



# 2020 ANNUAL REPORT



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# LETTER FROM THE CEO

## DEAR FRIENDS,

Our nation was turned upside down in 2020. Collectively, we negotiated a pandemic, shifted to remote work, became teachers for our kids; we withstood a recession, a national election and subsequently an economic recovery. I am proud to say that our team, including our partners, funders, and clients, thrived in this adversity. In the midst of record uncertainty, Hire Heroes USA had its most impactful year ever.

I am so proud of this team. We adapted and served more military families than ever before. Last year, we helped 18,000 veterans and military spouses with resumes, LinkedIn profiles, mock interviews and contract negotiations. Further, 11,580 of these were hired into civilian jobs.

It costs \$900 for us to place a veteran in a civilian job. The economic and social impact of this investment is more than 90x what it costs us, and we do this every single year. The average starting salary of our veteran clients is \$60,911, (almost twice the per capita income in the U.S. of \$34,103<sup>[1]</sup>). The economic impact does not end here. There is \$19,616 in annual saved unemployment benefits per veteran. Thus our \$900 investment leads to \$81,416 in annual salary and saved unemployment benefits. The scale and leverage of our impact are astonishing. There are few places in business or philanthropy where one can realize 8,900% growth on their investment annually, but this is what we do every single day at Hire Heroes USA.

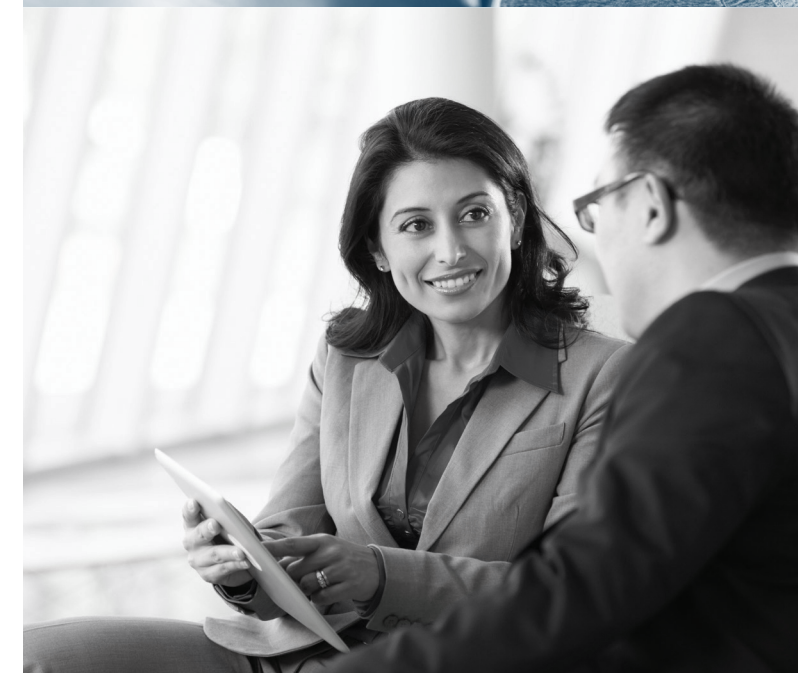
It would be callous to view the world simply through a financial prism. Our clients are people and when they successfully transition from military to civilian life, this is more than an economic win. Their family benefits. Their community benefits, and, of course, their employer benefits.

Though we are building on an incredible legacy of performance and dedication, we are not resting. We are growing. We are preparing ourselves and our clients for the world as it will be, not as it was. We will never stray from our mission, and we will look for intelligent ways to scale and to reach even more veterans and military spouses. I wish I had known about Hire Heroes USA when I left the Marine Corps. Now our mission is to bring this service to every veteran or military spouse that could benefit from it.

I would like to thank our partners, our funders, our Board, our team, and our clients. Our work is not complete until every veteran that is eager and able to work can find an employer that will value their contributions. Your support in 2020 made the impact represented in this report possible.

**ANDREW SANDOE**

Chief Executive Officer  
Hire Heroes USA





# LEADERSHIP

## BOARD OF DIRECTORS

**JOHN BARDIS**

Founder and Chairman  
Chairman & CEO Share M.D.

**CHARLES MACINTOSH**

Managing Director  
Incenter Mortgage Solutions

**JOSHUA WEINTRAUB**

Senior Managing Director  
Cerberus Capital Management

**JEFF GOLDSTERN**

Specialist  
New York Wine Warehouse

**JODIE CLARK**

Vice President of Procurement,  
Security & Facilities  
Altria

**BRIAN STANN**

Vice Chairman  
COO FirstKey Homes  
Marine Corps Veteran

**LAUREN CONDOLUCI**

Corporate Communications  
Netflix

**VAL NICHOLAS**

Senior Vice President, Creative  
Director, SummitMediaCor  
Army Veteran

**DON EBERLY**

Senior Vice President  
Strategic Initiatives  
DynCorp International



## KEY LEADERS

**ANDREW SANDOE**

Chief Executive Officer  
Marine Corps Veteran

**ROSS DICKMAN**

Chief Operating Officer  
Army Veteran

**TED SCHWINN**

Director of Client Services  
Army Veteran

**ALLISON HERBST**

Director of Administration and  
Culture

**ERIN JOHNSON**

Director of Growth  
Navy Veteran and Military Spouse

**ELIZABETH REYES**

Director of Employment Partnerships  
Army Reservist and Military Spouse

**JASON DOZIER**

Director of Program  
Operations and Evaluation  
Army Veteran

**MICHELE WIESNER**

Director of Capacity Building



# THE SITUATION



**18,441**

TRANSITIONING SERVICE  
MEMBERS, VETERANS AND  
MILITARY SPOUSES

*331 more than in 2019*



HIRE HEROES USA CLIENTS ARE MORE  
RACIALLY DIVERSE AND GENDER DIVERSE  
THAN THE ACTIVE DUTY MILITARY POPULATION.

**11,580**

CONFIRMED HIRES  
IN 2020

*an increase of 973 from 2019*

HIRE HEROES USA CLIENTS  
THAT COMPLETED A  
JOB-TO-JOB TRANSITION  
EARNED ON AVERAGE

**\$26,226.37**

IN THEIR NEW POSITIONS

**\$60,911**

AVERAGE HIRE SALARIES  
INCREASED 2.3% FROM 2019



MORE THAN

**52,000**

HIRE HEROES CLIENTS  
HAVE FOUND SUCCESS  
IN THEIR JOB SEARCH.

*Since Hire Heroes USA's founding*



**73%**

OF HIRE HEROES  
CLIENTS MET OR  
EXCEEDED THEIR  
DESIRED SALARY  
IN 2020



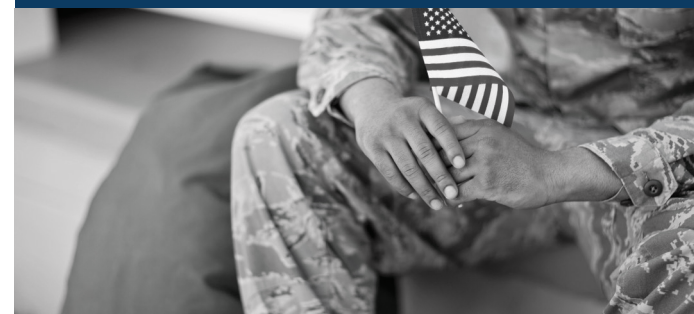
# ABOUT HIRE HEROES USA

Hire Heroes USA empowers service members, veterans and their spouses to succeed in the civilian workforce. Hire Heroes USA offers personalized one-on-one coaching, professionally revised resumes, mentoring, workshops, a job board, career fairs and more, to tens of thousands of job-seeking veterans and military spouses annually. In 2020, we helped 11,580 service members, veterans and military spouses find gainful employment.

Hire Heroes USA prioritizes transparency and results, earning a 4-star rating from Charity Navigator and the GuideStar Platinum Seal. Funded exclusively through public donations and private grants, services are provided at no cost.



## MISSION



**HIRE HEROES USA EMPOWERS US MILITARY MEMBERS, VETERANS AND THEIR SPOUSES TO SUCCEED IN THE CIVILIAN WORKFORCE.**

## VISION



**BE THE NATION'S PREFERRED VETERAN EMPLOYMENT SERVICE ORGANIZATION THROUGH A RELENTLESS FOCUS ON PERSONALIZED CAREER COACHING THAT IMPROVES CLIENTS' QUALITY OF LIFE AND STRENGTHENS THE U.S. ECONOMY.**



## CORE VALUES

### INTEGRITY

*We hold ourselves to the highest standards.*

### PASSION

*We know our work makes a difference in the lives of our clients.*

### EFFECTIVENESS

*We follow the data and have proven results.*

### COLLABORATION

*We partner with businesses and organizations working together for the greatest impact possible.*



# OUR PROGRAMS

**PARTNERED CAREER TRANSITION** is our hallmark program. Through the process of assessment, training and mentorship, clients are paired with Transition Specialists to create professional resumes and learn effective job search techniques.

**CAREER TRANSITION WORKSHOPS** teach clients how to develop a strategic plan, create a resume and conduct a job search.

**VIRTUAL SERVICES** include workshops, training modules, webinars, career fairs and more.

**THE HIRE HEROES USA JOB BOARD** is a free online forum for veterans and military spouses to access jobs with companies actively seeking talent.

**FEDERAL SECTOR PROGRAM** hosts workshops and helps clients ensure that their resume meets the rigorous federal hiring standards.

**EMPLOYMENT PARTNERSHIPS AND OPPORTUNITIES TEAM** connects clients to companies, as well as companies to training and resources to help them build veteran hiring and retention programs.

**MENTORING PROGRAM** connects clients to volunteers for industry-specific coaching, networking and interview practice to move forward productively in their job search.

**REFERRAL & TRAINING PROGRAM** supports clients by connecting them to other service organizations to meet needs impacting their job search in addition to partnering with reputable job training and certification programs.

**CAREER READINESS FUND** is a fund designated to help clients overcome acute financial needs that create barriers to employment.





## VIRTUAL SERVICES

In 2020, Hire Heroes USA dramatically expanded our virtual capabilities in response to the COVID-19 pandemic, producing, managing and supporting 80 instructor-led webinars and virtual workshops for 8,707 participants and hosting four Virtual Career Fairs for 2,286 job seekers. The Virtual Services Program maintained a robust resource library of over 50 on-demand training videos to assist clients as they navigated the path to meaningful employment.



*I am so grateful that you offer such high-quality, easy-to-access employment training - along with the many other great services you provide. Keep up the great work! You're making a difference!*

**LAUREN** | Military Spouse



*I love the fact that we have resources like this to help us through the process. I feel that I'm closer everyday to landing a job thanks to the help of Hire Heroes.*

**MELANIE** | Army Veteran

## MENTORING PROGRAM

In 2020, the COVID-19 pandemic spurred a tripling of volunteer applications as individuals across the country sought out virtual volunteer opportunities for the first time. We were well poised to respond to this dramatic increase. In such a time of uncertainty, our volunteers jumped at the chance to help with more unique volunteers giving of their time and expertise than ever before, making it a record-breaking year in every aspect. In 2021, our challenge will be keeping this larger pool of volunteers engaged.



*Hire Heroes USA has been a pleasure and a privilege to be a part of. Volunteering for an organization of this caliber has allowed me to grow in a professional manner, while also enriching my enjoyment of life in giving.*

**JACK ECHEVARRIA** | Hire Heroes USA Volunteer & Air Force Veteran

## 2020 NUMBERS



**2,265**

**CLIENTS HIRED**  
with volunteer assistance

23% increase from 2019



**4,503**

**MENTORING SESSIONS**  
of 4,696 total requests

32% increase from 2019



**6,754**

**HOURS SERVED**

39% increase from 2019



**1,092**

**VOLUNTEERS**

47% increase from 2019





# REFERRAL & TRAINING PARTNERS PROGRAM

The Referral and Training Partners program exists to support and extend the mission of Hire Heroes USA by connecting clients with vetted partners who can meet needs that are peripheral to, but directly affect, the job search.

During 2020, the Referral & Training Partners program met or exceeded each of its goals by processing 755 requests (127 for additional resources; 628 for training) and more than doubling partnerships (27 Referral partners; 52 Training partners). Working with the Operations and Client Services teams, improvements and expansions were made to the internal request process which enabled clients to submit requests themselves for Federal, Volunteer or Referral and Training support. A collaborative effort with the Marketing Team produced a remodeled Training Partners page complete with an interactive map showing in-person training opportunities.

**Growth in 2021 will include more partnerships, client engagement and increased visibility of resources.**



## ALUMNI PROGRAM

In an effort to support our clients throughout their careers, we are actively growing our Alumni Program offerings. Through quarterly newsletters, Alumni-specific webinars and more, we remind clients that Hire Heroes USA is always here. Whether a client wants to give back through volunteering or needs additional assistance as their career changes, we can help. In 2021, we plan to continue offering and growing Alumni-specific benefits to support our nation's military veterans and spouses throughout the entirety of their careers.



# EMPLOYMENT PARTNERSHIPS & OPPORTUNITIES

The Employment Partnership and Opportunities Team (EPO) serves two functions: to build strong relationships with employers looking to hire veterans and to connect our job-seeking clients to opportunities with our partnered employers. We offer a variety of products and services to support this mission such as the Hire Heroes USA Job Board, quarterly Virtual Career Fairs, Employer Spotlight Webinars, talent sourcing and employer training. Though 2020 was a tough year, EPO saw record growth for many of our virtual services as some employers continued to grow their operations to meet the challenges that arose with the pandemic.

Compared to 2019, our Virtual Career Fairs recorded an increased employer participation rate of 68% as well as an increased job seeker participation rate of 53%. The demand for employer training events increased by 250%, reaching a total of 904 recruiters and human resource professionals. With increased demand for our virtual products and services, revenue grew by 14.44% over 2019.

- 1 **amazon**
- 2 **CACI**  
EVER VIGILANT
- 3 **Jacobs**
- 4 **THE BUFFALO GROUP**
- 5 **Deloitte.**

## TOP 5 EMPLOYERS

FOR SOURCED HIRES IN 2020



## 2020 BY THE NUMBERS

428	ACTIVE EMPLOYMENT PARTNERS IN 2020
527,026	JOBS POSTED ON OUR JOB BOARD IN 2020
2,928	CLIENTS DIRECTLY 'CONNECTED FOR INTERVIEWS' WITH OUR PARTNERS
1,099	CLIENTS HIRED AFTER 'INTERVIEW CONNECTIONS'



# FEDERAL SECTOR PROGRAM

Our Federal Sector Program team works with clients to help them understand and navigate the complicated federal hiring process. In addition to reviewing a client's federal resume, the program has added comprehensive virtual training to its suite of services, including a 2-part workshop series offered quarterly.

Approximately one-quarter of the federal government workforce consists of veterans and many of our clients seek assistance from Hire Heroes USA specifically to obtain federal employment. For transitioning service members, federal employment means they can seamlessly contribute to the retirement system shared by the military and federal government while working in an environment that often resembles the military. In 2020, we served more job seekers as government employment was perceived as more stable than other employers.

## 2020 PROGRAM IMPACT

**2,190**

FEDERAL RESUME  
REVIEWS

**2,390**

TOTAL CLIENTS SERVED

*8.7% increase from 2,198 in 2019*

**200**

CAREER COUNSELING  
SESSIONS

*A 135% increase from the 85 Career Counseling Sessions conducted in 2019 as we engaged the Volunteer Program for support with initial consults around searching and navigating the federal application process.*

**2,826**

CLIENTS ATTENDED  
PROGRAMS LED BY  
THE FEDERAL TEAM

*458% increase from 506 in 2019*  
*The most significant growth was seen in virtual workshops; this effort allowed the Federal Team to present much needed information to our clients while also meeting the demand for comprehensive resume reviews*





# SERVING SPOUSES

Serving Spouses is Hire Heroes USA's career assistance program designed for military spouses and tailored to help them succeed in the civilian workforce. Each Serving Spouses client is paired with a Transition Specialist to guide them through their job search from start to finish, staying in touch along the way to coach, listen and encourage. Each Serving Spouses Transition Specialist is a military spouse, so they understand the unique challenges military spouses face in their career from communicating gaps in employment and understanding transferable skills.

In 2020, the Serving Spouses Program worked with 1,977 military spouses on their job search and helped 1,139 get hired. Additionally, the Serving Spouses Program increased engagement with the introduction of LinkedIn and Facebook groups. Through expanded partnerships with organizations like American Corporate Partners, Military Spouse Advocacy Network and Blue Star Families, we expect to grow the number of military spouses we are able to serve in 2021.



*Hire Heroes USA was a heaven-sent experience. I am so thankful to be employed and to have found amazing opportunities and receive[d] priceless counsel and guidance... Thank you so much for the help and encouragement! I will be sharing my experience with others who I know would also love receiving the tailored encouragement and assistance Hire Heroes USA provides.*



*I would just like to give back a big thank you to all the Hire Heroes team, especially the personnel I got to interact directly with and encourage them to keep up the good work. I would also like to let them know that they are making a major impact in our lives as veterans and our families.*

MILITARY SPOUSES  
MAKE UP

11%

OF HIRE HEROES  
REGISTRANTS



BREAKDOWN FOR MILITARY  
SPOUSE CLIENT EDUCATION  
IN 2020



11.3%  
2-YEAR  
DEGREE  
(AA, AS, etc.)



39.6%  
4-YEAR  
DEGREE  
(BA, BS, etc.)



23.7%  
POST-GRAD  
DEGREE  
(MA, MS, JD, etc.)



68%

ACTIVE DUTY

15%

RETIRED

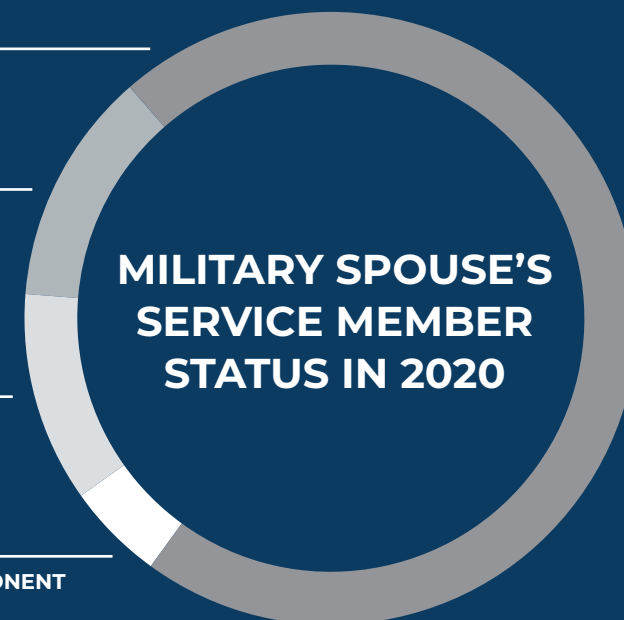
10%

SEPARATED

7%

RESERVE COMPONENT

MILITARY SPOUSE'S  
SERVICE MEMBER  
STATUS IN 2020





# FUNDRAISING

Throughout the twists and turns of 2020, the generosity of community partners, foundations, corporations and individuals ensured service members, veterans and their spouses had access to the support necessary to overcome job search challenges in the wake of the COVID-19 pandemic. We are grateful for new and continued partnerships that have helped thousands of military members and their spouses find new and rewarding careers.

## EVENTS

In 2020, Hire Heroes USA hosted four fundraising events to garner awareness and financial support for our mission. These events are designed to engage individuals and organizations who wished to support our mission in a tangible way. The 100 Holes for Our Heroes golf fundraiser, the Ride for Heroes, the Run for Heroes 5K and a donor dinner in New York City raised over \$700,000 to empower our clients to secure success after service.

## CORPORATE PARTNERS

2020 was a challenging year for companies nationwide, but Hire Heroes USA saw a deeper level of commitment and innovation from our corporate partners. When shutdowns made funding scarce, our partners filled the void by doubling down on employee engagement and volunteerism, virtual event support and creative fundraising. Through these efforts, our corporate partners raised over \$600,000 to help our clients find employment in the midst of a tough year.



# FUNDING LEVELS

We recognize the following funders for their significant contributions and commitment of **\$5,000 or more** to our mission in 2020.

\$1 MILLION+	\$10,000 - \$49,999	
<ul style="list-style-type: none"><li>A. James &amp; Alice B. Clark Foundation</li><li>Call of Duty Endowment</li><li>J.A. and Kathryn Albertson Family Foundation</li><li>Schultz Family Foundation</li><li>Walmart Foundation</li></ul>	<ul style="list-style-type: none"><li>Anonymous</li><li>Adair Foundation</li><li>Arthur Norton</li><li>CarterBaldwin Executive Search</li><li>Country Club of the South Charity Guild</li><li>Daniel Choquette</li><li>David Solomon</li><li>David Viniar</li><li>Equipment Share</li><li>First Key Homes</li><li>FLIR Systems, Inc.</li><li>George and Judy Klingler</li><li>Gratis Foundation</li><li>Hero Clean</li><li>Jay and Elaine Rosenson Foundation</li><li>Jeffrey Goldstern</li><li>Jeffrey Lomasky</li><li>Jeffrey Mayer</li><li>Lakeside Foundation</li></ul>	<ul style="list-style-type: none"><li>MASCO Corporation</li><li>Parker Hannifin</li><li>PDI Healthcare</li><li>Sage Foundation</li><li>Scoob Trust Foundation</li><li>Scott Yedid</li><li>Sunshine Foundation</li><li>The Albertsons Companies Foundation CA</li><li>The Studbuddy</li><li>The Redick Family Fund</li><li>Thomas Marano</li><li>Vizient</li><li>Warburg Pincus Foundation</li><li>William E. Dean Charitable Foundation</li><li>Xingbin Zhang</li><li>4 Patriots, LLC</li></ul>
\$500,000 - \$999,999	\$250,000 - \$499,999	
<ul style="list-style-type: none"><li>Institute for Veterans and Military Families at Syracuse University</li><li>Men's Wearhouse</li><li>USAA</li></ul>	<ul style="list-style-type: none"><li>Altria</li><li>May and Stanley Smith Charitable Trust</li><li>PwC Charitable Foundation</li><li>Shipley Foundation</li></ul>	
\$100,000 - \$249,999	\$5,000 - \$9,999	
<ul style="list-style-type: none"><li>Brendan Garvey</li><li>George T. Lewis Foundation</li><li>John Bardis</li><li>Joshua Weintraub</li><li>Kahlert Foundation</li><li>Tides Foundation</li><li>Wells Fargo</li><li>World Wrestling Entertainment (WWE)</li><li>PureGood Foundation</li></ul>	<ul style="list-style-type: none"><li>Anonymous</li><li>Berman T Chang Trust</li><li>Carl Meyer</li><li>Coeur Mining</li><li>Colleen Keating</li><li>Eugene C. and Florence Armstrong Family Foundation</li><li>JoEllen Gunn</li><li>MK Cellular</li><li>Nishit Gandhi</li><li>nThrive</li><li>OthersFirst</li><li>Palisades Educational Foundation</li><li>Pechet Foundation</li><li>Roy Ben-Dor</li><li>Rudolph and Hilda Forchheimer Foundation</li><li>Stephen Fox</li><li>Stephen and Kay Corwell</li><li>The StudBuddy</li><li>William J. &amp; Dorothy K. O'Neill Foundation</li></ul>	
\$50,000 - \$99,999		
<ul style="list-style-type: none"><li>Boeing</li><li>Koret Foundation</li><li>PLUS Foundation</li><li>Silicon Valley Community Foundation</li></ul>		



# FINANCIALS



In 2020, Hire Heroes USA earned a 4-star rating on Charity Navigator with a score of **91.16 out of 100** as well as the GuideStar Platinum Seal of Transparency.

We are committed to transparency. To maintain our financial health, we extend this principle to reporting on our results as well as our spending. Below is a summary of our independently-audited financial statements for fiscal year 2020.

Copies of our 2020 Audit Report and Form 990 can be found on our website by navigating to the “Financials” page under the “About Us” tab.

## NET ASSETS

### ASSETS

- Cash - \$5,924,050
- Grants Receivable - \$2,079,929
- Prepaid Expenses - \$110,163
- Other Assets - \$37,351
- Property, Plant, and Equipment, net - \$19,808

TOTAL ASSETS - \$8,171,301

### LIABILITIES

- Accounts Payable - \$2,688
- Accrued Expenses - \$903,894
- Deferred Revenue - \$5,417,979

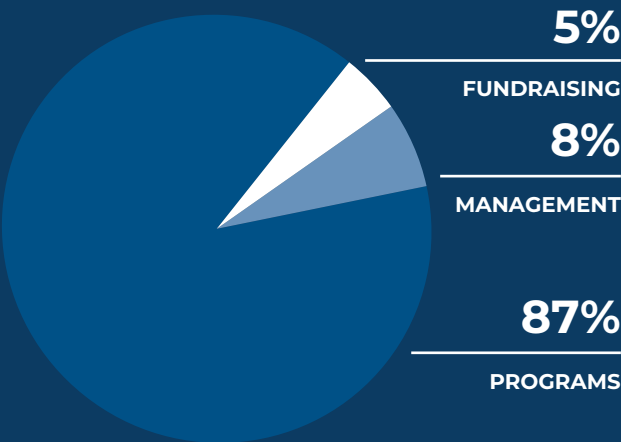
TOTAL LIABILITIES - \$6,324,561

### OTHER

- Without donor restrictions - \$535,854
- With donor restrictions - \$1,310,886

TOTAL NET ASSETS - \$1,846,740

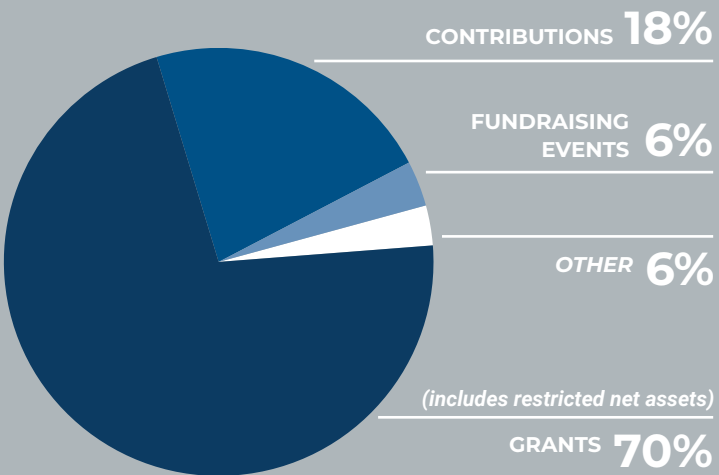
## EXPENSES



- Program Activities - \$9,322,980
- Management and General - \$883,580
- Fundraising - \$510,624

TOTAL EXPENSES - \$10,717,184

## REVENUE



- Contributions and Grants - \$7,838,227 (including restricted net assets)
- PPP Grant - \$1,564,642
- Service Revenues / Job Board Posting - \$264,012
- Interest Income - \$5,046
- Ancillary Income - \$17,430
- Net Assets released from restriction - \$1,931,830

TOTAL REVENUE - \$10,876,187



# SUCCESS STORIES



## KAYLN DAVIS

*Military Spouse, Marine Corps  
Hired November 23, 2020*

"After my husband transitioned out of the military, it was a quick move back to our hometown in North Carolina," Kayln Davis explained. The whirlwind of moving brought a lot of uncertainty. Although she was happy to be home, she found herself yet again on a fruitless job search, working temporarily for a real estate agent and

eager for more. "I had been searching for over 6 months for a permanent job and applied to countless jobs. The answer I would receive repeatedly was either no or no response," she shared. "I became extremely discouraged and I could not figure out what the issue was. The biggest challenge I faced was thinking I was not good enough, and then I was introduced to my Transition Specialist."

Kayln was paired with a member of our Serving Spouses program who had answers for her questions and resources to help her find success. "Not only did [my Transition Specialist] help me with my resume, cover letter and interview questions, she also motivated me to keep going when I was feeling discouraged. It meant so much to have someone who truly cares about me and my success."

Right before Thanksgiving, Kayln was thrilled to accept a full-time position as an Associate Support Engineer with a technology company, putting her on a path for professional growth and long-term success. "[My Transition Specialist] helped me to gain my confidence back and without her and the Hire Heroes program, I can honestly say I would not be where I am today," Kayln shared.



## NATHAN GREER

*Army, E8  
Hired May 12, 2020*

After 22 years of service, Nathan was ready to make the transition to civilian life. After three long deployments took him around the world, he looked forward to slowing down in retirement and wanted to call Fairbanks, Alaska, home.

Even with a degree, OSHA certificates and decades of experience, he knew high quality job options would be limited in Alaska. He turned to Hire Heroes USA to help him stand out.

"[My] resume was lacking a good representation of what was accomplished in the military," Nathan explained. He knew he could lead teams, manage projects and drive towards goals, but, like many veterans, he struggled to communicate his transferable skills to civilian hiring managers. "Hire Heroes wrote a stellar resume I could tweak towards any job I applied for," he shared. In addition to getting his applications polished, Nathan's Transition Specialist reviewed his LinkedIn profile and got him set up on the Hire Heroes USA job board. As Nathan began to gain traction in his job search, a Hire Heroes volunteer mentor stepped in to help him prepare for the interview stage, practicing his strongest answers to common questions and perfecting his personal value proposition.

In May, Nathan found just the right fit in an opportunity with the University of Alaska and he loves his civilian life on America's last frontier. "I have told several to contact Hire Heroes," Nathan shared. "[The program] was great and I am extremely grateful for all you guys."



# SUCCESS STORIES



## LEMEL JONES

Army, E4

Hired December 11, 2020

Lemel Jones cried when her Transition Specialist called for the first time. An Army veteran with a wealth of nonprofit leadership experience, Lemel found herself unemployed. For a year and a half, she had been looking for a job. More times than she cared to count, she'd been one of the final two candidates, yet the position always went to the other person. The tough days had worn her down and she was feeling defeated. She had three months to find a stable job before she'd lose custody of her son.

After separating from the Army, Lemel began her civilian career focusing on the issue of food insecurity. She rose through the ranks of Second Harvest Food Bank in New Orleans and went on to lead a Houston-based nonprofit distributing food to underserved communities. Leaving that executive leadership position, she began working for herself as a consultant and public speaker. Ready to go back to the stability of a full-time position in the nonprofit sector, Lemel reached out to Hire Heroes USA.

Lemel was hoping to land a mid-level position, enabling her to retain enough time and energy to build on her own dream of founding a nonprofit. Time and again, she was labeled as over qualified and dismissed from opportunities where she knew she could add value. Her Transition Specialist kept her motivated and connected her to volunteer mentors and certificate programs that could help her find short term success and long-term fulfillment. "My Transition Specialist was an integral part of my success. She was a very positive force in a really challenging time," Lemel said. "I have such respect for the Hire Heroes Team."

Finally, that perfect opportunity came along and Lemel was ready. In December, she happily accepted a position as the Partner Services Manager at the Maryland Food Bank in Baltimore. She enjoys the company and the mission, and most importantly, she's excited about her future. "My income is not the same but my earning potential is. I chose a position that aligns to my future desire to oversee a food distribution site." Thrilled to share the good news with her Transition Specialist, Lemel called to say:

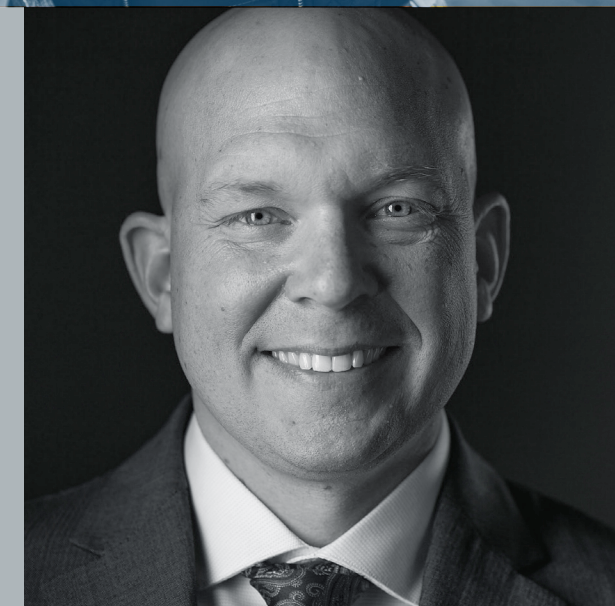
"The information I've gotten out of you has been the most life-changing out of every program I've been in. Other programs rewrite resumes but yours was the first to make sense. From the resume help to resources and training programs, you are always so helpful. I just wanted to tell you that I appreciate you."



WE'VE HELPED  
MORE THAN

52,000

VETERANS AND  
MILITARY SPOUSES  
GET HIRED SINCE  
WE STARTED





# HIRE HEROES USA

HIREHEROESUSA.ORG

## SUPPORT OUR MISSION

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### DONATE

Tax-deductible donations made to Hire Heroes USA empower U.S. military members, veterans and their spouses to succeed in the civilian workforce. *Visit [giving.hireheroesusa.org](https://giving.hireheroesusa.org) to make a difference.*

### GIVE MONTHLY

For as little as **33-cents a day**, you can provide a veteran or military spouse with ongoing job search support. *Visit [giving.hireheroesusa.org/monthly](https://giving.hireheroesusa.org/monthly).*

### CONNECT



@HIREHEROESUSA