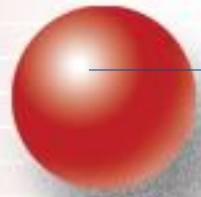
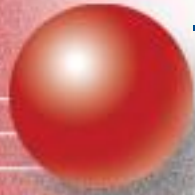


USA CARES



Volunteer Introduction

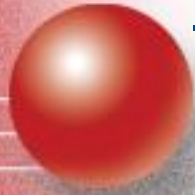


Mission



USA Cares exists to help bear the burden of service by providing military families with financial and advocacy support in their time of need.



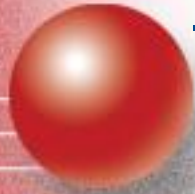


History

- Formed March 2003
- Started as “Kentuckiana Cares” as a project for the Fort Knox Chapter of AUSA and the following corporations.
 - NBC Affiliate WAVE-3 TV, Louisville, KY
 - Kroger Company, Louisville, KY
- Incorporated as a 501(c)(3) on October 6, 2003
- Has assisted military families in all 50 states and many territories overseas
- Does not have clubs, chapters, posts or membership requirements

Volunteer TIP: We have a number of volunteers and staff who can help tell our story, if you have a significant number of folks who you think would be interested, please contact volunteer@usacares.org for more information.



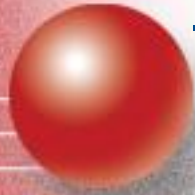


What We Do Best

- Quality of Life
- Homeownership Preservation Foundation (HPF)
 - \$1.2 M grant to prevent foreclosures for Service Members
- Pink Heart Program
 - Prevents evictions from rental properties and foreclosure preventions for those who do not fall in the HPF guidelines
- Purple Heart Program
 - Assists families of Service Members who have received a Purple Heart, Traumatic Brain Injury (TBI) or is suffering from Post Traumatic Stress Disorder (PTSD)
 - Warrior Treatment Today Program: financial help to afford PTSD residential rehab. As of Dec 2009, over 100 clients and \$200,000 in assistance.

Additional Information available in “Notes”





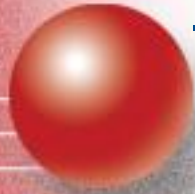
Assistance Requests

- Please visit our website and click on the *Assistance* tab for more detailed information.
- Apply at www.usacares.org/request.html
- All Post-9/11 Service Members including National Guard and Reserve
- All Ranks
- Typical Requests
 - Food
 - Housing
 - Utilities

Volunteer TIP: On our website we have much more information. [Click here](#) for a complete description of who we serve and how the process works.

Additional Information available in “Notes”



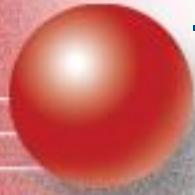


Assistance Requests

- We have received over 21,000 requests as of Feb 2010
- Over \$6.6M in grants along with additional resources have been distributed to thousands of clients in every state.
- Majority of clients are National Guard and Reservists
- Requests for assistance will require some type of proof to protect the donor dollars we receive; we will never ask for private account numbers or access to bank activities.
- We will ask for permission to speak to third parties that hold a debt of the client.

Volunteer TIP: On our website we have a state by state record of our efforts in 2009. Please visit

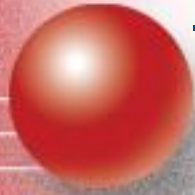
http://usacares.org/index.php/about/sub/category/2009_client_map.



Assistance Requests

- Clients are called within 48-72 hours of receipt of application
- Solving the issues can take between 2-4 weeks, but all client requests are handled on a case by case basis
- Emergency cases can be expedited to meet a shut-off notice or eviction, but the client has to understand we can only do what the debt holder will allow us to do
- We will make every effort to handle the issue with sensitivity and compassion

Volunteer TIP: The worst thing that a Volunteer can do to a client is to “over promise” what USA Cares can do for them. Each case is different and unique, and each case requires a significant investment of time and effort to resolve. Clients have to have some patience and allow the process to work.



Combat Injured Program

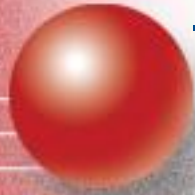


Assists families of Service Members who have received a Purple Heart, Traumatic Brain Injury or are suffering from Post Traumatic Stress Disorder



Follow up to determine long term solutions and completion





Housing Assistance Program



Over 600 Homes saved



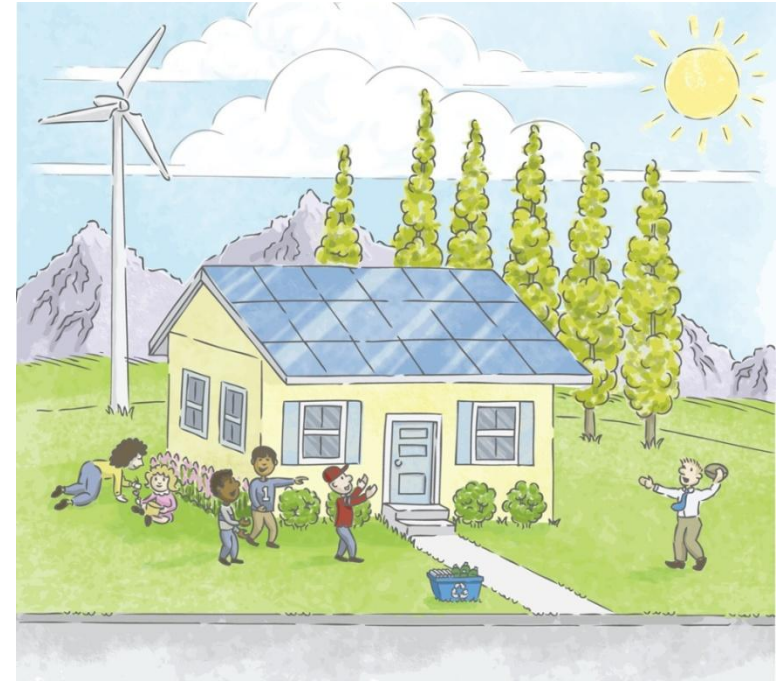
Free Counseling for long term solutions

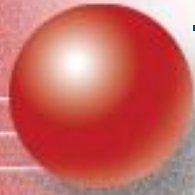


Pink Heart Program to stop Evictions/Homes outside HPF Program



Rental Assistance





Quality of Life Program



Food



Electricity and Water



Primary Vehicle Repair



Auto Payments

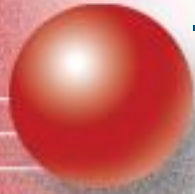


Auto Insurance



Fuel

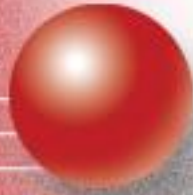




Virtual Committee

- To reduce/eliminate bias in a case, all cases are summarized and submitted to a committee of volunteers via e-mail for recommendations (we call it a “vote”) on each case.
- We currently have two teams that volunteer even or odd days (Blue Team & Gold Team)
- The Virtual Committee is made up of business owners, military spouses, retirees and community leaders, all with military backgrounds and understand the challenges of military life.

Volunteer TIP: If you are interested in joining a Virtual Committee as a volunteer, please contact the Volunteer Coordinator at volunteer@usacares.org



Board of Directors

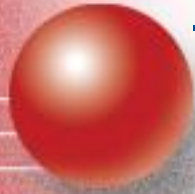
- Our board represents states across the nation, with members from Kentucky, California, Illinois, Kansas, Pennsylvania, Virginia, Wisconsin and Missouri
 - Stewardship – Governance – Fundraising



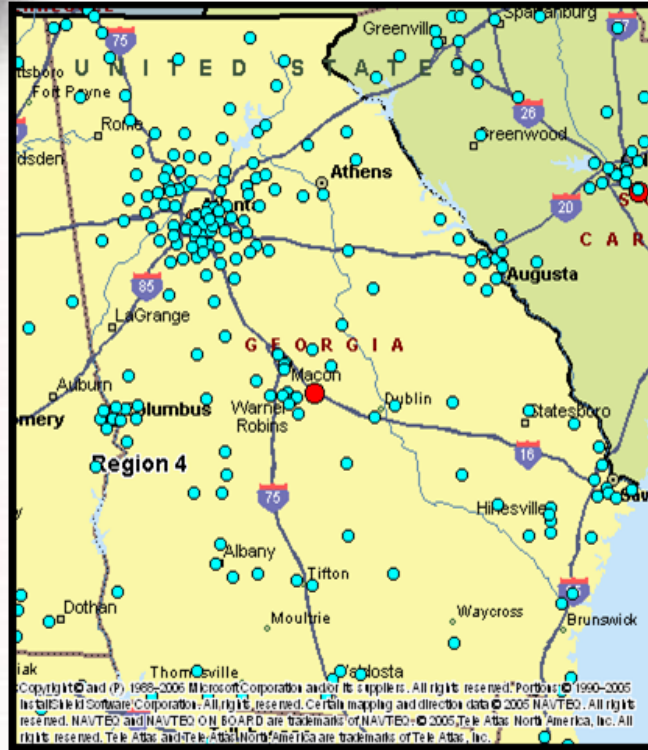
Volunteer TIP: The USA Cares board is very active and constantly looking for ways to improve our efforts and reach more families along with providing the funding necessary to do our mission. [Click here](#) for a complete listing of our Board.

Additional Information available in “Notes”





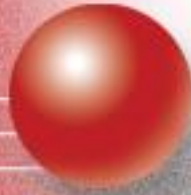
Sample State Effort: Georgia



- As of February 1, 2010, USA Cares has responded to 1,289 Georgia Service Members with \$460,000 in grants and in-kind resources.
- Additionally, 68 homes have been saved from eviction or foreclosure.

Volunteer TIP: When you are talking to a group about USA Cares, please let us know and we can supply you with information and statistics specific to your state. It makes a big difference when people know that we are helping their neighbors!





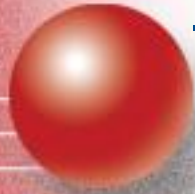
How Do Our Clients Find Us?

Referral Source	Percentage	Referral Placement
Military One Source	18.44%	1
Friends/Family	16.88%	2
Unit Leadership	16.03%	3
Internet Search	15.46%	4
Family Assistance Centers	12.06%	5
Army Emergency Relief	10.50%	6

Volunteer TIP: If you have a group in mind that might be a referral source, please contact Roger at rstradley@usacares.org



Additional Information available in "Notes"



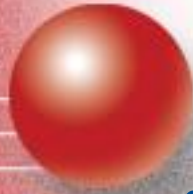
Financial Highlights

- The USA Cares Board of Directors has set a stated goal of working at a 90% Program (versus Overhead) percentage.
- USA Cares has undergone an annual External Audit with favorable remarks since 2006 (4 completed).
- 90 cents of every dollar goes to Family Assistance over the life of USA Cares starting in 2003.
- The staff in the Family Assistance Center only work with clients and do not have any fundraising responsibilities.

Volunteer TIP: In our IRS Form 990, you will see that over the years we have fluctuated in a range from 87% to 92%. Some years we may get a restricted grant for overhead and infrastructure, which we always need, but of course counts against our totals in program dollars. For more information, please contact john.miller@usacares.org

Additional Information available in “Notes”





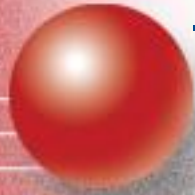
How Can A Volunteer Help?

- Tell the USA Cares story.
- Distribute LapWraps in Veterans Hospitals and respite facilities.
- Lead or support an event:
 - Shadow Walk
 - Red Shirt Friday
 - Golf Fundraiser
 - Mobile Texting Campaign
- Volunteer to work with the staff or other volunteers at our headquarters in Radcliff, KY
- Create donation opportunities
 - Groups and organizations



Volunteer TIP: Visit [HERE](#) for more ideas and descriptions of how to help raise funds to support the mission.

Additional Information available in “Notes”



Volunteer Power Since 2004

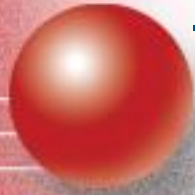
- Operation LapWrap
 - Nearly 5,000 LapWraps distributed to our wounded Service Members
 - Donated from churches, knitting circles and individuals



Additional Information available in "Notes"



USA CARES



Friends and Voices



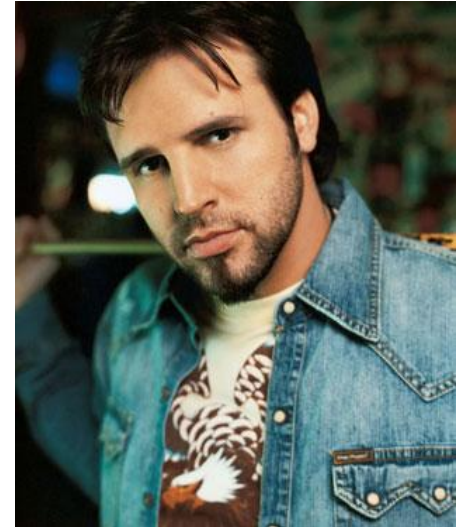
Dennis Miller



Bryan Anderson



Steve Wilkos



Mark Wills

