The Jail Diversion and Trauma Recovery – Priority to Veterans program is coordinated through the North Carolina Department of Health and Human Services. The program “envision[s] a North Carolina where people, particularly Veterans with mental illness, substance abuse, co-occurring disorders or trauma, who are involved in the criminal justice system, are provided treatment instead of incarceration when this can be done at little risk to public safety, where our criminal justice and service systems are military friendly, and understand the enduring impact of trauma on people’s lives.” Partners on the State Advisory Committee include the Brain Injury Association of North Carolina, the North Carolina National Guard, the U.S. Department of Veterans Affairs Veterans Integrated Service Network 6, Mecklenburg County agencies, and more. The focus of the committee is to develop a coordinated state infrastructure to support veterans and other individuals affected by trauma in the justice system. The pilot program Operation Recovery is in Mecklenburg County (Charlotte). It is coordinated by the Mecklenburg County Provided Services Organization. The local project team consists of a pilot director, a program manager, a trauma specialist, a quality specialist/project liaison, a veteran specialist, and a veteran representative. Operation Recovery builds upon existing jail diversion infrastructure in Mecklenburg County. Potential participants are identified during booking into the county jail. A Veteran Specialist screens for program eligibility and conducts a needs assessment, and a Trauma Specialist develops diversion plan and care coordination, and follow-up. The program works with the defense counsel of eligible individuals to secure enrollments through the courts.

**Statewide Rollout & Sustainability**

The program has developed a Dissemination Committee that is focused on the statewide rollout. The grant has developed a framework for designing the “Dissemination Plan”, which includes five key components: 1) Partnership development; 2) Screening for Veterans in the CJ and MH Systems; 3) Promoting principles for trauma treatment and trauma-informed care; 4) Developing a peer presence and a network of veteran peers; and, 5) Establishing leadership to champion goals of JDTR grants. Methods of dissemination include hosting a statewide conference on justice-involved veterans with trauma, offering a series of trainings, establishing a learning community and offering site visits for other counties/programs, partnering with Policy Academies, and incorporating best practices in business plans.

**Point of Diversion**

Intercept 2 – identification at booking at jail
Intercept 3 – enrollments through courts

**Summary of JDTR Features**

**Veteran/Peer Involvement**

Veteran Representatives actively participate in both the state and local advisory committees. These veteran representatives are working together to develop and implement plans to increase veteran involvement. The SAC Veteran/Peer Support Subcommittee began the process of accepting Veteran Volunteers to assist participants in the Operation Recovery program. In addition, plans are underway for identifying appropriate veterans, from the volunteers and other community members, to be trained as peer specialists.

**Trauma-Informed Care**

The pilot program participated in the Webinar on “Does Your Organization Measure Up: Are You Really Trauma-Informed?”. Law enforcement in Mecklenburg County has become more trauma-informed through participation in a Crisis Intervention Team (CIT) program associated with Operation Recovery.
## North Carolina

### Operation Recovery

| Grant awarded September 2009 - ending September 2014 (6 month/12 month no-cost extension available) |

### Program Overview

The Jail Diversion and Trauma Recovery - Priority to Veterans program is coordinated through the North Carolina Department of Health and Human Services. The pilot program Operation Recovery is in Mecklenburg County. The local project team consists of a pilot director, a program manager, a trauma specialist, a quality specialist/project liaison, a veteran specialist, and a veteran peer representative. Operation Recovery builds upon existing jail diversion infrastructure in Mecklenburg County. Potential participants are identified during booking into the county jail. A Veteran Specialist screens for program eligibility and conducts a needs assessment and a Trauma Specialist develops a diversion plan, performs care coordination, and does follow-up.

### Statewide Rollout

| Key Stakeholder Involvement | Participation at meetings varied, however this is a complete listing of key stakeholders committed to the JDTR project: Primary Care Solutions, Family Outreach & Counseling Center, Project Star & The Brain Injury Association at Carolina’s Rehabilitation Monarch, Person Center Partnerships, Department of Corrections, Hope Haven, Mecklenburg County Community Support Services, NOVA, Oxford House, Mecklenburg County Substance Abuse Services Center, Veteran Affairs, Mecklenburg County Sheriff’s Office, Salvation Army, Excel Counseling, Genesis Project, Innervision, Mecklenburg County Community Support Services, New Beginnings Family Preservation Services, Hinds Feet Farm, Mecklenburg County Veterans Service Office, Charlotte Bridge Homes, American Red Cross, Hope Homes, NAMI, Mecklenburg County Provided Services Organization, Mecklink, Goodwill of Southern Piedmont, Mecklenburg Promise, McLeod, RHA-Access, Novant Health Community Care, NC Courts District Attorney’s Office, NC Courts Public Defender’s Office, Mecklenburg County Criminal Justice Services Central Piedmont Community College, Veteran Resource Center, Easter Seals. The Providers Committee has been restructure into a Partners Committee to build on existing capacity of service providers by inviting a myriad of key community organizations to join together to enhance collaboration to best serve pilot and partners common customers. |

### Leadership and Organizational Changes at the State Level

| Leadership and Organizational Changes at the State Level | A major change in the state-level advisory committee this past reporting period includes folding the JDTR grant state advisory committee (SAC) into the Governor’s Focus on Returning Veterans Task Force. The membership of the SAC is a subset of the Gov. Focus Committee, and as the Gov. Focus task force will continue after the JDTR grant ends, this merging of the SAC into the Gov. Focus task force will help enable sustainability of the SAC. |

### Training

| Training | A train the trainers of trauma informed care for CJ professionals is scheduled to take place in June 2014. |

### Policy Changes

| Policy Changes | Established an Operation Recovery (OR) Veterans Process and Procedures in a designated courtroom. This is a process that establishes procedures for: identifying veterans who are charged with a crime, assessing whether there are services available through OR that would benefit the veteran, setting up a time and place for defense attorneys and designated OR staff to present veterans information to either the assistant district attorney or the judge, depending upon the circumstance. |

### Other Legacy Accomplishments

| Other Legacy Accomplishments | Expanded program eligibility to include non-veterans at the Substance Abuse Services Center involved in the criminal justice system who have experienced trauma and are managing a mental illness and substance issue. The Veteran Specialist began working on collaboration with the American Red Cross to increase veteran involvement through American Red Cross existing volunteer program. The Veteran Specialist now makes outreach visits on pods at Mecklenburg County Jail for veteran identification. |