A STRONGER COMMUNITY.
ONE VETERAN AT A TIME.
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2019 WAS ANOTHER BIG YEAR FOR VETERANS BRIDGE HOME. THANKS TO OUR SUPPORTERS AND PARTNERS, FOR THE 4TH YEAR IN A ROW, MORE VETERANS WERE SERVED, WITH MORE SERVICES, IN THE CHARLOTTE METRO AREA THAN ANY OTHER REGION IN THE COUNTRY.

As a result of this work, in November 2019 Veterans Bridge Home was the only community-based Veterans organization asked to testify before the U.S. House of Representatives Veterans Affairs Committee about how local organizations can support Veterans Administration efforts to curb Veterans suicide.

We believe that the Veterans Bridge Home approach to coordinated and locally-based support for Veterans and their families is the best way to prevent suicide among our population. Instead of one-off interventions that temporarily take a Veteran’s mind off their troubles, we believe long-lasting mind health support is created by ensuring Veteran families have steady employment, access the services to support them, and the opportunities to a network of friends where they live, work, and play.

Such a wrap-around approach requires a team effort. This year’s annual report will demonstrate how our community’s teamwork is having a real, positive effect on the lives of the 160,000 Veterans who make the Metrolina region their home.

As we enter our tenth year of serving Veterans and their families, the staff and board of Veterans Bridge Home wants to thank you for your continued support.

BE THE BRIDGE!

Thomas E. Norman
Chair, Founder

T. Blake Bourne, VI
Executive Director
MISSION

Veterans Bridge Home is a Charlotte-based organization that connects Veterans and their families, in any state of transition, to the community. Through our network of partners, we help Veterans navigate employment, create social connections, and settle their families. We look at the whole Veteran and connect them to the resources needed to be successful and thriving leaders in our community.

CHALLENGES

“Veteran” is a broad term that applies to 18 million Americans with a wide range of age, education, experience, and life goals. Since every Veteran is different, the support they need varies as well. This means that no one individual or organization holds the key to successful Veteran transition. On the contrary, it requires the entire community working together, listening to what each individual needs, identifying the available, local resources and programs, and leveraging the collective commitment of diverse stakeholders. To be sustainable and to have lasting value for the individual, that service delivery and program support must happen at the local level.

“I had been searching for years for affordable dental work, as my teeth were deteriorating rapidly. I suffer from extreme PTSD, and this situation was creating a great deal of stress which also affected my mental health. Mr. Dwayne Wells (from Veterans Bridge Home) consistently kept in contact with me and assured me he would do his best to get me some help. His tenacity and persistence in getting me affordable care has paid off beyond my expectations. Veterans Bridge has certainly honored its commitment to assisting Veterans, like me, who had seemingly fallen through the cracks. You have truly been a bridge.”
CONNECTION TO SERVICES

3,934
Unique Service Requests

1,841
Unique, New Families

AVERAGE SERVICES PER VETERAN/FAMILY = 2.1

GENDER

<table>
<thead>
<tr>
<th></th>
<th>MALE</th>
<th>FEMALE</th>
<th>UNDISCLOSED</th>
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<tr>
<td>%</td>
<td>66%</td>
<td>24%</td>
<td>10%</td>
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BRANCH OF SERVICE

<table>
<thead>
<tr>
<th></th>
<th>ARMY</th>
<th>NAVY</th>
<th>AIR FORCE</th>
<th>MARINES</th>
<th>COAST GUARD</th>
</tr>
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<tbody>
<tr>
<td>%</td>
<td>56%</td>
<td>16%</td>
<td>14%</td>
<td>13%</td>
<td>1%</td>
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AGE

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<tr>
<td>0-20</td>
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<td>65+</td>
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<tr>
<td>21-34</td>
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<tr>
<td>35-44</td>
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<tr>
<td>45-54</td>
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<tr>
<td>55-64</td>
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DIVERSITY

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</thead>
<tbody>
<tr>
<td>BLACK/AFRICAN AMERICAN</td>
</tr>
<tr>
<td>WHITE/NON-HISPANIC</td>
</tr>
<tr>
<td>HISPANIC</td>
</tr>
<tr>
<td>ASIAN</td>
</tr>
<tr>
<td>AMERICAN INDIAN</td>
</tr>
</tbody>
</table>

SERVICE REQUESTS

<table>
<thead>
<tr>
<th>Service Requests</th>
<th>Count/Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing &amp; Shelter</td>
<td>1,003/25%</td>
</tr>
<tr>
<td>Employment</td>
<td>939/24%</td>
</tr>
<tr>
<td>Social Enrichment</td>
<td>726/18%</td>
</tr>
<tr>
<td>Income Support</td>
<td>284/7%</td>
</tr>
<tr>
<td>Benefits Navigation</td>
<td>247/6%</td>
</tr>
<tr>
<td>Mind/Behavioral Health</td>
<td>136/3%</td>
</tr>
<tr>
<td>Food Assistance</td>
<td>122/3%</td>
</tr>
<tr>
<td>Legal</td>
<td>112/3%</td>
</tr>
<tr>
<td>Clothing &amp; Household items</td>
<td>111/3%</td>
</tr>
<tr>
<td>Individual &amp; Family Support</td>
<td>97/2%</td>
</tr>
<tr>
<td>Money Management</td>
<td>67/2%</td>
</tr>
<tr>
<td>Utilities</td>
<td>61/2%</td>
</tr>
<tr>
<td>Transportation</td>
<td>59/1%</td>
</tr>
<tr>
<td>Education</td>
<td>42/1%</td>
</tr>
<tr>
<td>Physical Health</td>
<td>38/1%</td>
</tr>
<tr>
<td>Sports &amp; Recreation</td>
<td>13/&lt;1%</td>
</tr>
</tbody>
</table>
Though national unemployment figures are low, Veteran employment support remains a top need in our community. In 2019, 24% (939) of all requests to Veterans Bridge Home were for employment.

**PREPARATION + OPPORTUNITY = SUCCESS**

<table>
<thead>
<tr>
<th>PREPARATION</th>
<th>OPPORTUNITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,400 Veterans attending job-readiness training</td>
<td>4 Local hiring fairs</td>
</tr>
<tr>
<td>230 Employers participating in VBH programs to hire and retain Veteran talent</td>
<td>111 Different companies</td>
</tr>
<tr>
<td>18 Local, employment-readiness providers</td>
<td>439 Veteran job seekers</td>
</tr>
<tr>
<td>11 Monthly, Veteran-Ready Employers Breakfast Workshops</td>
<td>SUCCESS</td>
</tr>
<tr>
<td>8 Company-specific workshops</td>
<td>125 Veterans receiving job offers</td>
</tr>
<tr>
<td></td>
<td>48 hours after the 9/11 hiring event</td>
</tr>
<tr>
<td></td>
<td>336 Veterans employed in 2019</td>
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</table>

“Veterans Bridge Home offers a network of familiar faces and conversation. Our (Veterans) responsibility is to continue to give back. An easy way to be involved is to share events through random acts of kindness, leave invites on cars, and help spread the word because we are always better together. The relationships that have been formed and the value added to my daily life are second to none. Thank you to all and continue to do great work!”

— Lizz Baxter, U.S. Army 2001—2004

“Even though they’re almost universally heralded as heroes, U.S. military veterans entering the civilian workforce may encounter a downside to the positive reputation they earn for their service.” — Duke University’s Fuqua School of Business article September 23, 2019
“SOCIAL CAPITAL REFERS TO NETWORKS, CONNECTIONS, AND ACCESS TO PEOPLE WHO PRODUCE INFORMATION, RESOURCES AND OPPORTUNITIES.”

The Charlotte-Mecklenburg Opportunity Task Force Report identified “social capital”, or specifically the lack thereof, as a cross-cutting factor preventing economic mobility. Transitioning Veterans also lack social capital, adding an additional burden on their ability to quickly find new careers.

People with ample social capital are typically paid better and promoted more often and at younger ages. They are also more likely to obtain loans, get capital for starting a business, and build successful businesses and careers.

Social capital can take on a number of different forms: bonding social capital exists within families or peer groups; linking social capital connects people to information and resources beyond their immediate circle; and bridging social capital refers to social networks between groups representing diverse interests. Each is equally important.

“There is enormous value in what economists call social capital. It’s a professor’s term, but the concept is pretty simple: The networks of people and institutions around us have real economic value. They connect us to the right people, ensure that we have opportunities, and impart valuable information. Without them, we’re going it alone.” — J.D. VANCE, HILLBILLY ELEGY

TO HELP VETERANS AND THEIR FAMILIES BUILD THIS SOCIAL CAPITAL, LAST YEAR

- 5,255 Attendees
- 118 Fitness Events
- 69 Networking Events
- 59 Special Events
- 75 Volunteer Events
- 1,882 Volunteer Hours
MONTHLY EVENTS

**WEEKLY**
- Monday Workout
  Harris YMCA
- Wednesday Workout
  VBH Office

**MONTHLY VOLUNTEER**
Various dates/locations

**QUARTERLY**
- University Area Coffee
  TIAA

**1ST TUESDAY**
- South Park Area Coffee
  Harris YMCA

**1ST WEDNESDAY**
- Employer Breakfast
  Various

**1ST THURSDAY**
- Matthews Yoga
  Matthews Community Center
- Red, White, and Brew Happy Hour
  Various
- Ballantyne Breakfast
  Another Broken Egg Café

**2ND WEDNESDAY**
- Uptown Lunch
  Covenant Presbyterian Church

**3RD THURSDAY**
- Fort Mill Lunch
  Towne Tavern at Fort Mill
2019 FINANCIALS

TOTAL REVENUE
$1,554,373

Corporate ....................... $476,996
Individual ....................... $449,147
Foundation ..................... $135,500
Public .......................... $412,637
Other Revenue .................. $80,093
Donated Goods ................ $45,000
Third Party Events .......... $32,593
Private ........................ $2,500

TOTAL EXPENSES
$1,224,311

Program .......................... $861,011
Fundraising/Development .... $258,083
Administration ................ $105,217

Revenue

- Corporate: 29%
- Individual: 31%
- Foundation: 9%
- Public: 27%
- Other: 5%

Expenses

- Program: 70%
- Fundraising/Development: 21%
- Administration: 9%
- Public: 9%
- Other: 5%
The Veterans Bridge Home Captain’s program is a select and voluntary team of Veterans in the Carolinas. These Veterans wish to continue to lead people toward a common mission — continuing to be a community leader by assisting Veterans and their families through community engagement, career networking and Veteran services navigation.

**2019 VBH CAPTAINS:**

Dave Davenport, *US Army*  
Dana Draa, *US Navy*  
Aaron Gerlitz, *US Army*  
Miles Grooms, *US Army*  
Nick Johnson, *US Army*  
Michael Krueger, *US Air Force*  
Chris LaRocque, *US Army*  
Lilani Mayes, *US Marine Corps*  
Kate Ormont, *US Air Force*  
Kirk Rygol, *US Army*  
Alex Venker, *US Army*
Annually, Veterans Bridge Home recognizes the significant contributions made by members of our community to improve the lives of Veterans and military families in this region. Here are the 2019 Veterans Community Award Recipients:

**VETERAN OF THE YEAR**

**Dana Draa, Navy Veteran**
- Works as Visual Impairment Services Team Coordinator for the Department of Veteran Affairs-Health Administration
- Founder and CEO, Dogtag Technologies
- 2019 VBH Captain

**PROVIDER OF THE YEAR**

**City of Charlotte**
- Department of Housing Services Division of Housing & Neighborhood Services
- Mary Gaertner & Rebecca Pfeiffer

**Caliber Collision**
- Recycled Rides program presented four vehicles in 2019 to Veterans

**VOLUNTEER OF THE YEAR**

**Sonja Nichols**
- Supporter of Veterans Bridge Home since our founding in 2011
- 2019 Star-Spangled Salute Co-Chair

**EMPLOYER OF THE YEAR**

**TIAA**
- Actively recruits, hires, and mentors veterans and spouses
- Hosts UNCC-area Veterans Coffee
COMMUNITY CHAMPIONS

Veterans Bridge Home thanks the listed organizations and individuals for their exemplary leadership in 2019 that has supported 1,841 new Veterans and military families with access to the best job opportunities, the best services, and the best personal and professional networking opportunities the Charlotte-Mecklenburg region.

Businesses and Foundations that provide financial support to our mission

<table>
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<tr>
<th>Amount</th>
<th>Company/Entity</th>
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<tr>
<td>$100,000+</td>
<td>Bank of America Corporation</td>
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<td>Mecklenburg County Government</td>
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<tr>
<td>$99,999 - $40,000</td>
<td>Cardinal Innovations Healthcare</td>
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<td>The Leon Levine Foundation</td>
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<td>The Mike and Joan Brown Family Charitable Fund</td>
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<td>State of North Carolina, Dept. of Military &amp; Veteran Affairs</td>
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<td></td>
<td>Syracuse University</td>
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<td></td>
<td>Wells Fargo Bank, NA</td>
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<td>$39,999 - $20,000</td>
<td>American Airlines</td>
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<td>Banking on the Community</td>
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<td>Carolina Panthers</td>
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<td>The George W. and Ruth R. Baxter Foundation</td>
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<td>$19,999 - $13,000</td>
<td>Provident Benevolent Foundation</td>
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<td>$12,999 - $7,000</td>
<td>American Asset Corporation</td>
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<td>Bloomberg L.P.</td>
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<td>Collins Aerospace</td>
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<td>Domtar</td>
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<td>Novant Health Inc.</td>
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<td>$6,999 - $4,000</td>
<td>The Albemarle Foundation</td>
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<td>The William E. Dean III Charitable Foundation</td>
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<td>Western Governors University</td>
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<td>With Honor Action, Inc.</td>
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<td>The Dowd Foundation, Inc.</td>
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<td>The Hayes Family Charitable Trust</td>
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<td>Northwestern Mutual</td>
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<td>Sealed Air</td>
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<td>The George W. and Ruth R. Baxter Foundation</td>
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<td>Carolina Panthers</td>
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<td>The George W. and Ruth R. Baxter Foundation</td>
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Husqvarna (in-kind)
Lowe’s Companies, Inc.
Mecklenburg Bar Foundation
Military Officers Association of America, Charlotte
Navy Federal Credit Union
NC4ME
Region’s Bank
SteelFab, Inc.
Synchrony Foundation
TIAA
Truist Financial Corp.
University of North Carolina, Charlotte

$3,999 - $1,000
America’s Warrior Partnership (Operation Deep Dive)
Aston Properties
AT&T North Carolina
The Blumenthal Foundation
The Bob Woodruff Foundation
Cabarrus County

Community Foundation Endowment Fund
Checkers Charitable Foundation
Enterprise Holdings Foundation
Grant Thornton, LLP
Hall Foundation, Inc.
JPMorgan Chase Bank, N.A.
Juul Labs, Inc.
Live Nation Worldwide, Inc.
The Melting Pot (Butreel, Inc.)
Patterson Pope
The Pearl Dixon Balthis Foundation
Rich and Bennett, LLC
Target Corporation
TFX Capital
Upstate Warrior Solution
Walters and Mason Retail, Inc.

Up to $999
Baird Foundation
Barrday Advanced Material Solutions

BRIDGE BUILDERS SOCIETY – Individual donors giving $1,000+ per year

$15,000+
Pam and Bill Crowder
Rhonda and Scott Neil
Lynne and Peter Pace
Joan Zimmerman

$14,999 - $10,000
Anonymous
Dale and Fred Halton
Mary Joyce and Stephen Monahan
MC and Jeff Belk Pilon

$9,999 - $3,000
Sonja and Richard Nichols

$9,999 - $1,000
Sonja and Richard Nichols

Anonymous
Dale and Fred Halton
Mary Joyce and Stephen Monahan
MC and Jeff Belk Pilon

Sonja and Richard Nichols

Pam and Bill Crowder
Rhonda and Scott Neil
Lynne and Peter Pace
Joan Zimmerman
COMMUNITY CHAMPIONS CONTINUED

Gary Crunkleton
Dede and Ed Dalrymple
Patricia Jenkins
Shelly and Mike Krueger
Thomas Lawrence
Stacey MacNeil
Russ and Katherine Major
Annie and Stan McChrystal
Patty and Tommy Norman
Missy and Heath Norman
Susan and Sam Rankin
Lynda and Robbie Rowe
John and Christen Scott

$2,999 - $1,000

Judy and James Allison
Anonymous
Louise and Roland Bibeau
Kim Brattain
Staci and Tim Broderick
Gretchen Carpenter
Sunny and Doug Carver
Camille Coers
Linda and Glenn Cole
Jane and David Conlan
Nancy and Charles Conner
Jean and Bill Cornwell
Mike Cowell
Christy and Otis Crowder
Rennie Cuthbertson
Gwin Dalton
Amy and Alfred Dawson
Lynn and Kevin Eckert
Lisa and Frank Emory
David Fergione
Anthony Fiore
Paige Ford and Nathan Schwartzbauer
Nicole French
Sherrard and John Georgius
Matthew Giammarinaro
Anita and Johnny Graham
Kathryn and Jerry Greenhoot
Bonnie and Richard Gromlich
Sandy and Dennis Hejlik
Whitney and Justin Holofchak
Lauren and Colin Hood
Kassie and Joseph Hsu
Michael Isaack
Nina and James Jackson
Nancy and David Jacobson
Olendera Johnson
Adam Jones
Catherine and Jeff Kneisl
Kelli and Peter Lash
Howard Levine
Stephanie and Nicholas Maglosky
Deborah and Daniel Majewski
James McDermott
Lisa and Ken Miller
Deb and Steve Moeller
Rolfe Neill
Suzanne and Les Palm
Charles Patrick
Vick Phillips
Larry Polsky
Kathy and Paul Reichs
Audrey and Jared Rorrer
Sally and Downie Saussy
Melissa Schmidt
Peggy and John Schug
Lisa and Glenn Sherrill
Colleen and David Shevsky
Frances and Bill Thompson
Erika Thompson
Donna and Frank Van Buren
Rita and Bill Vandiver
Stephanie and Patrick Walbourne
Laureen and Jon Wiegand
Sean Wilson
Anja and David Zimmerman
LUNCH AND LEAD

Carolina Panthers Head Coach Ron Rivera and Bank of America Market President for North Carolina and Charlotte, Charles Bowman headlined the May 2019 Lunch and Lead for a discussion on “Leadership in the Community” moderated by Panthers Color Analyst Jim Szoke. This 3rd annual lunch event, sponsored by WGU North Carolina and Northwestern Mutual, brought together 304 supporters of Veterans Bridge Home to support our mission.

BOURBON AND CIGARS

Coach Rivera’s Bourbon and Cigars Under the Stars party was an intimate evening with coach and 150 of his friends in Charlotte to benefit Veterans Bridge Home with generous donations by Horse Soldier Bourbon, The Crunkleton, J.C. Newman Cigars, Dresslers, and Tiff’s Treats. In addition to Coach, the star-studded evening included numerous community philanthropic leaders and some high-profile guests like Gen. Jim Amos, USMC (Retired), Kyle Carpenter, Jonathan Stewart, and Scott Neil.
THE STAR-SPANGLED SALUTE

The Star-Spangled Salute, presented by Bank of America Private Bank, featured keynote remarks from General Stanley McChrystal, U.S. Army (Retired). In its second year, this black-tie gala exceeded all of the metrics from 2018, featuring twice as many military VIPs, 450 guests, and raising over a half of a million dollars.
GALA SPONSORS

PRESENTING SPONSOR
Bank of America
Private Bank

ALL-STAR SPONSOR
Wells Fargo

FIVE-STAR SPONSOR
American Airlines
Joan Zimmerman

FOUR-STAR SPONSORS
Domtar
Novant Healthcare

THREE-STAR SPONSORS
Ally Bank
American Asset Corporation
Atrium Health
Crowder Construction
Dalrymple-Monahan
Dowd Foundation
Duke Energy

TWO-STAR SPONSORS
Adams Beverages
Albemarle Foundation
Barnhardt Manufacturing
Berkley Capital

Boeing
Charlotte Hornets
Dale Halton & Fred Wagner
Dixon Hughes Goodman
Extended Stay America
Fifth Third Bank
Foundation for the Carolinas
Hendrick Motors
Lowe’s
Missy & Heath Norman
Patty & Tommy Norman
Northwestern Mutual
MC & Jeff Pilon
Regions Bank
SteelFab
TIAA
UNCC Charlotte
Womble Bond Dickinson
With Honor

SPONSORS
Aston Properties
AT&T
Beacon Partners
Blumenthal Foundation
Harris Teeter
Howard Levinet

STAR SPANGLED SALUTE STEERING COMMITTEE
General James Amos
Bonnie Amos
Blake Bourne
Sherrard Georgius
Rear Admiral Rick Gromlich
Bonnie Gromlich
Todd Murphy
Sonja Nichols
Tommy Norman
Patty Norman
Joan Zimmerman

TABLE SPONSORS
British American Business Council
Grant Thornton
J.P. Morgan Chase
TFX Capital
BOARD OF DIRECTORS

THOMAS E. NORMAN
Founder & Chair

AMARIS MCCOMAS
Equitable

ANDREW BARNES
Wells Fargo

MELISSA BODFORD
The Schuessler Group

KEVIN ECKERT
Task Force X Capital Management

BRIAN S. HESLIN
Duke Energy

RUSS MAJOR
USAA

MATTHEW MARTIN
Federal Reserve Bank of Richmond, Charlotte Branch

TIMOTHY M. MONTE
Regions

KENNETH L. MILLER
Bank of America

JARED RORRER
Accenture

H.B. SMITH, MBA, CIMA
The Smith Group at Baird

ERIKA THOMPSON
Clariant

MARTY VISER
Campbells Snacks

JIM WHALEY
USO of NC

RICHARD WORRELL, CLU, CFP
Northwestern Mutual

BOARD OF ADVISORS

JAMES JORDAN
Charlotte Hornets

ART PUE
Engineering Sales Associates

PATRICIA O’H. NORMAN
Civic Leader

FRANCES THOMPSON
Civic Leader

GEN. JIM AMOS
U.S. Marine Corps, Retired

BONNIE AMOS
Veteran Advocate

JIM BABB
Community Leader

RYE BARCOTT
CEO & Co-Founder, With Honor

BILL CROWDER
Crowder Construction

MAJ. GEN. DOUG CARVER
U.S. Army, Chaplain, Retired

KELLY CHOPUS
Robbins Foundation, Richmond

LISA DUBOIS
UNC Charlotte

DR. CHUCK EDWARDS
Physician

CARLOS EVANS
Wells Fargo, Retired

DR. FRANK HARRISON
Carolinas Healthcare, Retired

KIM HENDERSON
Novant Health

JIM KELLIGREW
US Bank

ROLFE NEILL
Charlotte Observer, Retired

RICHARD NICHOLS
Bank of America Private Bank

VIC PHILLIPS
Grant Thornton

TERRI POPE
American Airlines, Retired

LT. GEN. JIM ROUDEBUSCH
U.S. Air Force, Retired

BRANDON SHELTON
Task Force X Capital Management

FRANCES THOMPSON
Civic Leader

BILL TIMMERMAN
Scana, Retired

BILL VANDIVER
Bank of America, Retired

RICHARD VINROOT
Robinson Bradshaw

JUDGE FRANK WHITNEY
Chief Judge, U.S. Superior Court

MAJ. GEN. CORNELL WILSON
U.S. Marine Corps, Retired, Governor’s NN Veterans Program

JIM WOODWARD
Civic Leader

JOAN ZIMMERMAN
Civic Leader
MEET THE TEAM

From L to R: Jodi Lich, Bryce Humphreys, Patrick Hayes, Peter Vacho, Nicole French, Steven Cole, Blake Bourne, Tommy Rieman, Paul Bill, Diane Weekley, Thomas L. Jacobs II, Kevin Grimes, Dwayne Wells.

BLAKE BOURNE
Executive Director

PAUL BILL
Veteran Employment Director

STEVEN COLE
VP of Advancement

NICOLE FRENCH, PSY.D.
Clinical Director

KEVIN GRIMES
Advancement Associate

PATRICK HAYES
LCSW Network Director

BRYCE HUMPHREYS
Coordination Center Manager

THOMAS L. JACOBS II
Community Liaison/Care Coordinator

JODI LICH
Office & Events Manager

TOMMY RIEMAN
Director of Philanthropy

DIANE WEEKLEY, BCC
Community Liaison Consultant

DWAYNE WELLS
Care Coordinator

PETER VACHO
VP of Operations

Veterans Bridge Home was founded on the principle that providing the customized support to Veterans and military families to meet their specific needs requires teamwork.
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**BE INVOLVED.**
Volunteer with us or attend our networking events. Visit our website's calendar for the latest opportunities.

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Donate to Veterans Bridge Home and support local Veterans and military families.

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