“Troops don’t come home to government programs; they come home to their families, neighbors and communities. Communities must step up to embrace troops and veterans, particularly once their battle buddies are no longer by their side. They need new battle buddies, but this time from their communities—people who can assist them in transitioning their skills, knowledge and attributes into civilian life and organizations. Government programs can’t do it alone, but independent organizations working together at a community level can.”

- Army Col. David Sutherland, Special Assistant to the Joint Chiefs of Staff for Warrior and Family Support
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What is H.E.R.O.E.S. Care?

H.E.R.O.E.S. (Homefront Enabling Relationships, Opportunities, and Empowerment through Support) Care is a collaborative effort among well established non-governmental organizations (NGOs) designed to provide proactive support for members of all branches of the military and their families through pre-deployment, deployment, family reintegration and post-deployment.

The program has established a network of tens of thousands of trained caregivers and thousands of professional mental health care and service providers dedicated to the service of military members and their families.

Why H.E.R.O.E.S. Care?

Three issues stand out as areas of grave concern: the alarming increase in the number of suicides among members of the military, the effects of PTSD, or Post Traumatic Stress Disorder, and TBI, or Traumatic Brain Injury, on a growing number of military families. Many of these families suffer due to a lack of a responsive support structure that can recognize and intervene to assist in crisis situations. Experts agree that a comprehensive, local system of support is needed. Not only was the H.E.R.O.E.S. Care model designed to meet this need, but to detect and provide mechanisms for action before problems escalate to a crisis level.

How is H.E.R.O.E.S. Care Different?

The VA has recognized that the collaboration of NGOs is critical in streamlining the process to provide timely and effective services. This program meets that objective. By combining the ability of H.E.R.O.E.S. Care to provide for the financial needs of military families, the ability of trained Hometown Support Volunteers to provide direct support and to coordinate community efforts, the resources of local professional mental health care providers to intervene when appropriate, and job training and placement services to address the changing needs of the family employment dynamic, recognized needs of military families are met where they live.

The structure of H.E.R.O.E.S. Care was designed to meet two additional criteria:

1. To allow other NGOs with specialized expertise to partner with the program while maintaining their independence of action and organizational control.

2. To act as an augment to and not as a replacement for any existing federal or military program.
Who are the affiliated service providers and how do they work together?

The program is administered by **H.E.R.O.E.S. Care**, a national organization providing emergency material and financial aid to military families in crisis. Because of the organization’s nature and mission, H.E.R.O.E.S. Care is able to act as a point of contact and control to coordinate volunteer efforts. Members of organizations that would otherwise be unable to provide coordinated support can do so as H.E.R.O.E.S. Care volunteers.

**Give an Hour** is a national organization of mental health care providers dedicated to providing an hour of their time in the support of military families each week. Specific behaviors exhibited by a care receiver will trigger a contact to the H.E.R.O.E.S. Care program management team for referral to a local Give an Hour volunteer.

**MSCCN** is an award winning, national job training and placement service founded by and for military spouses. Its mission is to find meaningful employment for the family member left behind as well as service members, Wounded Warriors, and their caregivers. The HSV refers the care receiver to MSCCN through the H.E.R.O.E.S. Care case management team.

Program Results

The program now serves military and veteran families in 43 states and overseas. As a result of the dedicated and responsive support coordinated by the family caregivers (HSV) to date, more than one thousand military families have engaged in counseling to save their marriages and at least thirty seven suicides have been prevented. **It is likely that these numbers are significantly higher as the care giver / care receiver relationships are held in the strictest confidence.** The numbers quoted are a compilation of those voluntarily self-reported to the H.E.R.O.E.S. Care Hometown Support Program Manager.
To Our Supporters,

I am very gratified to report that thanks to YOU we dramatically exceeded the goals set out in our strategic plan in the extension and expansion of program services. As of Y/E 2018, H.E.R.O.E.S. Care has served more than 350,000 military families. The charity provided nearly $14,000,000 in material and financial aid in 2018, a 57% increase over 2017.

Once again, I salute our dedicated staff who have managed to hold expenses to only 1.7% of expenditures and providing 98.3% of total annual revenues in program services. For the second year in a row, We have received Four Star status from Charity Navigator, the highest rating the confer. Of the more that 40,000 recognized military support charities, only 28 military family support charities hold this distinction.

It remains my privilege to have the opportunity to serve those, and the families of those, who have given so much for all of us. Thank you for making it possible.

For The Troops,

David Vitale
Chairman
Board of Directors
Dear Friends Of The Military,

First, I want to take this opportunity to thank the board, staff, our supporters, and our family of wonderful volunteers for your efforts in making 2018 a year of incredible service in the support of military and veteran families both overseas and across the Nation.

We cannot do all we do without the support of everyone involved in making all of this possible. All of you are not simply a part of this great goodness, you are this great goodness.

2018 updates:

- We continue to expand our relationships with companies providing substantial material donations of products allowing us to extend our circle of support to more and more military and Veteran families. As I write this letter, I am excited to report that as of May of 2019, the material support we have received this year has already exceeded the product donations for all of 2018! Meeting the material needs of these families helps to stabilize their financial situations and improve their feelings of self-worth.

- We continue to expand our network of program partners who offer a wide range of services to those, and the families of those, who have served and continue to serve our Nation. No single organization can do it all. By working together, we are providing a holistic system of support applying the combined power and abilities of specialized entities to meet the often complex needs of those we are serving together.

Thank you again for standing with us to make everything we do possible!

For The Troops and Their Families,

Jon Jerome
President and CEO
H.E.R.O.E.S. Care
OUR MISSION

To provide a nationwide and efficient support network available before, during and after deployment to post 9/11 servicemen and -women, veterans and their families that is known to military members, their families, commanders, and the communities in which they live.

OUR VISION

That every military member will have the support and resources to successfully reintegrate into family and community.
WHO WE ARE

Directors

David Vitale
(Chairman)
Dispatch Supervisor
Anheuser Busch

David Work
(Vice Chairman)
President
Lord Funeral Home

Stephanie Bapst
(Treasurer)
Mortgage Loan Originator
Regions Bank

Ronald “Huck” Oberlin
(Secretary)
Partner
HMA Hotels

Roy Gillespie
Disaster Preparedness Director
Teamsters International

Roger Jensen
Director of IT
NCM, Inc.

Officers

Jon Jerome
President and CEO

Dave Woolley
Vice President

Operations

Robert Sheahan
Case Manager

Rev. Brandon Dunman
Program Coordinator

Advisory Board

Jeanne Savel
Sales Representative
HOLT Energy

LTC Alan Rohlfing (ret)
Missouri National Guard

Nichole Wren
Attorney at Law, Wren Bottini, LLC

Laura Schwent Shultz,
Psy.D.Memphis VA Medical Center

“Serving Military Members and their Families before, during and after deployment”
Train thousands of specialized care-givers to support military families in the communities where they live.

Enhance morale by sending thousands of care packages overseas.

Help veterans and their families struggling with both the seen and unseen wounds of war.

Support military families with emergency food assistance, clothing, furniture, home, major appliance and car repairs, payment of late utility bills, and by stopping evictions and repossessions.

Support events such as Welcome Home and deployment parties, Family days, and holiday gatherings.

Coordinate activities such as military nights and discount programs courtesy of businesses and organizations.

Provide referrals to members of the military and their families in need of specialized services.

...and something else:

We provide peace of mind for our troops far from home. Knowing someone is there for their families allows our service members to concentrate on the dangerous task at hand.
98.3 The percentage of expenditures returned to military families in program services.

**REVENUE**
Contributions: $14,321,181

**EXPENDITURES**
Program Services: $13,849,075
Management and General: $115,850
Fundraising: $118,771

**TOTAL EXPENDITURES:** $14,083,696
**TOTAL NON-PROGRAM EXPENDITURES:** 1.67%

Net Assets (beginning 2018) $2,965,369
Net Assets (ending 2018) $3,193,401

**CHANGE IN NET ASSETS:** +228,032

A detailed report is available upon request by contacting:

**ATTN:** Treasurer
H.E.R.O.E.S. Care
330 Sun Valley Circle
Fenton, MO 63026

Contact our office:
636-600-0096, Toll Free: 888 799 4376, or by fax: 314 315 4834
Email us at president@heroescare.org

“Serving Military Members and their Families before, during and after deployment”