



# COMMUNITY SERVICES AVAILABLE TO VETERANS IN FORSYTH COUNTY

FY19 Board Directed Initiative #3

Office of Budget and Management

### *Veterans Services in Forsyth County*

County Staff was directed by the Board of County Commissioners to evaluate community services available to veterans in Forsyth County including those currently funded by the County as part of the Fiscal Year 2019 Budget. As can be expected, there are several organizations in Forsyth County that provide direct services to veterans on a daily basis. Some of these organizations receive funds from the County directly and some do not. This document is an attempt to provide an overview of community services available to veterans in the County.

Many counties in North Carolina have a Veterans Services department or a Veterans Services Officer within their organization. According to the National Association of Counties, 75% to 90% of veterans' claims submitted for VA benefits come through a county veterans' service office. County Veterans Services Officers assist with gathering paperwork to file claims as well as appealing claims that have been denied.

Forsyth County is the largest county in North Carolina to not have either a Veterans Services department or a Veterans Services division of another department, such as the Department of Social Services with an estimated Veteran population of at least 10,000. The table below demonstrates local funding of Veterans Services from the top ten counties in North Carolina in terms of veteran population. The Veteran Population is an estimate using the U.S. Department of Veterans Affairs – National Center for Veterans Analysis and Statistics.

County	County Population - 2016 Certified	Locally-funded Veterans Services Office	Veteran Population as of 9/30/18	# of Staff	FY19 Budget
Cumberland	329,824	Yes	59,850	7.0	\$408,159
Wake	1,026,748	Yes	52,200	4.0	\$294,261
Mecklenburg	1,053,545	Yes	49,887	14.0	\$1,149,818
Onslow	193,914	Yes	39,994	7.0	\$455,742
Guilford	520,230	Yes	29,841	3.0	\$195,363
<b>Forsyth</b>	<b>369,144</b>	<b>No</b>	<b>23,174</b>	<b>0.0</b>	<b>\$0</b>
Buncombe	258,406	Yes	17,955	3.0	\$155,533
Craven	103,737	Yes	16,834		\$278,086
New Hanover	223,608	Yes	15,707	2.0	\$149,164
Harnett	128,783	Yes	14,927	4.0	\$281,120

Forsyth County has offered services to Veterans in several ways over the years without having a designated Veteran Services department. One of the primary reasons Forsyth County does not have a locally-funded Veterans Services office is due to the location of the regional Veterans Benefits Administration office located in Winston-Salem. The County had a Veteran Services Office until the mid-1980s. When the regional office of the Veterans Benefits Administration opened, a lot of work that this position was doing went away as veterans started to go directly to the Veterans Benefits Administration.

## **U.S. Department of Veterans Affairs**

The most significant resource available to veterans in Forsyth County is the regional Veterans Benefits Administration office. Each state has a regional Veterans Benefits Administration office and the location of North Carolina's office in Forsyth County is a tremendous asset. This office is located at 251 North Main Street in Winston-Salem and is open from 8:00 am – 4:00 pm, Monday through Thursday, and 9:00 am – 4:00 pm on Friday. (<https://www.benefits.va.gov/winstonsalem/>)

This regional Veterans Benefits Administration office administers a variety of services including Compensation, Education, Insurance, Loan Guaranty, Pension, and Vocational rehabilitation and Employment for Veterans, Service members, their families and survivors in North Carolina. They also offer counseling about eligibility for Veterans Affairs benefits and how to apply; information about Veterans Affairs health care and memorial benefits; and outreach to Veterans, including those who are homeless or at risk for homelessness and older, minority, and women Veterans.

There are several Veterans Service organizations co-located at the Winston-Salem Regional Office including the American Legion, AMVETS, Disabled American Veterans, Paralyzed Veterans of America, Veterans of Foreign Wars, the National Association of Black Veterans, and the North Carolina Department of Veterans Affairs. These organizations are described below:

- The American Legion is the nation's largest wartime veterans service organization, committed to mentoring youth and sponsorship of wholesome programs in communities, advocating patriotism and honor, promoting strong national security, and continued devotion to fellow service members and veterans. (<https://www.legion.org>)
- American Veterans (AMVETS) is an organization formed by World War II Veterans of the United States military that advocates for its members as well as the causes its members deem helpful to the nation at large. ([amvets.org](http://amvets.org))
- Disabled American Veterans is a nonprofit charity that provides support for veterans of all generations and their families by providing transportation for medical appointments and assistance with benefit claims. This group also assists with employment by hosting job fairs. (<https://www.dav.org>)
- Paralyzed Veterans of America is a congressionally chartered veterans service organization focusing on a wide variety of issues involving special needs of Veterans who have experienced spinal cord injury or dysfunction. Services are free of charge and are offered from the time of disability to end of life. (<https://www.pva.org>)
- Veterans of Foreign Wars is a nonprofit veterans service organization and is the nation's oldest major war veterans' organization. (<https://www.vfw.org>)
- The National Association of Black Veterans is a professional organization working to provide strategic advocacy on behalf of its membership along with personal advocacy on behalf of all Veterans. (<http://nabvets.weebly.com>)

- The North Carolina Department of Veterans Affairs is a State organization with a Veterans Service Center in Clemmons, located at 3802-C Clemmons Road. This is one of 12 offices throughout the state. Services are provided free of charge. (<https://www.milvets.nc.gov>)

### **HARRY Veteran Community Outreach Services**

Another resource that is available to veterans in Forsyth County is HARRY Veteran Community Outreach Services. Forsyth County has provided funding to HARRY Veteran Community Outreach Services since Fiscal Year 2012. According to their website, HARRY Veteran Community Outreach Services is a not-for-profit organization that was incorporated in 2008 with a mission to provide a compassionate network that is responsive to the health, social, economic, and well-being of the veteran and their eligible family members. Their goal is to identify veterans who are underserved and provide free supportive services to these individuals and their eligible family members. This organization is located at 897 Peters Creek Parkway, Suite 102 in Winston-Salem. (<https://www.harry4you.org>)

The funds provided by the County are used to provide assistance to veterans and their family in filing claims for compensable benefits through the Department of Veterans' Affairs, assistance with transportation to medical appointments, individual and group counseling, assistance with utility bills, providing referrals to other community agencies for housing and employment services, and general advocacy for veterans of the armed forces.

### **Piedmont Triad Regional Council**

Additional services for veterans in Forsyth County are available through the Piedmont Triad Regional Council of Government through the NCWorks Career Centers which provide information about current job vacancies, referral to training services, special services for disabled Veterans, career assessment assistance, assistance with resume writing, etc. The NCWorks Career Center in Forsyth County is located at 2701 University Parkway in Winston-Salem. (<https://www.ptrc.org>)

### **Veteran Resource Center at Forsyth Technical Community College**

The Veteran Resource Center is located in the Technology Building on the Main Campus and is staffed with two personnel to help reintegrate Veterans from military to civilian life and transition into a college environment. The Veteran Resource Center offers personal, confidential counseling, academic advising, new student orientation, access to a Student Success Coach, and Veteran benefits information. This office is open from 8:00 am – 5:00 pm, Monday through Thursday and 8:00 am – 3:00 pm on Friday. (<https://www.forsythtech.edu/student-services/student-resources/veteran-resource-center/>)

### **Veterans Helping Veterans Heal**

This organization is a 501(c)(3) non-profit organization owned by the North Carolina Housing Foundation that assists homeless veterans in Winston-Salem by providing fully furnished living quarters with 24 beds a dining hall, a commercial kitchen, and other rooms for technology and recreation. VHVH is located at 3614 North Glenn Avenue in Winston-Salem. ([vhvh.org](http://vhvh.org))

### **Kernersville Health Care Center**

The Kernersville Health Care Center is a community clinic offering primary care services for Veterans in the Triad Region located at 1695 Kernersville Medical Parkway in Kernersville. Available services include Behavioral Health services such as individual, group, and family counseling. Also available are Personal Care Services provided by primary care providers, Laboratory Services, Outpatient Surgery for minor procedures, and Prescription services. (<https://www.salisbury.va.gov/locations/Kernersville.asp>)

### **Thank a Vet Discount Program**

Another program that assists veterans is the Thank a Vet Discount Program. This program The Register of Deeds provides Veterans with photo ID cards that can be used for discounts at participating businesses in Forsyth County. This is a free program offered to Veterans. The photo ID cards are issued on Tuesdays and Thursdays from 9:00 am – 11:00 am and 2:00 pm – 4:00 pm at the Forsyth County Government Center. To be issued an ID card, Veterans should bring a valid state-issued driver's license or identification card or military identification card containing a photo and the Veteran's original DD Form 214 (Certificate of Release or Discharge from Active Duty).

The Register of Deeds Office has issued 415 Veteran ID cards since it started participating in the Thank a Veteran Program in April 2016. A total of 153 Veteran ID cards were issued in 2016, 167 Veteran ID cards were issued in 2017, and 95 have been issued in 2018. The program is advertised on the County's website through the Register of Deeds page and on the HARRY Veteran Community Outreach Services website as well.

Included with this report is a list of participating businesses in Forsyth County. It should be noted that the discounts offered are determined solely by each merchant and are subject to change at any time. While the Register of Deeds attempts to keep this list current, there is no guarantee that the discount is still being offered. ([www.co.forsyth.nc.us/ROD/thank\\_a\\_vet.aspx](http://www.co.forsyth.nc.us/ROD/thank_a_vet.aspx))

### **Winston-Salem Urban League**

The County approved \$25,000 to be distributed to the Winston-Salem Urban League as part of the Fiscal Year 2019 budget using Behavioral Health dollars. As part of this allocation, the Winston-Salem Urban League has agreed to provide at least one seminar targeting veterans in need of community mental health/substance use services. (<https://www.wsurban.org>)

### **United Way – Ten Year Plan to End Chronic Homelessness**

Another area where the County impacts Veterans is through an annual appropriation to the United Way's Ten Year Plan to End Chronic Homelessness. The County has provided funding to the United Way to support this program on an annual basis since Fiscal Year 2008. A total of \$101,415 has been provided since Fiscal Year 2008. In 2007, Veterans were significantly over-represented among the homeless population. Through the work of the United Way, key stakeholders have been brought together including Veteran service providers, homelessness service providers, and mainstream service providers to develop strategies to identify Veterans struggling with this issue and connecting them with services.

## **Veterans Treatment Court**

The Forsyth County Veterans Treatment Court is a program offered by the court in coordination with veteran services and the criminal justice system. The program is designed to divert veterans from the traditional criminal justice system and assist veterans with receiving rehabilitation services. After a veteran is determined to be eligible, an assessment is done to determine needs and specific assistance that may be available to help the Veteran manage their care.

There has been some concern over the funding of this program due to a Governors Crime Commission grant that was scheduled to be awarded in October 2017 but was held up by litigation and a nationwide injunction related to sanctuary cities. The funding issue has been resolved for the short-term and the Veterans Treatment Court is operational. (<https://www.forsythcountyclerk.com/veteran/>)

As noted earlier, this document is an attempt to describe various services available to veterans in Forsyth County. While Forsyth County does not have a Veterans Services Officer and/or Veterans Services Department, the location of the regional Veterans Benefits Administration office is a significant factor as veterans are able to interface directly with Veterans Affairs staff to process claims for benefits. In addition, as noted above, there are organizations working directly with veterans in other areas as well to ensure that veterans receive the benefits they have earned through their service to our country.

Attached at the end of this report are a list of companies participating in the Thank a Vet program in Forsyth County, the 2018 Federal Benefits for Veterans, Dependents, and Survivors Resource Guide, and the North Carolina Department of Military and Veterans Affairs Resource Guide.

**"Thank A Vet" Discount Program****Forsyth County - Register of Deeds**

**Disclaimer:** The Veteran's Discount Card offered by Forsyth County Register of Deeds is issued for the sole purpose of receiving discounts from participating local businesses. It CANNOT be used as a valid ID for determining actual identity or residency. It is NOT issued by the U.S. Department of Veterans Affairs. It does NOT entitle the holder to any VA benefits. The discounts offered are determined solely by each merchant & are subject to change at any time. The Forsyth County Register of Deeds cannot guarantee that any discount is still being offered or the quality of the goods or services offered by any merchant.

<b>Business Name</b>	<b>Business Location</b>	<b>Discount</b>
Aaron's	Northside Shopping Ctr	\$100 off total purchase
Abundant Life	Market Place Mall Winston-Salem	Veteran's Day only 10%
Ace Hardware	1537 Union Cross Rd. Kernersville, NC 27284	5% Daily, Non-Sale Merchandise Only
Aeropostale	Hanes Mall Winston-Salem	10% daily
Advance Auto Parts	All locations	10% daily
Advance Auto Parts	Reynolda Rd. Winston-Salem	7-10% Varies with purchase
American Eagle	Hanes Mall Winston-Salem	10% daily
Auto Zone	All locations	10% daily
Avon Store	University Pkwy	10% daily
Beauty World	Northside Shopping Ctr	10% Mondays only
Bed Bath & Beyond	Hanes Mall Blvd	20% Veteran's Day only
Bevello	Thruway Shopping Ctr	10% Daily
Big Lots	University Pkwy	10% Veteran's Day & Labor Day only
Blue Ridge Ice Cream	Thruway Shopping Ctr	10% daily
Bonefish Grill	Thruway Shopping Ctr	Veteran's Day & other special promotions – present i.d.
Boots Barn	Stratford Commons Winston-Salem	15% daily
Buckle	Hanes Mall Winston-Salem	10% daily
Buffalo Wild Wings	Hanes Mall Blvd. Winston-Salem	10% Active Military
Burlington Shoes	Market Place Mall Winston-Salem	10% daily
Carmike Wynnsong	Hanes Mall Blvd. Winston-Salem	5% daily
Carolina Ale	Hanes Mall	10% daily
Chili's	Hanes Mill Rd. Winston-Salem	10% daily

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<b>Business Name</b>	<b>Business Location</b>	<b>Discount</b>
Chili's	Stratford Commons Winston-Salem	Veteran's Day only – choose from select menu
Chick-fil-A	Thruway Shopping Ctr	50% off meal on Military Mondays only
Chick-fil-A	Peters Creek Pkwy. Winston-Salem	10% daily
Chick-fil-A	Peace Haven Rd. Winston-Salem	Veteran's Day only
Christie's Hallmark	Lewisville-Clemmons Rd.	10% daily
Christopher's Formal Wear	Thruway Shopping Ctr	10% daily
Cinnabon	Hanes Mall	10% daily
Clemmons Bicycle	Lewisville-Clemmons Rd Clemmons	10% daily
Clemmons Motorcycles	Lewisville-Clemmons Rd. Clemmons	10% daily
Cosmos	Northside Shopping Ctr	10% daily
Craft Cleaners	Main St, Winston-Salem	10% daily
Denny's	Main St, Kernersville	10% upon request
Dewey's	Thruway Shopping Ctr	25% daily
Dillard's	Hanes Mall	20% Two days per year at Random
Dunkin Donuts	Peters Crk Pkwy. Winston-Salem	10% daily
East Coast Wings	Peters Creek Pkwy. Winston-Salem	10% daily
Eddie Bauer	Hanes Mall	10% daily
EyeMart Express	Creekshire Way Winston-Salem	10% daily
Express Oil	Lewisville-Clemmons Rd. Clemmons	\$3.00 off oil change
Firehouse Subs	Stratford Rd. Winston-Salem	Free Med. Drink to Veteran's with Meal
Firestone	Hanes Mall	10% daily
Fitz on Main	Main St, Kernersville	10% daily
Food Lion	All Locations	Veteran's Day only

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<b>Business Name</b>	<b>Business Location</b>	<b>Discount</b>
Francesca's	Thruway Shopping Ctr	10% daily
Foot Locker	Northside Shopping Ctr	20% daily
Foot Locker	Hanes Mall	20% daily
GNC	Thruway Shopping Ctr	10% daily
Golden Corral	Hanes Mall	Eat Free on Veteran's Day
Great Clips	Towncenter Dr, Clemmons	Veteran's Day free haircut
Great Clips	Yadkinville Hwy, Pfafftown	Veteran's Day free haircut & \$2.00 off haircut – year round
Hair, Body & Soul	Thruway Shopping Ctr	10% daily
Hanes Brand	Thruway Shopping Ctr	10% daily
Hanes Mill Outlet	Market Place Mall Winston-Salem	10% daily
Hannoush Jewelers	Thruway Shopping Ctr	10% daily
Hallmark	Thruway Shopping Ctr	10% daily
Harris Teeter	All Locations	11% off on Veteran's Day only
Holiday Healthcare Inc.	Landmark Dr Winston-Salem	5% daily
Home Depot	All locations	10 % daily, must show i.d.
Hwy. 55	Hanes Mill Rd. Winston-Salem	15% daily
J Pepper's Southern Grille	Main St., Kernersville	Veteran's Day only
Jersey Mike's	Cloverdale Ave. Winston-Salem	Free Drink with Purchase
Jersey Mike's	Clemmons Rd. Clemmons	10% daily
Jimmy the Greek	Trenwest Dr Winston-Salem	10% daily
Jimmy the Greek	University Pkwy. Winston-Salem	10% daily
K & W	Hanes Mill Rd. Winston-Salem	Veteran's Day only
Krispy Kreme	All Locations	Veteran's Day – Free Coffee & Donut
Lifeway Christian Bookstore	Hanes Mall Blvd Winston-Salem	10% daily

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<b>Business Name</b>	<b>Business Location</b>	<b>Discount</b>
Lin's Kitchen	Piney Grove Rd, Kville	10% daily
Lindsay Tire	Old Glory Rd. Clemmons	10% daily (parts & labor)
Lowe's Foods	All Locations	Veteran's Day only
Lowe's Hardware	All Locations	10% possible each day with valid i.d. – Veteran's Day, July 4th, & Memorial Day – valid i.d.
M & D Pawn Shop	Old Hollow Rd	10% daily
Maaco Body Shop	Silas Creek Pkwy, Winston-Salem	10% daily
Mario's Pizza	Hanes Mall Blvd. Winston-Salem	10% daily
Mattress Firm	Thruway Shopping Ctr	5% daily
Mattress Firm	Hanes Mill, Winston Salem	10% daily
McAlister's Deli	Hanes Mill WSNC	10% daily
McDonald's	Martin Luther King Jr. Dr. WSNC	Big Mac or Quarter Pounder & get a free sandwich
McDonald's	Trade Mart Blvd. WSNC	Veteran's Day Free Meal
Merchant's Tire Auto	Lewisville-Clemmons Rd. Clemmons	10% daily
Michael's	Hanes Mall Blvd. Winston-Salem	15% daily
Milner Brothers	Lewisville Clemmons Clemmons	10% daily
Mock Tire	Peters Creek Pkwy Winston-Salem	Discount given – yes Present i.d.
Music Stop	Lewisville-Clemmons Clemmons	Based on purchase
Myers Tire	Lewisville-Clemmons Clemmons	10% daily
Napa Auto Parts	All Locations	10% year round, but variable rate
NTB (Tire Store)	Lewisville-Clemmons Rd. Clemmons	5-10% daily
NTB (Tire Store)	Northpoint Blvd Winston-Salem	Usually 10% daily, but varies according to products/services
Olive Garden	Hanes Mall Winston-Salem	Veteran' Day 10%

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<b>Business Name</b>	<b>Business Location</b>	<b>Discount</b>
O'Charlies	Hanes Mill Rd. Winston-Salem	10% daily
Omega Sports	Thruway Shopping Ctr	10% daily
O'Reilly's	All Locations	10% daily
Outback	Hanes Mall Blvd. Winston-Salem	Varies by year Normally Veteran's Day only
Palm Beach Tan	Thruway Shopping Ctr	Waive membership
Plow & Hearth	Thruway Shopping Ctr	10% daily
Prissy Polly's BBQ	Hwy 66, Kernersville	10% daily
Rack Room Shoes	Thruway Shopping Ctr	10% Tuesday's only
Rae's of North Point Florist	Brownsboro Rd. Winston-Salem	10% daily
Reynolda Smiles	Reynolda Rd Winston-Salem	10% daily to Veterans & Active Duty Personnel
S & S Menswear	Market Place Mall Winston-Salem	10% daily
Sagebrush Steakhouse	Main St, Kernersville	10% daily
Sheetz	Reidsville Rd, Walkertown	Free Coffee & Drinks
Shoe Carnival	Hanes Mall Blvd Winston-Salem	10% daily
Sports Clips	Thruway Shopping Ctr	\$2.00 off hair cuts
Sweet Frogs	Hanes Mall Blvd Winston-Salem	20% daily
Sweet Frogs	University Pkwy Winston-Salem	15% daily
Subway	Lewisville-Clemmons Rd. Clemmons	Free drink daily
Subway	Peters Creek Pkwy Winston-Salem	10% Active Military
Subway	Yadkinville Hwy. Pfafftown	Free 30 oz. Drink – if in Uniform
Tek Comm	Market Place Mall Winston-Salem	10% daily

