By Name List is used to assist with prioritization for all available vouchers. Veterans interested in living outside of Wake County are also considered.
- CoC Case conferencing allows for identification of hard-to-reach veterans and those who still need housing plans. VA facilitates closing gaps to expedite housing.



What happens in the VA when a Veteran is identified in HMIS and added to the By Name List?

Durham VA Homeless Program Clinic

Location: Durham VA Health Care System

508 Fulton St

Durham NC 27705

Monday-Friday

1:30p - 4:00p

Contact the Homeless Program directly to schedule an appointment: **919-286-0411 ext. 175087**

Wake County

Veterans Services

Darius Hunt

Veterans Services Manager



@wakegov    

wake.gov

Wake County Veterans Services

- Been in existence since 1981
- Hours of operation are **Monday through Friday, 9:00am to 4:00pm (Somerset); Alternative Days at the Regional Centers**
- For appointments call **919-212-8387**
- Offices are located at: Somerset (**4401 Bland Rd, Raleigh, NC**), the Northern Regional Center (**350 E. Holding Ave, Wake Forest, NC**), and the Eastern Regional Center (**1002 Dogwood Dr, Zebulon, NC 27597**)

Wake County Veterans Services

Services Provided

Compensation Claims	Veterans Pension Claims	Survivors Claims	Burial Benefits	VA Healthcare Enrollment
VR&E Education Benefits	Home Loan COE	DMV Tag Applications	Hunt/Fishing License Applications	NC Serves Referrals
Discharge Upgrades	Military Records Request	Property Tax Exclusions Forms	Presidential Memorial Certificates	

VA Health Benefits

- Community Care
- Housebound Status/Aid & Attendance
- Clothing Allowance
- Caregiver's Program
- HISA Grant
- Specially Adapted Vehicle/Housing Grant
- In-Home Primary Care
- In-Home Aide

NC State Veterans Homes

- Fayetteville NC State Veterans Home - 150 Bed Capacity
(Currently Closed)
- Salisbury NC State Veterans Home - 99 Bed Capacity
- Black Mountain NC State Veterans Home - 100 Bed Capacity
- Kinston NC State Veterans Home - 100 Bed Capacity
- Kernersville NC State Veterans Home - 120 Bed Capacity



Pre-Need Eligibility for Burial

You can apply to find out in advance if you're eligible for burial in a VA national cemetery. This is called a pre-need determination of eligibility, and it can help make the burial planning process easier for your family members in their time of need

How to apply

You can apply for pre-need eligibility determination online, by mail, or by fax.

Option 1: Online

You can apply online right now.

[Apply for pre-need eligibility determination online](#)

Option 2: By mail or fax

Fill out an Application for Pre-need Determination of Eligibility for Burial in a VA National Cemetery (VA Form 40-10007).

[Get VA Form 40-10007 to download](#)

Mail the application and copies of any supporting documents to this address:

NCA Evidence Intake Center

PO Box 5237

Janesville, WI 53547

Or fax the application and copies of any supporting documents to the National Cemetery Scheduling Office at [855-840-8299](tel:855-840-8299).

National Veterans Cemeteries in NC

Cemetery Information	
National Cemetery	Contact Info
<u>New Bern National Cemetery</u> 1711 National Ave New Bern, NC 28560 <u>Burial Space: Closed</u>	Phone: <u>252-637-2912</u> Fax: 252-637-7145
<u>Raleigh National Cemetery</u> 501 Rock Quarry Rd Raleigh, NC 27610 <u>Burial Space: Closed</u>	Phone: <u>252-637-2912</u> Fax: 704-636-2661
<u>Salisbury National Cemetery</u> 202 Government Rd Salisbury, NC 28144 <u>Burial Space: Open</u>	Phone: <u>704-636-2661</u> Fax: 704-636-1115
<u>Salisbury National Cemetery Annex</u> 501 Statesville Blvd Salisbury, NC 28144 <u>Burial Space: Open</u>	Phone: <u>704-636-2661</u> Fax: 704-636-1115
<u>Wilmington National Cemetery</u> 2011 Market St Wilmington, NC 28403 <u>Burial Space: Closed</u>	Phone: <u>704-636-2661</u> Fax: 252-637-7145

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Choose **VA**

VA



U.S. Department
of Veterans Affairs

For More Information

- Veterans Benefits Administration: 1-800-827-1000
 - www.va.gov
- Veterans Health Administration: 1-877-222-8387 (VETS)
- National Cemetery Administration: 1-800-535-1137
- Veterans Crisis Line: 1-800-273-8255



Volunteers
of America®

SUPPORTIVE SERVICES FOR VETERANS AND FAMILIES (SSVF)

SUPPORTIVE SERVICES FOR VETERAN FAMILIES

SSVF is a grant launched by the U.S. Department of Veterans Affairs (VA) during Fiscal Year 2012 in response to concerns regarding homelessness and housing instability among Veterans.

The goal of the SSVF grant is to advance housing stability services to low-income Veteran families who are experiencing homelessness or at imminent risk of experiencing homelessness. A combination of rapid re-housing and homelessness prevention services offers Veterans a wide range of opportunities to secure and retain permanent housing.

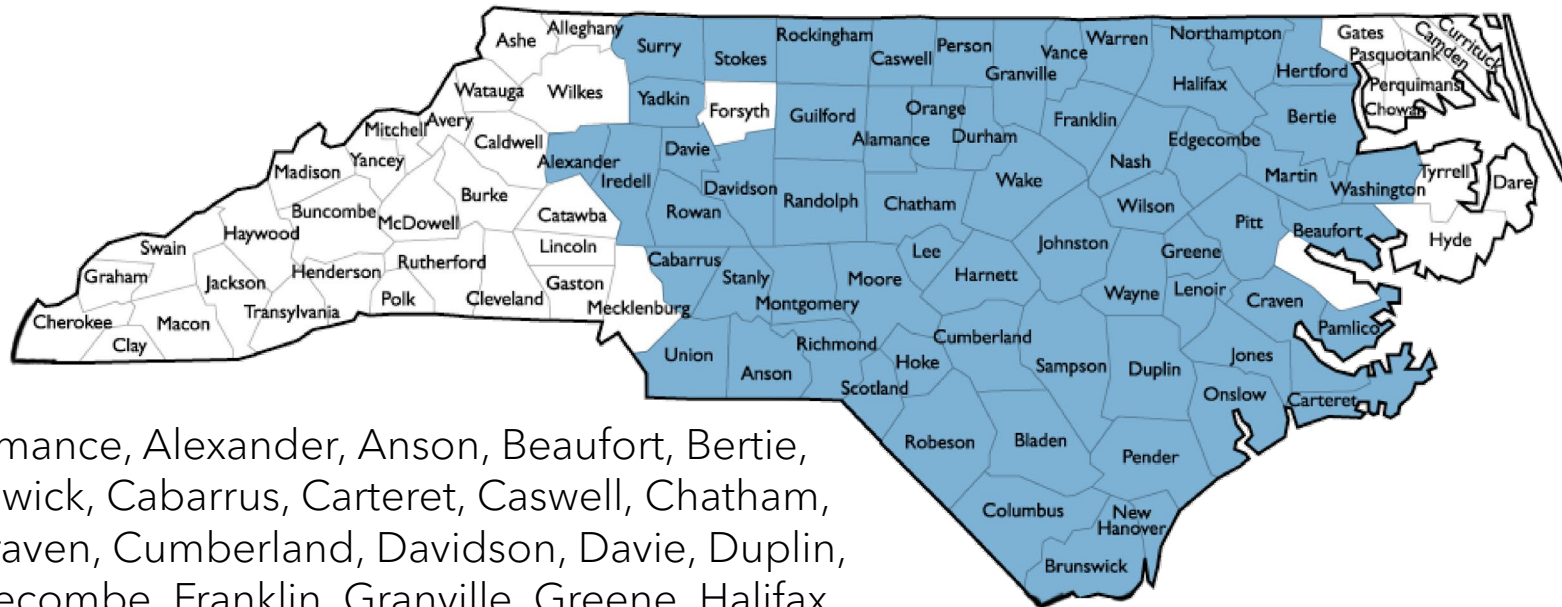
Through our Supportive Services for Veteran Families (SSVF) program in NC, we provide community-based supportive services to vulnerable veterans and families towards the goal of achieving self-sufficiency, and housing and financial stability. We currently operate in **62 counties** across the state. Our annual goal is housing 900 veterans and families.



1, 300+
Veterans & families
served in first three
fiscal quarters of 2025

Dawn Martin, Army Veteran

WHERE WE SERVE – NORTH CAROLINA



Counties: Alamance, Alexander, Anson, Beaufort, Bertie, Bladen, Brunswick, Cabarrus, Carteret, Caswell, Chatham, Columbus, Craven, Cumberland, Davidson, Davie, Duplin, Durham, Edgecombe, Franklin, Granville, Greene, Halifax, Harnett, Herford, Hoke, Iredell, Johnston, Jones, Lee, Lenoir, Martin, Montgomery, Moore, Nash, New Hanover, Northampton, Onslow, Orange, Pamlico, Pender, Person, Pitt, Randolph, Richmond, Rockingham, Rowan, Sampson, Scotland, Stanly, Stokes, Surry, Union, Vance, Wake, Warren, Washington, Wayne, Wilson, Yadkin

PREVENTION & RAPID REHOUSING

- Couch surfing with a letter of intent to leave
- Hotel paid by veteran
- Eviction
- Place not meant for human habitation
- Shelter
- Transitional home
- Hospital
- Hotel paid by another agency



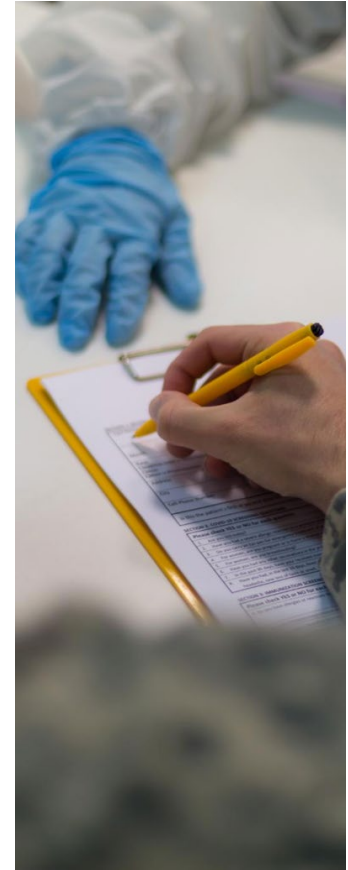
SCREENING AND REFERRAL PATHWAYS

Screenings- Even if a veteran is experiencing one of the previous housing situations, it does not guarantee that they are eligible for SSVF. They are required to meet additional measures to be eligible.

- Income based
- Prevention screening
- HUD definition of homeless- not at risk
- Eviction/10-day notice

Referring someone to SSVF

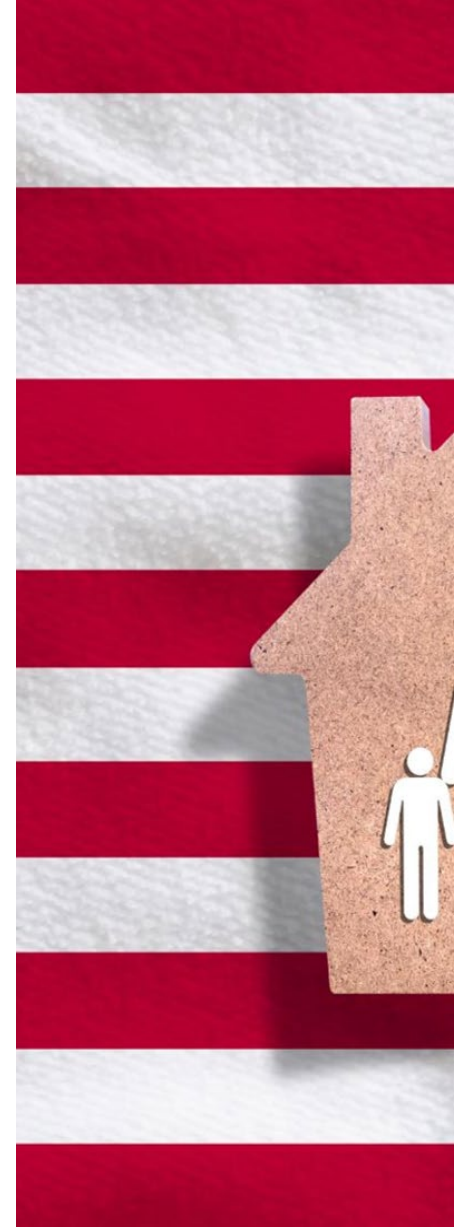
- Email: durhamreferrals@voacarolinas.org
- Unite Us
- Walk in/Call in
- Outreach



TEMPORARY FINANCIAL ASSISTANCE (TFA)

Housing related items:

- Security deposit
 - Rental payments
 - Utility deposit
 - Utility bills (water, electric, sewer)
 - Application fees
 - Landlord incentive
 - Client incentive
 - General assistance
- The following services can also be provided on a case-by-case basis:
 - Car repairs
 - Childcare
 - Storage unit fees
 - Moving costs
 - Legal assistance
 - Emergency Housing Assistance (EHA)



TEMPORARY FINANCIAL ASSISTANCE CONT.

- General Assistance
 - Application fees
 - Beds (mattress, bed frame, box spring
 - Includes delivery
 - Kitchen items
 - Pots and pans
 - Utensils
 - Dinnerware set
 - Cleaning items
 - Bedding (Sheets and pillows)
- Client/tenant incentive
 - What makes their house a home
 - Up to \$1,000 includes taxes, fees and shipping
 - Common purchases:
 - TVs
 - Couch
 - Dresser
 - Bathroom items
 - Tables/chairs
 - Hobby items
- Landlord incentive
 - If a client has serious barriers (evictions, criminal background, housing history), a landlord incentive can be utilized.
 - Up to 2X base rent
 - This is in addition to security deposit- will not be returned to client or agency
 - Must be a new 1-year lease
 - This is subject to funding and on a case-by-case basis. Not every veteran is eligible

LOCATIONS AND CONTACT

Raleigh Office

4901 Glenwood Ave Suite 202

Raleigh, NC 27612

919-505-1909

Rocky Mount Office

326 South Franklin St.

Rocky Mount, NC 27804

252-985-0230

Durham Office

3710 University Drive, Suite 218

Durham, NC 27707

919-530-1100

Fayetteville Office

2019 Valleygate Drive, Suite 201

Fayetteville, NC 28304

910-920-2994

Concord Office

845 Church St. North, suite 305-A

Concord, NC 28025

980-643-4239 ext. 9896



CHESAPEAKE & CAROLINAS

SSVF Shallow
Subsidy/Health
Care Navigation

Program Overview

- Shallow subsidy provides services to eligible Veteran households enrolled in SSVF's Rapid Rehousing or Homeless Prevention projects. The shallow subsidy service provides partial rental assistance up to a 2-year period, for low-income and extremely low-income Veteran households allowing them to stabilize over time without losing assistance eligibility. Focusing on aiding for households with an AMI of 50% or below.
- While enrolled in Shallow Subsidy, SSVF will pay 50% of their current rental rate based on lease provided.
- The veteran can also be provided with utility assistance based on need and if they receive utility assistance during their time in rapid rehousing or prevention.
- During the veteran time in shallow subsidy, they will receive light touch case management.

Eligibility

- The veteran must have employment or some source income to make sure that the veteran is able to pay for their half the rent.
- The number of months that they can receive TFA payments is based on their AMI and how many months of Traditional SSVF was utilize.
- Our focus is on the most vulnerable veterans; it is recommended to send the veterans that are most likely to struggle without TFA assistance.
- The veteran must have valid lease in their names and continue to remain in good standing with the landlord before transferring to Shallow Subsidy.
- The Landlord must agree to take partial during their time in Shallow Subsidy.
- The veteran must stay in constant communication during that time as well.

How to refer

- The referral process is an internal process and requires them to go through traditional SSVF first before receiving shallow subsidy assistance.
- Case managers on the Traditional SSVF side must complete a shallow subsidy referral form and send it via email to shallow subsidy time.
- If there is a client that might good candidate for shallow subsidy, please contact their case manager for Traditional SSVF to see about getting a referral complete.
- Once referral received, Shallow Subsidy/ Health Navigator will review the shallow subsidy referral form and determine if the veteran is good candidate for shallow subsidy.
- Once it has been confirmed that the veteran is good fit, Shallow Subsidy/Health Navigator will reach out to the case manager for full packet with required documents.

Healthcare Navigation

- Overview

- The Health Navigation program connects veterans to healthcare services and helps reduce barriers to accessing proper care.
- This program is separate from the Shallow Subsidy program, although both are managed by Health Navigators.

Eligibility

- All SSVF beneficiaries may benefit from Health Navigation services. Therefore, it is recommended that veterans be referred at the start of Traditional SSVF.

Health Navigation

How to Refer:

- SSVF Intake Specialists are responsible for referring veterans to Health Navigation services.
- Intake specialists/ SSVF case managers complete a on paper or via online and send it to the Health Navigator for their office.
- Once referred, Health Navigators assess each veteran's medical needs and identify appropriate resources to address those needs.

What we do:

- Health Navigators also serve as advocates for veterans, supporting their medical care and overall well-being.
- Services may include transportation to and from medical appointments and, when appropriate, accompaniment to appointments for additional support.
- The program assists veterans in connecting to VA disability services and other community-based social services.
- Home visits may be conducted when necessary to better support the veteran or assess additional needs.

Wake County Veterans Service

Housing

Karla Jackson

Veterans Services Supervisor



@wakegov    

wake.gov

Introduction

- Navy Veteran
- Former Peer Support and Eastern State Team Lead with Veteran Services of the Carolinas
- Former Veterans Social Worker with Wake County Veterans Services
- Current Veterans Services Supervisor



Karla Jackson

Overview

Wake County Veteran Housing Goal

South Wilmington Street Center – Veterans Program

Wake County Veterans Services Housing

Wake County Veterans Vouchers

What is the Goal for Wake County?



Veterans are a top priority for Wake County!

Highest population of veterans in the state



Wake County is working towards achieving functional zero.

The number of veterans entering homelessness is equivalent to the number of veterans exiting homelessness.

South Wilmington Street Center Veterans Program

- Housing First Model
 - Wrap around services
- Veterans Social Worker Highly Skilled in Handling Veteran Needs
- Working with Community Partners
- VA Homelessness Program
 - HUDVASH
 - VHA
- VA Health & Wellness Classes
 - Group and Individual
- The Joel Fund
 - Operation Art Classes



Jimmion Clayton, LCSWA

How Do We House Veterans?



- Wake County Veterans Vouchers
- Partner with:
 - Volunteers of America
 - Supportive Services for Veteran Families (SSVF)
 - Durham VA
 - HUDVASH
- B2H Funding
- Assisted Living

Veterans Voucher Qualifications



APPLY FOR HOUSING VOUCHER

- Must be a Veteran
- 50% AMI or less
- Homeless (Category 1)
- Prioritizes those not eligible for HUDVASH

Thank You For All You Do!!

If you have a veteran in need of assistance, please reach out!!

Karla Jackson
919-857-3899 (office)
919-665-8869 (cell)
karla.jackson@wake.gov



STRONGER COMMUNITIES, ONE VETERAN AT A TIME.

To connect, lead, and advocate in communities to ensure service members, veterans, and their families thrive.

VBH is a North Carolina-based nonprofit **connecting** service members, veterans, and their families to the resources, people, and opportunities that make civilian life work. We **coordinate care** across a network of 400+ community partners, making sure our clients get the **support** they need, when they need it.

10K+

Services in 2025

3.5K+

Clients in 2025

53

Counties

5

Markets

2

States

**For more information contact:
Beth Bookout-
bbookout@veteransbridgehome.org**

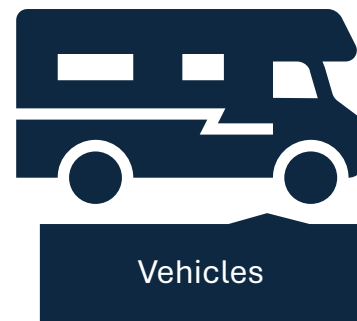
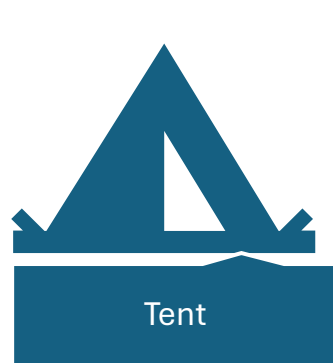
Wake County Coordinated Entry Access Sites

Oak City Cares
(Serving adult individuals + families)
1430 S. Wilmington St., Raleigh, NC 27603

Haven House
(Serving youth/ young adults ages 18-24)
1008 Bullard Court, Raleigh, NC 27615

Women's Center of Wake County
(Serving single women)
3211 Bramer Dr. Raleigh, NC 27604

COORDINATED ENTRY – HUD CATEGORY 1 & 4 (REQUIREMENT)



Coordinated Entry Access sites can determine eligibility for homeless service connection

Housing
problem solving
conversations

Street Outreach

Emergency
Shelter

Community Queue



Once someone has completed a Coordinated Entry assessment, they are assigned to “queues” depending on their need.



Timelines to vacancies for shelter or housing resources are dependent on availability.



It's most important that someone seeking services regularly checks in with a case manager.

Case Conferencing

- Each week NC-507 hosts a community case conference call.
- Homeless service providers can discuss the families and singles they are working with to talk through barriers in a shared meeting. Families & singles can also be recommended to available housing vacancies during case conference calls.
- While Veteran & General Case Conferences are held separately, veterans ARE eligible for general housing resources that are received through the Coordinated Entry system.



Drop In Shelter

Bramer:

- Population: Single Men and Women
- Location: 3211 Bramer Drive, Raleigh, NC
- Transport: GoRaleigh Bus #14
- Hours: Open daily, 7 PM- 7 AM
 - *First come first served basis*

The Salvation Army of Wake County:

- Population: Families & Women in 3rd Trimester
- Location: 1863 Capital Blvd., Raleigh, NC 27604
- Transport: GoRaleigh Bus #1
- Hours: Open daily, 5PM – 7:30AM
 - *First come first served basis*

Healing Transitions:

- Population: Women
- Hours: 4PM – 7AM
- Location: 3304 Glen Royal Road, Raleigh NC 27617
- Transport: GoRaleigh Bus #70L
 - *First come first served basis*



Day Services

Women's Center

- Population: Single Women
- Location: 3211 Bramer Drive, Raleigh, NC
- Transport: GoRaleigh Bus #14
- Hours: Open daily, 7 PM- 7 AM

<https://wcwc.org/gethelp/>

Oak City Cares

- Population: Anyone
- Location: 1430 South Wilmington Street, Raleigh, NC
- Transport: GoRaleigh Bus #21
- Hours: Open daily, 9am-5pm (M-F) 9am-6pm (Weekend Meals)

<https://oakcitycares.org/services/>