

ANNUAL REPORT

2020



**THEY STOOD FOR US.
WE STAND WITH THEM.**



Our Mission

The Code of Support Foundation leverages the nation's full spectrum of resources to ensure all members of our military, veterans and their families receive the benefits and support they need and have earned. We work to eliminate the barriers between our veterans and the millions of dollars spent on programs designed to serve them.

Photo © Michael Jung/istock



WELCOME

Dear Friends,

On behalf of the Code of Support Foundation (COSF), we are proud to share with you this report of our efforts to meet the unique challenges of 2020 in continued service to our active-duty, veterans, caregivers, and their families. In spite of the challenges, COSF made great strides in what was a challenging year for both the veteran community and the nation.

When the Covid-19 pandemic reached the US, the impacts were immediately felt in our military and veteran communities. COSF responded quickly, deploying our team to address the truly devastating effects, which are still impacting the country today. Our front-line Case Coordination services experienced a 200% increase in requests for support almost overnight, while searches for emergency resources on PATRIOTlink.org increased exponentially. 2020 was a year of uncertainty and instability for many of our nation's veteran families, with spikes in need for access to food, transportation and employment, paying bills and securing affordable housing, and providing reliable, remote mental health and caregiver support. In the face of these unprecedented challenges, COSF doubled-down on our commitment to stand with those who stood for our country.

As often is the case for our military and veteran families, COSF also turned opposition into opportunity. What was once an in-person office is now a 100% remote workforce. Now, our team is located throughout the country and is able to provide both local and national resources virtually, online, by phone, and by video conference. We are proud that in 2020, Code of Support staff have served more veterans and military families than any other year to date. Like those we serve, we will not be deterred by obstacles in our fight to ensure every military and veteran family receives the support they have earned through their service and sacrifice.

2021 marks 10 years and thousands of families served by the Code of Support Foundation. We are humbled to celebrate this milestone, even as we continue to see the rippling effects of 2020. It's because of you that we are able to do this important work. Thank you to all of our generous partners, funders, and donors. It truly is an honor to have served our veteran community for the last decade — with your support, we look forward to the next 10 years.



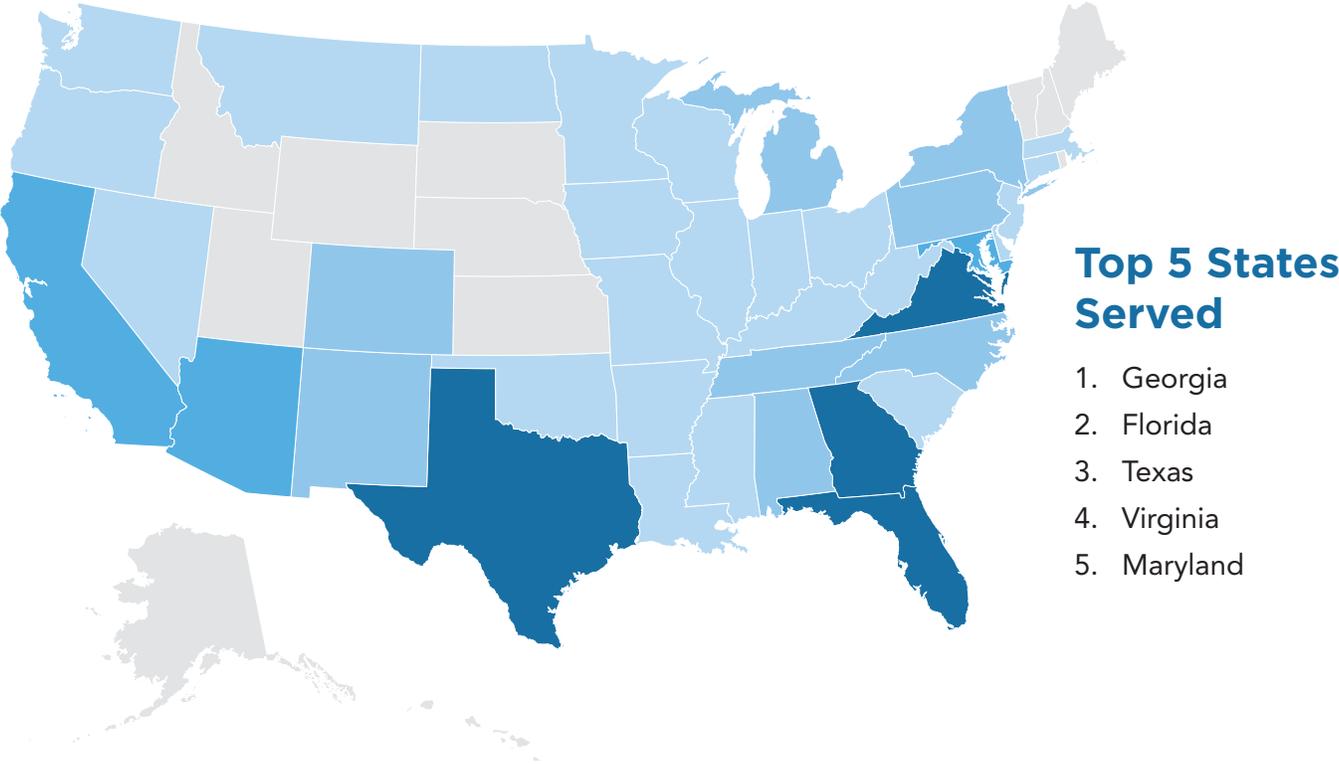
HON Robert M. Speer
Chairman



Kristina Kaufmann
Chief Executive Officer

MAINTAINING CONNECTIONS

Where Our Clients Live



Least number of clients served

Most number of clients served

“ Code of Support was outstanding in helping me and my son obtain housing after being homeless and living out of our vehicle. COSF cares about Veterans, and it shows.

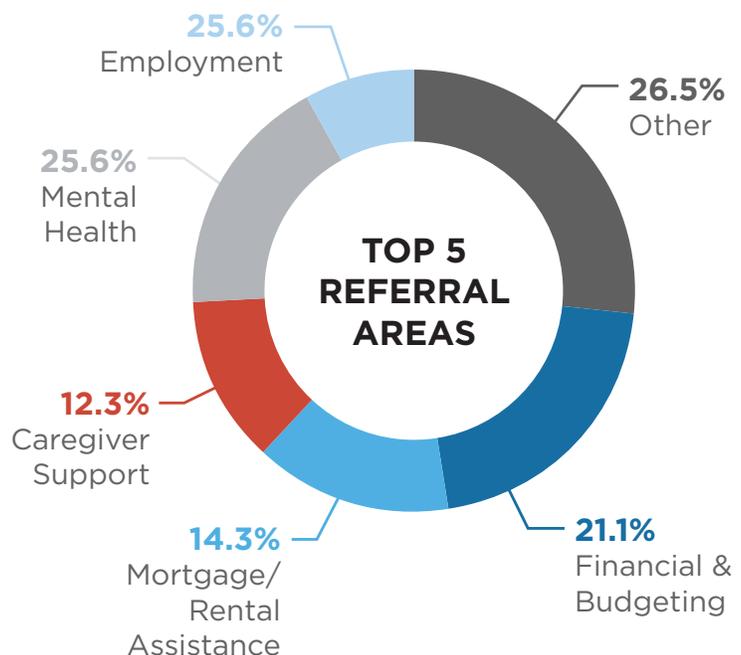
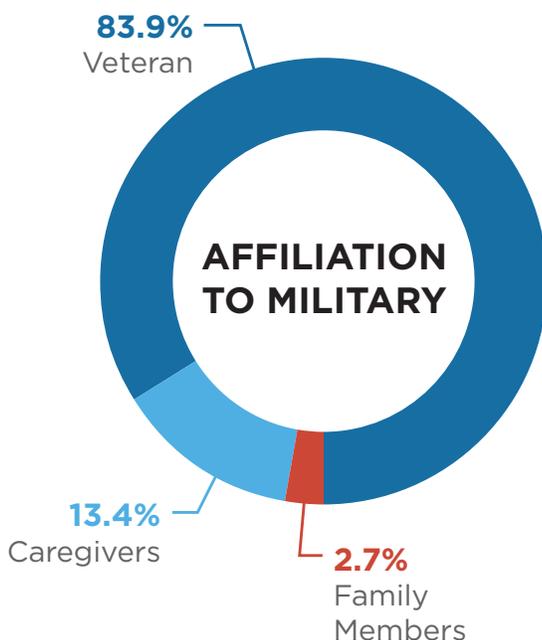
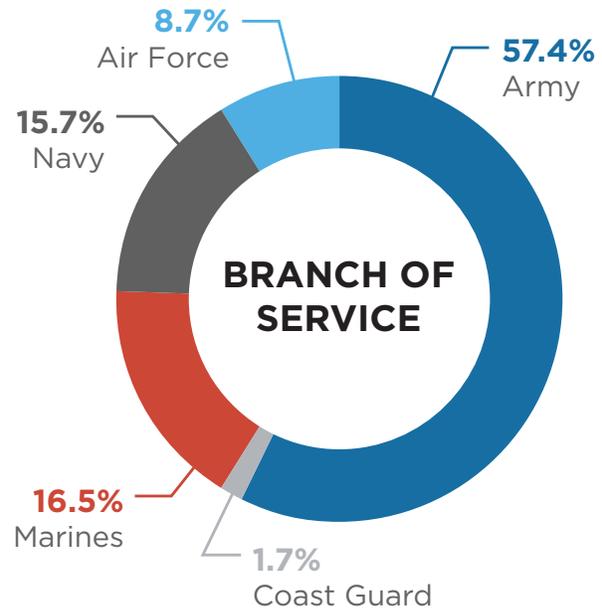
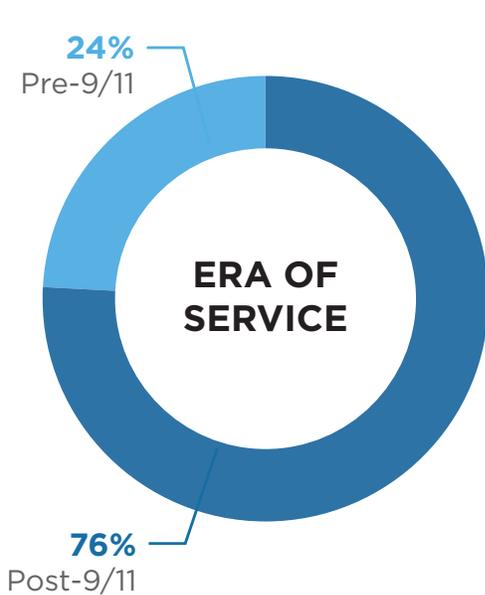
It's way more than just a service that's provided; they make you feel like FAMILY!

— Army veteran and mother

Sometimes, War Comes Home

WE'VE HELPED OVER 4,400 SERVICE MEMBERS, VETERANS, CAREGIVERS AND MILITARY FAMILY MEMBERS.

Our national Case Coordination Center connects individuals and families struggling with mental and physical health, housing and a host of other needs. Our trained Peer Navigators—who are veterans and caregivers themselves—help solve the most complex problems for those in crisis. We provide one-on-one support and stay with them every step of the way.

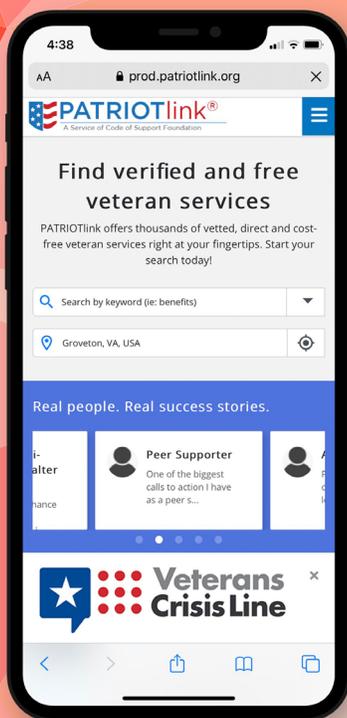


CONNECTING RESOURCES

Changing Lives One Click at a Time

PATRIOTlink® is Code of Support Foundation's (COSF) fully vetted searchable database, which provides immediate access to free direct services for veterans, service members, and their families in areas such as mental health, medical needs, housing costs, and food resources. The platform is designed to enhance the one-on-one wrap-around family support COSF provides veteran and military families through case coordination services.

Major 2020 PATRIOTlink Sponsors



2020 Growth

PATRIOTlink's most significant period of growth was in 2020 when it was featured in the VA newsletter and 6,000 new users registered on the site, with an additional 3,000 users registering through the remainder of the year.

In 2021, COSF has built on the platform's momentum and entered into a collaboration with Google for a new partnership to expand reach. The goal of the partnership is to get PATRIOTlink in front of every veteran and service member's family so that they can quickly and easily find the support they need. This is an ambitious goal, but we believe that it is realistic—especially in light of the VA's endorsement and current use of PATRIOTlink. The COSF team is already seeing a marked increase in new users in states with high veteran populations, such as California and Texas.

Easier Connections for a Full Range of Needs

COSF's team firmly believes that PATRIOTlink is the solution for connecting veterans and service members to fully-vetted and free resources, both locally and nationally.

2020 Highlights

★ **Bulk Resource Input**

The PATRIOTlink team added over 2,000 resources specific to pandemic-related needs like food insecurity and peer support.

★ **Google Partnership**

In honor of Veterans Day, Google launched their "Serving Veterans" initiative to promote mental health awareness, and included PATRIOTlink on the Google homepage.

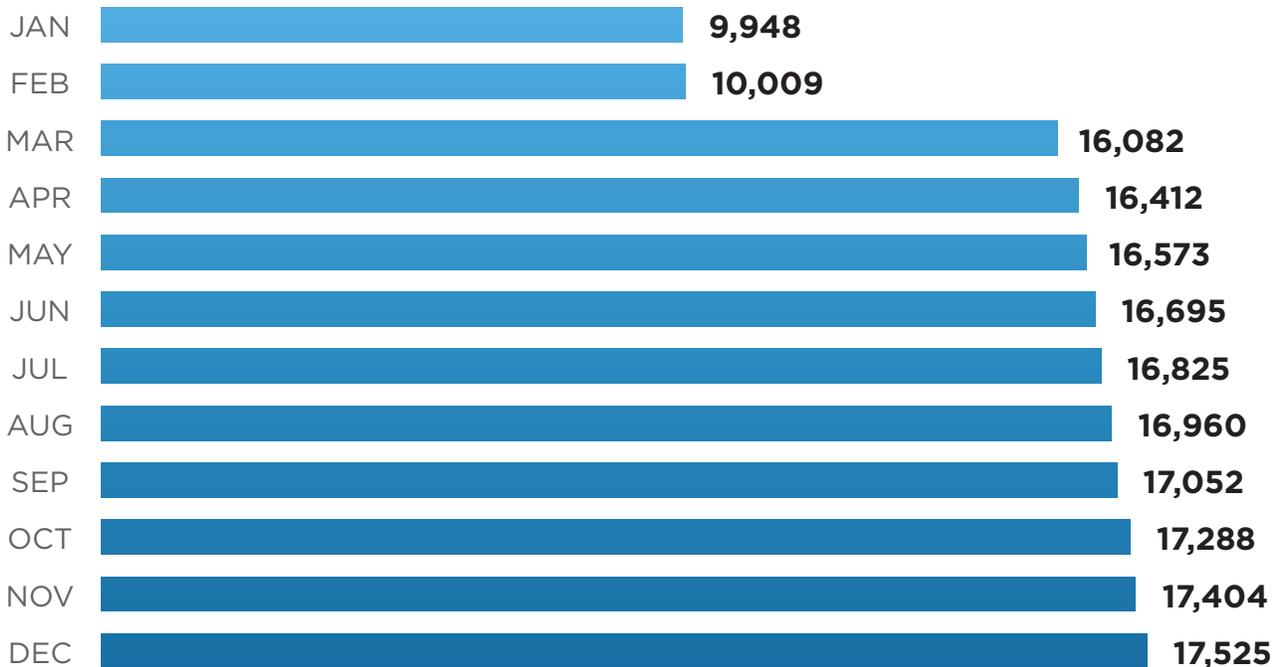
★ **New Look**

The PATRIOTlink landing page underwent a makeover, sporting a video client testimonial among other improvements.

★ **Filtered Search Results**

PATRIOTlink now offers 10 ways to filter your search results including service need, location, branch of service, deployment history, and more!

2020 USER GROWTH







“ 2020 was incredibly stressful for our family and I hated getting behind and needing help.

My husband is a disabled veteran who was medically retired for his combat injuries, and we reached our limit for what we could shoulder on our own. Code of Support blew us away when they took care of the whole thing. I could instantly breathe easier... Thank you so much to Code of Support and your generous donors.

I have not felt this relieved in at least a year.

— *Caregiver to an Army veteran*

PRIORITIZING HEROES



Toast To Our Troops

After a highly anticipated postponement, the 6th Annual Toast To Our Troops gala was a massive success!

Hosted by CNN's Brianna Keilar and with a keynote speech from the Acting Secretary of the Army Ryan McCarthy, attendees enjoyed the fully virtual program from the comfort of their own homes. The broadcast showcased three of COSF's brave client families who told their stories to viewers across the nation.

It was a magical night of appreciation, reflection, and finding connection in a virtual world. Cheers!



Holiday Gift Program

Code of Support's 2nd Annual Holiday Gift program brought cheer to the children of military and veteran families across the nation.

Through the generosity of Bob "Santa" Nelson and numerous donors, gifts were provided to more than 160 children of active duty service members and veterans who served in the Army, Marine Corps, Navy, and Air Force.



Code of Support Foundation helped my family get into our forever home.

When I first reached out to Code of Support, I talked to a helpful Case Manager. After explaining my current situation to her, she immediately knew what she needed to do right then and there. She spoke to me about Building Homes for Heroes and their efforts to help veterans like me go through rough times. My COSF case manager took care of the entire application process. During the very fast application period, she helped my wife, children, and I cope with some of the most challenging times we have ever been through as a family and stayed in close contact with me, making sure we were okay. It helped me get through each and every day.

Thanks to the case managers, my family and I were introduced to Building Homes for Heroes and AWARDED a mortgage-free house. I am writing this in the comfort of our beautiful new home.

There's no amount of words that will ever be enough to truly express how grateful I am for what everyone involved has done for me.

— *Army veteran*



PRIORITIZING MENTAL HEALTH



Million Meter Challenge

When the world shut down, the Code of Support staff stood strong. Together, the staff committed to prioritizing their mental health and physical fitness by completing 1 million meters from May 1st to Memorial Day, in honor of our frontline heroes.

The team power walked, dog walked, ran, hiked, biked, boot camped, kick boxed, flipped, mowed the lawn, gardened, paddled, circuit trained, and danced 1,282,237 meters in 25 days — wow!



Archer's 100 Mile Challenge

Glenn Archer (COSF board member, ultra-athlete and Air Force Veteran) recognized the importance of maintaining physical and mental health during the Covid-19 pandemic. Thus, Code of Support's first build-your-own-race virtual event launched — Archer's 100 Mile Challenge.

Athletes committed to completing 100 miles in 30 days by any means necessary, all while promoting the mission of COSF. In its inaugural year, 23 athletes conquered the challenge and we look forward to expansion in 2021.



I purchased my home three and a half years ago to move my family from WI to FL to be closer as my mom fights stage four terminal kidney cancer. Three months after moving into the home, we discovered that our septic system drain field was faulty and needed to be replaced... I reached out to every government and civilian organization I could think of to request help, to no avail. I had almost lost hope as 2020 continued to pass and the situation got worse... That is when they referred me to Code of Support.

From the first moment I found Code of Support, I felt like there was finally hope again. When I received the call... it felt as if the weight of the world was lifted off my shoulders.

My family and I are incredibly humbled and grateful for the compassion and action shown to me by complete strangers. Words cannot express how it felt when I realized that I wasn't forgotten and that there are still good people who support our wounded veterans and are eager to help.

From the bottom of my heart, thank you so very much.

— Navy veteran

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Former Assistant Secretary of the Air Force

FINANCIALS

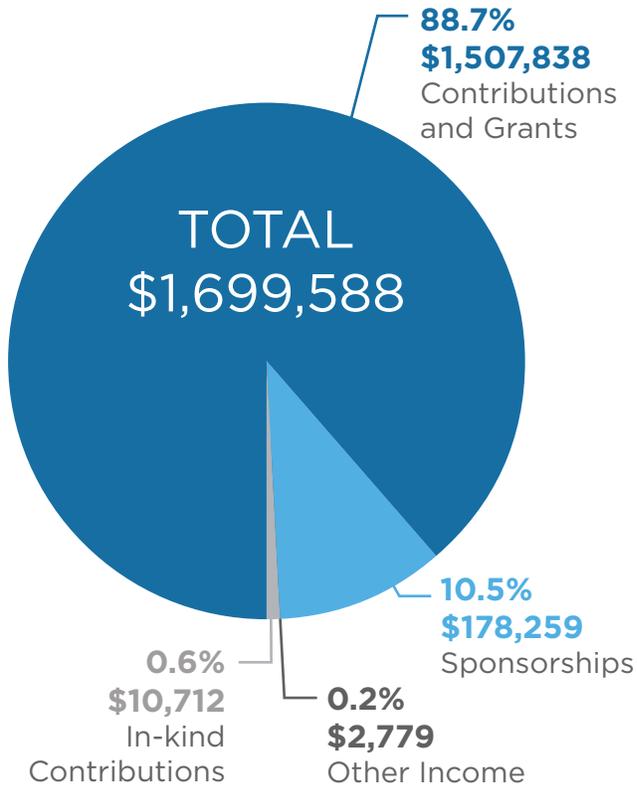
In 2020, COSF's leadership faced the challenges of shifting to remote work, the limitations that Covid-19 placed on normal day-to-day activities, and the pandemic's overall impact on its mission and staff members. What was once an in-person office shifted to a 100% remote office. The team quickly adapted and service levels have been maintained — and in some cases expanded — in our current virtual environment.

Code of Support Foundation is an IRS tax exempt 501 (c) (3) Organization. EIN # 27-3485502

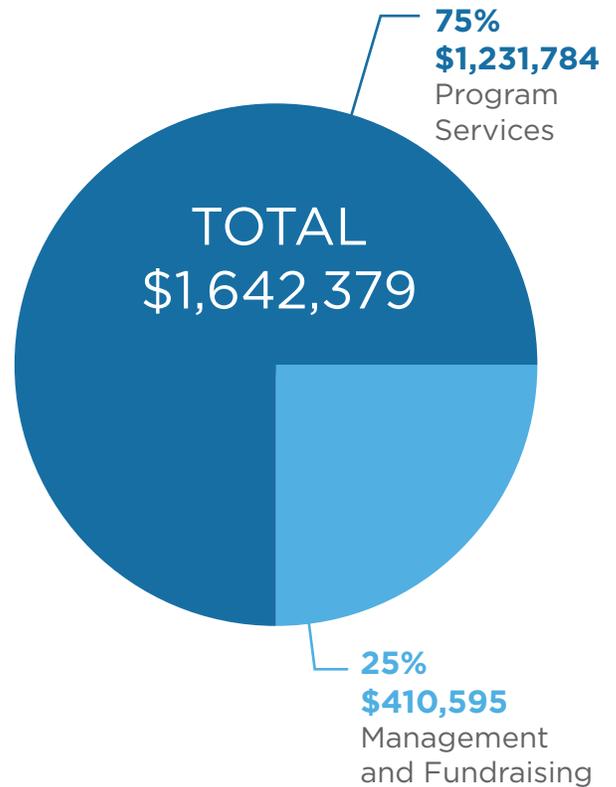
CONDENSED STATEMENT OF FINANCIAL POSITION AS OF DECEMBER 31, 2020

REVENUE & SUPPORT	2020	2019
Contributions & Grants	\$1,507,838	\$1,310,964
Sponsorships	\$178,259	\$85,930
In-kind Contributions	\$10,712	—
Other Income	\$2,779	\$7,967
Total Revenue & Support	\$1,699,588	\$1,404,861
EXPENSES	2020	2019
PROGRAM SERVICES		
Case Coordination	\$425,984	\$404,387
PATRIOTlink	\$562,839	\$523,898
Education & Engagement	\$167,812	\$222,547
Total Program Services	\$1,156,635	\$1,150,832
SUPPORTING SERVICES		
Management & General	\$201,299	\$184,917
Fundraising	\$284,445	\$516,363
Total Supporting Services	\$485,744	\$701,280
Total Expenses	\$1,642,379	\$1,852,112
NET ASSETS	2020	2019
Total Assets	\$1,241,221	\$1,394,903
Total Liabilities	\$321,475	\$532,366
Total Net Assets	\$919,746	\$862,537
Total Liabilities & Net Assets	\$1,241,221	\$1,394,903

2020 TOTAL REVENUE



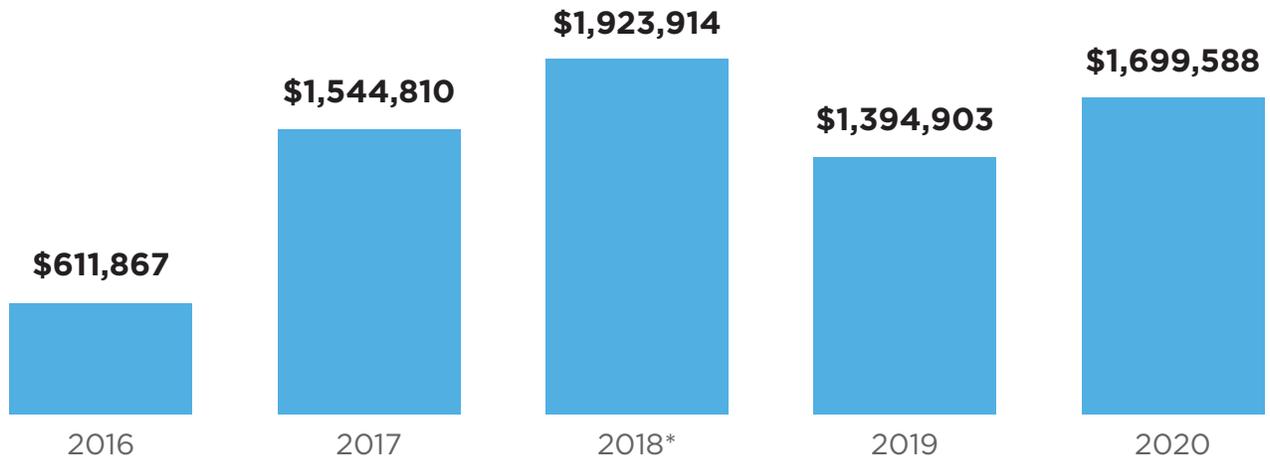
2020 EXPENSES



2020 REVENUE & SUPPORT SOURCES



ANNUAL REVENUE



* 2018 revenue includes one-time gift of \$1.2m received in support of PATRIOTlink development.

Covid-19 relief loans helped Code of Support like many other nonprofits across the country. Currently, the staff is seeing an uptick in fundraising activity, and those loans have fully qualified for conversion into grants.

Long-term, staff is committed to continuing a trend of increasing program spending over the next three to five years. It is expected that this investment will broaden the appeal to potential funders, and the team is actively engaged in diversifying its funding portfolio to take advantage of giving trends. Aggressive work is also being done to implement additional program metrics, to be able to demonstrate why an investment in better outcomes for veterans through Code of Support is money well spent.

STATEMENT OF FUNCTIONAL EXPENSES

	Case Coordination	PATRIOTlink	Education & Engagement	Management & General	Fundraising	Total Expenses
Salary & Benefits	\$284,931	\$192,419	\$154,669	\$77,966	\$136,060	\$846,045
Consulting/ Professional Fees	\$18,894	\$161,015	–	\$88,577	\$15,226	\$283,712
Client Services Expenses	\$60,569	–	–	–	–	\$60,569
Other Program Services	\$940	\$18	–	\$596	\$567	\$2,121
Events	\$15,455	\$15,449	\$49	\$1,528	\$91,957	\$124,438
Travel	\$1,098	\$157	\$32	\$133	\$733	\$2,153
Rent	\$18,391	\$17,398	\$7,295	\$5,357	\$11,549	\$59,990
Insurance	–	–	–	\$5,281	–	\$5,281
Dues & Subscriptions	\$7,409	\$5,703	\$2,383	\$1,990	\$4,027	\$21,512
Supplies	\$232	\$220	\$92	\$68	\$146	\$758
Depreciation & Amortization	–	\$159,733	–	–	–	\$159,733
Advertising	\$2,933	\$2,876	–	\$419	\$18,774	\$25,002
Interest	–	–	–	\$9,404	–	\$9,404
Other Office Expenses	\$15,132	\$7,851	\$3,292	\$9,980	\$5,406	\$41,661
Total Expenses	\$425,984	\$562,839	\$167,812	\$201,299	\$284,445	\$1,642,379

2020 Funding Partners & Supporters

\$100,000 – \$250,000

Bob Woodruff Foundation
MG and Mrs. Alan Salisbury, USA (Ret)

\$50,000 – \$100,000

Amazon Web Services
CTA Foundation
Google
The Harry and Jeanette Weinberg Foundation
Major League Baseball Charities
May & Stanley Smith Charitable Trust
Veterans United Foundation

\$25,000 – \$50,000

Bristol-Myers Squibb

\$10,000 – \$25,000

Bank of America
Billy Rose Foundation
The DC Sons of the American Revolution
Humana Military
Mr. and Mrs. Ken Johnson
Leidos
Mr. Gregory Norton
PenFed Foundation
Pilot Company
The Honorable and Mrs. Robert M. Speer
Walker & Dunlop
Wells Fargo Foundation

\$5,000 – \$10,000

Air Warrior Courage Foundation
Mr. Bob J. Carpenter
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2020 Recognition





We had an incredible experience with our donors and appreciate it so much. This has been a really hard year and they have blessed us beyond measure.

**We are so grateful.
Thank you!**

— Army wife and mother of two



Connect With Us



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