

## Carolina Military Personnel and their Families

### **National Guard Programs and Services:**

The North Carolina National Guard has developed a number of support services to increase soldier resiliency, prevent suicide, support psychological fitness for operational readiness, re-integrate service members back into civilian society and reassure Survivors that they are continually linked to the Military Family for as long as they desire. The Guard works collaboratively with many military and community partners to create a safety net that provides confidential referrals for soldiers and educates front line and senior leadership about behavioral health issues.

#### **North Carolina National Guard Family Programs**

(800) 621-4136

<http://www.nc.ngb.army.mil/index.php/fp/fac>

Family Assistance Centers are located throughout North Carolina. Representatives are subject-matter specialists on health care issues, personal and financial matters, ID cards, DEERS Enrollment, TRICARE and other matters of importance to military families.

#### **North Carolina National Guard (NCNG) Integrated Behavioral Health System**

(800) 621-4136

The NCNG Integrated Behavioral Health System has been created to assist service and family members using an 800 number to access timely assessment of risk and needs (clinical and other). Leaders, service members, and families can call the auto-attendant number 24-hours a day, 7 days a week, to gain access into the System for consultation, assessment of need and risk, and to receive immediate and appropriate referrals to internal and external resources. All cases are then followed up by the NCNG case management team. The System is manned and facilitated by contracted licensed NCNG clinical staff. While the 800 # is not a hot line, answered live, all calls are returned in time sensitive fashion.

#### **North Carolina National Guard (NCNG) Family Readiness Program**

<http://www.guardfamily.org/FP/Readiness.aspx>

The NCNG Family Readiness Program provides support for service members and their families who are not located on a military facility. The Program strives to ensure the more than 11,700 National Guard service members and their families are prepared for whatever deployment phase they may be facing. The Program provides training and education to prepare families for the call to state or federal active duty. This program employs Military and Family Life Consultants (MFLCs), to provide free, direct, and confidential assistance and counseling to soldiers and their families. The Program also operates three types of Family Assistance Centers (FACs) to provide various support services such as counseling for mental health disorders and marital problems, support groups for families, and financial and employment counseling.

**Yellow Ribbon**

<http://www.yellowribbon.mil>

The Yellow Ribbon Program provides support services for National Guard and Reserve members and their families throughout the deployment cycle. This program provides one-day briefing seminars before deployment, during deployment, and two times after deployment. During each briefing, service members are provided with information regarding services, entitlements, benefits and resources that are available such as Military OneSource, the Family Readiness program and MFLCs, Psychological Health Program, TRICARE and the VA. The focus of post-deployment briefings is to provide services regarding reintegration and health issues to returning service members.

**Statewide Services and Programs:****Alcohol and Drug Council of North Carolina National Guard Project**

3500 Westgate Drive, Suite 204, Durham, NC 27707

(800) 688-4232

<http://www.alcoholdrughelp.org/national-guard-project>

The Alcohol and Drug Council of North Carolina's (ADCNC) National Guard Veteran's Project's mission is to improve the ability of the State to provide appropriate clinical substance abuse interventions, assessments and treatment referrals to service members who are at risk for substance abuse disorders. The primary goals of this project are to improve service member's access to quality drug assessments in order to help military organizations determine a soldier's fitness for duty and to coordinate the assessments with additional services as needed.

**Brain Injury Association of North Carolina (BIANC)**

Family Helpline (800) 377-1464

<http://www.bianc.net/index.htm>

BIANC provides a forum for state, military, veteran and local agencies to work together on military, veteran and family needs. BIANC develops, supports, and/or administers programs, services, and activities that make a difference to those that have been affected by the trauma of brain injury including military and veterans. BIANC's mission is to offer help, hope, and a voice for people with brain injury, and their families by prevention, education, research and advocacy. BIANC currently has Family and Community Support Centers in Raleigh, Charlotte, Greenville, and Asheville, and a volunteer resource center in Winston-Salem. BIANC participates in the statewide Governor's Focus on Servicemembers, Veterans and Families.

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### **CARE-LINE and NC careLINK**

North Carolina Department of Health and Human Services  
Office of Citizen Services  
(800) 662-7030  
<https://www.nccarelink.gov>

CARE-LINE is a toll free number, available from 8 am to 5 pm, Monday through Friday, except holidays, in English and Spanish, linking callers to services in government, faith-based organizations, and for-profit and non-profit agencies. Staff is trained and data are reviewed by members of the Governor's Focus group. The website [NC.careLINK.gov](http://NC.careLINK.gov) maintains a section of the site to assist veterans and their families find benefits and financial assistance programs, hospital and medical services, and counseling services.

### **CitizenSoldierSupport.org**

<http://www.citizensoldiersupport.org>

The Citizen Soldier Support Program (CSSP) is a congressionally authorized, federally funded grant administered through the Odum Institute for Research and Social Science at the University of North Carolina at Chapel Hill. CSSP is a capacity-building initiative designed to strengthen community support for National Guard and Reserve members and their families. CSSP focuses on increasing geographic and financial access to deployment and post-deployment related behavioral health services, especially for those living in rural areas. CSSP efforts center around training civilian behavioral health providers and enrolling them into a web-based provider database at [www.warwithin.org](http://www.warwithin.org).

### **Families at Ease**

(866) 947-8018  
<http://www.mirecc.va.gov/FamiliesAtEase>

The Families at Ease program works with family members who become aware of their veteran's post-deployment difficulties and supports their efforts to find help for the veteran. Families at Ease also helps veterans having difficulty transitioning from combat to home life by suggesting, providing, and referring resources to help veterans get the treatment and support they need.

### **Governor's Focus on Servicemembers, Veterans, and Their Families**

<http://www.veteransfocus.org>

The mission of the Governor's Focus on Servicemembers, Veterans, and their Families is to promote evidence-based and best practices in the screening, assessment, and treatment of active and reserve components and veterans who served in the military and their families. This effort includes the articulation and implementation of an integrated continuum of care that emphasizes access, quality, effectiveness, efficiency, and compassion. Principles of resilience, prevention, and recovery are emphasized along with state-of-the-art clinical services as part of a balanced public health and behavioral health approach. The Governor's Focus envisions a referral network of services that will comprise a system through which servicemembers, veterans, and their families will have access to assistance during all stages of the deployment cycle in North Carolina.

**Military and Veterans Rural Network Initiative (MVRNI)**

John Harris, MSW QMHP  
North Carolina Department of Health and Human Services  
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services  
john.w.harris@dhhs.nc.gov

The MVRNI is a planned initiative which will develop and utilize a caregiver and veteran centered service model to create collaborative, targeted rural wellness services designed to bridge gaps and create vital connections to the VA at the rural community service level. MVRNI will connect caregivers and rural veterans with needed support services that are available but not fully accessible to them.

**The National Alliance on Mental Illness (NAMI) North Carolina**

(800) 451-9682, Monday - Friday 8:30 am to 5 pm  
mail@naminc.org  
<http://www.naminc.org>

NAMI NC provides support, education and advocacy for individuals who have been diagnosed with a mental illness, their families and friends. Free, psycho-educational classes and support groups are available for family members, parents of diagnosed children or adolescents, and peers. Please see the web site for a full description of classes and support groups. NAMI NC currently offers a growing program for veterans in 5 VA hospitals around the state. For online resources for veterans, visit NAMI's Veterans Resources Center at <http://www.nami.org/veterans>.

**North Carolina Department of Administration**

Division of Veterans Affairs (NCDVA)  
1315 Mail Service Center, Raleigh, NC 27699  
(919) 733-3851  
<http://www.ncveterans.net>

The NCDVA offers assistance through a network of District and County Veterans Service Offices available on the web site and at no charge to the citizen. NCDVA assists veterans and their families in the presentation, processing, proof and establishment of claims, privileges, rights and benefits as they may be entitled to under Federal, State or local laws.

**NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services (NC MH/DD/SAS)**

3007 Mail Service Center, Raleigh, NC 27699  
(919) 733-4670  
Contact DMH@dhhs.nc.gov

Services include a range of prevention, treatment, recovery and supports for those experiencing problems related to mental illness, intellectual and developmental disabilities including TBI (IDD), and substance use disorders. Services are delivered locally by critical access behavioral health agencies and many other providers managed by 24 Local Management Entities (LMEs). The system of care includes inpatient, residential and outpatient care as well as waiver and other supports for those with IDD needs.

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### **NC Traumatic Brain Injury Program**

(919) 715-5989

<http://www.ncdhhs.gov/mhddsas/tbi/index.htm>

The NC Traumatic Brain Injury Program is housed within the NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services. Its roles include advocating for survivors of traumatic brain injuries and their families and overseeing and supporting services/supports statewide. The Program supports day programs; residential programs; Brain Injury Association of North Carolina Family & Community Assistance Centers and support groups; and services to individuals through local mental health, developmental disabilities and substance abuse programs; and education and training. The program works with the division's military liaison to collaborate with military and veteran groups in North Carolina and with the statewide Governor's Focus on Servicemembers, Veterans and Families.

### **NC Health Info**

Health Sciences Library, CB 7585

University of North Carolina at Chapel Hill, Chapel Hill, NC 27599

(919) 843-6236

<http://www.nchealthinfo.org>

NC Health Info features a Military Health section that provides easy-to-use, reliable information on military-related health conditions, PTSD, TBI, trauma and grief, depression, substance use, deployment issues, TRICARE and issues related to military children. The Go Local section is a comprehensive listing of NC based veteran and military related programs, providers and services on a statewide or county by county basis. Service members and their families can find information on veterans' benefits and services, health facilities, referral services, and other services related to military health.

### **Operation Re-Entry NC**

Mail Stop 668, CAHS Dean's Office

East Carolina University, Greenville, NC 27834

(252)744.6012

<http://www.ecu.edu/ornc>

Operation Re-entry North Carolina (ORNC) is a research initiative in support of military service personnel, veterans and their families. Through innovative projects and partnerships, ORNC addresses the resilience and reintegration concerns of combat veterans returning from deployment and the challenges facing the Department of Defense and VA health providers who care for them. It is a research support organization designed to address critical gaps in behavioral health and rehabilitation, and to apply telemedicine and advanced technology to improve quality and access to services. This research initiative is led by East Carolina University and provisionally funded through the U.S. Department of Defense.

**Public Schools of North Carolina**

<http://www.ncpublicschools.org/militarysupport>

To help North Carolina educators identify and assist children who are dealing with the stress and other problems caused by deployment, the North Carolina Department of Public Instruction and the North Carolina National Guard Family Readiness Program developed the North Carolina Supports Military Children web site of resources to help teachers and public schools provide stability and a normal routine for military families.

**Strengthening Military Families with Children Who Have Developmental Disabilities: OneStop for Family Support**

School of Social Work, CB #3550

University of North Carolina at Chapel Hill, Chapel Hill, NC 27599

Phone: (919) 962-6542

This project implements an evidence-based model of peer support, develops an integrated military-civilian family support system in the Camp Lejeune area, and raises public awareness of the issues facing military families across the state. The project aims to increase access to needed support for both active and reserve component military families living off base across North Carolina and to promote the development of an integrated military-civilian family support system for military families with children who have developmental disabilities across North Carolina.

**United for Health**

PO Box 1717, New Bern, NC 28563

(252) 808-5978

<http://www.united4health.org>

United for Health is a collaboration of groups in eastern North Carolina that is committed to improving the health, safety and well being of individuals and families by reducing substance abuse problems. The current focus of The United for Health collaborative is to reduce alcohol-related motor vehicle crashes and fatalities in Onslow County and on Marine Corp Base Camp Lejeune, as well as the surrounding communities of Craven, Carteret, Jones and Pamlico counties. United for Health utilizes The Domino Strategy™, a national social marketing campaign that introduces responsible drinking guidelines. The Domino Strategy™ is the first social marketing collaboration of its kind between military installations in eastern North Carolina and the local communities surrounding those installations.

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### **Department of Veterans Affairs (VA) Health Care**

<http://www.va.gov/health/default.asp>

In North Carolina, the VA provides mental health and substance use services through four VA Medical Centers, twelve community based outpatient clinics and five vet centers. The VA provides diagnostic and treatment planning evaluations, treatment services, consultation, evidence-based psychotherapy, referrals to inpatient and residential care programs, PTSD specialists, military sexual trauma clinics, mental health intensive case management, psychosocial rehabilitation services, individual and group counseling to veterans and their families, as well as homeless programs, patient education and family education. The five vet centers in North Carolina provide readjustment counseling and outreach services to all veterans who served in any combat zone and to their family members.

### **Veterans Integrated Service Network (VISN) 6 Mental Illness Research, Education and Clinical Center (MIRECC)**

Durham VA Medical Center, Durham, NC

<http://www.mirecc.va.gov/visn6>

MIRECC is focused on post deployment mental health issues. MIRECC's goals are to improve clinical assessment and treatment and develop novel interventions through basic and clinical research. The MIRECC site points veterans and their families to information and resources to assist during the phases of deployment and the readjustment process. MIRECC also serves providers needing further education on the topics of post-deployment mental health and/or brain injury. There are also clinical resources that include how to enroll in VA health care, information on symptom management, and good healthy living strategies.

### **WarWithin.org**

<http://www.warwithin.org>

WarWithin.org provides a directory of primary health care and behavioral health providers who are trained in, or who have expressed an interest in serving the specific needs of military members and their families. With more than 1200 providers in NC representing 96% of the counties, this database enables veterans and family members to find local civilian health providers who understand the challenges of deployment-related issues such as PTSD, TBI, depression, substance use disorder and suicide and to address the concern that a reservist might have a lapse in care during the deployment cycle as they switch from civilian to military health insurance. WarWithin.org was created by the Citizen Soldier Support Program (CSSP) and is hosted through the Odum Institute at the University of North Carolina at Chapel Hill.

**North Carolina Department of Correction Programs**

The North Carolina Department of Correction is working with the Health Care for Reentry Veterans (HCRV) Program of the VA to identify inmates who are veterans. It is estimated that 20% of the 42,000 NC inmates may be veterans. To date, over 2,000 veterans have self-identified. The prison staff is trying to help veterans obtain their benefits before they are discharged. A HCRV Specialist provides pre-release assessment services; referrals to medical, psychiatric, and social services; and short term case management upon release with a goal to prevent homelessness, reduce the impact of medical and mental health problems upon the community and reduce the recidivism rate.

**Jail Diversion and Trauma Recovery Program**

<http://www.ncoperationrecovery.org>

This is a Substance Abuse and Mental Health Services Administration funded program developed to support local implementation and statewide expansion of trauma-integrated jail diversion programs to reach individuals with PTSD, TBI and other trauma related disorders involved in the justice system with priority eligibility for veterans. A pilot program in Mecklenburg County screens all inmates for trauma and veteran status, completes trauma assessments on all inmates screened positive for trauma, and refers veterans with criminal justice involvement to mental health court, jail diversion and other services. The program also developed support groups for families of veterans with PTSD.

**North Carolina Treatment Accountability for Safer Communities (TASC) Network**

<http://www.ncdhhs.gov/mhddsas/tasc/index.htm>

The NC TASC Network provides care management services to people with substance abuse or mental illness who are involved in the justice system. TASC was developed to divert individuals to community based services and away from institutional settings. TASC combines the influence of legal sanctions with treatment and support services to interrupt the cycle of addiction and crime. 88% of TASC Care managers are serving veterans and 45% are serving immediate family members of current armed service members.

**Regional Programs and Services:****81st Regional Support Command, Command Surgeon's Office,  
Department of Psychological Health, United States Army Reserve**

81st, RSC, Command Surgeon  
9810 Lee Rd Room 156  
Fort Jackson, SC 29207  
(803)751-4071

The Department of Psychological Health is responsible for over 54,000 service members and their families in 9 southeastern states including North Carolina and Puerto Rico. The



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Department provides outreach, surveillance resilience promotion, intervention and care coordination and caregiver support. The Department also conducts suicide prevention, PTSD and domestic violence prevention, depression, anxiety, combat stress, TBI, substance abuse and other behavioral health education programs.

### National Programs and Services:

#### **American Red Cross**

<http://tinyurl.com/mvqu78>

The American Red Cross links members of the United States Armed Forces with their families during a crisis, briefs departing service members and their families regarding available support services, and provides information and referral assistance to veterans. Red Cross chapters are listed in local telephone books.

#### **Lash and Associates Publishing/Training, Inc.**

100 Boardwalk Drive, Ste 150, Youngsville, NC 27596

(919) 556-0300

<http://lapublishing.com>

Lash and Associates publish books, manuals, tip cards and tool kits that describe the symptoms, treatment, cognitive rehabilitation and recovery of individuals with brain injuries acquired due to trauma, blast injuries and concussion.

#### **TRICARE**

(877) TRI-CARE

<http://www.healthnetfederalservices.com>

<http://www.tricare.mil>

<http://www.mytricare.com>

TRICARE is an entitlement program under the Department of Defense which provides health care to eligible beneficiaries. These include active duty service members, retirees, and eligible members of the National Guard and Reserves. TRICARE also covers family members of beneficiaries. Care is provided in military treatment facilities including hospitals and clinics, and also by network and non network providers and facilities. TRICARE offers many behavioral health care services including private personalized Web-based video counseling, telemental behavioral health treatment, an online behavioral health resource center, a behavioral health provider locator and appointment assistance line and access to military and family life consultants.

**National Hotlines:****Army OneSource**

(800) 464-8107

This number connects callers to MilitaryOneSource. Active duty and reserve component service members, and their family members may call Army OneSource for private counseling for short term problems such as grief counseling, deployment readjustment, marital and family issues.

**Army Human Resource Command Center**

(800) 833-6622

This hotline provides families and loved ones support in the form of information, resources, and referrals related to family issues. The hotline is a “safety net” for those who have exhausted all other information resources.

**Army Long Term Family Case Management (ALTFCM)**

(866) 272-5841

<https://www.hrc.army.mil/site/Active/tagd/CMAOC/ALTFCM/programs.htm>

ALTFCM provides long-term case management for survivors of deceased service members.

**Army Reserve Warrior and Family Assistance Center**

(866) 436-6290

This helpline provides referrals and information for family members of soldiers who are deployed or about to be deployed.

**Defense Centers of Excellence for Psychological Health Outreach Center (DCoE)**

(866) 966-1020

[resources@dcoeoutreach.org](mailto:resources@dcoeoutreach.org)

<http://www.dcoe.health.mil/24-7help.aspx>

DCoE is staffed by trained, professional health resource consultants with expertise in psychological health and traumatic brain injury who provide information and referral services to anyone.

**Deployment Health Clinic Helpline at Walter Reed**

(800) 796-9699

The core mission of the Deployment Health Clinic is to improve deployment-related health by providing caring assistance and medical advocacy for military personnel and families with deployment-related health concerns.

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### **Military OneSource 24/7 Help Center**

(800) 342-9647

<http://www.militaryonesource.com>

Military OneSource provides free, non-clinical counseling sessions in person or by phone, for eligible military personnel and their families for short term issues such as bereavement, deployment adjustment, work/life management and combat stress. Service members are eligible for 12 consultations per person per year on each individual issue. Services related to mental health and substance use disorders are for short term problems only.

### **National Call Center for Homeless Veterans, Department of Veterans Affairs**

(877) 424-3838

<http://www.va.gov/homeless/nationalcallcenter.asp>

The VA has founded a National Call Center for Homeless Veterans hotline to ensure that homeless veterans or veterans at-risk for homelessness have free, 24/7 access to trained counselors. The hotline is intended to assist homeless veterans and their families, VA Medical Centers, federal, state and local partners, community agencies, service providers and others in the community.

### **National Veterans Suicide Prevention Hotline**

(800) 273-TALK, Veterans Press 1

<http://www.suicidepreventionlifeline.org/Veterans>

The Veterans Health Administration (VHA) founded a national suicide prevention hotline to ensure veterans in emotional crisis have free, 24/7 access to trained counselors. The hotline is operated in partnership with the Substance Abuse and Mental Health Services Administration (SAMHSA) and the National Suicide Prevention Lifeline.

### **Sexual Assault Prevention and Response Office**

(800) 342-9647

<http://www.myduty.mil>

This MilitaryOneSource number will connect callers to local sexual assault response coordinators or VA points of contact, and established Department of Defense sexual assault services restricted or unrestricted reporting.

### **US Coast Guard Office of Work-Life Programs - Suicide Prevention Program**

(800) 222-0364

[http://www.uscg.mil/worklife/suicide\\_prevention.asp](http://www.uscg.mil/worklife/suicide_prevention.asp)

This Program applies to all Coast Guard active duty and reserve personnel and appropriated civilian and non-appropriated fund employees and their families. It also applies to other Uniformed Services members and their families while either serving with the Coast Guard or using Coast Guard facilities. Emergency suicide crisis services may also be accessed using this number.

**Veterans Hotline, National Veterans Foundation**

(888) 777-4443

Callers may speak directly with a trained veteran about challenges or questions concerning services and benefits. Hotline staff can also help with combat trauma or post-traumatic stress or suicidal thoughts. Online chat with a counselor is also available at: <http://www.nvf.org/pages/resource-center>.

**Wounded Warrior Resource Center Call Center**

(800) 342-9647

<https://www.militaryonesource.com/Portals/0/Content/Flyers/WWRC%20Flyer.pdf>

This call center is a service of MilitaryOneSource. The center provides service members who have become wounded, ill, or injured as well as their family members and caregivers with a single point of contact for assistance with reporting deficiencies in covered military facilities, obtaining health care services, and receiving benefits information.

**Wounded Soldier and Family Hotline**

(800) 984-8523

This hotline offers wounded and injured soldiers and family members a way to seek help to resolve medical issues and to provide an information channel of soldier medically related issues directly to Army leadership so they can improve Army provided medical services to soldiers and their families.