



SUPPORTING OUR TROOPS AND THEIR FAMILIES BEFORE, DURING, AND AFTER DEPLOYMENT

H.E.R.O.E.S. CARE FACT SHEET

The H.E.R.O.E.S. Care Hometown Support Program is an affiliation of national charities working together to provide a system of coordinated, one-on-one care for military families before, during, and after deployment. Specially trained caregivers are assigned to military families who have dedicated access to emergency material and financial aid, confidential mental health care, and job training and placement services made available free of charge.

Since the program's inception in 2009, more than 3200 caregivers have received our specialized training to provide one-on-one care to military families in the communities where they live. Our Hometown Support Volunteers serve military members, veterans, and their families in 43 states as well as overseas.

Examples of Caregiving:

"A military member registered for family support. We contacted our Give an Hour partner to recruit and train a mental health care professional in that community to be on standby in case of need. After the military member returned from deployment, he called our direct line. It was evident he was contemplating suicide. Within 18 minutes he was on the phone with his assigned mental healthcare provider."

"A pilot lost his position with a major airline. Shortly thereafter, his wife was diagnosed with breast cancer. He joined the reserves in order to obtain medical benefits. He was almost immediately deployed, leaving his wife at home alone. A caregiver was assigned to the family who was a breast cancer survivor. After a few weeks of follow-up phone contacts, the caregiver was invited into the home. She came to learn that shortly before her husband lost his position with the airline, the couple had purchased a 'fixer upper' house in need of significant repairs. The caregiver arranged for volunteer tradesmen to make repairs and in two weekends the house was completely refurbished. One of the tradesmen involved in the project was also a Boy Scout leader with a troop in need of a service project. The grass was cut, the leaves were raked, and snow was removed during the entire deployment by the scout troop. The wife was required to travel over 100 miles each way for her cancer treatments. The caregiver arranged for volunteers to drive her to and from her weekly appointments. The caregiver arranged for women to prepare nutritionally appropriate meals and every two days these volunteers would have dinner with her and leave additional prepared meals, encouraging her to eat properly, an important part of the treatment and recovery process."

Putting the numbers into perspective:

- **50,000:** the average number of military families residing in each state
- **5,000:** the number of military families affected by deployment at any given time
- **500:** the number of military families who will require the support H.E.R.O.E.S. Care provides
- **50:** the number of military members who will make an attempt and/or take their own lives

We reach the 50,000 to support the 5000 to sustain the 500 to help prevent the 50.

In 2018 alone:

Nearly \$14 million dollars in material and financial aid was provided to military members and their families. A portion of the material aid provided:

- **Over 340,000 pounds of food distributed to needy military families and Veterans**
- **Over 300,000 new adult and children's clothing items distributed at military bases, to units of the National Guard/Reserves and to individual families in need.**
- **Over 400,000 diapers and other baby care items provided to Military Moms**

Partnerships are important to us:

We routinely partner with other military centric and other benevolent organizations providing resources and expertise to help them increase the reach, scope, and effectiveness of their missions.

PROOF OF PERFORMANCE:

- **Over 98 cents of every dollar we receive is returned to military families in direct program services. Few charities are as effective at financial and material stewardship.**
- **We are 4 star rated by Charity Navigator, the highest rating they confer. Of the more than 40,000 military charities in the Nation, only 28 military family support charities hold this distinction.**
- **We are a Platinum Level participant of Guidestar, the largest charity clearinghouse in the country and hold the highest rating they confer.**
- **We are certified as Best in America and Best of the CFC by the Independent Charities of America.**
- **We hold an A+ rating and meet all 20 standards for charities required by the Better Business Bureau.**
- **We have received perfect external audits in 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017 and 2018. Very important proof of our integrity and operating standards.**
- **Our organization has received numerous awards including the Governors Conspicuous Service Medal, the highest award conferred on civilians, the Minuteman Award, a rare a prestigious honor reserved for exceptional service to the National Guard, Volunteer of the Year from the Missouri National Guard, the greater St. Louis United Way Partner Agency Volunteer of the Year Award, the George H.W. Bush Points of Light Award, two Missouri House Resolutions in recognition of our service to the military and their families, the Outstanding Center of Influence Award from the National Guard, the Challenge Coin of the Secretary of Defense, the Challenge Coin of General Grass of the Joint Chiefs of Staff, and a National Service Citation from the Department of the Army.**

TO LEARN MORE ABOUT OUR MISSION, VISIT WWW.HEROESCARE.ORG