

## 2019 IMPACT REPORT



*A quick look at how your gift has helped Veterans and their families*

## Our 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.**

### A Message From Our CEO

As you'll see in this report, 2019 was a record-setting year for Still Serving Veterans. While the numbers are impressive, *what is really important is the difference that your trust, partnership, and generosity made in the lives of our clients.*

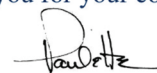
**With your support**, SSV broke all previous records for the number of Veterans we assisted in finding good jobs. We doubled the size of our Chattahoochee Valley Regional office to better serve our Fort Benning clients and began a major upgrade of the Huntsville office to provide additional counseling space.

For the first time in SSV's 14-year history, our VA Counselors became fully accredited Veteran Services Officers (VSOs). We're now able to access the VA's online system and directly guide client VA claims from submission to award.

Your support has allowed us to continue serving Veterans in 2020. During the COVID-19 pandemic, SSV moved to virtual operations and seamlessly continued providing services. We began the process of reopening our offices in May 2020 to provide services safely for clients and staff. Please keep us in your thoughts and prayers. Thank you for your continued support!

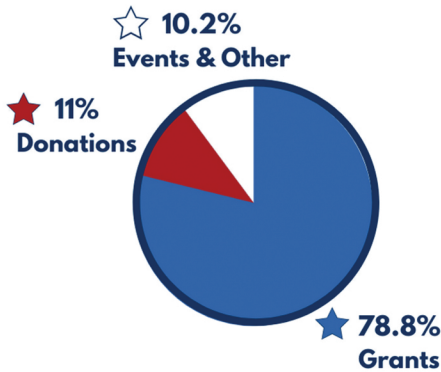


**Paulette Risher,**  
President and CEO of  
Still Serving Veterans

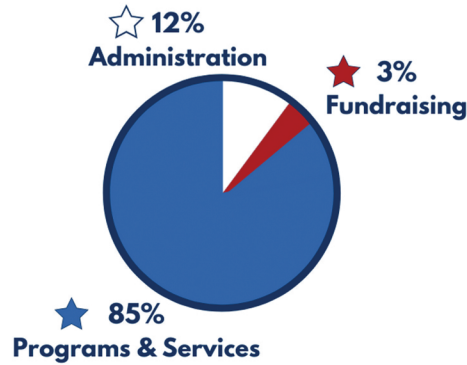


## Financial Information & Impact

### 2019 Income



### 2019 Expenses



### 2019 Impact

**946** Veterans Hired

**935** Veterans Helped with VA Claims

**127** Veterans Connected with Critical Support Services

### 2019 Board of Directors

Lynn Collyar	Dan Godwin	Hank Isenberg	Kristen Strickland
Trip Ferguson	Joni Green	Chris Kern	Lisa Williams
Jerry Gabig	John Hamilton	Barbara Norris	John Wright

## Major Grantors

Call of Duty Endowment

Alpha Foundation Inc.

Garcia Family Foundation

The Boeing Company

BBVA Compass Foundation

UAB Benevolent Fund

COLSA Corporation

United Way of Madison County

IMS Employee Peaks Fund

Venturi Brighter Day Employee Fund

Regions Bank

Wells Fargo Foundation

Torch Helps

## Event Highlights

14th Annual SSV Golf Tournament



11th Annual Village of Providence Car Show



HSV SOF Network 3rd Annual Bullets, Bourbon & Barbecue



Southern Company Golf Tournament



Huntsville Havoc Military Appreciation Night



Keller Williams Chili 4 Charity



## A Look at How Your Gift Touches Lives

### Supporting a Widowed Military Spouse

The Higgins family first visited Still Serving Veterans in 2014. They lost their daughter in a car accident and had just adopted their two granddaughters, ages 15 and 8. They were also caring for their disabled adult son. SSV counselors recommended some community counseling services for the family and successfully helped Mr. Higgins (a Vietnam Veteran) with a claim for an increase in various combat-related illnesses.



In May of 2019, Mr. Higgins was diagnosed with an aggressive soft tissue brain tumor. By June, he was on hospice and just a few weeks later, he passed away.

Mr. Higgins had taken care of most of the family business, so when he died, Mrs. Higgins needed help accessing the VA and service benefits Mr. Higgins had earned during his service. She turned to SSV for help.

[Read the full story here](#)

### Assisting a Veteran on the Path to a Career

Former U.S. Army Staff Sergeant Will G. loved being a soldier and planned to stay in the service as long as possible. His separation from the military came much sooner than he ever anticipated.

SSG Will G. worked in the Army as a Cavalry Scout Instructor. It was a job he loved that supported the family he loves - his wife and two daughters. Life was good.



Can you imagine Will's devastation when he learned he was being medically discharged from the service? It was the curveball he never saw coming.

Will said, "It honestly hit me like a ton of bricks and I didn't know what I wanted to do after the Army."

[Read the full story here.](#)

## Ways to Offer Your Support

*when saying "Thank you for your service," isn't enough.*



**Make a Donation:**  
Visit [SSV.ORG/GIVE](https://www.ssv.org/give)



**Participate in SSV's Annual Events:**  
Learn more at [SSV.ORG/EVENTS](https://www.ssv.org/events)



**Volunteer your Services:**  
email [info@ssv.org](mailto:info@ssv.org)



**Spread the Word about SSV**  
Tell others about our services



**Support the SSV Legacy Endowment Fund:**  
Visit [SSV.ORG/ENDOWMENT](https://www.ssv.org/ENDOWMENT)

## Our 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



**SSV.ORG**



**1-866-778-4645**

## Locations

**Chattahoochee Valley  
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