

2020

FISCAL YEAR IMPACT REPORT



**WOUNDED WARRIOR
PROJECT®**

In November 2004, while deployed in Iraq, an improvised explosive device (IED) exploded, peppering James Rivera with field shrapnel – ultimately ending his four-year career in the United States Marine Corps. When he returned home, post-traumatic stress disorder (PTSD) caused by the event clamped its grip on his mind and emotions, sending James down a path of isolation and depression.

“It was the camaraderie I had in the Marines that got me through the trauma, the stress, and the intensity,” says James. “However, when I finally came home, the camaraderie was gone, but the trauma still lingered. I felt alone and sank into a deep depression.”

It wasn't until a friend introduced him to Wounded Warrior Project® (WWP) that James finally felt a spark of inspiration. “Through a WWP program, I learned stress management and life skills I use every day,” says James. “WWP got me from sitting on the couch to accomplishing much more than I ever thought I could.”

Perhaps his most notable accomplishment was starting and building a successful business. **But when the pandemic hit in 2020**, James' business slowed to a crawl. He was on the verge of closing the doors before he once again found help through WWP. The funds available through a special relief grant helped keep him and his business afloat.

“You really helped relieve my financial worries so I could focus on the path forward. I am forever grateful to WWP and to you for your generous support, which helped me during an uncertain and challenging time in my life. From the bottom of my heart, thank you.”

— WOUNDED WARRIOR JAMES RIVERA



WOUNDED WARRIOR
ERIC DELION



Our Mission: to honor and empower wounded warriors.

WWP began in 2003 as a small, grassroots effort providing simple care and comfort items to the hospital bedsides of the first wounded service members returning home from the conflicts in Iraq and Afghanistan. As their post-service needs evolved, so have our programs and services, which include mental health, career counseling, and long-term rehabilitative care — improving the lives of millions of warriors and their families.

This effort requires the passion and commitment of friends, supporters, and like-minded organizations who enable us to fulfill our mission and guarantee, as much as possible, that when those who serve come home, they're afforded every opportunity to be as successful as a civilian as they were in the military.

\$0

Wounded warriors
pay nothing for
our services

NEARLY
\$197M

invested into programs
and services that change
and save lives

2020: A year of adaptation.

When COVID-19 affected the world, WWP responded quickly and effectively to the changing needs of warriors and their families.

WWP COVID-19 responses:

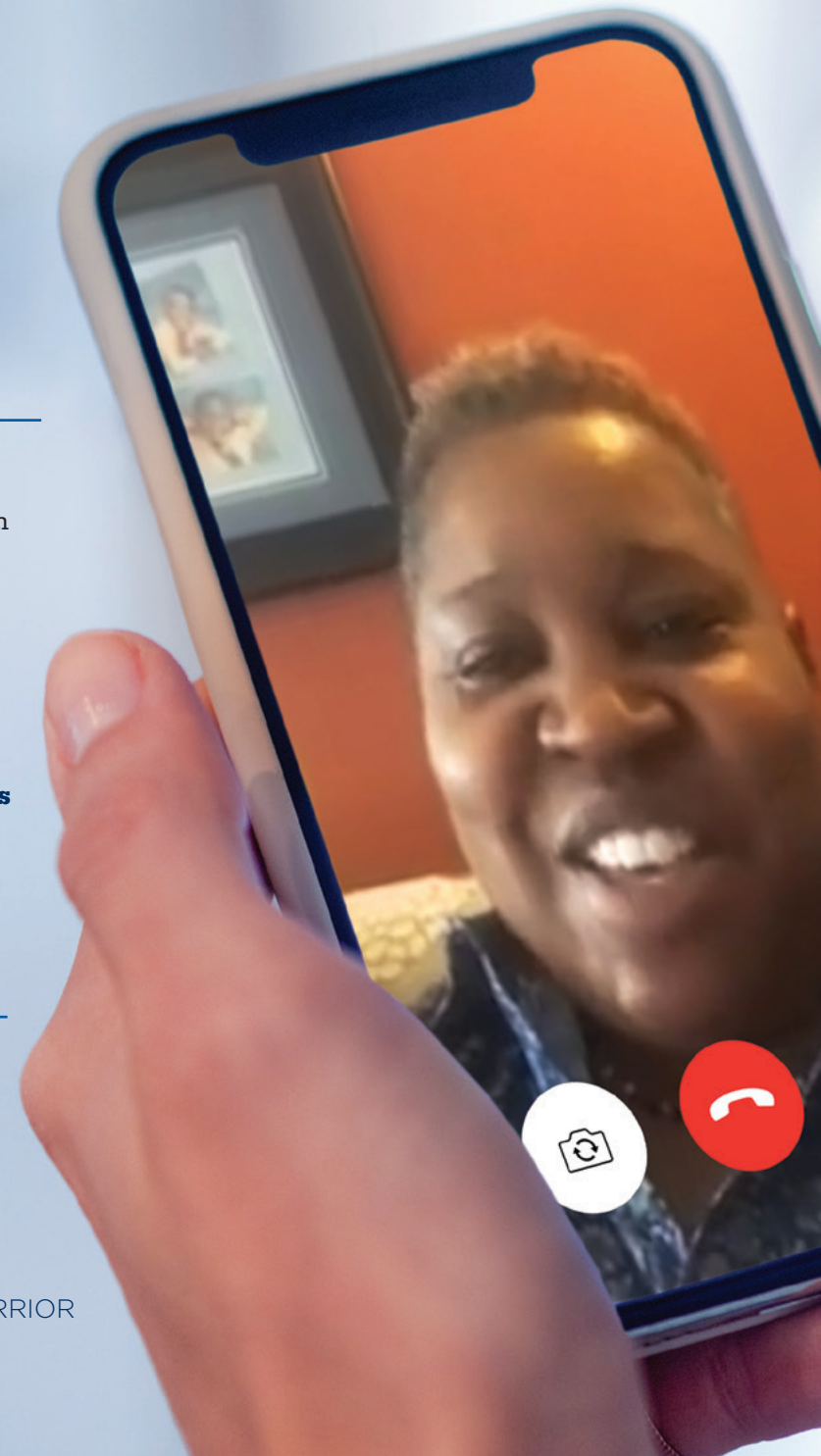
★ **Created Operation Check-In** to address concerns about isolation and other mental health issues. WWP teammates called nearly 40,000 warriors and family members directly to check in on them. Of those who needed additional assistance, 41% were referred to connection programs, which gave warriors and their families opportunities to virtually engage with peers and WWP.

★ **Expanded collaboration with mental health providers** to deliver virtual counseling for warriors dealing with PTSD.

★ **Launched the WWP Live Facebook group** to encourage engagement between warriors and families.

★ **Granted more than \$11 million** to 11,000+ warriors who suffered a loss of household income due to the pandemic.

★ **Placed veterans and family members in more than 1,850 jobs** through career counseling efforts.



WOUNDED WARRIOR
DONNA PRATT

Connection

No one knows what a warrior is going through better than someone who has been there. WWP helps warriors by providing a network of support and connecting them with other veterans through community events and peer support groups.

2020 brought new challenges for all, including unprecedented levels of isolation. To keep warriors connected, even at a distance, WWP expanded its virtual programming — making connections with warriors in more geographical locations than ever before.

THE NEED

78% OF WARRIORS SAY THEY FEEL ISOLATED FROM OTHERS¹

61% REPORT FEELING MORE DISCONNECTED from family, friends, or community because of the pandemic¹

OUR IMPACT

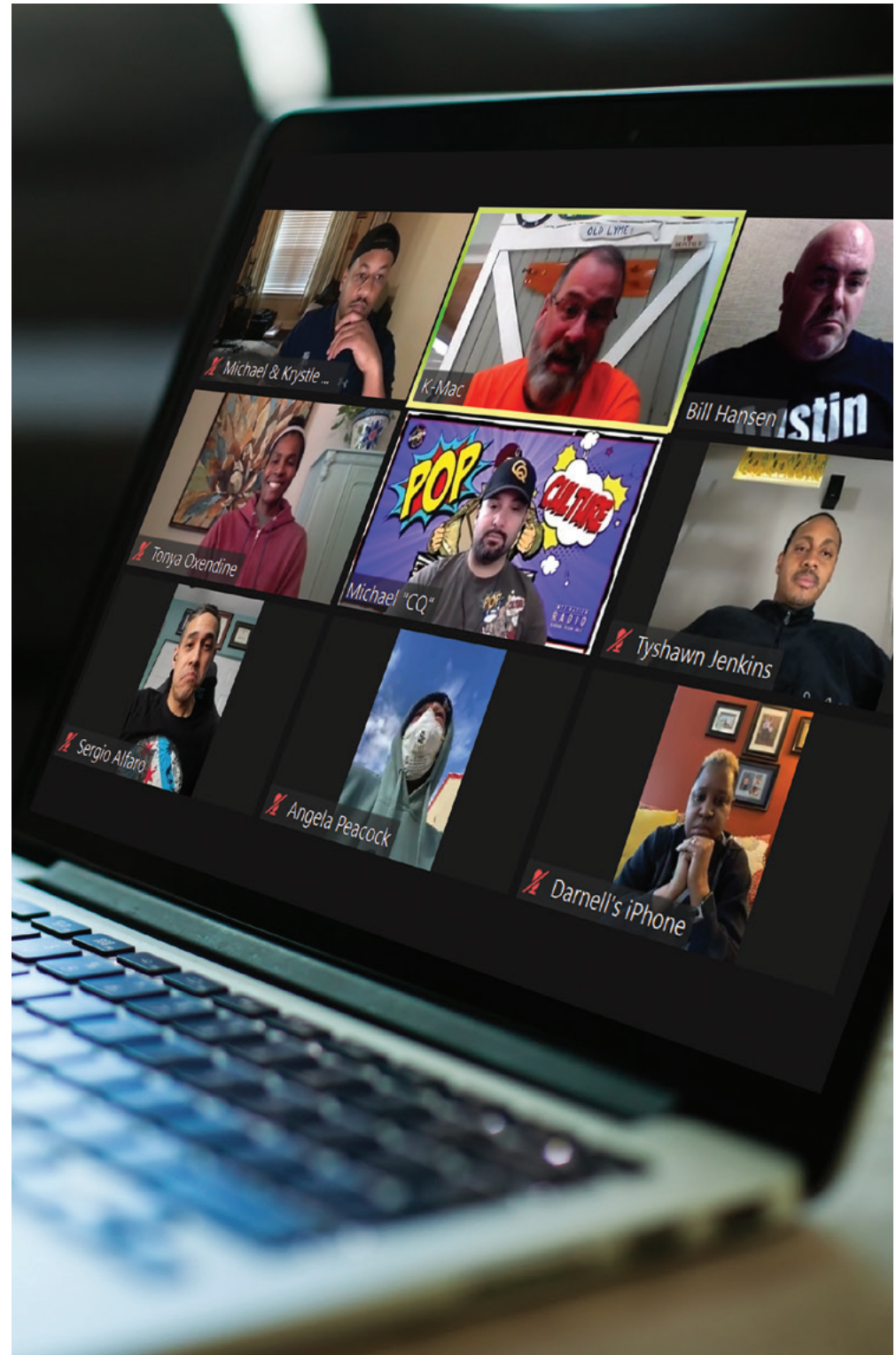
Of warriors and family members who participated in WWP connection events:



91% SAY THEY FELT SOCIALLY CONNECTED TO THEIR PEERS²



89% SAY THEY FELT LIKE THEY HAD PEOPLE THEY COULD DEPEND ON²



¹WOUNDED WARRIOR PROJECT ANNUAL WARRIOR SURVEY FIELDDED BETWEEN MAY 5 - JUNE 19, 2020
²WOUNDED WARRIOR PROJECT IMPACT DATA - FISCAL YEAR 2020

WOUNDED WARRIOR
TANIKI RICHARD



Mental Health & Wellness

This generation's signature wounds of war often can't be seen. WWP offers wounded warriors and their families lifesaving programs that help them manage PTSD, traumatic brain injury (TBI), combat stress, and other conditions and help them thrive in their next mission.

In the onset of COVID-19 (March - May 2020), the need for WWP mental health services increased by more than 38% over the previous 60-day period. WWP adapted quickly to meet this need, conducting more than 5,500 virtual emotional support sessions during this two-month period.

THE NEED

93% OF WARRIORS LIVE WITH MENTAL HEALTH CONDITIONS THAT ARE CONSIDERED SEVERE – most experiencing more than one¹

52% OF WARRIORS SAID THEIR MENTAL HEALTH IS WORSE since social distancing themselves¹

OUR IMPACT



76% OF WARRIORS EXPERIENCED FEWER PTSD SYMPTOMS
after receiving treatment through
Warrior Care Network^{® 2}



69% OF WARRIORS REPORTED IMPROVED PSYCHOLOGICAL WELL-BEING
as a result of participating in
emotional support calls²

¹WOUNDED WARRIOR PROJECT ANNUAL WARRIOR SURVEY FIELDIED BETWEEN MAY 5 - JUNE 19, 2020

²WOUNDED WARRIOR PROJECT IMPACT DATA - FISCAL YEAR 2020

Physical Health & Wellness

When warriors commit to making positive changes to improve their health, WWP is ready to assist. Through coaching, nutritional education, shared physical activities, adaptive sports, goal setting, and skill building, warriors are empowered to make long-term changes toward a healthier life.

For many, the transition to at-home fitness was a challenge, but warriors stayed committed, and WWP programs adapted to continue helping them meet their goals. In 2020, WWP's Physical Health and Wellness programs proved to be equally as impactful on warriors' physical health, whether held virtually or in-person.

THE NEED

95% OF WARRIORS SUSTAINED PHYSICAL INJURIES THAT ARE CONSIDERED SEVERE – most experiencing more than one¹

50% OF WARRIORS SAY PAIN KEEPS THEM UP AT NIGHT¹

OUR IMPACT

Of warriors who participated in WWP's coaching program:



34% REPORTED IMPROVED MOBILITY BY AT LEAST 30%²



48% EXPERIENCED A REDUCTION IN PAIN, AND 53% EXPERIENCED AN IMPROVEMENT IN QUALITY OF SLEEP²

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WOUNDED WARRIOR
JOHN GOUBEAX

Financial Wellness

WWP knows that the time after service can feel like a whirlwind, from navigating VA benefits to successfully forging a new career. We provide warriors and their families with the resources and assistance to live financially resilient lives and achieve their highest ambitions.

2020 was a year of financial uncertainty and for many warriors, COVID-19 brought financial hardship due to a loss of income. These unprecedented times called for unprecedented measures. WWP provided immediate assistance to thousands of families and support to warriors who needed to rebuild.

THE NEED

41% OF WARRIORS SAY THEY'VE EXPERIENCED CHALLENGES RELATED TO UNEMPLOYMENT

as a result of COVID-19¹

REQUESTS FOR EMERGENCY FINANCIAL ASSISTANCE INCREASED 112% during the onset of COVID 19 pandemic¹

OUR IMPACT



\$11M IN COVID RELIEF FUNDS

to more than 11,000 warriors in financial crisis to help provide basic expenses like food and shelter²



1,850+ WARRIORS AND FAMILY MEMBERS ACHIEVED MEANINGFUL EMPLOYMENT

through WWP career coaching services²

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WOUNDED WARRIOR
SEVERA PARRISH



Independence

Through the WWP Independence Program, the most severely injured warriors are provided resources and support to help them live a more independent life, on their own terms and at home instead of in a long-term care facility.

Caring for a severely injured warrior can be a full-time job, requiring a lot of sacrifice with little respite. In 2020, these challenges were magnified by the COVID-19 pandemic. To ensure caregivers could take time to care for themselves, WWP invested in an initiative to provide grants and additional resources to those in need.

THE NEED

31% OF WARRIORS NEED THE AID AND ATTENDANCE OF ANOTHER PERSON because of their injuries and health problems¹

56% OF MILITARY AND VETERAN CAREGIVERS REPORTED LOWER CAREGIVER EFFECTIVENESS as a result of the COVID-19 crisis³

OUR IMPACT



190,000+ HOURS OF IN-HOME AND LOCAL CARE

provided to the most severely injured warriors, helping them reach and maintain a level of autonomy that would not otherwise be possible²



\$1.83M GRANTED AND INVESTED

in the caregiver relief initiative, supporting caregivers of the most severely injured warriors²

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³2020 ELIZABETH DOLE FOUNDATION MILITARY & VETERAN CAREGIVER SURVEY



LISA HOPKINS AND HER SON,
WOUNDED WARRIOR
JOSH SOMMERS

Government Affairs

As a voice for our nation's wounded warriors in Washington, D.C., we fight to address the issues that matter most to them. Using warriors' feedback and insights, the Government Affairs team advocates for veteran policies and initiatives that make a real difference, improving the lives of millions of warriors, family members, and caregivers.

FY20 HIGHLIGHT

The Ryan Kules and Paul Benne Specially Adaptive Housing (SAH) Improvement Act of 2019, which has been a major legislative priority for WWP, was signed into law, reinstating SAH benefits every 10 years to eligible disabled veterans, ensuring that their homes continue to fit their evolving needs. To date, nearly 2,000 veterans have benefited from the SAH program.

“Wounded veterans should have the peace of mind of knowing that wherever we choose to live, we will have that opportunity without bearing large additional financial burdens for home adaptations. I'm thankful for all who helped make this critical reform become a reality.”

– WOUNDED WARRIOR AND
WWP TEAMMATE RYAN KULES

WOUNDED WARRIOR
RYAN KULES
WITH HIS FAMILY



WOUNDED WARRIOR **ERIK SCHEI**
WITH HIS MOTHER AND CAREGIVER
CHRISTINE SCHEI



FY20 HIGHLIGHT

The **WWP Caregiver Relief Grant** designated \$1M to provide 35,000 hours of relief to military and veteran caregivers through the Elizabeth Dole Foundation. WWP is proud to support the Foundation's work to ensure that our nation's caregivers get the resources and support they need to take care of themselves so they can continue caring for our nation's heroes.

Together with the U.S. Department of Veterans Affairs (VA), the Elizabeth Dole Foundation expanded the Respite Relief for Military and Veteran Caregivers, an emergency fund that provides no-cost, short-term respite care for veteran caregivers struggling under COVID-19.

Community Partnerships & Investments

WWP believes that no one organization can meet the needs of all wounded, injured, or ill veterans alone. By collaborating with other military and veteran support organizations, we amplify the effects of our efforts. Our investments and unfunded partnerships in the military and veteran community fill gaps in our programs and reinforce our existing efforts.

FY20 PARTNER ORGANIZATIONS



**EVERY DONATION — BIG AND SMALL —
HELPS WARRIORS ACHIEVE THEIR HIGHEST AMBITION.
WHEN THEY'RE READY TO START THEIR NEXT MISSION,
WE STAND READY TO SERVE.**

★ WWP SERVICE CENTERS ★

**CORPORATE
HEADQUARTERS**

Jacksonville, FL

**OFFICE
LOCATIONS**

Atlanta, GA
Chicago, IL
Colorado Springs, CO

Fayetteville, NC
Houston, TX
Landstuhl, Germany
Nashville, TN
New York, NY
Phoenix, AZ
Pittsburgh, PA
San Antonio, TX
San Diego, CA

Tacoma, WA
Tampa, FL
Washington, DC

**FIELD STAFF
LOCATIONS**

Boston, MA
Cincinnati, OH
Dallas, TX

Honolulu, HI
Kansas City, KS
Los Angeles, CA
Miami, FL
Minneapolis, MN
Philadelphia, PA
Richmond, VA
Sacramento, CA



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woundedwarriorproject.org