



American Legion Auxiliary



ACTION GUIDE

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OPENING STATEMENT



The American Legion Auxiliary and Operation Homefront share a mutual goal to support our military and veterans. We are pleased that Operation Homefront is part of the American Legion Auxiliary Call to Service Corps. In the spirit of mutual helpfulness, we have developed a statement of collaboration between the American Legion Auxiliary (ALA) and Operation Homefront (OH) and an action guide that provides opportunities for our members, volunteers and advocates to further support servicemembers, veterans and their families. Bringing together the dedication and commitment of the American Legion Auxiliary's nearly 800,000 members with direct services and emergency assistance programs organized through Operation Homefront will lead to tangible and morale benefits to those who serve our nation in the military.

We have prepared this action guide to assist American Legion Auxiliary units, departments and members and Operation Homefront chapters and supporters in easily connecting their interests, skills and resources to each other. This guide includes sections that identify whom Auxiliary members or Operation Homefront chapters should contact and when; detailed information on Operation Homefront programs that align with the American Legion Auxiliary Plan of Action; tools to assist with the preparation of ALA unit and department impact reports as well as Operation Homefront's quarterly case count reports; and lastly, a descriptive example of Auxiliary support for Operation Homefront programs.

The American Legion Auxiliary and Operation Homefront are equally proud of their contributions toward the practical and emotional well-being of servicemembers, veterans and their families. We look forward to learning about and celebrating the additional commitments, wonderful experiences and shared successes resulting from enhanced collaboration between the American Legion Auxiliary and Operation Homefront and our state and local affiliates.



Statement of Collaboration

between

American Legion Auxiliary and Operation Homefront

About the American Legion Auxiliary:

The American Legion Auxiliary (ALA) is the world's largest patriotic women's service organization. With a membership at nearly 850,000, local American Legion Auxiliary units have a strong presence in more than 9,500 communities nationwide. The American Legion Auxiliary's mission to serve veterans, their families and their communities is carried out through its hundreds of outreach programs delivered by its members, volunteers and National Headquarters. To learn more about the American Legion Auxiliary, go to www.ALAforVeterans.org.

About Operation Homefront:

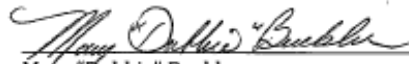
Operation Homefront (OH) and its subsidiary Army Homefront Fund provide emergency financial and other assistance to the families of our servicemembers and Wounded Warriors. A national nonprofit, Operation Homefront leads more than 4,500 volunteers across 25 chapters and has met more than 400,000 needs since 2002. A four-star rated charity by watchdog Charity Navigator, Operation Homefront has also earned the prestigious American Institute of Philanthropy (AIP) "A" rating. For more information about Operation Homefront, please visit us at www.operationhomefront.net.

Collaboration Purpose and Prospective Activities:

To further our shared purpose of increasing general public and volunteer support for U.S. veterans, servicemembers and their families, the American Legion Auxiliary and Operation Homefront will undertake mutually beneficial collaborative actions that generate and sustain awareness of and participation in our organizations' respective programs and services. To foster or strengthen joint actions, we will encourage:

- Increasing public awareness about how the American Legion Auxiliary and Operation Homefront support veterans, servicemembers and their families through our respective communications media.
- Co-organizing, promoting, and implementing joint service events on national days of service.
- Referring our members and service users to each other's programs and activities when appropriate.
- Contributing knowledge and advice as new programs and services for veterans, servicemembers, and their families are being developed by our respective organizations.

- Communicating the purpose of the ALA/OH collaboration to our affiliates, members, and volunteers to inspire action at the state, local, and individual levels.
- Assisting ALA Departments and Units and OH Chapters in undertaking service projects and activities for veterans, servicemembers, and their families through OH and ALA programs, as suggested in the ALA Annual Plan of Action, by:
 - a. Matching ALA Departments and Units and OH Chapters with shared interest in supporting each others' programs and services;
 - b. Providing ALA Departments and Units and OH Chapters tools to support their joint implementation of programs and services; and
 - c. Connecting ALA Departments and Units and OH Chapters to OH and ALA programs and services organized and delivered directly by their national headquarters;
- Recognizing ALA Departments and Units and OH Chapters for joint activities and accomplishments.
- Identifying volunteer opportunities for ALA members and OH volunteers to sustain and care for veterans, servicemembers and their families through participation in each other's programs.
- Connecting deserving active duty women servicemembers with ALA units, in order for the Units to honor their service, such as through the Active Duty Servicewomen of the Year Award.
- Recommending deserving military children and youth to OH in order for OH to recognize their service and sacrifice through the Military Child of the Year Award.


 Mary "Dubble" Buckler
 Executive Director/National Secretary
 American Legion Auxiliary


 Jim Knotts
 President and Chief Executive Officer
 Operation Homefront

Date: _____

Date: 8/18/2011

INTRODUCTION TO THE AMERICAN LEGION AUXILIARY

The American Legion Auxiliary is the world's largest women's patriotic service organization, with nearly 800,000 members. To be eligible for membership, a woman must have a close relative who served the United States military during a time of war; if that relative is living, he or she must be a member of The American Legion, the nation's largest war-time veterans organization. Women who have served in the military in times of war are eligible for ALA membership in their own right.

The American Legion Auxiliary, founded in 1919, has the following mission: "In the spirit of service, not self, the mission of the American Legion Auxiliary is to support The American Legion and to honor the sacrifice of those who serve by enhancing the lives of our veterans, military, and their families, both at home and abroad. For God and Country, we advocate for veterans, educate our citizens, mentor youth, and promote patriotism, good citizenship, peace, and security."

The beneficiaries of ALA programs over its history are incalculable. They include disabled, hospitalized and homeless veterans; families of military servicemembers deployed to conflict zones and serving stateside; girls and boys with educational and health care needs; community members across the nation, including low-income persons for whom ALA units conduct community service projects daily; and our volunteers and their husbands, parents, siblings, children and other relatives who have served our great nation.

Members of the American Legion Auxiliary's 9,500 local units in the U.S. and 11 foreign countries work in practical, hands-on ways to serve nearly 1 million veterans each year. They raised or spent more than \$10 million and contributed 1.9 million hours of service to help veterans and military families from 2010 to 2011. Another 2.1 million hours per year go toward community service activities that advance the ALA's mission. Those hours are the equivalent of more than 3,000 full-time employees. Other levels of the organization include state departments and national officers and committees, as well as a professional staff at the American Legion Auxiliary National Headquarters in Indianapolis, Ind.

ALA Junior members are girls age 17 or younger, and they volunteer a combined 100,000 service hours each year. The Junior Patch Program teaches its participants about serving veterans and rewards volunteer efforts. Juniors may apply for nearly \$1 million in annual scholarships.

Marquee American Legion Auxiliary programs include ALA Girls State and ALA Girls Nation. Together, the programs attract more than 20,000 participants each summer for experiential learning about state and federal government. The Poppy program raised more than \$3 million in donations for veterans programs in 2010-2011 by distributing paper poppies hand-crafted by veterans. The ALA is the fourth largest provider of volunteers to the U.S. Department of Veterans Affairs through its VA Voluntary Service program. The ALA is a national co-presenter of the National Veterans Creative Arts Festival, which is comprised of talent competitions in art, creative writing, dance, drama and music for veterans treated in the VA national health care system. The Auxiliary Emergency Fund awards grants to members in financial crisis because of natural disasters or other emergencies.

Auxiliary members also donate flags to servicemembers and schools, assemble "hero packs" for military children, send care packages to troops and wounded warriors and hold stand downs to provide veterans with personal services and necessities. ALA also accomplishes its mission by encouraging its members to support organizations with similar missions, such as Operation Homefront, USO and Operation: Military Kids.

Additional information about the American Legion Auxiliary may be found at www.ALAforVeterans.org.

INTRODUCTION TO OPERATION HOMEFRONT

Operation Homefront was formed in February 2002 and is a 501(c)(3) nonprofit organization with a mission to provide emergency financial and other assistance to the families of our servicemembers and wounded warriors.

Operation Homefront was established to support the families of deployed servicemembers immediately following 9/11. Headquartered in San Antonio, Texas, today OH provides services to military families across the nation with 23 chapters serving 32 states. The national office provides case management services in states that do not have their own chapters. The majority of clients are the lowest-paid servicemembers; E-1 through E-6 enlisted ranks.

VISION

Through generous, widespread public support and a collaborative team of exceptional staff and volunteers, Operation Homefront aspires to become the provider of choice for emergency financial and other assistance to the families of our servicemembers and wounded warriors. Where there is a need we do not provide, Operation Homefront will partner with others for the benefit of our nation's military families.

KEY SERVICES

Operation Homefront provides direct services to alleviate a military family's or individual's actual/complete emergency financial burden, as well as counseling and/or recovery support. Emergency financial assistance, which an applicant receives within 24 to 72 hours of request, is in the form of checks paid directly to mortgage lenders, auto mechanics, contractors, hospitals, doctors, dentists and other providers. Our key services include the following:

- Financial assistance for services such as rent and utilities;
- Emergency food;
- Emergency home repairs;
- Critical baby items such as formula, food and diapers;
- Travel and transportation assistance;
- Appliance repair and replacement;
- Furniture;
- Essential home items;
- Moving and relocation assistance;
- Morale donated Items;
- Health care assistance for medical, dental and vision care;
- Auto assistance for repair and financial assistance for insurance;
- Child and dependent care;
- Community outreach and service events;
- Operation Homefront Villages (wounded warrior transitional family housing); and
- Military Child of the Year Award.

Additional information about Operation Homefront may be found at www.OperationHomefront.net.

OVERVIEW OF GUIDE

This action guide is designed for those of our respective affiliates that have chosen to collaborate or are considering collaboration. There are two general ways that our affiliates may collaborate: (1) committing volunteer time and talent to community-based Operation Homefront chapters and (2) making supplies and materials contributions to community-based Operation Homefront chapters or Operation Homefront national programs. Operation Homefront and the American Legion Auxiliary will work together to ensure that their chapters' and members' contributions of time, talent and in-kind resources to each other are recognized as gifts from each organization.

Collaboration with Operation Homefront affords the American Legion Auxiliary the opportunity to accomplish its mission through the extensive program capacity of Operation Homefront, and to introduce itself to the active military population to which Operation Homefront provides its services. By supporting Operation Homefront programs, the ALA accomplishes objectives within its Plans of Action for the National Security, Children & Youth and Community Service Committees. Of course, Auxiliary members are always encouraged to first meet the unit's or department's commitments to the Auxiliary's own mission outreach programs before considering making a contribution to Operation Homefront. Remember, however, that volunteer hours to Operation Homefront may fulfill volunteer service hours to the ALA – a win-win for both organizations.

Collaboration with the ALA provides Operation Homefront the opportunity to accomplish its mission of providing assistance to military families across the United States. Operation Homefront is a very active and fast-paced organization providing many services to military families. Due to budget constraints and limited staffing, Operation Homefront has to rely on collaborators like ALA to ensure they can continue to accomplish their goals and objectives. Volunteer hours committed to Operation Homefront by ALA members allow us to provide ongoing support at a pace Operation Homefront could not continue otherwise. ALA member volunteers are critical to the organization's success.

While participation in each others' programs as chapters is encouraged, ALA and Operation Homefront also encourage action by their individual members and supporters. Do not forget, each person can make a difference in the life of a veteran, servicemember and/or their family. For example, volunteer opportunities available through Operation Homefront may fulfill the ALA's voluntary service requirements for field or home service and provide service opportunities for members of all ages, as well as all Legion Family members. Individual ALA members are urged to report this information on their Annual Impact Report using the easy-to-use tracking sheets available on the ALA's website. An Operation Homefront volunteer may wish to join The American Legion family, if they are eligible for membership, and take part in the many volunteer opportunities the Legion Family makes available to its members.

HOW TO FIND EACH OTHER

WHO DO I CONTACT?

AUXILIARY MEMBERS CONTACTING OPERATION HOMEFRONT

I WANT TO...	LOCAL OPERATION HOMEFRONT CHAPTER	OPERATION HOMEFRONT NATIONAL OFFICE
Locate my local Operation	Visit	If you do not have access to a

Homefront chapter.	<p>www.operationhomefront.net/map.aspx. Enter your ZIP code in the text box next to “To Get Assistance Find Your Local Chapter”.</p> <p>The search will return a phone number and email address for the chapter that serves your area or the national office.</p> <p>Additional contact information can be located by clicking “Visit This Chapter”. Once redirected to the chapter’s site, click on “Contact Us” in the upper right side of the page.</p>	computer, contact Operation Homefront’s Volunteer Coordinator. Contact information provided below.
Volunteer with my local Operation Homefront chapter.	<p>Using the <i>Locate my local Operation Homefront chapter</i> step above, proceed with clicking “Visit This Chapter” to redirect you to the chapter’s site.</p> <p>Click on the “Get Involved” tab (the farthest-right tab on the menu bar).</p> <p>Review the potential list of volunteer opportunities by clicking on “Current Volunteer Opportunities” on the left side of the screen. To apply or express interest in any of these opportunities:</p> <ul style="list-style-type: none"> • Select “Click here to apply.” after any description, or • Select “Volunteer Interest Form” on the left side of the screen. <p>Fill out the Volunteer Interest Form, and the Operation Homefront chapter will contact you.</p>	
Collaborate with Operation Homefront chapter.	<p>Using the <i>Locate my local Operation Homefront chapter</i> step above, contact the chapter and ask to speak with the chapter’s president.</p> <p>If the search does not locate a Operation Homefront chapter near you, please see <i>What do I do if there is not a Operation Homefront chapter in my area?</i></p>	
Organize existing Operation Homefront programming in my		Consider becoming a Community Liaison. For more information about

community, when an Operation Homefront chapter is not nearby.		this process or to sign up, please contact the Volunteer Coordinator. Contact information provided below.
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Operation Homefront
 Volunteer Coordinator
 8930 Fourwinds Drive, Suite 340
 San Antonio, TX 78239
 P: (800) 722-6098
 info@OperationHomefront.net

OPERATION HOMEFRONT CHAPTERS CONTACTING AUXILIARY MEMBERS

I WANT TO...	LOCAL ALA UNIT OR DEPARTMENT HEADQUARTERS	ALA NATIONAL HEADQUARTERS
Locate my local American Legion Auxiliary unit or department.	Visit www.ALAforVeterans.org . Hover over "Contact Us" and click on "Department (State) Headquarters". Select your state from the alphabetical list on the left or the map in the middle of the page. When the page loads, contact information will appear on the right-hand side. The department headquarters' staff can help identify the unit(s) closest to the chapter. If you are getting contact information for a local unit, be sure to ask for the unit's president or national security chairman's contact information.	
Collaborate with a local American Legion Auxiliary unit or department.	Using the <i>Locate my local American Legion Auxiliary unit or department</i> step above, identify your local unit's or department's contact information. Should you wish to collaborate with your department's headquarters, when contacting the department, ask to speak with the department secretary.	

American Legion Auxiliary Washington DC Office
 National Security Program Coordinator
 1608 K St NW
 Washington, DC 20006
 P: (202) 263-2999
 nationalsecurity@ALAforVeterans.org

WHAT DO I DO IF THERE IS NOT AN OPERATION HOMEFRONT CHAPTER IN MY AREA?

Currently, there are more than 25 Operation Homefront chapters in the United States serving 32 states. If you do not have an Operation Homefront chapter in your area, we encourage you to contribute to a collaboration project(s) out of Operation Homefront's National Office to assist your local servicemembers serving abroad and their families. Please contact Operation Homefront using the contact information provided in *Who do I contact?*

WHAT DO I DO IF THERE IS NOT AN AMERICAN LEGION AUXILIARY UNIT IN MY AREA?

While Auxiliary units are in more than 9,500 communities throughout the United States, there may not be an Auxiliary unit near your chapter. If there is not a unit near you, use the steps outlined in *Who do I contact?* and ask the member of the department headquarters' staff for the contact information for either the district or county's president closest to your chapter. A district or county, depending on the state's structure, is a group of ALA units in a geographical area that work together as an extension of the department headquarters. Additionally, if your chapter covers area in more than one state, reach out to these overlapping ALA department headquarters as well.

SUGGESTED COLLABORATION ACTIVITIES

The American Legion Auxiliary and Operation Homefront suggest the following mission outreach projects as potential activities for unit, department and member collaboration:

1. Homefront Celebrations: Homefront Celebrations are designed to give military spouses a lovely-evening-out experience with a catered meal, inspirational speaker, door prizes and a fabulous goody bag! The night is designed to be a relaxing, luxurious event for military spouses. The goal is for them to enjoy a night off from the pressures of life, children and military service and, instead, focus on themselves and making new friends.
2. Wounded Warrior Wives Retreat: Two-day retreats are for members of the Wounded Warrior Wives program who serve as a caregiver to a wounded, ill or injured servicemember. These retreats offer female caregivers information on caregiver fatigue, co-dependency, anxiety and medical care, as well as provide them with tools and information on how to focus on themselves
3. Home Repair: Owning a home can come with expensive repairs. Deployed or injured servicemembers can receive assistance through this Operation Homefront program for unexpected, routine home repair. Additionally, this program also provides home modifications, as needed, to injured servicemembers.
4. Essential Home Items: Operation Homefront provides essential home items to military families in need, such as mattresses for wounded warriors with medical needs, refrigerators, stoves, washers, dryers and car seats.
5. Morale Donated Items: Operation Homefront coordinates donations made by the community to provide assistance to military families. Operation Homefront provides new and gently used furniture and appliances, household necessities and baby items as they are donated.
6. Morale Holiday Programs: Operation Homefront works to boost the morale of military families. Morale programs differ from chapter to chapter, but include engaging the local communities to help provide military families with Easter baskets, backpacks filled with school supplies, holiday meals, Holiday Adopt a Family, holiday toy distributions and baby showers.
7. Participate in Community Events: Operation Homefront sponsors local events every year. Some events are held to raise awareness, while others may be held to raise money for local causes. Community events consist of air show booths, "Salute our Troops" concerts, Freedom Walks and Yellow Ribbon Events.
8. Volunteer with Operation Homefront Chapters: There are more than 25 Operation Homefront chapters in the United States. Chapters may have onsite food lockers, household items distribution centers and case workers on site for onsite applications for assistance. Many volunteer opportunities exist.
9. Make Referrals to Operation Homefront Financial Assistance Programs: Operation Homefront provides emergency financial assistance for: rent or mortgage payments; utilities; home repairs; essential home items; auto payments and insurance; auto repairs; travel and transportation assistance for bereavement or medical care; moving or relocation; child and dependent care during illness or surgery; critical baby items like formula, diapers and baby wipes; food, emergency health care and vision services. Auxiliary members can refer eligible servicemembers and their families to Operation Homefront.
10. Connect Recipients Of Homes On The Homefront To The Community: Operation Homefront has partnered with Chase to provide at least 100 military and veteran families with permanent homes. Military families and veterans can apply for these homes as they come available. Factors considered in the selection process include factors such as financial need, connection to the community, injury status and family size.

HOMEFRONT CELEBRATIONS

- Homefront Celebrations are designed to give military spouses a lovely-evening-out experience with a catered meal, inspirational speaker, door prizes and a fabulous goody bag! The night is designed to be a relaxing, luxurious event for military spouses. The goal is for them to enjoy a night off from the pressures of life, children and military service and, instead, focus on themselves and making new friends.
- What the American Legion Auxiliary can do:
 - Auxiliary members can volunteer to promote these events to local military spouses, assist with event check-in and registration, distribute raffle tickets, clean up after the event and/or help package goody bags. About 15 volunteers are needed for each celebration.
 - Auxiliary members can inform Operation Homefront of possible inspirational speakers for the celebration. Inspirational speakers are traditionally a military spouse and speak on ideas to motivate the military spouses and make them laugh.
 - Donate (via donation or purchase) items for door prizes and/or goody bags. Items can range from beauty products like skincare items, nail polish and makeup, to candles, clothing accessories and gift cards.
- What Operation Homefront can do:
 - Operation Homefront chapter presidents can contact local units with Homefront Celebrations scheduled to see if they are interested in volunteering at and promoting this event to local military spouses.
- Considerations:
 - Program Availability: Homefront Celebrations are typically held near military installations where there is a large population of military spouses.
 - General frequency of the program:
 - These celebrations are held about once a month.
 - Celebrations are typically scheduled between 6 p.m. to 9 p.m. and are attended by about 250 military spouses, depending on the size of the conference space.
 - This is a popular event and generally registration is full within a few hours.
 - Cost/Requirements of participation:
 - If a unit or department is interested in donating items for door prizes and/or goody bags, they will need to contact their local Operation Homefront chapter for a list of needed supplies.
 - When volunteering for Homefront Celebrations, volunteers should plan to arrive around two hours before the event, depending on the events' needs.
 - Contact sequence:
 - To see if Homefront Celebrations are happening in your area, or to volunteer at a local celebration, contact your local chapter president. See *How to Find Each Other* for step-by-step instructions.
 - If an Auxiliary member would like to inform Operation Homefront of a possible inspirational speaker, she should contact June Morse by calling the main number listed in *How to Find Each Other*.

WOUNDED WARRIOR WIVES RETREAT

- Two-day retreats are for members of the Wounded Warrior Wives program who serve as a caregiver to a wounded, ill or injured servicemember. These retreats offer female caregivers information on caregiver fatigue, co-dependency, anxiety and medical care, as well as provide them with tools and information on how to focus on themselves.
- Wounded Warrior Wives Retreat participants are provided with goody bags that include items like skin products and makeup.
- What the American Legion Auxiliary can do:
 - Auxiliary members may volunteer before the event to assist with event logistics, spread the word to wounded warrior families about registering and assemble goody bags for the retreats. Additionally, Auxiliary members may volunteer at the retreats to assist in morning wake-up calls, setting up room and coordinating small groups. About 10 volunteers are needed during the retreat.
 - Auxiliary units and departments may collect approved goody bag items for distribution at these retreats.
- What Operation Homefront can do:
 - Operation Homefront national staff can contact department headquarters for states with Wounded Warrior Wives Retreats scheduled to see if they are interested in volunteering at and promoting this event to wounded warrior families.
- Considerations:
 - General frequency of the program:
 - These retreats are held six times a year in areas with a large population of wounded servicemembers, such as Fort Hood, Fort Campbell, Walter Reed National Military Medical Center and San Antonio, Texas.
 - Registration opens about 60 days before the event, and 45 female caregivers typically attend. Psychologists screen all applicants and participants are selected based on need.
 - Cost/Requirements of participation:
 - If an Auxiliary unit or department is interested in donating items for goody bags, they will need to contact the Operation Homefront national office for a list of needed supplies.
 - When volunteering for Wounded Warrior Wives Retreats, volunteers should plan to stay at the retreat for the full two-days. Lodging will be provided for volunteers that do not live near the retreat location.
 - Contact sequence: If an Auxiliary member would like to participate in Wounded Warrior Wives Retreats, they should contact June Morse of Operation Homefront by calling the main number listed in *How to Find Each Other*.

HOME REPAIR

- Owning a home can come with expensive repairs. Deployed or injured servicemembers can receive assistance through this Operation Homefront program for unexpected, routine home repair. Additionally, this program also provides home modifications, as needed, to injured servicemembers.

- Services covered include roofing, plumbing, electrical issues, general appliance repair, general handyman repairs, modifications for wounded servicemembers, heating and cooling needs and pest control.
- What the American Legion Auxiliary can do:
 - Auxiliary members can connect a licensed contractor to Operation Homefront's national office to serve as a service provider or refer an in-need veteran, servicemember and/or their family to this project.
 - Auxiliary units, departments and members can donate needed supplies. These needs vary by request, but may include paint, painting supplies, tools, etc.
 - Auxiliary members who are owners or employees of businesses that normally engage in this type of work may conduct repairs.
- What Operation Homefront can do:
 - Operation Homefront can contact local Auxiliary units in the areas where a need for home repair exists.
 - Operation Homefront's national office can provide Auxiliary members with listings of needed items for the pending home repair projects.
 - Operation Homefront can provide opportunities for Auxiliary units or departments to engage a particular military family supported on an ongoing basis.
 - Additionally, Operation Homefront can help Auxiliary units and departments build relationships with the military families Operation Homefront supports.
- Considerations:
 - General frequency of program: Operation Homefront fulfills about 85 requests for assistance with home repairs annually. These requests are met year-round, as they are processed.
 - Cost/Requirements of participation: Home repairs of this nature range in price; the average home repair Operation Homefront provides costs approximately \$700, depending on the repairs needed. Donations of supplies and labor can also be given.
 - Contact sequence:
 - To refer an immediate family of a servicemember who is wounded, ill, injured or deployed and experiencing a financial hardship, an Auxiliary member should contact Operation Homefront's national office by calling the main number listed in *How to Find Each Other*.
 - If an Auxiliary member would like to refer a licensed contractor as a service provider to Operation Homefront, they should contact the Senior Client Service Manager by calling the main number listed in *How to Find Each Other*. The contractor will need to provide proof of license and insurance.

ESSENTIAL HOME ITEMS

- Operation Homefront provides essential home items to military families in need, such as mattresses for wounded warriors with medical needs, refrigerators, stoves, washers and car seats.
 - **Items not provided:** Non-essential items such as deep freezers, microwaves or dishwashers.
- What the American Legion Auxiliary can do:
 - Auxiliary units, departments and members can provide approved items for an identified veteran, servicemember and/or their family.
 - Auxiliary units, departments and members can connect a vendor or a community member resource to this program.

- Auxiliary members can refer a veteran, servicemember and/or their family to this program.
- What Operation Homefront can do:
 - Operation Homefront can notify local Auxiliary chapters as needs arise, to determine if Auxiliary units and departments can assist in donating needed new or gently used essential home items.
 - Operation Homefront can help support families referred to the program by Auxiliary members.
 - Operation Homefront can give Auxiliary units and departments an opportunity to engage local military families.
- Considerations:
 - General frequency of program: Operation Homefront fulfills requests for essential home items year-round, as these items are donated.
 - Cost/Requirements of participation:
 - These new and gently used essential home items will vary in price depending on what is needed and the condition they are in. The price could range from \$25 to \$1,000.
 - Auxiliary members should consider working with local resale and consignment shops, as they may be willing to offer a discount for these items.
 - Contact sequence:
 - To refer the immediate family member of a servicemember who is wounded, ill, injured or deployed and experiencing a financial hardship, an Auxiliary member should contact Operation Homefront's national office by calling the main number listed in *How to Find Each Other*.
 - Auxiliary members should contact their local Operation Homefront chapter to see what items are in high demand.
 - To donate new or gently used items to Operation Homefront by contacting Operation Homefront's national office by calling the main number listed in *How to Find Each Other*.

MORALE DONATED ITEMS

- Operation Homefront coordinates donations made by the community to provide assistance to military families. Operation Homefront provides new and gently used furniture and appliances, household necessities and baby items as they are donated.
 - These items are different than essential home items as these are not items we seek, but are items provided by the community with the intent of distributing them to military families.
 - Items provided: washers/dryers, new car seats, refrigerators, dining room furniture, bedroom furniture, baby items, living room furniture, small appliances, miscellaneous home décor items and used mattresses if certified by the state's Department of Health.
 - Items not provided: stoves, any type of 'built-in' appliances, adult clothes and shoes.
- What the American Legion Auxiliary can do:
 - Auxiliary units, departments and members can donate approved items for an identified veteran, servicemember and/or their family.
 - Auxiliary units, departments and members can connect a vendor or a community member resource to program.
 - Auxiliary members can refer a veteran, servicemember and/or their family to this Operation Homefront program.
- What Operation Homefront can do:
 - Operation Homefront can accept referrals from Auxiliary members for military families that are in need of assistance and gently used or new items to be donated.

- Operation Homefront can coordinate directly with Auxiliary units and departments when needs exist in their local community.
- Operation Homefront can assist in helping Auxiliary units and departments build relationships with local families supported by Operation Homefront.
- Considerations:
 - General frequency of program: Operation Homefront fulfills about 1,000 requests for these items annually. These requests are met year-round, as items are donated.
 - Cost/Requirements of participation: These new and gently used essential home items will vary in price depending on what is needed and the condition the item is in. The price could range from \$20 to \$1,200. Auxiliary members should consider working with local resale and consignment shops, as they may be willing to offer a discount for these items.
 - Contact sequence: Auxiliary members should contact their local Operation Homefront chapter to see what items are in high demand, in an effort to get these items donated. See *How to Find Each Other* for step-by-step instructions on collaborating with your local Operation Homefront chapter.

MORALE HOLIDAY PROGRAMS

- Operation Homefront works to boost the morale of military families. Morale programs differ from chapter to chapter, but include engaging the local communities to help provide:
 - Easter holiday baskets to young military families
 - Backpacks filled with school supplies through the Back-to-School Brigade
 - Thanksgiving and winter holiday meals that bring military families and friends together
 - Holiday adopt-a-family and holiday toy distributions
 - Baby showers for expectant or new mothers
- What the American Legion Auxiliary can do:
 - Auxiliary units, departments and members can donate approved items for morale packages.
 - Auxiliary units, departments and members can connect a vendor or a community member resource to program.
 - Auxiliary members can pack morale packages.
- What Operation Homefront can do:
 - Operation Homefront can coordinate with local Auxiliary units and departments to provide a current list of needed items and assist in collect donated items.
 - Operation Homefront can engage Auxiliary members to volunteer at distribution events.
- Considerations:
 - General frequency of program: While programs offered vary by chapter, morale holiday programs are offered year round.
 - Cost/Requirements of participation: The requirements for these programs vary by program and chapter. It is best to contact your local chapter for more information.
 - Contact sequence: Check to see if these programs are offered by your local chapter; if not, contact Operation Homefront's national office. Back to School Brigades and Holiday Toy Drives typically happen in all areas, but the other morale holiday programs are chapter-specific. See *How to Find Each Other* for step-by-step instructions on collaborating with your local Operation Homefront chapter.

PARTICIPATE IN COMMUNITY EVENTS

- Operation Homefront sponsors local events every year. Some events are held to raise awareness while others may be held to raise money for local causes. Community events consist of air show booths, “Salute our Troops” concerts, Freedom Walks and Yellow Ribbon Events.
- What the American Legion Auxiliary can do:
 - Auxiliary units, departments and members can organize or participate in already organized events jointly with Operation Homefront.
- What Operation Homefront can do:
 - Operation Homefront can make Auxiliary units and departments aware of community events in their area.
 - Operation Homefront can provide Auxiliary units and departments with specific needs for volunteers at these events.
- Considerations:
 - General frequency of the program: Community events are organized by many chapters throughout the year.
 - Cost/Requirements of participation: Volunteer support is needed for these events. Check with your local Operation Homefront chapter to see types of volunteers they need.
 - Contact sequence: Check with your local Operation Homefront chapter to see what community events they are participating in. See *How to Find Each Other* for step-by-step instructions on collaborating with your local Operation Homefront chapter.

VOLUNTEER WITH OPERATION HOMEFRONT CHAPTERS

- There are more than 25 Operation Homefront chapters in the United States. Chapters may have onsite food lockers, household items distribution centers and case workers on site for onsite applications for assistance. Many volunteer opportunities exist.
- What the American Legion Auxiliary can do:
 - Auxiliary members can volunteer to help their local Operation Homefront chapter, in roles such as a Client Service Representative (CSR), administrative support, or assisting with social media and web content. Volunteer opportunities will vary based on the chapter and need.
 - CSR positions involve interacting with families of servicemembers and wounded warriors on a personal level to assess their needs and evaluate how Operation Homefront can assist them. Becoming a CSR requires passing a background check and signing a code of ethics agreement. Training will be provided by Operation Homefront. There is a minimum requirement of 15 hours per week.
- What Operation Homefront can do:
 - Operation Homefront will provide training to Auxiliary members who wish to volunteer.
 - Operation Homefront can provide Auxiliary units and departments with a listing of volunteer opportunities in their area.
- Considerations:
 - Program Availability: Members wishing to volunteer should determine if there is an Operation Homefront chapter in their vicinity. To locate the Operation Homefront chapter closest to you, see *How to Find Each Other* for step-by-step instructions.
 - General frequency of program: Volunteers are needed on a continuous basis.

- Cost/Requirements of participation: To volunteer at an Operation Homefront chapter, members should complete a volunteer interest form on their local Operation Homefront chapter's website. See *How to Find Each Other* for step-by-step instructions.
- Contact sequence: Visit the local chapter's website for to see and apply for volunteer opportunities. If there is no chapter in your area, visit the volunteer section of the Operation Homefront national website. See *How to Find Each Other* for step-by-step instructions.

MAKE REFERRALS TO OPERATION HOMEFRONT FINANCIAL ASSISTANCE PROGRAMS

- Operation Homefront provides emergency financial assistance for: rent or mortgage payments; utilities; home repairs; essential home items; auto payments and insurance; auto repairs; travel and transportation assistance for bereavement or medical care; moving or relocation; child and dependent care during illness or surgery; critical baby items like formula, diapers and baby wipes; food, emergency health care and vision services. Auxiliary members can refer eligible servicemembers and their families to Operation Homefront.
- Operation Homefront has two main types of eligibility for financial assistance:
 - For servicemembers deployed to a combat or support of combat theater. Additionally due to the transitional needs of Reservists and National Guardsmen, Operation Homefront can offer assistance up to 30 days prior to deployment and 90 days following deployment for these servicemembers (Title 10 deployment orders only, not Title 32). Financial assistance for deployed servicemembers is limited to ranks E1-E6.
 - For servicemembers wounded in a combat or support of combat theater. Assistance is provided for up to two years from their discharge date following the injury and for those who are still serving in the military or have an initial VA claim pending. This two-year window is based on the servicemember's separation date, not their injury date. For example, if a servicemember is injured in theatre on July 1, stays on WTU orders until January 1, and received discharge papers (DD214) on January 2, the two-year window would begin January 2.
 - There are no rank restrictions for wounded warriors.
- What the American Legion Auxiliary can do:
 - Auxiliary members can refer a veteran, servicemember and/or their family to these Operation Homefront programs.
- What Operation Homefront can do:
 - Operation Homefront can provide support to qualified families referred by Auxiliary units, departments and members.
- Considerations:
 - General frequency of the program: Cases are submitted daily to Operation Homefront for this program.
 - Cost/Requirements of participation: There is no cost associated with referring an eligible recipient to Operation Homefront.
 - Contact sequence:
 - Financial assistance programs are offered in all Operation Homefront chapters. Applications are accepted online, by visiting <https://mafa.operationhomefront.net/MafaQualify.aspx>.

CONNECT RECIPIENTS OF HOMES ON THE HOMEFRONT TO THE COMMUNITY

- In February 2012, Operation Homefront partnered with Chase to provide at least 100 military and veteran families with permanent homes. In the first year, they are expected to give away about 200 mortgage-free homes to military families. Military families and veterans can apply for these homes as they come available. Caseworkers screen all applicants to determine who is the best fit for the property and prepare a summary of each finalist to submit to the housing selection committee. Selection for each property is made on a case by case basis and includes such factors as financial need, connection to the community, injury status and family size.
- What the American Legion Auxiliary can do:
 - Auxiliary members can serve as stewards of their community to help these families get connected to their new communities and the local resources available to them.
- What Operation Homefront can do:
 - Operation Homefront can alert Auxiliary units and departments that a family is being given a home through Homes on the Homefront in their area and serve to facilitate this kind of connection.
 - Operation Homefront can help direct applicants in the community near the home to apply for the program.
- Considerations:
 - Program Availability: These homes are donated based on Chase's inventory so this program may not be offered in your geographical location.
 - General frequency of program: Homes are awarded on a continuous basis, as provided by Chase.
 - Cost/Requirements of participation: To volunteer at an Operation Homefront chapter, members should complete a volunteer interest form on their local Operation Homefront chapter's website. See *How to Find Each Other* for step-by-step instructions.
 - Contact sequence: If an Auxiliary unit, department or member would like to help a Homes on the Homefront recipient connect with their community, they should contact the main number listed in *How to Find Each Other*.

PROGRESS REPORT MECHANISM

FOR AMERICAN LEGION AUXILIARY UNITS, DEPARTMENTS AND MEMBERS

To report your efforts with the ALA / Operation Homefront Collaboration, ALA units and departments are urged to report the number of veterans, servicemembers and their family members being helped, and other data in the *ALA Annual Impact Report*.

Additionally, units, departments and members are encouraged to submit narratives and pictures about their work with Operation Homefront in the *Annual Program Narrative Report*. The narrative should highlight your successes and share your stories with other Auxiliary members and Operation Homefront chapters. These ALA and Operation Homefront Collaboration narratives should be submitted with your unit or department's Annual Impact Report. *Please keep copies of everything you submit. Pictures and report materials will not be returned once submitted to Auxiliary National Headquarters.*

Example of a unit-level narrative:

American Legion Auxiliary Unit ## has collaborated with the Operation Homefront chapter in City, ST this year to assist veterans, servicemembers and their families. We were fortunate to get a local merchant to donate a refrigerator to the family of a local National Guardsman who was deployed. As part of Operation Homefront's adopt-a-family program, we were able to adopt this National Guardsman and her family; we provided them with Christmas dinner and toys for each of her three children. Additionally, three members were able to assist in planning and volunteer on-site at a nearby Wounded Warrior Wives Retreat.

Example of a department-level narrative:

The Department of STATE is a strong supporter of Operation Homefront CHAPTERNAME! In conjunction with our department convention, we asked all members to bring various baby items for Operation Homefront. Our members really came through by donating everything a new addition to a military family could need. There were eight strollers, four high chairs, three bassinets, five large boxes of variously sized baby clothes, one crib with bedding, two swings, six bouncers, 25 diaper bags, seven pack-n-plays, two baby monitors, nine baby bath tubs, one car seat, 26 packages of diapers, 14 packages of wipes and 13 bottles of shampoo and lotions.

FOR OPERATION HOMEFRONT CHAPTERS

To report your efforts with the ALA / Operation Homefront Collaboration, Operation Homefront chapters should utilize the shared drive to report these efforts to the Director of Partnership Outreach.

ADDITIONAL RESOURCES

DONATION FORM TO ACCOMPANY IN-KIND CONTRIBUTION TO OPERATION HOMEFRONT



Thank you for supporting Operation Homefront.

To make a donation, please complete this form and mail it along with your donation to:

Operation Homefront
Accounting Division
8930 Fourwinds Drive, Suite 340
San Antonio, TX 78239

Donor Information *(please print)*

American Legion Auxiliary Unit/Department/Member: _____

Contact Name/Title: _____

Address: _____

City: _____ State: _____ Zip: _____

Home Phone: _____ Business Phone: _____ Mobile Phone: _____

Email: _____

Donation Amount *(please print)*

Total Donation Amount: \$ _____

In Kind Donation Item and Value of Each Item

<u>Item</u>	<u>Value</u>	<u>Item</u>	<u>Value</u>
1)	\$	6)	\$
2)	\$	7)	\$
3)	\$	8)	\$
4)	\$	9)	\$
5)	\$	10)	\$



**American Legion Auxiliary
National Headquarters
3450 Founders Rd., Indianapolis, IN 46268
P: (202) 263-2999 | F: (317) 569-4502
www.ALForVeterans.org
www.ALAFoundation.org**

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