

Operation First Response 2019 Annual Report



Over a Decade of
Serving Disabled Veterans and Their Families with Emergency Financial Aid
www.OperationFirstResponse.org



Letter from our Executive Director

On behalf of the Board of Directors, Senior Advisors and Staff of Operation First Response, we thank you for your support.

Together we have served over 21,800 families with emergency financial aid. We could not accomplish our mission without the generosity of our Donors and the hard work of our Volunteers.

It is the service and sacrifice of America's Finest that has kept our country safe and free. No matter what branch they served in, whether they served during peace time or war time, whatever their job path or how many years they served, taking that oath and committing to service in the Armed Forces was a brave and selfless act.

This is commendable in a nation where so few among our citizens have worn the uniform and accepted the inherent risks.

This alone makes our Heroes worthy of our eternal gratitude and remembrance.

In many homes across America every day there is an empty seat for one who is serving or one who made the ultimate sacrifice for our country.

We ask you today and every day to please keep our Wounded and our Fallen in your minds and their families and friends in your heart, for it is their immense sacrifices that have helped keep our country safe and free. When we continue to honor them with our actions and remember their sacrifices, we ensure they will never be forgotten.

Thank you for being part of the team that puts words into actions and makes a difference in their lives.

God bless America and God bless our Heroes past and present!

*Peggy Baker
Founder/Executive Director*



Our Mission

Operation First Response serves our nation's wounded, injured and critically ill active duty Service Members/Disabled Veterans and Gold Star Families with personal and financial needs.

Services are provided from the onset of injury, throughout their recovery period and along their journey from military life into the civilian world. Financial aid varies as each case is based on individual needs ranging from rent, utilities, vehicle payments, groceries, clothing, and travel expenses.



Our Core Values

Assisting our Military Families

- We are determined to make a difference in the quality of life for injured or critically ill military service members and their families. We relentlessly seek resources, both inside the military and outside, to help fill the gap caused by injury or severe illness during service to our country.

Respecting Privacy and Dignity

- We value, respect and protect the privacy and dignity of the families we serve.

Personal Accountability and Respect for Others

- We accept that we are part of a larger team dedicated to the same goals and objectives. We understand that as a team member we are accountable for our actions and the reflection of those actions upon the organization. We work with others in a way that demonstrates that we value them and their contributions and have high expectations of what they will contribute. We value the perspectives and experiences that others bring to the team.

Integrity

- We are honest and trustworthy and do what is right when no one is watching. We understand the pain that violating the public trust will cause to our organization, our teammates and ultimately to the families we serve.

Goal Oriented

We have two main goals:

- To honor the service and sacrifice of every military family.
- To build a network of support and funding with a sense of urgency that supports our mission and meets our high ethical standards.



Our Programs

Operation First Response Military Family Assistance Program

OFR provides financial aid to wounded, injured and critically-ill Active Duty Service Members/Disabled Veterans and their families during the recovery period of the service member. We also provide financial aid to those who are making the transition of military life to civilian life after being medically retired. There is a significant lapse of time, from six months to one year, between the retirement and the onset of VA benefits causing many families to lose homes and not be able to provide for the basic needs of their families.

The Last Mission Project

OFR provides financial aid to combat Veterans suffering with PTSD that attend in- house counseling and therapy treatment to gain the skills needed to cope with the symptoms they experience. Many Veterans must make the decision between their family finances and receiving this needed therapy.

Operation First Response Backpack Program

OFR sends backpacks to wounded Service Members located at combat support hospitals in theatre. These backpacks are filled with a set of clothing, hygiene products, a handmade blanket, and a phone card and sent to a POC to be given to our wounded upon arrival. These items enable our wounded to have some personal items considering many have their uniforms cut off in the battlefield and it may take weeks for personal items to be returned.

Operation First Response Travel Program

OFR provides air transportation for family members of wounded, injured and critically- ill Service Members.

OFR provides train transportation for family members of wounded, injured and critically- ill Service Members.

OFR provides car service transportation to and from DC area airports to major military medical facilities for family members of wounded, injured and critically-ill Service Members.

Operation First Response Project Tutor Program

OFR has partnered with Professional Tutors of America to offer tutor services to our wounded, injured and critically ill Active Duty Service Members/Disabled Veterans and their families.

Operation "Final Salute" Project

Operation First Response has had the honor of sponsoring many portraits of our Fallen Heroes painted by the artist Kaziah Hancock. These portraits are treasured by the families of our Fallen and allow all of us to be part of the "Final Salute" to these amazing Heroes that gave all for each of us. It reminds the families that our grateful nation will never forget their sacrifices.



Comments from our Heroes and Partners



Thank you for sending me this survey as I have wanted to contact you and say thank you. My shots have changed my world and my families. It has been a blessing to us and wouldn't have been possible without you. Thank you from the bottom of my heart, you are making a difference for so many people that are hurting. Lives are being saved! So thank you again!!!
Bryant Family

I am writing this letter in support of our partner, Operation First Response, Inc. America's Warrior Partnership empowers communities to empower veterans. We work closely with Operation First Response through our program, The Network. The Network is a national coordination platform that expands the reach of community-based veteran-serving organizations by connecting them to national resources when a veteran's request cannot be fulfilled at the local level. Operation First Response has been a great national resource particularly during this global pandemic caused by COVID-19, when short-term financial assistance is the most requested resource. The Network primarily serves rural communities where these types of resources are already limited.

Operation First Response has been a pivotal partner to the Network. We plan to continue our relationship and connect communities to their program well into the future in order to reach our ultimate goal of improving the quality of life for all veterans their families and caregivers.

Kaitlin Cashwell,
Director of Community Integration



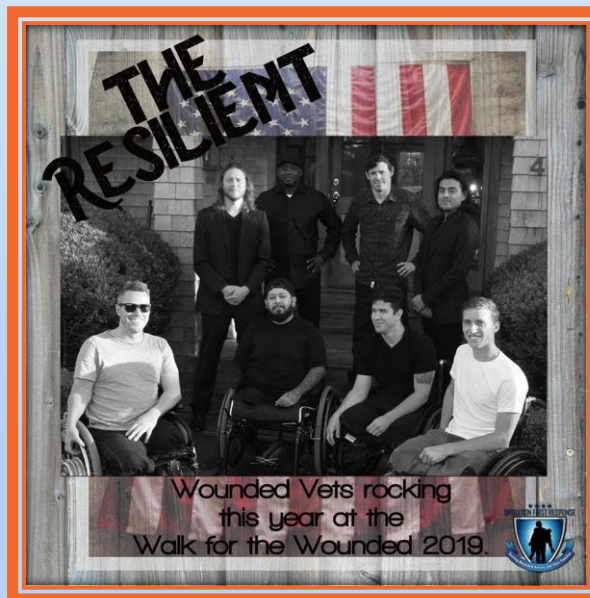
Walk for the Wounded 2019 Events

SAT., MAY 18th
 Pennsylvania's 12th Annual
WALK FOR THE WOUNDED & Warriors 5K Run
 Rose Tree Park - Media, PA
 9am - 3pm

JOIN CBS-3 Anchor
UKEE WASHINGTON
 Major General John Gronski
 Diana Angstadt, Wife of Fallen
 Hero, SMSgt Gregory Angstadt

The Philly Phanatic
 We hope to have an actual
CHINOOK HELICOPTER
 Music by American Rock band **RESILIENT**
 comprised of Wounded Veterans!
 DJ Partytime & Food By Nifty Fifties

With Rock Climbing - Zip-Lining - Free Felling - Military Vehicles & more!
www.OperationFirstResponse.org

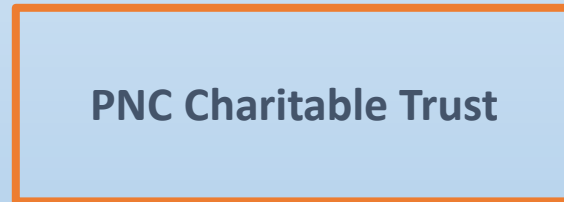


OPERATION FIRST RESPONSE
11TH ANNUAL WALK for the WOUNDED
 Saturday, September 28th
MUSIC PIER ★ OCEAN CITY, NJ
 Registration: 8:30 a.m.
 Ceremony: 9:30 a.m.
 Walk: 10:00 a.m.

Help Operation First Response raise funds and awareness for injured soldiers and their families in times of crisis.
 Register as an individual or a team of walkers.
 Raise \$50 and receive a free long sleeve t-shirt.

For more information & to register visit
operationfirstresponse.org

Major Contributors





Board of Directors

Board Chairman – Phil Irizarry
President – Peggy Baker
Secretary – Lauri Hauser
Treasurer - Danielle Ferguson
Director of Special Projects – Bob O'Donoghue
Board Member – CPL Ronny Porta (RET)

Senior Advisors

Nick Constantino
Carl Monk

Executive Staff

Founder/President – Peggy Baker
COO - Executive Office Manager & Case Manager – Sarah Baker
CFO - Executive Office Assistant & Case Manager – Crystal Howard





2019 Financials

INCOME

Contributions - \$755,495.00

In-Kind Contributions - \$251,492.00

Interest Income - \$294.00

Total Income - \$1,007,281.00

Net Assets - \$804,437.00

EXPENSES

Services Provided Directly to Veterans - \$747,984.00

General Operating Costs - \$23,490.00

Fundraising Costs - \$15,323.00

General Operating Costs for 2019 were 2.7%

Fundraising Costs for 2018 were 1.7%

Over 95% of our funds went directly to serve our Heroes and their families with emergency financial aid.





2019 Accomplishments and Impact

2019 Statistics

2,027 Wounded Heroes and their Families received assistance with:

- Mortgage and Rent
 - Utilities
 - Vehicle Payments
 - Groceries
 - Air Transportation
 - Ground Transportation
 - Lodging
- 354 OFR Backpacks were sent to combat support hospitals in theatre.
- 746 OFR Hygiene Bags were given to Veteran Homeless Shelters.

To Date Statistics (2004-2019)

21,840 Wounded Heroes and their Families received assistance with:

- Mortgage and Rent
- Utilities
- Vehicle Payments
- Groceries
- Air Transportation
- Ground Transportation
- Lodging

11,407 OFR Backpacks were sent to combat support hospitals in theatre.

1,572 OFR Hygiene Bags were given to Veteran Homeless Shelters.



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