

Veterans Services Division



MECKLENBURG COUNTY
North Carolina

Community Support Services
Veterans Services

Agenda

Introduction

Understanding Veterans

Benefits and Services

Statistics

Service Member / Veterans Journey Map

Questions

Who are Veterans?

A Veteran is someone who, at one point in their life, wrote a blank check made payable to the United States of America for an amount of up to and including their life!

Benefits and Services

The Veterans Services Division aids service-members, veterans and their families by meeting their needs in accessing housing, health care, education, employment, benefits (Fed, State, and Local) and social enrichments-(Not all inclusive).

- Benefits Advocacy
- Veterans' Appeals Representation
- Wrap-Around Service Referrals
- Disability Compensation
- Wartime Pension
- Health Care Benefits
- Burials and Memorials
- VA Housing Assistance
- VA Education Benefits
- Assistance Referrals
- Property Tax Exclusions

Statistics

Approximately 341-343 million people live in U.S. in 2025.

Approximately 16-18 million nationwide Veterans live in U.S. and abroad-(6-7%).

Approximately 11.2 million citizens reside in NC.

650,000 "Accounted for" Veterans reside in NC-(7-8%).

Approximately 1.2 million citizens live in Mecklenburg County.

Approximately 44,000-52,000 "Accounted for" Veterans reside in Mecklenburg County-(4.4%).

Over \$441 million dollars in VA Compensation received through our office alone.
VA expenditures in Mecklenburg County exceed \$700 million dollars annually.

Approximately 17,102 Mecklenburg County Veterans enrolled in Health Care.

Journeys of Veterans Map

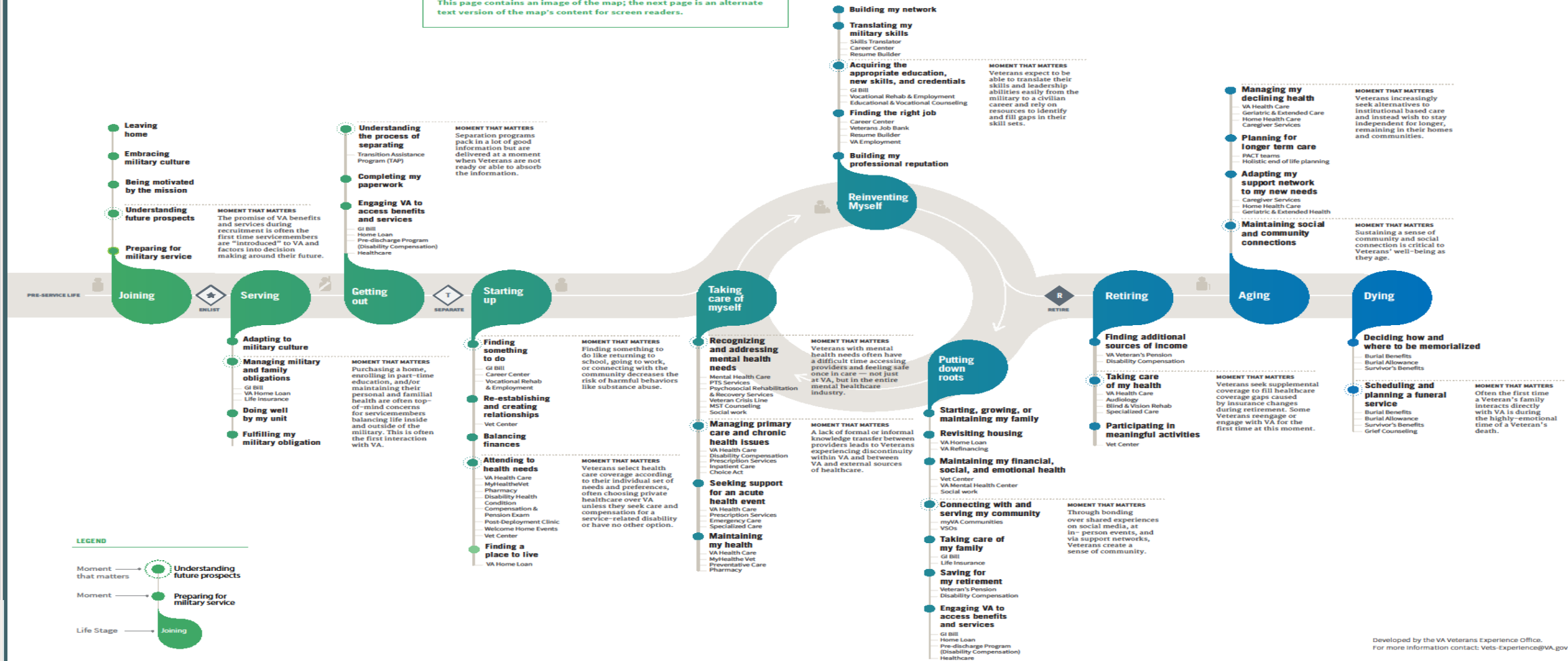
JOURNEYS OF VETERANS MAP

This map covers ten life stages any Veteran may encounter, from pre-service to end of life. These life stages are organized in three phases in which Veterans' goals and aspirations are distinctly different. Each life stage lists out moments Veterans typically experience and associated VA services, and calls out key "moments that matter" which may have significant impact on Veterans' experiences.

This page contains an image of the map; the next page is an alternate text version of the map's content for screen readers.

Not all Veterans are the same and there is no "one" veteran. There are, however, a broad set of shared moments many Veterans will encounter and live through. Different Veteran personas will experience and navigate these moments in varied and disparate ways. Using this journey as a guide to organize and align around, VA can plan for and design better experiences for Veterans.

Life events impact individual goals and change priorities. Events like marriage, divorce, widowhood, birth of a child, obtaining a new degree, loss of housing, empty nesting, major illness and so on have profound effects on people's priorities and how they approach their lives—as well as how they interact and perceive services. These events are unpredictable and may happen at any point across this journey.



Reasons for Common Problems

Overwhelming

Gainful Employment

Understanding the process of separating

- Transition Assistance Program (TAP)

Acquiring the appropriate education, new skills, and credentials

- GI Bill
- Vocational Rehab & Employment
- Educational & Vocational Counseling

Recognizing and addressing mental health needs

- Mental Health Care
- PTS Services
- Psychosocial Rehabilitation & Recovery Services
- Veteran Crisis Line
- MST Counseling
- Social work

Managing primary care and chronic health issues

- VA Health Care
- Disability Compensation
- Prescription Services
- Inpatient Care
- Choice Act

Finding something to do

- GI Bill
- Career Center
- Vocational Rehab & Employment

Attending to health needs

- VA Health Care
- MyHealtheVet
- Pharmacy
- Disability Health Condition
- Compensation & Pension Exam
- Post-Deployment Clinic
- Welcome Home Events
- Vet Center

Connecting with and serving my community

- myVA Communities
- VSOs

Loss of Purpose

Connection / Feeling Alone

Accessing Health Care



Questions

Thank you

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