DEAR VALUED VETERAN SUPPORTER,

The year 2020 will go down in the books as a year unlike any other! Like so many other businesses and non-profit organizations in the country, it has been an unprecedented year of changes for the Veterans One-stop Center. At the start of COVID when the initial shutdown occurred, we made the difficult decision to close the office for the safety of our veteran clients, employees, and volunteers. In the space of just two weeks, we had to shift our entire way of doing business to support both clients and employees working 100% remotely. Initially, we expected the shutdowns to last a month or two at the most – and like other organizations, we had to continuously adapt our practices and procedures along the way.

We were very pleased to be able to reopen the physical office in June by rigorously following all CDC and NYS guidance, and have been working with clients both remotely and in-person ever since. Despite the challenges brought on by the pandemic, we ended the year on a strong note. Many of the best practices we
developed for working remotely will become part of our normal business practices, and will give us the ability to expand our reach using remote appointments throughout the Western NY area. In spite of the pandemic, we were still able to assist 714 local veterans in 2020, and almost 300 additional veterans so far this year since January with the help of our network of community partners. This includes 390 cases where we were able to provide housing assistance or homelessness prevention services – which was especially prevalent during COVID.

We are enormously proud of the work that we were able to accomplish during COVID, despite the challenges and uncertainties. It would not have been possible without the continuing efforts of our amazing employees, talented volunteers, and the generosity of our community supporters. We are able to continue what we do because of what you do. At the start of 2021 we announced the retirement of our President and CEO Chuck Marra. As a joint leadership team, Kathy Zunner was appointed as Chief Development Officer, and Adam Howard became the President and CEO. Together we serve side by side to ensure the success of our programs, and the continuation of our mission to empower veterans. We appreciate all of the support we have received thus far, and look forward to growing our organization into a true collaborative center that provides the perfect ecosystem of services that allows veterans, service members, and military families the ability to flourish.

On behalf of the Board of Directors, our incredible staff, and the thousands of veterans in Western NY who directly benefit from your generosity, thank you for your support!

Best wishes,
Adam Howard and Kathy Zunner

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**BOARD OF DIRECTORS**

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Capt. Nathan Neuman*  
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Michael Burns*  
US NAVY RESERVE VETERAN

Jason Jaskula*  
US ARMY VETERAN

Guy Berry*  
US MARINE CORPS VETERAN

*CURRENT OR FORMER MILITARY

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PFC JOSEPH P. DWYER PEER SUPPORT PROGRAM
PFC Joseph Dwyer enlisted in the Army following the terrorist attacks of September 11, 2001, deploying to Iraq in support of Operation Iraqi Freedom. An iconic image of PFC Dwyer carrying a wounded Iraqi boy to safety was captured during his combat mission in Baghdad; symbolic of Dwyer’s courage and dedication to his duty.

When PFC Dwyer returned from the war, he was a different person. Suffering from severe PTSD, he was depressed, battling inner demons, and felt isolated from people who could relate to his experiences. PFC Dwyer passed away on June 28, 2008 at the age of 31 due to complications from PTSD, leaving behind a wife and young daughter.

The Veterans One-stop Center leads the PFC Joseph P. Dwyer Program in both Erie and Niagara County to bring veterans and their families together so no one experiences what PFC Dwyer did. Through peer-to-peer collaborative services and community services, we help to ease the transition from military to civilian life. We host a wide range of free events annually, welcoming all who served to join us.

CAREGIVER SUPPORT PROGRAM
Supports those caring for family and friends with injuries due to military services. Our Caregiver Services Program caters to the needs and challenges of the caregiver rather than the service member.
OUR SERVICES

- Housing Services
- Education Services
- Employment Services
- Legal Services
- Veteran Peer Support
- Accredited Benefits Counseling
- Financial Counseling and Coaching
- Women Veteran Services
- Veteran Caregiver Support Services
- Volunteer Opportunities
- Outreach Services

THE VETERANS ONE-STOP CENTER OF WNY provides a wide range of direct services to all veterans and service members, such as housing through SSVF, case management, outreach services, caregiver support services, and peer support. We also provide services remotely, with emphasis on rural areas like Chautauqua County, so veterans from all across Western New York can easily access our services and programs.

We have over 6 service providers on-site and over 30 more that we work closely with on a referral system to provide complete and comprehensive services. The comprehensive selection of on-site services we provide are made possible through our partnerships and collaborations with experienced local service providers.

BENEFITS SERVICES are provided in collaboration with Erie County Veteran Services, and Veterans Benefits Administration.

LEGAL SERVICES are provided in collaboration with Legal Aid Bureau of Buffalo, Neighborhood Legal Services, and other alternative legal resources.

FINANCIAL COUNSELING & COACHING are provided in collaboration with Consumer Credit Counseling Services of Buffalo.

EMPLOYMENT RESOURCES are provided in collaboration with Goodwill of WNY, the Department of Labor, and an existing network of employment resources and contacts.

ALL OF OUR PROGRAMS ARE COMPLETELY FREE.
All veterans, service members, and families are eligible for our programs and services, regardless of status.
DEAR VALUED VETERAN SUPPORTER,

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*CURRENT OR FORMER MILITARY

OUR IMPACT

12,626 TOTAL VETERANS ENGAGED SINCE INCEPTION

859 VETERANS CONTINUED THEIR EDUCATION

1,898 FEMALE VETERANS ENGAGED

4,451 VETERANS HELPED WITH PEER-TO-PEER SUPPORT

2,848 VETERANS ASSISTED WITH BENEFITS

IN 2020, THE VETERANS ONE-STOP CENTER OF WNY:
Held over 71 free events
189 veterans assisted with benefits
Prevented over 46 veterans from becoming homeless
Helped over 288 military families with housing cases
Helped 30 more veterans continue their education
Spent over 164 volunteer hours in their community
Held 961 peer support engagements
Provided over 54 veterans with legal assistance
415 total veterans engaged
2020 FINANCIALS

INCOME & REVENUE

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td>CONTRACTS &amp; PROGRAMS</td>
<td>$701,522</td>
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<tr>
<td>FOUNDATIONS &amp; CORPORATIONS</td>
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<td>INDIVIDUAL CONTRIBUTIONS</td>
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<td>IN-KIND DONATIONS</td>
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OPERATING EXPENSES

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<td>PROGRAM SERVICES</td>
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<tr>
<td>MANAGEMENT &amp; GENERAL</td>
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<td>FUNDRAISING</td>
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<td><strong>TOTAL</strong></td>
<td><strong>$1,238,442</strong></td>
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CHANGE IN NET ASSETS          | $36,592  |

$0.87 of every $1.00 goes back to our veterans.