This report represents ENGLISH RIVER OUTFITTERS RESORT’s responses to Charting Impact, a joint project of BBB Wise Giving Alliance, GuideStar USA Inc, and Independent Sector. Charting Impact uses five simple yet powerful questions to encourage strategic thinking and help organizations share concise information about their plans and progress toward impact.

ENGLISH RIVER OUTFITTERS RESORT
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Mission:
We strive to restore our veteran's strength and independence by providing a safe outdoor experience that promotes healing and closure, as well as family reintegration. Through its “Life Skills” Program, using the Peer on Peer approach, ERO has impacted several veterans and their families: ten veterans from committing suicide and two families from divorce. The “Life Skills” Program also builds self esteem by allowing veterans to work as a part of a group and perform jobs that they believed they were no longer able to accomplish due to an injury or disability. In 2015 we added the “H” for Healing at English River Outfitters (HERO). We at HERO are making an impact and improving our veterans lives through our “Life Skills” Program:

- Module One - Personal Development: developing self-concept, personal goal setting, problem solving, decision making, dealing with anger, personal safety...
or GuideStar, nor does it represent fulfillment of the BBB Wise Giving Alliance's *Standards for Charity Accountability*. For more information on Charting Impact, visit [www.guidestar.org/chartingimpact](http://www.guidestar.org/chartingimpact)
1. What are we aiming to accomplish?
To help promote healing and closure for our veterans
Provide our veterans a retreat where they can relax as well as realize their strengths and their independence
Provide Family Reintegration and nurture the Mind, Body, Economic Empowerment, and Engagement of our soldiers.

2. What are our strategies for making this happen?
Our approach is to deliver a veteran-focused "life skills" program that will assist in the development of skills for living as independently as possible, and enjoying a reasonable quality of life. Some veterans suffer from Post Traumatic Stress Disorder (PTSD), Traumatic Brain Injury (TBI), Military Sexual Trauma (MST), or other military service related problems. In addition, simply adjusting to civilian life is difficult for some returning military veterans and their family members. English River Outfitter's "Life Skills" Program is comprised of three Modules: Module One - Personal Development: developing self-concept, personal goal setting, problem solving, decision making, dealing with anger, personal safety, time management, grooming and hygiene, alone or lonely, assertiveness, self-esteem, trust, risk taking, values, stress management, and even learning to laugh again. Module Two - Relating to others, communication skills, self-disclosure and feedback, accepting others, friendships, conflict resolution, hosting and attending social events, and healthy relationships. Module Three - Life Management Skills: budget coaching, shopping, paying bills, cooking and nutrition, maintaining comfortable living space, landlord/tenant relations, navigating the healthcare system, connecting with community resources, accessing programs, and basic computer skills.

3. What are our organization's capabilities for doing this?
Founded in the fall of 2008, English River Outfitters a 501 C 3 charitable, nonprofit organization that provides a lodge and resort experience for disabled veterans, veterans and their family members. In 2016 we host 400 veterans and their families. Since 2008 we have served over 2400 veterans and their families. We are governed by a Board which consists of four military members. The Founder/President is a 23 year Army veteran and has been a VFW Post Commander for 3 years and was a Quartermaster for 2 years. Vice President is a Retired LTC and Battalion Commander in the Army National Guard. He is also a member of the American Legion. He was an Army ROTC Instructor at the U of I. Treasure is a mother of a soldier and has held positions in several Non-Profit organizations. We also have an advisory board which assists the board on different topics and issues.

4. How will we know if we're making progress?
We conduct a survey at the end of each of our programs or events. This is a two part survey which ask what did the participants expect of an organization that offers the programs that we offer. Then we ask how did we preform. We have achieved very high remarks from the surveys. We get many emails and phone calls back thanking us and asking how they can help. Here is a short video of an interview. Watch "Rope" on YouTube https://youtu.be/Dngn34iZblc You can view more YouTube videos on our YouTube Channel "HERO" more than 2.4 million men and women have served in Iraq and Afghanistan. For many, the return home is fraught with challenges: • 1 in 4 have sought treatment for post-traumatic stress disorder/depression • 1 in 3 struggles with substance/alcohol abuse • 1 in 5 is unemployed • 22 commit suicide every day

5. What have and haven't we accomplished so far?
Founded in the fall of 2008, English River Outfitters a 501 C 3 charitable, nonprofit organization that provides a lodge and resort experience for disabled veterans, veterans and their family members. Serving over 2400 veterans and their families and saving 19 veterans from committing suicide. Accomplishments: We have seen remarkable differences in our veterans after visiting English River Outfitters; here are a couple testimonials from veterans that have visited English River Outfitters. I actually saw some of the person that my husband used to be before all the ugly stuff. He’s had a spark of excitement ever since. Even his therapist said he’s seen a difference. Thank you doesn't seem to be enough. Andrea (VA) My time at English River Outfitters saved my life! One time out to English River Outfitters showed me that I have a life to live and it's worth it!! I experienced a calm environment that was so overwhelming I had to share it with others. My son and I have had a bad few years relating. One weekend out there helped us to bond back together. I would not be here today except for my time spent at English River Outfitters!! (SSG. IA)