Our Strength is that we are One Team.
The pandemic taught us the importance of relationships. We learned that while technology can enhance our lives, it cannot replace human interaction. We learned that a large social media following does not prevent isolation. And we learned a website of resources could not replace a trusted relationship established before the crisis occurred.

This year, as the pandemic spread and lockdowns took their toll on everyone’s wellbeing, we recognized that our affiliated communities exceeded expectations in the service to rural and urban veterans and their families. They cultivated established, trusted relationships with veterans and service providers well in advance of the mandated isolation. Our Community Integration affiliates were agile in meeting the needs of the veteran community. Because of these relationships, they could easily transition to remote work with the help of our information system, WarriorServe®. America’s Warrior Partnership’s Community Integration approach is a solid testament to having a relationship-based, proactive model to community service in our affiliated communities, especially in these challenging times.

During this crisis, while communities capitalized on their local relationships, America’s Warrior Partnership’s Network increased our relationship with veteran community leaders in 440 counties, representing 45 states with a case closure success rate of 92% on over 1,372 cases. The Network has taken on the most challenging cases that local resources could not fulfill. The Network collaborated with a national partner to provide one of our affiliates with financial assistance to military spouses making masks for the local community during the pandemic. Not only did this provide critical safety supplies, but it also employed numerous military spouses. Providing a warm hand-off between transitioning service members and their destination community is done weekly by America’s Warrior Partnership Network. These are just a few examples of how The Network addresses the ever-evolving needs of veterans and their families. In the words of one of our partners - “The Network works. You’ve built a relationship with these communities, and the Network really works as envisioned.”

Despite the pandemic, America’s Warrior Partnership’s nationwide veteran suicide study, “Operation Deep Dive,” with our research partners at the University of Alabama and supported by the Bristol Myers Squibb Foundation, identified landmark findings. Over the year, we learned that states were undercounting their veteran suicide rate by as much as 25%; that overdose is the leading non-natural cause of premature death; that dishonorably discharged veterans had a much lower suicide rate than those with an honorable discharge, and we learned that newly transitioned veterans are at the greatest risk for premature, non-natural causes of death. Operation Deep Dive continues to learn more about preventing premature, non-natural death among service members at the community level through interviews of friends, families, and co-workers with the closest relationships with the decedent. There is more to do. We have another five states of data awaiting analysis by our Department of Defense partners. We hope to include the Department of Veterans Affairs information in Operation Deep Dive.

Relationships enable us to tell a story. The gold standard for sharing these rich, impactful stories is Mission Roll Call, our national effort to unify the voice of veterans. Mission Roll Call has connected with over 1.5M veterans, their families, and supporters to ask them their opinion on issues they feel are critical to their wellbeing and that of their fellow service members. In 2020, Mission Roll Call’s followers voted that veteran suicide prevention was their #1 priority. With few actions on veteran suicide prevention taken by Congress, Mission Roll Call started a petition calling on Congress to pass bicameral, bipartisan legislation to end veteran suicide. Within 60 days, 200,000 signatories called on Congress to act. Within nine months, Congress passed, and the President signed into law the most sweeping veteran suicide reform of the last 30 years. Talk is cheap, and actions count. Mission Roll Call has blended the two into a best-in-class approach that unifies the veteran’s voice toward action.

Veterans are assets to their communities. It takes building relationships with all veterans and their families to prevent suicide, homelessness, unemployment, lack of access to health care, and to improve a community’s quality of life. The veteran’s commitment, experience, and skills are needed to improve communities and strengthen our nation. America’s Warrior Partnership is well-positioned to help make communities welcoming places for all veterans, regardless of service era and level of need. Through our unique approach, we have created communities where colleges are more accessible, employers can recruit and retain veterans, and community resources are efficiently connected to empower veterans.

Sincerely,

Jim Lorraine
President & CEO
America’s Warrior Partnership

2020 was tough on everyone.

State of the Organization
America’s Warrior Partnership is on a mission Empowering Communities to Empower Veterans

Our mission is to empower communities to empower veterans. Our programs accomplish this by starting at the community level and understanding the unique situations of veterans and their families. We connect local veteran-serving organizations with the appropriate resources, services, and partners that they need to support veterans, their families, and caregivers at every stage of veterans’ lives. Our ultimate goal is to improve the quality of life for veterans and to end veteran suicide by empowering local communities to serve them proactively and holistically before a crisis occurs.

Our approach is a Four Step Plan to Connect, Educate, Advocate, and Collaborate with veterans, their families, and the communities that support them.

Connect by 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 by informing veterans of the opportunities available to them, as well as educating the community as a whole about the needs of veterans as well as 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 improve the quality of life for veterans and to end veteran suicide by empowering local communities to serve them proactively and holistically before a crisis occurs.

America’s Warrior Partnership participated in numerous advocacy activities to represent the interests of our veterans and communities.

- Led a Suicide Prevention Petition with over 200,000 signatures from all 50 states
- Authored a letter to Congressional Veteran Committees, co-signed by 30 community-based veteran serving programs, representing 15 states, supporting Senate Bill 785 (The Commander John Scott Hannon Veteran’s Mental Health Care Improvement Act) - the most comprehensive suicide prevention bill of the last 30 years.
- Conducted interviews with 5 Senators and 3 Members of Congress
Community Perspective on Supporting Veterans During COVID-19

During the uncertain and unprecedented time of COVID-19, veterans needed support navigating the complex and ever-changing environment where they live. Community-based, veteran-serving organizations were best equipped to meet those needs, and America’s Warrior Partnership continued to be dedicated to supporting those who serve veterans, their families, and caregivers. America’s Warrior Partnership affiliate communities using our Community Integration approach were able to connect with veterans before, during, and after the crisis because of the relationships formed well before the pandemic.

There are more than 40,000 veteran serving organizations within the United States of America, and they need our support now more than ever. The important work they do must go on, and outreach and awareness to support these efforts seem more distant as the global pandemic continues to affect our economy. Each one of the 40,000 veteran serving organizations play a pivotal role in the veteran support structure that aims to improve the quality of life for all veterans, their families, and caregivers.

America’s Warrior Partnership is providing support to these community organizations during the COVID-19 pandemic through The Network. The Network is a national coordination program that connects communities to national resources when local ones do not exist or have been exhausted. A total of 69 community veteran-serving organizations provided feedback to our survey in April 2020. The goal was to offer insight and recommendations on maintaining a high quality of life for their veterans during the pandemic and the recovery period.

Key Findings

- 34% of communities found it difficult to provide services remotely
- 93% ranked their community’s ability to resolve issues locally as average or above average
- 56% requested services focused on food/household supply needs, short-term financial relief, and aid in obtaining employment
- 51% of communities expressed that raising program awareness is one of their biggest challenges

Remote service delivery for rural areas and serving the elderly is a challenge

Requests during the COVID-19 Pandemic

- Food/Household Supplies
- Short-term Finances
- Employment
- Housing
- Benefits
- Behavioral Healthcare
- Transportation
- Family/Caregiver Support
- Technology Support
- Physical Healthcare
- Childcare

0% 10% 20% 30% 40% 50% 60%

Recommendations from our report:

- Connect with individuals via a method that meets their capabilities (phone call, text, email)
- Be creative on how you access services for critical needs and provide volunteers with actionable ways to help
- Continue to build resilient networks of support and strong, local partnerships
Our Organizational Structure

**Top Media Hits**

- **U.S. Military Service Members Likely to Pay Double in FICA Taxes for Deferment Payback**
- **Grappling With the Rise of Work-Related Suicide During the Pandemic: How to Support Yourself and Fellow Co-Workers**
- **Why Not Forgive Military Members Their Deferred Taxes Come January?**
- **The Nation’s Understanding of Military Veteran Suicide Is Incomplete**
- **Seeking the Military Suicide Solution Podcast**
- **America’s Warrior Partnership Helps Close Resource Gaps for Veterans**

These stories had a reach of more than 283 Million readers with an Advertising Value Equivalent of $2.6 Million
Our Programs Reach

This map represents all of our community partners that have participated in our nationwide programs.
Community Integration

Community Integration is America’s Warrior Partnership’s proven model that provides veteran-serving organizations with the tools to implement a customized program that is responsive to local veterans, families, and caregivers. We provide support so local organizations can focus on proactively building relationships with veterans and creating a network of holistic support. The Community Integration Model amplifies local efforts by bridging the gaps in available services and connecting local groups to national resources through The Network.

Affiliates:

- Panhandle Warrior Partnership (Panhandle of Florida)
- Diné Naazbaa’ Partnership (Navajo Nation area in Apache County, AZ)
- The Warrior Alliance (Atlanta, GA)
- Tierney Center for Veteran Services at Goodwill OC (Orange County, CA)
- Upstate Warrior Solution (Greenville, SC)
- Veterans One-stop Center of WNY (Buffalo, NY)

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Affiliates in Development

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

2020 Key Community Integration Stats:

Since inception, the Community Integration program has impacted the lives of over 54,000 veterans and many more including family members and caregivers resulting in a total estimated economic impact of nearly $290 million.

- 3,093 veterans served in 2020
- 97% on track to graduate
- 85% of eligible enrolled in VA Healthcare
- 562 enrolled in VA Healthcare
- 239 Education cases successfully closed
- 1,123 Housing cases successfully closed
- 1,175 Employment cases successfully closed

“I have been to two of your Battle Rhythm sessions now and think they are just great! Good way to bring together a lot of different folks and help us learn about things that are important but that we may not know about!

Thank you for all you guys are doing.”

Bill Brown
Executive Director of Military & Veterans Education
ECPI University
Mission Roll Call

Mission Roll Call is a nonpartisan movement to give every single veteran a powerful, unified voice in policy and advocacy on issues that are important to them. Mission Roll Call accomplishes this through Connecting to veterans, families and lawmakers; Educating our members through original content and media; Inquiring members’ opinions through polls and petitions; Informing policymakers, VSO’s and our members of the results.

2020 Key Stats:

- **Members**: 1.5 million
- **357 veterans** expressed a need and were connected to the Network with a **90% success rate**
- **Polls**: Received **267,956** voiced responses to our 12 polls

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Top 3 Polls

1. **Yes**
   - Veteran suicide has not declined despite Congress quadrupling VA spending. Should the VA partner with non-government orgs to prevent vet suicide?
     - Yes 95.6%
     - No 4.4%

2. **Support**
   - What’s the most important issue to you right now?
     - Solving the veteran suicide crisis 46.66%
     - Spouse and caregiver support 31.46%
     - Veteran jobs and employment opportunities 21.88%

3. **Recognize**
   - What is the single most important thing communities can do to honor & support veterans?
     - Advocate for the need to eliminate the stigma around mental health treatment 33.25%
     - Celebrate and recognize all veterans from all eras and classifications (combat, deployed, peacetime) 21.88%
     - Improve access to recreation & community events for veterans and their families to connect with others 18.99%
     - Recognize and support the important role played by veterans’ families & caregivers 16.62%

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Every veteran has a story. I would tell them to engage. When they do, they are going to be the best spokesperson, and they are going to make a difference. We respect you, and we respect your opinion.”

- Senator Jerry Moran
  Ranking Member, Senate Veterans Affairs Committee

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WarriorServe®

WarriorServe® is America’s Warrior Partnership’s proprietary technology solution that helps veteran-serving organizations streamline data collection and coordinate services between partner organizations. Built on the Salesforce® platform, it enables organizations to coordinate services, build advanced data analysis and evaluate outcomes.

2020 Key Stats:

- **10,276 CASES SHARED IN 2020**
- **94% USERS ARE EXTREMELY SATISFIED OR SATISFIED WITH THE WARRIORSERVE APPLICATION**
- **46% INCREASE IN ORGANIZATIONS USING WARRIORSERVE® ACROSS THE NATION**

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**Powered by WarriorServe®**

”Not only was my team able to track and coordinate services for over 10,300 veterans and families in WarriorServe® but our veteran services providing partners could make real-time updates as well using their WarriorServe® partner portals. We were able to update records live while contacting over 6,000 of our veterans during COVID; providing a comforting voice, resources and overall support to our veterans, caregivers and military families in need.”

Denton Knapp
Director, Tierney Center for Veteran Services
The Network

The Network is a national coordination platform that connects veterans to their community and connects communities to national resources. It provides local veteran-serving organizations with a connection to national resources when a veteran’s request cannot be made locally. The Network provides national partners with vetted, quality referrals for services.

2020 Key Stats:

- **834** warriors served
- **1,212** cases received
- **78** national partners
- **286** community partners
- **92%** case closure success rate
- **45** states served
- **440** counties served

Gary Sinise Foundation grant supports Alaska military families and Veterans

The Gary Sinise Foundation provided a grant to an America Warrior Partnership affiliate community, the Alaska Coalition for Veterans and Military Families (AKCVMF), to support a volunteer group of military spouses making and distributing handmade face masks to service members, families and homeless veterans throughout the state.

Called “Project Face Mask”, these volunteers, many who lost their jobs due to COVID-19, worked with AKCVMF to make these face masks to meet the demand for personal protection. In late April 2020, when organizers at the coalition submitted an initial application to the foundation seeking funding for the project, the state had by then shut down nonessential businesses. The economic toll left a hole in their budget.

The grant from the Foundation was valued at $1,999 and came from the foundation’s Emergency COVID-19 Combat Service campaign. Its impact was substantial. The grant allowed more than 6,000 face masks to be made and distributed to National and Air Guard Units, Vietnam Veterans of America and homeless veterans receiving treatment through the state’s VA healthcare system.

Terry, a pre-9/11 veteran, and his wife were on the verge of homelessness. They came across a Mission Roll Call ad on social media and completed a request for support on Mission Roll Call’s website. Terry received a timely call back from The Network. The Network learned more about Terry’s unique housing situation and obtained further information about his eligibility for benefits. Terry had enough finances to cover monthly rent in the area, but did not have enough money saved for a deposit on a rental property. The Network determined the veteran was ineligible for the Veterans Affairs’ Supportive Services for Veteran Families (SSVF) program and there were no local options to provide support for the deposit. His request was taken to a national partner to offer support. The Network advocated on behalf of Terry to the national partner and assisted in completing the application for assistance with the rent deposit. The national partner accepted Terry’s application, preventing him and his wife from becoming homeless. Mission Roll Call’s outreach and The Network’s quick response to offer support helped John and his wife with a fresh start.

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Operation Deep Dive is a community-based, former service member suicide and non-natural cause of death prevention study, taking place in 14 states across the country. This study is in partnership with the University of Alabama and supported by the Bristol Myers Squibb Foundation. Operation Deep Dive is focused on identifying community factors that can help develop an upstream approach to enhancing programs that improve former service members’ quality of life. The goal of Operation Deep Dive is to develop a methodology that any community can implement to identify the unique risk factors of suicide and premature non-natural causes of death within their area, which will empower that community with the insights needed to develop proactive outreach and support programs.

2020 Key Stats:

- Number of community level partners: 651
- Number of states involved: 14
- Number of state retrospective data received: 5
- Number of non-natural deaths investigated: 424,761
- Number of non-natural veteran deaths investigated: 57,292
- Number of survivor interviews conducted: 8

In addition to suicide, premature non-natural causes of death are overdose, asphyxiation, accidental gunshot, drowning, suicide by law enforcement, or high-speed, single-drive accident.
The theme of 2020 for everyone seemed to be “overcome, adapt and improvise,” and the Symposium was no different! Ensuring maximum participation and safety among our attendees, AWP’s Symposium was moved to a virtual format. Our inspiring and knowledgeable speakers attracted the most registrants and attendees in the history of the Symposium. Highlights included a Keynote Address by Naval Officer and NASCAR driver Jesse Iwuji and General Session introductions by Gary Sinise and Admiral William McRaven.

We are grateful to each of our registrants for your interest and sharing best practices and to our sponsors who made the event a success!

2020 Key Stats:

- 2,106 Registrants
- 1,075 Veteran-serving professionals attended
- 264 Government Professionals
- 660 VSOs or nonprofits
- 113 Education Professionals
- 18 Sponsors

America’s Warrior Partnership created the Corporate Veteran Initiative (CVI) to educate business leaders about the unique skills and experiences that veterans can contribute, while also providing more resources and opportunities to veterans in the workplace. CVI provides businesses with insights, guidance, and training to improve the engagement of veterans in the workplace and retain their veteran employees. This is accomplished in three phases: Assess a company’s current workplace and surrounding local community; serve veteran employees through a customized veteran-engagement workplace program; retain veteran employees by providing long-term guidance and support.

Key Metrics:

- Number of additional company partners utilizing CVI resources: 9
- Number of employees impacted: 35,000+
- Number of cases referred to The Network: 82
- Case success rate: 100%

**CANA Advisors is a virtual company. The keys to success in this environment are trust, respect, and the ability to work independently. Veterans are well equipped for this challenge from day one.**

Walt DeGrange
US Navy Veteran, Director of Analytics Capability (DAC) with CANA Advisors
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.

Key Stats:

San Diego, CA:
Disbursed $60,000 in funds to Community Integration programs in San Diego including the San Diego Veterans Coalition (SDVC), Vets’ Community Connections (VCC), and 2-1-1 San Diego/Community Information Exchange with the goal of increasing capacity for outreach and engagement, coordinated services, and collaboration among community partners.

Fayetteville, NC:
Conducted a Community Integration round table discussion with 76 individuals, representing 45 organizations with the impact of sharing best practices, improving collaboration and overcoming barriers.

“I feel fortunate to have been able to attend the round table event because I have already reached out to members of other organizations who also were in attendance to utilize their expertise and assistance in regard to helping the families with whose care I have been entrusted. So, as you can see, this event has already had a tangible, real world impact on our community. I thank you for bringing together not just ideas, but people who are willing and able to act when needed.”

- Kerry Irvin
President
Senior SFRG Advisor, Association of Bragg Spouses
82nd Combat Aviation Brigade

Four Star Alliance

The Four Star Alliance is a membership program of vetted community organizations that provide adaptive sports, therapeutic recreation, and wellness programs to active duty military, veterans, their families and caregivers. America’s Warrior Partnership manages the Four Star Alliance and helps veteran-serving organizations find quality referrals through The Network.

Key Stats:

- 50 member organizations supporting veterans, families and caregivers from all service eras and branches.

Like many others in 2020, we had to get creative in 2020 to reach active duty and veteran families but were able to rely on our free mobile app for service members and veterans to make video recordings for the children in their lives.

- United Through Reading

...we are developing chapters for more local outreach to involve more veterans more regularly, and be more resilient to issues impacting our bigger events.

- World T.E.A.M. Sports

In light of the pandemic, we launched two care pathways to serve our program participants; a telehealth model that is available for veterans and service members in 15 states; and our in-person Intensive Outpatient Program resumed in June 2020 following CDC and Emory’s Infection Prevention guidelines.

- Emory Healthcare Veteran’s Program
Thank You
donors

Lisa Epstein
Lani Faulkner
Martin Fanton
Douglas Ferguson
Richard Fitzgerald Jr.
Bea Floyd
Tasha Ford
Jasmine Coffey
Caile Geer
Jeanne Gilks
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Trey Watkins
Kathy Waltesh
Tammy and Dave Webber
Bill and Nanette Webber Family Foundation
Sheri Webster
Andrea Weidman
Marianna Wheatley
Maribeth Wheeler
Wounded Warrior Project
Brandon Young
Regina Zibuck
Michael Zicari

For Every $1 spent...

$.94 Programs and Services
$.04 Fundraising
$.02 Administration

*Financial information is presented before undergoing regular scheduled audit

2020 FINANCIALS

Total Expenses: $6,787,426.22

$264,631.60 Fundraising

$178,761.54 Administration

$6,344,033.08 Program Grants Disbursed: $64,175.85
JOIN US. Help veterans and their families live the purposeful life they deserve.

You can empower service members, veterans, their families, and caregivers across the country to improve their quality of life and end veteran suicide.

DONATE. When you support AWP, you help veterans and their families gain access to resources that improve their quality of life and prevent suicide. Find out all the ways to contribute your support at americaswarriorpartnership.org/donate/

SPONSOR. From supporting the Annual Warrior Community Integration Symposium to a tailored sponsorship for your company or organization to support our programs, we will work with you to showcase your meaningful support of AWP.

VOLUNTEER. We are always looking for volunteers to support our events and programs within our communities. 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. Our Facebook, Twitter, LinkedIn and Instagram handle is @AWPartnership - follow us to stay up to date with our latest news, photos and program updates.

For more ways to get involved, contact Sarah Holzhalb, Director of Marketing and Development at sholzhalb@americaswarriorpartnership.org or 804.248.9197