

# HEALTHCARE

A photograph showing a young man with prosthetic limbs being fitted with a harness by medical staff in a clinical setting. The man is wearing a dark blue t-shirt with a graphic of an eagle and the words 'AMERICAN'. He is standing and looking down at his prosthetic right leg. A medical professional in blue scrubs and green gloves is kneeling and adjusting the harness. Other medical professionals are standing around him, one in a white shirt and tie, another in a grey shirt and blue gloves. The background shows a clinical setting with a white wall and a wooden cabinet.

SERVICES FOR  
COMBAT VETERANS

MENTAL HEALTH  
SERVICES

NAVIGATING VA  
HEALTH CARE SYSTEM

"THIS WARRIOR, a retired Marine Sergeant, was robbed of all of his limbs when an Improvised Explosive Device detonated below him in Afghanistan in 2010.

We will never forget the sacrifices of our brothers and sisters, the ones who came home and the ones who did not. God bless our vets, their families, and VA health care workers, many of whom are veterans themselves."

*-Ilario Pantano, Veteran, USMC*

# VA HEALTH CARE BASIC ELIGIBILITY

A person who served in the active duty military and who was discharged or released under conditions other than dishonorable may qualify for VA health care benefits.

Reservists and National Guard members also may qualify for VA health care benefits if they were called to active duty (other than for training only) by a federal order and completed the full period for which they were called or ordered to active duty.

Veterans who enlisted after Sept. 7, 1980, or who entered active duty after Oct. 16, 1981, must have served 24 continuous months or the full period for which they were called to active duty in order to be eligible. This minimum duty requirement may not apply to veterans discharged for hardship, early out, or a disability incurred or aggravated in the line of duty.

## 5-YEAR POST DEPLOYMENT BENEFIT.

Veterans, including members of the National Guard and activated reservists, are eligible for the enhanced "Combat Veteran" benefits if they served on active duty in a theater of combat operations after Nov. 11, 1998, and have been discharged under honorable conditions.

IF YOU KNOW A VET WHO NEEDS TO CHANGE HIS DISCHARGE, SEE PAGE 109 FOR MORE INFORMATION

## ENROLLMENT

For most veterans, entry into the VA health care system begins by applying for enrollment.

To apply, complete VA Form 10-10EZ, Application for Health Benefits, which may be obtained from a VA health care facility or regional benefits office, online or by calling VA.

Once enrolled, veterans can receive health care at VA health care facilities anywhere in the country. Veterans enrolled in the VA health care system are afforded privacy rights under federal law.

During enrollment, each veteran is assigned to a priority group based on their service connected disability rating and other factors. VA uses priority groups to balance demand for VA health care enrollment with resources.

## STANDARD BENEFITS

VA's medical benefits package provides the following health care services to all enrolled veterans:

- Preventive Care Services
- Ambulatory (Outpatient) Diagnostic and Treatment Services
- Hospital (Inpatient) Diagnostic Treatment
- VA prescribed Medications and Supplies
- Durable Medical equipment
- Eyeglasses
- Hearing Aids
- Home Health Care Services
- Non-VA Health Care Services
- Orthopedic, Prosthetic, and Rehabilitative Devices
- Rehabilitative Services
- Readjustment Counseling
- Sexual Trauma Counseling

## ACUTE CARE SERVICES

These services may have limitations and special eligibility criteria:

- Ambulance service
- Dental Care



**paws4vets**  
places Service Dogs with Veterans living with PTS, TBI & Military Sexual Trauma

[paws4vets.org](http://paws4vets.org)

**Service Dogs Help Prevent Veteran Suicide**

They also: Interrupt Anxiety/Panic Attacks, Aid with Sleep, Interrupt Night Terrors, Pick up Dropped Items, Call 911, Open/Close Doors, Provide Balance & Mobility Assistance, Perform Medical Alerts, and much more.

**Our Cutting-edge Recovery Formula:**

- The Client
- Other paws4people / paws4vets Clients
- paws4vets Peer Mentors
- paws4people Trained Service Dogs
- PTS | MST Intervention Transfer Training (ITT)

[Proprietary K-9 Centric "Exposure" & "Cognitive Behavioral" Therapy Protocols]

**RECOVERY** [CONTROL, REGULATE & MITIGATE]







## MILITARY SEXUAL TRAUMA

Military Sexual Trauma (MST) is the term that the Department of Veterans Affairs uses to refer to sexual harassment that occurred while the veteran was in the military. It includes any sexual activity where someone is involved against his or her will—he or she may have been pressured into sexual activities (for example, with threats of negative consequences for refusing to be sexually cooperative, implied faster promotions, or better treatment in exchange for sex), and may have been unable to consent to sexual activities (for example, when intoxicated), or may have been physically

forced into sexual activities. Other experiences that fall into the category of MST include unwanted sexual touching or grabbing; threatening, offensive remarks about a person’s body or sexual activities; and/or threatening or unwelcome sexual advances.

Both women and men can experience MST during their service. All veterans seen at Veterans Health Administrations facilities are asked about experiences of sexual trauma because they know that any type of trauma can affect a person’s physical and mental health, even many years later. People can recover from trauma and

the VA has free services to help veterans do this. You do not need to have a VA disability (service connected) rating to receive these services and may be able to receive services even if you are not eligible for other VA care. You do not need to have reported the incident(s) when they happened or have other documentation that they occurred.

For more information, veterans can speak with a VA healthcare provider, contact the MST Coordinator at their nearest VA Medical Center, or contact their local Vet Center. More MST information can be found at [mentalhealth.va.gov](http://mentalhealth.va.gov).

## WOMEN VETERANS HEALTH CARE

**1-855-VA-WOMEN** [1-855-829-6636]

Women veterans are eligible for the same VA benefits as male veterans. Comprehensive health services are available to women veterans including primary care, mental health care and reproductive health care services. VA provides management of acute and chronic illnesses, preventive care, contraceptive services, menopause management, and cancer screenings, including pap smear, and mammograms, and gynecology.

- Maternity care is covered in the medical benefits package to include care for newborn children of women veterans for up to 7 days after birth. VA is also mandated to implement pilot programs to provide child care to women veterans receiving medical care, and to provide readjustment services to women veterans. Infertility evaluation and limited treatments also are available.
- Women Veterans Program Managers are available at all VA facilities to help veterans seeking treatment and benefits.

## SERVICES FOR COMBAT VETERANS



The Vet Center Combat Call Center is an around the clock confidential call center where combat veterans and their families can call to talk about their military experience or any other issue they are facing in their readjustment to civilian life. The staff is comprised of combat veterans from several eras as well as family members of combat veterans.

SEE NC4VETS MAPS FOR YOUR LOCAL HEALTH SERVICE LOCATION: Pg’s 4-11

## VET CENTERS

Services provided at the Vet Center include bereavement and readjustment counseling to individuals, groups, couples, and families.

If you served in a combat zone and received a campaign ribbon, you and your family are eligible for Vet Center services. In addition, parents, siblings, spouses and children of any active duty service member who dies while on active duty are eligible for bereavement counseling services. Services are also provided to any veteran who experienced military related sexual trauma while on active duty.

### CHARLOTTE

2114 Ben Craig Dr., Suite 300  
Charlotte, NC 28262  
704-549-8025

### FAYETTEVILLE

2301 Rogeson St., Suite 103  
Fayetteville, NC 28305  
910-488-6252

### GREENSBORO

3515 W Market St., Suite 120  
Greensboro, NC 27406  
336-333-5366

### GREENVILLE

1021 W.H. Smith Blvd., Suite A 100  
Greenville, NC 27834  
252-355-7920

### JACKSONVILLE

110A Branchwood Dr.  
Jacksonville, NC 28546  
910-577-1100

### RALEIGH

8851 Ellstree Lane  
Raleigh, NC 27617  
919-361-6419



## VETERANS CHOICE PROGRAM

Learn more about the VA's Veterans Choice Program by visiting their website at:

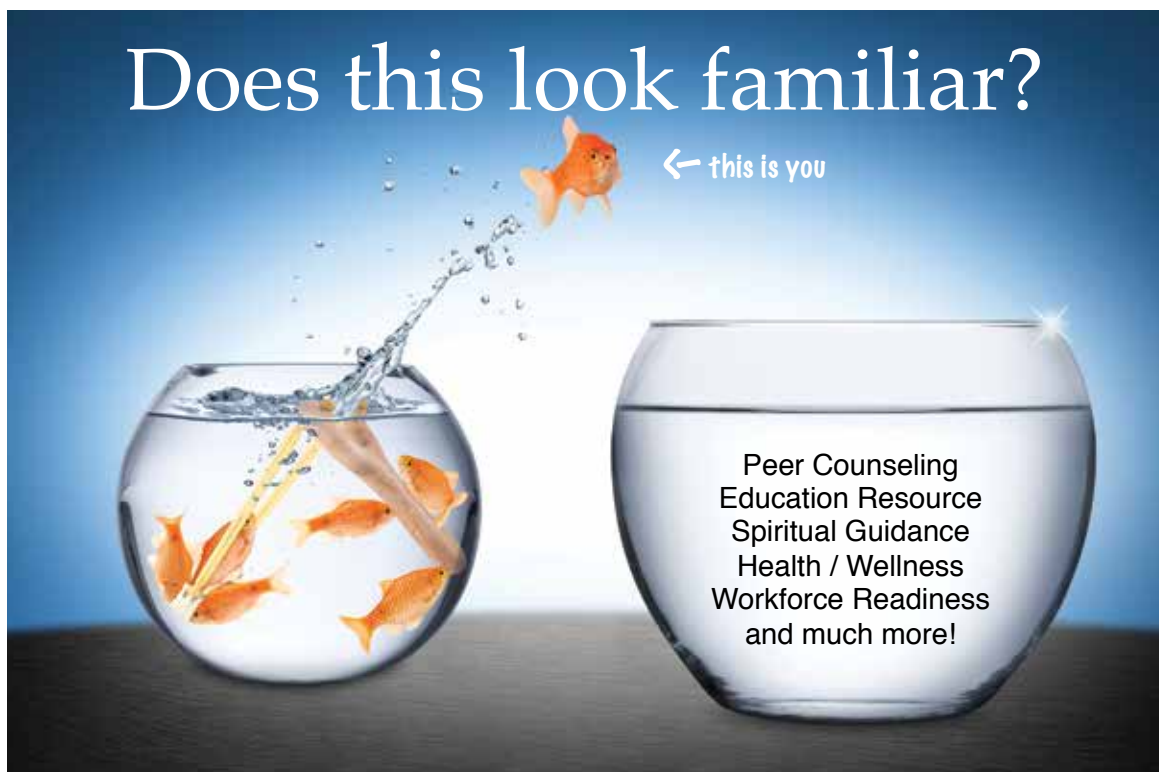
[www.va.gov/opa/choiceact](http://www.va.gov/opa/choiceact)

Many Veterans now have the option to receive non-VA health care rather than waiting for a VA appointment or traveling to a VA facility.

- You have been told by your local VA medical facility that you will need to wait more than 30 days from your preferred date or the date medically determined by your physician.
- Your current residence is more than 40 miles from the closest VA medical facility.
- You need to travel by plane or boat to the VA medical facility closest to your home.

The new Choice Program will begin to cover non-VA care for eligible Veterans enrolled in VA healthcare. Veterans are eligible if any of these situation apply to you:

- You face an unusual or excessive burden in traveling to a VA medical facility based on the presence of a body of water (including moving water and still water) or a geologic formation that cannot be crossed by road.
- To set up an appointment with a non-VA provider, call the VA at **866-606-8198** and we will work with you to ensure you are approved for care in your community.



We're here to help **you** navigate in **your** transition.

919-525-7752  
[www.mysvet.org](http://www.mysvet.org)



**Having trouble hearing  
on the phone?**

**Have you been asking people  
to repeat themselves?**

**Have people been telling you  
to turn the TV down?**

**Ringing in your ears?**

You may be one of  
**60% of returning combat veterans**  
experiencing ringing in the ears or hearing loss.

**Your homecoming is important – don't let your  
hearing difficulties get you down!**

Contact us for counseling, training and specialized  
equipment so you can reconnect with your family and  
friends and stay connected with your military buddies.

**There is no charge for our services.**



North Carolina Division of Services  
for the Deaf and the Hard of Hearing

(919) 874-2212 (v) | (800) 851-6099 (v/tty) | (919) 890-0859 (VP)  
**[www.ncdhhs.gov/dsdhh](http://www.ncdhhs.gov/dsdhh)**

State of North Carolina | Pat McCrory, Governor | Department of Health and Human Services  
Division of Services for the Deaf and the Hard of Hearing | [www.ncdhhs.gov/dsdhh](http://www.ncdhhs.gov/dsdhh)  
N.C. DHHS is an equal opportunity employer and provider. 4/15



# NORTH CAROLINA VETERANS HEALTH CLINICS



## ALBEMARLE POC

1845 W. City Dr.  
Elizabeth City, NC 27909  
252-331-2191

## BRUNSWICK CLINIC

20 Medical Campus Dr.  
Ste. 106  
Supply, NC 28462  
910-754-6141

## CHARLOTTE CBOC

8601 University East Dr.  
Charlotte, NC 28213  
704-597-3500

## ELIZABETH CITY CBOC

1845 W. City Dr.  
Elizabeth City, NC 27909  
252-331-2191

## FRANKLIN CBOC

647 Wayah St.  
Franklin, NC 28734  
828-369-1781

## GOLDSBORO CBOC

2610 Hospital Rd.  
Goldensboro, NC 27534  
919-731-4809

## GREENVILLE HCC

401 Moye Blvd.  
Greenville, NC 27834  
252-830-2149

## HAMLET CBOC

100 Jefferson St.  
Hamlet, NC 28345  
910-582-3536

## HICKORY CBOC

2440 Century Pl., S.E.  
Hickory, NC 28602  
828-431-5600

## HILLANDALE I

1824 Hillandale Rd.  
Durham, NC 27705  
919-383-6107

## HILLANDALE II

1830 Hillandale Rd.  
Durham, NC 27705  
919-642-6994

## JACKSONVILLE CBOC

4056 Henderson Rd.  
Jacksonville, NC 28546  
910-353-6406

## MOREHEAD CITY CBOC

5420 Highway 70  
Morehead City, NC 28557  
252-240-2349

## RALEIGH I CBOC

3305 Sungate Blvd.  
Raleigh, NC 27610  
919-212-0129

## RALEIGH II ANNEX

3040 Hammond Business Pl. Suite 105  
Raleigh, NC 27603  
919-899-6259

## ROBESON CO. CBOC

139 Three Hunts Drive  
Pembroke, NC 28372  
910-272-3220

## RUTHERFORD CO. CBOC

374 Charlotte Rd.  
Rutherfordton, NC 28139  
828-288-2780

## VILLAGE GREEN ANNEX

1991 Fordham Dr.  
Fayetteville, NC 28304  
910-488-2120 ext. 4020

## WILMINGTON HCC

1705 Gardner Rd.  
Wilmington, NC 28405  
910-343-5300

## WINSTON-SALEM CBOC

190 Kimel Park Dr.  
Winston-Salem, NC 27103  
336-768-3296

## WINSTON-SALEM ANNEX

2101 Peters Creek Parkway  
Winston-Salem, NC 27127  
336-761-5300

## BLIND AND DIALYSIS CENTERS

### VA DIALYSIS & BLIND REHAB CLINICS, BRIER CREEK

8081 Arco Corporate Drive  
Raleigh, NC 27617  
919-286-5220

### VA DIALYSIS CLINIC FAYETTEVILLE

2301 Robeson Street, Ste. 101  
Fayetteville, NC 28305  
910-483-9727



## TRAVEL REIMBURSEMENT

The VA is authorized to provide eligible Veterans and other beneficiaries mileage reimbursement, common carrier (plane, train, bus, taxi, light rail etc.), or when medically indicated "special mode" (ambulance, wheelchair van) transport for travel to and from VA, or VA authorized non-VA health care for which the Veteran is eligible. Veterans qualify for travel benefits if:

- Veteran has a service-connected (SC) disability of 30% or more.
- Travel is in connection with care for SC disability
- Previous year income does not exceed maximum VA pension rate
- Projected income in travel year does not exceed maximum VA pension rate
- Travel is for a C&P exam
- Travel is to obtain a service dog
- Travel is in relation to VA transplant care

Beneficiaries may apply for travel orally or in writing generally at the facility where care was provided however, in some cases there may be an alternate process. For more information, go to the Beneficiary Travel Office at the treating facility or call 877.222.8387 or visit: <https://iris.custhelp.com/>

## SCHEDULED VERSUS UNSCHEDULED APPOINTMENTS

Scheduled appointments qualify for round-trip mileage. Unscheduled visits may be limited to return mileage only.

In order to be eligible for travel benefits when transporting to VA care or treatment, a veteran must actually be incurring an expense. Should one or more veterans travel together in a private vehicle, only the owner of the vehicle is actually incurring expenses and therefore is the only person entitled to travel reimbursement. However, should

multiple veterans share a vehicle where passengers must pay for their transport such as a taxi or where one veteran pays another for transportation, then all are entitled to travel reimbursement either at the mileage reimbursement rate or actual expense, whichever is less. Such persons must provide a receipt to indicate an incurred expense and to receive reimbursement. Find your local medical center for reimbursement rates.

## NC DISABLED AMERICAN VETERANS (DAV) TRANSPORTATION PROGRAM POCS

**CALVIN E. TURNER**  
DURHAM VAMC  
508 Fulton St., (135)  
Durham, NC 27705  
(919) 286-0411 EXT. 7617

**RUPERT BENNETT**  
FAYETTEVILLE VAMC  
2300 Ramsey St., Rm. 245  
Fayetteville, NC 28301  
(910) 488-2120 EXT. 7302

**HAMPTON, VA VAMC**  
100 Emancipation Dr.  
Bldg. 135, Rm. 28  
Hampton, VA 23667  
(866) 544-9961 EXT. 3148

**ANDREW CLARK**  
ASHEVILLE VAMC  
1100 Tunnel Road, Room B421  
Asheville, NC 28805  
(828) 298-7911 EXT. 5349

**JAMES A. MARTIN**  
SALISBURY VAMC  
1601 Brenner Ave.  
Bldg. 6 Rm. 1004  
Salisbury, NC 28144  
(704) 638-9000 EXT. 3904

## VA HOSPITAL TRANSPORTATION SERVICE PROGRAM

The Veterans Health Administration has a transportation program for non-ambulatory and remote VA patients. The Veterans Transportation Service (VTS) provides transport for veterans to VA Medical Centers (VAMCs). These services include vehicle routing and scheduling software for VA Medical Facilities.

While all veterans with VA funded medical appointments are eligible to ride VTS, a first priority is given to wheelchair-bound patients who have no other transportation alternatives. VTS is establishing a network of community and volunteer transportation services to improve access to VA health care, including the Durham VAMC.

### RESERVATIONS ARE REQUIRED

Reservations are needed for transportation at least four full business days before the date of transport is needed. Specific information about the veteran is also required.

To see if services are available in your area, call:

- Asheville: (828) 298-7911 EXT. 7977  
DAV: (828) 298-7911 EXT. 5349
- Durham: (919) 286-0411 EXT. 4793  
DAV: (919) 286-0411 EXT. 7617
- Hampton, VA: (866) 544-9961 EXT. 3148  
DAV: (757) 728-3148
- Fayetteville: (910) 488-2120 EXT. 7694  
DAV: (910) 488-2120 EXT. 7302
- Salisbury: (704) 638-9000 EXT. 4439  
DAV: (704) 638-9000 EXT. 3904

## DAV TRANSPORTATION NETWORK

Because many veterans lack transportation to and from VA medical facilities for needed treatment, the Disabled American Veterans (DAV) operates a nationwide Transportation Network to meet this need. Through the Transportation Network, DAV volunteers drive veterans to and from VA medical facilities for treatment.

The Transportation Network is a clear example of veterans helping veterans. The DAV has 189 Hospital Service Coordinators around the country who coordinate the transportation needs for disabled veterans. Contact your local medical center for more information.

### VOLUNTEER DRIVERS NEEDED:

The DAV is always looking for volunteer drivers. If you are interested in volunteering in the DAV Transportation Network please visit: [www.dav.org/help-dav/volunteer/drive-a-van](http://www.dav.org/help-dav/volunteer/drive-a-van).

## PTSD MOBILE APP



**FREE PTSD COACH DOWNLOAD FROM: ITUNES (IOS)\* AND GOOGLE PLAY (ANDROID)\***

PTSD Coach has now been downloaded over 100,000 times in 74 countries around the world. The PTSD Coach app can help you learn about and manage symptoms that commonly occur after trauma. Features include: Reliable information on PTSD and treatments that work; Tools for screening and tracking your symptoms; Convenient, easy-to-use skills to help you handle stress symptoms; Direct links to support and help; Always with you when you need it.

Together with professional medical treatment, PTSD Coach provides you dependable resources you can trust. If you have, or think you might have PTSD, this app is for you. Family and friends can also learn from this app.

### DOWNLOAD THE MOBILE APP

Free PTSD Coach download from: iTunes (iOS)\* and Google Play (Android)\*. Also see PTSD Coach ONLINE: 17 tools to choose from available for desktop. PTSD Coach was created by the VA's National Center for PTSD and the DoD's National Center for Telehealth and Technology.

*NOTE: PTSD is a serious mental health condition that often requires professional evaluation and treatment. PTSD Coach is not intended to replace needed professional care.*

# TRAUMA AND PTSD

Post Traumatic Stress Disorder (PTSD) is a mental health issue that can occur after someone goes through a traumatic event such as war, assault, disaster, or a car accident. Most people have some stress reactions after a trauma.

Each service member will have their own experiences. However, understand that almost all service members will need time to readjust after being in a war zone. This can be especially intense during the first months at home. Common stress reactions are a normal part of readjustment.

The stigma of mental health issues can be a huge barrier for people who need help, but knowing when and how to get help is actually part of military training.

Visit your local Vet Center (complete list of locations are on page 49) if you would like to talk to someone about what you are experiencing. You can also learn more about PTSD at [ptsd.va.gov](http://ptsd.va.gov)

## TRAUMATIC BRAIN INJURY [TBI]

Major advancements in protective and medical technology have vastly increased survivability rates among wounded U.S. service members. They have also introduced new challenges to care for increasing numbers of veterans and service members with extremely complex injuries, particularly polytrauma and traumatic brain injury.

A Traumatic Brain Injury (TBI) happens when something outside the body hits the head with significant force.

## VA RESOURCE CENTERS

ASHEVILLE VAMC  
(828) 299-2519 EXT: 2519

CHARLOTTE CBOC  
(704) 638-9000 EXT:3175

DURHAM CLINIC  
(919) 286-0411 EXT: 7977

FAYETTEVILLE VAMC  
(910) 488-2120 EXT: 5839

HICKORY CBOC  
(704) 638-9000 EXT: 3175

SALISBURY VAMC  
VAMC PTSD RESOURCES  
OUTPATIENT THERAPY UNIT  
INPATIENT THERAPY UNIT  
CALL (704) 638-9000 EXT: 3175

WINSTON-SALEM CBOC  
(336) 768-3296 EXT: 1603

## NC RESOURCE CENTERS

Brain Injury Resource Offices are located throughout the state and are available to help you.

Statewide Family Help Line:  
**1-800-377- 1464**

- Raleigh area call 1-919-833-9634
- Charlotte area call 1-704-355-1502
- Greenville area call 1-800-697-3115
- Asheville area call 1-866-890-7801

This could happen when the head hits a windshield during a car accident, when a piece of shrapnel enters the brain, or during an explosion of an improvised explosive device (IED).

Individuals who sustain a TBI may experience a variety of effects, such as an inability to concentrate, an alteration of the senses (hearing, vision, smell, taste, and touch), difficulty speaking, and emotional and behavioral changes.

If you experienced head trauma during your service, please contact the VA to schedule an examination. To learn more about TBI, visit [www.polytrauma.va.gov](http://www.polytrauma.va.gov)





## ONLINE MANAGEMENT

Managing your health information appointments, prescriptions, labs, blood tests and even exchanging messages with your health care team has never been easier.

My HealthVet, your online Personal Health Record, helps you gain a better understanding of your health status and allows you to explore a variety of ways to monitor and improve your health, 24 hours a day/7days a week.

To get the most out of My HealthVet, veterans are urged to visit their local VA health care facility to get an upgraded account, known as In-Person Authentication (IPA). This simple process allows you to use My HealthVet to:

- View your VA appointments
- Access VA wellness reminders
- Communicate online through secure messaging
- View laboratory results and more

To begin using My HealthVet, register today at [www.myhealth.va.gov](http://www.myhealth.va.gov)

## CHAMPVA AND TRICARE

The Civilian Health and Medical Program of the U.S. Department of Veterans Affairs (CHAMPVA) is a comprehensive health care program in which the VA shares the cost of covered health care services and supplies with eligible beneficiaries. The program is administered by Health Administration Center.

Due to the similarity between CHAMPVA and the Department of Defense (DOD) TRICARE program (sometimes referred to by its old name, CHAMPUS) the two are often mistaken for each other. CHAMPVA is a U.S. Department of Veterans Affairs (VA) program whereas TRICARE is a regionally managed health care program for active duty and retired members of the uniformed services, their families, and survivors. In some cases a veteran may look to be eligible for both/either program on paper. However, if you are a military retiree, or the spouse of a veteran who was killed in action, you are and will always be a TRICARE beneficiary.

## NON-VA MEDICAL CENTER EMERGENCY CARE

Veterans are eligible for emergency care at non-VA facilities under certain circumstances. The 2010 Veterans Emergency Care Protective Act enabled VA to reimburse veterans enrolled in VA health care for the remaining cost of emergency treatment if the veteran has outside insurance that only covers part of the cost.

If the non-VA emergency care is received, notification to the nearest VA health care facility must be made within 72 hours of hospitalization. VA payment is limited up to the point that veteran's condition is stable for transport to a VA Facility.

The VA can also provide retroactive reimbursements for emergency care received or after July, 19, 2001, if considered appropriate under the circumstances.



# NEED AN EXTRA HAND?



NC offers additional resources to assist its North Carolina veterans through the Division of Mental Health, Developmental Disabilities and Substance Abuse Services.

## RETURNING VETERANS AND POSSIBLE BEHAVIORAL HEALTH ISSUES

*“Although the majority of veterans who return from deployment do not have a behavioral health condition and have not experienced a traumatic brain injury (TBI) all service members, veterans and family members experience a period of readjustment as they reintegrate into life with family, friends and community. Behaviors needed to survive in war zone, such as maintaining a constant state of alertness, may initially translate into troublesome behaviors in civilian life.” SAMHSA, 2012.*

The North Carolina Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (MH/DD/SA) with its **Local Management Entities-Managed Care Organizations (LME-MCOs)** provides mental health, developmental disabilities, including TBI and substance use services through a network of community-based agencies in all of the state’s 100 counties.

Services and support are available to address the full continuum of care including crisis intervention, prevention, treatment and recovery supports for both adults and children. Program services are accessed by contacting the LME/MCO contracted to provide services in your county. To find out which LME-MCO your county is assigned

to please visit the DMH/DD/SAS website at [ncdhhs.gov/mhddsas/lmeonblue.htm](http://ncdhhs.gov/mhddsas/lmeonblue.htm) or you can call the customer service and community rights call center at **1-855-262-1946**. The LME-MCO can also assist individuals needing to access the services provided by the Division of State Operated Health Facilities (DSOHF). Applications for care at the state psychiatric hospitals, the Alcohol and Drug Treatment Centers and the Developmental Centers can be made through your local LME-MCO, or, **see page 69**

## OTHER PROGRAMS THAT MIGHT BE OF INTEREST:

**The TASC** (Treatment Alternatives for Safe Communities) Program works with individuals involved in the criminal justice system. TASC will work with individuals, families and probation officers to arrange for treatment and other support services. For more information about TASC services in your community please see the contact information here: [www.nctasc.net/main/providermap-t.php](http://www.nctasc.net/main/providermap-t.php)

**Driving While Impaired Services (DWI)** works with those individuals who have been convicted of Driving While Impaired to arrange interventions or treatment so that driving privileges can be restored. Contact the program by calling **(919) 733-0566**. For more information about DWI-related services in your community

please see the contact information here: [www.ncdhhs.gov/mhddsas/services/dwi/locateservices.htm](http://www.ncdhhs.gov/mhddsas/services/dwi/locateservices.htm)

**North Carolina Peer Support Specialist Program** –Veterans interested in becoming a certified Peer Support Specialists can contact the Peer Support Specialist Program managed by the University of North Carolina School of Social Work. For more information, go to <http://pss.unc.edu/>

## HOW TO ACCESS SERVICES LOCALLY:

Accessing services begins with a phone call to the LME-MCO; additional information is also available on the LME/MCO’s website. Each LME/MCO has a trained Veteran Point of Contact as well as a specific TBI Point of Contact who can assist service members, veterans, and their families seeking services. The list of 24/7 access numbers, the LME/MCO website address and the **Veteran Point of Contact is provided on page 69**

MH/DD/SA is a member of the Governor’s Working Group on Veterans, Service Members, and their families. This group is comprised of federal, state, and local agencies who meet regularly to identify the needs and to develop strategies to meet the needs of our military connected citizens. The North Carolina MH/DD/SA is proud to serve those who have served.



## DIVISION OF SOCIAL SERVICES

The North Carolina Division of Social Services (DSS) provides guidance and technical assistance to agencies that provide services that address issues associated with poverty, family violence, exploitation, and more. Our goal is to ensure proper quality of life and prevent other problems in vulnerable individuals and populations. We promote self-reliance and self-sufficiency. Services offered include:

- Adoption
- Child Protective Services
- Child Support Enforcement
- Emergency Assistance
- Short-Term Financial Assistance
- Food & Nutrition Services
- Foster Care
- County Social Services Directory
- Independent Living Services for Foster Children (LINKS)
- Low-Income Energy Assistance
- Pregnancy Services
- Refugee Services
- Safe Surrender (Newborn Surrender)
- Work First Cash Assistance

Applications for benefits can be taken at all 100 DSS offices across the state.

Contact your county DSS for information about the types of documents you must provide when you apply. Staff at the county DSS will assist you with this process, or call

DHHS Customer Service Center at 1-800-662-7030. A list of County Departments of Social Service Offices can be found at: [www.ncdhhs.gov/dss/](http://www.ncdhhs.gov/dss/)

## VAMC MENTAL HEALTH POINTS OF CONTACT

**FACILITY:** Asheville

**CONTACT PERSON:** Laura Tugman  
(828) 298-7911, x2009  
Laura.tugman@va.gov

**FACILITY:** Durham


**CONTACT PERSON:** Cindy Woods  
(919) 286-0411, x6073  
Cynthia.woods@va.gov

**FACILITY:** Fayetteville

**CONTACT PERSON:** Bill Castillo  
(910) 488-2120, x5828  
William.castillo2@va.gov

**FACILITY:** Salisbury

**CONTACT PERSON:** Shynyn Aysta  
(704) 638-9000, x4190  
Shynyn.aysta-isaac@va.gov



**TROSA**  
TRIANGLE RESIDENTIAL OPTIONS  
FOR SUBSTANCE ABUSERS, INC.

### Residential Substance Abuse Treatment


TROSA's multi-year residential program provides stable housing in a supportive community at no cost to all residents. Program graduates also have the option of utilizing our additional housing and continuing care services.

The Veterans Administration (VA) works closely with TROSA to ensure graduates leave with permanent housing and long-term employment.

**Honesty • Courage • Commitment • Community**  
(919) 419-1059 [www.trosainc.org](http://www.trosainc.org)

**TROSA is free of charge to anyone with a substance abuse problem who wants to change their life.**

Learn more about how we can help  
(919) 419-1059 [www.trosainc.org](http://www.trosainc.org)



**Services we provide:**  
Supportive housing, meals, clothing, medical, education, vocational training, life skills, mental health, employment services, continuing care



# IT'S YOUR CALL

©VHA/2011

1-800-273-8255 **PRESS 1**

**Veterans  
Crisis Line**



• • • Confidential chat at [VeteransCrisisLine.net](http://VeteransCrisisLine.net) or text 838255 • • •

## Do you feel this way?

- I'm lost in a health care system
- I just don't care anymore
- I feel like hurting myself or others
- People keep telling me I've changed
- I have a short fuse
- I seem to be drinking more
- I can't sleep
- I don't have the patience I need with my kids

**VOLUNTARY, CONFIDENTIAL, FREE and PROFESSIONALLY STAFFED**

## **NORTH CAROLINA NATIONAL GUARD HELP LINE**

# **1-855-322-3848**

**CURRENT NC NATIONAL GUARD MEMBERS AND FAMILIES**



# American Red Cross

Supporting America's Military Families

Get Immediate Assistance



If your military family has an emergency need for communication, please call the American Red Cross at (877) 272-7337.

Region	Local Office Phone Number	Counties Covered By This Location
Triangle Area Chapter	(919) 231-1602 Raleigh, NC	Chatham, Wake, Warren, Johnston, Lee, Franklin
Central NC Chapter	(919)-489-6541 Durham, NC	Durham, Orange, Person, Granville, Vance
Cape Fear Area Chapter	(910) 762-2683 Wilmington, NC	Brunswick, Carteret, Columbus, Craven, Duplin, Greene, Jones, Lenoir, New Hanover, Onslow, Pamlico, Pender, Wayne
North East NC Chapter	(252)-977-1720 Rocky Mount, NC	Beaufort, Bertie, Camden, Chowan, Currituck, Dare, Edgecombe, Gates, Halifax, Hertford, Hyde, Martin, Nash, North Hampton, Pasquotank, Perquimans, Pitt, Tyrrell, Washington, Wilson
Sandhills Area Chapter	(910)-867-8151 Fayetteville, NC	Bladen, Cumberland, Harnett, Hoke, Moore, Richmond, Robeson, Sampson, Scotland
Charlotte Metro Chapter	(704) 347-8254 Charlotte, NC	Iredell, Mecklenburg
Southern Piedmont Chapter	(704) 782-9022 Concord, NC	Anson, Cabarrus, Montgomery, Rowan, Stanly, Union
Piedmont Triad Chapter	(336) 333-2111 Greensboro, NC	Alamance, Caswell, Davidson, Randolph, Rockingham, Stokes, Surry, Yadkin
Blue Ridge Piedmont Chapter	(828) 332-4151 Hickory, NC	Alexander, Alleghany, Ashe, Avery, Burke, Caldwell, Catawba, Cleveland, Gaston, Lincoln, Watauga, Wilkes
Asheville-Mountain Area Chapter	(828) 258-3888 Asheville, NC	Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Yancey

**American Red Cross**  
**Emergency Communication Services**  
**Call Toll-Free (877) 272-7337**

They serve our nation.  
**We are honored**  
**to serve them.**

# THE DIVISION OF MENTAL HEALTH, DEVELOPMENTAL DISABILITIES AND SUBSTANCE ABUSE SERVICES

North Carolina's Division of Mental Health, Developmental Disabilities and Substance Abuse Services offers behavioral health services to those who have served in the active or reserve components of the U.S. Armed Forces, are a Veteran or a family member.



## HELP HAS A STARTING POINT.

**At Eastpointe, we understand the unique mental health challenges that military service members and veterans face.**

We're here to support our troops and their families. Our customer service staff and veterans/military liaison connect veterans and those on active duty with the best community resources and services for mental health, intellectual and developmental disabilities, and substance use disorders.

Our commitment to the health of service members is 12 counties strong. Contact us anytime, 24/7, 365 days a year at **1-800-913-6109** or **Eastpointe.net**.



Serving Bladen, Columbus, Duplin, Edgecombe, Greene, Lenoir, Nash, Robeson, Sampson, Scotland, Wayne and Wilson counties.







## DIVISION OF AGING AND ADULT SERVICES

In support of the mission, vision, and values of the NC Department of Health and Human Services, the Division of Aging and Adult Services (DAAS) works to promote independence and enhance the dignity of North Carolina's older adults, persons with disabilities, and their families through a

community-based system of opportunities, services, benefits, and protections; to ready younger generations to enjoy their later years; and to help society and government plan and prepare for the changing demographics of the population.

Services available for adults of all ages are provided by a variety of auspices such as agencies serving primarily older adults, licensed home care agencies, and county departments of social services. The services span a wide spectrum of care listed below.

<http://www.ncdhhs.gov/divisions/daas>

- Adult Day Care
- Adult Day Health Care
- Adult Placement Services
- Adult Protective Services
- At-Risk Case Management
- Care Management
- Congregate Nutrition
- Consumer Directed
- Family Caregiver Support
- Foster Care Services for Adults
- Guardianship Services
- Health Promotion
  - Disease Prevention
- Health Screening
- Health Support Services
- Home Delivered Meals
- Home Health
- Housing and Home Improvement
- Individual & Family Adjustment Services
- In-home Aide
- Legal
- Mental Health Counseling
- Options Counseling
- Personal and Family Counseling
- Project Care
- Respite - Group / Institution
- Senior Centers
- Senior Companion
- State-County Special Assistance for- adults
- State County Special Assistance for-Adults In-Home program
- Transportation
  - General
  - Medical
- Veterans Affairs
  - NC Division of Veterans Affairs
  - US Department of Veterans Affairs

## DIVISION OF SERVICES FOR THE BLIND (DSB)

"Welcoming our veterans with disabilities adapting to employment and independent living"

Since 1935, the North Carolina Division of Services for the Blind (DSB) has provided services to people who are visually impaired, blind and deaf-blind to assist them with reaching their goals of

independence and employment. DSB has vocational rehabilitation, independent living, medical eye care and Business Enterprises programs. DSB partners with the Veterans Administration VIST Programs that provide services to veterans who have severe visual impairments.

- A veteran does not need to be legally blind to receive services from DSB. Some of DSB's services include:
- Assistive Technology Assessments and Training
- Vocational/Career Training
- Transition-Age Services
- Supported Employment Services
- Career Counseling and Job Placement Assistance
- Rehabilitation Center Instruction
- In-Home & Community-Based Independent Living Skills Training
- Counseling & Guidance
- Information and Referral
- Low Vision Assessments and Adaptive Aids
- In-Home Labeling of Appliances
- Safe Travel Training (Orientation & Mobility)

Contact DSB at 1-866-222-1546 or contact your closest local office at the number below. You can also contact a DSB Social Worker for the Blind at your local Department of Social Services office.

Asheville 1-800-422-1881

Wilmington 1-800-422-1884

Raleigh 1-800-422-1871

Fayetteville 1-800-422-1897

Charlotte 1-800-422-1895

Winston-Salem 1-800-422-0373

Greenville 1-800-422-1877

Elizabeth City 252-338-2126 Ext. 179

Have a Health Issue the VA Can't Solve? Try These State Providers

**ACCESS  
SERVICES  
LOCALLY**

Accessing services begins with a phone call to the LME-MCO; additional information is also available on the LME-MCO's website.



Each LME/MCO (Local Management Entity/Managed Care Organization) has a trained Veteran Point of Contact as well as a specific TBI Point of Contact who can assist service members, veterans, and their families seeking services. DMH/DD/SAS is a member of the Governor's Working Group on Veterans, Service

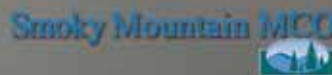
Members, and their families. This group is comprised of federal, state, and local agencies who meet regularly to identify the needs and to develop strategies to meet the needs of our military connected citizens. The North Carolina DMH/DD/SAS is proud to assist those who have served our country.

**Mental health concern?  
Drug or alcohol problem?  
Intellectual/developmental disability?**

**Looking for alternatives to  
the VA healthcare system?**

In western North Carolina, we're here to help. Call toll-free at 1-800-849-6127, 24/7, to learn what services may be available in your community or for help in a crisis.

Smoky Mountain MCO manages public funds for mental health, substance use disorder and intellectual/developmental disability services for residents of Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Watauga, Wilkes and Yancey counties.



# ALTERNATIVES TO VA HEALTH CARE OFFERED BY NORTH CAROLINA'S DEPT. OF HEALTH & HUMAN SERVICES

## LME-MCO MILITARY AND VETERANS CONTACTS

▶ ALLIANCE BEHAVIORAL HEALTH

**COUNTIES SERVED:**

Cumberland, Durham, Johnston, Wake

**CONTACT:**

Hank Debnam

(910) 491-4798

[hdebnam@alliancecbhc.org](mailto:hdebnam@alliancecbhc.org)

[www.alliancecbhc.org](http://www.alliancecbhc.org)

▶ CARDINAL INNOVATIONS HEALTHCARE SOLUTIONS

**COUNTIES SERVED:**

Alamance, Cabarrus, Caswell, Chatham, Davidson, Franklin, Granville, Halifax, Mecklenburg, Orange, Person, Rowan, Stanly, Union, Vance, Warren

**CONTACT:**

Emily Godfrey

(704) 939-7803

[emily.godfrey@pbhsolutions.org](mailto:emily.godfrey@pbhsolutions.org)

[www.pbhsolutions.org](http://www.pbhsolutions.org)

▶ CENTERPOINT HUMAN SERVICES

**COUNTIES SERVED:**

Forsyth, Stokes, Davie, Rockingham

**CONTACT PERSON:**

Rob Pigg

(336) 778-3506

[rpigg@cphs.org](mailto:rpigg@cphs.org)

[www.cphs.org](http://www.cphs.org)

▶ TRILLIUM

**COUNTIES SERVED:**

Beaufort, Bertie, Brunswick, Camden, Carteret, Chowan, Craven, Currituck, Dare, Gates, Hertford, Hyde, Jones, Martin, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Perquimans, Pender, Pitt, Tyrrell, Washington

**CONTACTS:**

Charlene Irvin

1-866-998-2597

[charlene.irvin@coastalcarenc.org](mailto:charlene.irvin@coastalcarenc.org)

[www.trilliumhealthresources.org](http://www.trilliumhealthresources.org)

▶ EASTPOINTE

**COUNTIES SERVED:**

Bladen, Columbus, Duplin, Edgecombe, Greene, Lenoir, Nash, Robeson, Sampson, Scotland, Wayne, Wilson

**CONTACTS:**

1-800-513-4002

Susan Johnson

[sjohnson@eastpointe.net](mailto:sjohnson@eastpointe.net)

Tara Sessoms

[tsessoms@eastpointe.net](mailto:tsessoms@eastpointe.net)

[www.eastpointe.net](http://www.eastpointe.net)

▶ PARTNERS BEHAVIORAL HEALTH MANAGEMENT

**COUNTIES SERVED:**

Burke, Catawba, Cleveland, Gaston, Iredell, Lincoln, Surry, Yadkin

**CONTACTS:**

Karen Creech

(704) 772-4314

[kcreech@partnersbhm.org](mailto:kcreech@partnersbhm.org)

Kimberly Rhoads

(877) 439-2535

[krhoads@partnersbhm.org](mailto:krhoads@partnersbhm.org)

[www.partnersbhm.org](http://www.partnersbhm.org)

▶ SANDHILLS CENTER FOR MH/DD/SAS

**COUNTIES SERVED:**

Anson, Guilford, Harnett, Hoke, Lee, Montgomery, Moore, Randolph, Richmond

**CONTACT:**

Tera Duthie

(910) 673-9111

[terad@sandhillscenter.org](mailto:terad@sandhillscenter.org)

[www.sandhillscenter.org](http://www.sandhillscenter.org)

▶ SMOKY MOUNTAIN CENTER

**COUNTIES SERVED:**

Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Watauga, Wilkes, Yancey

**CONTACT:**

Sara Wilson

(828) 586-5501

[sara.wilson@smokymountaincenter.com](mailto:sara.wilson@smokymountaincenter.com)

[www.smokymountaincenter.com](http://www.smokymountaincenter.com)

Note:

\*If you serve or have served in the active or reserve components of the U.S. Armed Forces, are a Veteran or a family member and you need help, please contact the person listed above for your county of residence.





## NON-AMBULATORY TRANSPORTATION SERVICES



OWL, Inc. provides non-ambulatory transportation services for Veterans who require mobility assistance and who have been authorized by the Veterans Health Administration to receive transportation services. Transportation services are available to all VA Medical Facilities in the DURVAMC Catchment area-including CBOCs, Dialysis Centers and HCCs. Services are available 24/7.

Please call four days in advance to arrange transportation.

Offices Servicing the Durham VAMC Network:

**Durham Office**

3310 Croasdaile Drive  
Ste. 301  
Durham, North Carolina  
27705

Office (919) 864-8461

**Raleigh Office**

4801 Glenwood Avenue  
Ste. 200  
Raleigh, North Carolina  
27612

Office (919) 604-4405

**Greenville Office**

400 W. Arlington Blvd.  
Greenville, North Carolina  
27834

Office (252)756-5665

## DIVISION OF VOCATIONAL REHABILITATION SERVICES

“Welcoming our veterans with disabilities adapting to employment and independent living”



The Division of Vocational Rehabilitation Services (DVRS) can assist veterans with disabilities in transitioning smoothly back to civilian life. DVRS offers counseling, training, education, transportation, job placement, assistive technology and other support services to people with the following disabilities:

- Physical
- Psychiatric
- Intellectual and/or developmental
- Substance abuse
- Deaf or hard of hearing or have other communicative disorders
- Any other disability that affects a person's ability to work or live independently.

These services help people with disabilities live and work independently in their community.

DVRS (known to many simply as “VR”) has local field offices and facilities that serve every county in North Carolina. DVRS also directly serves businesses and other organizations by linking them to individuals who are well-matched for jobs with these entities. Contact DVRS at:

www.ncddhs.gov/dvrs  
1-800-689-9090  
TTY (919) 855-3579  
VP (919) 324-1500  
Fax (919) 733-7968

MAILING ADDRESS:  
NCDVRS  
2801 Mail Service Center  
Raleigh, NC 27699-2801

## NORTH CAROLINA ASSISTIVE TECHNOLOGY PROGRAM (NCATP)

The North Carolina Assistive Technology Program (NCATP) is a state agency under the Division of Vocational Rehabilitation Services that can assist veterans with disabilities in transitioning smoothly back to civilian life. NCATP provides assistive technology device demonstrations, short-term device loans, assessments, training, public awareness and technical assistance to individuals, family members and organizations needing assistive technology services.

NCATP has offices across the state providing services to all N.C. citizens regardless of age and/or disability. For a full listing, please visit the NCATP website at: [www.ncatp.org](http://www.ncatp.org)

1-919-855-3500 Administrative Number  
919-715-1776 Fax  
NCATP  
2801 Mail Service Center  
Raleigh, NC 27699-2801

## NC OPERATED HEALTHCARE FACILITIES

### PURPOSE OF THE DIVISION OF STATE OPERATED HEALTHCARE FACILITIES:

We are a system of state operated healthcare facilities that respects the dignity of individuals and provides individualized, compassionate, efficient, quality care to citizens of North Carolina with developmental disabilities, substance use disorders and psychiatric illnesses and whose needs exceed the level of care available in the community.

### ALCOHOL AND DRUG ADDICTION TREATMENT CENTERS

Julian F. Keith ADATC,  
828-257-6200,  
201 Tabernacle Road  
Black Mountain, N.C. 28711

R. J. Blackley ADATC,  
919-575-7928  
100 H St.  
Butner, N.C. 27509

Walter B. Jones ADATC  
252-830-3426  
2577 W. Fifth Street  
Greenville, N.C. 27834

### DEVELOPMENTAL CENTERS

Caswell Developmental Center  
252-208-4000  
2415 West Vernon Ave.  
Kinston, N.C. 28504

J. Iverson Riddle Developmental Center  
828-433-2731  
300 Enola Road  
Morganton, N.C. 28655

Murdoch Developmental Center  
919-575-1000  
C Street  
Butner, N.C. 27509

### NEURO-MEDICAL TREATMENT CENTERS

Black Mountain Neuro-Medical Center  
828-259-6700  
Old Highway 70  
Black Mountain, N.C. 28711

O'Berry Neuro-Medical Center  
919-581-4000  
400 Old Smithfield Rd.  
Goldsboro, N.C. 27530-8464

Longleaf Neuro-Medical Center  
252-399-2112  
4761 Ward Boulevard  
Wilson, N.C. 27893

### PSYCHIATRIC HOSPITALS

Broughton Hospital  
828-433-2111  
1000 South Sterling Street  
Morganton, North Carolina 28655

Central Regional Hospital  
Butner Campus – 919-764-2000  
300 Veazey Road  
Butner, NC 27509

Cherry Hospital  
919-731-3200  
201 Stevens Mill Rd  
Goldsboro, N.C. 27530

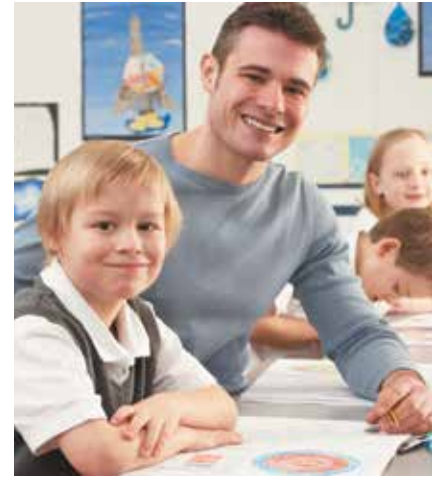
### RESIDENTIAL PROGRAMS FOR CHILDREN

Whitaker School  
919-575-7048  
L Street Butner, N.C. 27509

Wright School  
919-560-5790  
3132 Roxboro Road  
Durham, N.C. 27704



### DIVISION OF SERVICES FOR THE DEAF AND THE HARD OF HEARING



The Division of Services for the Deaf and the Hard of Hearing serves individuals who are Deaf, Hard of Hearing, Deaf-Blind, their families and the communities in North Carolina by enabling them to achieve equal access, effective communication and a better quality of life.

Established in 1977 as the North Carolina Council for the Hearing Impaired, the North Carolina Division of Services for the Deaf and the Hard of Hearing has developed into a statewide network of programs providing a wide variety of services to Deaf, Hard of Hearing and Deaf-Blind people.

**DSDHH Administration Office**  
2301 Mail Service Center  
Raleigh, NC 27699-2301  
919-874-2212 V/TTY  
800-851-6099 V/TTY  
919-890-0859 VPW  
[www.ncdhhs.gov/dsdhh](http://www.ncdhhs.gov/dsdhh)

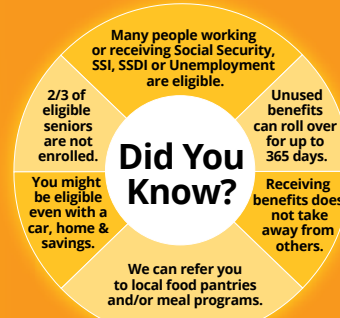
# Tight Grocery Budget?



## MANNA Food Helpline

Proudly serving 16 Western  
North Carolina Counties

**MANNA Food Helpline**  
Free & Confidential - Mon.-Fri. 9-4:00



# CALL TODAY! (800) 820-1109



**MMIA**  
MILITARY  
MISSIONS  
IN ACTION

Dedicated to assisting veterans with disabilities, members of the Armed Forces and their families.

93 cents of every dollar goes toward programs and services.  
With your help, we can make a difference.

[www.facebook.com/MilitaryMissionsInAction](http://www.facebook.com/MilitaryMissionsInAction)

[www.militarymissionsinaction.org](http://www.militarymissionsinaction.org)



# YOU SERVED YOUR COUNTRY NOW LET US SERVE YOU

Skilled Nursing Care



NC State Veterans Homes



SEE PAGE 76

**FAYETTEVILLE**



SEE PAGE 77

**SALISBURY**



SEE PAGE 78

**BLACK MOUNTAIN**



SEE PAGE 79

**KINSTON**

# NORTH CAROLINA VETERANS HOMES

## DID YOU KNOW?

THE NC DEPT OF MILITARY & VETERANS AFFAIRS RUNS 4 NC STATE VETERANS HOMES WITH 449 SKILLED CARE BEDS, EMPLOYING OVER 750 NORTH CAROLINIANS.

### MISSION

**"To provide quality health care services in a professional and ethical manner, ensuring the trust, confidence and respect of our veteran residents, their families, employees, and the communities we serve"**

The NC State Veterans Homes provide skilled nursing care to all eligible veterans. All of the NC State Veterans Homes are certified by VA Medical Centers of jurisdiction,

The State of North Carolina is proud to offer four, full-service, State Veterans Homes. They are located adjacent to the VA Medical Center in Fayetteville, on the W.G. Hefner Medical Center campus in Salisbury, Kinston, and in Black Mountain.

Please call our office at **844-NC4-VETS** for further information. Our primary mission is to provide high quality care to veterans, which will improve their quality of life. At the North Carolina State Veterans Homes, we know how to meet the special needs of our veterans.



Medicaid, Medicare, and the Joint Commission.

Our professional staff and volunteers are committed to providing quality, comprehensive, short term or long term care with an extra warm and personal touch. It is important each veteran feels we are not just a skilled nursing facility, but an actual "home" in every sense of the word. Every individual is of vital interest to us and we ensure that our focus is the total needs of the resident. Through quality care and

constant companionship, we strive to make every day not a "living experience," but "an experience worth living."

We encourage veterans and family members to arrange a pre-admission tour and meeting at your convenience. This will let you see first-hand the care and warmth of our homes as well as give you the opportunity to ask questions about the facility, or visit **www.NC4VETS.com** for a link to a virtual tour.

# LONG-TERM CARE ELIGIBILITY



We serve all qualified North Carolina Veterans. The rate of payment is based on a daily per diem rates established by the NC Veterans Commission.

## TO BE ELIGIBLE, A VETERAN MUST:

- **Have served** in the Armed Forces for other than training purposes.
- **Have been** discharged under honorable conditions from the United States Armed Forces.
- **Have resided** in North Carolina at least 24 months prior to the date of application.
- **Be referred** by a licensed physician and be in need of skilled nursing care.
- **Be disabled** by reason of age, disease, or other reasons determined through a physical exam. Our facility must be able to meet the need of the resident.

## DEDICATED TO EXCELLENCE

Our highly skilled professional staff provides exceptional care and activities to enrich individuals.

- Comfort and security which encourages independence, meets individual needs and emphasizes personal choice.
- Comfortable, spacious accommodations in an attractive environment.
- Care provided by registered nurses, licensed practical nurses and certified nursing assistants under the direction of licensed physicians.
- Registered dietician on staff.
- Experienced social workers to assist veterans and families.
- Veterans Service Officer to assist veterans and families in applying for VA Benefits.
- Licensed by the State of North Carolina and approved for Medicare, Medicaid and third party insurance.
- Complete team of therapists provide physical, occupational and speech therapy within the facility.
- Specially designed therapeutic recreational programs directed by activity personnel on each unit.
- Full range of in-house activities, community outings and programs involving local volunteer groups.
- Special programs throughout the year honoring veterans.
- Our first two homes are 5 star rated and we expect our two newest homes to earn that distinction as well.

Hospital care provided by either the VA Medical Centers or local hospitals.



# FAYETTEVILLE

150-bed home for Veterans



**Location:**

214 Cochran Ave.  
Fayetteville, NC  
28301

**Phone:**

(910) 482-4131

**Visiting hours:**

8AM to 8PM

**Certifications:**

Medicaid  
Medicare  
Joint Commission

**SERVICES OFFERED:**

Semi-private rooms/private rooms (additional cost) 24-hour nursing, IV therapy, oxygen therapy, physical therapy, occupational therapy, speech therapy, wound care and pain management, full-time dietician, nourishment care, activity programming, hospice, counseling services, family group meetings, laundry, pharmacy, volunteer medication management, psychiatry, MSW socialworker, barber/beauty shop services.







# SALISBURY

99-bed home for Veterans

**Location:**

1601 Brenner Ave.  
Building #10  
Salisbury, NC 28144

**Phone:**

(704) 638-4200

**Visiting hours:**

8AM to 8PM

**Certifications:**

Medicaid  
Medicare  
Joint Commission

**SERVICES OFFERED:**

Semi-private rooms/private rooms (additional cost) 24-hour nursing, IV therapy, oxygen therapy, physical therapy, occupational therapy, speech therapy, wound care and pain management, full-time dietician, nourishment care, activity programming, hospice, counseling services, family group meetings, laundry, volunteer services, management, psychiatry, MSW social worker, barber/beauty shop services.





# BLACK MOUNTAIN

100-bed home for Veterans



**Location:**

62 Lake Eden Road  
Black Mountain, NC  
28711

**Phone:**

(828) 257-6800

**Visiting hours:**

8AM to 8PM

**Certifications:**

Medicaid  
Medicare  
Joint Commission

**SERVICES OFFERED:**

Private rooms, 24-hour nursing, IV therapy, oxygen therapy, physical therapy, occupational therapy, speech therapy, wound care and pain management, full-time dietician, nourishment care, activity programming, hospice, private chapel, counseling services, family support group meetings, laundry, volunteer services, medication management, psychiatry, MSW social worker, aquatic therapy, barber/beauty shop services.







# KINSTON

100-bed home for Veterans



**Location:**

2150 Hull Road  
Kinston, NC 28504

**Phone:**

(252) 939-8000

**Visiting hours:**

8AM to 8PM

**Certifications:**

Medicaid  
Medicare  
Joint Commission

**SERVICES OFFERED:**

Private rooms, 24-hour nursing, IV therapy, oxygen therapy, physical therapy, occupational therapy, speech therapy, wound care and pain management, full-time dietician, nourishment care, activity programming, hospice, private chapel, counseling services, family support group meetings, laundry, volunteer services, medication management, psychiatry, MSW social worker, aquatic therapy, barber/beauty shop services.



# Concussion/Mild Traumatic Brain Injury and Posttraumatic Stress Disorder



## WHAT IS A TRAUMATIC BRAIN INJURY (TBI)?

- A TBI is the disruption of normal brain function caused by an external force including a jolt or blow to the head.
- Not all blows or jolts to the head cause a TBI.
- A TBI may be classified as mild, moderate or severe. A mild TBI, also called a concussion, is the most common form.
- You may or may not lose consciousness, remember the event (amnesia), feel confused or “see stars” immediately after the injury.

## WHAT IS POSTTRAUMATIC STRESS DISORDER (PTSD)?

- PTSD describes a group of symptoms that may develop after you are exposed to actual or threatened death, serious injury or sexual violence.
- These events can include combat exposure; domestic violence; sexual, mental or physical abuse; a motor vehicle crash; a terrorist attack; or a natural disaster.

## IS THERE A CONNECTION BETWEEN CONCUSSION AND PTSD? CAN I HAVE BOTH?

- Yes. Concussion and PTSD involve physical changes and psychological symptoms.
- Yes, you can have both. Concussion and PTSD can be caused by the same traumatic event.
- Some people with a concussion may also have PTSD, but not everyone does.
- The symptoms of PTSD and concussion may be similar and make it hard to tell which condition you have

### Overlapping Symptoms

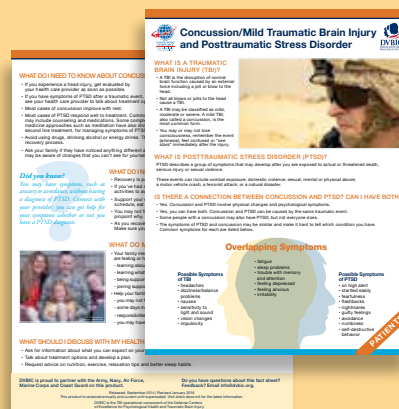
#### Possible Symptoms of TBI

- headaches
- dizziness/balance problems
- nausea
- sensitivity to light and sound
- vision changes
- impulsivity

- fatigue
- sleep problems
- trouble with memory and attention
- feeling depressed
- feeling anxious
- irritability

#### Possible Symptoms of PTSD

- on high alert
- startled easily
- fearfulness
- flashbacks
- nightmares
- guilty feelings
- avoidance
- numbness
- self-destructive behavior



For more information about the overlap and differences between TBI and PTSD, order or download Defense and Veterans Brain Injury Center Concussion/Mild Traumatic Brain Injury and Posttraumatic Stress Disorder Fact Sheet: <https://dvbic.dcoe.mil/material/concussionmild-traumatic-brain-injury-and-posttraumatic-stress-disorder-fact-sheet>