Patty and Tommy Noman helped their first Veteran family. When they started this work, they found a community blessed with resources, experts, and brimming with goodwill, particularly for Veterans and their families. What they also discovered was that despite those advantages, Veterans and their families were still not finding or connecting with those resources and were facing the negative consequences of their failed transitions.

Ten years ago, the country’s answer to Veteran transition struggles was the application of singular, tactical solutions divorced from an individual’s needs or the community in which they lived. But because the Normans had such an intimate perspective on the lives of those first four families who lived in their home, Patty and Tommy understood the need for a community-based approach. If every Veteran’s need were unique, the solutions would have to be tailored and must leverage every available asset, program, and expert in the community. Addressing the problem of Veteran transition did not require the creation of another organization to deliver another tactical solution to a small slice of the Veteran population. What was needed was an organization that understood what Veteran families needed and one that knew which organization could best serve those needs best and in the least amount of time.

Ten years and more than 9,000 Veteran families and 22,000 unique services later, the model Patty and Tommy created is one that is starting to be replicated in other communities across the country. It is one we have briefed before the U.S. Congress and to the Second Lady of the United States. It is the future of how our country can fulfill our obligation to our military service members and is the legacy of the Normans. Patty and Tommy, you are the bridge.

BE THE BRIDGE!

Blake Bourne
Executive Director
2020 EFFECTS

SHUTDOWNS
While VBH remained open, COVID-19 forced closures and degraded human service delivery for months. In the Charlotte region, of the 56 organizations delivering support to Veterans and families:

- 11 completely closed
- 33 significantly degraded
- 12 were fully operational

RACIAL JUSTICE AND INEQUALITY
George Floyd’s murder in May was another reminder that the experience of Black Americans is far different than that of others, and Veterans are not immune to those effects. In 2020 those identifying as Black or African American comprised:

- 21% North Carolina Veterans
- 34% Mecklenburg County Veterans

but...

- 60% of those requested assistance from VBH

“THERE IS A TENDENCY FOR VETERANS GROUPS TO SAY THAT THE ONLY COLORS THAT MATTER ARE GREEN OR BLUE, BUT OUR SERVICE DATA TELLS A DIFFERENT STORY. SINCE WE STARTED KEEPING TRACK IN 2015, VBH SERVES TWO AND THREE TIMES MORE BLACK VETERANS THAN THEIR PERCENTAGE OF THE POPULATION. EVEN IF WE WERE ALL GREEN OR BLUE IN THE MILITARY, WE CLEARLY AREN’T WHEN WE TAKE THE UNIFORM OFF.”

- BLAKE BOURNE, EXECUTIVE DIRECTOR

Despite the headwinds of 2020, thanks to the work of our staff, supporters, and the community there were some bright spots in the year.

AUGUST 11, 2020
Second Lady Karen Pence visited with members of Mecklenburg County’s Suicide Prevention Working Group led by VBH Clinical Director, Dr. Nicole French to hear how communities can work together to stop Veteran suicide.

SEPTEMBER 25, 2020
Mecklenburg County Park and Recreation, Lowe’s Home Improvement, the Carolina Panthers, and VBH celebrated the opening of a new public fitness facility in Veterans Park.

OCTOBER 11, 2020
On Oct. 11, Rick Ware Racing donated and raced the #53 Veterans Bridge Home car, driven by James Davison, in the Bank of America ROVAL 400 at the Charlotte Motorspeedway.
I CAN NOT SPEAK HIGHLY ENOUGH OF THE VETERANS BRIDGE HOME ORGANIZATION. AFTER MY RECENT LAYOFF, THEY WORKED DAILY TO CONNECT ME WITH INDUSTRY LEADERS. THEY GOT MY RESUME PUT INTO THE RIGHT HANDS AND I GAINED TREMENDOUS ADDITIONS TO MY NETWORK.

- RACHEL LEWIS, U.S. ARMY VETERAN

GEOPHGRAPHIC EXPANSION

In 2019 VBH served Veterans, service members and their families in the 15 counties surrounding Mecklenburg. In July 2020, we became responsible for a 45 county region across North Carolina’s Piedmont including the Raleigh, Triad, and Fayetteville Markets. Expansion of service area will allow us to provide the local and individualized solutions Veterans and families have received in the Charlotte market to the 450,000 Veteran families across the Piedmont.

VETERANS TRANSITION CENTER

In February 2020, VBH and Lowe’s Home Improvement discussed the need for a Veterans Transition Center. This 10,000 sqft space would include co-working space for Veteran-Serving Organizations, a common room for Veteran gatherings, and serve as the new headquarters for Veterans Bridge Home. In the summer the Lowe’s Foundation funded the project and that fall they brought in Little Diversified Architectural Consulting to transform the discussions into a unified design concept and DPR Construction began the transformation of the space at the end of the year. The new office is slated for completion in the spring of 2021.

CONNECTION TO EMPLOYMENT

Reflecting this need, Veterans Bridge Home received 843 requests for employment support, which made up 15% of all requests in 2020.

235 Employers in Network
843 Employment Requests
215 Veterans Hired
137 corporate talent acquisition reps at Employer Breakfasts
14 of Employers & 58 Attendees at March 11 Hiring Event

212 EMPLOYERS PARTICIPATING IN VBH PROGRAMS TO HIRE AND RETAIN VETERAN TALENT
4 EMPLOYER BREAKFASTS
6 HIRING FAIRS (ONE IN-PERSON, THREE VIRTUAL)
84 COMPANIES PARTICIPATED IN HIRING EVENTS

“I CAN NOT SPEAK HIGHLY ENOUGH OF THE VETERANS BRIDGE HOME ORGANIZATION.

AFTER MY RECENT LAYOFF, THEY WORKED DAILY TO CONNECT ME WITH INDUSTRY LEADERS. THEY GOT MY RESUME PUT INTO THE RIGHT HANDS AND I GAINED TREMENDOUS ADDITIONS TO MY NETWORK.”

- RACHEL LEWIS, U.S. ARMY VETERAN
Community engagement builds social capital, contributing to the economic, social, and health successes for individuals. Connected Veterans are more likely to be employed, healthy, resilient, and successful. They are less likely to require social services, live in poverty, and have negative mental health outcomes.

So, when the pandemic halted in-person events we still had to create these vital connections. We experimented with online breakfasts and lunches, live streamed workouts, and held socially distanced gatherings of small groups. By the end of 2020, VBH safely hosted over 160 events, 2,100 attendees, and logged 600 volunteer hours.

VBH Captains are volunteer ambassadors for VBH, and are often those leading community events bringing veterans and military families together. These volunteers represent various services, service eras, ranks, and come from communities across the Metrolina market. Captains serve one year terms and can be identified by the block “C” on the shoulder of their VBH shirts.

Aaron Gerlitz U.S. Army
Alex Venker U.S. Army
Audrea Finlay U.S. Navy
Chad Slack U.S. Navy
Chris LaRocque U.S. Army
Corey Brown U.S. Marine Corps
David Shaw U.S. Air Force
Eric Alksnis U.S. Air Force
Francis Fitzgerald U.S. Army
Herbert Woodward U.S. Army
James Schroeder U.S. Marine Corps
Joel Dalton U.S. Army

John Murphy U.S. Army
Kirk Rygol U.S. Army
Michael Krueger U.S. Air Force
Michael Lyons U.S. Navy
Miles Grooms U.S. Army
Nick Johnson U.S. Army
Rick Groesbeck U.S. Army
Rodney Thompson U.S. Army
Samuel Varvel U.S. Army
Tracy Threatt U.S. Navy
Tyeasha VanBuren U.S. Marine Corps

“I WAS TOTALLY LOST WHEN I ARRIVED IN CHARLOTTE AFTER LIVING OVERSEAS FOR A NUMBER OF YEARS... VETERAN’S BRIDGE HOME IS A LIFELINE FOR PEOPLE WHO ARE DROWNING IN DOUBT.”

- CHRIS, U.S. ARMY
CONNECTION TO SERVICES

UNIQUE SERVICE REQUESTS
5,661

UNIQUE, NEW FAMILIES
2,430

AVERAGE SERVICES PER FAMILY
2.33

BRANCH OF SERVICE

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<tr>
<th>Branch of Service</th>
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<tr>
<td>Army</td>
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<tr>
<td>Marines</td>
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<td>Navy</td>
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<td>Air Force</td>
<td>13%</td>
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<tr>
<td>Coast Guard</td>
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GENDER

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AGE

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<td>21-34</td>
<td>22.5%</td>
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<tr>
<td>25-34</td>
<td>22.8%</td>
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<tr>
<td>35-44</td>
<td>20.5%</td>
</tr>
<tr>
<td>45-54</td>
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<td>55-64</td>
<td>22.8%</td>
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<tr>
<td>65+</td>
<td>12.7%</td>
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TOP SERVICES REQUESTED

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<thead>
<tr>
<th>Service Type</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Housing &amp; Shelter</td>
<td>29%</td>
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<tr>
<td>Employment</td>
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<tr>
<td>Social Enrichment</td>
<td>13%</td>
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<tr>
<td>Income Support</td>
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<td>Benefits Navigation</td>
<td>7%</td>
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<tr>
<td>Food Assistance</td>
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<tr>
<td>Mental/Behavioral Health</td>
<td>4%</td>
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<tr>
<td>Clothing &amp; Household Goods</td>
<td>4%</td>
</tr>
<tr>
<td>Individual &amp; Family Support</td>
<td>3%</td>
</tr>
<tr>
<td>Legal</td>
<td>3%</td>
</tr>
<tr>
<td>Utilities</td>
<td>3%</td>
</tr>
<tr>
<td>Physical Health</td>
<td>2%</td>
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<tr>
<td>Transportation</td>
<td>2%</td>
</tr>
<tr>
<td>Money Management</td>
<td>2%</td>
</tr>
<tr>
<td>Education</td>
<td>1%</td>
</tr>
<tr>
<td>Entrepreneurship</td>
<td>1%</td>
</tr>
<tr>
<td>Substance Abuse</td>
<td>1%</td>
</tr>
<tr>
<td>Wellness</td>
<td>1%</td>
</tr>
<tr>
<td>Spiritual Enrichment</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Sports &amp; Recreation</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>Health</td>
<td>&lt;1%</td>
</tr>
</tbody>
</table>

COMMUNITY AWARDS

VETERAN OF THE YEAR
Michael Krueger, Air Force Veteran
- Works as a Realtor at Helen Adams
- Co-founded and leads the Ballantyne Breakfast
- 2019 & 2020 VBH Captain

VOLUNTEER OF THE YEAR
Nick Maglosky, CEO at Ecomdash
- Brought his team to volunteer at VBH in 2018
- Became a regular at the Wednesday Workouts
- Got VBH onto a NASCAR in the Bank of America ROVAL 400 in 2020
- Served on the Veterans Day Fundraising Committee

THE JANENE STEWART MCGEE PROVIDER OF THE YEAR
Charlotte Center for Legal Advocacy
- Top 10 provider for two years in a row.
- Doubled NC Serves utilization
- Cassidy Estes-Rogers led and co-chaired the CVEB Benefits Action Team, to educate and assist Veterans and their family members about available resources, services, and benefits.

EMPLOYER OF THE YEAR
Lowe’s
- Demonstrated commitment and advocacy for hiring Veterans
- Hiring over 650+ veterans in North Carolina
- Creation of three Department of Defense SkillBridge Transition programs in Stores Management, Supply Chain Management, and Technology in 2020.
- Created the Panthers Fitness Zone at Veterans Park
Veterans Day in the Carolinas was a virtual affair this year. Headlining the event for us was Medal of Honor recipient SSG David Bellavia, U.S. Army (Retired). Though COVID-19 kept us apart, 561 households tuned in for the event and helped raise nearly a quarter of a million dollars to support Veterans and their families.

**Special thanks to our Event Partners:**
- Lowe’s
- Carolina Panthers
- Truist
- Veterans Day Committee:
  - Christina Vinson
  - Faye Almon
  - Sarah Degnan
  - Cameron Edwards
  - Paige Ford
  - Miles Grooms
  - Nick Maglosky
- Regions
- Northwestern Mutual
- Novant Health
- Bank of America
- Steel Fab
- TFX Capital
- With Honor
- Husqvarna

**VETERANS DAY**

**FINANCIALS**

**TOTAL REVENUE**
$1,816,185

**TOTAL EXPENSES**
$1,672,264

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<tr>
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<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Fundraising &amp; Development</td>
<td>13%</td>
<td>$210,315.01</td>
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<tr>
<td>Administration</td>
<td>8%</td>
<td>$133,438.05</td>
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<tr>
<td>Program</td>
<td>79%</td>
<td>$1,328,511.35</td>
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<tr>
<td>Other</td>
<td>14%</td>
<td>$236,928.24</td>
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<tr>
<td>Foundations</td>
<td>14%</td>
<td>$259,809.03</td>
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<tr>
<td>Individual</td>
<td>19%</td>
<td>$344,967.06</td>
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<td>Public</td>
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<td>$398,047.94</td>
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COMMUNITY CHAMPIONS

FUNDRAISING IN A PANDEMIC WAS CHALLENGING, BUT THESE COMMUNITY CHAMPIONS ANSWERED THE CALL TO SUPPORT VETERANS AND THEIR FAMILIES WHEN WE NEEDED THEM THE MOST.

THANK YOU.

Below is a list of corporations and foundations that provided financial support to our mission in 2020.

$100,000+
Boeing
Catholic Charities Diocese of Charlotte
Lowe’s Home Improvement
Mecklenburg County Government
North Highland
Vaya Health

$99,999 - $40,000
Bank of America
Rick Ware Racing
The Leon Levine Foundation
The Mike and Joan Brown Family Charitable Fund
Wells Fargo

$39,999 - $20,000
Carolina Panthers
Foundation for a Healthy Carolina
Little Diversified Architectural Consulting
Northwestern Mutual
Provident Benevolent Foundation
The George W. & Ruth R. Baxter Foundation

$6,999 - $4,000
Ally
Bob Woodruff Foundation
DAV Charitable Service Trust
Husqvarna
Matlen Silver
Novant Health
Pike Corporation
SteelFab
Synchrony Financial
The Pearl Dixon Balthis Foundation

$3,999 - $1,000
AT&T
Baird
Barnhardt Manufacturing
Cabarrus County Community Foundation
CRVA
Duke Energy Foundation
Enterprise
Formula Air HVAC
Fortalice
Freedom Lending USA
Horsepower Site Services
Mass Mutual Carolinas
MOAA - Military Officers Association of America, Charlotte
TFX Capital
The Blumenthal Foundation
The Hall Foundation
Timken Company
Walmart
Walters and Mason Retail
Womble Bond Dickinson

UP TO $999
Anytime Fitness Matthews
Bank of America
Char-Meck Comm. Foundation
Collins Aerospace
Navy Federal Credit Union

(CONT.)
The Bridge Builders Society consists of individual donors giving $1,000+ per year.

**$50,000-$15,000**
- Pam & Bill Crowder
- Jon Fusell
- David Jacobson

**$14,999 - $10,000**
- Anonymous
- Patricia & Howard Jenkins
- Katherine & Russ Major
- Lisa & Glenn Sherrill
- Irma Vargas

**$2,999 - $1,000**
- Sophie & Richard Allen
- Judy & Jim Allison
- Gloria & Vernon Anderson
- Wendi Boddy
- LeeAnn & Blake Bourne
- Meghan Bourne
- Staci & Tim Broderick
- Vickie & Bob Bunzey
- John Campbell
- Sunny & Doug Carver
- Joe Ciffa
- Camille Coers
- Jane & David Conlan
- Nancy & Charles Conner
- Jean & Bill Cornwell
- Michael Cowell
- Rennie Cuthbertson
- Gwin Dalton
- Amy & Alfred Dawson

**$9,999 - $3,000**
- Faye & Duke Almon
- Bonnie & Jim Amos
- Mary Lou & Beau Bourne
- Ernest Dwight
- Paige Ford
- Dale Halton
- Taylor Hayden
- Mike Ilams
- Fran & Nick Johnson
- Laura & Josh King
- Amy Kissam-Sands
- Shelly & Michael Krueger
- Patty & Tommy Norman
- Lynn & Peter Pace

**$5,000 - $1,000**
- Jonathan Denote
- Meg & George Dewey
- Dana Draa
- Jane & Howard Duvall
- Lynn & Kevin Eckert
- Riley Fields
- Anthony Fiore
- Nicole French
- Richard Gromlich
- Miles Grooms
- Lars Hedenborg
- Sandy & Dennis Hejlik
- Whitney & Justin Holofchak
- Lauren & Colin Hood
- Robert Horner
- Kristen & Matt Huddleston
- Jennifer Huff
- Michael Isaack
- Lane Jones
- Blanca & James Jordan
- John Juba
- Nick Kendall
- Catherine & Jeff Kneisl
- Chris Larocque
- Kelli & Pete Lash

**PATHFINDERS**

- Eric Alksnis
- Chris Allen
- Bo B. Proctor, Jr.
- John Baxter
- Anthony Brown
- Nathaniel Clough
- Lloyd Cone
- Dennis D’Alesso
- Benjamin Ditri
- Steven Grass
- Rick Groesbeck
- Richard Gromlich
- Miles Grooms
- Colin Hood
- Bill Houpt
- Stephanie & Nick Maglosky
- Deborah & Daniel Majewski
- Thomas Manley
- Amaris & Shaun McComas
- Lisa & Ken Miller
- Cathelen & Tim Monte
- Rhonda & Scott Neil
- Rolfe Neill
- Sonja & Richard Nichols
- Dari Payrow
- Theresa & Chris Payton
- Dale & Larry Polsky

**$9,999 - $3,000**
- Jennifer Huff
- Nick Johnson
- Donna Jordan
- Andrew Karczewski
- David Knight
- Haylie Kokoski
- Chris LaRocque
- Janice Lemieux
- Jodi Lich
- Angela Lingle-Gains
- Nicholas Maglosky
- Corbin Meek
- Marlo Mikeal
- Ron Morgan
- Susan & Sam Rankin
- Kathy & Paul Reichs
- Cynthia & Jim Roudebush
- Tamara & Kirk Rygol
- Joseph Scaminace
- Christen & John Scott
- Colleen & David Shewsly
- Cindy & H.B. Smith
- Lauren & Eric Speas, Lauren
- Eskioglu, Eric
- Chris Squier
- Claire & John Tate

**$50,000-$15,000**
- Rita & Bill Vandiver
- Rosa Vega-Vasquez
- Lorraine & Stuart Watson
- Michael Watts
- Jill & Jim Whaley
- Lisa & Erik Wright
- Anja & David Zimmerman

**$14,999 - $10,000**
- Erika Thompson
- Donna & Frank Van Buren
- Dina & Pete Vacho

**$2,999 - $1,000**
- Barbara O’Hagan
- Morgan Phillips
- Michael Piper
- Ryan Repp
- Jeffrey Rieman
- Jarred Rorher
- Randi Smith
- Ryan Stone
- Alexis Thompson

**$9,999 - $3,000**
- Peter Vacho
- Frank Van Buren
- Sam Varvel
- Diane Weekley
- Dwayne Wells
- Todd Witt
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.
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.

A STRONGER COMMUNITY. ONE VETERAN AT A TIME.