



North Carolina Balance of State Continuum of Care

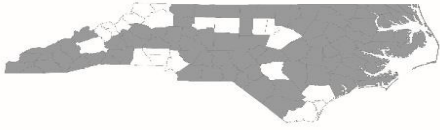
bos@ncceh.org

919.755.4393

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NC BoS Regional Veteran Resource Guide 2023

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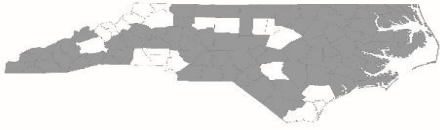
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Region 1

VAMC Coverage: Cherokee, Clay, Graham, Haywood, Jackson, Macon, Madison, Swain

Asheville VA Medical Center

1100 Tunnel Rd
Asheville, NC 28805

Healthcare for Homeless Veterans (HCHV) Walk-in Clinic:

Building 14 on Asheville VAMC campus (1100 Tunnel Rd, Asheville NC)
M-F, 8:30am – 4pm
828-298-7911 ext. 1198

HCHV Outreach Staff:

Howard Anderson
828-708-9603

howard.anderson@va.gov

Amanda Stancil
828-273-3266

amanda.stancil@va.gov

SSVF Coverage: Cherokee, Clay, Graham, Haywood, Jackson, Macon, Madison, Swain

Asheville Buncombe Community Christian Ministry – Veterans Services of the Carolinas

108 Monticello Rd, Suite 1100
Weaverville, NC 28787
855-962-8387

Referrals:

Call 855-962-8387 or visit <https://nccare360.org/get-help/>



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Region 2

[VAMC Coverage: Henderson, Polk, Rutherford, Transylvania](#)

Asheville VA Medical Center

1100 Tunnel Rd
Asheville, NC 28805

Healthcare for Homeless Veterans (HCHV) Walk-in Clinic:

Building 14 on Asheville VAMC campus (1100 Tunnel Rd, Asheville NC)
M-F, 8:30am – 4pm
828-298-7911 ext. 1198

HCHV Outreach Staff:

Howard Anderson
828-708-9603

howard.anderson@va.gov

Amanda Stancil
828-273-3266

amanda.stancil@va.gov

[SSVF Coverage: Henderson, Polk, Rutherford, Transylvania](#)

Asheville Buncombe Community Christian Ministry – Veterans Services of the Carolinas

108 Monticello Rd, Suite 1100
Weaverville, NC 28787
855-962-8387

Referrals:

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Region 3

VAMC Coverage: Alexander, Burke, Caldwell, Catawba, McDowell

Asheville VA Medical Center

1100 Tunnel Rd
Asheville, NC 28805

Healthcare for Homeless Veterans (HCHV) Walk-in Clinic:

Building 14 on Asheville VAMC campus (1100 Tunnel Rd, Asheville NC)
M-F, 8:30am – 4pm
828-298-7911 ext. 1198

HCHV Outreach Staff:

Howard Anderson
828-708-9603

howard.anderson@va.gov

Amanda Stancil
828-273-3266

amanda.stancil@va.gov

SSVF Coverage: Burke, Caldwell, Catawba, McDowell

Asheville Buncombe Community Christian Ministry – Veterans Services of the Carolinas

108 Monticello Rd, Suite 1100
Weaverville, NC 28787
855-962-8387

Referrals:

Call 855-962-8387 or visit <https://nccare360.org/get-help/>

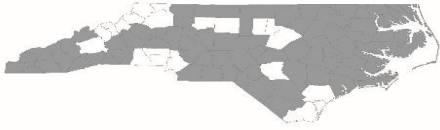
SSVF Coverage: Alexander

Volunteers of America of the Carolinas – Salisbury Office

507 W. Innes Street Suite 280
980-643-4239
Salisbury, NC 28144

Referrals:

Complete the [VOA referral form](#) and email to salisburyreferrals@voacarolinas.org



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Region 4

VAMC Coverage: Davie, Iredell, Stokes, Surry, Yadkin

Salisbury VA Medical Center

1601 Brenner Ave.
Salisbury, NC 28144

Point of Contact:

Kecia Robinson, LCSW
704-267-7828

kecia.robinson@va.gov

Direct Referral Information (Veterans may call):

Salisbury Outreach	Charlotte Outreach	Kernerseville Outreach
704-638-9000 Ext 13137	704-329-1300 Ext 32109	336-515-5000 Ext 21155

SSVF Coverage: Iredell, Stokes, Surry, and Yadkin

Volunteers of America of the Carolinas – Salisbury Office

507 W. Innes Street Suite 280
980-643-4239
Salisbury, NC 28144

Referrals:

Complete the [VOA referral form](#) and email to salisburyreferrals@voacarolinas.org

SSVF Coverage: Davie

Volunteers of America of the Carolinas – Durham Office

3710 University Drive Suite 218
Durham, NC 27707
919-530-1100

Referrals:

Complete the [VOA referral form](#) and send via email to durhamreferrals@voacarolinas.org



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SSVF Coverage: Davie, Stokes, Surry, Yadkin

United Way of Forsyth County

301 N. Main Street, Ste. 1700

Winston-Salem, NC 27101

336-721-9369

Referrals:

Complete the [UW of Forsyth referral](#) and send via fax to (336)283-4747 or call SSVF Intake specialist at (336)978-0267.



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Region 5

VAMC Coverage: Cabarrus, Davidson, Rowan, Stanly, Union

Salisbury VA Medical Center

1601 Brenner Ave.
Salisbury, NC 28144

Point of Contact:

Kecia Robinson, LCSW
704-267-7828

kecia.robinson@va.gov

Direct Referral Information (Veterans may call):

Salisbury Outreach	Charlotte Outreach	Kernerseville Outreach
704-638-9000 Ext 13137	704-329-1300 Ext 32109	336-515-5000 Ext 21155

SSVF Coverage: Cabarrus, Davidson, Rowan, Stanly, Union

Volunteers of America of the Carolinas – Salisbury Office

507 W. Innes Street Suite 280
980-643-4239
Salisbury, NC 28144

Referrals:

Complete the [VOA referral form](#) and email to salisburyreferrals@voacarolinas.org

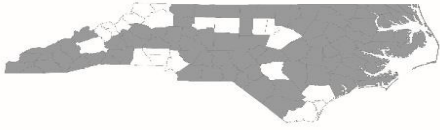
SSVF Coverage: Davidson

United Way of Forsyth County

301 N. Main Street, Ste. 1700
Winston-Salem, NC 27101
336-721-9369

Referrals:

Complete the [UW of Forsyth referral](#) and send via fax to (336)283-4747 or call SSVF Intake specialist at (336)978-0267.



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Region 6

VAMC Coverage: Alamance, Caswell, Chatham, Person, Rockingham

Durham VA Health Care System

508 Fulton St
Durham, NC 27705

Direct Veteran Referral Information (Veterans may call):

Bob Williamson, LCSW
Outreach Coordinator
919-656-6216

Bob.Williamson@va.gov

Durham VA Homeless Program Clinic
508 Fulton St. Durham, NC 27705
Mon – Fri 9:30 am – 11:30 am & 1:30 pm – 4 pm
*no clinic on Tuesday mornings

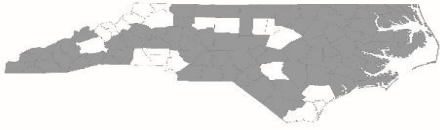
SSVF Coverage: Alamance, Caswell, Chatham, Person, Rockingham

Volunteers of America of the Carolinas – Durham Office

3710 University Drive Suite 218
Durham, NC 27707
919-530-1100

Referrals:

Complete the [VOA referral form](#) and email to durhamreferrals@voacarolinas.org



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Region 7

VAMC Coverage: Johnston

Durham VA Health Care System

508 Fulton St
Durham, NC 27705

Direct Veteran Referral Information (Veterans may call):

Bob Williamson, LCSW
Outreach Coordinator
919-656-6216

Bob.Williamson@va.gov

Durham VA Homeless Program Clinic
508 Fulton St. Durham, NC 27705
Mon – Fri 9:30 am – 11:30 am & 1:30 pm – 4 pm
*no clinic on Tuesday mornings

VAMC Coverage: Harnett, Hoke, Lee, Moore

Fayetteville VA Medical Center

2300 Ramsey St
Fayetteville, NC 28301

Point of Contact:

Toyia Burgess
HCHV Program Coordinator
910-488-2120, ext. 7238

Toyia.Burgess@va.gov

Charessa McIntosh
Coordinated Entry Specialist
Charessa.McIntosh@va.gov

Walk-In Homeless Program Hours: Mon, Tue, Wed, Fri 8:30am-11am, 1pm-3pm; Thu 1pm-3pm

VAMC Coverage: Anson, Montgomery, Randolph

Salisbury VA Medical Center

1601 Brenner Ave.
Salisbury, NC 28144

Point of Contact:

Kecia Robinson, LCSW
Coordinated Entry Specialist



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919.755.4393

www.ncceh.org/BoS

704-267-7828

kecia.robinson@va.gov

Direct Referral Information (Veterans may call):

Salisbury Outreach

Charlotte Outreach

Kernerseville Outreach

704-638-9000 Ext 13137

704-329-1300 Ext 32109

336-515-5000 Ext 21155

SSVF Coverage: Harnett, Johnston, Lee, Montgomery, Moore, Randolph, Rockingham

Volunteers of America of the Carolinas – Durham Office

3710 University Drive Suite 218

Durham, NC 27707

T: 919-530-1100

Referrals:

Complete the [VOA referral form](#) and email to durhamreferrals@voacarolinas.org

SSVF Coverage: Anson, Hoke

Volunteers of America of the Carolinas – Fayetteville Office

2149 Valleygate Drive Suite 002

Fayetteville, NC 28303

910-920-2994

Referrals:

Complete the [VOA referral form](#) and email to fayettevillereferrals@voacarolinas.org



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bos@ncceh.org

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Region 8

VAMC Coverage: Bladen, Columbus, Robeson, Scotland

Fayetteville VA Medical Center

2300 Ramsey St
Fayetteville, NC 28301

Point of Contact:

Toyia Burgess
HCHV Program Coordinator
910-488-2120, ext. 7238
Toyia.Burgess@va.gov

Charessa McIntosh
Coordinated Entry Specialist
Charessa.McIntosh@va.gov

Walk-In Homeless Program Hours: Mon, Tue, Wed, Fri 8:30am-11am, 1pm-3pm; Thu 1pm-3pm

SSVF Coverage: Bladen, Columbus, Robeson, Scotland

Volunteers of America of the Carolinas – Fayetteville Office

2149 Valleygate Drive Suite 002
Fayetteville, NC 28303
910-920-2994

Referrals:

Complete the [VOA referral form](#) and email to fayettevillereferrals@voacarolinas.org

SSVF Coverage: Columbus, Robeson, Scotland

Eastern Carolina Homelessness Organization

407 Broadway St
Myrtle Beach, SC 29577
843-957-2038

Referrals:

Call the SSVF Intake Coordinator at 843-957-2038 or Apply online at <https://echousing.org/get-help/>



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bos@ncceh.org

919.755.4393

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Region 9

VAMC Coverage: Edgecombe, Franklin, Granville, Halifax, Nash, Warren, Vance

Durham VA Health Care System

508 Fulton St
Durham, NC 27705

Direct Veteran Referral Information (Veterans may call):

Durham VA Homeless Program Clinic
508 Fulton St. Durham, NC 27705
Mon – Fri 9:30 am – 11:30 am and 1:30 pm – 4 pm
*no clinic on Tuesday mornings

VAMC Coverage: Northampton

Hampton Roads (Virginia) Medical Center

100 Emancipation Dr
Hampton, VA 23667

Point of Contact:

Marti Chick-Ebey
Coordinated Entry Specialist
757-722-9961
Martha.chick@va.gov

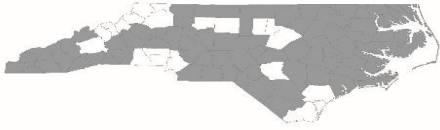
SSVF Coverage: Edgecombe, Franklin, Granville, Halifax, Nash, Northampton, Warren, Vance

Volunteers of America of the Carolinas – Rocky Mount Office

301 S. Church Street Suite 239
Rocky Mount, NC 27804
252-985-0230

Referrals:

Complete the [VOA referral form](#) and email to rockymountreferrals@voacarolinas.org



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Region 10

VAMC Coverage: Duplin, Lenoir, Sampson, Wayne

Fayetteville VA Medical Center

2300 Ramsey St
Fayetteville, NC 28301

Point of Contact:

Toyia Burgess
HCHV Program Coordinator
910-488-2120, ext. 7238
Toyia.Burgess@va.gov

Charessa McIntosh
Coordinated Entry Specialist
Charessa.McIntosh@va.gov

Walk-In Homeless Program Hours: Mon, Tue, Wed, Fri 8:30am-11am, 1pm-3pm; Thu 1pm-3pm

VAMC Coverage: Greene, Wilson

Durham VA Health Care System

508 Fulton St
Durham, NC 27705

Direct Veteran Referral Information:

Durham VA Homeless Program Clinic
508 Fulton St. Durham, NC 27705
Mon – Fri 9:30 am – 11:30 am and 1:30 pm – 4 pm
*no clinic on Tuesday mornings

Greenville VA Health Care Clinic Homeless Program
401 Moyer Blvd,
Greenville, NC 27834
(252) 830-2149

Walk in Hours:

Monday 8:30 am – 11:30am; 1 pm – 3:30pm
Wednesday 8:30 am – 11:30 am; 1:00 pm – 3:30 pm



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SSVF Coverage: Duplin, Sampson

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2149 Valleygate Drive Suite 002

Fayetteville, NC 28303

910-920-2994

Referrals:

Complete the [VOA referral form](#) and email to fayettevillereferrals@voacarolinas.org

SSVF Coverage: Greene, Lenoir, Wayne, Wilson

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301 S. Church Street Suite 239

Rocky Mount, NC 27804

252-985-0230

Referrals:

Complete the [VOA referral form](#) and email to rockymountreferrals@voacarolinas.org



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bos@nceh.org

919.755.4393

www.nceh.org/BoS

Region 11

VAMC Coverage: Camden, Chowan, Currituck, Dare, Gates, Hertford, Pasquotank, Perquimans, Tyrrell

Hampton Roads (Virginia) Medical Center

100 Emancipation Dr
Hampton, VA 23667

Point of Contact:

Marti Chick-Ebey
Coordinated Entry Specialist
757-722-9961

Martha.chick@va.gov

VAMC Coverage: Hyde

Durham VA Health Care System

508 Fulton St
Durham, NC 27705

Direct Veteran Referral Information (Veterans may call):

Greenville VA Health Care Clinic Homeless Program
401 Moyer Blvd,
Greenville, NC 27834
(252) 830-2149
Walk in Hours:
Monday 8:30 am – 11:30am; 1 pm – 3:30pm
Wednesday 8:30 am – 11:30 am; 1:00 pm – 3:30 pm

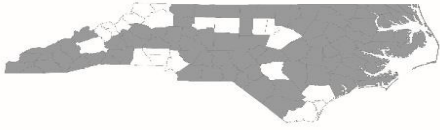
SSVF Coverage: Hertford

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252-985-0230

Referrals:

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Region 12

VAMC Coverage: Beaufort, Bertie, Martin, Pitt, Washington

Durham VA Health Care System

508 Fulton St
Durham, NC 27705

Direct Veteran Referral Information (Veterans may call):

Greenville VA Health Care Clinic Homeless Program
401 Moye Blvd,
Greenville, NC 27834
(252) 830-2149
Walk in Hours:
Monday 8:30 am – 11:30am; 1 pm – 3:30pm
Wednesday 8:30 am – 11:30 am; 1:00 pm – 3:30 pm

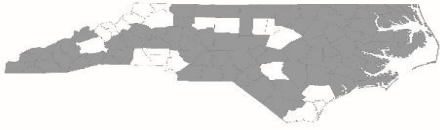
SSVF Coverage: Beaufort, Bertie, Martin, Pitt, Washington

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Referrals:

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Region 13

VAMC Coverage: Carteret, Craven, Pamlico

Durham VA Health Care System

508 Fulton St
Durham, NC 27705

Direct Veteran Referral Information (Veterans may call):

Greenville VA Health Care Clinic Homeless Program
401 Moye Blvd,
Greenville, NC 27834
(252) 830-2149
Walk in Hours:
Monday 8:30 am – 11:30am; 1 pm – 3:30pm
Wednesday 8:30 am – 11:30 am; 1:00 pm – 3:30 pm

VAMC Coverage: Jones, Onslow

Fayetteville VA Medical Center

2300 Ramsey St
Fayetteville, NC 28301

Point of Contact:

Toyia Burgess
HCHV Program Coordinator
910-488-2120, ext. 7238
Toyia.Burgess@va.gov

Charessa McIntosh
Coordinated Entry Specialist
Charessa.McIntosh@va.gov

Walk-In Homeless Program Hours: Mon, Tue, Wed, Fri 8:30am-11am, 1pm-3pm; Thu 1pm-3pm

SSVF Coverage: Carteret, Craven, Pamlico

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Referrals:

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[SSVF Coverage: Jones, Onslow](#)

Volunteers of America of the Carolinas – Fayetteville Office

2149 Valleygate Drive Suite 002

Fayetteville, NC 28303

910-920-2994

Referrals:

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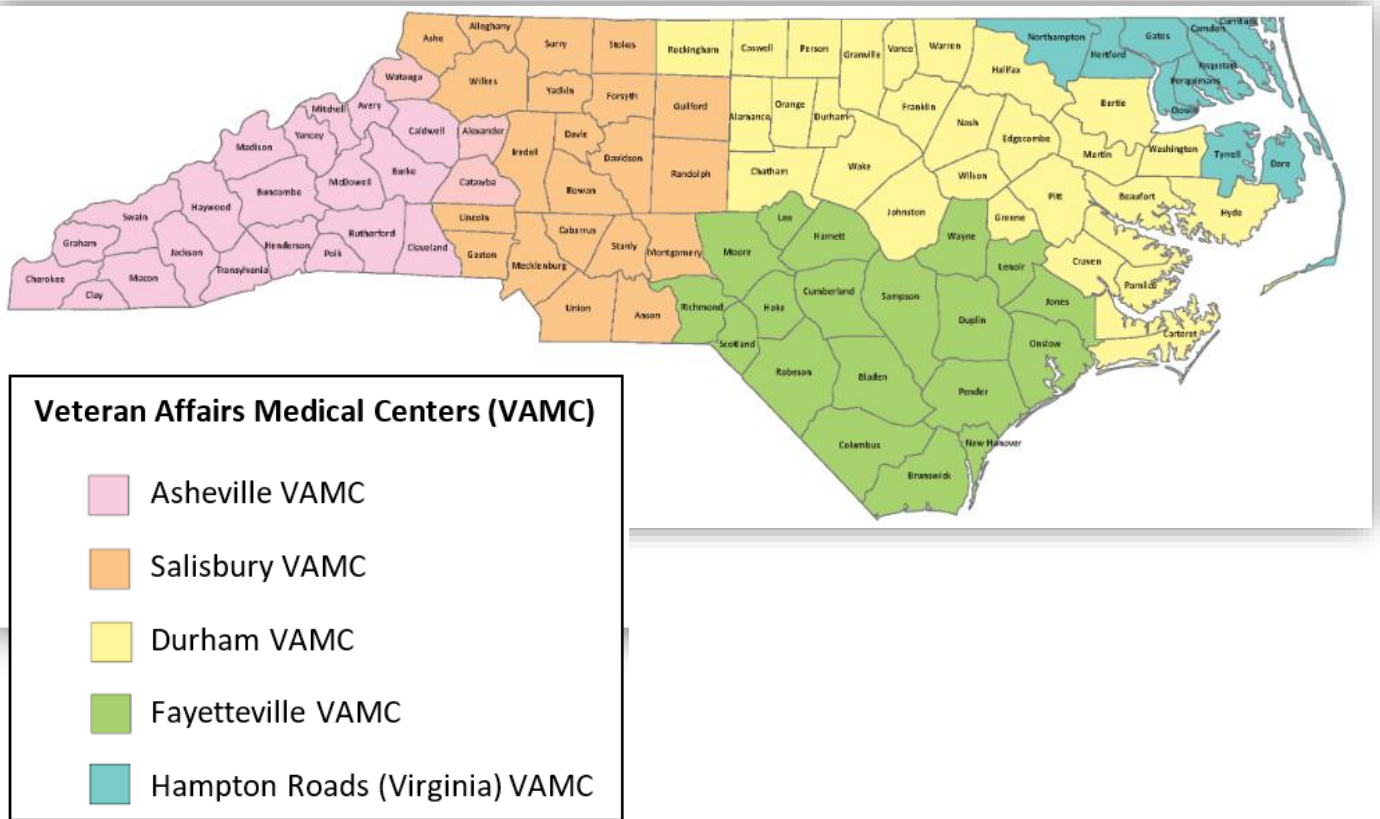
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Appendix A: VA Medical Centers

VAMC Coverage Map



Services available at a Veterans Affairs Medical Center

VHA Medical Centers provide a wide range of services including traditional hospital-based services such as surgery, critical care, mental health, orthopedics, pharmacy, radiology, and physical therapy.

In addition, most medical centers offer additional medical and surgical specialty services including audiology & speech pathology, dermatology, dental, geriatrics, neurology, oncology, podiatry, prosthetics, urology, and vision care. Some medical centers also offer advanced services such as organ transplants and plastic surgery. Services for Veterans experiencing homelessness are also available at the VA Medical Centers.



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Appendix B: U.S. Department of Housing and Urban Development - Veteran Affairs Supportive Housing (HUD-VASH) Program

This collaborative program between HUD and VA combines HUD housing vouchers with VA supportive services to help Veterans who are homeless and their families find and sustain permanent housing. As of December 20, 2020, HUD has allocated more than 105,000 vouchers to help house Veterans across the country.

How It Works

Through public housing authorities, HUD provides rental assistance vouchers for privately owned housing to Veterans who are experiencing homelessness. VA case managers may connect these Veterans with support services such as health care, mental health treatment and substance use counseling to help them in their recovery process and with their ability to maintain housing in the community. Among VA homeless continuum of care programs, HUD-VASH enrolls the largest number and largest percentage of Veterans who have experienced long-term or repeated homelessness.

Current List of NC PHAs with HUD VASH Awards

PHA Name	PHA Code	VASH Total Effective Awards	VASH Total Leased	VASH Leasing %
Housing Authority of the City of Wilmington	NC001	83	83	100.00%
Housing Authority of the City of Charlotte	NC003	445	299	67.19%
Housing Authority of the City of High Point	NC006	35	30	85.71%
Housing Authority of the City of Asheville	NC007	366	262	71.58%
Housing Authority of the City of Concord	NC008	12	5	41.67%
Fayetteville Metropolitan Housing Authority	NC009	223	211	94.62%
Housing Authority of the City of Greensboro	NC011	125	113	90.40%
Housing Authority of the City of Winston-Salem	NC012	144	91	63.19%
The Housing Authority of the City of Durham	NC013	132	92	69.70%
Housing Authority of the City of Lumberton	NC014	5	5	100.00%
Housing Authority of the City of Goldsboro	NC015	27	24	88.89%
Housing Authority of the County of Wake	NC021	328	196	59.76%
Housing Authority of the City of Greenville	NC022	94	63	67.02%
Sanford Housing Authority	NC035	15	12	80.00%
City of Hickory Public Housing Authority	NC056	24	14	58.33%
Rowan County Housing Authority	NC102	90	66	73.33%
Orange County Housing Authority	NC104	41	17	41.46%
Chatham County Housing Authority	NC120	15	4	26.67%
Western Carolina Community Action, Inc.	NC140	10	5	50.00%
Eastern Carolina Human Services Agency, Inc.	NC144	79	69	87.34%
Brunswick County Public Housing Agency	NC147	9	5	55.56%
Twin Rivers Opportunities, Inc.	NC151	10	1	10.00%
Western Piedmont Council of Governments	NC159	20	13	65.00%
Isothermal Planning & Development Commission	NC161	30	18	60.00%
North Carolina Commission of Indian Affairs	NC901	5	2	40.00%
Total		2,367	1,700	71.82%

https://www.hud.gov/program_offices/public_indian_housing/programs/hcv/dashboard



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Appendix C: Support Services for Veteran Families

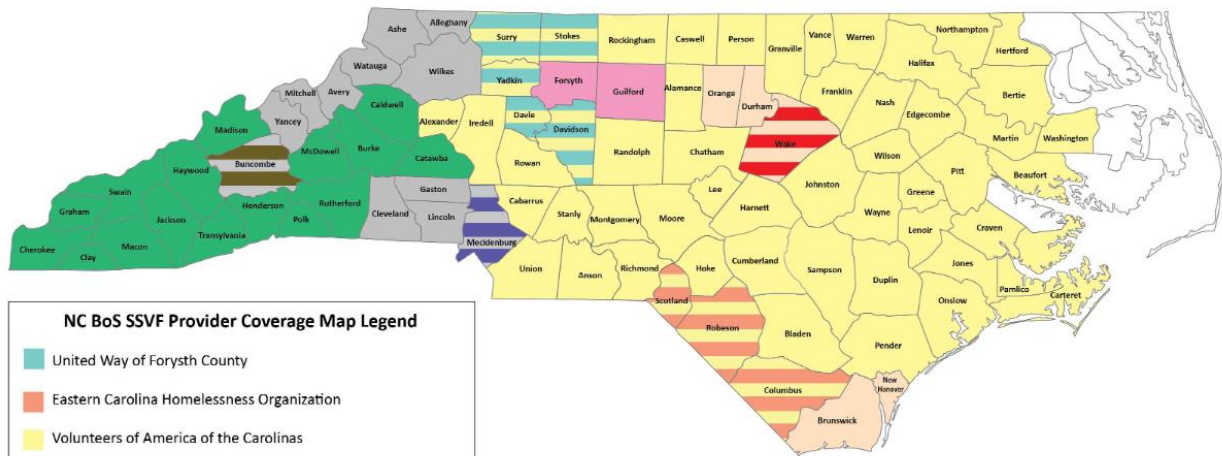
What is SSVF?

For very low-income Veterans, SSVF provides case management and supportive services to prevent the imminent loss of a Veteran’s home or identify a new, more suitable housing situation for the individual and his or her family; or to rapidly re-house Veterans and their families who are homeless and might remain homeless without this assistance.

How It Works

Through referrals and direct outreach, nonprofit agencies and community cooperatives use SSVF funding to quickly house Veterans and their families who are homeless and keep others from slipping into homelessness by providing time-limited supportive services that promote housing stability. Case management includes help securing VA and other benefits such as educational aid and financial planning.

SSVF Coverage Map



NC BoS SSVF Provider Coverage Map Legend	
	United Way of Forsyth County
	Eastern Carolina Homelessness Organization
	Volunteers of America of the Carolinas
	Asheville Buncombe Community Christian Ministry

Non-BoS SSVF Provider Coverage Map Legend	
	United Way of Forsyth County
	Passage Home, Inc.
	Homeward Bound of Western North Carolina, Inc.
	Catholic Charities Diocese of Charlotte
	Eastern Carolina Homelessness Organization, Inc.
	Volunteers of America of the Carolinas, Inc.
	Asheville Buncombe Community Christian Ministry, Inc.



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Appendix D: Veteran Case Conferencing Facilitation Guide for CE Leads

Determine the following items for monthly Veteran - Specific case conferencing:

Day –

Time –

Location/link –

Invitation list –

Agenda:

CE Lead requests permanent housing providers to share the # of openings/housing units available

Identify Veteran household(s) for open housing resource(s) via the BNL

CE Leads requests providers to share difficult cases/ineligible Veterans to remain on the Regional BNL

Veteran By-name-list:

Filter for Veteran status

1. Filter to Veterans by Selecting Veteran column, clicking Sort & Filter and then Filter. Click arrow in column to unselect no and blanks then click OK.

D	E	F
Age	Veteran? Y or N	HH Detail
58	No (HUD)	
	Yes (HUD)	
	No (HUD)	
58	No (HUD)	Self (head of household)

The screenshot shows the 'Sort & Filter' menu open over the 'Veteran? Y or N' column. The 'Filter' option is selected. The filter dialog box is open, showing the 'Yes (HUD)' option selected. The 'OK' button is highlighted.



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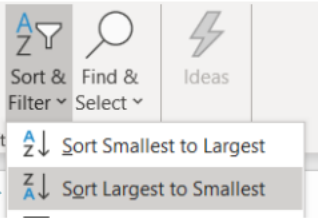
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- Sort VI-SPDAT column to highest score by selecting VI-SPDAT columns, clicking Sort & Filter and then Sort Largest to Smallest. Select Expand Selection and Sort.

Q	R	S
VI-SPDAT Date	Indv VI-SPDAT	Family VI-SPDAT
8/8/2018	4	
4/1/2019	8	



The screenshot shows a software interface with a 'Sort & Filter' menu. The menu is open, and the 'Sort Largest to Smallest' option is selected. The menu also includes options for 'Sort Smallest to Largest', 'Find & Select', and 'Ideas'.

- Veterans with the highest VI-SPDAT score are now sorted to the top.



Length of Stay (Cumulative)	VI-SPDAT Date	Indv VI-SPDAT
142	8/20/2019	10
303	4/1/2019	8
98	7/31/2019	8
182	5/8/2019	7
125	5/25/2019	7