

Happy December from the VBH Care Coordination Centers

Holiday Greetings to Providers ~ Thank you for Your Service to Veterans

Merry Christmas, Happy Holidays, Happy Hannukah, Happy Kwanza and Happy New Year! Many thanks to all our providers who worked so diligently on behalf of veterans and their families across our 4 markets in North and South Carolina. Thanks to you we have provided 5,000 plus services to over 2,100 Veterans. THANK YOU! VBH can't do this work without you.

We appreciate all you have done in 2021 and look forward to working together in 2022.



This Month's Provider Highlight

LAKE NORMAN ELKS LODGE #392

 In the spirit of the holidays, we'd like to highlight one of our most valued partners, **Lake Norman Elks Lodge #392** and our points of contact, Mike Flock and Kathy Hull. Our collaboration started in late 2018 when Mike Flock reached out to then Network Director, Patrick Hayes to see how Lake Norman Elks Lodge #392 could provide Welcome Home Kits and Cold Weather Duffels to homeless veterans.

Over the past three years, *Lake Norman Elks Lodge #392* has provided over 150 Welcome Home Kits to Veterans transitioning into permanent housing from homelessness. Each Welcome Home Kit is a collection of newly

purchased home cleaning supplies, laundry items, coffee pot, pots, pans, flatware, cups, and plates with a value of up to \$300 per kit, donated by members of the Lodge.

In addition, each Winter season beginning in 2019, Mike has ensured approximately 90 Duffels filled with a warm blanket, a hoodie, socks, gloves, and hygiene kit are delivered to Veterans Bridge Home to disperse throughout the cold weather months to Veterans in need.

In the beginning Mike would connect with us to see how many kits were needed at any given time and VBH would ask Veterans to come by the office to pick up a kit or VBH staff would deliver to the Veteran if they did not have transportation. As the need expanded so did process improvement. VBH now collaborates with other community partners, including the American Red Cross, to deliver kits directly to the Veteran.

Examples of Veteran profiles who have received a Welcome Home Kit:

- Single Veteran father of two minor children, starting a new job and getting into a new apartment. Lots to manage.
- Single Veteran mother of five, fleeing domestic violence, finally in stable housing, starting all over.
- Veteran seeking employment. Working with employment focused partners, found new housing but on a limited income. A Welcome Home Kit made all the difference to his budget.

Every situation is different, each Welcome Home Kit hugely appreciated.

Mike Flock and Kathy Hull are avid advocates for the Welcome Home Kit initiative which is a National Elks Lodge initiative. Seeing the difference these kits make in the lives of each Veteran working to stabilize their lives, both Kathy and Mike want more Elks Lodges across North and South Carolina to take on the Welcome Home initiative.



If you are a member of an Elks Lodge and want to learn more about how your group can replicate what Lake Norman Elks Lodge #392 is doing, or you just want to learn more go to: [Lake Norman Elks Lodge #392](#) and contact Mike or Kathy.

Requests for Kits may be made through a Veterans Bridge Home assistance request or by referral from an NCServes participating organization.

If you are a provider serving homeless Veterans and want more information about the Welcome Home Kit or Cold Weather Duffels programs, please reach out to Diane Weekley, Charlotte Network Director, at dweekley@veteransbridgehome.org or to any of our staff through NCserves@veteransbridgehome.org.

The Welcome Home Kit program is a national Welcome Home initiative. According to the Elks National Veterans Service Commission, volunteers connected with Elks provide direct service to veterans in more than 330 facilities each month across the country. Learn more about Elks [here](#).

Unite Us Provider Training

Our next Unite Us Training and only one in December, is December 14th from 2:00 pm – 3:30 pm. Please join us for a refresher or as a first-time provider.

VBH NCServes Central Carolina Care Coordination Center offers Unite Us Provider Training to network providers via TEAMS on the 2nd Tuesday [2:00 pm – 3:30 pm] and 4th Thursday [10:00 – 11:30pm] of each month. Whether new users or just in need of a refresher, you will receive excellent training from our in-house expert, Bryce Humphreys, Coordination Center Manager and Data King. Please reach out to us at ncserves@veteransbridgehome.org and we'll coordinate with you to attend.

Thank again for a wonderful year! Have a wonderful Holiday Season!

With Best Regards,

Diane Weekley, BCC
Charlotte Network Director
Veterans Bridge Home