



2018 - 2019 Impact Report



*A quick look at how your gift is helping
Veterans & their families ...*

A Thank You Note from Paulette

Still Serving Veterans new CEO

I want you to know, this report was created for you - our supporter, partner and friend.

You supported Still Serving Veterans and trusted us to help Veterans and their families. I want to thank you and show you what a difference you're making in their lives.

Your gift is helping Veterans and their families overcome these challenges:



- **Employment & underemployment** - finding and securing quality, meaningful jobs and careers after military service
- **Accessing the VA benefits they earned during their service** - navigating the complicated processes and paperwork to receive benefits
- **Getting connected with resources they need to move forward in their civilian lives** - connecting with reputable, reliable service providers who can help meet their needs

You don't get to see it every day, but we do. Lives are changing for the better. **And it's because of people like you** ... people who recognize the sacrifices of our Veterans and their families.

What you have done and are doing for our Veterans and their families says, "thank you for your service," in very real and tangible ways. Thank you for all that you do.

A handwritten signature in black ink that reads "Paulette". The signature is stylized and fluid.

Paulette Risher, President & CEO
(RET) Major General

P.S. I'd like to send a special "thank you" to the Call of Duty Endowment (CODE).

Your continued support has been, and continues to be, the biggest contributing factor to the success of Still Serving Veterans. We are grateful for your partnership and inspired daily by your passion for helping our Veterans.

The Story of One Life Touched by your Gift



Before and After Still Serving Veterans: **One Veteran's Journey to a Job he Loves**

Like so many Still Serving Veterans clients, Spencer knew the type of job he wanted; he just wasn't sure about how to get hired.

After high school, Spencer earned a Bachelor's of Science degree in Business Administration. Soon after, he enlisted with the US Navy and spent the next five years as a corpsman stationed with the Marines.

Five years of fast-paced work as a corpsman left Spencer wondering what he would do with his business administration degree as a civilian. He loves the outdoors and knew he would be happiest working in the woods.

When he began looking for work, he realized that many outdoor jobs that interested him required a degree in forestry, agriculture or environmental science. He began applying but wasn't getting calls for interviews.

That's when he picked up the phone and called Still Serving Veterans. ***Thanks to you, a career counselor was there to answer.***

Spencer spoke with Jaymie, a career counselor who helps Veterans all over the country. During their first session, Jaymie talked with Spencer about his skill set, his interests and the type of work he found most fulfilling.

She mentioned a program she thought might help Spencer find the type of outdoor job he was looking for. ***Little did she know it would change the trajectory of his future. (continued on page 3)***



The Story of One Life Touched by your Gift

(continued)

The Montana Conservation Corps has a 12-week field-based program for Veterans. Veterans earn a stipend and an education award, while building skills and experience in natural resources management. By the end of the program, members are qualified as entry-level firefighters.

Spencer jumped at the opportunity and never looked back. He completed the rigorous training program and worked with his team to fight the wildfires that have recently plagued Montana and other western US states.

Spencer wrote to Jaymie in an email:

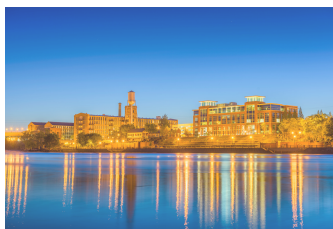
“... MCC [Montana Conservation Corps] took us all over Montana doing project work for the National park and forest service and it was a blast ... It's been a lot of work but very rewarding and I have lots of contacts and friends. Things are going very well.”



2018-2019 Impact Updates per Site

Chattahoochee Valley Region

The Chattahoochee Valley Region (CVR) Still Serving Veterans office is located just minutes away from Fort Benning, where over 200 service members transition out of the military each month.



Thanks to our supporters, we are expanding both our CVR office space and staff to meet the increasing needs of our client base. We are committed to helping these service members fill positions with local companies, many of which are expanding.

Central Alabama

The Still Serving Veterans office located in Birmingham serves all Central Alabama clients. Our focus is on helping our Veterans with employment and career services ... particularly the large local population of National Guardsmen and Reservists.



North Alabama

The Still Serving Veterans' Huntsville office serves clients throughout North Alabama and “virtually” all over the world. ***Thanks to your support***, we will create new offices out of existing space before the end of 2019 ... and add to our staff to meet the growing needs of our large (and growing!) local Veteran population.

Progress by the Numbers

Total Impact in 2018

... made possible by you

963

Veterans & Spouses
Hired

**\$39
MILLION**

in New Salaries,
Benefits & Services

1,834

New Clients

17,811

One-on-One
Counseling Sessions
Provided

558

Veterans & Spouses
Hired

**\$24.8
MILLION**

in New Salaries,
Benefits & Services

1,039

New Clients

11,348

One-on-One
Counseling Sessions
Provided

**2019
Midyear
Impact
Update**

as of June 30, 2019

We look forward to increasing these numbers (and changing more lives!) with you by our side.



Why Hank Gives

& notes about a new way to help



Hank Isenberg, President & CEO of IronMountain Solutions, is a proud U.S. Army Veteran and board member at Still Serving Veterans.

As a business owner and Veteran, Hank understands firsthand the importance of making sure those who served our country have gainful employment opportunities available to them at the end of their service.

IronMountain Solutions employs a nearly 50% Veteran workforce and currently employs several former Still Serving Veterans clients.

Investing in people and the local community is part of the IronMountain Solutions culture. Hank and all of the company's leadership believe that being a good community member means supporting each other and finding ways to give back.

They take an active role in giving back to the Huntsville community by volunteering their time and financial support to worthy organizations such as Still Serving Veterans.

A New Way to Help:

The Still Serving Veterans Legacy Endowment Fund

The Still Serving Veterans Legacy Endowment Fund was established to honor the leadership and legacy of recently retired co-founder and 13-year CEO, Will Webb. Will's successful leadership and hard work touched the lives of thousands of Veterans and their families. *The Legacy Endowment Fund will ensure that work continues for many years to come ... and that Veterans will continue to find the help and services they need at Still Serving Veterans.*

With your contribution or planned gift to the SSV Legacy Endowment Fund you will become a member of the SSV Honor Guard ... **a special group of donors who have committed to supporting our future service members and Veterans.**

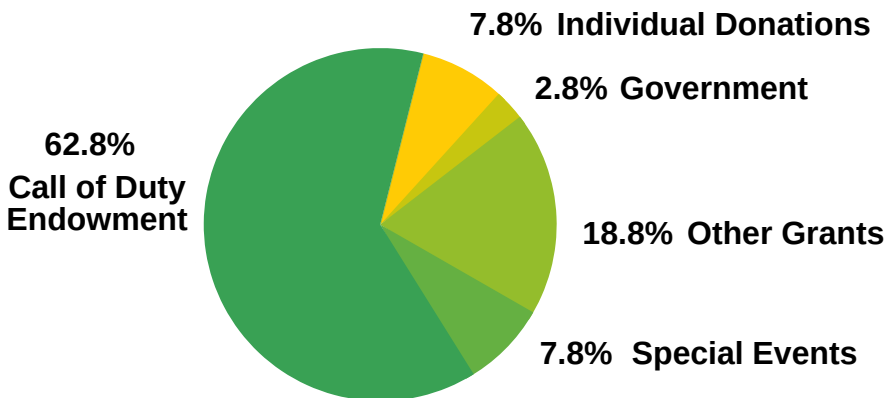
If you're interested in becoming a member of the Honor Guard to support future generations of Veterans, please contact Still Serving Veterans Chief Development Officer Debbie Joyner by phone at (256) 384-7274 or email at djoyner@ssv.org.

Financial Information

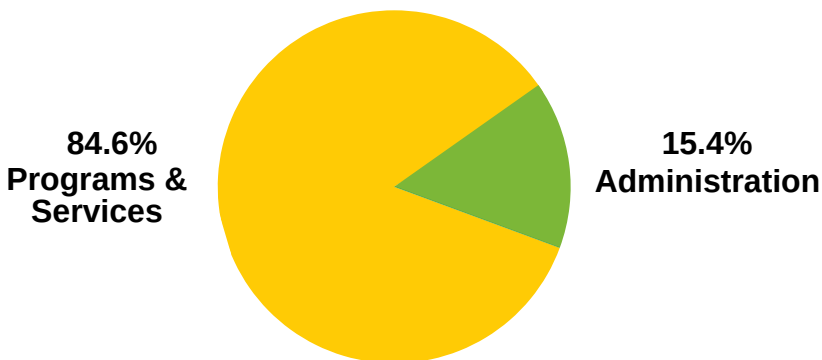
Fiscal Year 2018

As you'll see in the charts below, your gift plays a vital role in ensuring Veterans and their families receive the services they need. Simply put, *we can't do it without you!*

2018 Income



2018 Expenses



85% of every dollar received directly supports Veterans and their families.

Board of Directors

Lynn Collyar
Board Chairman

Trip Ferguson

Jerry Gabig

Dan Godwin

Joni Green

John Hamilton

Hank Isenberg

Chris Kern
Treasurer

Barbara Norris
Secretary

Paulette Risher

Kristen Strickland

Lisa Williams

John Wright
Vice Chairman

We do, and always will, use your gift to make the greatest impact in the lives of Veterans and their families. If you have any questions or would like any additional information about our financials, please contact Chief Operations Officer Bill Koch by email at wkoch@ssv.org or by phone at 256-883-7035.



Mission:

To serve and honor Veterans and their families by empowering them to build meaningful lives through connections to fulfilling careers, benefits and services; and to proactively strengthen Veteran communities through leadership and collaboration.

Values:

Commitment to Excellence

We provide valued, relevant and tailored services for our clients, partners and communities.

Calling

We serve with passion and commitment. We are called to this significant work.

Teamwork

We are caring, knowledgeable individuals delivering quality services as a team.
Everyone contributes to the collective good.

Respect

We honor clients, stakeholders and each other with compassion and dignity.

Stewardship

We are unwavering in the proper handling of the lives, information and resources entrusted to us.

Integrity

We hold honesty, fairness and ethical behavior as non-negotiable.



Contact Information & Locations



WWW.SSV.ORG



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