



VETERANS  
BRIDGE HOME

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2025

## NAVIGATING OUR IMPACT

# How VBH Connects Service, Community, and Outcomes



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## BOTTOM LINE UP FRONT

# VBH is doing the right work, at the right time, for the right people.

VBH's coordinated care model addresses multiple **social determinants of health** simultaneously, recognizing that housing instability, financial stress, employment disruption, and mental health challenges are deeply interconnected.

By intervening early and coordinating services, VBH reduces reliance on emergency systems while improving household stability and economic mobility.

## WHY THIS MATTERS

VBH is filling a critical access and navigation role for veterans and military-connected families during moments of instability—particularly related to housing, financial stress, employment transition, and mental health.

Clients consistently report high levels of trust, respect, and relief as outcomes of engagement, even when VBH was not the final service provider.

## The Takeaways

VBH serves as a trusted entry point during moments of instability.

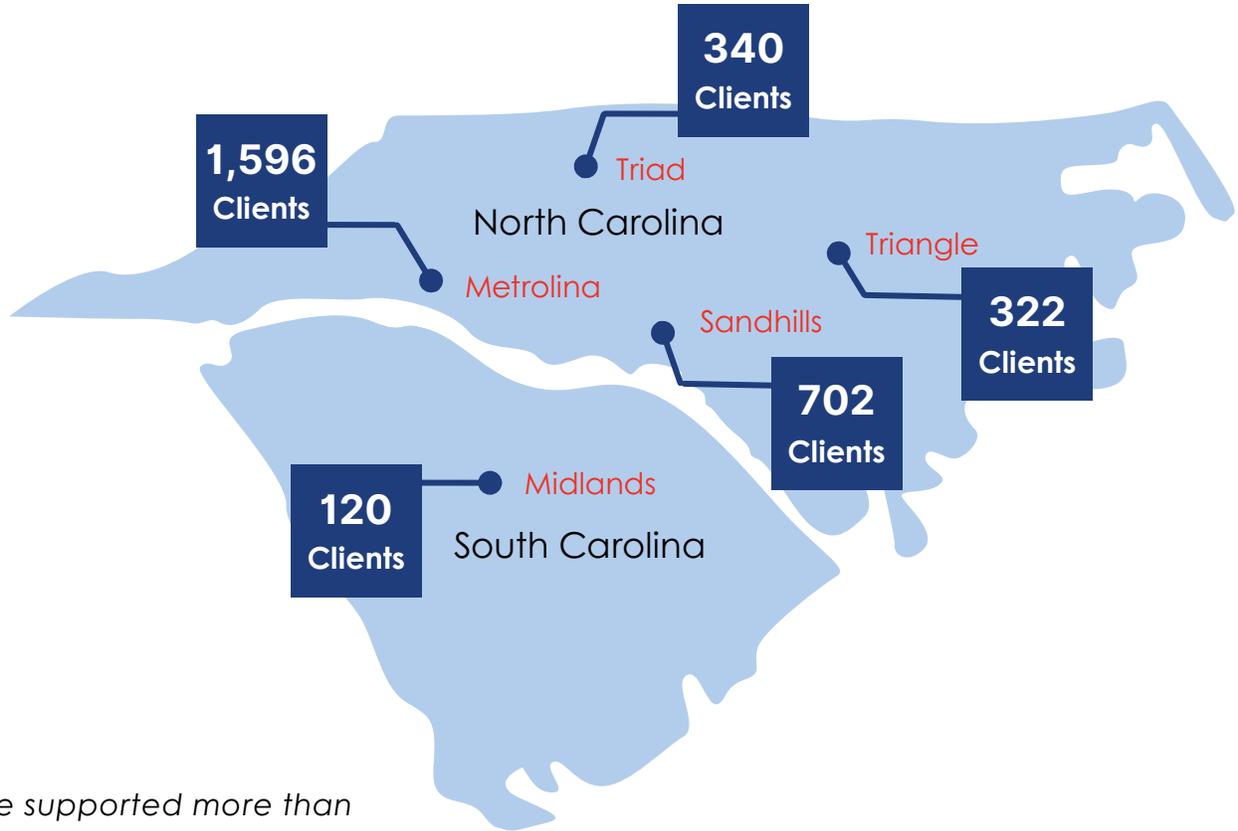
Navigation and coordination are as impactful as direct financial assistance.

A strong majority of clients would recommend VBH to another veteran or military connected family.



# WHERE WE SERVE

## Two states. Five markets. 53 counties.



*\*We supported more than 400 clients outside of our service area.*

## CARE ACROSS THE CAROLINAS

Our markets are strategically positioned across the Carolinas to best serve the veterans, service members, and families within those respective regions.

Across all markets:

**3,512**  
Clients Served

**10,030**  
Cases Coordinated



## WHO WE SERVE

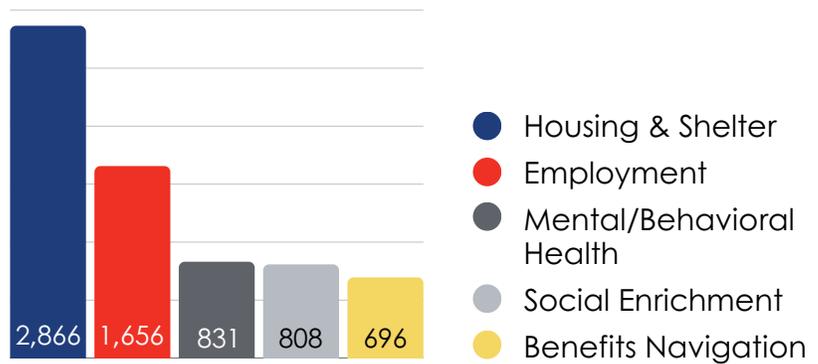
# Reaching Veteran and Military-Connected Households

### Client Profile

Clients identified as veterans, military spouses/partners, and military family members seeking support for a veteran.

Clients sought support for themselves, a spouse or partner, children or family members.

### Top 5 Service Requests



### Why this matters

Veterans Bridge Home is a front door for entire households, and approached every case with a whole-family, whole-person approach rather than a narrow veteran-only model.

### 85% OF CLIENTS ARE LOW-TO-MODERATE INCOME



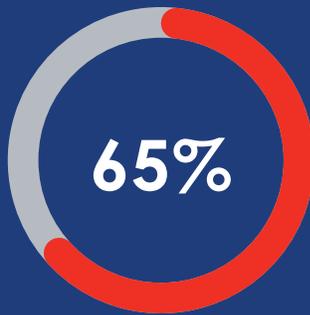
VBH supports low-to-moderate income veterans and military-connected households by addressing immediate economic instability and preventing displacement through coordinated care, housing stabilization, and access to essential resources.

### CLIENTS REFLECT ENGAGEMENT ACROSS DIVERSE POPULATIONS, INCLUDING:

- A wide adult age range, with the majority between working age and pre-retirement
- Representation across gender identities
- Racial and ethnic diversity, with White, Black/African American, and Hispanic/Latino respondents most frequently represented

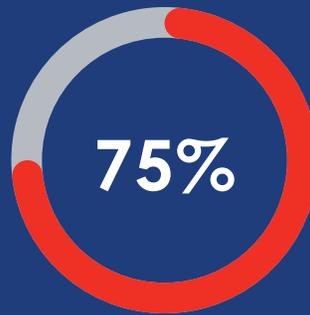
## CLIENT EXPERIENCE

# Delivering Meaningful Outcomes Through Intentional Support



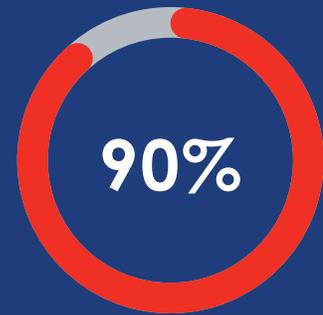
### ENGAGEMENT

Most clients engaged with care coordination.



### RECOMMENDATION

Would recommend VBH to someone in need.



### SATISFACTION

Of clients surveyed were satisfied with VBH's services.

## One thing is clear

Veterans Bridge Home is a trusted entry point for service members, veterans, and military-connected individuals navigating complex, overlapping challenges. Clients are saying:

### MOVING FORWARD

Faster response times in high-volume moments.

Expanding housing stabilization and employment support.

Follow-through in high-need moments matters.

**“Someone actually listened.”** Clients repeatedly describe feeling heard, respected, and taken seriously—often for the first time.

**Human dignity mattered:** Clients emphasized that staff treated them with compassion, not judgement.

**Reduced stress and isolation:** Language such as “relief,” “hope,” “not alone,” and “finally understood” appeared frequently.

**Navigation of transactions:** Many clients noted that even when VBH did not directly provide financial assistance, the guidance and referrals were life-changing.

# ACCESS, NAVIGATION, & STABILIZATION

## Reducing Confusion and Preventing Crisis



*“They didn’t judge my situation. They listened, explained my options, and stayed in contact until I felt stable again.”*

*“VBH helped me navigate housing resources when everything felt overwhelming. Without them, I honestly don’t know where I’d be.”*

*“I didn’t even know where to start. Veterans Bridge Home helped me figure out what mattered most and connected me to the right resources instead of just handing me a list and sending me on my way.”*

### Impact

VBH functions as a trusted access point, reducing confusion and preventing escalation into crisis or homelessness.

VBH meets veterans where they are, helping them get connected before challenges become crises.

# 2.86

### Average Needs

Most clients had more than one need, underscoring the compounding nature of challenges veterans face and the necessity of coordinated care rather than siloed services.

### Connection

We initiate outreach early, meeting veterans where they are and helping them get connected before challenges become crises.

# 562

### Events

Events hosted across all VBH markets in 2025.

# 14,764

### Engagement

Service members, veterans, and families engaged at VBH events in 2025.

## HOUSING & FINANCIAL STABILITY

# Stabilizing Households During Times of Risk

Housing instability and financial stress are always among the most urgent and overlapping drivers of crisis for veterans and military-connected households engaging with Veterans Bridge Home. Clients frequently reported experiencing compounding challenges—risk of homelessness, utility shutoffs, food insecurity, transportation barriers, and income disruption—rather than isolated needs.

VBH's impact is not defined solely by direct financial assistance, but by **early intervention, navigation, and stabilization**—preventing short-term crises from becoming long-term displacement or chronic instability.

### Most Used Housing and Shelter Services

**892**

Rent/Mortgage Assistance

**671**

Permanent Housing

**511**

Housing Case Management

*"They helped with utilities and pointed me to programs I didn't know existed. That short-term help kept a bad situation from becoming a disaster."*

*"VBH didn't just help once—they checked back in and made sure I was still okay."*

Short-term stabilization paired with follow-up reduces displacement, arrears, and emergency system usage.



## EMPLOYMENT & ECONOMIC MOBILITY

# Supporting Veterans Toward Long-Term Stability

Through strategic partnerships and relationship-driven employment support, we connect veterans and their families to meaningful career opportunities while helping employers build stronger, more resilient workplaces. This approach drives long-term income stability, family security, and lasting community impact across the Carolinas.



## IMPORTANCE OF SUPPORTING EMPLOYMENT

Employment support contributes to longer-term income stability, not just job placement.

**1,047**

Clients Served

**1,456**

Placement Cases

*"The support I received helped me regain confidence while I was trying to get back on my feet."*

*"They helped me think through next steps in my job search and connected me with people who actually understood veterans' employment challenges."*

## Veteran Hiring from the Top Down

When employers understand the value of hiring and retaining veterans, they build stronger, workplaces—creating long-term benefits for both businesses and the veteran community.

**50+**

Employer Partners

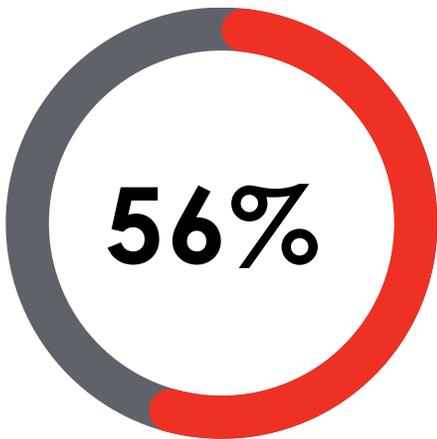
**260+**

Companies Learning from VBH

# MENTAL HEALTH, STRESS REDUCTION & WELLBEING

## Early Intervention Through Listening and Support

Human connection and navigation reduce isolation—an early intervention factor in suicide prevention and crisis avoidance. Over the past year, Veterans Bridge Home trained **513 professionals** across **44 organizations** in evidence-based prevention and crisis response. This work strengthens community capacity, builds protective networks, and ensures veterans and military-connected families are supported before crisis occurs.



### Mental health matters.

56% of all healthcare cases included mental/behavioral health support.

### Mental Health in the Community

VBH hosts targeted, mental health-focused events, including Mental Health First Aid trainings and community-centered suicide prevention initiatives.

**60**

#### Community Events

Focused on suicide prevention education and mental health awareness.

**170**

#### New Battle Buddies

Veterans trained to recognize and support other individuals in crisis.

*“Just having someone listen and take my situation seriously made a huge difference for my mental health.”*

### STAFF SERGEANT FOX SUICIDE PREVENTION PROGRAM

**118**

Veterans enrolled in VBH's Care Navigation suicide-prevention program.

**83%**

Showed improvements in overall mental wellbeing upon completion.

**1.7**

The average number of services each enrolled veteran needed.

## DIGNITY, TRUST & RESPECT

# The Foundation of Effective Support

### Sometimes, you just need to be seen.

A veteran came to us after losing her job, battling with her disability, and feeling out of options. She was hungry, overwhelmed, and felt done.

Then she connected with VBH and finally found someone who listened to her story.

“VBH gave me back my dignity, my peace and passion for life.”

—Veteran, VBH Triad



### RESPECT. IT MATTERS.

*“They treated me with respect when I felt embarrassed asking for help.”*



### TREAT PEOPLE LIKE PEOPLE.

*“VBH made me feel like I mattered—not like a number.”*

### What this means

Trust and dignity are not “soft outcomes”—they are prerequisites for engagement and successful stabilization.

The consistent experience of trust, respect, and human connection within VBH’s

model is what enables engagement, stabilization, and long-term impact. Without dignity, services fail. Dignity isn’t just how care is delivered, it’s why the care works.

# PARTNERS

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We are grateful to work with such exceptional partners. Without them, none of this is possible.

# YOU STOOD WITH US

## And we're stonger because of it.

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# VETERANS BRIDGE HOME

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Together, we're building stronger communities, one  
veteran at a time.