



ANNUAL REPORT

2022

INDEX

Organization Dates	2
Contact Information.....	2
Organization Particulars.....	2
Vision	2
Mission.....	2
Roster of Officers	2
Attendance at Last 3 Board Meetings.....	2
Staff Size.....	2
Programs	2
Stated Purpose.....	3
Program Accomplishments	3
Financials	4
Income Statement	4
Balance Sheet.....	4
2023 Plan	4
Volunteer Development	4
Resource Development.....	4
Locating Veterans	4
Staff Additions	4
Fundraising	4
Succession Planning	4

Organization Dates

Incorporation in the State of Colorado as a not-for-profit corporation is dated February 2, 2017. It was modified and updated September 21, 2017, due to a misspelling in our Articles.

Qualified Listeners BBB Accredited Charity is tax exempt under Section 501(c)(3) of the Internal Revenue Code. EIN 81-5381427. Donations are tax deductible to the extent allowed by law.

Contact Information

Call us at 720-600-0860

Visit our web site at <https://www.QualifiedListeners.org>

Mail to: PO Box 563, Dacono, CO 80514

Qualified Listeners needs your support in many ways; donations, sponsorships, vetted resources, volunteers and board members. We would love to speak with you!

Organization Particulars

Vision

To help Veterans and families find more peace in their lives.

Mission

Meet the needs of the Veteran Community through outreach, listening, advocacy, resource vetting and referrals, and being their collective voice.

Roster of Officers

1. Greg Goetsch	Chair	Founder & Executive Director of Qualified Listeners
2. Darnelle O'Hair	Treasurer	Army Veteran - Works for Adams County Veteran's Court
3. Katie Maselbas	Secretary	Registered Nurse
4. Scott Neff	Member	Army & Guard, schedules Air B&B for a living
5. Karen Townsend	Member	Colorado Veteran Service Officer for 40 years - Retired

We are interviewing two more, both females, both Veterans.

Attendance at Last 3 Board Meetings

We had all five board members attend in 2022, but only three in December 2022. Two had to resign so we've replaced one with Katie and will have at least one more by the second quarter of 2023.

Staff Size

We have three paid part-time staff, two full-time volunteers, and 25 part-time volunteers

Programs

Our Outreach Program is two-fold: 1) seek out those who want help; and 2) educate others about the many validated resources available to them. Educate them that many of us care deeply and they do not have to be alone anymore, our founder was alone for 39 years.

We strongly support the PAMVET Breakfast Club program started in Loveland, CO in 2008. Over 2,000 Veterans have attended the Loveland breakfast club and you can learn more at www.Pamvet.org.

Our Listening Program is confidential and non-judgmental. Combat Veterans listening to Combat Veterans to help prevent suicide is what Qualified Listeners was originally based on and it remains our #1 focus. However, we've learned that families of Veterans also need someone to talk to. We're working hard to meet these needs. Male Veterans, Female Veterans, Spouses of Veterans, Children of Veterans,

Parents of Veterans, and Grandparents of Veterans. We inform them all of the many resources available to them

Our Resource Program is comprised of a team of conventional and non-conventional resources to address the individual needs of Veterans and their families, such as mental health, addiction management, transportation, VA benefits, and many more. Our team will locate, evaluate, approve and monitor resource providers, then refer Veterans and family members to our vetted Qualified Resources. They can change resource providers at any time. Many services are free, and others are discounted.

We print and distribute a Veteran & Family Resource Directory quarterly to over 60 locations. The web version is updated as available

Our Collective Voice Program is simple, we ask the Veteran Community what they need and we become their collective voice to influence our validated resources. The objective is to improve the level of services provided to Veterans and their families. Resource providers also include local government agencies and the Veterans Administration.

Stated Purpose

Meet the needs of the Veteran Community through outreach, listening, resource vetting and referrals, and being their collective voice.

Program Accomplishments

1. In 2022 we added 538 new Veterans or family members to our system
 - a. Up from 458 in 2021. A 17% increase.
 - b. We averaged 45 new Veterans per month
 - c. 221 were by phone calls
 - d. In person were 108
 - e. The remaining 209 came from referrals of various methods
 - f. Weld county included 160 Veterans
 - g. Larimer county included 113 Veterans
 - h. Boulder county included 54 Veterans
 - i. Bernalillo county in New Mexico included 27 Missions, and we opened in Sept 2022
 - j. The rest are from various areas across the United States
2. We completed 513 Missions (filling needs of Veterans)
 - a. Transported 321 Veterans
 - i. There are 260 working days per year, minus 9 holidays = 251 available days
 - ii. 513 Missions – 251 available days equals 2 Missions Per Day
 - b. Listening Sessions were 88 – official sessions – in person, face to face
 - i. Our listening program continues to flourish with additional requests from shut-ins, terminally ill, and incapacitated Veterans.
 - c. Financial Assistance for 29 Veterans
 - d. Ran Errands for 31 Veterans
 - e. Provided Mobility Devices for 10 Veterans
 - f. Drove 14,677 miles
 - g. Received 860 volunteer hours
3. We Increased our service area to New Mexico
 - a. Our service area is Colorado, Wyoming and New Mexico
 - b. And any other area in our United States that we can assist a Veteran or family member
4. Partnered with ARC Thrift Stores, a Colorado owned and operated non-profit store chain
 - a. This program has grown in popularity for Veterans needing clothing
 - b. They submit to us their DD-214 as proof of service, we mail them an ARC Voucher redeemable at any of their 45 locations throughout the state

5. Continue to partner with King Soopers Grocery, a Colorado subsidiary of the nationwide grocer Kroger
6. Still work with a Funding Team comprised of 10 Veteran organizations in northern Colorado.
7. Built a Resource Administration Module inside Sales Force to assist in tracking Resources and to create Regionalized Resource Directories.
8. The biggest growth we've seen is transportation for Veterans because that's the biggest gap in trying to serve the Veteran Community.

Financials

Income Statement

See attached

Balance Sheet

See attached

2023 Plan

Volunteer Development

We will hold quarterly volunteer meetings for relevant announcements, introduce new volunteers, share what's working, what's not working, and what we can do better. These are informal gatherings with a touch of friendly fellowship because we want our people to know they are an important part of our organization. We recently included our Funding Team to join the volunteer meetings. This has become very effective.

Resource Development

We seek someone to take this program over.

Locating Veterans

This is an ongoing process. We continue to send out news releases, our monthly newsletter and give talks where invited. Depending on the funds from a couple of grants we've applied for we plan to start testing saturation mailings to reach Veterans.

Staff Additions

We will continue to evaluate the needs we have and balance that against people we find who can volunteer for us. If we cannot locate a volunteer we will look to hire people to meet the skill requirement.

Fundraising

We contracted with a fundraising company to manage our grants. In the first month of our agreement, we've landed a new grant from a new donor so things are looking good for this relationship. Our plan is to develop a process in 2023 to raise \$100,000.00 so we can increase the volume each year after consistently.

Succession Planning

Once we have a new board trained we will begin to review the materials I've written. From these discussions and edits we will assemble a plan. Our objective is to have it complete by the end of fiscal year 2023.