

**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

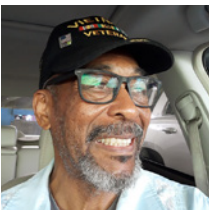
# MISSION

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.”

– Abubakr Muhammad Karim, Vietnam 1965–67, U.S. Navy

# CONNECTION TO SERVICES

**3,934**  
Unique Service Requests

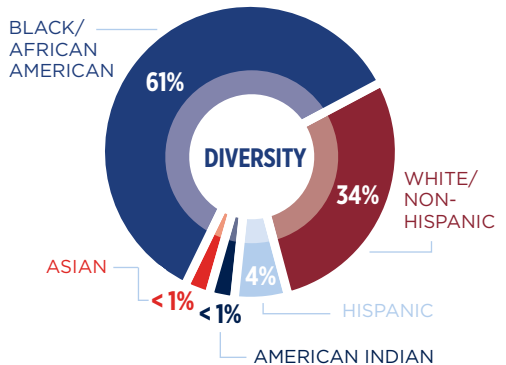
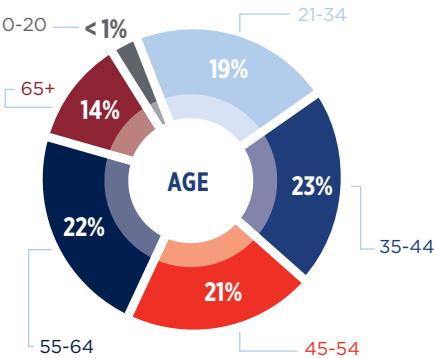
**1,841**  
Unique, New Families

AVERAGE SERVICES PER VETERAN/FAMILY = 2.1

## GENDER



## BRANCH OF SERVICE



## SERVICE REQUESTS

Housing & Shelter	1,003/25%	Clothing & Household items	111/3%
Employment	939/24%	Individual & Family Support	97/2%
Social Enrichment	726/18%	Money Management	67/2%
Income Support	284/7%	Utilities	61/2%
Benefits Navigation	247/6%	Transportation	59/1%
Mind/Behavioral Health	136/3%	Education	42/1%
Food Assistance	122/3%	Physical Health	38/1%
Legal	112/3%	Sports & Recreation	13/<1%

# EMPLOYMENT

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

### PREPARATION

**1,400** Veterans attending job-readiness training

**230** Employers participating in VBH programs to hire and retain Veteran talent

**18** Local, employment-readiness providers

**11** Monthly, Veteran-Ready Employers Breakfast Workshops

**8** Company-specific workshops

### OPPORTUNITY

**4** Local hiring fairs

**111** Different companies

**439** Veteran job seekers

### SUCCESS

**125** Veterans receiving job offers 48 hours after the 9/11 hiring event

**336** Veterans employed in 2019



“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

# COMMUNITY ENGAGEMENT

**“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

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## 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



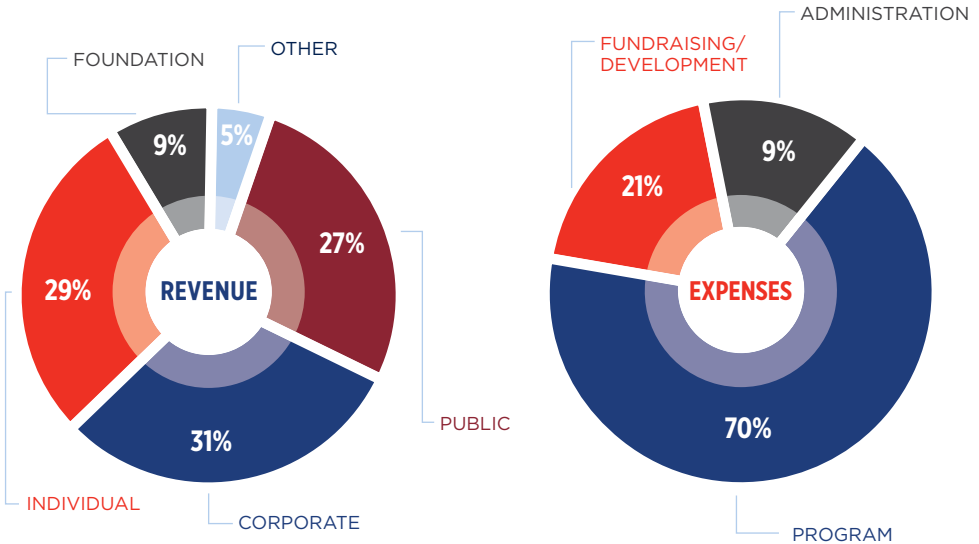
# 2019 FINANCIALS

**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



# VBH CAPTAINS



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*



# 2019 COMMUNITY AWARDS

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:



*Provider of the Year – Caliber Collision*



*Provider of the Year – City of Charlotte*

## 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

## VOLUNTEER OF THE YEAR

**Sonja Nichols**

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

## 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

## 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

### **\$100,000+**

Bank of America Corporation

Mecklenburg County Government

### **\$99,999 - \$40,000**

Cardinal Innovations Healthcare

The Leon Levine Foundation

The Mike and Joan Brown Family Charitable Fund

State of North Carolina, Dept. of Military & Veteran Affairs

Syracuse University

Wells Fargo Bank, NA

### **\$39,999 - \$20,000**

American Airlines

Banking on the Community

Carolina Panthers

The George W. and Ruth R. Baxter Foundation

Provident Benevolent Foundation

### **\$19,999 - \$13,000**

American Asset Corporation

Bloomberg L.P.

Collins Aerospace Domtar

Novant Health Inc.

### **\$12,999 - \$7,000**

Ally Financial Inc. Corporate Citizenship

Atrium Health

Barings

Charlotte Knights Charities Inc.

Duke Energy Corporation

The Dowd Foundation, Inc.

The Hayes Family Charitable Trust

Northwestern Mutual

Sealed Air

The William E. Dean III Charitable Foundation

Western Governors University

With Honor Action, Inc.

### **\$6,999 - \$4,000**

The Albemarle Foundation

Barnhardt Manufacturing

Berkeley Capital Advisors

Boeing

British American Business Council of NC

Charlotte Hornets Foundation

Dixon Hughes Goodman LLP

Extended Stay Hotels

Fifth Third Bank

Foundation For The Carolinas

Harvard Business School Association

Hendrick Family Foundation

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

Davita  
 ELGi Compressors USA  
 Food Lion  
 Hay Distributing, Inc.  
 The Horne Co. Partners, LLC  
 James River Equipment  
 LPL Financial  
 LTD Software, LLC  
 Matlen Silver  
 NODA Brewing  
 Outreach America, Inc.  
 Parties by Design (A Division of Carolinas Event Services)  
 The Rivet Group, LLC  
 SportsLink  
 Sunbelt Rentals  
 Timken Company Charitable and Education Fund  
 TJB Almond Investments, LLC  
 Veterans Home Inspection

**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

Sonja and Richard Nichols

**\$9,999 - \$3,000**

Amy and Clay Adams  
 Bonnie and Jim Amos  
 Christi and Carl Armato

## 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  
Olenda 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.



**SONJA NICOLS**  
*Co-Chair*

**SHERRARD GEORGIUS**  
*Co-Chair*

**JOAN ZIMMERMAN**  
*Fundraising Chair*

**GEN. JIM AND BONNIE AMOS**  
*Honorary Chairs*

**REAR ADMIRAL RICK AND BONNIE GROMLICH**  
*Committee*

**PATTY AND TOMMY NORMAN**  
*Committee*



# GALA SPONSORS

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Bank of America  
Private Bank

## **ALL-STAR SPONSOR**

Wells Fargo

## **FIVE-STAR SPONSOR**

American Airlines  
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Domtar  
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Duke Energy

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Missy & Heath Norman  
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Regions Bank  
SteelFab  
TIAA  
UNCC Charlotte  
Womble Bond Dickinson  
With Honor

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TFX Capital

## **SPONSORS**

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Harris Teeter  
Howard Levinet

## **STAR SPANGLED SALUTE STEERING COMMITTEE**

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Bonnie Amos  
Blake Bourne  
Sherrard Georgius  
Rear Admiral  
Rick Gromlich  
Bonnie Gromlich  
Todd Murphy  
Sonja Nichols  
Tommy Norman  
Patty Norman  
Joan Zimmerman

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*Veteran Advocate*

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*US Bank*

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*Charlotte Observer, Retired*

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*Bank of America Private Bank*

## **VIC PHILLIPS**

*Grant Thornton*

## **TERRI POPE**

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*U.S. Air Force, Retired*

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*Task Force X Capital  
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## **RICHARD VINROOT**

*Robinson Bradshaw*

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Governor's NN Veterans  
Program*

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*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.

## STAFF FACTS:

PEOPLE  
**13**

**109** combined years of military service

**289** years working/living in the Charlotte-metro area

**1** MISSION

**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.**

## **BE CONNECTED.**

Visit [veteransbridgehome.org](http://veteransbridgehome.org), subscribe to our newsletter, and follow us on social media to stay connected with the Veterans community.

## **BE INVOLVED.**

Volunteer with us or attend our networking events. Visit our website's calendar for the latest opportunities.

## **BE A CHAMPION.**

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

## **BE THE BRIDGE!**

**VETERANSBRIDGEHOME.ORG**

704.332.8802



@Veteransbridgehome