



SERVICES & IMPACT  
CASE STUDY



# Table of Contents

BLUF .....	01
Initial Findings .....	02
Outcomes & Impact .....	03
Themes .....	04
Mission & Action .....	05
Moving Forward .....	06



# Bottom Line Up Front

## Executive Summary

Veterans Bridge Home is delivering measurable, lived impact for veterans, service members, and families.

The combination of care coordination, rapid response, and community connection is reducing crises, shortening wait times, and strengthening trust in the veteran support ecosystem.

Surveyed respondents highlighted dignity, rapid response, and connection as the defining features of their experience.



### Community Voices

*VBH stood by me the whole way.*

*They understand what veterans need, but they also understand families.*

*VBH made sure my utilities stayed on and helped me get back on track.*



### Survey data shows:

- **Over 70%** said VBH helped them access services faster or more effectively than trying on their own.
- **More than 80%** of respondents reported improved stability in at least one core need (housing, employment, benefits, or mental health).
- **Nearly 90%** were satisfied with VBH's services, and 75% said they would recommend VBH to a fellow veteran or family member.



# Initial Findings

## Who Responded

Representation included **post-9/11 veterans, pre-9/11 veterans, spouses, caregivers, and Guard/Reserve members.** Households ranged from single adults to families with children.

## Top Needs

#01

Housing and  
Urgent Assistance

#02

Employment and  
Job Support

#03

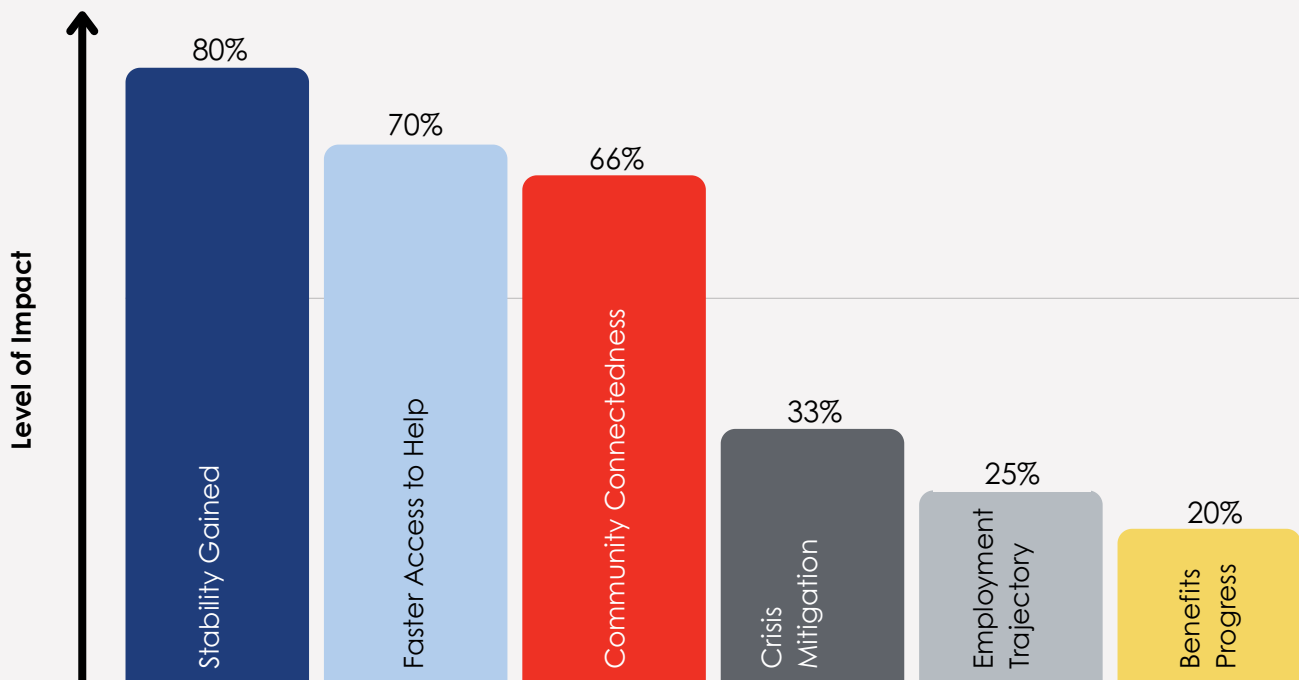
Mental Health  
Support



Note: More than half of the respondents surveyed used **two or more services**, demonstrating VBH's "whole-person" approach.



# Outcomes & Impact



*Without VBH, my kids and I would have been out of our home. Instead, we're stable.*  
— Caregiver, Midlands SC

**65%**

Majority of clients engaged with care coordination and navigation programs

**75%**

Would recommend VBH to a fellow veteran, service member, or family member.

**90%**

Of the clients surveyed were satisfied with VBH's support services.



# Themes



## “One front door that actually opens.”

Veterans described VBH as the single point of entry that prevents dead-ends.

*VBH was the first to listen and not just send me somewhere else.*

— Veteran, Triangle

## Speed and trust.

Survey respondents praised coordinators for quick callbacks and warm handoffs.

*They called my landlord with me on the line and had a plan in 24 hours.*

— Veteran, Triad

## Dignity matters.

People consistently said they felt seen as a neighbor, not a number.

*I didn't feel like a case number. They treated me like a neighbor.*

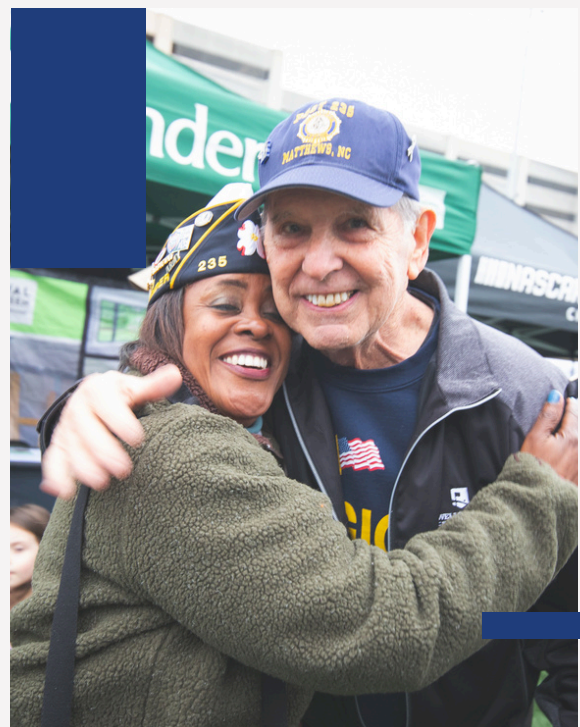
— Spouse, Metrolina

## Community connection.

Events and coffees reduced isolation, especially among spouses and women veterans.

*I finally met other women vets who get it.*

— Veteran, Sandhills







# Mission in Action

## Case Vignette

Meet James — A post-9/11 veteran in the Triad was behind on rent and at risk of eviction. After calling VBH, a coordinator assessed the situation the same day, connected him to rental assistance, and spoke with his landlord directly. Within a week, the eviction was averted. Two months later, VBH helped James secure training that led to a stable job. Today he reports: “I went from panic to peace in less than a month. VBH stood by me the whole way.”



## What This Means for Stakeholders



### Not just “filling gaps”

VBH is not just “filling gaps”—it is preventing crises, building resilience, and connecting veterans and families to opportunity. Surveys affirm that **investment in coordination capacity, flexible crisis funds, and peer/community programming** yields direct, measurable outcomes.



### Community Voices

- *They connected me to training and now I have a job that supports my family.*  
— Veteran, Metrolina
- *They even called after everything was fixed to make sure we were okay.*  
— Caregiver, Sandhills
- *The staff really care. I never felt judged for needing help.*  
— Spouse, Triangle



# Moving Forward

## Recommendations Based on Feedback



*More follow-up for those waiting on benefits decisions.*

*Would love to see more in-person events for families.*

*Have someone available after normal hours or on weekends.*

*Add more women-focused support groups.*

*More outreach to rural counties—a lot of veterans don't even know VBH exists.*



### Keep

Rapid response, follow-up calls, warm handoffs.



### Improve

After-hours coverage, bilingual resources.



### Add

More women-veteran programs, caregiver support, and child-friendly options at events.