



HOME FRONT

MILITARY NETWORK



2021 ANNUAL REPORT

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A LETTER FROM OUR LEADERSHIP

Maj Gen Garrett Harencak, USAF (Ret) **Chairman of the HFMN Board of Directors**

On behalf of the HFMN Board of Directors, we offer Home Front Military Network's 2021 Annual Report. As a retired USAF officer and business leader in this great community, I am proud to serve on the HFMN Board of Directors and honored to contribute to the HFMN mission of connecting military service members, veterans and their families to critical resources and support as well as emergency financial assistance. HFMN has demonstrated resilience weathering the storm of both a merger and the global pandemic. I am thrilled to report we are stronger today even as we continue to navigate the challenges that linger as evident by the tremendous impact our team has had serving our military and veteran community through unprecedented hardship and uncertainty. With this report, we want to recognize the HFMN staff, volunteers and many supporters who make our work possible. We are grateful to all who help us make a lasting difference in the lives of service members, veterans and their families.

Kate Hatten, Executive Director

On behalf of HFMN's staff and volunteers, I thank you for your support of our mission to assist service members, veterans and their families. In 2021 we continued to implement changes and improve processes following our merger. After 2020's historic 300% increase in calls for assistance, in 2021 our team continued to see growing needs, with another 15% increase in calls for assistance. HFMN has continued to meet these challenges in 2021, assisting more than 5,600 service members, veterans and their families, including providing more than \$241,000 in emergency financial assistance, keeping 160 families out of homelessness or without other basic needs. We have also worked to expand the breadth and depth of HFMN's partner agency network in order to improve collaboration to better meet the needs of service members, veterans and their families. I am very proud of where HFMN is today, having merged two strong nonprofits into one even more impactful organization, facilitating collaboration and more coordinated services, and addressing the challenges faced by many in our military and veteran community. We remain committed to providing more robust and streamlined assistance to, and making a lasting difference in the lives of, the military and veteran families we serve.

ABOUT

Home Front Military Network connects military service members, veterans and their families to essential resources, including financial assistance provided by HFMN and our partners, in order to meet the full range of needs of individuals and families.

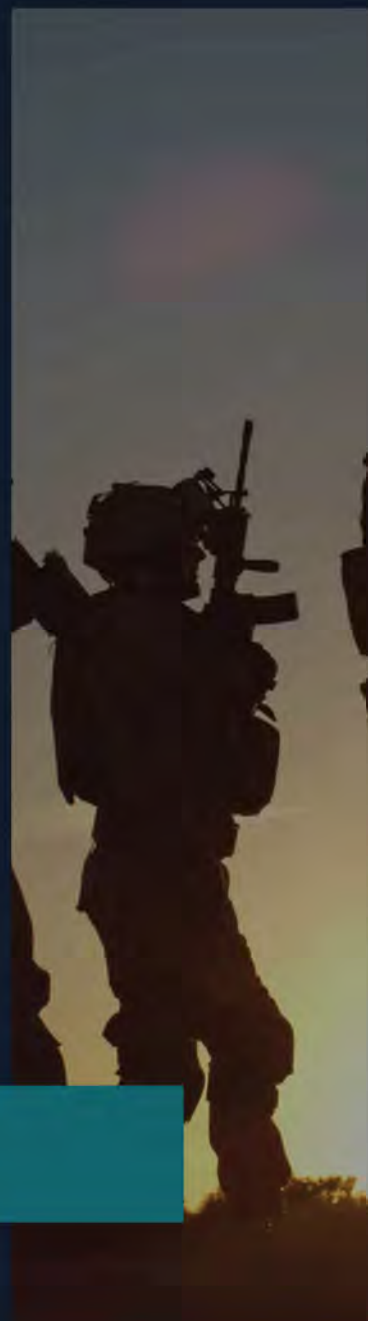
HFMN's nearly 50 partner agencies provide an array of resources and support across the spectrum.

- Advocacy
- Behavioral Health
- Benefits Assistance
- Caregiver Support
- Education
- Employment
- Family Services
- Financial Assistance
- Housing Assistance
- Physical Health
- Reintegration
- Social Services
- Substance Abuse

HFMN facilitates collaboration among and provides training for military, VA and community partners to offer veterans, active-duty personnel, Guard and Reserve members, and military and veteran family members robust, holistic assistance to address the unique needs and challenges of our military and veteran community.

MISSION

Our mission is to connect military service members, veterans and their families to resources offered by our trusted community partners and to provide emergency financial assistance.



OUR STORIES

Pretty much everyone can recall a time where they tried to skip stones or enjoyed throwing rocks into a still lake and watching the ripples swell. What starts as a small splash, goes on to spread across the entirety of the water. One action, causing a chain of reactions.

Ryan's story, is all about that ripple effect— one drop of goodness that swelled out to create more instances of goodness. Ryan is a U.S. Air Force veteran, having had served during the Gulf War. For Ryan, it was an honor to serve and he found brotherhood with his fellow veteran comrades and friends.

However, Ryan speaks mostly about his wife. Ryan's wife—we'll call her Sarah—was the "best thing that ever happened" to Ryan. She had a quick sense of humor and enduring patience. Ryan and Sarah were married for almost 30 years, though Sarah always made sure to mention that there were 2-3 years prior to marriage that should still be counted. With a chuckle Ryan explains, "She wanted to make sure she got credit for 'time served'".

Unfortunately, Sarah's quick wit started to fade. She suffered from dementia and required constant care from Ryan. He watched as the vibrant woman he loved slowly disappeared, his only comfort being she always remembered who he was.

During the challenges of care, doctor visits, and heartache—Ryan and Sarah had a few "financial bumps". Because he is a disabled veteran, Ryan receives payments to help support himself and his family. However, those payments were not enough to cover expenses like Sarah's medications. At the same time, because of Ryan's disability checks—he made too much to qualify for Medicare. Ryan managed to stay on track despite all of this, until Sarah passed away on their 28th wedding anniversary.

Sarah died right at the start of 2020, so through the height of the pandemic Ryan stated he was "...alone and for the most part things were okay. Through her life insurance I could pay for medical bills, and copays weren't a problem. Except that paying those drained out the insurance money. So I wound up falling very far behind on utility bills and few other things."



Needing help, Ryan reached out to our partners at Pikes Peak United Way, who then referred him to [HFMN Case Manager]. With a smile Ryan adds, “I spoke with [HFMN Case Manager] and the rest, as they say, is history.”

Through Home Front Military Network’s emergency financial assistance program, we were able to cover Ryan’s accrued utility bill.

“Am I allowed to say how much you guys paid? You guys paid \$750 of that bill. By covering what to me is an enormous bill—allowed me to handle the next bill of \$114. I can handle \$114. Because of you guys, despite being a disabled vet, I still have power in my home and I’m able to catch up. You didn’t give me a handout; you gave me a hand up and I appreciate that.”

Now, because Ryan was able to receive financial assistance—he can have his granddaughter come over to watch movies and have a snack—something he would not be able to do without electricity and heat, and without connection to local, vetted food pantries.

“As military members, we’re taught to be self-reliant. It has taken me many years to come out and ask for help and a lot of that is because of I went through with my wife. She had dementia and I was her caregiver. We learned the hard way about asking for help with her. When I got into financial trouble, I needed to follow my own advice and ask for help. It wasn’t a failure; it was just a bump in the road that needed to get fixed.”

One drop of goodness created a ripple effect for Ryan, one that he can see clearly, “You guys, as far as I’m concerned, are miracle workers. Thank you just seems to be inadequate. It might seem like a simple utility bill paid and connection to a food pantry, but it is so much more than that. In helping my situation, you help other situations and beyond. Your help means less stress, less issues with my blood pressure, and so on. I will recommend you guys to every vet who has a problem. I have power to my home, food in my house, that’s thank to you guys.”



2021 IMPACT

Over **\$241,000** emergency financial assistance grants provided.

Total service members, veterans and their families served **5,600**

300% Call volume increase since our merger in 2020, from clients seeking assistance and resources.

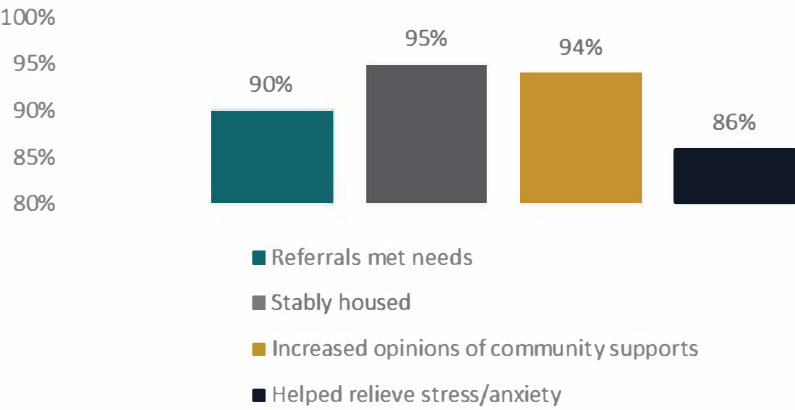


Reported assistance lowered stress and anxiety levels



Reported overall satisfaction with assistance received

2021 HFMN Assistance Impact (Immediate)



2021 IMPACT

47 HFMN Partner Agencies



424,000

Service members, veterans,
& families assisted through
HFMN Partner Network



95%

of HFMN partners indicated the
trainings we provided helped
them meet needs of service
members & veterans



EDUCATION & OUTREACH

246
OUTREACH
EVENTS



6,081
PEOPLE
REACHED



FINANCIAL ASSISTANCE

HFMN's Financial Assistance Program provides emergency, one-time financial support to eligible military members, veterans, and their families. These assistance grants can help cover costs of utility bills, rent/mortgages, and transportation costs. Home Front Military Network also provides grocery or gas cards as needed. This program is an effort to greatly reduce stressors and anxiety on military and veteran families, as well as to prevent homelessness.

HFMN provided more than \$241,000 in emergency financial assistance in 2021:

- Financial need made up 47% of reported primary emergent needs.
- Keeping more than 160 vulnerable veteran households from becoming homeless, being without power, water, and other basic necessities.

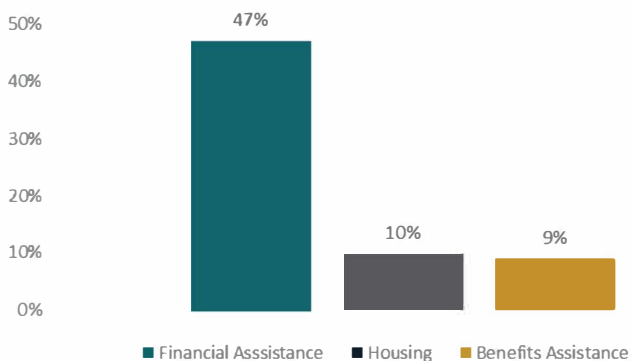
Although financial assistance grants were small, averaging just \$1,500, the impact at 6 months was significant with:

- 100% reporting stable housing
- 83% reporting improved financial situation

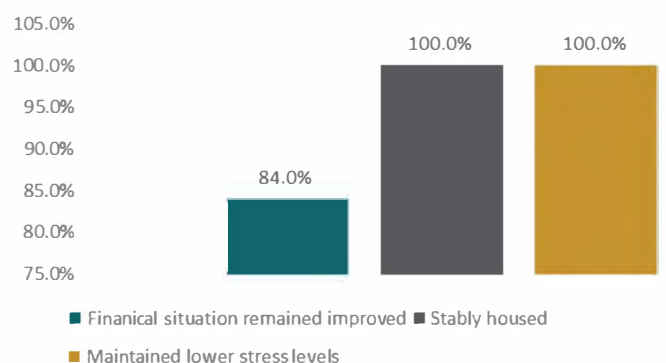
The need is great:

- 62% reported that they were unlikely to be able to handle a major unexpected expense

2021 Top Service Connections



2021 Financial Assistance Impact (at 6 Months)



NAVIGATON & ASSISTANCE

HFMN provides a central source of information for service members through call-in & web-based services. HFMN offers a proactive Network of Care website that offers many features, including a comprehensive, searchable resource directory and community calendar, as well as secure storage of electronic records.

Network of Care website had 135,171 visits in 2021:

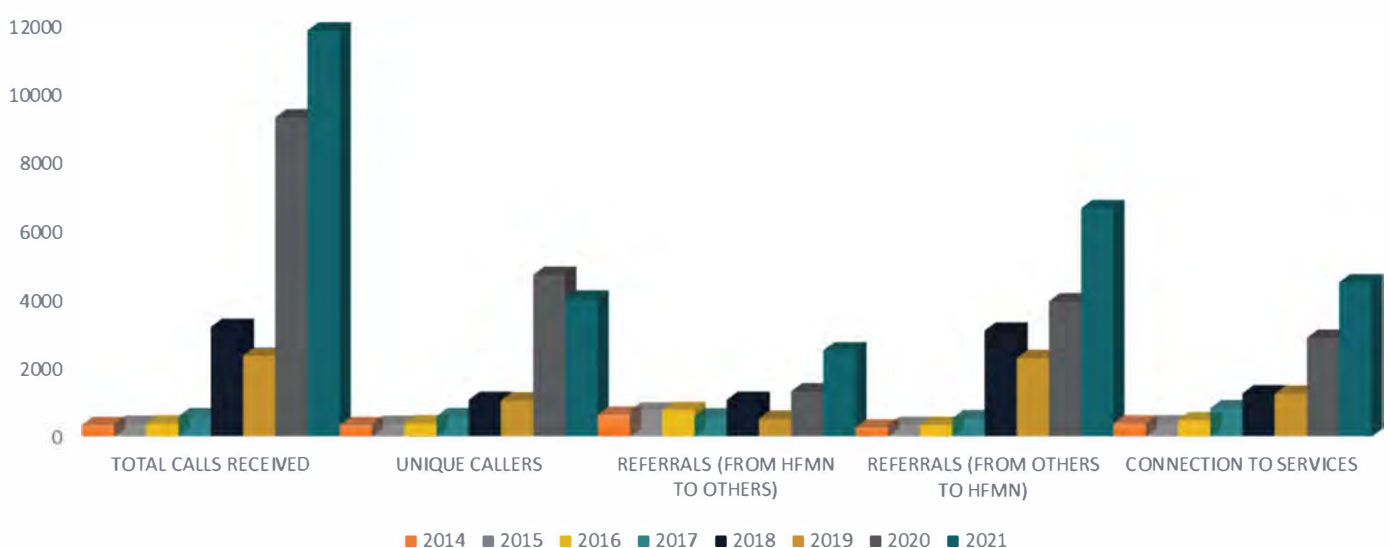
- A 90.5% increase from 2020
- Visits to the site averaged about 370 visits per day.
- There have been over half a million visits to the Network of Care website since 2014.

HFMN staff directly connected more than 4,500 military service members, veterans, and their families to services.

HFMN increased awareness of resources in in the community:

- 59% of callers agreed that their awareness of the resources available increased
- 89% of callers said their perceptions of community support increased

HFMN Assistance - 2014-2021

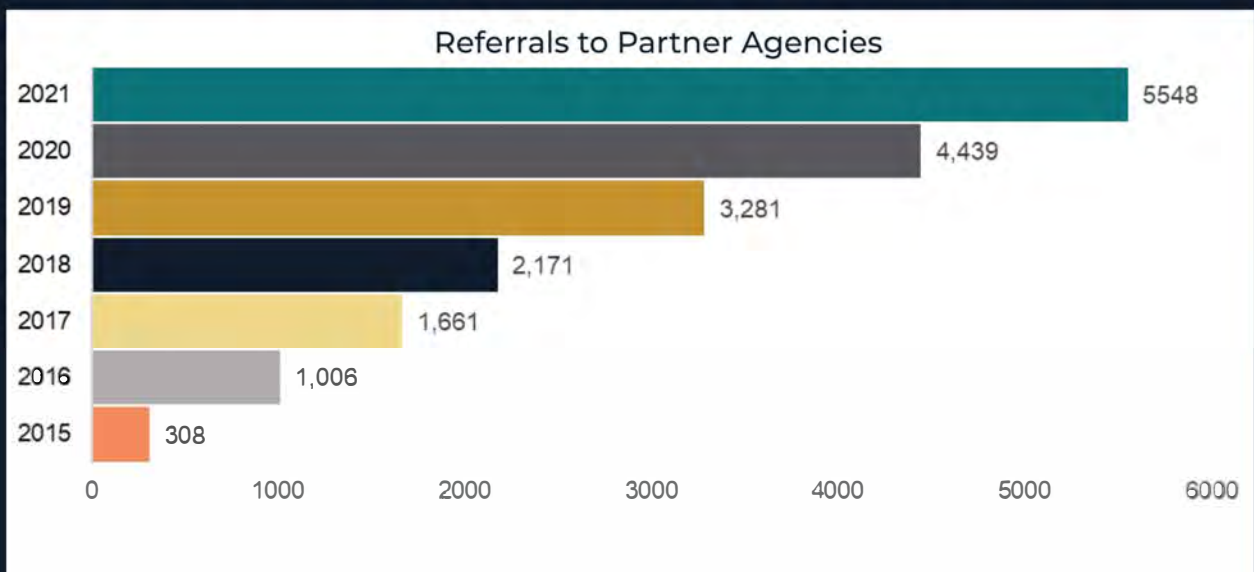


HFMN walks beside families, guiding them through complex systems of care and ensuring assistance every step of the way. HFMN refers clients to our trusted & vetted partners, and we follow-up to make sure individuals' and families' holistic needs are met.

Provide veterans, service members, and their families with centralized resources:

- HFMN fielded nearly 12,000 calls in 2021, about 988 per month or 228 per week
- Callers received 4,500 connections to services from HFMN
- 6,600 referrals were made to HFMN from partner agencies, a 67% increase from 2020.

With navigation capabilities implemented in 2016, HFMN has also demonstrated increased utility of referrals made:



COLLECTIVE IMPACT

HFMN's aims to build and expand a collaborative network of community service providers to increase system efficiencies, decrease duplication of services & leverage resources.

- More than half of the partner agencies (59%) shared data on services to veterans, service members and their families in 2021
- HFMN Partner Agencies served nearly 42,000 veterans, service members and their families
- Partner Agencies made more than 5,548 referrals to Home Front Military Network

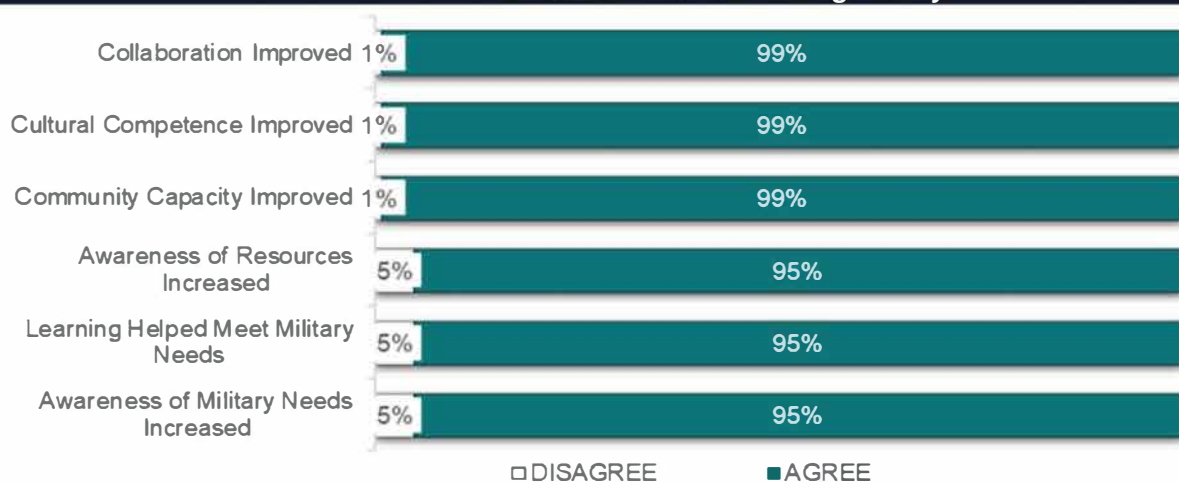
EDUCATION & OUTREACH

HFMN creates collaborative relationships with community partners, ensuring warm hand-offs so individuals and families are connected to critical services. We educate & train partners on military and veteran cultural competencies for best practices and conduct outreach to those who may need assistance.

HFMN conducted 11 trainings in 2021 for 369 community, military and VA service providers:

- 95% of trainees said they learned information that will help them meet the needs of service members, veterans, and their families
- 95% of trainees said that their awareness of the resources available to service members, veterans, and their families increased as a result of the training
- Understanding of training topics increased significantly after the workshops

Results of Partner Training Survey



HFMN participated in 246 outreach events in 2021 compared to 85 events in 2020, connecting with more than 6,081 service members, veterans and family members, in addition to social media and other outreach activities:

- Facebook posts reached a total of 24,953 people, with 932 followers
- Instagram followers totaled 431, a 28% increase from 2020
- Twitter impressions for 2021 totaled 18,353 and garnered 207 unique followers

2021 REVENUE RECOGNITION

2021 Grantors



- Prevent & Prevail
- El Paso County
- Daniel's Fund
- El Pomar Foundation
- Mountain Post Spouses Club
- DMVA
- Boeing
- Northrop Grumman
- Anschutz Foundation
- Lockheed Martin
- Bob Woodruff Foundation
- Verizon Foundation
- USAA
- Edmonson
- May & Stanley Smith Charitable Trust
- El Pomar Foundation Pikes Peak Regional Council
- John Stiger Ferry Foundation
- Norwood Foundation
- Myron Stratton

2021 REVENUE RECOGNITION

2021 Corporate & Event Sponsors

Gold Star Sponsors



Silver Star Sponsors



Bronze Star Sponsors



Other Sponsors



FINANCIALS

2021 Public Support & Revenue

Total: \$1,310,640

Gifts/Grants/Contributions: 82.2%

Interest/Other: 14.4%

In-kind: 3.4%

2021 Expenses

Total: \$1,012,455

Program Expenses: \$809,242

Management & General Operations: \$116,643

Fundraising Expenses: \$86,570



Fundraising Expenses:
8.6%

Management & General
Operations: 11.5%

