



SERVICE TO THE ARMED FORCES GIVING PROGRAM

PARTNERSHIP UPDATE: FISCAL YEAR 2019

JULY 1, 2018 – JUNE 30, 2019



**American
Red Cross**

A Message from Koby Langley



The American Red Cross has served the U.S. military community and veterans for more than 120 years, and still, we remain peerless. As the only nonprofit chartered by the U.S. Congress to provide relief to military families, we offer an unprecedented level of support. Thanks to donors like you, we helped hundreds of thousands of family members and veterans in fiscal year 2019, reaching them whenever and wherever they need us—from tiny heartland towns to some of the most hostile places on earth.

Even with our long heritage, our Service to the Armed Forces is constantly evolving.

In the past year, we ramped up our presence in places like Romania to reflect the changing military landscape. We also helped Coast Guard families who faced weeks without pay during the government shutdown, giving them same-day financial assistance. Through our global Hero Care Network—a 24-hour call center and range of assistance initiatives—we provided additional loans and grants to military families in all branches, reaching a record total of \$13.5 million during the year.

FY 2019 brought another record. We introduced Red Cross services to 143,000 new recruits and their family members. They learned that, no matter where their military careers take them, they will never be alone.

We also continued to shape Federal policy, working with the Secretary of Defense and Veterans Affairs, the White House and both political parties on Capitol Hill. Political neutrality remains a fundamental Red Cross principle, one that enables us to unite people behind the military community and veterans.

Through it all, we knew you stood with us. None of this critical work would have been possible without supporters like you. Thank you for all you do to help people in uniform, veterans and their families.

A handwritten signature in black ink, reading "Koby Langley". The signature is fluid and stylized, with a long horizontal stroke extending to the left.

Operation Iraqi Freedom Veteran

Senior Vice President, Service to the Armed Forces and International Services

How We Helped in Fiscal Year 2019*



Provided over **355,000** emergency communication services to more than **98,600** military members and their families



Provided over **173,000** critical community services to more than **143,000** military members and their families



Trained more than **31,000** family members in improving coping skills and resiliency



Trained nearly **200** dental and medical assistants on military installations



Distributed more than **653,000** care, comfort and therapy items at military hospitals and medical facilities



Served nearly **109,000** individuals through rehabilitation and morale programs



Reached over **763,000** individuals through “Get to Know Us Before You Need Us” briefings



More than **14,900** volunteers gave more than **1.4 million** hours, worth more than **\$33.8 million** in service to the military and veteran community

*These are select examples from the wide range of services we provided to military members, veterans and their families.

Standing with Service Members Every Step of the Way

The Red Cross stands with members of the U.S. Armed Forces, veterans and their families at every step of their journey, from enlistment through their active duty and life after the military.

Preparing for Military Life

Anyone who has been part of a military family knows that military life comes with unique challenges. Not only do service members put their lives on the line, they also experience prolonged separations and multiple deployments. Other family members make tremendous sacrifices too. That is why we work with parents, siblings, spouses and children to strengthen their capacity to cope.

During *Get to Know Us Before You Need Us* briefings, families learn about Red Cross services and resources, including how to ask the Red Cross to confirm a family emergency so leave might be granted. Through our *Coping with Deployments* course, they work with licensed mental health professionals to learn strategies to deal with the normal stresses and strains that occur when their service member deploys. Courses like these reached nearly 800,000 individuals last year.

But these are just the beginning. We refer families to community organizations that offer additional support. We train military spouses to become medical and dental assistants. We conduct disaster preparedness trainings and offer emergency first aid, CPR and babysitting courses. In fact, over 43,000 military family members learned disaster preparedness from the Red Cross last year.

Our services are broad because the need of each family is distinct. We meet them where they are, helping them stay strong during their years of military service.

Responding During Difficult Times

During emergencies, times of loss or special occasions—like the birth of a child—the Red Cross provides comprehensive assistance. This sensitive work is done by a special team called the Hero Care Network.

A cornerstone of their service is verifying extraordinary family events—birth, illnesses, deaths, etc. Red Cross verification is actually mandated by the Department of Defense. It enables military commanders to assess the need for a given military member to return home.

When a service member needs financial help to get home or cover other emergency expenses, the Hero Care Network once again steps up. In addition to hundreds of thousands of emergency communication services, we facilitated more than \$13.5 million in emergency loans and grants during FY 2019.

Recovering with Medical, Family and Community Support

Red Cross workers provide life-changing—and often lifesaving—services to patients at military and Veterans Affairs (V.A.) hospitals.

Volunteer surgeons and nurses work right alongside their paid colleagues to save lives, and other Red Cross volunteers help patients recover. They lead therapeutic programs that help rebuild bodies and minds. They distribute comfort items—about three-quarters of a million of them in FY 2019. They even bring specially trained pets to visit patients because interacting with animals can speed healing.¹ These animals and their handlers provided almost 14,600 hours of service last year alone.

Once patients get home, their care often shifts to a relative or other loved one. These caregivers traditionally have little support and suffer from isolation. We're now connecting them to resources, information and one another through programs specifically designed for caregivers. They provide free psychoeducation, peer support and tools for healthy coping in their daily lives.

Whether they're injured or not, many service members experience lengthy and frequent separations from their families. Coming home can be a relief but also presents some challenges. We help entire families adjust through *Reconnection Workshops* and *Mind-Body Workshops*. In the last fiscal year, we provided hands-on training, coping skills and resources to more than 30,000 family members through these programs, including military-connected children who face some of the toughest challenges.



In August 2019, a mass shooter killed and injured dozens of people in Dayton, Ohio. Sergeant Cory Paul, a U.S. Army combat veteran, was serving as the local Red Cross executive director. While responding to this awful event, Cory began to experience distress. He knew it related to his time in Afghanistan and turned to our disaster mental health volunteers. “With support from the team,” Cory said, “I could address my feelings and use them to encourage others to seek help, take a break and tell their story.”

¹National Public Radio, 2012



Service to the Armed Forces Giving Program

The American Red Cross is profoundly grateful to you and the other members of the Services to the Armed Forces Giving Program. By committing \$250,000+ annually, you support our military heroes—past and present—plus their loved ones. They see your logo and know that, like the Red Cross, you stand with them every single day.

On behalf of those who serve, thank you!

