

# Annual report, fiscal year 2018

This report features the independent auditor's letter on page 13.



## Paralyzed Veterans of America

### Keystone Chapter



New signs. Good signs.

## Contents

- Page 2 The Board of Directors and VA Voluntary Service Representatives
- Page 3 President's Message
- Page 4 FIVE FACTS to know about Paralyzed Veterans; National Director's report
- Page 5 Chapter Hospital Liaison and National Service Office reports
- Page 6 Sports and Recreation report
- Page 7 Membership and Poster and Poem Contest reports
- Page 8 Advocacy, Volunteer Service and Chapter Administration reports
- Page 9 Communications and Building reports
- Page 10 Fundraising and Treasurer reports
- Pages 11 and 12 Thank you for your generosity! Donor Recognition
- Page 13 Independent Auditor's report
- Pages 14 and 15 Statements of Activities and Financial Position
- Page 16 Contact information and the mission of Keystone Paralyzed Veterans

# The Keystone PVA Board of Directors, 2018



**James E. Riemer**, President  
437 Freeport Road  
Butler PA 16002  
phone 724-287-6192



**George "Murph" Neelan**,  
Vice President  
415 Rachael Court  
Gibsonia PA 15044  
phone 724-443-0229



**William D. Lightner**,  
Secretary  
565 Brush Mountain Rd.  
Hollidaysburg PA 16648  
phone 814-696-9597



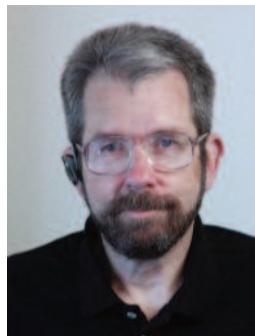
**William D. Jakovac**,  
Treasurer  
103 Glen Inverness Drive,  
Apt. D  
Glenshaw PA 15116  
phone 412-487-2422



**Jerry "Bull" Baylor**  
1066 State Route 356  
Leechburg PA 15656  
phone 412-855-7139



**Chris Fidler**  
71 Moonshine Road  
Jonestown PA 17038  
phone 717-865-0009



**Mark O. Rosensteel**  
105 Spring Drive  
Apollo PA 15613  
phone 724-478-4805



**Tom Strang**  
18 Angerer Road  
Canonsburg PA 15317  
phone 724-745-1861



**Benjamin Williams**  
204 Arlington Drive  
Canonsburg PA 15217  
phone 724-745-2612

## Chapter governance & oversight

Paralyzed Veterans of America and its chapters are each governed by a Board of Directors, each member of which is a paralyzed veteran.

The primary duty of the Board is to set policy and provide oversight of all operations of the organization, and to do so with faithful adherence to each director's fiduciary obligations.

In addition, each of these Boards of Directors are working Boards, whose members involve themselves in programs such as hospital liaison, advocacy, and organizing activities for their fellow paralyzed veterans.

All nine Keystone Chapter directors are elected in annual classes of three by the voting members. Officers are elected annually by the Board itself.

Well-managed chapters hire full-time executive directors and staff to handle the day-to-day operations and to provide professional nonprofit management guidance and experience.

### VA Voluntary Service representatives as of 30 September 2018

#### **James E. Van Zandt VAMC, Altoona**

William D. Lightner, representative  
Kurt Feathers, deputy

#### **Butler VAMC**

Jim Riemer, representative

#### **Erie VAMC**

John Larese, representative  
Rexford Nichols, deputy

#### **Lebanon VAMC**

Chris Fidler, representative  
Ken Walters, deputy

#### **VA Pittsburgh Healthcare System**

Tom Strang, representative  
Jerry Baylor, deputy  
Dave Gifford, deputy  
Ben Williams, deputy

## President's message . . . . . Jim Riemer

Shortly after the end of our fiscal year 2018, which ended on 30 September 2018, I chose to not run again for president of the Keystone Chapter of the Paralyzed Veterans of America. When you read this, Mark Rosensteel will be wielding the gavel. Mark has served on the Board of Directors for three years, attended the national PVA Board meetings five times (twice as our acting national director), gone to Washington, D.C. to press the needs of paralyzed veterans with Congress, and has been active for many years in our recreational programs such as air rifles and the National Veterans Wheelchair Games.

I wish Mark the best, but I offer more than that: when Mark was elected president of the chapter, I became the immediate past president, remaining on the Board and continuing to offer my experience, knowledge and support. I have been involved with Keystone PVA for over 20 years, and I want to help us all continue to address the concerns of paralyzed vets.

So here's how we maintained a strong, ongoing program to advance the health care of paralyzed veterans in FY 2018:

1. Our **Chapter Hospital Liaison** (CHL) program monitored health care in five VA medical centers (VAMCs), especially in their Spinal Cord Injury clinics, and maintained strong relationships with both SCI clinic staff and the VAMC management, including regular meetings with the VAMC directors. Most of our CHL volunteers are in VAMCs once or more weekly, and also keep an eye on the care being delivered at VA-operated community clinics. I am gratified to report that VA staff have been very responsive to our concerns, and have engaged in new initiatives that have benefited all vets needing health care, not just our members. *Read more on page 5.*

2. Several of our members have stayed engaged in national PVA **government affairs and advocacy efforts**, which have borne fruit in VAMC budgeting and operations, in enforcing the Americans with Disabilities Act and the Air Carrier Access Act, and in keeping specialized health care for veterans—i.e., the VA medical centers and clinics—available for vets. I can't stress this enough: the VA provides specialized care for veterans not available in the same quantities and quality (if at all!) in the non-vet medical venues. VAMC are not duplicates of civilian facilities and contribute to cost containment, not to unnecessary expenditures.

3. We built on that advocacy with **recreational opportunities**, focusing on but not limited to adapted sports. The pinnacle of our members' physical fitness programs is participation in the National Veterans Wheelchair Games (held in Orlando, Florida, in July 2018), but we provided customized support for a variety of activities ranging from bowling to hunting. Members take advantage of the chapter's financial support for fitness club and sportsmen's club memberships. From time to



Keystone Chapter President **Jim Riemer** (right) at the Keystone PVA Annual Awards Banquet at the start of FY2018 with PVA National Vice President **Robert Thomas** (left) and Robert's wife **LaShon**.

time, we receive luxury box accommodations at professional sporting events, especially from the Allegheny County/Pittsburgh Sports & Exhibition Authority and other events at no charge to the members. Keystone PVA gives its members nights out (the Annual Awards Banquet), days out (the annual Kennywood Park picnic), and pays for some activities held within or near VAMCs. The chapter continues to seek additional events and activities that will benefit our members and increase member participation in chapter events.

4. The chapter assists with **research benefitting our members**, their families and others with spinal cord injuries or dysfunctions. Research on spinal cord injury treatment, pain mitigation, and mobility continues to advance through programs such as the Human Engineering Research Laboratories, which works with wheelchairs and assistive technology. The chapter provides modest support for the work of Yale University's spinal cord research, the National Multiple Sclerosis Society, Amyotrophic Lateral Sclerosis (ALS, "Lou Gehrig's Disease") Association, and the Lupus Foundation, the last three of which address the most common spinal cord diseases among veterans.

5. Keystone PVA **members and friends volunteer** to serve in various parts of the VAMCs including in clinics, and by visiting patients and sponsoring activities. The chapter funds monthly programs for patient activities and distributes VA canteen (store) coupon books directly to patients several times annually.

I hope that you will agree that we are meeting and improving all aspects of our mission with your help and advice.

# FIVE FACTS you ought to know about Paralyzed Veterans

## Fact One:

Paralyzed veterans help themselves. PVA and its chapters are first and foremost led and operated by its own members.

**Our mission** is to improve the quality of life of paralyzed veterans by

- Encouraging and supporting spinal cord injury and disease research;
- Improving access to health care and other veterans' benefits;
- Assisting in the expansion of opportunities in wheelchair sports and recreation; and
- Advocating for the rights of disabled people, including the reduction and elimination of barriers to accessibility and mobility.

## Fact Two:

Paralyzed Veterans of America and its chapters are NOT parts of the U. S. Department of Veterans Affairs.

## Fact Three:

Paralyzed Veterans of America, its chapters and its partners provide strong guidance to Congress and the VA in writing the \$79 billion Veterans Health Admin. budget.

## Fact Four:

**PVA punches way above its weight class.**

Compared to some of the higher-profile veterans' service organizations, Paralyzed Veterans is relatively small. But because of our sharp focus on health care and recreation, and the committed involvement of our own paralyzed veterans volunteering their time and experience, we have a dominant role in positively influencing ALL veterans' care and the VA budget for it.

## Fact Five:

**Keystone PVA gets no tax dollars. None.**

*More details are provided in the chapter's "Five Facts Flyer," which is available from the chapter office or at the many shows and exhibits presented by chapter members through the year.*



After two days of meeting with Congressional members and staff on Capitol Hill in Washington, D.C., Keystone PVA's (left to right) **Mark Rosensteel**, **Chris Fidler**, and **Bill Lightner** get ready to depart in the chapter's Sienna minivan, which was donated by Toyota through Rohrich Toyota in Pittsburgh and modified by Keystone Coach Works in Bethel Park.

## National Director

The Paralyzed Veterans of America organization is governed by a Board of Directors (BOD) and an Executive Committee. Each of the 33 chapters elects a member to represent them on this board as a National Director. The officers, of which there are eight, are elected annually by the BOD. Together, we set the direction, policies, and programs of PVA. Our actions must always be in the best interests of the organization.

PVA holds three BOD meetings each year. These meetings always include reports from national elected officers and staff department heads. These set the stage for discussion and votes on business resolutions concerning programs, policies, and funding of PVA.

The Fall BOD meeting was held in San Antonio, Texas, and was attended by me, Board member Mark Rosensteel and Chapter Executive Director Joe Dornbrook.

The midwinter BOD meeting was held via teleconference.

At the Annual Convention, we meet to elect national officers, acknowledge organizations and people for their work and support of paralyzed veterans, and discuss/vote on resolutions that concern the operations of PVA. The FY2018 convention was held near Minneapolis, Minnesota, and was attended by Mr. Rosensteel, Mr. Dornbrook, and me.

**Bill Jakovac**, National Director

# **Chapter Hospital Liaison**

The chapter has a Chapter Hospital Liaison (CHL) assigned to five VA Medical Centers in Pennsylvania. The representative for Altoona is William Lightner; Butler, Jim Riemer; Erie, John Larese; Lebanon, Chris Fidler; and Pittsburgh, Tom Strang. Keystone PVA designates one of the CHLs as the CHL Coordinator, who gathers the reports of the CHLs each month and submits them to the Paralyzed Veterans' Field Advisory Committee.

The duties of a CHL are to monitor patient care for any issues or concerns which need to be addressed, especially as they relate to access to and treatment of our paralyzed vets, and call attention to deficiencies as well as report on improvements. Each CHL contributes to a monthly report by submitting any issues or concerns to the CHL Coordinator. The CHL Coordinator submits a monthly report to the Field Advisory Committee (FAC) of PVA, which reviews reports. Along with national PVA staff, the FAC uses the information as it shapes advocacy and other efforts on behalf of paralyzed veterans.

Chapter Hospital Liaison Officers have done an excellent job working with the various Spinal Cord Injury (SCI) Coordinators to identify issues that need to be addressed at each of the VA medical centers. In FY2018, the CHLs focused on helping VAMCs reduce obstacles, such as seriously uneven or broken pavement and sidewalks, and improving accessibility of and safety features in rest rooms.

**Christopher A. Fidler Sr.**, Chapter Hospital Liaison and Coordinator

## ***The difference between national service offices and the chapter office***

The Paralyzed Veterans of America has a central business headquarters at 801 18th Street, N.W. in Washington D.C., and national service offices in the largest 61 cities in the United States. Chapters of the PVA are separate but cooperative with the rest of PVA and share the same mission.

### **Chapters**

There are 33 chapters of the Paralyzed Veterans of America across the United States, each of which is separately incorporated from the national PVA, but carry out the same mission closer to the members and with emphases on different parts of the mission.

“National” PVA supports each chapter with an amount of money that is roughly equal to between 40 and 80 percent of the chapter’s budget, depending on how much money each chapter is able to raise locally. (For Keystone PVA, that amount in FY2017 was 43 percent. We raised the other 57 percent thanks to a lot of generous people.)

The support from the national PVA is to make sure that eight “mandated” programs are carried out at each chapter: membership, chapter administration, service, hospital liaison, advocacy, fundraising, communications, and sports & recreation. This annual report has been organized to be sure that each program is reported on, though these few pages do not do justice to the extent of the work done by our members, non-member volunteers, and staff.

### **National Service Offices**

The two service offices for most of the Keystone chapter members are in Philadelphia, staffed by Joseph Weeks and Violet Graham, and in Pittsburgh, staffed by Kurtt Robinson.

Pittsburgh NSO Administrative Assistant Darlene Mead retired in 2018. They specialize in making sure that members are getting the benefits to which they are entitled, and they visit paralyzed veterans in medical facilities (usually VA medical centers) to check on their care. They are all very well trained, experienced, and effective!

The national PVA service staff people work directly for the national PVA, but each chapter is assigned a service officer to insure that all efforts on behalf of members is closely coordinated. Mr. Robinson is assigned to the Keystone Chapter.

The Keystone chapter and the service offices have always had a positive, productive relationship that has benefitted our members and many other veterans.

## **National Service Office Report**

Kurtt Robinson, National Service Officer  
Darlene Mead, Senior Secretary  
National Service Office, Pittsburgh

The Pittsburgh office of the Paralyzed Veterans of America assisted 15 new claimants and grossed more than \$1,762,839 in benefits for our members and other veterans. It is through your support we are able to function at such a high level. Members are asked to keep this office informed of changes in your life such as a new residence or a new family member or most importantly, a change in your health that affects the valuable benefits you have fought so hard to obtain. Feel free to contact us at your convenience: 412-395-6255. PVA Service Office, Room 1602, 1000 Liberty Avenue, Pittsburgh, PA 15222.

# Sports & Recreation

The Keystone PVA Sports and Recreation programs in FY2018 were overseen by a three-person committee: Jim Riemer, President; Tom Strang, Associate Sports Director, and Jerry "Bull" Baylor.

The mission of the Keystone PVA Sports and Recreation Program is to improve the quality of life of paralyzed veterans and other persons with disabilities by assisting with expansion of both the quality and quantity of opportunities in sports and recreation, especially with those activities which enhance lifetime health and fitness.

We have a program for members to use our sports and recreation travel fund to attend regional and national sports and recreation events, such as the National Veterans Wheelchair Games (that were held in Orlando, Florida in July) and the Buckeye Games held at the Spire Institute in Geneva, Ohio (that were held in April).

Members who wish to participate with chapter financial support must accumulate 12 or more Health and Recreation Points as listed in each issue of the chapter newsletter, The Paroscope. The chapter sets an annual budget to support athletes attending the Games; funds are limited.

Our members participate in track, field, road racing, weightlifting, swimming, trap shooting, air guns, hunting, fishing, hand cycling, bowling, billiards, quad rugby, basketball, scuba diving, power soccer, table tennis, slalom, bocce, and the list keeps growing. Our chapter offers a bowling league, a bass tournament, and our Kennywood Park picnic.

We have opened up more opportunities by working closer with the disabled groups in our area, such as the Hope Network and the National Rifle Association (NRA) for Air Gun Clinics. This year we worked with the Pittsburgh Steelwheelers and its Quad Rugby Team and participated in several 5K races. We also reminded our members of the opportunities at the national level in bass fishing, bowling, billiards, trap shooting and hand cycle racing.

- Quad Rugby ... the chapter supported the Pittsburgh Steelwheelers, the Pittsburgh area's quad rugby team. The team includes two of our members Joe Gilkinson and Jerry Baylor. Our chapter supported the Western Pa. Trial Lawyers Association's 5K race fundraiser for the Steelwheelers, and a quad rugby tournament held at Slippery Rock University. Through this participation we have increased public awareness of paralyzed veterans, acquired associate members, and arranged for speaking engagements. The quad rugby tournaments this year included Rochester, New York, Slippery Rock University and Philadelphia in Pennsylvania, Columbus, Ohio, West Palm

**The largest single item in the Keystone Paralyzed Veterans' budget is the National Veterans Wheelchair Games, which represents the pinnacle of fitness for many paralyzed and otherwise disabled veterans, held in a different American city each year.**

Beach, Florida and Akron, Ohio.

- Hunts at WCJ Ranch... Located in Crawford County, WCJ Ranch offers deer, turkey, and pheasant hunts for disabled hunters at no charge. Several of our members hunt here and report enjoyable and productive experiences.
- Wounded Warriors of Western Pennsylvania ... located in Washington County, this local (not a national) organization sponsors hunts and shoots for disabled hunters. Game includes deer, turkey, pheasant, and coyote. Quite a few of our Keystone PVA members participate in these hunts and shoots.
- Bowling ... Several members of Keystone PVA participate in bowling. Our chapter reimburses members for up to three games per week; we report scores in our newsletter and present prizes to the highest scorers at the Annual Banquet.
- Keystone PVA and Greene County Bass Tournament ... takes place each year on the Monongahela River at the marina of American Legion Post 940 in West Brownsville. Paralyzed veterans and boat captains compete in day-long competition that concludes with prizes and a picnic. **A special fund has been set up and endowed at the Pittsburgh Foundation by Boat Captain Tom Landish. The fund will cover the annual expenses of the Team Bass Tournament starting in 2019.**
- Kennywood Picnic ... is a one-day event open to members and their families and friends each summer. The chapter sponsors admission and dinner for our group. The event enables our membership to enjoy the sights and sounds of an amusement park and share camaraderie with others.
- National summer and winter sports clinics . . . are promoted by National PVA and are open to our members.

Members who are interested in getting involved and participating in these activities can contact me, the Sports Director, through the office, at any time; I will do my best to help you.

**Jerry "Bull" Baylor, Sports and Recreation Director**



## Membership

Military veterans who have a spinal cord injury or spinal cord disease, and who were discharged under other than dishonorable conditions are welcome to join the Paralyzed Veterans of America free of charge.

Direct benefits of membership include hospital liaison for in-patients and out-patients, representation to the Department of Veterans Affairs (the “VA”), discounted or no-charge recreational activities, and participation in the operation and governance of the organization. Membership programs are listed in detail in every issue of the chapter newsletter, The Parascope. All members receive The Parascope six times a year, and receive a copy of PN magazine from the national PVA each month.

Indirect benefits of membership, which may be more important to a member in the long run, include the work of the PVA and the Keystone PVA in advocacy, legislative affairs, and research support. The more members the chapter has, the more influential it can be on members’ behalf.

It is important for current members to keep the chapter informed of changes to addresses, e-mail addresses, and phone numbers to keep in touch. And, as always, Keystone PVA’s membership lists will not be shared outside the PVA.

Keystone PVA also offers associate memberships to individuals who do not have a spinal cord injury or disease. The dues for associate membership are \$25.00 per year. Lifetime associate membership is available for a one-time fee of \$250.00.

**Tom Strang**, Membership Officer

## Members who have passed on to the Eternity Chapter

FY 2018 : 01 October 2017 to 30 September 2018

All towns are in Pennsylvania except where noted;  
“LAM:” lifetime associate member.

David J. Minnis, Erie, 02 October 2017

David M. McBratney, Troy, 05 October 2017

Richard R. LaMarra, Clementon NJ, 15 October 2017

Frank W. Amaditz, Pittsburgh, 21 October 2017 (LAM)

Robert E. Carlisle, Ambridge, 05 December 2017

Tom J. Matthews, Jr., Washington, 18 December 2017

David C. Taylor, Belle Vernon, 23 December 2017

Richard L. Ramsey, Hagerstown, Md., 28 December 2017

James R. Balfie, Irwin, 01 January 2018

Robert S. Matla, Whitehall, 12 January 2018

Paul J. Regan, Clarence, 17 July 2018

Robert W. Gregory, McKees Rocks, 28 August 2018

*The following passings prior to FY2018 were reported during last year:*

Michael T. Lynches, Verona, 26 August 2012

Stanley E. Berry, Duncansville, 14 December 2014 (LAM)

Lawrence Peters, Monessen, 03 March 2016

Daniel MacKillop, Smock, 06 November 2016

Barrett D. Ely, Morgantown W.Va., 02 December 2016

Robert Vinansky, Charleroi, 13 February 2017

Bryan A. Carper, Slippery Rock, 28 August 2017

## Membership as of 30 September 2018

Life members, service connected	134
Life members, non-service connected	132
Total life members:	266

Associate members, annual	18
Associate members, lifetime	64
Total associate members:	82

**TOTAL CHAPTER MEMBERSHIP: 348**

## Sharing & Caring

Keystone PVA is one of 17 organizations of the Sharing & Caring Committee, which helps hospitalized veterans. Each year, during the four days after Labor Day, 500 veterans from the area’s VA medical centers and nursing/personal care homes are treated to rides on the Gateway Clipper Fleet’s *Empress*. For three hours, these veterans enjoy a buffet lunch, entertainment, dance contests, and sightseeing on Pittsburgh’s three rivers. Returning to their buses, each veteran receives a gift bag.

## PVA Poster & Poem Contest

National PVA sponsors the annual Poster and Poetry Contest, which is extended to schools through participating chapters. Each year, students from Pennsylvania are finalists and even category winners. Helping chapter contest committee chairman Rob Morris visit the schools to present awards are Bill Jakovac, Chris Fidler, Mark Rosensteel, Bull Baylor, and others. Entries from schools in Pennsylvania usually account for over 40 percent of total entries in this national contest.

## Advocacy

National PVA conducts an Advocacy/Legislative Seminar in March of every year. In 2018, Keystone PVA sent two members for the intensive, two-day training session. Two more members joined them in going to Capitol Hill and visited the offices of members of Congress from Pennsylvania. As usual, we focused on the high points of the Independent Budget, which is a recommended budget for the VA's Health Administration formulated by Paralyzed Veterans of America with our partners from the Veterans of Foreign Wars and the Disabled American Veterans.

Keystone PVA continued to advocate for veterans during fiscal year 2018 by staying involved in external events and meetings held by other organizations. As the Department of Veterans Affairs improved its outreach through its medical facilities in our region, Keystone PVA made an extra effort to attend and engage at town hall meetings and roundtables for veterans' organizations with the medical centers.

The chapter's "site leaders" – members who serve as local leaders and points of contact for the chapter at and around the Altoona, Butler, Erie, Lebanon, and Pittsburgh VA medical cen-

ters – are provided with exhibit materials whenever an opportunity arises to set up a display table at an event. During fiscal year 2018, site leaders and other chapter representatives set up and staffed exhibit tables at 25 different locations around Pennsylvania, speaking to nearly 3,000 individuals and distributing thousands of promotional items and copies of literature to promote the work of the PVA and the Keystone chapter. Some of the Pennsylvania communities in which our members exhibited were Erie, Carlisle, Clarion, Lebanon, Mechanicsburg, Pittsburgh, Slippery Rock, and Washington.

Much of the chapter's advocacy, especially in breaking down accessibility barriers, is done casually and quietly. Our members attempt to drive home the broad demographics that benefit from improved accessibility and mobility. We emphasize that these improvements to our civil environment benefit many more than just our own paralyzed vets. We also emphasize that the specifications of the Americans with Disabilities Act are absolute minimums, and that substantially exceeding those minimums help many people and costs relatively little.

**Bill Jakovac**, Advocacy Director

## Volunteer Service

Volunteer hours for the 12 month period ending September 30, 2018 for VA Volunteer Service (VAVS) totaled 3,452. Volunteer non-VAVS National PVA hours donated to service to the chapter totaled 2,933 including volunteer hours at 892 and member hours at 2,041.

The volunteers of Keystone PVA deserve a special "Thank You" for their precious time and energy given with the aim of helping our veterans, and help they do. All volunteer time must be received in the Keystone PVA office by the 7th of each month so it can be submitted to the National PVA office in a timely manner.

## Chapter administration

The main purpose of the chapter staff is to provide support for the leadership, which is made up of members, the paralyzed veterans themselves. That support is mostly direct support of the chapter's programs for paralyzed veterans. It includes facilities maintenance, plus filling in for members when they aren't available. Keystone PVA staffs its office in Sharpsburg, Pa., 40 hours a week, every week of the year except for holidays.

A good measure of office-centered activity is the number of incoming phone calls. Office Manager Diane Byrnes, who is based in the office 40 hours a week, recorded taking 1,086 incoming phone calls during FY2018; most of them were calls from members seeking some form of support, service

Several of our volunteers have served with Keystone PVA for many years. We continue to serve because of our commitment to our veterans. Volunteers are rewarded by the smiles, tears, and many warm hands we hold at the VA medical centers and nursing homes. On behalf of the Board of Directors and chapter members, thank you for your time given to help others. We value your time and encourage our members' families, friends, and neighbors to also become involved by giving some time to help our veterans.

### **Volunteers are the hallmark of our organization!**

Report submitted by **Agnes Strang**, Volunteer Coordinator

or information. Executive Director Joe Dornbrook and Administrative Assistant Beth Carmona took additional calls at times, but Diane handled most of them by far. (This does not include incoming e-mail, which we estimate at 30 to 40 a day, not including "junk" e-mail.) Outgoing phone calls and e-mails to handle business affairs and members' needs comprise much of the staff's daily communications.

The executive director spent much time building the chapter's civic connections, public profile, and favorable image, which appears to continue to bolster the increasing number of unsolicited offers to donate money to the chapter from individuals, corporations and other institutions. He also

*(Continued on page 10)*

# Communications

## The Paroscope

The chapter's newsletter, The Paroscope, remains the chapter's main tool for communicating large quantities of information to our members, associate members, and volunteers. We also send it to all PVA chapters and the national PVA, as well as allied organizations and businesses. The Paroscope provides regular reports on advocacy, legislation, sports and recreation, membership, chapter events, veterans' benefits, other issues and other items in which the readers may have an interest.

## Apparel and other promotional items

The "Saluting Man," the nationwide corporate logo of the Paralyzed Veterans of America, continued to appear on more items that the chapter displayed including shirts, jackets, vehicles, and publications. We changed the former black-and-gold signs on the chapter's office building with the previous "Speedy" logo to red, white and blue signs featuring the Saluting Man. The cover photo shows the July 2018 installation.

Active members usually place magnetic signs, with the chapter name, corporate logo and web site address on their vehicles' doors, providing many thousands of miles of exposure in a year. Both chapter-owned vehicles similarly display the chapter's logo and information.

## Face-to-face outreach exhibits

Our members' own direct outreach to the public is detailed in the Advocacy Report on page 8.

# Building

During FY2018, the outside of the chapter's building in Sharpsburg, Pa., got three important upgrades.

Keystone Paralyzed Veterans is most grateful to the donation of a new roof over the storage portion of the building (photo at right) by Ireland Contracting.

New support irons were installed over the windows at the front of the building, and the brickwork was cleaned by Perman Contracting.

New signs (see front cover) were installed on the front and side of the building and in the parking lot by Signs by Tomorrow.

Staff is responsible for keeping the interior of the building bright, clean, functional, and with plenty of room for wheelchair users to do work, conduct meetings, and move around easily. As a response to budget cuts from the national office, the cleaning service was cancelled and office cleaning will now be performed by the staff.

**Ben Williams**, Building Committee Chairman

New e-mail address: [keystoneparavets@gmail.com](mailto:keystoneparavets@gmail.com)

Web site, [www.kpva.org](http://www.kpva.org)

The e-mail program that we used (supplied by our internet service provider) failed repeatedly over the year. Near the end of the fiscal year we began changing our service over to Gmail, the Google-provided service. We still receive incoming e-mail from the old address, but we don't diligently monitor it like we do the new e-address.

We also determined that our web site was inadequate to the task and began steps to improve it at the end of FY2018.

## Teleconferencing

The chapter began to use a new teleconferencing service as national PVA phased out its conference bridge, which we had used at no charge. Lighthouse Conferencing, suggested by the national office, allows us to set up a conference call with next to no notice. Its cost is modest. We now invite members to call in to Membership Meetings using the system (though they do not earn Health and Recreation Points when calling in from any but the official meeting sites).

## The "Five Facts Flyer"

The chapter produces a flyer that contains the "Five Facts You Ought to Know About Paralyzed Veterans" that are printed here on page 4. We believe, and evidence supports, that the public is much more likely to support our veterans and our mission when they know the "Five Facts."



Ireland Contracting donated the replacement of a roof covering the back of the chapter's building in August 2018. Our thanks to Gary Ireland, his crew, and everyone who helps us through the year! See pages 11-12.



# Fundraising

American Thrift Center, whose store is in West Mifflin, Pa., collects donated second-hand clothing and household items for resale, and the chapter receives a percentage of the gross sales. The American Thrift Center continues to increase the number of its red collection boxes located in high visibility areas in southwestern Pennsylvania and increasingly beyond Allegheny County. The chapter name and/or the national/chapter logo appear on all four sides of the boxes. American Thrift also provides replacement household items and clothing within its inventory for Keystone members who have suffered a catastrophic loss. They also provide a 50% discount to Keystone PVA members. The American Thrift Center is owned and operated by James V. Zeik, whom we thank for his commitment to the support of paralyzed veterans.

We also receive donations from Project Salvage USA, a metal recycling program, and through “ammo” donation boxes placed in various locations. These programs are operated by Timothy G. Knoebel, who is in the early phases of developing these promising projects.

We are a participant in the United Way of Allegheny County, and appreciate the support of donors through that program.

In Fiscal Year 2018, the Keystone Paralyzed Veterans of America received no funding from local, state, or federal governments.

Charities are criticized for spending money on fundraising. The fact is, fundraising is expensive. To reach potential donors to ask for their support, money must be spent, or an active, willing

and capable corps of volunteers must be recruited, trained, and engaged. Always be suspicious when you are told that “no or few funds were spent for fundraising.” Except in rare cases where few very large sums of money from few sources are committed to a project or a cause, a lot of people willing to support a cause must be contacted at some significant cost. Then there are costs of follow-up, accounting, reporting and other compliance requirements. There is no free lunch.

We are very pleased to recognize many individuals, foundations, and other veterans service organizations who have provided support for the Keystone chapter’s paralyzed veterans; please see the donors report starting on page 11.

Keystone PVA is most grateful to all its donors.

## Treasurer

Keystone PVA’s Fiscal Year 2018 records and practices were inspected by K.E. Randall and Associates. The auditor’s opinion letter is located on page 13, followed by statement of activities and financial position.

I am responsible for the funds of the chapter, but our financial recording and reporting security is based on having four people involved with overlapping responsibilities: the treasurer, the president (who is a past treasurer), the office manager (who is also the bookkeeper), and the executive director. All are involved in the financial accounting process in significant ways. All are encouraged and empowered to call attention to and investigate anything that seems amiss.

Though separately incorporated from the national Paralyzed Veterans of America, the national office rightly requires (as part of its financial support) that each chapter arranges for an annual independent audit, plus reports on programs and fundraising that the chapter does. The national PVA office of the chief financial officer has always been accessible, responsive and helpful.

An important part of our financial process is to acknowledge donations. Our thank-you letters, personally signed by the president and me, also serve as a record of donations for the donor’s tax records, since all donations to support Keystone PVA programs are federal income tax-deductible for those whose itemize.

Investments include certificates of deposit, money market funds, and equities. Most of our equity investments are managed by Hefren-Tillotson financial advisors and planners with a conservative approach. Our Hefren-Tillotson account managers meet with our Board of Directors periodically to review our investment status and strategy.

**Bill Jakovac,**  
Chapter Fundraising Coordinator and Treasurer

## Chapter Administration *(Cont'd from page 8)*

attends Veterans Service Officer roundtable meetings with the director of the VA Pittsburgh Healthcare System, teleconferences of the PVA Associations of Government Relations Directors, face-to-face meetings of the PVA Association of Chapter Executive Directors (of which he is an officer), and national PVA Board of Directors meetings, accompanying the chapter’s national director. Routine work includes supporting the processing of legal and financial documentation and maintenance of the chapter’s grounds and vehicles. He had been with the chapter for 13 1/2 years as of the end of FY2018.

Diane Byrnes began her 12th year on staff in 2018. She is the most identifiable staff person to callers, since her assignment to be in the office 40 hours a week makes her the primary receptionist. But her major responsibilities are bookkeeping, purchasing supplies, processing incoming

*(Continued on page 15)*

# Keystone PVA thanks you for your generosity

These people and institutions made **direct donations** to the Keystone PVA in our **fiscal year 2018 (01 October 2017 to 30 September 2018)**. We thank you for your generosity in contributing to the many works that support paralyzed veterans. We publish only names and communities of residence. Monetary donations are always acceptable and are preferred due to their flexibility in providing services. Because of space limitations and appropriateness to the mission of the Keystone PVA, not all non-monetary donations can be accepted.

We strongly suggest that those who have gently-used home furnishings, clothing and shoes donate them to the American Thrift Center, a second-hand-goods store based in the Village Shopping Center, 1806 Homeville Road, West Mifflin PA 15122. Donations and sales there benefit the Keystone Chapter. For pickup of larger items in Allegheny County, Pa., and parts of surrounding counties, call the American Thrift Center at 412-469-9663. Or place clothing and shoes in one of over 500 red donation boxes in the Pittsburgh region, samples of which are pictured on the next page.

*All locations are communities or postal designations in Pennsylvania unless otherwise noted.  
Numbers in parentheses indicate multiple donations.*

## **BEQUEST**

Hedy & Leo Viens via daughter Lorraine J. DiPersio and family, Doylestown, PA

## **UNRESTRICTED** donations

American Legion Earl J. Watt Post 638, Bessemer  
American Legion Daniel Keffer Post 75 Home Association, Clairton

American Legion Bushy Run Post 260, Claridge  
American Legion Post 683, Lauter Faulkner, Saxonburg

Linda Berkheiser, Gibsonia

Edgar K. Blose, Punxsutawney

Diane Bowman, YourCause LLC

The Honorable Jay Costa, Jr., Pittsburgh

Judith & Jeffrey Dietz, Pittsburgh

Jack Faub, Verona (2)

Rosalie M. Murrer through Fidelity Charitable (2), Pittsburgh

John & Karen Kennedy through Fidelity Charitable Gift Fund, Pittsburgh

Mr. & Mrs. Graham MacMillan through Fidelity Charitable Grant, York

Anonymous through Fidelity Charitable Grant (2)

Mr. Eugene Klaber through Fidelity Charitable Grant, Slippery Rock

Ms. Patricia Faltenovich through Fidelity Charitable Grant, Rochester

Gary Gajdzik and Karan Gajdzik through Fidelity Charitable Grant (3), Cranberry Township

Mr. & Mrs. Joseph Kirby through Fidelity Charitable Grant (3), Wexford

Ms. Giap Nguyen through Fidelity Charitable, Houston, Texas

George & Theresa Fetz, Souderton

Rick Frazier, Others First, Rochester Hills, Michigan

Terrisa Hohn, Bank of America Employee Giving Campaign (3), Lancaster

Bank of America Employee Giving Campaign, Anonymous

Donald & Sara Jones, Canonsburg

JustGive Great Nonprofits

Just Giving Charity (3)

Nancy M. Grooms, Thomasville, North Carolina

Patricia Kirkpatrick (3), Pittsburgh

Jay & Elaine Medasie, Claysburg

Joseph Salata, Merck Foundation, Lansdale

Lois & John Moore, New Britain

Network For Good, Albena Patroneva, Wayne

Network For Good, Anonymous (11)

O'Connor Family Foundation through the Pittsburgh Foundation, Pittsburgh

The Pittsburgh Foundation, Pittsburgh

Adam & Jean M. Petrovich, Allison Park

Pa. State Association of Boroughs, William Rossey, President; C. Cap, Executive Director (2), Harrisburg

Deborah Pomposini, Pittsburgh

Madelene M. Pryor, Glenshaw (3)

William F. Reese, Sr., Washington

Joseph J. and Lore C. Salata through Schwab Charitable, Lansdale

Timothy Smiley, Ellwood City

Robert H. Swope, Reading

Joann Blose through Thrivent, Home

Susanna S. Gant through Thrivent, Arlington, Ohio (2)

Star L. Langley through Thrivent, Caseville, Michigan

Tisha's Salon & Spa Bar, Alicia Williams, Leechburg

United Way of Allegheny County - Several donors

Harry J. Verlato, Jr., Canonsburg

Mr. & Mrs. Samuel and Susan Weber, Coraopolis

## **BASS TOURNAMENT** donations

Thomas Landish, Monongahela

Sharpsburg Veterans Assn., Howard Strain, Sharpsburg

## **HOSPITALIZED VETERANS PROGRAMS** featuring **PROJECT EASTER BAG** donations

American Legion Auxiliary Post 380, Dravosburg

American Legion Auxiliary John C McIlvaine Unit 902, Canonsburg

American Legion Brooks Crago Post 816, Rices Landing

American Legion Bushy Run Post 260, Claridge

*(Continued on page 12)*



# 700 donation boxes in the Pittsburgh Region!

Most of the 700-plus donation boxes placed around southwestern Pennsylvania that benefit the Keystone Paralyzed Veterans are red, and look like one of the two examples shown here. The newer PVA "Saluting Man" logo, on the box in the leftmost photo, is now being applied to new and refurbished boxes. American Thrift Center manages and collects the contents of the boxes, and operates a thrift store in West Mifflin, Pa. It is registered as a fundraising organization with the Commonwealth of Pennsylvania. Its only beneficiaries are the Keystone Paralyzed Veterans.

American Legion Post 117, Butler  
American Legion West Hills Post 924, Coraopolis  
American Legion Legionnaires of Corry Inc., Corry  
American Legion Homer City Post 493, Homer City  
American Legion Wesoloski Hays Post 335, Imperial  
American Legion Byers Tosh Post 267, Ligonier  
American Legion Ernest Phillips Post 485, McDonald  
American Legion Post 711, Murrysville  
American Legion Harrison Township Post 48, Natrona  
American Legion Schenley Post 663, Pittsburgh  
American Legion Memorial Assoc. Post 701, White Oak  
American Legion Perry Highway Post 161, Wexford  
Ernest Clark, Wales Center, New York  
Donegal Veterans Association, Donegal  
Mt. Parnell Lions Club, Edward L. Smith, Chambersburg  
Lester L. & Penny L. Neimiller, Boswell  
Presbyterian Church of Pitcairn, Ed Agate, Pitcairn  
Angela Summers, Clairton  
VFW Auxiliary District 27, Post 444, Derry  
VFW Private James Perry Post 191, Canonsburg  
VFW W. Ralph McNulty Post 214, Lawrenceville  
VFW Post 315, 1820 Washington St., New Castle  
VFW Summit Post 7090, 1902 Sundeman St., North Side  
VFW Post 7023 & Gold Star Post 7023, Perryopolis  
VFW Springdale Post 1437, 469 Ridge Ave., Springdale

**"Thank you for your service!"**

Veterans appreciate thanks for their military service. Even if a veteran was not harmed during active duty, she or he was often put in harm's way, in unavoidably dangerous situations, to provide security for their fellow Americans, for modest pay at best.

So no matter how a veteran became disabled, he or she took the risk. Now the best way to thank them for their service is to support their needs now, as the people and organizations on these pages have done.

***Our thanks back to you!***

## MEMORIAL donations

*In Memory of Betty J. Gerba*  
Russell B. Salminen, Monongahela  
Kathleen K. Voigt, Claysburg

*In Memory of George A. Lipchak*  
Christopher Flanagan, New York  
Jessica McClure, McDonald  
Glenda Williams, Pittsburgh  
Anonymous

*In Memory of Mary Lofstrom*  
The Hite Company, Altoona

*In Memory of Robert E. Machmer*  
Susan Machmer, Middletown, Delaware  
Joanne K. Mitchell, Avondale

*In Memory of Robert S. Williams*  
Lee Ann & Robert Ahlin, McKeesport  
Susan Brate & Family, Denver, North Carolina

*In Memory of Frank J. Yukovich*  
Pittsburgh Corning Corp., Murrysville  
Christopher Fidler, Jonestown  
M. Eleanor Snider, Butler

*In Memory of Joseph C. Smithco*  
Judith A. Iurlano Dietz, Pittsburgh

*In Memory of Salvatore Venturino*  
DAWAR Technologies, Pittsburgh

## NON-CASH donations

American Legion Post 940, West Brownsville—use of its marina for the Team Bass Tournament  
Gloria Atherholt, Danielsville, hand knitted afghan & lap blanket  
Ireland Contracting, Glenshaw, Pa.—replacement of a portion of the chapter office building roof  
Jeffrey Thorne, Saugerties, New York

# Independent Auditor's Report and Financial Statements

The Keystone Chapter of the Paralyzed Veterans of America (Keystone PVA) engaged Kimberly Y. Donovan, CPA, to perform its independent audit for Fiscal Year 2018. The following opinion letter, Statement of Activities, and Statement of Financial Position are the highlights of the results of the FY 2018 audit. Fiscal Year 2017 numbers are provided by the chapter from the previous year's audit for comparison. To see the complete audit, including supporting notes, contact Keystone PVA.

**Kimberly Y. Donovan**  
**Certified Public Accountant**

235 New Castle Road  
Butler PA 16001  
724-283-6040  
Kimberly@kerandall.com

## INDEPENDENT AUDITOR'S REPORT

To the Board of Directors of  
Keystone Paralyzed Veterans of America, Inc.  
Pittsburgh, Pennsylvania

I have audited the accompanying financial statements of Keystone Paralyzed Veterans of America, Inc. (a nonprofit organization), which comprise the statements of financial position as of September 30, 2018, and the related statements of activities, functional expenses, and cash flows for the years then ended, and the related notes to the financial statements.

### **Management's Responsibility for the Financial Statements**

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

### **Auditor's Responsibility**

My responsibility is to express an opinion on these financial statements based on my audit. I conducted my audit in accordance with auditing standards generally accepted in the United States of America. Those standards require that I plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, I express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

### **Opinion**

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Keystone Paralyzed Veterans of America, Inc. as of September 30, 2018 and 2017, and the changes in its net assets and its cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Kimberly Y. Donovan, CPA  
Butler, Pa.  
January 15, 2019

**KEYSTONE PARALYZED VETERANS OF AMERICA, INC**

**STATEMENTS OF ACTIVITIES**

For the Years Ended September 30, 2018 and 2017

	Year ended September 30,	
	2018	2017
Unrestricted net assets		
<b>Unrestricted revenue and support:</b>		
National PVA contributions	\$ 157,623	\$ 159,405
Thrift Shop Fundraising	80,343	70,207
Legacies and bequests	—	—
General contributions	59,215	39,616
Trap Shoot tournament	—	8,789
Membership dues	500	270
Newsletter advertising	1,488	1,088
Project Salvage/"ammo" donation boxes	2,992	1,577
Combined Federal Campaign	908	908
United Way contributions	407	407
Hunting and Fishing Tournaments	1,790	1,380
Income from investments		
Interest and dividends	39,215	31,818
Net gain (loss) on investments	13,399	72,481
Net assets released from restrictions	—	—
<b>Total unrestricted revenue and support</b>	<b>356,225</b>	<b>387,946</b>
Unrestricted expenses		
<b>Program services:</b>		
Membership and benefits	141,878	143,928
Public affairs	126,944	121,900
Research	7,182	10,657
<b>Total program services</b>	<b>276,004</b>	<b>276,485</b>
<b>Support services:</b>		
General and Administrative	86,733	85,215
Fundraising	11,523	11,113
<b>Total support services</b>	<b>98,256</b>	<b>96,328</b>
<b>Total unrestricted expenses</b>	<b>374,813</b>	<b>372,813</b>
Net increase (decrease) in net assets	(18,035)	15,113
Net assets, beginning of year	<u>1,451,800</u>	<u>1,451,800</u>
<b>Net assets at end of year</b>	<b><u>\$ 1,466,933</u></b>	<b><u>\$ 1,466,933</u></b>

# KEYSTONE PARALYZED VETERANS OF AMERICA, INC

## STATEMENTS OF FINANCIAL POSITION

For the Years Ended September 30, 2018 and 2017

	September 30,	
	2018	2017
<b>ASSETS</b>		
<i>Current assets:</i>		
Cash and equivalents	\$ 200,352	\$ 74,352
Advertising and fundraising receivables	7,096	11,687
Prepaid expenses	<u>11,670</u>	<u>13,051</u>
<b>Total current assets</b>	<b>219,527</b>	<b>99,090</b>
<b>Investments at fair value</b>	<b>1,051,677</b>	<b>1,176,715</b>
<i>Property and equipment:</i>		
Building and improvements	323,178	322,001
Equipment and furniture	14,906	14,906
Vehicles	84,008	84,008
Less: Accumulated depreciation	<u>(219,704)</u>	<u>(202,272)</u>
<b>Property and equipment, net</b>	<b>202,388</b>	<b>218,643</b>
<b>Total assets</b>	<b>\$ 1,473,592</b>	<b>\$ 1,494,448</b>
<b>LIABILITIES and NET ASSETS</b>		
Accounts payable and accrued expenses	\$ 24,694	\$ 27,515
Total liabilities	24,694	27,515
<i>Net assets:</i>		
Unrestricted	1,448,898	1,466,933
Temporarily restricted	<u>—</u>	<u>—</u>
<b>Total net assets</b>	<b>\$ 1,448,898</b>	<b>\$ 1,466,933</b>
<b>TOTAL LIABILITIES and NET ASSETS</b>	<b>\$ 1,473,592</b>	<b>\$ 1,494,448</b>

## Chapter Administration

*(Cont'd from page 10)*

postal mail and much of the e-mail. She is the primary staff person for the Easter Bag Project and the Annual Dinner, and the processing of vital paperwork for events such as the applications for the National Veterans Wheelchair Games is in her hands.

Beth Carmona had been on staff nearly four years at the end of FY2018. She makes several outreach calls per week to members that we seldom have contact with, to find out if they are getting the services they need from PVA, this chapter, the Department of Veterans Affairs, or other providers. Beth also serves as staff for the Poster and Poem contest, the

legislative visits to members of Congress by members, and especially for membership issues. These duties put her in contact with national PVA staff daily, a critical link between

Report submitted by Joseph W. Dornbrook,  
Executive Director

## A few other important numbers

**9,000+** incoming e-mails handled through the year

**2,900+** person-to-person contacts made by members at public exhibit events

**1,086** phone calls taken just by the office manager, not including other staff members

**123** e-mails distributed to members with information originating from or forwarded by the chapter



**Paralyzed Veterans  
of America**  
Keystone Chapter

1113 Main Street, Pittsburgh, PA 15215-2407

Phone 412-781-2474 or 800-775-9323

Fax 412-781-2659

[www.kpva.org](http://www.kpva.org)

[keystoneparavets@gmail.com](mailto:keystoneparavets@gmail.com)

## Officers, Directors and Appointments, FY 2019

See page 2 for contact information

### President

Mark O. Rosensteel

### Vice President

George M. "Murph" Neelan

### Secretary

William D. Lightner

### Treasurer

William D. Jakovac

### Immediate Past President

James E. Riemer

### Directors

Jerry "Bull" Baylor

Chris Fidler

Tom Strang

Ben Williams

### Advocacy Director

William D. Jakovac

### Fundraising Coordinator

William D. Jakovac

### Hospital Liaison Coordinator

Chris Fidler

### Legislative Director

Chris Fidler

### Membership Officer

Tom Strang

### Service Officer

George M. "Murph" Neelan

### Sports Director

Jerry Baylor

### Volunteer Coordinator

Agnes Strang

### National Director

William D. Jakovac



## CONNECT WITH US

The BOARD OF DIRECTORS: *Contact information on page 2.*

THE OFFICE: *Information is in the keystone in the top left.*

### SIX MEMBERSHIP MEETINGS A YEAR

Sites, dates and times are in *The Parascope* and on the web site.

### SIX NEWSLETTERS A YEAR

*The Parascope* is sent to each member, to public officials and key Department of Veterans Affairs officials, and circulated at the eight VA medical centers in Pennsylvania.



Keystone Paralyzed Veterans proudly (and literally!) point to one of the new, brighter office signs featuring the Saluting Man logo on its Sharpsburg office building.

## The mission of the Keystone Chapter of the Paralyzed Veterans of America is

to improve the quality of life of paralyzed veterans by

- Encouraging and supporting spinal cord injury and disease research;
- Improving access to health care and other veterans' benefits;
- Assisting in the expansion of opportunities in wheelchair sports and recreation; and
- Advocating for the rights of disabled people, including the reduction and elimination of barriers to accessibility and mobility.