



**Paralyzed Veterans  
of America**



**2018** ANNUAL  
REPORT

## Dear Friends,

I am honored to be serving as national president of Paralyzed Veterans of America (PVA) for a second term. For more than 70 years, PVA has been at the forefront championing quality health care for veterans, investment in spinal cord injury and disease research, equal opportunity and civil rights for all people with disabilities, and full and timely benefits for veterans and their families.

A priority focus of mine this past fiscal year was to adapt and improve stability throughout our organization at both the chapter and national levels. Positive organizational changes have brought about many new ideas, different perspectives, and a shift in organizational culture where PVA is thriving. We have many vibrant and talented individuals who come to work every day determined to help improve the lives of paralyzed veterans and individuals living with a disability. The high performance and successful results certainly prove that.

PVA had many significant victories in FY 18, including legislative wins. In June, President Trump signed the VA MISSION Act. This historic, bipartisan legislation reforms the current Department of Veterans Affairs (VA) Choice Program, expands the VA Caregiver Program to pre-9/11 veterans, and provides for the realignment and modernization of VA's health care infrastructure. PVA, along with every other major veterans service organization, supported this legislation.

Other noteworthy accomplishments were the PVA Research Foundation awarding over \$1 million in grants to fund research to help improve the lives of veterans and others living with spinal cord injury and disease. In March, the McGuire VA Medical Center in Richmond unveiled a unique, outdoor training area dedicated to helping veterans with spinal cord injuries, which PVA spent years advocating for.

Over the past few months, PVA has forged a great relationship with the new VA Secretary, Robert Wilkie. He has been very gracious in addressing our audience at both this year's PVA Healthcare Summit and Mission: ABLE Awards. We will continue to work closely with VA Secretary Wilkie and the agency, and all members of Capitol Hill, on important matters affecting our members, such as properly implementing the VA MISSION Act.

I had the great pleasure to meet with many PVA members this past year. From those conversations, I gained much knowledge and insight on their key issues. Members expressed a great deal of enthusiasm about the future direction of PVA. Moving ahead, my main focus will be for PVA to be an UnstoppABLE force in our service to veterans with spinal cord injury and disease, as well as all people living with disabilities. We could not do all that we do for the veterans we serve without your generous support. On behalf of myself and our members, we are sincerely grateful for your partnership.



**David Zurfluh**

*National President, Paralyzed Veterans of America*



### **PVA will use our expertise to be the leading advocate for:**

- **Quality health care** for our members,
- **Research and education** addressing spinal cord injury and dysfunction,
- **Benefits** available as a result of our members' military service,
- **Civil rights** and opportunities that maximize the independence of our members.

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# MEDICAL SERVICES & HEALTH POLICY

The health and welfare of our members and the veterans we serve is our number one priority. To ensure that veterans with spinal cord injury and disease (SCI/D) are receiving the best health care possible, Paralyzed Veterans of America's team of licensed medical professionals, including physicians and nurses, conducts annual site surveys to assess the quality of care at each of the 31 Department of Veterans Affairs (VA) SCI/D centers, and long-term care centers. After each visit, these findings, along with our recommendations are then incorporated into a Site Survey Report and submitted to the Secretary of the Department of Veterans Affairs for review and consideration.

## DID YOU KNOW?

Paralyzed Veterans of America is the only veterans service organization that annually audits the 31 VA spinal cord injury centers, and long-term care centers to ensure quality health care.

Our dedicated team of nurses is continually working to educate individuals with SCI/D, whether it's through articles covering health promotion and disease prevention featured in *PN* magazine (*Paraplegia News*) and our monthly PVA member newsletter, or through PVA's Healthcare Helpline which receives an average of about 40 calls per day. Common inquiries received through the Helpline are regarding assistance with enrolling in the VA health care system, and questions about multiple sclerosis (MS) and amyotrophic lateral sclerosis (ALS) and where to seek treatment for these neurological conditions. The Helpline is available for paralyzed veterans or caregivers with a medical-related question about spinal cord injury or disease.

## Making an Impact

Pressure ulcers are a frequent, costly, and potentially life-threatening complication of for people with SCI/D. Many patients with SCI/D acquire pressure ulcers that can take several months and even a few years to heal completely. Our medical services staff advocated for the Charlie Norwood VA Medical Center in Augusta, GA to hire and dedicate a plastic surgeon to the SCI/D center to improve wound management. Since the SCI/D center hired a plastic surgeon in 2017, there has been over 57 wound surgeries performed over 12 months. The addition of the plastic surgeon has significantly improved services and patient outcomes. There has been a 100% success rate with all 57 surgeries performed in the last year.





## PVA Healthcare Summit + Expo

Another big part of our education efforts is our annual PVA Healthcare Summit + Expo. Each year, Paralyzed Veterans of America brings together hundreds of doctors, nurses, physical therapists, social workers and other clinicians who provide care to individuals with SCI/D, MS and ALS. Our 2017 Healthcare Summit brought over 500 clinicians together at the National Harbor in Oxon Hill, Maryland to learn about the latest therapies, treatments, research and technologies in the SCI/D field.

Our Healthcare Summit provides clinicians who specialize in these disciplines an opportunity to earn continuing education credits.



“The networking at the Summit is just invaluable...meeting people from coast-to-coast that work at the VA or don’t work at the VA but have experience with veterans at different levels and in different areas of the country.”

**Josh Geering, PT, DPT**



“The thing I find most valuable about the Summit is the opportunity to bring a multi-disciplinary group here and to build multi-disciplinary ties and to collaborate with other centers. It just doesn’t happen in other environments.”

**Jodie Haselkorn, MD, MPH**

## Summit 2017+Expo Highlights



**835** Total Attendees



**57** Plenary Sessions



**326** Scholarships Provided



**521** Clinicians



**21** Poster Abstracts



## Disaster Relief Efforts in Houston and Puerto Rico

When Hurricane Harvey affected more than 200 Paralyzed Veterans of America members last year in Houston, the PVA national office joined with the local Texas Chapter to help with outreach efforts to members who were affected and displaced by the hurricane. The Texas Chapter worked around the clock after the storm hit, reaching out to members to assess the extent of personal and property damage, and processing grant applications for PVA's Disaster Relief Fund to alleviate some of the more urgent needs. PVA immediately got to work to ensure that members could replace life-sustaining medications; medical equipment; and mobility assistive devices; as well as the basic necessities of food; clothing; and in the worst cases, shelter.

PVA National President David Zurfluh and Texas Chapter President Anne Robinson, along with other national staff, went to the Houston VA Medical Center SCI Unit to visit with veterans who were injured or displaced, and to also thank and recognize the staff of the Houston VA who had also been working around the clock caring for veterans after the hurricane hit.

The devastation Hurricane Maria brought to Puerto Rico is something the U.S. territory and its residents are still recovering from.

Eighty-seven year old PVA Puerto Rico Chapter member, Juan Gonzalez, was watching as the ocean surge rose and poured in closer to his home near the beach about 50 miles west of San Juan. As the water began to rise on his front porch in Arecibo, Gonzalez did the only thing he could think of — he lifted himself out of his power wheelchair and onto a table. He then grabbed onto the iron bars on his windows and held on for dear life as wind gusts of 100-plus mph battered his body and the water rose two feet below him.



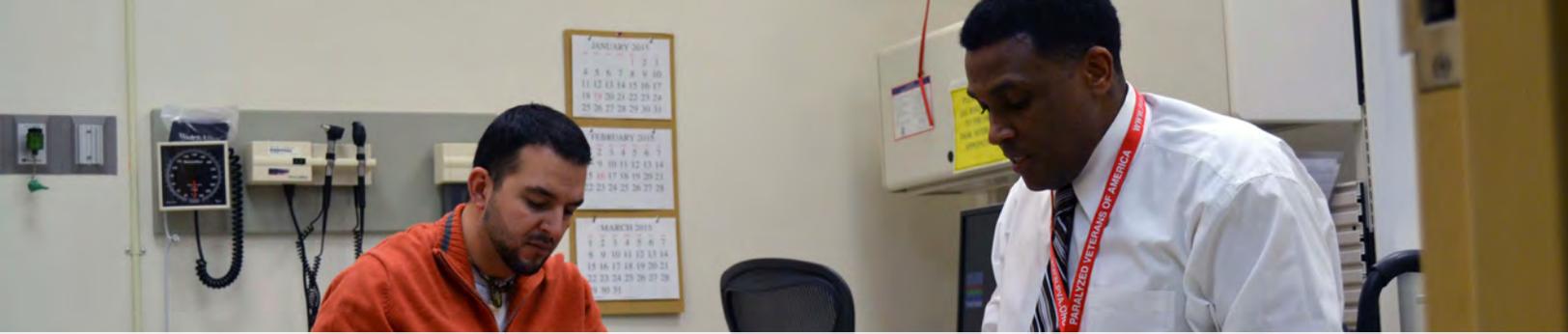


Gonzalez, an Army veteran, clung to those bars for an hour before the wind calmed down enough for him to let go and survey the damage to his home and neighborhood. The second story of his house was completely gone. His wheelchair, walker and home hospital bed were ruined from water damage. For 20 days, he was without power or water. He lost 12 pounds because he couldn't use his wheelchair to get to the store and had no family nearby to help him. Seventy-seven days post-hurricane, his electricity was restored, but he still had no potable water.

While the devastation impacted all Puerto Rico residents to various degrees, not having access to electricity, food, water and sometimes medical supplies for weeks — even months — is an especially dangerous situation for residents with disabilities like Gonzalez, who sustained a spinal cord injury 24 years ago after falling during a bout of vertigo.

That's why a contingent of PVA's national leadership headed to the island in early December to work with the Puerto Rico PVA Chapter and check on PVA members to ensure all their needs were being met. The PVA group visited five members' homes spanning the distance between San Juan and the remote mountains of Utuado. They also met with several members and staff in the San Juan Department of Veterans Affairs Medical Center and talked with officials from the Federal Emergency Management Agency (FEMA).

Gonzalez began repairs to his home with the help of a PVA Disaster Relief Fund grant in December. That financial boost came in handy because the income from his second-story rental property was lost. The VA sent Gonzalez a new bed and he was expected to receive mobility aids. Gonzalez said he didn't qualify for FEMA funds to rebuild his house, so the remainder of the repairs will come out of pocket.



# VETERANS BENEFITS

Each year, our National Service Officers (NSOs) help thousands of veterans and family members obtain the benefits they have earned through their military service or the service of their loved one. In many cases, our NSOs are one of the first people at a veteran’s bedside after injury, and their first line of contact to getting assistance with health care and benefits’ needs.

**DID YOU KNOW?**

In 2018, clients represented by Paralyzed Veterans of America were paid out over \$1 billion in benefits.

In FY 18, Paralyzed Veterans of America’s veterans benefits staff secured \$289,052,466 in annual and retroactive benefits for our clients, 86% of which was paid to members/eligible clients. Included in the awards is \$18,021,814 in payments for Automobile Grants, 96% of which was paid to member/eligible clients and \$61,289,150 in payments for Specially Adapted Housing (SAH) Grants, 96% of which was paid to member/eligible clients.

In FY 18, we filed 31,910 new issues/claims and secured 1,193 “Significant Retroactive Awards” (over \$100,000), 90% of which was paid to member/eligible clients. We conducted 18,793 hospital and office interviews, 80% of which were for member/eligible clients, and had more than 181,345 client contacts during the year, 77% of which were with member/eligible clients.

## Veterans Benefits Secured

 **\$289,052,466**  
in Annual & Retroactive Benefits

 **\$18,021,814**  
in Payments for Automobile Grants  
96% Paid to Member/Eligible Clients

 **\$61,289,150**  
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96% Paid to Member/Eligible Clients

**18,793** Hospital & Office Interviews  
80% Were for Member/Eligible Clients

**31,910** New Issues/Claims

**1,193** “Significant Retroactive Awards”  
90% Paid to Member/Eligible Clients

**More Than 181,345** Client Contacts During the Year  
77% With Member/Eligible Clients



## Making an Impact

Senior National Service Officer and Central Region Training Coordinator, Mike Yaskowiak, assisted a veteran who was already service connected at 60% for lumbar disc disease, who was then involved in a motor vehicle accident in which he sustained paraplegia. Mike believed there was a link between the veteran's service connected lumbar disc disease and the sustained paraplegia from the motor vehicle accident, so a claim for service connection for paraplegia was filed.

The Department of Veterans Affairs denied the claim for service connection for paraplegia and Mike proceeded to file a Notice of Disagreement and began the lengthy appeal process. Throughout the appeal process, Mike's expertise in VA statutes and regulations was outdone only by his passion and commitment to this veteran and our mission.

Mike's expertise and commitment to excellence paid off as this veteran was granted benefits. The veteran's disability payments are now over \$8,000 a month; he was also awarded a retroactive payment of \$477,796.94.

Mike's extraordinary efforts on this veterans behalf is representative of what all of our National Service Officers do, going above and beyond to help veterans secure the benefits they've earned.





# VETERANS EMPLOYMENT

Paralyzed Veterans of America's employment program, PAVE (Paving Access for Veterans Employment), provides career assistance and vocational rehabilitation support to transitioning service members, veterans, military spouses and caregivers across the country. In FY 18, PAVE staff placed 319 individuals in meaningful employment opportunities and carries an active caseload of more than 700 clients. The program operates through eight locations nationwide: Atlanta, Long Beach, Minneapolis, Richmond, San Antonio, San Diego, Tampa and Washington, D.C.

## DID YOU KNOW?

The PAVE program focuses on quality job placements. Since the inception of the program, we have helped more than 4,100 veterans, military spouses and caregivers find meaningful employment.

Through the PAVE program, clients receive high-touch engagement as they look for meaningful employment. PAVE staff work with members of the veteran community to provide one-on-one support with resume development, sharpen interviewing and networking skills, and build a strong LinkedIn profile. We help our clients identify and explain their unique value.

PAVE staff also work closely with a committed group of employer partners who understand the value that the veteran community brings to their workforce. We are also able to provide needed support to employers so that they can successfully integrate these individuals into their organizations.





## Making an Impact

### Edna's Story

Edna, a Marine Corps veteran who served from 1987 until 2002, was referred to the PAVE program by a PVA National Service Officer who was assisting with her VA benefits claim for her service-connected disabilities. At the time of the initial assessment, PAVE certified Vocational Rehabilitation Counselor, Samantha Ruppert, learned that Edna was an underemployed foster mom of three small children, and although she wanted to pursue a better paying job, Edna found it difficult to balance the challenges of an active job search with managing her disabilities and other family responsibilities.

For months, Edna and her counselor worked closely together to identify suitable career opportunities based on her interests, education and vocational goals. Edna holds a Master's degree in Business Administration and was interested in positions in Northern Virginia. Samantha identified an IT training opportunity with one of PAVE's employer partners. After successful completion of the rigorous training program, a select group of participants were invited to apply and interview for full-time entry-level IT positions. Edna was selected to interview for one of these positions and in September, after a competitive application process, Edna was offered a position as a Project Coordinator-Helpdesk Analyst with an excellent starting salary.

### Nathan's Story

Nathan is a Marine Corps veteran who transitioned out of the service as an E-5. He provided administrative oversight of the Aircraft Firefighting and Rescue Teams. Nathan faced multiple barriers to employment which stemmed, in part, from his disability as well as other personal challenges. One of the most significant challenges, Nathan admits, was the ambiguity of leaving the Marine Corps, where he'd thrived in a long-standing career, which exacerbated the stress of his civilian job search.

Nathan was referred to certified Vocational Rehabilitation Counselor, Jim Arndt, a senior member of the PAVE team, by the Department of Veterans Affairs OEF-OIF Transition Care Unit. Jim and Nathan started having regular calls and check-ins to help Nathan work through employment opportunities and the stress of the job search. Nathan was exploring opportunities in North Carolina but quickly realized that he may be better suited for jobs in Northern Virginia—an area that would also open future career opportunities. After zeroing his focus on opportunities that would best suit his current and future goals, Nathan accepted a position with the Air Force Office of Special Investigations as an Executive Administrative Specialist in September 2017. Never one to be complacent, Nathan is also pursuing further education through a local community college.



# SPORTS & RECREATION

Paralyzed Veterans of America strives to improve the quality of life for paralyzed veterans by providing quality adaptive sports and recreation opportunities—especially those activities which will enhance lifetime health and fitness.

Paralyzed Veterans of America recognizes the importance of partnerships in providing quality adaptive sport programs and has successfully worked with our local PVA chapters, VA hospitals, other veteran service organizations, and Department of Defense (DOD) entities. These collaborations have led to an increase of quality adaptive sports opportunities created to serve the needs of disabled veterans and members of the armed forces.

During fiscal year 2018, Paralyzed Veterans of America supported a total of 69 adaptive sports opportunities throughout the country. The events included 16 handcycling events; 13 trapshoot tournaments; 8 bass fishing tournaments; 7 bowling tournaments; 7 airgun tournaments; 6 billiard tournaments; 5 boccia tournaments; the 57th AWBA bowling tournament; Florida Sailing Clinic; Code of Honor Quad Rugby Invitational; WWBn West Airgun Tournament; Georgia Aquarium Dive; Islamorada Fishing; and the 37th National Veterans Wheelchair Games.

## DID YOU KNOW?

**2,437** Participants attended PVA adaptive sports programs during FY 18.

PVA awarded 45 chapter sports grants during FY 18, totaling \$186,073.

## 37th National Veterans Wheelchair Games

The 37th National Veterans Wheelchair Games took place in Cincinnati, Ohio from July 17-22, 2017. A total of 554 veterans participated from the U.S., Puerto Rico and Great Britain, and 84 attended the event for the first time. Athletes had the opportunity to select up to five events from 20 different adaptive sports to compete in during the week. The bowling competition was the most popular event with 329 registered athletes. A total of 1,369 medals were awarded, 687 gold, 401 silver, and 281 bronze. The National Veterans Wheelchair Games is the largest annual wheelchair sports event in the world solely for military veterans.





## Making an Impact

### Velette's Story: Finding Freedom and Independence Through Handcycling

Velette Britt, U.S. Air Force Veteran

It was a phone call from PVA Racing Team's handcycling Program Manager, Jody Shiflett, that got Air Force veteran Velette Britt involved with the PVA Racing team. He asked if she wanted to race in the nationals competition and Britt, an avid mountain biker prior to her injury, didn't hesitate, even though she had never raced before.

Of her new found freedom thanks to handcycling, Britt recounts:

*"The first time that I was able to wake up in the morning, get myself ready, get myself on my handcycle and out the door, was probably, other than driving again for the first time, the first moment of true freedom and independence. So to get that back and know that I can do it, and I can support myself and I can get myself outside, and if I want to turn right and go into the mountains I can turn right and go into the mountains, or if I want to go back home... it's just freeing."*





## Georgia Aquarium Dive

Paralyzed Veterans of America partnered with LifeWaters and the Georgia Aquarium to bring a group of 12 veterans to the Aquarium, to participate in their Veterans Immersion Program. The program gives veterans the opportunity to dive and snorkel with all kinds of sea life, and share the water with three 18-30 foot whale sharks in a 6.3 million gallon salt water “fish tank.” The group of veterans consisted of eight certified scuba divers and four snorkelers. Eight certified dive buddies worked with each individual as part of the program.

## 1st Annual Code of Honor Quad Rugby Invitational

In February 2018, Paralyzed Veterans of America hosted its first annual Code of Honor Quad Rugby Invitational in Midlothian, VA. The event brought together six teams and 49 players comprised of veterans and non-veteran participants from across the country. A skills clinic, led by Paralyzed Veterans of America partner, Oscar Mike, was also conducted to introduce new athletes to the sport and help them learn rugby skills and techniques.

Additionally, the event attracted 500 spectators and 40 volunteers from the local community during the two days of competition. There was also strong support from corporate partners which included UPS, CarMax, Dominion Energy, Virginia Commonwealth University, and the Richmond Strikers rugby team, thanks to our local Mid-Atlantic Chapter.





## Veterans Sailing Clinic

The Florida PVA chapter hosted a sailing clinic in partnership with the Shake-a-Leg Miami watersports group to conduct a 3-day water sports event. Ten disabled veterans went sailing, kayaking, fishing on a pontoon, and took an outing on a 60 ft. accessible catamaran.

## Para-triathlon Camp

Paralyzed Veterans of America partnered with the U.S. Triathlon Association to conduct a 4-day para-triathlon camp, which took place at the United States Olympic Training Center in Colorado Springs, CO.

Ten high-level adaptive cycling athletes received coaching and training in the sports which make up a triathlon—handcycling, swimming, and push rim racing. The coaching focused on teaching techniques for each event, as well as nutritional meetings, stretching, and a videotape analysis of each program participant to provide them with meaningful feedback.





# LEGISLATION & ADVOCACY

Paralyzed Veterans of America’s legislative staff focuses on policy priorities under the purview of the Department of Veterans Affairs (VA) and the House and Senate Veterans’ Affairs Committees. These policy priorities include reform of VA’s health care delivery system, including care in the community, and expansion of VA’s Comprehensive Family Caregiver Program. We also provide oversight of previously passed reforms to the VA’s claims appeals process.

A major focus for Paralyzed Veterans of America’s advocacy staff remains improving access to air travel for people with disabilities, including introduction of the Air Carrier Access Amendments Act (ACAA) in the House. Our advocacy staff also spends significant time conducting briefings, holding Capitol Hill meetings, and leading efforts to oppose Americans with Disabilities Act (ADA) notification legislation. We have also ramped up our focus on emergency preparedness issues for people with disabilities in light of the hurricanes in 2017 that impacted our members in Puerto Rico and Texas.

## DID YOU KNOW?

Paralyzed Veterans of America fights for the rights of veterans and all people with disabilities?

## Primary Policy Priorities for 2018:

- A. Protection of Specialized Services
- B. Expand Eligibility for VA’s Comprehensive Family Caregiver Program
- C. Oversight of Comprehensive Reform of the Claims Appeals Process Needed
- D. Improve Benefits for Catastrophically Disabled Veterans
- E. Air Carrier Access Act (ACAA) Problems for People with Disabilities
- F. Americans with Disabilities Act (ADA) Notification
- G. Protect and Strengthen Social Security, Medicare, and Medicaid (Entitlement Reform)

## Advocacy Week

Every March, representatives from Paralyzed Veterans of America Chapters across the nation come to Washington, D.C. to educate their members of Congress about our primary policy priorities and other issues of importance to our organization, its members, and all veterans and people with disabilities. Approximately 100 attendees listened to presentations from our National Office staff, government officials, congressional staff, and other experts on issues of concern to veterans and people with disabilities. Key presentations focused on our top three policy priorities: protecting specialized health care services, expanding comprehensive caregiver benefits, and improving the air travel experience for people with disabilities.

One of the highlights of the week each year is testimony given by Paralyzed Veterans of America's national president, before a joint session of the House and Senate Veterans' Affairs Committees regarding our public policy priorities. Another highlight is the presentation of our Gordon H. Mansfield Congressional Leadership Award. The award is named for the Honorable Gordon Mansfield, former Acting Secretary of the VA and former executive director of Paralyzed Veterans of America. Paralyzed Veterans of America's leadership presented this year's award to Senator Johnny Isakson (R-GA), chairman of the Senate Veterans' Affairs Committee. Chairman Isakson championed one of our top legislative priorities for our members—the expansion of the Department of Veterans Affairs Comprehensive Family Caregiver Program to pre-9/11 veterans.



## Making an Impact

### July 2017

Paralyzed Veterans of America filed suit against the Department of Transportation (DOT) for abruptly rolling back a rule intended to make airline travel safer and easier for passengers with disabilities. The rule, which requires domestic airlines to track and report data on lost and damaged wheelchairs and scooters, was delayed by the administration without seeking input from people with disabilities. DOT originally published the rule in November 2016, following a five-year rulemaking process that included input from air travelers, consumer and disability advocacy groups, and airlines. The rule was scheduled for implementation in January 2018. In March 2017, DOT abruptly delayed the rule's implementation date by one year, until January 2019, without providing the public any notice or opportunity to comment, in violation of the Administrative Procedure Act.

### August 2017

Congress approved H.R. 2288, the "Veterans Appeals Improvement and Modernization Act of 2017." The massive overhaul of the disability claims and appeals process has long been in the works. The new law will require extensive efforts to implement widespread changes to the regulations that govern the process.

### October 2017

The House Committee on Veterans' Affairs conducted a legislative hearing that included two very important draft bills that offered direction for the reform of the Veterans Choice program administered by VA. Paralyzed Veterans of America submitted a statement for the record for the hearing. The focus of our testimony was on the draft bill presented by the House VA Committee—a bill that would eventually become H.R. 4242, the "VA Care in the Community Act"—and on the draft bill presented by the VA—the "Veterans Coordinated Access & Rewarding Experiences (CARE) Act."



## November 2017

The Senate Committee on Veterans' Affairs voted to advance the "Caring for our Veterans Act of 2017." This legislation would consolidate VA community care programs into a singular program and provide additional resources to enable VA to meet the ever-increasing health care needs of veterans. Since the establishment of the Veterans Choice program in 2014, VA has struggled with ever-changing program requirements enacted by Congress. This legislation would also expand eligibility for VA's Comprehensive Family Caregiver Program.

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Paralyzed Veterans of America hosted the first meeting of the RESNA Standards Committee on Air Travel. The goal of the committee is to create air travel standards and guidelines for mobility devices, to include design, labeling, information cards, and airport personnel handling and training procedures. RESNA is a standards developing organization accredited by the American National Standards Institute (ANSI). The RESNA Assistive Technology Standards Board is the U.S. Technical Advisory Group to ANSI for the development of ISO (International Organization for Standardization) standards pertaining to assistive technology and other products for persons with disabilities. Paralyzed Veterans of America is an official member of the committee, which includes airlines, wheelchair manufacturers, and other key stakeholders, and works closely with the committee's leadership.

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Paralyzed Veterans of America hosted a roundtable with the Senate Commerce, Science, and Transportation Committee on improving access to air travel for veterans with disabilities. The purpose of the roundtable discussion was to focus on how pending legislation would lay the ground work for ensuring safe and effective access to air travel for all people with disabilities. The roundtable provided an opportunity for Paralyzed Veterans of America's leaders to share their travel experiences and for senators and staff to learn more about their concerns. Senators engaged with leaders about the frequency of wheelchair damage, service animals, and the general accessibility of air travel.



## January 2018

The House Veterans' Affairs Committee held a hearing on the Rapid Appeals Modernization Program (RAMP), to determine whether or not the program was effectively helping veterans. RAMP is a "test" program implemented by VA to test aspects of the appeals modernization law that will be fully implemented on February 2019. Our testimony reiterated our belief that claims filed by our members are more often than not extremely complex. We are concerned that it will not be possible for the same representatives who have previously denied and improperly adjudicated our initial claims to re-review under this program and provide a proper decision.

## February 2018

Representative Jim Langevin (D-RI) introduced H.R. 5004, the "Air Carrier Access Amendments Act" (ACAAA). This legislation is a companion to legislation introduced in the Senate in June 2017 by Senator Tammy Baldwin (D-WI). The ACAA would make needed improvements to the Air Carrier Access Act (ACAA) and provide increased opportunities for stakeholders to work with airlines and the U.S. Department of Transportation to improve the air travel experience for passengers with disabilities.



## March 2018

The House Committee on Veterans' Affairs, Subcommittee on Health held a hearing on the "FY 2019 Department of Veterans Affairs Budget Request for the Veterans Health Administration." Paralyzed Veterans of America testified along with *The Independent Budget (IB)* partners, Disabled American Veterans and Veterans of Foreign Wars. Overall, the *IB* commended the administration's budget submission as it included several critically needed increases for FY 2019 for the Veterans Health Administration, construction, and information technology modernization. The *IB* partners conveyed to the members of the Subcommittee our expectation of adequate resourcing and oversight of VA, particularly with regards to specialized services. Additionally, we recommended the necessary funding to implement eligibility expansion of VA's Comprehensive Caregiver Support Program to severely injured veterans of all eras.

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Senator Tammy Duckworth (D-IL) and 42 of her colleagues sent a letter to Majority Leader Mitch McConnell (R-KY) expressing opposition to H.R. 620, the ADA Education and Reform Act. In the letter, the senators noted their strong opposition to not only H.R. 620, but also to "any legislation that would repeal or weaken rights under title III of the Americans with Disabilities Act." In releasing the letter, Senator Duckworth specifically noted the opposition of PVA to H.R. 620. PVA Executive Director Carl Blake stated in a March 2nd letter to Senator Duckworth that, "Passing H.R. 620 would be devastating to the promise of the ADA to increase opportunities for people with disabilities."

## April 2018

On April 27th, the House passed H.R. 4, the FAA Reauthorization Act of 2018. This legislation included many amendments from H.R. 5004, the "Air Carriers Access Amendment Act" as introduced by Representative Jim Langevin (D-RI).

Paralyzed Veterans of America supported the following provisions included in H.R.4:

- Development of an airline passengers with disabilities "bill of rights."
- Increased civil penalties for harm towards passengers with disabilities or their wheelchairs.
- Establishment of a Select Subcommittee on Aviation Consumers with Disabilities to the Advisory Committee for Aviation Consumer Protection.
- Evaluation of areas for improvement to increase airport accessibility and training of air carrier and contract personnel.
- Requirements for the U.S. Access Board and the DOT to investigate the feasibility of in-cabin wheelchair restraint systems for people with disabilities.
- Directions to DOT to revise its service animal regulation.
- Requirements for passengers with disabilities to receive timely and effective assistance at the airport and on the aircraft, including: personnel providing hands on assistance and possibly being required to receive hands on training to perform that assistance, and on the use of any needed equipment.





## May 2018

House Veterans' Affairs Committee Chairman Phil Roe (R-TN) introduced H.R. 5674, the "VA MISSION Act of 2018." This bipartisan, bicameral legislation would reform the current VA Choice Program, expand the VA Caregiver Program to pre-9/11 veterans, and provide for the realignment and modernization of VA's health care infrastructure. Paralyzed Veterans of America greatly appreciated the efforts of Chairman Roe and Senate Veterans' Affairs Committee Chairman Johnny Isakson (R-GA) and Ranking Member Jon Tester (D-MT) for their hard work in seeing this historic legislation be accomplished.

Paralyzed Veterans of America participated in the second in-person meeting of the RESNA Standards Committee on Air Travel. During the meeting, attendees had the opportunity to watch from an airport terminal as the wheelchair of current PVA National Vice President Tammy Jones was unloaded. Ms. Jones also took time to speak with airlines and wheelchair manufacturers following her arrival to discuss the issues she has faced in air travel and how she prepares her chair for transport. In addition, Paralyzed Veterans of America presented recommendations to the committee following a survey conducted by Paralyzed Veterans of America and other disability organizations regarding concerns about the stowage of and damage to wheelchairs during air travel. Recommendations included the need for trained personnel to load and unload wheelchairs and take direction, as appropriate, from passengers, and improved communications between airlines and passengers about their respective rights and responsibilities.



## June 2018

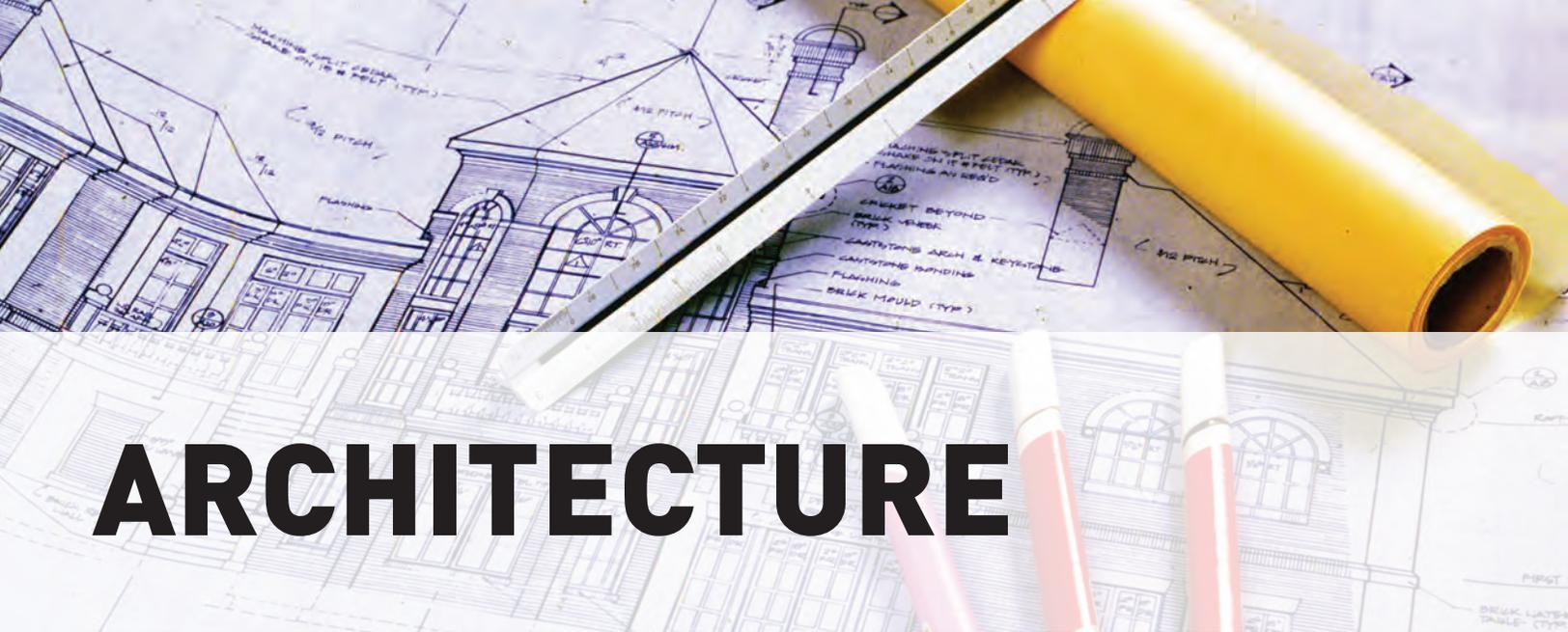
Paralyzed Veterans of America's Executive Director Carl Blake was in the Rose Garden with President Trump when he signed the VA MISSION Act into law. This historic bipartisan legislation reforms the current VA Choice Program, expands the VA Caregiver Program to pre-9/11 veterans, and provides for the realignment and modernization of VA's health care infrastructure. Paralyzed Veterans of America, along with every other major veterans service organization, supported this legislation. The legislation passed the House by a vote of 347-70. The Senate overwhelmingly passed the legislation by a vote of 92-5.

Of great significance to our organization is the law's expansion of eligibility to VA's Comprehensive Family Caregiver Program. Currently, the program is restricted to veterans injured on or after September 11, 2001. Upon VA's certification to Congress that it has fully implemented the necessary IT system, the VA MISSION Act will expand program access to those veterans catastrophically injured in service on or before May 7, 1975. Two years from the date of this expansion, those injured in service on or after May 8, 1975, will be eligible to apply.

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Paralyzed Veterans of America participated in the Mobility Devices and Air Travel Forum sponsored by the Canadian Transportation Agency in Toronto. The forum brought together a broad range of stakeholders, including Canadian and U.S. disability advocacy groups, Canadian and U.S. airlines, U.S. and Canadian government officials, aircraft and wheelchair manufacturers, airline trade associations, and international air travel policymakers. PVA, the only U.S. disability advocacy group, was invited to give a presentation during the forum regarding our many years of air travel advocacy and our current efforts working with the RESNA Standards Committee on Air Travel.



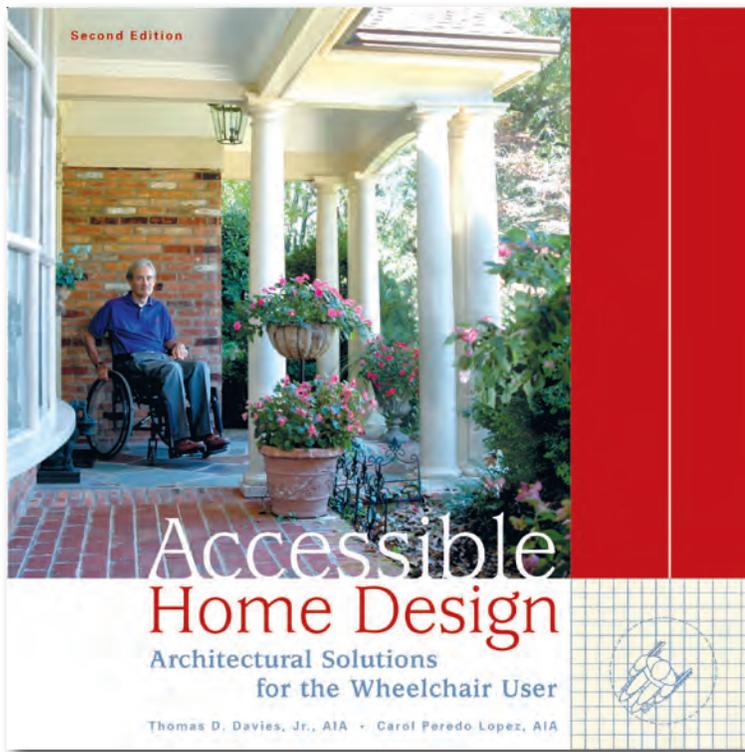


# ARCHITECTURE

Paralyzed Veterans of America believes equal access should be a fundamental right. Our architects work year-round to promote an accessible, barrier-free environment for veterans and all people with disabilities. Thanks to the unique design knowledge of PVA's architects, many public buildings, stadiums, courthouses, memorials, and other structures are made more accessible and enjoyable for the public—providing equal access to all.

## DID YOU KNOW?

Paralyzed Veterans of America is the only veterans service organization with on-staff architects that provide free design assistance and develop building codes and standards for the entire nation to follow.



## Accessible Design and Education & Outreach

In 2018, PVA architects participated in three Abilities Expo presentations around the country. Our architectural staff presented *Accessible Home Design: The Basics* to approximately 300 people. These presentations often initiate many technical assistance questions, as well as sales of our book, *Accessible Home Design: Solutions for the Wheelchair User*.

We continue to educate a large population of people with disabilities through our Around the House column, which provides design guidance for residential accessibility improvements in *PN* magazine. This past year we covered topics such as: Navigating an Accessible Home Project, Entering Your Home, Stair Lifts, Inclined Platform Lifts and Elevators, and Making Your Kitchen Accessible. Our architects also contributed expertise and commentary to a *PN* magazine article covering green living and accessibility.



## VA Healthcare Architecture

PVA's architecture team works year-round to help improve the environments where SCI/D veterans receive their medical care.

PVA architects were primary members of PVA's Site Survey teams, along with PVA medical services staff, on 18 medical facility assessments around the country in FY 18. PVA architects evaluate the condition of buildings, spaces, and equipment in order to advocate for medical centers that can provide the very best care for SCI/D veterans.

Our architects also served on the VA's team that is tasked with researching and creating their new and improved *VA SCI/D Design Guide and Requirements*. PVA architects bring a unique expertise and SCI/D veteran advocacy to the process. The new *Design Guide* directly affects the healthcare environment at VA medical centers for catastrophically disabled veterans, including larger patient bedrooms, patient bathrooms, and rehabilitative and therapeutic areas while increasing patient privacy and the residential character of these environments.





## Barrier-Free America Award

Paralyzed Veterans of America's Barrier-Free America Award helps us spread the word about the importance of outstanding accessible design that maximizes the benefit to people with disabilities. Luna Middleman Architects was awarded PVA's 2018 Barrier-Free America Award for outstanding contributions to accessible design with their fully inclusive projects, Morgan's Wonderland and Inspiration Island, in San Antonio, Texas.

In 2010, Morgan's Wonderland became the world's first theme park designed with special-needs individuals in mind and built for everyone's enjoyment. In 2017, Morgan's Wonderland unveiled Morgan's Inspiration Island, the world's first ultra-accessible splash park. Guests with physical disabilities can transfer out of their battery-powered wheelchairs into waterproof wheelchairs.



Photo Credit: Morgan's Wonderland



## Disaster Relief

PVA architects joined PVA relief teams that visited post-disaster Houston, TX and Puerto Rico to support local PVA Chapter leadership and members, VAMC senior leadership, SCI/D staff and patients. We also met with representatives of FEMA and UPS to help facilitate an improved post-disaster response for disabled veterans.

## Making an Impact

In fiscal year 2018, PVA's architecture team:

- Assisted over 100 homeowners, building owners, architects, and contractors requesting help on their design and construction projects to improve accessibility for themselves or others with disabilities.
- Worked with over 40 U.S. airports with regard to the accessibility of their charging stations. We assessed existing conditions and provided improvement recommendations to authorities to improve access to charging stations for travelers with disabilities.
- Met with a delegation from the Korean Ministry of Patriots and Veterans Affairs to review the PVA Architecture Department mission and the positive impact on U.S. SCI/D veterans, as well as the public at large through improvements in accessibility for people with disabilities. The Korean Delegation plans to take this information back to help implement higher standards in their country.
- Assisted a Maryland high school student team with an engineering project about analyzing and designing a wheelchair that would climb curbs and other small vertical surfaces. On behalf of the students, PVA issued two information gathering surveys to PVA members. The students utilized information provided by over 550 PVA member responses to inform their engineering design solutions. This initiative was important to the PVA mission since these are potential future engineers who may positively impact the lives of people with disabilities.



# RESEARCH & EDUCATION

PVA's founders were pioneers in promoting research for treatments and cures for SCI/D. They recognized that paralysis not only affects veterans, but can happen to anyone at any stage of their life. Until recently, most scientists believed that paralysis due to spinal cord injury was impossible to reverse. However, ongoing research investment from PVA and others have produced promising results.

PVA continues to find work that focuses on exploring treatments, finding a cure, and improving the quality of life of veterans and others living with SCI/D through the PVA Research Foundation, the PVA Education Foundation, multiple partnerships, and the Consortium for Spinal Cord Medicine.

## DID YOU KNOW?

Since the inception of our Research Foundation in 1976, PVA has invested **\$49,870,331** in grants in efforts to cure spinal cord injury and improve the lives of people living with spinal cord injuries and diseases.

## Making an Impact

### Research Foundation

In FY 18, our Research Foundation awarded over \$1 million in grants to fund research in the areas of basic science through clinical applications and design and development of new technologies, and through fellowships to interest new scientists in the field of SCI/D research.

One of the young scientists who received a fellowship from PVA this year was Curtis Benson, PhD, from the Center for Neuroscience and Regeneration Research at Yale University. Dr. Benson's project, "Clarifying the mechanism underlying hyperreflexia after SCI," addresses spasticity, a frequent complication related to over-activity in the spinal cord reflex system after SCI. Daily life with spasticity can be extremely difficult, affecting movement and speech, and in some cases, the condition can be painful. Current treatments for spasticity are "hit-or-miss", may have negative side effects, and long-term use can worsen outcomes. Dr Benson's project will assess a novel gene therapy to alleviate the spastic condition. Gene therapy is an emerging medical technology with unique advantages compared with conventional drugs, including reduced side effects and long-lasting effectiveness. Successful project completion will greatly improve our understanding of spasticity, and provide novel opportunities for developing more effective and safe treatments for spasticity after SCI, improving the quality of life for veterans and others affected by this serious medical complication after SCI.

## Education Foundation

Since the inception of the Education Foundation in 1986, Paralyzed Veterans of America has invested \$9,291,831 in grants in efforts to improve the quality of life of veterans and others living with spinal cord injuries and diseases, their caregivers and their healthcare providers.

In FY 18, our Education Foundation awarded close to \$200,000 in grants. These grants fund education projects on assistive technology, assessment for wheelchair service providers, and conferences related to MS and ALS care.

A small, but fast growing segment of PVA membership are those veterans living with ALS. This disease ravages the body and results in total paralysis, limiting the ability to move, talk and in some cases, breathe without assistance.

In 2018, the Education Foundation funded the ALS Association Greater New York Chapter to conduct the ALS Assistive Technology Demonstration Project. This Project assists people with ALS in identifying appropriate durable medical and/or augmentative communication equipment to enhance independence and quality of life. The program loans equipment to ALS patients to try out new technology to determine if it is effective and useful to them. Due to the progression of this disease process, technology needs change frequently, often before the technology can be prescribed, ordered and provided to the individual. These loans, consisting of power wheelchairs, transport wheelchairs, eye tracking devices, letter boards, speech generating devices, and other assistive technology, help veterans and others maintain maximum safety, mobility, independence, comfort, and the ability to communicate with their loved ones.

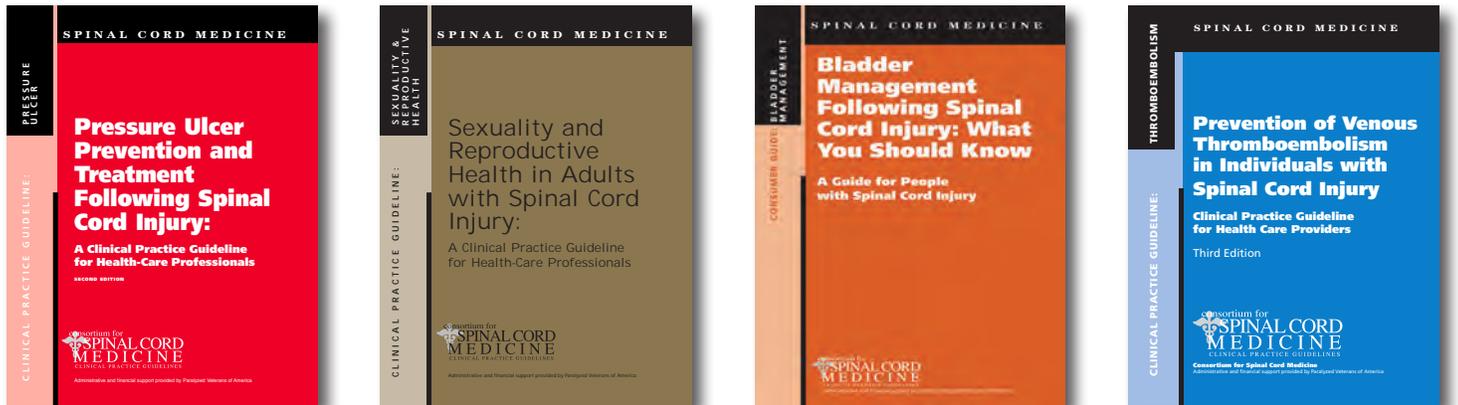
The ALS Assistive Technology Demonstration Project will demonstrate how to use assistive technology by providing individual and customized demonstrations through home visits and will provide in-service training sessions at hospices, VA hospitals, nursing homes and other long-term care facilities. The Project is committed to helping other ALS chapters and organizations start similar programs in their communities.





# Clinical Practice Guidelines

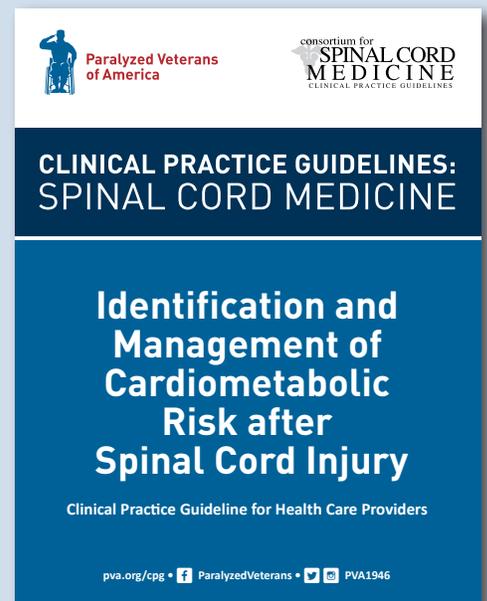
Our Clinical Practice Guidelines provide recommendations for healthcare specialists based on evidence-based research conducted by the Consortium for Spinal Cord Medicine. The Consortium recruits spinal cord injury physicians and experts in other relevant areas to develop the recommendations. PVA administers and provides financial support for the Consortium. Our Clinical Practice Guidelines and companion Consumer Guides are available in print, as interactive eBooks, or as free downloaded PDFs.



In FY 2018, Paralyzed Veterans of America, in collaboration with the Consortium published a new Clinical Practice Guideline.

## Identification and Management of Cardiometabolic Risk After Spinal Cord Injury: Clinical Practice Guidelines for Health Care Providers

This Clinical Practice Guideline is the first to address cardiac and endocrine symptoms and treatment after spinal cord injury. It also includes information on nutrition, exercise and weight loss. It provides healthcare providers in acute care, rehabilitation and community based care with evidence-based recommendations for the prevention and treatment of these life threatening, secondary health effects after spinal cord injury.





# FUNDRAISING



## Corporate Partnerships

Thanks to donations we receive from the public and from our corporate partners, Paralyzed Veterans of America is able to provide life-changing programs and services to veterans and their families. Whether it's assisting a veteran with applying for disability benefits from the Department of Veterans Affairs, helping a veteran or their spouse find a job, or getting a newly injured veteran involved in adaptive sports, we could not do it without the generous support of our donors.

### Mission: ABLE Awards

The 2017 Mission: ABLE Awards fundraising dinner achieved record attendance and included guests from all over the nation, including distinguished service members, veterans, friends and supporters of Paralyzed Veterans of America to honor its 2017 Mission: ABLE Award recipients. The annual awards raised a record \$750,000 from corporate supporters.

### Paralyzed Veterans Golf Open

PVA corporate partner, Agility Defense & Government Services, hosted the 11th annual Paralyzed Veterans Golf Open (PVGO). Each year, paralyzed and disabled veterans, their caregivers and families, business leaders, military and government officials tee off to support to our veterans employment program, Paving Access for Veterans Employment (PAVE). This year's PVGO raised more than \$275,000 for the PAVE program.





### **37th National Veterans Wheelchair Games**

Thirty-six sponsors and 22 exhibitors helped raise \$650,000 to make the 37th National Veterans Wheelchair Games a success. Funds raised go towards expenses such as athlete uniforms, medals, travel and lodging, staffing of the event (coaches/officials/support staff), and promotional materials. A total of 554 veteran participants attended the 2017 rehabilitative sports event hosted in Cincinnati, OH.

### **2017 PVA Healthcare Summit+Expo**

Each year, the PVA Healthcare Summit brings together renowned leaders from medicine, healthcare, policy and government to explore and implement holistic strategies to strengthen the continuum of care, empower clinicians and patients, and improve quality of life for veterans and all people with SCI/D and diseases such as MS and ALS. Thanks to the funds raised for the event (\$421,250), 521 clinicians enjoyed 3 days of learning and earned continuing education credits.

## **Cause Partnerships**

### **Penske Automotive Group**

Penske Automotive Group and their customers have raised more than \$3 million for Paralyzed Veterans of America since the start of the Penske Automotive Group “Service Matters” Mission: ABLE campaign in 2015. The campaign allows their customers to make a donation when they have their vehicles serviced at participating Penske Automotive Group Dealerships, and Penske matches each donation—up to a total contribution of \$500,000.





## Penske Truck Leasing

Through Penske Truck Leasing’s #OneWay4PVA Mission: ABLE campaign, truck renters are invited to donate \$1 or more to Paralyzed Veterans of America. Penske matches the \$1 donation on each one-way rental. They also now accept donations at their local truck rentals. Penske Truck Leasing has raised close to \$2 million dollars and counting since the origin of the campaign in 2013.

## Weis Markets

Leading into Veterans Day 2017, Weis Markets conducted a two-week long Mission: ABLE campaign at all 200+ of their grocery stores. Cashiers asked customers if they would like to add a \$1, \$3 or \$5 donation to their bill. The campaign raised \$150,000 (\$120,000 from customers and a \$30,000 corporate contribution from Weis Markets).

## Food City

Our longest running corporate cause partner finished the 7th year of their in-store \$1, \$3 or \$5 campaign by raising \$176,975 through loyal customer donations in the month of July 2017. In addition to Food City customers donating at checkout, RTIC, Coca-Cola and Kelloggs pledged an additional \$25,000, \$10,000 and \$10,000 respectively to the Food City Mission: ABLE Campaign.

## Wheels Helping Warriors

Our nationwide vehicle donation program, Wheels Helping Warriors, offers individuals a way to support veterans by donating their vehicle to Paralyzed Veterans of America. Vehicles are then auctioned off and proceeds from the sale benefit PVA’s programs and services—all of which are provided free of charge. In FY 18, our Wheels Helping Warriors program raised over \$224,000.





### **'Goods Inspiring Veterans Everywhere' (G.I.V.E.)**

Through our regional clothing and household goods donation program, G.I.V.E., supporters can donate clothing, small appliances and other gently used household goods to help improve the lives of severely injured veterans. Last year, donations received through our G.I.V.E. program raised over \$318,000 for PVA.

### **Third-Party Fundraising**

In 2018, we also partnered with other organizations and individuals including Elevation Burger, GovX, Stop & Shop, AAA Carolinas, actress Francesca Ruscio, and more—all of whom helped raise vital funds for the veterans we serve.

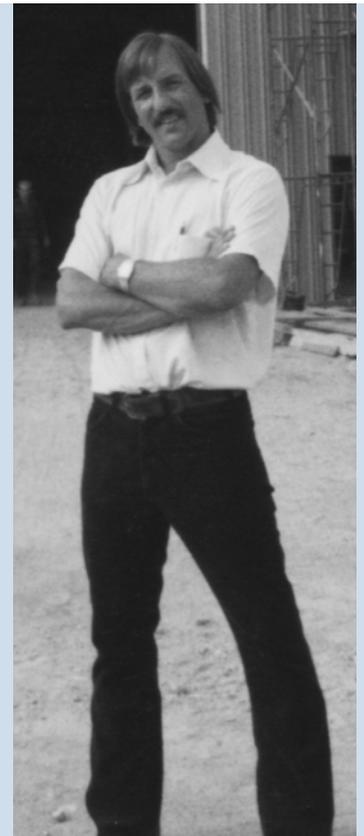
### **Jeffrey Carlton Charitable Foundation**

A child of "The Greatest Generation," Jeffrey M. Carlton witnessed sacrifice, determination and philanthropy through the eloquence of his parents' example.

Later in life Mr. Carlton would utilize their example, and his own business acumen, to build a successful forging business in Southern California. He founded Press Forge in 1978 and served as the company's chairman and CEO until his passing in 2012.

However, business was not enough. Jeff Carlton gave back.

He was a 20-plus-year donor to Paralyzed Veterans of America. In addition to his annual investments in support of PVA, he was a Legacy Circle member and remembered our veterans in his Trust/Foundation. Because of his dedication and belief, PVA was a fortunate beneficiary of the largest commitment in our history. His total gift in 2013 was the 10th largest charitable contribution in the U.S. that year. Over the next two decades, it is expected the perpetual support from the Jeffrey Carlton Charitable Foundation will provide at least \$50 million to assist us in expanding our mission to serve our members and all veterans. Through the end of 2018 the Foundation has already contributed \$16.4 million to PVA.





# PUBLICATIONS

## PN Magazine

Now in its 72nd year and the official publication of Paralyzed Veterans of America, *PN (Paraplegia News)* is a national, monthly magazine that covers news, health, research, lifestyle and issues of interest and concern to veterans and others with spinal cord injury and disease.

*PN* currently enjoys worldwide readership of 90,000. The magazine is provided free to all Paralyzed Veterans of America members.

## Sports 'N Spokes

*Sports 'N Spokes (S'NS)*, now in its 43rd year of publication, is the nation's premier magazine for wheelchair sports and recreation primarily for those with spinal cord injury, spina bifida, amputation and some congenital defects. For the last 36 years, *S'NS* has also sponsored and presented the Junior Athlete of the Year award, which honors the best young wheelchair athlete in the country.

*Sport 'N Spokes* is enjoyed by 14,300 readers worldwide.



# FY 18 FINANCIAL HIGHLIGHTS

## Statement of Financial Position as of June 30, 2018

Assets		Liabilities	
Cash and Cash Equivalents	\$8,621,000	Accounts Payable and Accrued Expenses	\$11,192,000
Contributions and Accounts Receivable	\$5,744,000		
Prepaid Expenses	\$1,185,000	Net Assets	
Investments	\$51,686,000	Unrestricted	\$56,944,000
Property and Equipment	\$6,468,000	Temporarily Restricted	\$5,568,000
<b>Total Assets</b>	<b>\$73,704,000</b>	<b>Total Liabilities and Net Assets</b>	<b>\$73,704,000</b>

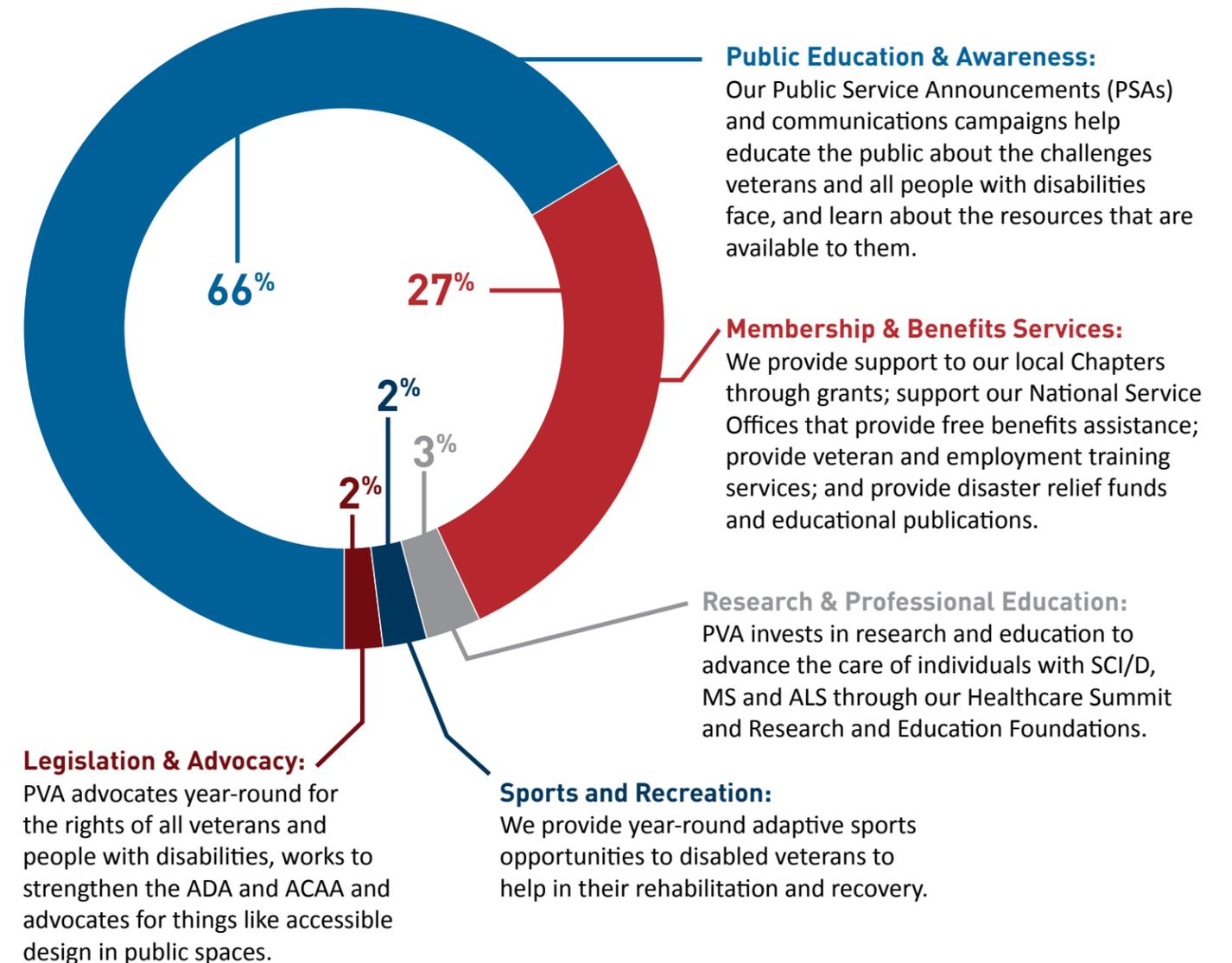
## Statement of Activities for the Year Ended June 30, 2018

Revenue		Expenses	
Public Contributions	\$92,336,000	Program Services	\$110,907,000
Legacies and Bequests	\$12,726,000	Management and General	\$6,110,000
Contributed Services	\$44,777,000	Fundraising	\$40,169,000
Investment Income	\$5,995,000	<b>Total Expenses</b>	<b>\$157,186,000</b>
Other Income	\$3,085,000	*Includes consolidated financial information of PVA, PVA Spinal Cord Research Foundation, PVA Spinal Cord Injury Education and Training Foundation, PVA Vaughan Chapter and PVA Zia Chapter.	
<b>Total Revenue</b>	<b>\$158,919,000</b>		

## Affiliated Entities

PVA Spinal Cord Research Foundation		PVA Spinal Cord Injury Education and Training Foundation	
Total Assets	\$4,048,000	Total Assets	\$489,000
Total Liabilities	\$710,000	Total Liabilities	\$228,000
Contributions from PVA	\$838,000	Contributions from PVA	\$195,000
Contributions - Other	\$3,555,000	Contributions - Other	\$114,000
<b>Expenses</b>	<b>\$1,253,000</b>	<b>Expenses</b>	<b>\$303,000</b>

## FY 18 Program Investments: \$110,907,000



# PARALYZED VETERANS OF AMERICA

# **NATIONAL BOARD OF DIRECTORS**

as of July 2018

## **Arizona**

Edward Hutchinson

## **Bay Area & Western**

Reese Lavasseur

## **Bayou Gulf States**

Cheryl Lewis

## **Buckeye**

Doug Beckley

## **Cal-Diego**

Jim Russell

## **California**

Jacqueline Baskett

## **Central Florida**

Craig Enenbach

## **Colonial**

Ann Adair

## **Florida**

Joseph Del Vecchio

## **Florida Gulf Coast**

Stephen Bush

## **Gateway**

Stanley Brown

## **Great Plains**

Dave Nelson, Jr.

## **Iowa**

Kenneth Lloyd

## **Kentucky-Indiana**

Tom Vallandingham

## **Keystone**

Bill Jakovac

## **Lone Star**

Jack Hasenyager

## **Michigan**

Bob Vance

## **Mid-America**

Hodge Wood

## **Mid-Atlantic**

Jeffrey Dolezal

## **Mid-South**

Cindy McIntosh

## **Minnesota**

Ken Klein

## **Mountain States**

David Ortiz

## **Nevada**

Dan Kaminski

## **New England**

Neal Williams

## **North Central**

Michael Olson

## **Northwest**

Mike Partridge

## **Oregon**

Bill Gray

## **Puerto Rico**

Jimmy Torres

## **Southeastern**

Paul Stewart

## **Texas**

Anne Robinson

## **West Virginia**

Darrell Carrell

## **Wisconsin**

Ken Ness

# PARALYZED VETERANS OF AMERICA

## NATIONAL OFFICE EXECUTIVE STAFF

### **Carl Blake**

Executive Director

### **Shaun Castle**

Deputy Executive Director

### **Cheryl Topping**

Chief Financial Officer

### **Leonard Selfon**

General Counsel

### **Linda Blauhut**

Deputy General Counsel

### **Jamie Rudert**

Associate General Counsel, Appeals

### **Heather Ansley**

Associate Executive Director  
of Government Relations

### **Peter Gaytan**

Associate Executive Director  
of Veterans Benefits

### **Joe Badzmierowski**

Director of Field Services

### **Amanda Milisits**

Director of Medical Services

### **Mark Lichter**

Director of Architecture & Facilities

### **Chery Vines**

Director of Research & Education

### **Fabio Villarroel**

Director of Sports & Recreation

### **Lauren Lobrano**

Director, PAVE Program

### **Scott Pearl**

Chief Development & Marketing Officer

### **David Fanning**

Senior Director, Planned and Strategic Gifts

### **Liz Deakin**

Director of Communications

### **Stacy Kulig-Clift**

Director of Meeting Services

### **Cynthia Jean-Louis**

Director of Human Resources

### **Leslie Zupan**

Director of the Office of  
Information Technology

### **Arlene Campbell**

Corporate Controller

### **Drew Stanecki**

Financial Services Manager

# PARALYZED VETERANS OF AMERICA

## NATIONAL SERVICE OFFICE LOCATIONS

### Alabama

VA Regional Office  
Montgomery, AL

### Arkansas

VA Regional Office  
N. Little Rock, AR

### Arizona

VA Regional Office  
Phoenix, AZ

### California

Spinal Cord  
Injury Center  
Long Beach, CA

VA Regional Office  
Los Angeles, CA

Spinal Cord  
Injury Center  
Palo Alto, CA

VA Regional Office  
Sacramento, CA

Spinal Cord  
Injury Center  
San Diego, CA

VA Regional Office  
San Diego, CA

### Colorado

VA Regional Office  
Lakewood, CO

### Delaware

VA Regional Office  
Wilmington, DE

### Florida

VA Regional Office  
Bay Pines, FL

VA Medical Center  
Lake City, FL

Spinal Cord  
Injury Center  
Miami, FL

Spinal Cord Injury  
Outpatient Clinic  
Orlando, FL

Spinal Cord  
Injury Center  
Tampa, FL

### Georgia

Spinal Cord  
Injury Center  
Augusta, GA

VA Regional Office  
Decatur, GA

### Illinois

VA Regional Office  
Chicago, IL

Spinal Cord  
Injury Center  
Hines, IL

### Indiana

VA Regional Office  
Indianapolis, IN

### Iowa

VA Regional Office  
Des Moines, IA

### Kansas

VA Regional Office  
Wichita, KS

### Kentucky

VA Regional Office  
Louisville, KY

### Louisiana

VA Regional Office  
New Orleans, LA

### Maine

SCI Outpatient Clinic/  
VA Regional Office  
Augusta, ME

### Maryland

VA Regional Office  
Baltimore, MD

### Massachusetts

VA Regional Office  
Boston, MA

Spinal Cord  
Injury Center  
West Roxbury, MA

### Michigan

VA Regional Office  
Detroit, MI

### Minnesota

Spinal Cord  
Injury Center  
Minneapolis, MN

VA Regional Office  
Saint Paul, MN

### Mississippi

VA Regional Office  
Jackson, MS

### Missouri

VA Medical Center  
Kansas City, MO

VA Regional Office  
Saint Louis, MO

Spinal Cord  
Injury Center  
Saint Louis, MO

### Nebraska

VA Regional Office  
Lincoln, NE

# PARALYZED VETERANS OF AMERICA

## NATIONAL SERVICE OFFICE LOCATIONS

### New Mexico

VA Regional Office  
Albuquerque, NM

Spinal Cord  
Injury Center  
Albuquerque, NM

### New York

Spinal Cord  
Injury Center  
Bronx, NY

VA Regional Office  
Buffalo, NY

VA Regional Office  
New York, NY

Spinal Cord  
Injury Center  
Syracuse, NY

### Nevada

VA Medical Center  
N. Las Vegas, NV

VA Regional Office  
Reno, NV

### North Carolina

VA Regional Office  
Winston Salem, NC

### Ohio

VA Regional Office  
Cleveland, OH

Spinal Cord  
Injury Center  
Cleveland, OH

### Oklahoma

VA Regional Office  
Muskogee, OK

VA Medical Center  
Oklahoma City, OK

### Oregon

VA Regional Office  
Portland, OR

### Pennsylvania

VA Regional Office  
Philadelphia, PA

VA Regional Office  
Pittsburgh, PA

### Puerto Rico

VA Regional Office  
Guaynabo, PR

Spinal Cord  
Injury Center  
San Juan, PR

### South Carolina

VA Regional Office  
Columbia, SC

### South Dakota

VA Regional Office  
Sioux Falls, SD

### Tennessee

Spinal Cord  
Injury Center  
Memphis, TN

VA Regional Office  
Nashville, TN

### Texas

Spinal Cord  
Injury Center  
Dallas, TX

VA Medical Center  
El Paso, TX

VA Regional Office  
Houston TX

Spinal Cord  
Injury Center  
Houston, TX

Spinal Cord  
Injury Center  
San Antonio, TX

VA Regional Office  
Waco, TX

### Virginia

SCI Long-Term Care  
Center  
Hampton, VA

Spinal Cord  
Injury Center  
Richmond, VA

VA Regional Office  
Roanoke, VA

### Washington

VA Regional Office  
Seattle, WA

Spinal Cord  
Injury Center  
Seattle, WA

### West Virginia

VA Regional Office  
Huntington, WV

### Wisconsin

Spinal Cord  
Injury Center/  
VA Regional Office  
Milwaukee, WI

# PARALYZED VETERANS OF AMERICA: CHAPTER ROSTER

## Arizona

Arizona  
Phoenix, AZ

## California

Bay Area & Western  
Palo Alto, CA

California  
Long Beach, CA

Cal-Diego  
San Diego, CA

## Colorado

Mountain States  
Aurora, CO

## Delaware

Colonial  
Newark, DE

## Florida

Central Florida  
Sanford, FL

Florida  
Ft. Lauderdale, FL

Florida Gulf Coast  
Tampa, FL

## Georgia

Southeastern  
Hephzibah, GA

## Illinois

Vaughan  
Westchester, IL

## Iowa

Iowa  
Urbandale, IA

## Kentucky

Kentucky-Indiana  
Jeffersonville, IN

## Massachusetts

New England  
West Roxbury, MA

## Michigan

Michigan  
Plymouth, MI

## Minnesota

Minnesota  
Minneapolis, MN

## Mississippi

Bayou Gulf States  
Gulfport, MS

## Missouri

Gateway  
St. Louis, MO

## Nebraska

Great Plains  
Omaha, NE

## Nevada

Nevada  
Las Vegas, NV

## Ohio

Buckeye  
Euclid, OH

## Oklahoma

Mid-America  
Oklahoma City, OK

## Oregon

Oregon  
Salem, OR

## Pennsylvania

Keystone  
Pittsburgh, PA

## Puerto Rico

Puerto Rico  
San Juan, PR

## South Dakota

North Central  
Sioux Falls, SD

## Tennessee

Mid-South  
Memphis, TN

## Texas

Lone Star  
Garland, TX

Texas  
Crosby, TX

## Virginia

Mid-Atlantic  
Richmond, VA

## Washington

Northwest  
Burien, WA

## West Virginia

West Virginia  
Charleston, WV

## Wisconsin

Wisconsin  
Milwaukee, WI

# PARALYZED VETERANS OF AMERICA: **HIGHEST AWARDS**

## 2017 Mission: ABLE Awards

### **The Achieve: ABLE Award**

Penske Automotive Group

### **The Employ: ABLE Award**

Institute for Veterans and Military Families (IVMF)

### **The Sustain: ABLE Award**

Altria

### **The Humanitarian Award**

Rich Brooks  
*President, Agility Defense &  
Government Services, LLC*

## 2017 PVA Healthcare Summit Advocacy-Clinical Excellence Awards

### **Physician Award**

Kevin White, MD

### **Psychologist Award**

Kysa Christie, PhD

### **Nurse Award**

Tishon Creswell, RN, MSN, CRRN

### **Therapist Award**

Janice Kim, OTR/L, ATP

## 2018 Barrier-Free America Award

Luna Middleman Architects  
*For Morgan's Wonderland & Inspiration Island*

## 2018 Gordon H. Mansfield Congressional Leadership Award

Sen. Johnny Isakson (R-GA)

## Speedy Awards

### **Member**

Stanley D. Brown  
Richard Glotfley (posthumous)

## Individual Giving Patriot Award

Elizabeth Deradourian

## VA Volunteer Service Award

Mary Ellen Harlan  
*Tampa VA Medical Center*

## Dwain Taylor Volunteer Service Award

### **Member**

David Celestine  
*Florida Gulf Coast Chapter*

### **Non-Member**

Patricia Griffith  
*Central Florida Chapter*



## Paralyzed Veterans of America

# EXECUTIVE COMMITTEE

 <p><b>Charles Brown</b></p> <p>National Senior Vice President</p>	 <p><b>David Zurfluh</b></p> <p>National President</p>	 <p><b>Al Kovach, Jr.</b></p> <p>Immediate Past National President</p>
 <p><b>Larry Dodson</b></p> <p>National Secretary</p>	 <p><b>Tom Wheaton, Jr.</b></p> <p>National Treasurer</p>	
 <p><b>Hack Albertson</b></p> <p>National Vice President</p>	 <p><b>Tammy Jones</b></p> <p>National Vice President</p>	
 <p><b>Robert Satterwhite</b></p> <p>National Vice President</p>	 <p><b>Robert Thomas, Jr.</b></p> <p>National Vice President</p>	



# Paralyzed Veterans of America

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# Paralyzed Veterans of America

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