WE ARE UnstoppABLE

FY19 ANNUAL REPORT
DEAR FRIENDS,

For the past three terms, I've had the privilege of serving as National President of the organization that gave me back my dignity and allowed me to have purpose again in life, after my own spinal cord injury almost 25 years ago. In 1995, while serving in the U.S. Air Force during Operation Desert Shield and Operation Desert Storm, I was injured in a motor vehicle accident and was diagnosed with incomplete paraplegia. I was at my lowest point in life until two PVA National Service Officers came to my bedside while I was an inpatient at the Seattle VA Spinal Cord Injury Unit. They told me they would take care of me and do everything they could to help, and that is exactly what they did.

Fast forward to today, and Paralyzed Veterans of America continues to be the leading advocate for veterans like myself—those with spinal cord injury or disorders, and diseases like MS and ALS. We also continue to fight for the civil rights of all people with disabilities, and while there is still more work to do, we have made huge strides in our efforts.

We are committed to ensuring proper implementation of the VA MISSION Act, as for PVA and its members, having access to an appropriate system of health care services and caregiver support is vital to ensuring long-term health and well-being. We continue to strongly support the VA’s SCI System of Care because it provides veterans with SCI/D, MS and ALS with the specialized care we need as paralyzed veterans. In our eyes, there is simply no comparable or better system of specialty care currently available to serve our needs.

Improving air travel for people with disabilities has also been a big focus for PVA. Thanks to our efforts, the Department of Transportation’s monthly Air Travel Consumer Report now includes the number of wheelchairs and scooters enplaned and mishandled by airlines. This new information has been long-sought by disability rights organizations, including PVA, as our members say damaged equipment is one of their most common travel hassles. We also continue our efforts to make accessible restrooms a requirement on planes so that passengers with disabilities can travel with dignity.

PVA’s sports program continues to grow and reach veterans with spinal cord injury to help them get back into life and realize there are so many sports activities still available to them. Sports is often the catalyst for many injured veterans to go back to work and get active, which can lower obesity rates, and help veterans with SCI stay healthy, both mentally and physically. This year, we co-presented our largest-ever Nationals Veterans Wheelchair Games—with 611 athlete competitors, including 113 first-time attendees.

Our PVA members are unstoppable. They thrive every day in the face of adversity and limitations. We simply could not do this important work without the generous support of our partners, corporate supporters and donors, so on behalf of our members, I thank you. Together, we can continue to be an unstoppable force for veterans—ensuring that they have the health care, support, and opportunities that are essential to live lives that are full of meaning and purpose, just as PVA did for me many years ago.

David Zurfluh
National President,
Paralyzed Veterans of America
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MEDICAL SERVICES & HEALTH POLICY
For the past 35 years, Paralyzed Veterans of America’s medical services team have strived to ensure the Department of Veterans Affairs is implementing best practices to improve quality of care in VA Spinal Cord Injury and Disorders Centers across the country. During our annual site visits to VA SCI/D and long-term care centers, we inspect facilities, confer with staff, ensure problems have been corrected, and most importantly speak directly with patients about their needs, noting areas or services that require improvement. This covers any aspect that could benefit veterans with spinal cord injury, including the number of long-term-care beds available, state of equipment, staffing levels, staff morale and layout of rooms, hallways, therapy areas, even handicap parking considerations. Our site visit team is comprised of physicians, nurses, staff architects, and our field advisory committee who are paralyzed veterans that participate in our medical site visits to contribute from a patient perspective.

PVA Celebrates Opening of New Denver VA SCI/D Center

In April, Paralyzed Veterans of America joined leaders from the Veterans Affairs Eastern Colorado Health Care System and officials from VA and VHA for the ribbon cutting ceremony of the new Spinal Cord Injury and Disorder Center at Rocky Mountain Regional VAMC. This state-of-the-art, 30-bed inpatient facility includes a team of clinicians who provide specialized, patient- and family-centered care that meets life-long goals for veterans with spinal cord injury, disorders and multiple sclerosis and ALS.

The new SCI/D Center is a vital facility for the large veteran population that inhabit Colorado, where more than 400,000 veterans live. In Colorado Springs, located near Rocky Mountain Regional VAMC, an average of 12 percent of the population are veterans.
Serving Ventilator Patients in San Antonio
People with high-level cervical spinal cord injury may be unable to breathe on their own. In these cases, a machine called a ventilator may be used to help with breathing. Until recently, the SCI/D center at the San Antonio VA Medical Center did not accept ventilator dependent patients, but thanks to efforts and recommendations from PVA’s medical services team and our San Antonio National Service Officer who saw a need, the San Antonio VA Medical Center provided mandatory training to all SCI/D nursing staff in managing ventilator dependent patients in order to ensure the center was equipped to manage this specialty. Thanks to this training the center accepted its first ventilator dependent patient earlier since 2012.

Social Workers in Seattle
Social workers play a vital role in identifying the needs of the patients and families throughout the rehabilitation process. The ultimate goal is to prepare the patient and family for a safe and effective discharge by maximizing knowledge and identifying and addressing physical, economic, and emotional barriers prior to discharge.

During PVA’s site visit to the Seattle VA Medical Center, our site survey team identified that SCI/D training from Seattle was not being performed to its spinal cord injury spoke clinics throughout the Northwest region. We then recommended for the SCI/D chief to visit the spoke clinics. The SCI/D chief took our recommendation into consideration and visited the SCI/D clinics and found that some clinics were in need of additional SCI/D education and social workers, and was ultimately successful in advocating for the hiring of additional social workers staff at the clinic sites to better serve veterans with spinal cord injury or disorders.

Long-time Advocacy Efforts Pay off in Richmond
At the Richmond VA Medical Center, PVA found that the therapists did not report directly to the SCI/D service line. This can result in therapy staff being pulled to work in other areas of the hospital, leaving the SCI/D unit understaffed when it comes to therapy services. PVA has long advocated for the therapy staff to report directly to the SCI/D service line per guidelines in the VHA Handbook 1176.01. Our long-term advocacy efforts have now resulted in having a dedicated team of therapists who provide care exclusively to the SCI/D center in Richmond, Virginia.
PVA is like the Marines of VSOs...
first ones in, last ones out.

– Troy Conquest
U.S. Marine Corps Veteran
PVA was there when I needed to learn how to drive for the first time with hand controls. PVA was there when I bought my first house and needed special adaptive housing.

– Sean Gibbs, U.S. Marine Corps Veteran

VETERANS BENEFITS

For a newly injured veteran who is overwhelmed with uncertainty and doubts about their future living with a spinal cord injury, the last thing on their mind is filling out paperwork to apply for VA benefits. This is where our veterans benefits department and national service officers (NSOs) come in to help.

Shortly after a veteran is injured, our NSOs come to their bedside to assist with filing for VA benefits on their behalf, so that veteran can focus solely on their health and recovery. Our highly-trained service officers assist with claims for service-connected compensation, non-service connected pensions, home health care, specially adapted housing, automobile grants and adaptive equipment, and much more. They are experts in veterans law and VA regulations and know how to apply that knowledge to fight for the benefits a veteran has earned.

Veterans Benefits Secured
Paralyzed Veterans of America offers assistance with VA claims and appeals to any veteran, family member or caregiver—not just individuals who have sustained spinal cord injury.

In fiscal year 2019, Paralyzed Veterans of America’s veterans benefits department secured:

- **$276,734,954** in new benefits
- **$15,695,215** in payments for Automobile Grants
- **$54,840,161** in payments for Specially Adapted Housing Grants
Dear Paralyzed Veterans of America,

I served on active duty for a little under nine years as an Air Force firefighter. During my service I sustained many injuries and illnesses both state side and while deployed in support of Operations Iraqi Freedom, Enduring Freedom and military operations for the Horn of Africa. I was medically discharged as a post 9/11 veteran and decorated many times for my service to my country. Earlier this year in April of 2019 my chronic illnesses would take an extreme turn. I was diagnosed with cancer and during an emergency room visit at the Richmond VA I had a serious seizure that would lead to me being on a ventilator, medical coma and paralysis. When I woke up in the intensive care unit I also learned my arm was broken, my vocal cords were damaged and I had almost died.

I was transitioned to the spinal cord unit where I learned that there was a representative that helped process claims as part of the PVA organization and his name was Chester. Faced with so many uncertainties, a scared family, and the fact that my capacity to work was forever changed I made an appointment. Chester met with my wife and I and little did I know at the time but I was about to meet one of the most dedicated people in the entire VA hospital.

Since that first appointment five months ago I have been amazed at the genuine compassion and dedication that Chester showed in helping to put together a very complicated claim. Chester spent countless hours looking at my medical history as a firefighter as well as looking at new and challenging studies of how all of my illnesses related to my present conditions. He would work through lunch to see me, check on me after hours, and never once complained or failed to have a smile on his face.

Chester is a huge asset to so many paralyzed and chronically ill veterans. I am proud to call him my representative and I know personally many other veterans undoubtedly appreciate his dedication to the position.

Respectfully,

Michael L.
Michael L., Air Force Veteran
Serving Veterans With ALS

Amyotrophic lateral sclerosis (ALS), also known as Lou Gehrig’s disease, is a progressive neurodegenerative disease that affects nerve cells in the brain and the spinal cord. Voluntary muscle action is progressively affected, and patients in the later stages of the disease may become paralyzed. No one knows what causes the disease, but according to studies conducted by the National Academies of Science, military veterans within the last century are nearly twice as likely to develop ALS as individuals with no history of military service, regardless of where or when they served.

Paralyzed Veterans of America began outreach to veterans with ALS in 2008, when a Department of Veterans Affairs rule change made ALS a service-connected disease. Since the VA rule change, PVA’s national service officers and senior benefits advocates have reached out to assist this population.

“I was diagnosed with ALS in January of this year. Jeremy immediately reached out to me and guided me on all the documentation I needed to assemble for a claim. Thanks to his rapid work, I was granted full service connection for ALS - along with entitlement for aid and attendance, adaptive equipment, and adapted housing – in record time, only one month from submission. This gave me the freedom to focus on my health and eased my family’s concern about lack of income when I need to stop working. It also gave us access to adaptive equipment and home modifications as soon as possible as ALS damage marches on fairly rapidly.

I appreciate Jeremy’s dedication and thoroughness, which eases the burden of an otherwise devastating disease. Thank you!

– Sandi T., BSN, RN
U.S. Air Force veteran
#PVAUnstoppABLE

VETERANS EMPLOYMENT
Paralyzed Veterans of America’s employment program, PAVE has done a lot for me. My biggest fear in the hospital was, ‘What am I going to do? How am I going to be able to support myself and my family?’ PAVE gives you options.
– Jeff Edwards, U.S. Army Veteran

VETERANS EMPLOYMENT

Paralyzed Veterans of America’s employment program, PAVE, provides career assistance and vocational counseling to transitioning service members, veterans, military spouses and caregivers across the country. During FY19, PAVE staff placed 345 individuals in employment, educational and volunteer opportunities. We average a caseload of more than 700 clients. The program operates through eight locations nationwide: Atlanta, Long Beach, Minneapolis, Philadelphia, Richmond, San Antonio, San Diego and Washington, D.C.

Through the PAVE program, clients receive high-touch, one-on-one engagement on their path toward meaningful employment. All support is focused on the unique needs of each client, and can range from in-depth vocational rehabilitation, to developing a resume or practicing interviewing skills. PAVE staff work with any veteran who needs our help, but we specialize in those with barriers to employment, such as catastrophic injury or illness. This commitment was recognized by the US Chamber of Commerce Foundation’s Hiring Our Heroes program, when we were a finalist for their Wounded Veteran and Military Caregiver Employment Award.

As part of PAVE’s commitment to engaging veterans who are overlooked or underserved, PAVE launched a partnership with Women Veterans Interactive, a group that addresses the unique, and often unrecognized, challenges facing our nation’s 1.8 million woman veterans as they return to civilian life. According to the Department of Veterans Affairs, minority veterans face a 44% higher risk of unemployment than their counterparts.

The PAVE program has strong relationships with key employers, whom we consider our allies, as we help our clients find the right fit. We are also able to provide needed support to employers so that they can successfully integrate these individuals into their organizations.
U.S. Army veteran, John, first met PVA vocational counselor Joan Haskins in 2014 at a hiring event in Boston. While John had hoped to make the military a career, he was not able to continue with his service due to several unmanageable disabilities. At the time, John was attending the University of Massachusetts in Boston working on a Master’s in Human Services. Joan provided significant support, including skills evaluation, referrals to partner organizations, and provided overall support and assurances while he was in school. This assistance included helping John find work as a housekeeping aide at the Jamaica Plains VA Medical Center while he finished his master’s degree.

In late 2016, John was ready for a new challenge and with Joan’s help, applied for and was selected as a medical support assistant, a significant promotion. As John grew more confident in his abilities, and was ready for even more increased responsibility within the VA healthcare system, he targeted an open position for the Administrative Officer on Duty (AOD) at a local VA medical system. He again requested Joan’s help in ensuring he not only had the qualifications, but also ensuring his qualifications were appropriately highlighted on his application packet. Thanks in part to her help and his diligence in pursuing meaningful opportunities, John accepted and started the AOD position in late November 2018.

Jennifer is a U.S. Army veteran, caregiver, small business owner, mother and, now, full time employee. After serving as an Army medic for nearly 10 years, including a deployment to Afghanistan, Jennifer left the military in 2004 facing an uncertain yet busy future. She was a caregiver to her then-husband, a paralyzed veteran, while also raising her children and pursuing her associate’s degree. On top of all of this, she was also contributing to her family-owned small business in Dallas.

Last year, Jennifer decided it was time to enter the civilian workforce full-time. She met PVA employment analyst, Taylor Scott, at a hiring event in Dallas in September 2018. When Taylor first met Jennifer, Jennifer was lost in the civilian employment process and was struggling to identify the right opportunities and develop a resume. She also expressed that she lacked confidence about the interview process. Taylor engaged her colleague, Susan Sprayberry, PVA’s certified Vocational Rehabilitation Counselor, based in San Antonio. Taylor and Susan stayed in regular communication with Jennifer and each other, assisting with resume development and fine tuning her resume, identifying opportunities and practicing interviewing techniques and skills.

On February 4, 2019, Jennifer started her new position as customer service representative with a global aerospace and defense supply chain provider.

“The people at PVA who I worked with actually offered to assist me with all aspects including mental health, personal growth to understand myself and helped build my resume for professional growth.”
WE HAVE HELPED more than 4,100 veterans, military spouses, and caregivers find meaningful employment.
#PVAUnstoppABLE

SPORTS & RECREATION
I was so motivated when I came back from the National Veterans Wheelchair Games that I signed up with PVA immediately, and since then I have been doing everything that’s offered. I will not say no to anything, and I’ll try everything and anything. It has absolutely changed my life.

– Ted Rake, U.S. Army Veteran

SPORTS & RECREATION

From handcycling, bass fishing, bowling and billiards, to boccia, shooting sports, a quad rugby tournament, and the annual National Veterans Wheelchair Games, Paralyzed Veterans of America provides a wide variety of sports and recreation opportunities to enhance the fitness and quality of life for veterans with disabilities. It is often through participating in adaptive sports that many disabled veterans realize they can still live an active lifestyle in spite of their injuries.

Handcycling & Off-Road Cycling

The Paralyzed Veterans of America Racing (PVAR) team competes annually in road racing competitions across the United States and also conducts off-road events in Colorado and Virginia, for veterans with physical impairments. Our goal is to ensure that our members have access to Para-Cycling on both the asphalt and in the wilderness.

En Garde

Each year, we also continue to provide exposure to new sports available for disabled veterans. Last summer, in partnership with our PVA Cal-Diego Chapter, we hosted our first-ever fencing clinic at the San Diego VA Medical Center.
Annual Code of Honor Quad Rugby Invitational

In February 2019, Paralyzed Veterans of America hosted its 2nd annual Quad Rugby Invitational. The event brought together 10 teams and 82 players comprised of veterans and non-veteran quad rugby athletes from across the country. A total of 33 people participated in the clinic including a 100 year old World War II veteran. Our Bayou Gulf States PVA Chapter also hosted their first-ever Boccia clinic and tournament in February, attracting participants from Louisiana, Mississippi and Florida. A total of 33 people participated in the clinic including a 100 year old World War II veteran! Other PVA Chapters including the Cal-Diego Chapter and Mid-Atlantic Chapter also hosted boccia clinics this year to expose veterans to the sport.

Record-Breaking Attendance at National Veterans Wheelchair Games

The 38th annual National Veterans Wheelchair Games, co-presented each year by PVA and the Department of Veterans Affairs, were held in Orlando, Florida, July 30-August 4, 2018. The event proved once again to be the premier wheelchair rehabilitation sporting event in the world bringing in a record-breaking 611 veteran wheelchair athletes, 113 of whom attended the event for the first time.

Boccia’s Rising Popularity

PVA National hosted our 2nd annual PVA National Boccia Nationals in St. Louis, MO, in October 2018. A total of 35 players participated in our two-day competition; and of those, 29 were PVA members.

Our Bayou Gulf States PVA Chapter also hosted their first-ever Boccia clinic and tournament in February, attracting participants from Louisiana, Mississippi and Florida. A total of 33 people participated in the clinic including a 100 year old World War II veteran!

Other PVA Chapters including the Cal-Diego Chapter and Mid-Atlantic Chapter also hosted boccia clinics this year to expose veterans to the sport.

All About That Bass

Paralyzed Veterans of America hosts an annual Bass Tour consisting of a series two-day tournaments, held at various locations around the country. Each tournament consists of an Open/Team Competition for anglers who like to fish from a boat and a Bank Competition for competitors who prefer to fish from shore. In the Open/Team Competition, disabled anglers are paired with able-bodied partners who serve as coaches, choose baits, and help find fishing locations.
When I was finally determined to be eligible for Social Security Disability Insurance (SSDI), I was less than a month away from being homeless, running out of food, and dealing with the ramifications from a second failed spinal cord surgery that had put me into my wheelchair permanently. Being granted SSDI gave me some breathing room. I was able to finally get into an accessible home and started to put my life back together.

– Shaun Castle, U.S. Army Veteran and PVA Deputy Executive Director

ADVOCACY AND LEGISLATION

Paralyzed Veterans of America’s advocacy and legislation program focuses on policy priorities that affect our members, as well as efforts to improve the lives of all individuals with disabilities.

This past year, our legislative staff focused on the implementation of efforts to reform VA’s health care delivery system, including care in the community, and expansion of VA’s Comprehensive Family Caregiver Program. PVA staff also focused on oversight of previously passed reforms to the VA’s claims appeals process and potential reforms to VA’s adaptive housing program.

Our national advocacy staff continued their focus on improving access to air travel for people with disabilities, including support for passage and implementation of disability-related provisions in the FAA Reauthorization Act and participation in efforts to decrease damage to wheelchairs. Staff also continued to focus on issues impacting veterans with disabilities in disasters and legislation that will provide reforms to Social Security benefits to ensure improvements for recipients and the long-term solvency of the program.

Primary Policy Priorities for 2019:

A. Oversight of the VA MISSION Act’s implementation
B. Expand eligibility for VA’s Comprehensive Family Caregiver Program
C. Improve access to VA’s long-term services and supports
D. Support access to IVF
E. Oversight of the Veterans Appeals Improvement and Modernization Act
F. Improve VA benefits for catastrophically disabled veterans
G. Address problems with accessing air travel for people with disabilities
H. Protect the Americans with Disabilities Act (ADA)
I. Preserve and strengthen Social Security and Medicare for people with disabilities
J. Improve disaster response and recovery that meets the needs of people with disabilities
Focus on VA MISSION Act
Every year, PVA gets the opportunity to present oral testimony focused on our top policy priorities before the House and Senate Veterans’ Affairs Committees. This year, President Zurfluh’s testimony focused solely on the implementation of the VA MISSION Act—specifically, the need for Congress to ensure VA has the required resources needed to successfully implement the new community care and expanded caregiver programs. President Zurfluh also emphasized PVA’s expectations for VA and Congress to continue to address staffing and other concerns in VA’s direct care system to ensure that PVA members continue to receive specialty care through VA’s Spinal Cord Injury and Disorders System of Care.

Ensuring Disability Benefits for Veterans with ALS
Last fall, the VA’s Office of Inspector General (OIG) released a report on the Accuracy of Claims Involving Service-Connected Amyotrophic Lateral Sclerosis (ALS). Among other details in the report, the OIG discovered that VA made 71 errors in 45 of the examined 100 veterans’ ALS claims completed from April through September 2017. Based on this review, the OIG projected that 430 of the 960 total ALS veterans’ cases (45 percent) completed during that six-month period had erroneous decisions.

This is extremely important to PVA since as an organization we represent roughly 75 percent of the veterans who have filed for benefits for ALS. Furthermore, PVA is known to be a subject matter expert in properly developing and filing ALS claims. In December 2018, PVA met with VA to discuss how to improve the claims process for veterans with ALS.

PVA Releases 31st Edition of The Independent Budget for Congress
Paralyzed Veterans of America, along with DAV and VFW released The Independent Budget Veterans Agenda for the 116th Congress in January 2019. The IB sets full and faithful implementation of the VA MISSION Act as the critical issue for the 116th Congress. This historic legislation reforms the way in which veterans access care in their community, invests in VA’s capacity to provide care at its health care facilities, calls for assessment and modernization of VA infrastructure, and corrects the inequity of the VA Caregiver Support Program which is currently only available to post 9/11 veterans. The IB serves as a guide for our legislative work and as a resource for both the VA and Congress.

Making Women Veterans Issues a Priority
The House Veterans’ Affairs Committee (HVAC) launched a new bipartisan Women Veterans Task Force to promote equitable access to VA resources, benefits, and health care for women veterans. After announcing the new Task Force, HVAC’s Subcommittee on Health held a hearing focusing on women veterans’ access to health care and PVA submitted a statement for the record. We called on Congress to improve VA’s current IVF program, and most important, make it a permanent benefit. We also discussed the lack of mammography services, prosthetics, and peer-to-peer counselors for women veterans as well as the need for larger exam rooms in women health clinics and the provision of installed ceiling lifts to facilitate transfers.

PVA National Vice President Tammy Jones also met with members of Congress and other stakeholders to advocate for many of PVA’s legislative initiatives. During her time on Capitol Hill, she shared our views on key issues, including access to women veterans’ health care, rehabilitation, and prosthetic services; the pending caregiver expansion; integrating people with disabilities into government plans for responding to natural and man-made disasters; and overcoming challenges to accessing air travel.

PVA’s Members and Leadership Take Our Message to the Hill
Each year, our PVA Chapter leaders along with national leaders gather in Washington, DC for PVA’s annual Advocacy and Legislation Seminar. The Seminar brings these PVA advocates to the nation’s capital for briefings on critical issues important to PVA members. This year, Seminar sessions highlighted two PVA priority areas: expanding the VA Comprehensive Family Caregiver Program to assist family members of veterans with service-connected illnesses, and making further improvements to the Air Carrier Access Act to build on the successful legislation that passed in 2018. Attendees also got to hear from House Veterans Affairs’ Committee Chairman, Mark Takano (D-CA), who joined us as the keynote speaker. During the week, our leaders also visit with their congressional representatives to urge support for legislation addressing these issues.
PVA Focuses on Improving Air Travel for People with Disabilities

Traveling by plane can be hectic, stressful and full of challenging moments for the average person but just imagine if you are a person with a disability—the challenges then become tenfold. From wheelchair damage, to lack of accessible restrooms on aircrafts, to restrictions on traveling with service and emotional support animals, Paralyzed Veterans of America is working every day to address these issues and improve the overall air travel experience for all people with disabilities.

In July 2018, PVA along with PVA National Treasurer and member Tom Wheaton, filed a lawsuit against the Department of Transportation (DOT) for its delay in issuing a proposed rule that would improve the accessibility of aircraft lavatories for passengers with disabilities. In 2016, PVA worked with Congress to ensure inclusion of a requirement in a 2016 Federal Aviation Administration (FAA) extension bill for DOT to issue a supplemental notice of proposed rulemaking on this and other Air Carrier Access Act issues by July 2017. DOT missed this deadline and has taken little action to date to move forward with this important rule. PVA’s suit was filed in the 10th U.S. Circuit Court of Appeals by Democracy Forward.

Democracy Forward also represented PVA in our lawsuit against DOT for the rollback of a rule requiring domestic airlines to track and report data on lost and damaged wheelchairs and scooters. Thanks to our ongoing efforts, the DOT’s Air Travel Consumer Report now includes the number of wheelchairs and scooters enplaned and mishandled by airlines. This new information has been long-sought by disability rights organizations, led by Paralyzed Veterans of America, whose members say damaged equipment is one of their most common travel hassles.

PVA also endorsed the Air Carrier Access Amendments Act of 2019 (S. 669 / H.R. 1549), introduced by Senator Tammy Baldwin (D-WI) and Representative Jim Langevin (D-RI). This legislation continues their commitment to ensure that passengers with disabilities are treated with dignity and provided equal access to air travel. S. 669 has been referred to the Senate Committee on Commerce, Science, and Transportation. Meanwhile H.R. 1549 has been referred to the Subcommittee on Aviation, House Committee on Transportation and Infrastructure.

The legislation includes an entire subsection devoted to improving the air travel experience of passengers with disabilities. Specific provisions in the bill include:

- A study of airport accessibility and airline training policies, including any best practices that go beyond the requirements of current civil rights laws.
- A determination of the feasibility of in-cabin wheelchair restraint systems that allow passengers to fly while seated in their wheelchairs.
- An increase in the civil penalties that may be assessed by DOT for violations of the Air Carrier Access Act that result in injury to a passenger with a disability or damage to a passenger’s wheelchair or other mobility aid.

The legislation also includes provisions aimed at modernizing the Transportation Security Agency (TSA). Specifically, TSA must work in consultation with disability and veterans organizations to revise their training requirements. TSA also has enhanced reporting requirements on issues such as the wait times for same gendered assistance to complete the screening process for passengers with disabilities.
Protecting Social Security

Social Security is the most important source of retirement income for four out of five seniors. It serves over nine million veterans and their families, including over one million veterans with disabilities. PVA is actively working to protect and improve Social Security. We have endorsed the Social Security 2100 Act (H.R.860), legislation that was introduced in January 2019 by Representative John Larson (D-CT), Chairman of the House Ways and Means Social Security Subcommittee, because of the important improvements it makes to the program, from setting a more realistic cost-of-living-adjustment, cutting taxes on benefits for almost 12 million beneficiaries and making long overdue adjustments in the financing mechanisms for the system. The last major overhaul of Social Security was in 1983 and the significant changes made then enabled the system to pay benefits well into this century.

PVA Deputy Executive Director Shaun Castle testified before the House Ways and Means Social Security Subcommittee at a hearing in April 2019 exploring legislative proposals to strengthen and preserve the Social Security system.

In its written testimony, PVA stressed the importance of Social Security to veterans currently receiving benefits – whether retirement or disability – and noted that veterans and their families comprise over one-third of the beneficiary population. Castle relayed his personal story about the positive impact that Social Security Disability Insurance had on his life and outlined PVA’s support for the Social Security 2100 Act.

“I am an honorably discharged veteran who sustained a spinal cord injury after military service and - as a result – my wife and I rely on Social Security Disability Insurance [roughly $1100/month] as the main source of support for the family. Further cuts will just make that worse.”

– David T, U.S. Army Veteran
#PVAUnstoppABLE

ARCHITECTURE
ARCHITECTURE

At Paralyzed Veterans of America, we promote state-of-the-art healing facilities for spinal cord injured veterans at VA hospitals, as well as barrier-free environments around the country for all people with disabilities. To accomplish this, we employ on-staff architects who work directly with Department of Veterans Affairs and design teams throughout the design and construction of spinal cord injury centers across the country. Nationally, PVA’s architecture program has brought about positive change in design beyond our work with the VA. We are also strong advocates for accessible design in the building and construction industries. Our architects are frequently asked to consult on accessibility standards and building codes, and to work with cities and municipalities to improve access to facilities and transportation systems. They also help advance accessible design through teaching, public speaking, seminars and publications that deal with accessibility issues and approaches which eliminate barriers in the built environment.

DID YOU KNOW?

Each year, PVA architects give presentations on accessible home design at Abilities Expos around the country. The Abilities Expo takes place around the country annually and is the one show dedicated to educating and improving the lives of Americans with disabilities. This past year, our architects presented to hundreds of people at Abilities Expos in Los Angeles, New York, Chicago and Boston.

In FY19, PVA Architecture assisted over 50 homeowners, building owners, architects, and contractors requesting help on their design and construction projects in order to improve accessibility for themselves or others with disabilities.
PVA Member and Architecture Student Learns from Staff Architects

PVA member Thomas Martineau shadowed PVA architects and also met with the our medical services team, employment department, and communications and government relations departments to gain a comprehensive understanding of PVA’s mission. Martineau is currently a student in the school of architecture at the University of South Florida and is interested in pursuing a career in accessible design and advocacy.

Denver SCI/D Center Opening

PVA architects were primary advisors to the VA Office of Construction & Facilities Management and design team throughout the development of the new Denver SCI/D Center. The 25th VA SCI/D Center was completed and opened for patients in early 2019.

Barrier-Free America Award

Each year Paralyzed Veterans of America recognizes innovative, accessible design for public spaces that demonstrate the importance of equal access with its Barrier-Free America Award. Our 2019 award was presented to Karen Goering of the Missouri Historical Society and Mackey Mitchell Architects for their extraordinary efforts in making Soldiers Memorial Military Museum and the Court of Honor a wonderful place for visitors of all ages and abilities.
Grab Bars

Making your bathroom accessible requires wall-mounted grab bars that are properly located, configured and sized to assist you with maintaining balance, sitting or rising and transfer from your wheelchair.

Grab bars are typically installed 1½ inches from the adjacent wall to provide a space wide enough for your hand to grab the bar but narrow enough to prevent your hand from inadvertently slipping between the wall and bar. If you live with family or caregivers, you may consider installing toilet grab bars that can fold out of the way when not in use.

Configurations

Straight grab bars can be mounted in horizontal, vertical or diagonal configurations.

L-shaped bars combine continuous vertical and horizontal components, or you can achieve the same effect with separate vertical and horizontal straight bars. The continuous L-shaped bar offers the ability to slide along the entire length during movements.

Mounting Locations

There are no hard-and-fast rules regarding the optimum grab bar locations. The best location is determined by the bar’s intended use and your capabilities.

For instance, a child’s grab bar is installed much lower than one for an adult. Similarly, a grab bar for a standing bather would be mounted higher than one intended for a seated bather. It’s helpful if the location of each grab bar can be tested and adjusted to the optimal position.

One method to finalize mounting locations is to mark on the wall where you can comfortably reach while you’re in various positions that’ll be required during bath, shower or toilet use. These marks will help inform the size, location and position of each grab bar.

L-shaped bar can provide a grab bar where needed. But it may create a tripping hazard. Specialized bathing equipment such as shower chairs or bath tub benches often include integral grab bars to assist you with transferring or sliding across the seat.

Our architects also provide expert guidance around residential accessibility improvements through a regular column called Around the House in PVA’s magazine, PN. Over the past year we’ve covered various topics including: planning basics for accessible bathrooms; selecting and installing grab bars; choosing the right doors; and selecting residential windows. We also regularly provide expertise on these topics to our members through our PVA Member Newsletter.
#PVAUnstoppABLE

RESEARCH & EDUCATION
RESEARCH & EDUCATION

Every year, more than 12,000 people in the United States sustain a spinal cord injury. A spinal cord injury changes a person’s life in an instant, but with advances in technology and health care being made every day, individuals with spinal cord injury or disease are living longer and with a better quality of life.

Paralyzed Veterans of America supports research, educational programs, and other initiatives that unite people and activities toward a single mission: improved quality of life for everyone with spinal cord injury or disorders (SCI/D), and diseases like multiple sclerosis (MS) and amyotrophic lateral sclerosis (ALS).

Research Foundation

The results of research impact every aspect of our lives, in the food we eat, the work we do, technology we use and in the ways that we maintain our health.

The PVA Research Foundation funds scientists who conduct research to improve the lives of veterans and others living with SCI/D, as well as diseases like MS and ALS. These scientists address significant problems that impact our lives and develop new strategies to ameliorate them. Some strategies become clinical protocols and guide best practices, others are used to guide additional research efforts. All have the potential to be life changing for veterans and others living with SCI/D, their caregivers and health care partners.

In 2019, the PVA Research Foundation funded more than $500,000 in grant projects across the country and Canada that are addressing important problems and have the potential to change lives.
Education Foundation

Education is the key that unlocks the world. While information is important, education allows one to access, understand and use information effectively. Too often, individuals with new spinal cord injuries are bombarded with information from many different sources, but need help in sorting through it, accessing it and determining how to use it to improve the quality of their lives and those of their families and caregivers.

The mission of the PVA Education Foundation is to fund innovative educational projects that enhance the quality of life for individuals with SCI/D and/or increase the knowledge and effectiveness of health professionals in the SCI/D community.

In 2019, the Education Foundation funded over $300,000 in grants to meet this mission. The projects funded vary broadly in topic and scope, but each will have an impact in moving information to education for those who participate, and ultimately help improve the quality of life for veterans and others living with SCI, as well as their families and caregivers.

RESNA and ISO Wheelchair Standards Leadership, Beneficial Designs

Peter Axelson, PI

PVA member, Peter Axelson of Beneficial Designs, represents PVA in numerous efforts on the Rehabilitation Engineering and Assistive Technology Society of North America (RESNA) Standards Committee on Wheelchairs (WCS). He presently serves as secretary of the Committee. Efforts this past year included completing all of the technical editing to both volumes of RESNA WC Standards. Every five to 10 years, the wheelchair standards must be updated and revised to keep up with the new technology that goes into manual and powered wheelchairs including scooters.

Axelson is also the chair of the Assistive Technology for Air Travel Committee. Other leadership for this committee includes Airlines for America and a major wheelchair manufacturer. Many other disability organizations are participating in this work including PVA, National Council on Independent Living, National Disability Rights Network, Muscular Dystrophy Association, United Spinal Association, and the Christopher and Dana Reeve Foundation. The VA, U.S. Access Board, Muscular Dystrophy Association, United Spinal Association, and the Christopher and Dana Reeve Foundation are other participants in this work.

Regarding adaptive sports equipment, a new section related to chairlift restraints was approved by the Adaptive Sports Equipment Committee. This technology is designed to keep skiers who are prone to seizures from falling off of chair lifts. This section will accompany the primary section of the standard that covers safety and performance standards for sit-skis, mono-skis and bi-skis that are used by adaptive ski programs all over the country.

Human Engineering Research Laboratories (HERL), University of Pittsburgh

Dr. Rory Cooper, PI

The Human Engineering Research Laboratories (HERL), a partnership between the University of Pittsburgh and the US Department of Veterans Affairs, is a multi-school center housed within the VA Pittsburgh Healthcare System and School of Health and Rehabilitation Sciences including faculty, staff, and students from various schools across campus to include Medicine and Engineering. Faculty, researchers, engineers, students, and partners work together to continuously improve the mobility and function of people with disabilities through advanced engineering in clinical research and medical rehabilitation. Through the support of critical partners such as the Paralyzed Veterans of America, HERL aims to create a world where all people with disabilities have unencumbered mobility and function so that they can fully participate in and contribute to society.

PVA grant funding has been been applied to several exciting research initiatives in technology to improve mobility and function, including: development of TRANSKINNECT for transfer assessment; relationship between movement detected by activity monitors and functional mobility; development of the Mobility Enhancement Robotic Wheelchair (MEBoT); and identifying unmet wheelchair related needs and the future of mobility technology.

Clinical Practice Guidelines

In addition to our Research and Education Foundations, PVA publishes Clinical Practice Guidelines (CPG) which provide recommendations for healthcare specialists based on evidence-based research developed by the Consortium for Spinal Cord Medicine. Paralyzed Veterans of America administers and provides financial support for the Consortium. Our CPGs and companion Consumer Guides are available in print, as interactive eBooks, or as free downloaded PDFs. Thousands of copies of the CPGs and Consumer Guides are disseminated each year throughout the world helping to educate both clinicians and consumers.

This past year, we developed a Consumer Guide and four new CPGs (one currently in production):

<table>
<thead>
<tr>
<th>CPG Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management of Neurogenic Bowel Dysfunction in Adults after Spinal Cord Injury</td>
<td>Management of bowel dysfunction in adults with spinal cord injury.</td>
</tr>
<tr>
<td>Management of Mental Health Disorders, Substance Use Disorders, and Addictions in Adults with Spinal Cord Injury</td>
<td>Management of mental health disorders and substance use disorders in adults with spinal cord injury.</td>
</tr>
<tr>
<td>Prevention and Management of Pressure Ulcers</td>
<td>Prevention and management of pressure ulcers.</td>
</tr>
</tbody>
</table>

Human Engineering Research Laboratories (HERL), University of Pittsburgh

Dr. Rory Cooper, PI

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Center for Neuroscience and Regeneration Research, Yale University

Dr. Stephen Waxman, PI

Chronic pain is common among veterans with poly-trauma, traumatic nerve injury, and traumatic limb amputation. Current treatments for chronic pain are often ineffective or only partially effective, and the widespread use of opiates in the treatment of chronic pain has led to devastating consequences for individuals and for society at large.

Treatments for pain that are safer, more effective, and without addictive potential are urgently needed. Evidence from studies that include rare and common human pain disorders has strongly implicated peripheral voltage-gated sodium channels in chronic pain. This has propelled the field to develop treatments that safely target voltage-gated sodium channels in peripheral sensory neurons, while avoiding central nervous system effects such as the potential for addiction prevalent in current treatments.

Some highlights of our accomplishments in this area include: treatments for neuropathic pain; a successfully customized genetically guided pharmacotherapy for pain; pursuit of the goal of identifying “pain resilience” genes that lessen susceptibility to chronic pain in the general population; and identifying new targets for more effective treatment of neuropathic pain after traumatic brain injury.

Paralyzed Veterans of America

FY19 Annual Report
The 2018 PVA Healthcare Summit and Expo was held in Dallas, August 28-30, 2018. Nearly 900 participants including 526 physicians, pharmacists, nurses, therapists, psychologists, social workers and other health care professionals attended the annual educational conference for clinicians who specialize in SCI/D, MS and ALS health care.

This year, in addition to our 3-day curriculum, we offered three pre-conference institutes that attracted nearly 200 participants. We were honored to have the Secretary of the Department of Veterans Affairs, Robert Wilkie, address the Summit attendees and one of the main lectures was given on the timely topic: Opioids and the Prescribing Pendulum. In the Balance, Skilled and Compassionate Pain Management.

The Summit also features an Expo during the first two days that showcases the latest products, medications, adaptive equipment and other resources available to those living with SCI/D, MS or ALS.

“"The Summit is innovative, educational and informative."" - Carly Wagner, NP
## FY19 Financial Highlights

### Statement of Financial Position as of June 30, 2019*

($ in the thousands)

<table>
<thead>
<tr>
<th>Assets</th>
<th>Liabilities</th>
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<tr>
<td>Cash and cash equivalents</td>
<td>Accounts payable and accrued expenses</td>
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<td>$4,662</td>
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<td>Contributions and accounts receivable</td>
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<td>Prepaid expenses</td>
<td>Net Assets</td>
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<td>$1,329</td>
<td>Without donor restriction</td>
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<tr>
<td>Investments</td>
<td>With donor restriction</td>
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<tr>
<td>$51,455</td>
<td>$60,154</td>
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<tr>
<td>Property and equipment</td>
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<td>$5,662</td>
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<tr>
<td>Total Assets</td>
<td>Total Liabilities and Net Assets</td>
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<td>$71,696</td>
<td>$71,696</td>
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</table>

### Statement of Activities for the Year Ended June 30, 2019*

($ in the thousands)

<table>
<thead>
<tr>
<th>Revenue</th>
<th>Expenses</th>
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<tbody>
<tr>
<td>Public contributions</td>
<td>Program services</td>
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<tr>
<td>$75,315</td>
<td>$87,519</td>
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<tr>
<td>Legacies and bequests</td>
<td>Management and general</td>
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<tr>
<td>$12,716</td>
<td>$10,147</td>
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<tr>
<td>Contributed services</td>
<td>Fundraising</td>
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<tr>
<td>$41,967</td>
<td>$33,875</td>
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<tr>
<td>Investment income</td>
<td>Total Expenses</td>
</tr>
<tr>
<td>$3,445</td>
<td>$131,541</td>
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<tr>
<td>Other income</td>
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<td>$2,497</td>
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<tr>
<td>Total Revenue</td>
<td></td>
</tr>
<tr>
<td>$135,940</td>
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</table>

*Includes the consolidated financial information of Paralyzed Veterans of America, PVA Spinal Cord Research Foundation, and PVA Spinal Cord Injury Education and Training Foundation.

### Affiliated Entities

($ in the thousands)

<table>
<thead>
<tr>
<th>PVA Research Foundation</th>
<th>PVA Education and Training Foundation</th>
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</thead>
<tbody>
<tr>
<td>Total assets</td>
<td>Total assets</td>
</tr>
<tr>
<td>$4,196</td>
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<tr>
<td>Total liabilities</td>
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<tr>
<td>$569</td>
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<tr>
<td>Contributions from PVA</td>
<td>Contributions from PVA</td>
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<tr>
<td>$733</td>
<td>$185</td>
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<tr>
<td>Contributions - Other</td>
<td>Contributions - Other</td>
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<tr>
<td>$147</td>
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<tr>
<td>Expenses</td>
<td>Expenses</td>
</tr>
<tr>
<td>$794</td>
<td>$396</td>
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</table>
FY 19 TOTAL PROGRAM EXPENSES: $87,519
($ in the thousands)

- Public Education & Awareness: $56,857
- Membership & Benefits Services: $24,021
- Research & Professional Education: $2,679
- Sports & Recreation: $1,985
- Legislation & Advocacy: $1,977

**Public Education & Awareness:**
Our Public Service Announcements (PSAs) and communications campaigns help educate the public about the challenges veterans and all people with disabilities face, and learn about the resources that are available to them.

**Membership & Benefits Services:**
We provide support to our local Chapters through grants; support our National Service Offices that provide free benefits assistance; provide veteran and employment training services; and provide disaster relief funds and educational publications.

**Research & Professional Education:**
PVA invests in research and education to advance the care of individuals with SCI/D, MS and ALS through our Healthcare Summit and Research and Education Foundations.

**Legislation & Advocacy:**
PVA advocates year-round for the rights of all veterans and people with disabilities, works to strengthen the ADA and ACA and advocates for things like accessible design in public spaces.

**Sports and Recreation:**
We provide year-round adaptive sports opportunities to disabled veterans to help in their rehabilitation and recovery.
<table>
<thead>
<tr>
<th>Region</th>
<th>Director</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arizona</td>
<td>Gordon H. Moye</td>
</tr>
<tr>
<td>Bay Area &amp; Western</td>
<td>Reese Levasseur</td>
</tr>
<tr>
<td>Bayou Gulf States</td>
<td>Cheryl Lewis</td>
</tr>
<tr>
<td>Buckeye</td>
<td>Doug Beckley</td>
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<tr>
<td>Cal-Diego</td>
<td>Jim Russell</td>
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<tr>
<td>California</td>
<td>Jose Reynoso</td>
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<tr>
<td>Central Florida</td>
<td>Craig Enenbach</td>
</tr>
<tr>
<td>Colonial</td>
<td>Ann Adair</td>
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<td>Florida</td>
<td>Joseph Del Vecchio</td>
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<td>Florida Gulf Coast</td>
<td>Stephen Bush</td>
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<tr>
<td>Gateway</td>
<td>Stanley Brown</td>
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<tr>
<td>Great Plains</td>
<td>Dave Nelson Jr.</td>
</tr>
<tr>
<td>Iowa</td>
<td>Kenneth Lloyd</td>
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<tr>
<td>Kentucky-Indiana</td>
<td>Roy Gray</td>
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<td>Keystone</td>
<td>Bill Jakovac</td>
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<tr>
<td>Lone Star</td>
<td>Jack Hasenyager</td>
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<tr>
<td>Michigan</td>
<td>Bob Vance</td>
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<tr>
<td>Mid-America</td>
<td>Hodge Wood</td>
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<tr>
<td>Mid-Atlantic</td>
<td>Jeffrey Dolezal</td>
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<tr>
<td>Mid-South</td>
<td>Cindy McIntosh</td>
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<tr>
<td>Minnesota</td>
<td>Ken Klein</td>
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<td>Mountain States</td>
<td>Michael Solano</td>
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<td>Michael Olson</td>
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<td>Mike Partridge</td>
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<td>Oregon</td>
<td>Bill Gray</td>
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<td>Puerto Rico</td>
<td>Jimmy Torres</td>
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<td>Paul Stewart</td>
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<td>Texas</td>
<td>Anne Robinson</td>
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<td>Vaughan</td>
<td>Josue Cordova</td>
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<tr>
<td>West Virginia</td>
<td>Darrell Carrell</td>
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<tr>
<td>Wisconsin</td>
<td>Scott Griffith</td>
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</table>
# Paralyzed Veterans of America: National Office Executive Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Position and Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carl Blake</td>
<td>Executive Director</td>
</tr>
<tr>
<td>Shaun Castle</td>
<td>Deputy Executive Director</td>
</tr>
<tr>
<td>Cheryl Topping</td>
<td>Chief Financial Officer</td>
</tr>
<tr>
<td>Scott Pearl</td>
<td>Chief Development &amp; Marketing Officer</td>
</tr>
<tr>
<td>Leonard Selfon</td>
<td>General Counsel</td>
</tr>
<tr>
<td>Heather Ansley</td>
<td>Associate Executive Director of Government Relations</td>
</tr>
<tr>
<td>Peter Gaytan</td>
<td>Associate Executive Director of Veterans Benefits</td>
</tr>
<tr>
<td>Linda Blauhut</td>
<td>Deputy General Counsel</td>
</tr>
<tr>
<td>Jamie Rudert</td>
<td>Associate General Counsel, Appeals</td>
</tr>
<tr>
<td>David Fanning</td>
<td>Senior Director of Planned &amp; Strategic Gifts</td>
</tr>
<tr>
<td>Joe Badzmierowski</td>
<td>Director of Field Services</td>
</tr>
<tr>
<td>Hannah Buchholz</td>
<td>Director of Meeting Services</td>
</tr>
<tr>
<td>Arlene Campbell</td>
<td>Corporate Controller</td>
</tr>
<tr>
<td>Liz Deakin</td>
<td>Director of Communications</td>
</tr>
<tr>
<td>Lauren Lobrano</td>
<td>Director, PAVE Program</td>
</tr>
<tr>
<td>Cynthia Jean-Louis</td>
<td>Director of Human Resources</td>
</tr>
<tr>
<td>Mark Lichter</td>
<td>Director of Architecture &amp; Facilities</td>
</tr>
<tr>
<td>Amanda Milisits</td>
<td>Director of Medical Services</td>
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<tr>
<td>Stevan Miller</td>
<td>Director of Corporate Partnerships &amp; Strategic Alliances</td>
</tr>
<tr>
<td>Drew Stanecki</td>
<td>Director of Financial Services</td>
</tr>
<tr>
<td>Fabio Villarroel</td>
<td>Director of Sports &amp; Recreation</td>
</tr>
<tr>
<td>Cheryl Vines</td>
<td>Director of Research &amp; Education</td>
</tr>
<tr>
<td>Christi Hillman</td>
<td>Associate Director of Membership &amp; Volunteer Program</td>
</tr>
<tr>
<td>State</td>
<td>VA Regional Office</td>
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<tr>
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<tr>
<td>Alabama</td>
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<td>Arkansas</td>
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<td>Arizona</td>
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<td>California</td>
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<td>VA Medical Center</td>
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<td>Spinal Cord Injury Outpatient Clinic</td>
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<td>Illinois</td>
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<td>Mississippi</td>
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<td>Missouri</td>
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<td>North Dakota</td>
<td>SCI Outpatient Clinic/VA Regional Office</td>
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<td>VA Regional Office</td>
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<td>Spinal Cord Injury Center</td>
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</table>
OFFICE LOCATIONS

**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

**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
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

Spinal Cord Injury Center
VA Regional Office
Milwaukee, WI
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

South Dakota
North Central
Sioux Falls, SD

Tennesse
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

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Mission: ABLE Awards
The Access: ABLE Award
National Mobility Equipment Dealers Association (NMEDA)

The Employ: ABLE Award
USAA

The Sustain: ABLE Award
UPS

Barrier-Free America Award
Karen Goering, Missouri Historical Society and Mackey Mitchell Architects for Soldiers Memorial and Court of Honor

Speedy Awards
Member
Jim Russell

Posthumous
Terrance M. Tyna

President’s Award
Nevada Chapter

Corporate Patriot Award
Robert Rives

Individual Giving Patriot Award
Dr. and Mrs. Jerry Charley

PVA Healthcare Summit Clinical Excellence Awards
Physician Award
Ileana Howard, MD

Nurse Award
Judy Lim, DNP, RN, CRRN

Psychologist
Catherine Wilson, PsyD, ABPP

Therapist Award
Michele McKenzie, MA, RT

Social Worker Award
Elizabeth Pletcher, MSW, LSW

Dwain Taylor Volunteer Service Award
Member
Davis Celestine
Florida Gulf Coast Chapter

Non-Member
Belinda Kokendoffer
Mid-America Chapter

VA Volunteer Service Award
Lance Toguchi

Chapter Awards
John M. Price
Most Outstanding Chapter
Gateway Chapter

John M. Price
Most Improved Chapter
Vaughan Chapter

Sports and Recreation Award
Cal-Diego Chapter

Bob Webb Excellence in Newsletter Award
Cal-Diego Chapter

Chapter Website Award
Cal-Diego Chapter

Membership Development
Michigan Chapter

Annual Chapter Volunteer Service Award
Oregon Chapter