



2022

SOLDIERS' ANGELS
ANNUAL
REPORT

"I am a soldier deployed overseas in Kuwait. As my tour is ending soon, I want to write to thank you for the support you've given me and my fellow soldiers through the Soldiers' Angels organization. I apologize for not writing throughout the tour.

This tour is hard for us: we left our families from a pre-COVID world in January, and we are now going back to a world that will be unfamiliar to us in many aspects. We will not be able to freely visit our friends and families to reconnect as we reintegrate back to our former lives. However, we still look forward to returning to the land of the free. Especially for myself, I missed the birth of my first child for this deployment, so I am looking forward to meeting my daughter for the very first time."

—Deployed Service Member



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Dear Soldiers' Angels Supporters,

2020 was a year like no other.

At times, the hardships and uncertainties that came with such an unprecedented year seemed insurmountable. And yet, we persevered by adapting, improvising, and overcoming.

A normal Annual Report spends time reflecting on the successes of the previous year— growth, meeting and exceeding goals, improving as an organization, etc. But this year was different. This year our sense of survival was our measure of success.

As many other businesses, organizations, and even large corporations faced hardships or even complete closure, our team of dedicated employees, interns, and volunteers banded together to continue serving the military and veteran communities. While working amid the ever-changing COVID-19 precautions that made even the task of sending a care package a challenge, we as a team got the job done, despite the pandemic.

As if the pandemic wasn't enough, civil unrest, economic uncertainties, and political stigmas plagued our nation. And yet, we persevered shoulder to shoulder as non-discriminating, equal, apolitical, human beings looking to serve those who serve us.

From volunteering in person at food distributions, to providing meals to frontline workers, to sewing masks, to sourcing and redistributing hand sanitizer, to meeting any other unexpected needs as they would arise, the way we were able to come together during the worst of times and complete our mission without allowing any of the aforementioned issues to stand in our way truly displayed a lost art of patriotism.

And of course, we cannot forget the crucial role our donors played in our ability to persevere.

Grants were created specifically to assist with COVID support; existing grants with restrictions were released to use as needed, and new donors looking to support in whatever way they could were coming forward eager to help. Although there were moments that questioned the longevity of our financial stability, the overwhelming support we received from donors allowed us to not only continue our normal programming uninterrupted throughout 2020, but also allowed us the flexibility to provide the emergency programming we will discuss in this report.

Although we are still many months if not years away from coming out of this health and economic crisis, we want to extend our utmost gratitude to all who fought so hard to continue providing support to service members, wounded heroes, military families, and veterans of all eras through Soldiers' Angels. It is because of you that this organization will continue forward into its 18th year.

Bearing these items in mind, we feel that our Annual Report should reflect the important role played by our staff, interns, volunteers, and donors in 2020. Please take a moment to read through the following pages that list these individuals, businesses, and organizations. They truly are heroes for our heroes.

Thank you,



Amy Palmer

Amy Palmer, President & CEO



Rick Moore

Rick Moore, Chair, Board of Directors



THANK YOU | STAFF, INTERNS, VOLUNTEERS

2020 was a difficult year for everyone. In addition to facing the obvious challenges of living through a pandemic, witnessing our country under social and political unrest, and facing a teetering economy, our staff, interns, volunteers, and donors stuck by our side through it all. Many faced additional personal challenges including battling

COVID themselves or suffering through loved ones lost to COVID, job loss, financial crisis, other non-COVID health challenges, and much, much more. They also willingly followed our ever-changing safety protocols that allowed our organization to safely continue operating throughout the year.

OUR VOLUNTEERS

Service Award Volunteers

Soldiers’ Angels is honored to have presented 398 of The President’s Volunteer Service Awards in 2020. In addition, Soldiers’ Angels is also incredibly proud of 7 of

our international Angels who volunteered the necessary number of hours, but were not eligible to receive The President’s Volunteer Service Award since they are not located in the United States.

GOLD | 500+ volunteer hours

Carol Adams	Aurora Casanova	Jill Huzzey	Lou Midgett	Eric Sanders
Carol Allen	Heidi Christiansen	Nicole Jodikinos	Leigh Moore	Deborah Schier
Christina Atkinson	Nancy Conlon	Pat J. Jopling	Jerry Mott	Belinda Schirmer
Sophia Atkinson	Sue Crocker	Shelley Kalfas	Jennifer Nosko	Paula Sherwood
Elaine Barnett	Sheila Daniel	Corinna Kinsey	Pattie Ochs	Beth Taylor
Carolyn Basche	Kristin Drenckhahn	Trudi Krauss	Terry O’Malley	Rhonda Tunis
Elizabeth Batu	Paula Fleming	Leslie Larkin	Pamela Oren	Barbara Unruh
Pamela Beall	Pat Fried	Joseph Vander Linden	Yvonne Osorio	David Vernon
Therese Bell	Kaleena Gharky	Heidi Lowthorp	Anna Overland	Gayle Wedgwood
Ann Born	Lisa Glass	Shaunel Maleski	Karen Bostic Perlmeter	Victoria Wood
Richard Brooks	Susan Good	Carlos Martinez	Kate Reinholt	
Amy Brown	Lyndsey Hagan	Summer McAfee	Janet Richter	
Wendy Butera	TynaLynn Hilton	Christina McNeil	Darlene Rovatsos	
Sandra Carter	Roxana Hueso	Betty Merkling	Donna Rucker	

SILVER | 250-499 volunteer hours

Cheldon Alcantara	Sarah Garrett	Susan Lallement	Jean Rosado	Melinda Veytia
Melanie Ambury	Dona Granger	Amanda Lewis	Kaylene Sasse	Janet Waite
Irvin Arnold	Jody Grassel	Chris Lorenzen	Leslie Scott	Kathleen Wallace-Walter
Cathy Beck	Ilana Haas	Penny Meeker	Kristin Seashols	Amelia Wang
Heather Bittner	Heidi Harrsch	Connie Meza	Kathryn Shelly	Doris Widder
Grace Benfer Bostwick	Amber Hayes	Gretchen Mowery	Regina Shuster	Jeff Williams
Judy Broussard	Mindy Heiser	Danielle Nolan	Elliot Simons	Ashley Woll
Stephani Broviak	Linda Herrick	Mollie Oleyar	Kimberly Smith	Travis Yarbrough
Mandy Bullette	Kristin Herrmann	Minette Ozuna	Patricia Smith	Karen Zurow
Samantha Carano	Nicole Hill	Maryann Phillips	Sharon Smith	
Julie Christopher	Deborah Hinnenkamp	Vilma Pinero	Mary Spellerberg	
Judie Cross	Anne Hofferkamp	Carla Ramirez	Patricia Stephens	
Phyllis Croswell	Beth Hoffman	Lisa Rayl	Chaewon Sung	
Trista Curwick	Lucy Hull	Grace Riario	Jim Thomas	
Kenneth Dahl	Roger Hull	Barbara Richardson	Mary Tingblad	
Debbie DeRito	Lela Jones	Janet Roby	Mary Trevino	
Cheryl Duffee	Sandy Killian	Tina Romano	Beth Tyrrell-Prevost	
Alessa Edwards	Carol Klinedinst	Debbie Roper	MaryAnn Underwood	

BRONZE | 100-249 volunteer hours

Abby Abanes	Marie Everman	Katrina Kranack	Kaileen O’Morrissey	Dorothy Steele
Michelle Allen	Cynthia Fairall	Kenneth Kretchun	Kathi Oster	Audrey Stelly
Sharon Allsbrook	Michelle Farmer	Mary Lamantia	Andrea Oxendine	Alayna Stevens
Arlo Ashbach	JoAnne Fassinger	Sue Lange	Kara Pagliarulo	Jean Stevens
Kelly Ochotny Aspen	Jennifer Fehlberg	Cathy LaPeters	Heidi Pardue	Barbara Stewart
Willie Atkinson	Elayne Fick	Christopher Legier	Tony Parise	Thacia Stirling
Ann Backhurst	Alex Firebaugh	Cathie Lehocky	Amy Pepin	Ellen Stoltz
Lillian Beach	Kimia Flournoy	Pamela Lew	Amy Lou Peterson	Renata Stringer
Patricia Beam	Wanda Foltz	Annette Lockwood	Pamela Phelps	Sandra Stringer
Ann Bechtel	Cathy Freericks	Cathy Lombard	Karen Pilgrim	Janet Stuart
Christina Beers	Alejandro Castellon Fregoso	Michele Lopes	Erin Poole	Kate Stukowski
Lynne Rowan Belko	Jill Freitas	Julie Loreda	Lee Potter	Debora Sudanowicz
Ann Benson	Deborah Frost	Lynne Loyd	Elysse Power	Courtney Taylor
Bill Berke	Deborah Gambell	Betsi Lynch	Rob Prest	Ginger Thielman
Barbara Bernstein	Delta Gamma	Wendy Mach	Palmira Presta	Dina Thompson
Marianne Bertoni	Karrie Garis	Sharon MacKay	Barbara Price	Mary Ellen Tomaszewski
Dorothy Beylo	Melissa Garvin	Carol Makela	Sue Radtke	Isabell Torres
Stephanie Biediger	Inelda Garza-Hazlewood	Cayce Mangum	Carol Ramos	Tara Trevino
Tricia Bierworth	Michelle Gaudette	Melissa Marquez	Marianne Rascher	Tara Trexler
Cindy Blizzard	Melinda Geiger	Sarah Martens	Elizabeth Raulston	Christine Tunanidis
Nicole Blondheim	Bethany George	Donna Martin	Miriam Reichert	Melinda Valentine
Karen Bowles	Mary Gertken	Mary Martinson	Troy Rickards	Larisa Vann
Carol Ann Boyd	Savreet Gill	Rebecca McCoy	Toby Rissin	Kristine VanWesten
Deane Bray	Christy Grossman	Ashley McCullough	Sunny Roberts	Jazmin Velilla
Marian Brock	Patricia Guiff	Rachel McKay	Diane Robinett	Melanie Victor
Stacey Bruneau	Susan Hammann	Brenda McKelvey	Jennifer Rush	Adriana Villanueva
Darlena Bugbee	Angela Handy	Sandra McKinnon	Suzette Russell	Ginger Vukas
Claudia Byre	Betty Hanna	Diana McMillan	Laura Saba	Carole Ward
Elaine Byrne	Lindy Harden	Mary McNeely	Valerie Sapienza	Lin Ward
Deborah Calhoun	Suzanne Hearin	Samantha Medley	Kathryn Sargent	Brandi Wells
Wendy Cardoso	Sherryn Hensley	Barbara Meek	Mary Saxton	Mattie Wheeler
Karla Castellon	Charlie Hillman	Rami Meisinger	Amanda Scheidler	Jill Whelan
Sharon Chafin	Bobbi Hoffman	Eleni Menter	Scott Schneider	Ann Marie White
Maggie Clark	Melissa Howard	Ramona Merlet	Joe Schoemaker	Michele Whitley
Kristin Clay	Jennifer Howerton	Sharon Merritt	Laura Irvin Schroeder	Pamela Whitson
Erin Clemens	Kimberly Hroma	Ellen Miller	Abby Seadorf	Sherrill Widmer
Michele Conzatti	Dorothy Hubbard	Patricia Miller	Kristen Shaw	Kristi Wiggins
Marica Cook	Jacqueline Hugo	Michelle Miller-Kotula	Angela Shields	Yvette Williams
Valerie Davidson	Shari Ireland	Guadalupe Miranda	Melody Shoemaker	Donna Williams
Holly Dawson	Liby Jackson	Judy Montalto	Elody Shojinaga	Tamra Winchell
Arica Delgado	Sara Johnson	Bertha Moore	Melody Simons	Kelly Winkworth
Lisa Dente	Selena Johnson	Jessica Moore	Melissa Slifer	Irene Wise
Carole Dishong	Dawn Jones	Amber Morton	Stephanie Sloan	Danielle Witten
Terri Dodds	Heather Kaye	Michelle Moyer	Ling Smith	Norma Wolf
Amanda Dorrance	Caryn Kelly	Carolyn Mulhern	Sue Snyder	Jan Wunderlich
Brandy Dunn	Christy Kessens	Elizabeth Murdock	Bonnie Solivan	Ashley Young
Tamara Edwards	Kay Killpack	Cynthia Neel	Denise Spaulding	Casey Zuberbier
Linda Eggert	James Kimmitz	Paul Niemczyk	Holly Sperlin-Crane	Diane Zupfer
Dee Elder-Cargill	Donna King	Barbara Oatman	Krista Spreng	
Kerri Enders	Becky & Damon Klein	Joanne Obrien	Jami Stark	
Laura Essex	Jaclyn Kovalcik	Laura Olson	Nancy Stauder	

INTERNATIONAL

Lori Anne Baycroft	Nicole Foust	Christine Stevens	Catherine WynSculley
Maria Corazon Dahlum	Ivonne Frey	Jennifer Wile	

THANK YOU | OUR SUPPORTERS

DIAMOND | Donations of \$100,000 or more in cash or budget-relieving in-kind per year



Amavara
Atlanta Community Food Bank
Black Rifle Coffee Company LLC
Books-A-Million, Inc.
Carlson and The Carlson Family Foundation
DaySpring Cards
Faber Distilling Co.
through the Faber Foundation
FCA Foundation
Food Bank of the Rockies
Girl Scouts in the Heart of Pennsylvania

Girl Scouts Nation's Capitol
Girl Scouts of Central Texas
Girl Scouts of Gateway Council
Girl Scouts of Greater Atlanta
Girl Scouts of Gulf Coast Florida
Girl Scouts of Kentuckiana
Girl Scouts of San Diego
Girl Scouts of Southeast Florida
Girl Scouts of Southeastern Michigan
Gleaners Community Food Bank of
Southeastern Michigan

Good 360
KB Medical
Low Country Food Bank
Phyllis Jo Baunach
Robert Stoddard
San Antonio Food Bank
Second Harvest Food Bank of Central Florida
The Clorox Company
Trail's End Popcorn
USAA
Valero Energy Foundation

PLATINUM | Donations of \$50,000 or more in cash or budget-relieving in-kind per year

BURNCO USA
Girl Scouts Heart of the South
Girl Scouts of Eastern Iowa and Western Illinois

Girl Scouts of Historic Georgia
Girl Scouts of San Jacinto Council
Marjon Specialty Foods

Thrive Causemetics Foundation

GOLD | Donations of \$25,000 or more in cash or budget-relieving in-kind per year

Bake Me a Wish
Bob Weede
Bristol Myers Squibb Company
Clyde Wentling
Concordia Lutheran Church
Fiat Chrysler Automobiles Corporation
Fifth Generation, Inc. - Tito's Handmade Vodka
Girl Scouts Eastern WA and N Idaho
Girl Scouts of Central Illinois
Girl Scouts of Southern Alabama

Insurance Industry Charitable Foundation
on behalf of Hotchkiss Insurance
Jefferies Financial Group
Lani Hendrix
Lockheed Martin Space Systems Company
Lou Midgett
Michigan Crossroads Council, Boy Scouts
of America
Perspecta
Research Innovations Incorporated

Safeway Foundation
Sage Foundation
State Farm Mutual Automobile Insurance Co.
The Arthur M. Blank Family Foundation
The Bank of America Charitable Foundation
The PM Group
Thomas Walters
Transamerica Foundation

SILVER | Donations of \$10,000 or more in cash or budget-relieving in-kind per year

Abbott Labs
Absolute Business Solutions Corporation
Afflicted War Heroes, Inc.
Alexandre Kosterine
Bank of America/Merrill Lynch
Barbara Himmelberg
Barbara Unruh
Best Corporate Events LLC
Boy Scouts of America, Alamo Area Council
C. Scott & Dorothy E. Watkins Charitable
Foundation
Citi/National Disability Institute
David Dahlbeg
David Maria
First Nation Group LLC
Flagstar Foundation
Frank Germo
Freedom Pens
Frontstream
Girl Scouts of Southern Nevada
Girl Scouts of Tropical Florida
Greater Atlanta COVID-19 Recovery and
Response Fund, a partnership between the
Community Foundation for Greater Atlanta
and United Way of Greater Atlanta

Gunn Chevrolet
Harry Headley
Healy Enterprises, Inc.
H-E-B
Helen W. Bell Charitable Foundation
Hewlett Packard Enterprise
Intel
Jacob Cherry
James Szollosi
Janet Gordon
Jose Balli LLC
Joseph Fernandez
Julie Selter
Karen Zurow
Karl and Lynnette Miller
Kathleen Wallace-Walter
Kent and Patricia Warhol
Leigh A. Moore
Mark Stephens
Ocean Blue Logistics
Others First
Pattie Ochs
Paul and Katherine Morrow Family Foundation
Phyllis Croswell
Polar Air Cargo

Robert Decosta
Robert P. Losey
Russ's Wrench
San Antonio Area Foundation
San Antonio-Global Business Travel Association
Sandy Butler
Semper Capital Management, LP
Ted Akers
Terri Barr
Terry O'Malley
The Blodgett Trust Charitable Fund
The Fifth Third Bank
The McCallister Foundation
The Mihaly Family Charitable Fund
Tyrone E. Coleman Sr.
Veterans United Foundation
Wells Fargo Foundation
Wounded Warrior Military Family
Endowment (AFCEA)

ABOUT US

Our Mission

To provide aid, comfort, and resources to the military, veterans, and their families.

Our Vision

To ensure military, wounded military, veterans, and their families have access to needed community resources and support. With the help of our Angel volunteers, we are able to achieve our ongoing vision:

*May No Soldier Go Unloved,
May No Soldier Walk Alone,
May No Soldier Be Forgotten,
Until They All Come Home.™*

Our Values

Compassion, Dedication, Effectiveness, Efficiency, Collaborative, Credibility and Responsiveness.

About Us

The choice to serve is one of sacrifice. It means complete commitment to something larger than one's self, selflessly bearing the responsibility for the security of everything we hold dear in the United States. Soldiers' Angels' purpose is to honor that.

Our global network of volunteers — representing all 50 states, Guam, Puerto Rico, and 24 countries abroad — work to ensure that those who serve or have served are supported, uplifted, and remembered through a variety of support programs.

Soldiers' Angels is proudly one of the highest rated non-profits in the country, recognized by multiple independent agencies for its financial efficiency and transparency.

"On my first deployment someone else signed me up for Soldiers' Angels and it truly affected the day-to-day morale of myself and those around me. Four years later I still have those letters sent to me on my first deployment. I will never have the words to describe to you just how much it means to me that there are people who care. Your letters are kept and cherished by service members all around the globe. Thank you for what you do."

— Joshua



SUSTAINING DURING CRISIS

From the beginning, 2020 was a year that tested the limits of Soldiers' Angels. Long before the pandemic became the primary focus, a series of hostile exchanges between the U.S. and Iran led to mass deployments of armed forces to the Middle East. Many received their orders within only a few short days ahead of their deployment date.

Service members registered for support almost as rapidly as they were deploying. Overnight, an influx of requests for care packages and support items came through.

With snack and hygiene items still depleted from the busy 2019 holiday season, we quickly adapted to the current situation and developed the Go Camo campaign requesting support for care package items. Our donors and volunteers answered the call. With the power of online shopping, care package supplies literally started arriving the following day.

What we didn't anticipate was that Go Camo would end up being more like a dress rehearsal for what was to come. Soon we would be strategizing on ways we can rapidly provide not only comfort items like care packages, but also life-saving support such as food assistance, masks, and hand sanitizer.

Our ability to sustain through such a wide-spread and long-term crisis wasn't only because of our ability to adapt quickly— but also the willingness of our large network of volunteers and supporters to adapt alongside us. When it became apparent there was a shortage of masks for healthcare workers, our existing network of volunteers that were registered with our Sewing and Crafting Team seamlessly transitioned to making masks. When hand sanitizer became impossible to find, our existing relationships with distilleries led to direct access to their first shipments of distilled hand sanitizer. And when the need for food grew among the veteran population, donors flooded in to support the additional costs while steadfast volunteers rose up to come out of the protection of their homes and provide the additional manpower needed.

This became our new normal throughout 2020. We identified the needs of the military and veteran community and adapted to meet those needs— all the while still maintaining our regular programming.



COVID PROGRAMMING / COVID IMPACT

Masks

One of the earliest needs that was identified in the pandemic was the need for face masks. As more and more evidence suggested that face masks were an important item in the defense against COVID-19, global shortages led to many being left without access to masks. Requests flooded in from deployed service members with little to no access to off-base stores providing masks, as well as from veterans afraid to leave their homes, and most notably, from VA Healthcare workers and officials who needed masks for staff as well as veterans attending appointments inside the VA.

Soldiers' Angels volunteers on the Sewing and Crafting team normally lend their talents to making blankets, baby items, chemo caps, and more. But once the need was determined, volunteers quickly changed tracks to making masks. In addition, as the mask industry slowly recovered, individuals and companies donated hundreds of N95 masks.

Soldiers' Angels was able to collect and redistribute **17,269 masks** to deployed service members, veterans, and VA staff.

"This is my first overseas deployment and I appreciate any support you would like to give! It's funny that I always thought the challenges would come from solely missions and planning, but in reality, a large part of the difficulty is being away from home, from my fiancée, from sushi and restaurants and things that have been a part of, but expected part of my life. With Covid-19 restrictions stateside, I also worry about my family and fiancée and wish I could be there with them! Your thoughts and prayers do a lot to help myself and my fellow Soldiers see the light at the end of the tunnel. Thank you again!" —Deployed Service Member



Hand Sanitizer

As many of you reading this likely experienced, hand sanitizer became very difficult to get here in the U.S. For those deployed to remote locations, the quest for hand sanitizer was virtually impossible. In addition, hand sanitizer was a crucial need at our veteran Food Distribution events in order to provide a safe volunteer experience.

Thankfully, distilleries around the country came to the rescue producing hand sanitizer as rapidly as possible. With help from Fifth Generation, Inc. — Tito's Handmade Vodka, Cotton and Reed, Independent Distilling Company, MKT Distillery, Nippitay Distillery, and Faber Distilling CO. through the Faber Foundation, we were able to provide **413,124 bottles of hand sanitizer** to combat deployed, active duty, VA staff, volunteers at food distributions, as well as National Guard/Reserve Units setting up field hospitals and COVID testing sites.

Medical Transport

Homeless veterans living on the streets were often left without support or medical assistance during this pandemic. Many didn't know where they could turn. For those that did reach out, Soldiers' Angels was able to provide transportation to/from medical or emergency room visits or to COVID quarantine housing.

In total, Soldiers' Angels provided medical transport to **1,600 veterans**.

COVID PROGRAMMING / COVID IMPACT

Hot Meals to Frontline Workers

As the pandemic spread like wildfire across the country, VA Hospitals shut their doors to volunteers and visitors. In addition, many VA Hospitals, fulfilling "The Fourth Mission" of the VA, opened their services to the public and supported the overflow of COVID patients from local public health systems.

Soldiers' Angels volunteers who normally provide services within the VA lost their ability to connect to veteran patients directly. However, their desire to serve was stronger than ever. Volunteers across the country sourced meals for VA frontline workers, a small but welcomed gesture of gratitude for all that the heroes on the frontlines have done during this crisis.

5,979 hot meals were delivered to VA Hospital staff across the country working the frontlines of the pandemic.

Snack & Hygiene Items

Throughout the year, stateside military units, National Guard, and Reservists played a crucial role in the management of the health emergency. Units were activated to build field hospitals, transfer ventilators, assist at COVID testing sites, clean infected nursing homes, and in some instances, staff hospital ships.

Soldiers' Angels is honored to say that we were able to support these brave men and women in their heroic efforts to defeat the virus. As quickly as we could receive donations of snack and hygiene items, we were shipping them out to activated units supporting COVID efforts.

456,721 snack and hygiene items were shipped to units supporting COVID relief efforts around the U.S.

Food Assistance

Almost as soon as the supply chain disruptions caused empty shelves at many grocery stores, we saw an influx of veterans in need of food assistance. Not only did the need increase, but many veterans deemed high-risk were fearful of leaving their homes, let alone entering grocery stores.

With a network of veteran Food Distributions already in place in six major cities, we were able to increase the number of veterans served at each distribution and increase the amount of food provided each month.

For those veterans who were unable to leave their homes, we worked with local meal delivery organizations, such as Meals on Wheels and GoodR, to get food to those most critically in need. At times or locations when food delivery was not available, Soldiers' Angels staff and VA Caseworkers stepped up to the challenge and took it upon themselves

to personally deliver food from the food distribution to those veterans.

For the entire year, Soldiers' Angels provided food assistance to **40,300 veterans**.



HIGHLIGHT

VOLUNTEERING AMID THE PANDEMIC

In the midst of this global pandemic, there are those who still push through and courageously show up for the communities that need them. While we have all witnessed the extreme sacrifices made by medical personnel, first responders, and the military community, there are also heroes who don't wear scrubs or uniforms. In fact, they don't even get paid or expect anything in return for their service to others. They are volunteers.

Throughout 2020, we have witnessed some truly exceptional human beings who have willingly gone to no ends to make sure others are taken care of. Here at Soldiers' Angels, there was question early in the pandemic as to how we would still be able to provide our most crucial service to veterans in need amid the concerns of COVID: food.

Soldiers' Angels Veteran Food Distributions began in San Antonio in 2015. A drive-through style event that would provide food assistance to low-income and homeless veterans. Since then, the event has continued every single month without fail in San Antonio. In addition, the event was started in five other cities: Atlanta, Georgia; Charleston, South Carolina; Denver, Colorado; Detroit, Michigan; and Orlando, Florida.

Each event requires the assistance of a minimum of 35 local volunteers in order to unload, sort, and bag the food, and then load the bags of food into the cars of attending veterans.

As cities across the country began to shut down and go to "shelter in place" protocols, we feared the consequences that local volunteers may not be willing to put themselves in harm's way in order to carry out the food distributions.

We were wrong.

With necessary safety protocols in place to comply with all local government regulations, Soldiers' Angels, with the help of hundreds of resolute and fearless volunteers across the country, was able to carry out every food distribution event as planned. In fact, as the year waned and the food crisis became even more dire for those in need, we actually experienced more volunteers registering to support these events than ever before.

But it wasn't just at food distributions where we witnessed the phenomenon of the volunteer spirit. Volunteers sewed masks, delivered meals, donated needed supplies, sourced hand sanitizer, and more. Many of them did this in addition to "normal" volunteer duties they still upheld, like sending care packages and writing letters.



"The people that run the Soldiers' Angels food distribution are some of the kindest, most respectful people I have ever had the pleasure to meet. I have never had to take charity before this past year, as a matter of fact, I have been on the giving side many times. I went with my head lowered in shame to my first distribution. Once there I was treated with such respect that I was put at ease. The food we have received has been varied and of good quality, and is so very much appreciated."

— Veteran Food Distribution Client



When the holidays approached, we had no idea how we would be able to pack and ship nearly 30,000 stuffed holiday stockings—a process that is normally aided by a warehouse full of volunteers. But, after creating a safe environment and putting out the call, an endless stream of volunteers showed up to help us get the job done.

Even our Adopt-A-Family program was overwhelmed with volunteers. In a normal year, we end up with more military and veteran families registered to receive support than we have volunteers to “adopt” them... This year, it was the complete opposite. Volunteers were standing in line waiting to adopt families and our team could not list approved families for adoption fast enough.

In a year filled with bad news and devastating loss, these individuals were a true glimpse into the human spirit. They are heroes in their local communities and heroes to the military and veteran community as well.

Unfortunately, for the purpose of this report, we are only able to highlight a very small sampling of the amazing individuals that helped us carry out our mission. It would take an entire book to share images of each and every volunteer who created an impact in 2020 through Soldiers’ Angels.

“I just wanted to take a moment to thank you for everything Soldiers’ Angels is doing for all these service members that are deployed. I don’t get to hear from my son very often since he has been deployed but today I received an email from him wanting me to thank all of you for sending so much love and support to him. He said today was mail day for them and he always receives a bunch of mail from everyone with Soldiers’ Angels. He said he receives so much mail that his other buddies, that are deployed with him, help him open all of his mail and they all take turns reading all of the letters everyone sends. He said they all enjoy it very much and it’s a great way to get through these hard times while they are away. You guys are really making a difference by putting smiles on these young men and women who are serving our country and letting them know they are not forgotten! Keep up the GREAT work!”

—Lindy

PROGRAMS

Amid a year of abnormalities, Soldiers' Angels, with the help of volunteers around the world, was still able to successfully carry out nearly 100% of normal programming. All programs supporting deployed, wounded, and military families ran as normal. However, due to hospital lockdowns, many of the Veteran Support programs were unable to be completed, including patient visits, luncheons/dinners, coffee & donuts, and all other in-person VA activities.

Deployed Support Program

The team of volunteers supporting the Deployed Support Program work to ensure those deployed in support of combat and humanitarian missions are supported and appreciated during their time away. Working virtually, volunteers across six different teams write letters, send care packages, make homemade baked goods, and more.

Teams: Angel Bakers, Chaplain Support, Deployed Adoptions, Ladies of Liberty, Letter Writing, Special Operations Forces

Family Support Program

Military families face many challenges before, during, and after deployment. The Family Support Program seeks to help families through those challenges. Volunteers supporting these teams have the opportunity to impact families and help support them through just some of the challenges they may face.

Teams: Adopt-A-Family, Baby Brigade, Cards Plus, Living Legends, Sewing and Crafting, Women of Valor

Wounded Support Program

The primary focus of the Wounded Support Program is to provide support at Landstuhl Regional Medical Center (LRMC) in Landstuhl, Germany. LRMC is the main treatment facility for any service member medevaced from the Middle East. In addition, as the largest U.S. hospital in Europe, LRMC has played a crucial role in testing and treating COVID-19 within the entire military community stationed in the Eastern Hemisphere. Soldiers' Angels provides supplies and support to the hospital.

The other focus of the Wounded Support Program is Valor IT, which provides voice-controlled/adaptive technology equipment to service members or veterans recovering from hand wounds and other severe injuries.

Veteran Support Program

In addition to the previously mentioned Veteran Food Distribution, a wide array of services are available to veterans of all eras through the Veteran Support program. These services are focused on meeting needs of the low-income and homeless veteran population that are not already being met by the government or other organizations.

Developed with guidance from VA leadership and caseworkers, these services are crucial to veterans in need:

- Transportation assistance for veterans to get to/from VA appointments
- Food assistance through Veteran Food Distributions, non-perishable box lunches, and gift cards that can be used at the VA's Canteen for a hot meal
- Household items provided to homeless veterans once they are approved and accepted into the HUD-Veterans Affairs Supportive Housing (HUD-VASH) program

But that's not all. During normal times, a network of volunteers across the country work in-person to support veterans at over 35 VA Hospitals. These volunteers organize and host luncheons, dinners, and game nights; they visit patients bedside; they distribute hygiene and comfort items; and they work at VA Stand Down events.

Although these volunteers were hindered because of the pandemic, that did not stop their resolve to support the veteran community. Many have transitioned to supporting virtual volunteer opportunities or have assisted in delivering items to the VA's they support. We are so grateful for all of the volunteers on the Veteran Support Team and their patience and flexibility as we navigate this unprecedented pandemic together.

"Hello! Today I received a care package from Soldiers' Angels which included the items donated by Thrive Cosmetics. Wow, wow, wow! That's all I can say, lol. My face lit up when I opened the package! I'm so excited to try out my new makeup. It's funny because when I'm home I wear makeup every day, but on deployment I haven't worn it once. Now I have a reason to put on some makeup; I of course want to test out my new items! Thank you so much for everything you do at Soldiers' Angels! Being on a deployment is tough, but receiving the letters and care packages makes the time more bearable because I know there are wonderful people out there "back home" who are thinking of us and appreciate us. Also, please let Thrive Cosmetics know that they made this Soldier out here extremely happy! Thank you so much to both of you! You truly are appreciated!"

— SSG Nieves



CAMPAIGNS

In addition to the year-round programs Soldiers' Angels provides to the military and veteran community, we also host several collection campaigns throughout the year that allow the public to actively engage in supporting our heroes and their families. Thankfully, even before the pandemic forced everyone to shelter inside their homes, these campaigns were all virtual.

Although the campaigns may have seen lower numbers of support due to the pandemic, we are thrilled to report that all campaigns were carried out as normal. In addition, we added a care package collection campaign called Go Camo which collects items specific to deployed needs.

Valentines for Veterans

total number of Valentine's Day Cards: 3,771

Go Camo

total number of items: 25,000+ care package items

Warm Feet for Warriors

total number of socks: 11,609 pairs

Blanket Drive

total number of blankets: 1,763

Treats for Troops

total pounds of candy: 34,694 lbs

Holiday Stockings for Heroes

total number of stockings: 29,360

"Though I am no longer their commander, I heard the great news of Soldiers' Angels coming through for our Soldiers once again. I wanted to thank you once more for what you and your team have done and continue to do for us. Even during such times of turmoil and uncertainty, I appreciate that your support for Soldiers still remains the same. Thank you."
— Captain Lee



Soldiers' Angels acquired the program Home of the Brave from Perspecta, a leading U.S. government services provider that Soldiers' Angels has worked with for the past three years to expand the scope of the campaign nationwide. Established in 2012, Home of the Brave partners with the Department of Veteran Affairs Voluntary Service (VAVS) and corporate partner employees to honor and support veterans at VA medical facilities by organizing special events, visiting patients, and donating much-needed items in celebration of Veterans Day. To date, nearly 190,000 veterans have been supported through the program. Following the gift, the campaign is now officially branded as Soldiers' Angels Home of the Brave and Perspecta will continue as its title sponsor.

Although the global pandemic affected how Soldiers' Angels Home of the Brave events were carried out, it did not stop

those involved from showing their support for veterans at VA facilities. Volunteers were forced to come up with creative, pandemic-safe methods of showing appreciation from a distance. Parades, thank you videos, and creating items like no-sew blankets off-site were among just some of the ways Home of the Brave teams continued their support on Veterans Day 2020.

Home of the Brave 2020 Numbers: 2020 Impact; In just one week... in the middle of a pandemic... Soldiers' Angels Home of the Brave served 122 VA Medical Sites. Nearly 400 company volunteers came together for 3,348 hours of volunteer service in order to support and honor 24,365 veteran patients.

TITLE SPONSOR



GOLD SPONSOR



BRONZE SPONSOR



PROGRAM IMPACT



Provided over
\$205 Million
in aid to
military & veteran families
since 2003



Provided support to over
767,245
service members, veterans,
wounded heroes
& their families
in 2020 alone



Sent over
937,735
care packages to combat
deployed service members
over the last 17 years



236,900
Angel Volunteer Hours
Largest volunteer network
of any charity
of its kind in the country since 2003



Angel volunteers
are the heart of the
organization and represent all
50 states as well as **Guam,**
Puerto Rico and
24 countries abroad



SUPPORT
WITH THE HELP OF OUR MANY
CORPORATE PARTNERS

95,760
bags of coffee from
Books-A-Million

789,816
boxes of cookies from
Girl Scout Councils

ALL IN-KIND
GOODS
SHIPPED
TO
DEPLOYED
OR GIVEN TO
VETERANS

25,920
bags of coffee from
Black Rifle Coffee Co.

514,400
bags of popcorn from
Trail's End



40,300
veterans provided with **food assistance**



29,800
care packages sent to deployed



195,309
letters and cards mailed to deployed, veterans and caregivers



1,355
baby shower boxes for expectant military/veteran spouses
as well as expectant active duty/veteran females



74
deployed chaplains supported



225
female military caregivers supported



1,494
families adopted for the holidays including
4,247 children

With the help of our supporters,
OUR COLLECTION
CAMPAIGNS
collected and redistributed over
\$18,895,121
worth of items

INCLUDING:

34,694 lbs
of extra Halloween candy during
TREATS FOR TROOPS,
29,360
STUFFED HOLIDAY
STOCKINGS

and
25,000+
CARE PACKAGES
ITEMS
in the introductory year
of Go Camo

Covid-19 Impact



456,721 snack and hygiene items
shipped to units supporting COVID relief efforts
around the U.S.



17,269 face masks provided to active
duty service members, veterans, and VA Staff



413,124 bottles of hand sanitizer
provided to combat deployed, active duty, VA
Staff, and volunteers at food distributions



40,300 veteran families in need provided
with **food assistance** through increased support
at all six food distribution sites



5,979 hot meals delivered to VA Hospital
Staff across the country who are working the
frontlines of the pandemic



1,600 veterans provided transportation
to/from medical or emergency room visits, or to
COVID quarantine housing

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Chief Operating Officer
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Franklin, Tennessee

CORPORATE PARTNERS

USAA
USAA has always been a wonderful corporate engagement partner for Soldiers' Angels. This year, their generosity has shown that they truly know what it means to serve. The pandemic proved to be challenging for organizations in terms of employee giveback programs. However, that didn't stop USAA from providing a large financial donation for holiday support to deployed and veterans through Soldiers' Angels. Even working remotely, USAA employees were able to provide customized holiday cards and greetings to help us continue bringing joy across the globe to our brave men and women in uniform and their families on the homefront.

The funding provided 7,000 Holiday Stockings, including the cost of shipping the stockings to deployed service members, and also the adoption of 120 families through the Adopt-A-Family Program. Each family was provided gifts for the children as well as a grocery gift card to help towards the purchase of their holiday meal.

The FCA Foundation and Stellantis
The FCA Foundation, the charitable arm of Stellantis, has generously supported the efforts of Soldiers' Angels in the Detroit Metro area for the past three years. The grant from the FCA Foundation in 2020 allowed Soldiers' Angels to provide hunger relief to thousands of Detroit-area veterans in need through food distributions, box lunches, as well as luncheons and dinners. In addition, the grant has provided much-needed hygiene items, transportation services to assist veterans getting to and from their VA medical appointments, and move-in kits to homeless veterans transitioning into HUD-VASH (VA Supportive Housing) homes. When COVID hit, Stellantis also came to the aid of Detroit veterans providing financial support that allowed Soldiers' Angels to expand the food program to serve even more veterans in need.

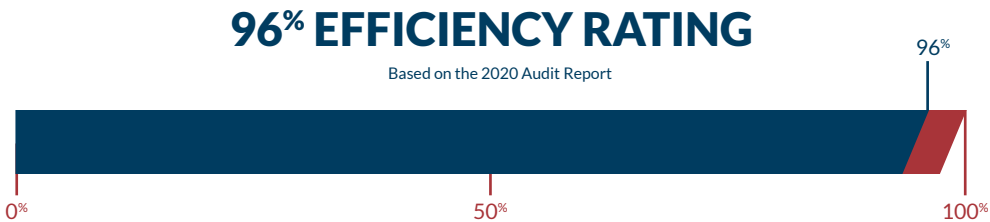
"I love Soldiers' Angels! They really took me out of a dark place of not being able to provide for my kids this Christmas and I appreciate it! Thank you to those that adopted my family and to Soldiers' Angels for making this possible."
— Loren



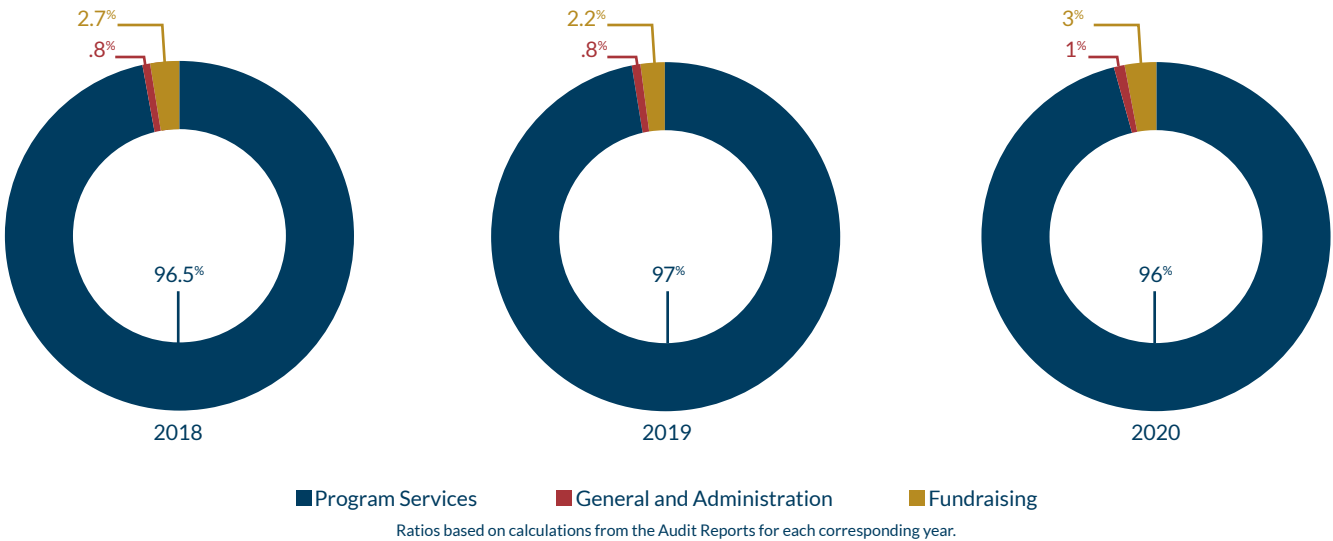
FINANCIALS

FINANCIAL KEY FIGURES

FUNDS PROVIDED FOR PROGRAM SERVICES
\$25,065,763



YEAR-TO-YEAR EXPENSE RATIO



Mobile Food Distributions:
\$3,398,641

Veteran Support Programs:
\$10,811,710

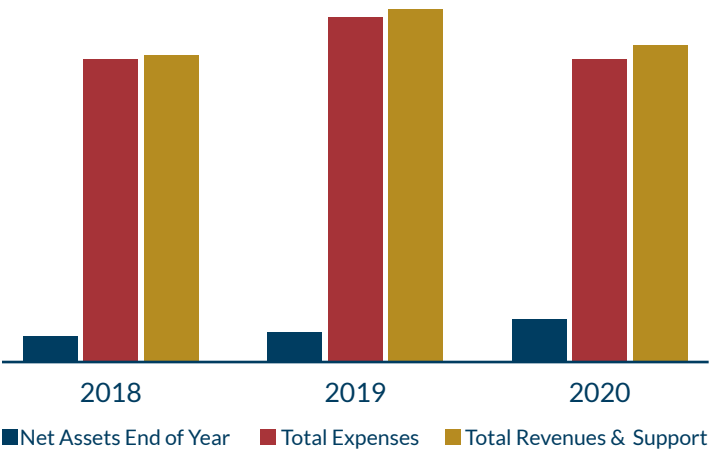
Deployed Support Programs:
\$6,815,229

Other Military & Veteran Programs:
\$4,040,183

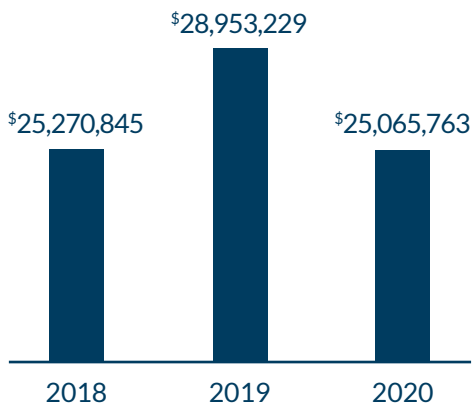
2020 IN NUMBERS

	UNRESTRICTED	RESTRICTED	TOTALS
Revenues & Support			
Program Contributions: In-Kind	\$21,427,791	—	\$21,427,791
Program Contributions	\$3,144,414	—	\$3,144,414
Fundraising: Auto Auctions	\$2,696,987	—	\$2,696,987
Fundraising: Third Party Events	\$41,224	—	\$41,224
Total Revenues & Support	\$27,310,416	—	\$27,310,416
Expenses			
Program Services	\$25,065,763	—	\$25,065,763
General & Administrative	\$307,228	—	\$307,228
Fundraising	\$840,872	—	\$840,872
Total Expenses	\$26,213,863	—	\$26,213,863
Income from Operations	\$1,096,553	—	\$1,096,553
Other Income			
Other Income	\$5,165	—	\$5,165
Investments Earn, Net	\$3,255	—	\$3,255
Change in Net Assets	\$1,104,973	—	\$1,104,973
Net Assets			
Net Assets Released from Restrictions	—	—	—
Net Assets, Beginning of the Year	\$2,467,889	—	\$2,467,889
Net Assets, End of Year	\$3,572,862	—	\$3,572,862

FINANCIAL GROWTH BY YEAR



PROGRAM GROWTH BY YEAR



VOLUNTEER OF THE YEAR

Soldiers' Angels volunteer, Sandy Carter, was named the 2019 - 2020 Female Volunteer of the Year by the VA's National Advisory Council. Sandy, the daughter of a 30-year Marine and a longtime volunteer at Soldiers' Angels has a passion for helping service members and veterans.

Pre-COVID, Sandy was at the VA as often as possible hosting luncheons, visiting patients, dropping off comfort items, and more. She was constantly looking for ways she could continue to support the veterans she met. In addition, Sandy, who is located here in San Antonio, volunteers at the Soldiers' Angels office nearly full time.

"I love the military and I always have," says Carter. "I like talking to the veterans and brightening up their days just by taking them things or taking the time to visit with them and listen to them."

In a normal year, the VA's National Advisory Council would present the Volunteer of the Year awards directly to the winners during the annual Committee Meeting and Conference...but this year, that 74th Annual meeting was canceled because of the virus.

Since Sandy was not able to have her official recognition during the meeting, Soldiers' Angels staff gathered safely on the loading dock at the Soldiers' Angels office later in the year for a smaller and more intimate presentation of the award to Sandy. The presentation included making Sandy "Queen for the Day" complete with a cape, crown, and scepter.





SOLDIERS' ANGELS

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