



AMERICA'S  
WARRIOR  
PARTNERSHIP  
EMPOWERING COMMUNITIES  
TO EMPOWER VETERANS

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# 2019 STATE *of the* ORGANIZATION

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# Closing the Gap Between Local Veterans & National Resources

**Veterans often know how they want to navigate the next stage of their life, but they may need assistance connecting with the right resources.**



One of our local affiliates recently shared a story that illustrates the need for a community advocate who can guide veterans towards reliable support. A nonprofit contacted our

affiliate to refer a case involving a veteran who sought financial assistance, which the nonprofit was unable to fulfill through in-house programs. It was the holiday season, a time of year when financial resources are either stretched thin or completely exhausted, and the nonprofit was concerned that this veteran would not receive support until after the New Year. The veteran needed access to resources outside their community, and our affiliate stepped in to bridge that gap. Leveraging America's Warrior Partnership's interconnected network of service providers, our affiliate successfully guided the veteran towards a program that promptly provided the necessary assistance.

This story captures the essence of our mission at America's Warrior Partnership: empowering communities to empower veterans. Each one

of our programs and services is dedicated to providing communities with the tools, resources and partnerships to proactively and holistically serve local veterans, their families and caregivers.

Over the last five years, more than 51,000 veterans have been educated on opportunities available to them in their communities and connected with requested services through our Community Integration model. Additionally, more than 200 service providers are connected through The Network, our coordination platform, and hundreds of thousands of veterans, their families and caregivers have joined Mission Roll Call to make their voices heard in their communities. These impactful interactions would not have been possible without the continuing support of our donors, sponsors, and partners at both the local and national level. Their dedication has made it possible for veteran-serving organizations across the country to build more inclusive communities that proactively and holistically support local veterans.

Since starting our journey with the launch of Community Integration, our proven service model that empowers communities with the resources to create support programs uniquely tailored to their



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local veterans, we have truly embraced our mission with a growing array of programs:

- **The Network**, a national coordination platform that expands the reach of community-based veteran-serving organizations by connecting them to national resources when a veteran's request cannot be fulfilled at the local level;
- **WarriorServe**®, a technology platform that helps organizations streamline data collection, facilitate case collaboration with partner organizations to deliver holistic support, and identify trends within their communities to ensure programs are calibrated to effectively serve local veterans;
- **The Four Star Alliance**, a membership program enabling communities to connect veterans with adaptive sports, therapeutic recreation and wellness programs;
- **Operation Deep Dive**, a research study determining the community factors that can drive an upstream, proactive approach to preventing suicide and non-natural deaths among veterans; and
- **The Corporate Veteran Initiative (CVI)**, a program empowering businesses to create veteran-friendly workplace cultures and connect veteran employees with resources and opportunities to advance their careers.

As with each of our 9 programs that continue to grow on a national scale, we have never lost sight of our core mission at the community level. Alongside our official affiliates, there are more than a dozen communities and hundreds of individuals contributing to the mission of America's Warrior Partnership. We hope you will join us in closing the gaps between national resources and local service providers to ensure veterans, their families and caregivers are empowered to thrive at every stage of their postmilitary lives.

Sincerely,

**Jim Lorraine**

*President & CEO,*

*America's Warrior Partnership*



*empowered to thrive*



# America's Warrior Partnership is on a mission Empowering Communities to Empower Veterans

Our approach to accomplishing this mission takes many forms, as you will see through our nine programs, but it all starts at the community level understanding veterans' unique situations. With this knowledge in mind, we connect local organizations with the right resources, services and partners to enhance the efficacy of local support for veterans, family members and caregivers across the country.

All of America's Warrior Partnership's programs, projects and initiatives revolve around four actions, called our 4-Step Plan, to build more inclusive communities that are uniquely responsive to the situations of local veterans: **Connect, Educate, Advocate, and Collaborate.**

- **Connect** refers to proactively building a trusted relationship with veterans and connecting them to available services or connecting communities with the tools and insights they need to support veterans.
- **Educate** means informing veterans of the opportunities available to them, as well as educating the community as a whole about the needs of veterans and their value to the community
- **Advocate** on behalf of veterans, their families, and caregivers to ensure they receive the support they need and advocate for communities' commitment to supporting veterans.
- **Collaborate** with veterans to create a holistic plan and collaborate with all community members, state, regional, and national entities to ensure success of the veterans within the community.

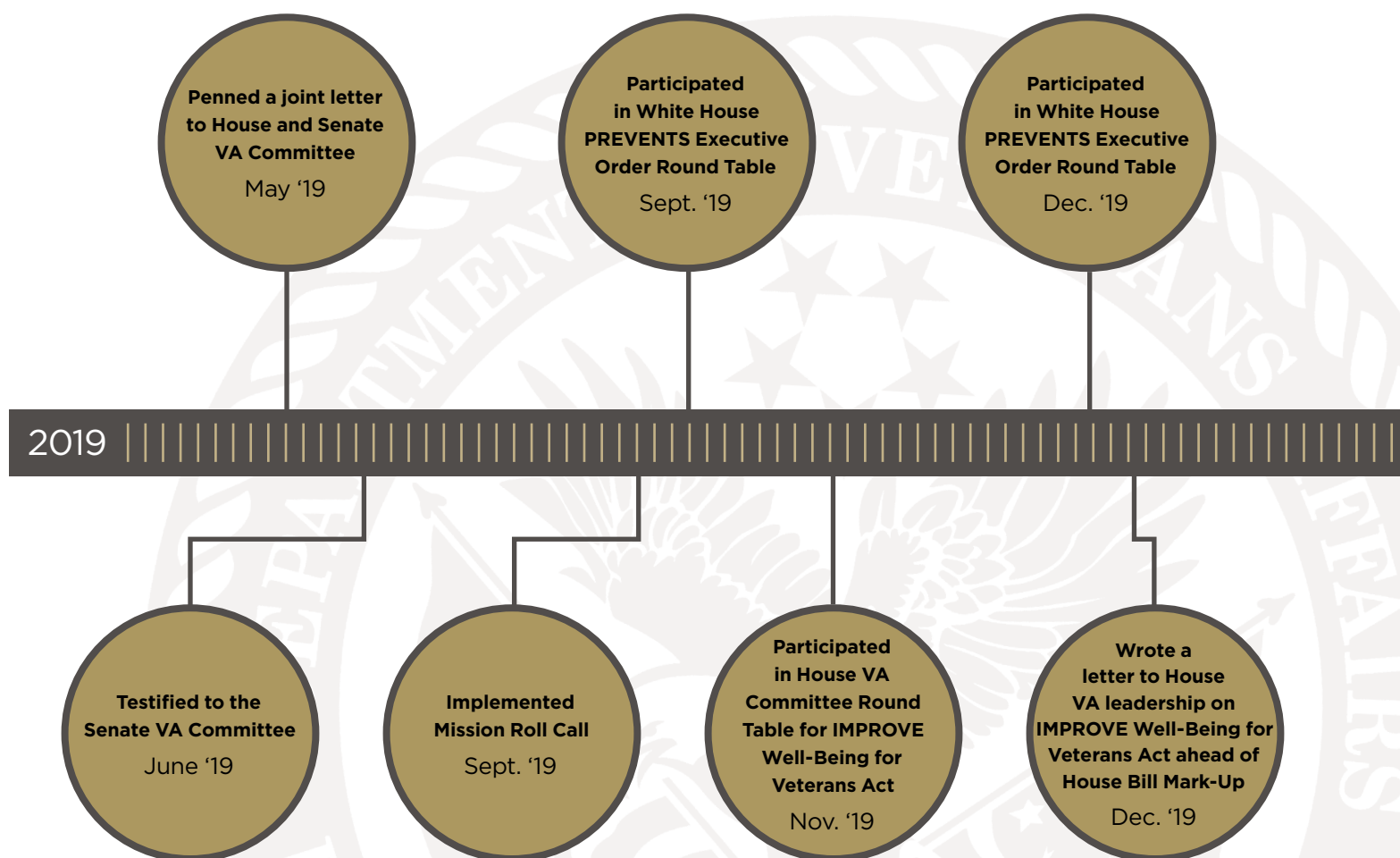
Our ultimate goal is to create a better quality of life for all veterans by empowering local communities to proactively and holistically serve them.

*quality of  
life*



# SPOTLIGHT *on* ADVOCACY

Jim Lorraine, President and CEO of America's Warrior Partnership, was appointed as member of the Department of Veterans Affairs Federal Advisory Committee for Disability Compensation and as a member of the Department of Labor Federal Advisory Committee for Veterans Employment. Additional advocacy activities are detailed in the timeline below.



# 2019 Highlights



## The Medallion Award

America's Warrior Partnership received the Honoring Investments in Recruiting and Employing American Military Veterans (HIRE Vets) Medallion Award from the U.S. Department of Labor in November of 2019. Our organization was honored with the program's small employer category Platinum Award in recognition for its ongoing commitment to veteran hiring, retention and professional development.

**“Veterans are assets to the workplace.** They come equipped with the skills needed to be valuable leaders,” said Jim Lorraine, president and CEO of America's Warrior Partnership. “Organizations can better retain this talent by creating meaningful engagement with veteran employees, so we launched our Corporate Veteran Initiative to help companies – as well as our own organization – create veteran-friendly workplace cultures. It is an honor to be recognized for the work our team has accomplished alongside other standout organizations that are making it possible for veterans to thrive in their post-military careers.”

# America's Warrior Partnership

## Recognized as Non-Profit on Fire and Jim Lorraine Joins HillVets 100 of 2019



Jim Lorraine was recognized alongside 100 of the nation's most influential service members, veterans and advocates within the category of **Non-Profits on Fire!** This honor is bestowed on individuals who understand the importance of building a strong community and recognize the constant challenges that many veterans and their families face. As such, they have dedicated their life's work to ensuring that they bring positive and impactful change to those around them, as well as offering relevant opportunities for veterans to find a way to continue their call to serve.

## Top Three News Stories of 2019



### The Hill

Tim McClain's op-ed on the  
CVEB Task Force findings



### Fox News

Garrett Cathcart  
introducing  
Mission Roll Call



### CBS Eye on Veterans

Jim Lorraine discussing  
Operation Deep Dive and  
the 2019 Symposium

Collectively, these stories generated more than  
**40 million impressions!**





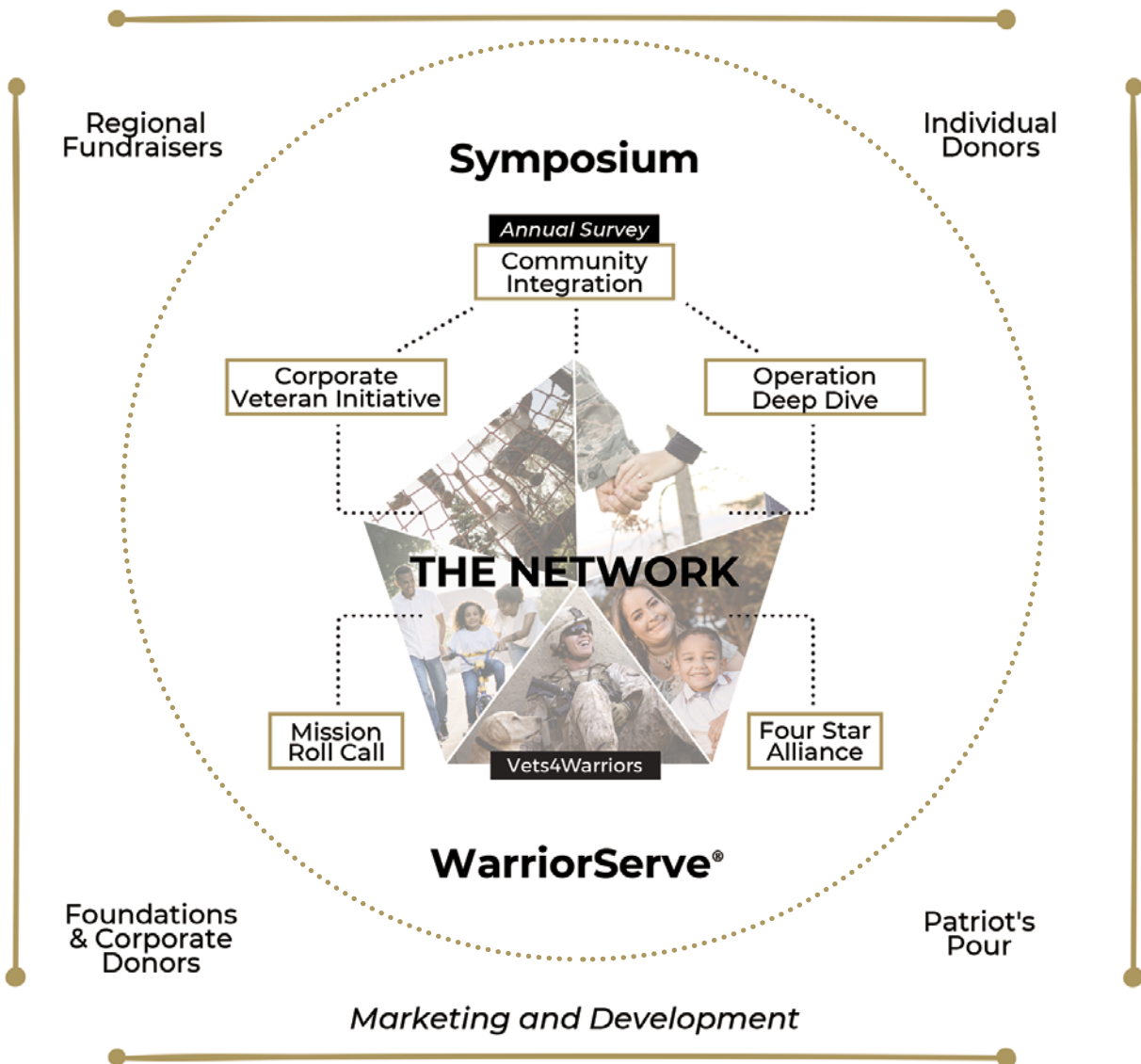
*Empowering  
Communities  
to Empower Veterans*



# Our Organizational Structure



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# Community Integration

Community Integration is our founding program aimed to empower communities to be responsive to the needs and desires of the veteran population including their families and caregivers. In 2019, we worked closely with the Apache County, AZ community focusing on the Navajo nation area to formalize Community Integration, naming the initiative Diné Naazbaa' Partnership. We continued support for our existing affiliates ensuring they have the tools and resources they need to empower their population. As we move into 2020, we anticipate the Community Integration program will expand into Anchorage, AK, as well as the Permian Basin area in TX and NM with a focus on working with existing resources in the community to provide holistic service to veterans, their families, and caregivers. The success in Community Integration is all made possible by the collaboration and dedication of community leadership and service providers.

## Affiliates:



**90Works**  
(Panhandle of Florida)



**Tierney Center for Veteran Services at Goodwill OC**  
(Orange County, CA)



**Diné Naazbaa' Partnership**  
(Navajo Nation area in Apache County, AZ)



**Upstate Warrior Solution**  
(Greenville, SC)  
*Spotlight: Engaged nearly 80% of veterans in the Greenville, SC area*



**The Warrior Alliance**  
(Atlanta, GA)



**Veterans One-stop Center of WNY**  
(Buffalo, NY)

## Affiliates in Development

- Anchorage, Alaska
- The Permian Basin in Texas and New Mexico

## Community Integration Beyond Our Affiliates

- 60+ organizations participated in Community Integration training
- 11 organizations participated in the Annual Survey

# 2019 Key Community Integration Stats:



• Number of Veterans Served:

**5,325**

- On track to Graduate: **97%**

- **85%** of eligible enrolled in VA Health

- **1,171** enrolled in VA Healthcare



Education Cases

Successfully Closed:

**161**



Homeless Cases

Successfully Closed:

**358**



Employment Cases

Successfully Closed:

**474**

## Diné Naazbaa' Partnership Program Highlight:

In Apache County AZ, one of the poorest counties in the country, America's Warrior Partnership is working alongside the community to empower the Navajo Nation's military veterans, their families and caregivers through holistic support. One of the most recent cases was a World War II veteran from the Navajo Nation who was not aware of the full scope of assistance available to him from the US Department of Veterans Affairs (VA). Intimidated by the paperwork and concerned about transportation to and from appointments, he had resolved not to bother with seeking the benefits he'd earned. Using our 4-Step Plan, we helped advocate for the veteran and navigated the processes for receiving financial benefits along with both hearing aids and dentures.

*advocate for the veteran*



# Mission Roll Call

Launched in late 2019, Mission Roll Call is a groundbreaking initiative providing veterans with a powerful, unified voice that is heard by our nation's leaders and communities. In the first 8 months of Mission Roll Call, it has grown to more than 535K social media and email members; with a goal of 1M+ by July 2020.



## 2019 Key Metrics:



Over **535,000** veterans, caregivers, and advocates have signed up via email or social media.



**65** veterans expressed need and were connected to The Network with a **92.3% success rate**.

## Mission Roll Call Deployed Two Polls:

### 1. Poll #1 engaged 24,948 advocates

- a. Asked: *What is the most important issue to you right now?*
- b. Majority Answered: Solving the Veteran Suicide Crisis

### 2. Poll #2 engaged 4,819 advocates

- a. Asked: *What resource could most use additional support to help ensure a smooth transition for veterans?*
- b. Majority Answered: Education and assistance on navigating the VA and other available healthcare options.

*a powerful and  
unified voice*

# WarriorServe®

WarriorServe®, America's Warrior Partnership's technology solution based on Community Integration, launched version 4.0 in 2019 to streamline the intake process, improve case creation, enhance user experience and pilot the Resource Directory. Version 4.0 also included a transition from Salesforce® Classic to Lightning offering users improved visual reporting capabilities and much more. WarriorServe® continues to empower 13 communities across the country as well as The Network as they build relationships with veterans, family members and caregivers and coordinate services in collaboration with their partners. In 2020, we are planning to launch version 5.0 to continue to grow and improve the solution based on the needs of the users.



## 13 Communities Using WarriorServe®:

Aiken, SC-  
**Aiken County Veterans Council**

Alexandria, VA-  
**Code of Support Foundation**

Anchorage, AK-  
**Alaska Coalition for Veterans and Military Families**

Atlanta, GA-  
**The Warrior Alliance**

Buffalo, NY-  
**Veterans One-stop Center of WNY**

Cleveland, OH-  
**NEOPAT**

Greenville, SC-  
**Upstate Warrior Solution**

Minneapolis, MN-  
**Minnesota Assistance Council for Veterans**

Navajo Nation area in Apache County, AZ-  
**Diné Naazbaa' Partnership**

Orange County, CA-  
**Tierney Center for Veteran Services at Goodwill OC**

Panhandle of Florida-  
**90Works/Panhandle Warrior Partnership**

Syracuse, NY-  
**Clear Path for Veterans**

Tampa, FL-  
**Special Operations Warrior Foundation**

## Key Stats:

- **57 Organizations** across **13 Communities** and The Network Using WarriorServe®
- **6,234** cases shared in 2019

- **13,109** warriors engaged in 2019
- **94%** of experienced users (1 year or more) are extremely satisfied or satisfied with WarriorServe®

# The Network

The Network, powered by WarriorServe®, assists communities with obtaining access to national resources when local programs do not exist or are exhausted. It empowers communities to ensure every veteran has support and opportunities regardless of where they live. In 2019, The Network saw exceptional growth in referrals and partnerships ending the year with a case success rating of 91% which is only possible through collaboration with our community-based and national partners. As The Network looks to the future, we will continue to grow our community networks, expand national partnerships, and link veterans, their families, and caregivers to resources.



## 2019 Key Metrics:

### Compared to 2018

- |  |   |
|--|---|
| • <b>493</b> Cases received                        | • <b>383%</b> Increase in cases             |
| • <b>353</b> Veterans served                       | • <b>908%</b> Increase in served            |
| • <b>34</b> National Partners                      | • <b>385%</b> Increase in national partners |
| • <b>226</b> Community Partners                    | • <b>5%</b> Increase in community partners  |
| - 42 States  | • <b>500%</b> increase in states served     |
| - 165 Counties                                     | • <b>1,475%</b> increase in counties served |
| • <b>91%</b> of all open cases successfully closed | • <b>11%</b> increase in success            |

## Program Highlight:

**The Network is staffed by a dedicated team of social workers committed to addressing each unique case with care and attention.** From addressing local needs to facilitating national resources, our social workers bring heart and a human touch to The Network's national coordination platform.



A person is seen from the side, holding a large American flag that is waving in the wind. The background is a warm, golden sunset sky. The text "support and opportunity" is written in a white, cursive script across the middle of the image.

*support and  
opportunity*

## Program Success Stories

**Roberts** is a Post-9/11 80% disabled service-connected veteran from Washington State. He and his wife have a small child and recently experienced a family crisis when his wife lost her job. They were unable to pay their rent and were at risk of eviction.

After finding America's Warrior Partnership online and completing the self-referral assistance form on our website, they were connected to The Network. Through the Network's web of collaborative partners, the veteran and his family were connected to the PenFed Foundation and he completed their intake process. America's Warrior Partnership requested that the case be expedited due to the threat of eviction, the extremely high cost of rehousing the family, and the presence of a child in the home. With this plan of action, the family was awarded the back rent and the wife was able to secure new employment to prevent this situation in the future.

**Susan** is a Post-9/11 honorably discharged Army veteran. She was a nurse in the Army and now works as a nurse at a local hospital. She was referred by her employer for assistance with paying two missed car payments to prevent her repossessed vehicle from being sold at auction.

Susan had had a rough year. Her parents were sick and she had to travel to take care of them. Her emotional support animal became ill, resulting in extensive medical bills. These unexpected expenses took a toll on Susan's monthly income and she fell behind on her car payment. Her car was repossessed, and she needed to come up with over \$2,535 to prevent it from being sold at auction. She had \$1,000 that she could pay but that was not enough, and the fees continued to increase the longer the car was held. The Network coordinated a plan between two National Partners who agreed to work together to pay the fees that the veteran needed in addition to her own contribution. Susan's friends were glad to drive her to the vehicle auction site 3 hours away to pick up the car. She later sent an email to thank The Network: "A huge thank you for all you did to help me get my car back. You are amazing. Please let me know who your supervisor is, as I'd like to send a letter about my experience with you."

# Operation Deep Dive

Operation Deep Dive is a first-of-its-kind research collaboration examining the community factors and potential causes involved in suicide and non-natural death among veterans. Led by America's Warrior Partnership with researchers from the University of Alabama and financial support from the Bristol-Myers Squibb Foundation, Operation Deep Dive is currently being conducted in 14 communities nationwide. By the study's completion in 2021, researchers aim to have a methodology that any community can implement to identify the unique risk factors of suicide and non-natural death within their area. In 2019, we conducted onboarding and built the foundation for 7 new communities to participate in the study. These new communities joined the 7 initial taking us to our final count of 14 communities in full.



Looking into 2020, Operation Deep Dive will be investigating the lives of veterans lost to suicide or non-natural causes within the last 12 months. They will be doing this by interviewing those who knew the veteran best: friends, family, and co-workers. The goal of the in-depth interviews is to know how each veteran was engaged within their community and identify the gaps in services to see how the community can better support veterans in the future. The insight gained from these interviews will enhance programs that improve the quality of life of veterans and reduce risk factors associated with suicide and non-natural deaths.

## Partners:



Bristol-Myers Squibb  
Foundation

THE UNIVERSITY OF  
**ALABAMA**

## 2019 Key Metrics:

- **245** community partners in **56** counties within **14** different states in the **14** communities
- We received retrospective data from **four states**: Florida, Minnesota, Nevada, and Ohio.
- **424,761** non-natural deaths occurring from 2014 through 2018 submitted for review; of those, **57,292** identified as military service members



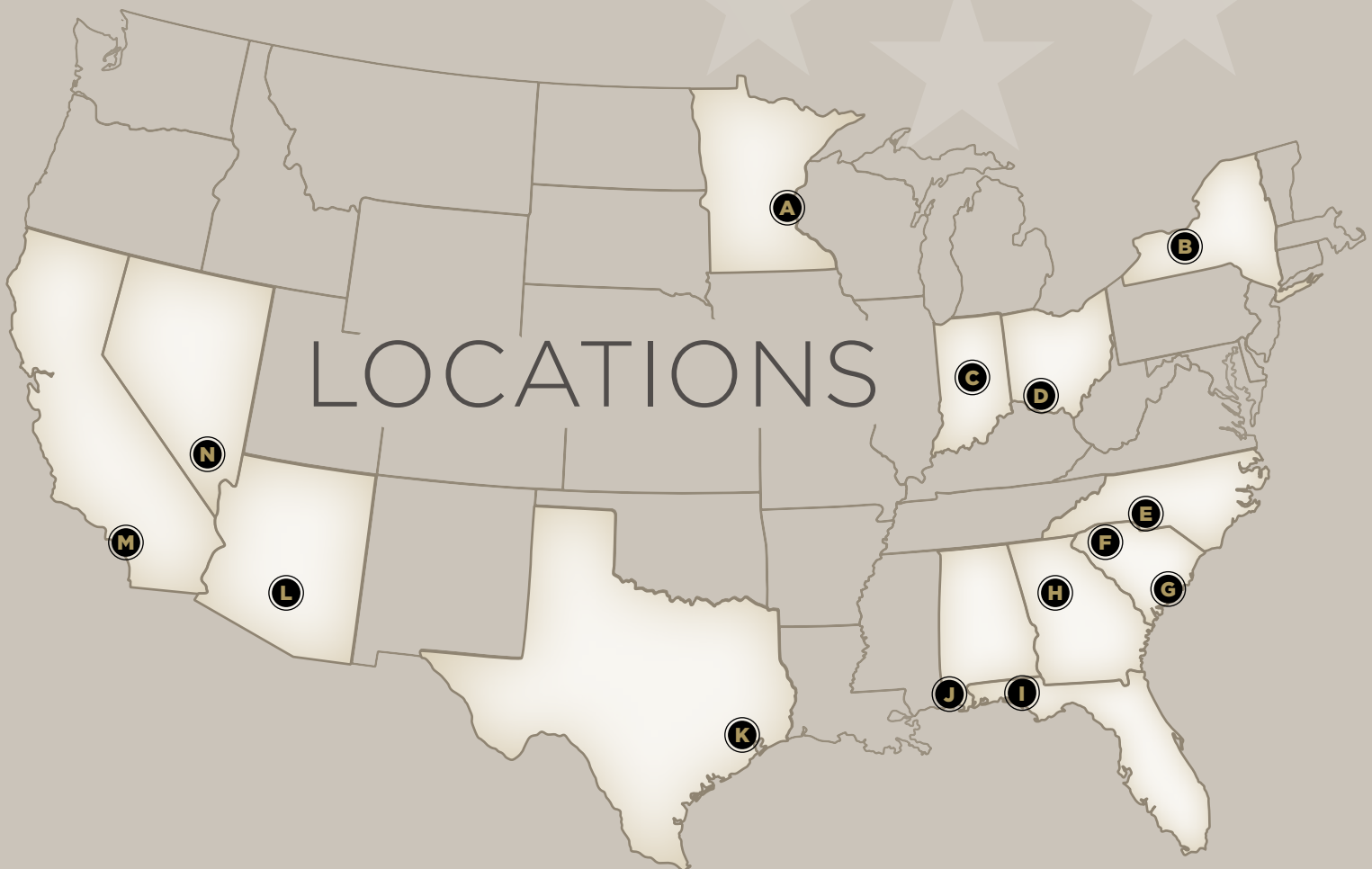
AMERICA'S WARRIOR PARTNERSHIP

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# Operation Deep Dive

## 14 Communities Involved in Study

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**A** - Twin Cities, MN

**B** - Syracuse, NY

**C** - Indianapolis, IN

**D** - Cincinnati, OH\*

**E** - Charlotte, NC

**F** - Greenville, SC

**G** - Charleston, SC

**H** - Atlanta, GA

**I** - Pensacola, FL

**J** - Mobile, AL

**K** - Houston, TX

**L** - Phoenix, AZ

**M** - Orange County, CA

**N** - Las Vegas, NV

\*includes counties in KY



# Symposium

This past September, hundreds of leaders from the private and public sectors gathered to share best practices, learn from inspiring speakers, and connect with resources available to further empower military, veterans, families, and caregivers.



Highpoints of the sold-out three-day event included a powerful performance from Modern Warrior LIVE, Bonnie Carroll (TAPS) accepting the Leo K. Thorsness Leadership Award, and a keynote address from Major Scotty Smiley.

## 2019 Key Stats:

- **533** attendees
- **60** exhibitors
- **93%** of attendees report their knowledge of best practices in community integration improved as a direct result of the Symposium.

## Event Highlight:

### WorkingNation Overheard

*WorkingNation Overheard* conducted an interview series during the Sixth Annual Warrior Community Integration Symposium – they talked with veterans and veteran leaders about the future of work and veteran experiences in the workplace.

**Visit “WorkingNation” on YouTube to view all the videos.**



# Corporate Veteran Initiative

2019 was a strong year for the Corporate Veteran Initiative (CVI). We have assisted military-connected employees all over the United States by connecting them to resources to improve their quality of life. Whether employees are seeking to know more about their military benefits, participate in community events, or connect with fellow veteran employees, CVI continues to empower employers to support their veteran, military family member, and caregiver employees. CVI works closely with companies to multiply resources and opportunities for military-connected employees. We want to thank our partnering companies for recognizing their veteran employees as assets and providing them every opportunity to succeed in the workplace. These companies represent the forefront of military employee advocacy and community philanthropy. We look forward to partnering with more companies in 2020.

## Key Metrics:

- Participating Companies:



- Number of Employees Participating: **9,000+**
- Number of Employees Served: **99**
- Number of Cases Referred to The Network: **48**
- **Case Success Rating: 100%**
- Resource Group Participation: **66% increase**

## AGS Program Highlight

AGS (the pilot program for CVI) was awarded the **2019 Gold Medallion Award** through the U.S. Department of Labor's HIRE Vets program for commitment and leadership in recruiting, employing, and retaining U.S. military veterans.

A background image showing several hands of different skin tones stacked together in a circle, symbolizing unity and support. The hands are wearing various accessories like bracelets and a watch.

*connecting  
to resources*



# Patriot's Pour

Patriot's Pour is a cause marketing campaign designed to empower communities to empower their veterans by increasing awareness and raising funds in partnership with local businesses that have a product that can be poured. With a portion of the funds raised allocated to stay in the community and support local veteran-serving nonprofits through Community Integration, and remaining funds supporting national initiatives of America's Warrior Partnership, Patriot's Pour impacts communities across the country. In 2019, Patriot's Pour campaigns in San Diego, California, and Fayetteville, North Carolina, raised almost \$90,000 to support veterans in their communities.



Total Raised  
in 2019: **\$90,000**

Fayetteville, NC



San Diego, CA





# Four Star Alliance

America's Warrior Partnership's Four Star Alliance is a national initiative committed to ensuring that veterans, their families and their caregivers have access to vetted adaptive sports, recreational therapy and wellness programs – helping to advance their physical, mental and emotional well-being.



We support and promote excellence in programs that veterans rely on to help with overcoming or minimizing physical, mental, social and emotional limitations. Member organizations offer evidence-based programs and services designed to restore veterans' independence and improve their overall quality of life. These programs include therapeutic individual, couple and family retreats; adaptive sports activities; ongoing community engagement initiatives; support

animal training and placement; and projects specifically for military kids. Programs range from equine therapy sessions to adaptive snowboarding lessons and span the country serving veterans from all 50 states.

## Key Stats:

- Program participants from each of the 50 states
- Programs take place across the United States as well as in the Bahamas, Europe and the Arctic Circle
- 40 member organizations served more than 2.5 million service members, veterans, military families and caregivers in 2019
- Alliance members support veterans from all service branches and eras



# Thank You DONORS

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Hack Adams  
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Ken Alhadeff  
Byron and Jacqueline Allen  
Shirley Alston  
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Amy Hobby Rickard  
John Hoffman  
John Hornbuckle  
Claire-Helene Horne  
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Families (IVMF)  
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The Ward Family Foundation

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Joshua Valenciano

Alexander van Hoek

Keiko Veit

VFW Foundation

Michael Vinti

Christopher Walby

Stephen Waryk

Joey Watkins

Pete Webber

Mary Whaley

Allison Williams

Craig Williams

Allen Williamson

Joshua Wilson

William Woodson

Wounded Warrior Project

Brent Wright

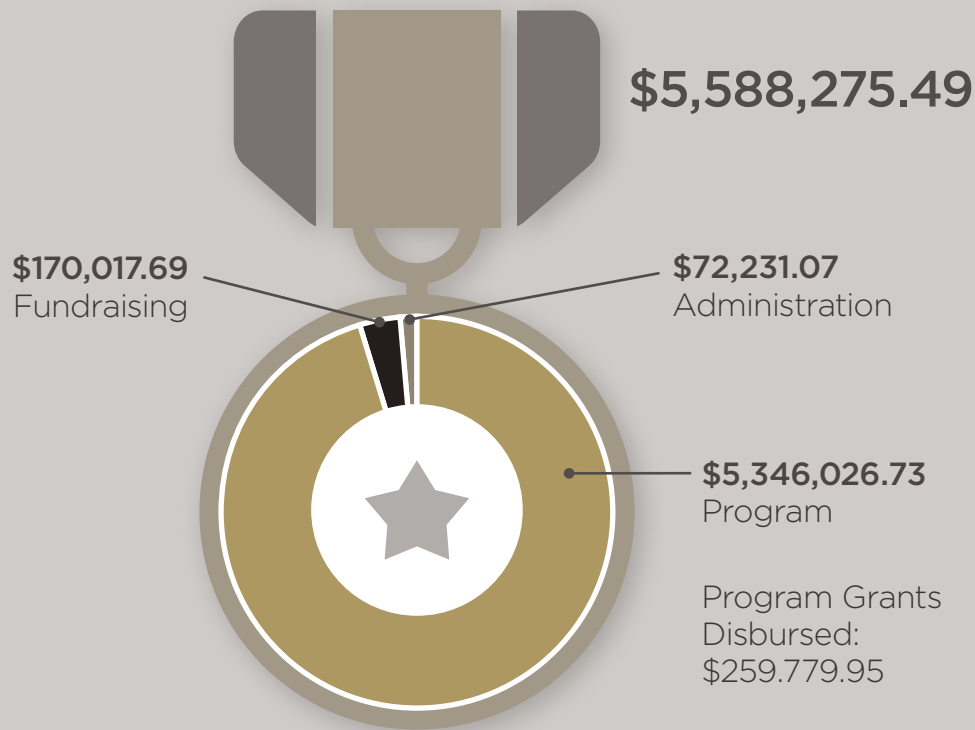
Michael Yurkovich

ZipRecruiter

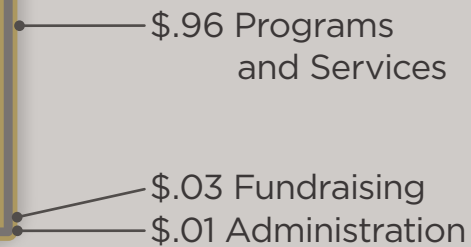


# FINANCIALS

*Total Expenses*  
for 2019



*For Every*  
\$1 spent...



\*Financial information is presented before undergoing regular scheduled audit

A photograph of three Marine band members in dress uniform, standing in profile and holding flags. The member on the left is a sergeant, holding the United States flag. The member in the center is holding the Marine Corps flag. The member on the right is holding a red flag with a white banner that reads "UNITED STATES". The background is a stone wall with a plaque that reads "EBC NE IN WIL".

*we promote and support  
excellence*

# JOIN *the* MISSION

Together we can do so much more. You can empower service members, veterans, their families, and caregivers with the quality of life they deserve in order to thrive in their communities.



## **DONATE.**

When you support America's Warrior Partnership, you help build a network of holistic support that empowers our nation's military, veterans, their families and caregivers. Explore all the ways to give at [americaswarriorpartnership.org/donate/](http://americaswarriorpartnership.org/donate/)



## **SPONSOR.**

From sponsoring the Annual Warrior Symposium or a tailored sponsorship option for your organization to support any one of our 9 programs, we will work with you to best demonstrate your corporate responsibility.



## **VOLUNTEER.**

We are always looking for awesome volunteers to support our events and programs. Volunteer opportunities can range from a single afternoon event to an ongoing weekly commitment.



## **PARTNER.**

We are always open to collaborating with new national and community partners in further empowering military, veterans, their families, caregivers with the highest level of support possible.



## **FOLLOW.**

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For more ways to get involved, contact  
**Sarah Holzhalb**, Director of Marketing and Development at  
[sarahholzhalb@americaswarriorpartnership.org](mailto:sarahholzhalb@americaswarriorpartnership.org)  
or  
**706-524-2821**





*empower  
veterans*

*empowered to thrive*



**AMERICA'S  
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