



Press Release

**State Celebrates New System of Care for Fayetteville-Area Vets
as NCServes Network Expands to Fayetteville**

FOR IMMEDIATE RELEASE
September 27, 2016

984-204-8329
john.rimer@nc.gov

Fayetteville, N.C. On behalf of Governor Pat McCrory, North Carolina Department of Military & Veterans Affairs Secretary Cornell Wilson participated in a ribbon cutting ceremony today at Fayetteville Technical Community College to celebrate the opening of the NCServes RDU/Fayetteville, a new effort to join the Ft. Bragg area to a growing number of communities across the country (NY, PA, NC, SC, VA, WA) that are revolutionizing care for veterans, service members and their families. Already active for over a year in the Charlotte Area, NCServes is a public-private partnership underwritten by the Walmart Foundation that has shown dramatic results in delivering services to North Carolina veterans.

“This is a great day for Fayetteville-area veterans, service members and their families as we continue to try and improve their overall quality of life in the biggest military community in the world,” Governor McCrory said. “The NCServes RDU/Fayetteville network will help fulfill two of our team’s central philosophies: make North Carolina more veteran and military friendly and help those who can’t help themselves while encouraging those who can.”

The largest military base in the world will now be part of the NCServes Network connecting Raleigh, Durham and Fayetteville areas’ human service providers across the state in order to more effectively manage medical, financial, employment, housing and other resource requests from veterans and their families. This newly expanded network, known locally as *NCServes RDU/Fayetteville*, is the second of four launching statewide, shepherded by the Institute for Veteran and Military Families (IVMF) at Syracuse University. *NCServes RDU/Fayetteville* will enable local service members, veterans, and their families to digitally access a comprehensive array of services, resources, and care through online self-referral, by phone, or in person. The initiative is driven by a shared software platform that connects all participating federal, state, and non-profit veteran service providers in order to make, quick, smart referrals and track outcomes. NCServes RDU/Fayetteville then follows-up on the progress of requests, greatly reducing denial of services experienced by service members and veterans due to capacity or eligibility restrictions. All software, trainings, and licenses are all provided at no cost to the North Carolina community thanks to a generous gift by the Walmart Foundation.

Individuals looking for services can engage the *NCServes RDU/Fayetteville* network four different ways:

1. **By phone** at the network’s toll-free number 1-866-249-6656 where they can speak with a qualified professional to secure a referral for services and the commitment for follow up.
2. **Online** via the NCServes website at NCServes.org.

3. **In-person** at the NCServes RDU/Fayetteville participating NCServes regional providers.

4. **Via North Carolina's** State resource line: NC4Vets.com and (844) NC4-VETS

“Better coordinating services allows us to leverage the scarce federal, state and local resources and provide citizens an enhanced level of access the services they need,” Secretary Wilson said. “I was proud to be a part of the first NCServes Market in Charlotte, and I am even more excited to play a role in opening this expansion into Fayetteville, which I know will strengthen this region in so many ways.”

This project is part of the Governor's aggressive focus on making North Carolina more military and veteran friendly, which has culminated in a number of milestones from reducing veteran unemployment, and reducing veteran homelessness to expanded access to services via NC4Vets.com and NCServes, as well as the creation of a Cabinet-level Department of Military and Veterans Affairs.

“Today, the public-private partnership of NCServes networks is providing more care and more services in more places for more of North Carolina's veterans and their families than ever before,” said Governor Pat McCrory. “If you appreciate veterans like I do, then creating a welcoming, responsive sense of care for our veterans is a must, and that's what we are doing.”

###