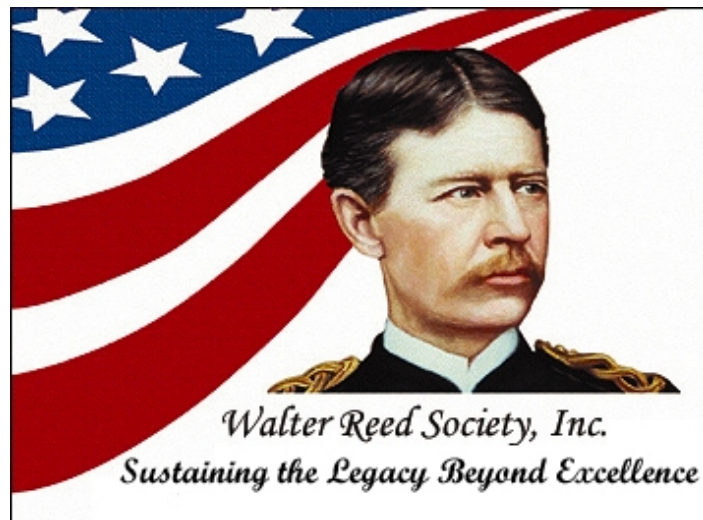




Annual Report 2026

This report covers calendar year 2025

The Walter Reed Society is a tax-exempt 501[c] [3] organization incorporated in the District of Columbia [EIN 52-1961196]. It was organized exclusively for charitable purposes in 1996 to benefit Walter Reed Army Medical Center and its educational, patient treatment and research activities. In 2011 the Society transferred its activities to Bethesda, Maryland to support the Walter Reed National Military Medical Center (WRNMMC). In 2019 its mission statement was expanded to include military health care facilities in the National Capital Region (NCR) as well as collaborating with non-profit partners in the NCR. The mission statement can be found on our website at: www.walterreedsociety.org.

The Society's mission remains the same to assist service members, active and retired, being treated at DoD medical facilities in the NCR and their families in response to unmet needs during their care. We also sponsor activities and fund projects and goods that enhance patient care services and support the welfare and morale of service members, families and the staff at WRNMMC, Alexander T. Augusta Military Medical Center (ATAMMC) at Ft. Belvoir and other DoD medical facilities in the NCR. All of this is accomplished through our membership and the generous support of private donors along with some corporate support.

Society membership remains strong at almost 600 members; see following Membership Report. All are welcome to join the Society especially friends of WRNMMC, the former Walter Reed Army Medical Center and National Naval Medical Center, the Uniformed Services University of the Health Sciences, the ATAMMC at Ft. Belvoir or other DoD medical facilities in the NCR.

As usual two newsletters were published in 2025 to coincide with the Society's meetings to keep members and friends apprised of our current activities and plans. The Society continues to hold office space co-located with the Henry M. Jackson Foundation in Bethesda, MD.

The Board of Directors meets at a minimum of every two months; these meetings are moving toward being all virtual. Additional conference calls are added as needed. As has been the custom we planned two annual memberships meetings (May and December) for 2025. Sadly our Dec 2025 meeting was cancelled due to a very low number of commitments to attend. All Board

members remain volunteers and serve with no remuneration for the many hours spent conducting Society business. There are Board positions available if there are any members desiring to serve. I believe the Board continues to function well due to the diligent and dedicated efforts of its members.

During the year we completed a rewrite of our By-Laws that had not been re-evaluated for a decade or longer. This effort has been led by COL(R) Brian Foley, First Vice-President, with the goal of updating these documents to be more reflective of the current times and functions of the Society. Our previous By-Laws called for a number of specific Vice-President positions, some of which had not been filled for a number of years. The new By-Laws no longer require these specific positions giving us the flexibility to add members to the Board as Members-at-Large as the opportunities arise. We also renewed our Articles of Incorporation with the District of Columbia government; having started in DC we chose to keep our incorporation there.

In 2025, our membership elected two new members to the Board at our Annual Meeting in May. COL (Retired) Rick Erdtmann who has been very successful reaching out to other local non-profits was elected as a Member-at-Large. Tansill Johnson, a long-time Army public affairs official, was elected as VP for Public Affairs/Outreach. Biographies of both are available on our newly re-built website at: www.walterreedsociety.org.

In 2025, Society leadership met with some of the new leaders at the medical facilities in the National Capitol Region. In February 2025, we met with CAPT Juan Rosario, the new Chief of Staff at WRNMMC. Later in the year we met with CAPT Debra Buckland-Coffey, the new Chief Medical Officer at WRNMMC. We also met with COL Gena Adam, the new Director of Alexander T. Augusta Military Medical Center, Ft. Belvoir, VA. The purpose of these meetings was to introduce these new leaders to the Society, our leadership and our work.

We were pleased to present along with the American Red Cross the third annual Rose Mologne Award to Dr. Inge Guen, a long time Red Cross Volunteer at WRNMMC. The award, an engraved crystal rose bud vase and a commemorative coin was presented in a ceremony at the Red Cross Chapter Volunteer Awards Ceremony on April 29, 2025. The **ROSE** award represents **Recognizing Outstanding Service with Excellence**.

Pictured right are Walter Reed Society members Rick Erdtmann, John Wetterau and John Pierce with Dr. Inga Gwynn, the 2025 Rose Mologne Awardee.



In early 2025 the Montgomery, Howard and Frederick County Chapter of the American Red Cross presented the WRS its Fundraising Award for our contributions to their work.

As we look to leverage our financial position and be a “force multiplier” in our assistance to other non-profits, Rick Erdtmann, COL, Medical Corps US Army (Ret) works as Society Liaison to Other Non-Profits in order to strengthen and increase our opportunities for partnership and service. See Rick’s report below for more details.

Ms. Yamayra Ahorrio is the Society’s Liaison to ATAMMC at Ft. Belvoir, VA We certainly appreciate her outstanding assistance in our efforts there which have increased significantly in the past few years.

In 2025 the Society continued its very successful collaboration with Mission M4 (Military MRI Minus Medication). Mission M4, a local nonprofit lead by Linda Wolf, provided two Bubble Rovers for pediatrics patients at WRNMMC. The rovers are a sensory integration tool designed to meet the needs of individuals experiencing sensory integration dysfunction. Products help users to balance incoming sensory and environmental information and work to develop the subconscious ability to process and respond to stimuli. By activating the senses of vision, touch, hearing and movement, a rover device can help the user integrate and organize responses. To learn more about MISSION M4, please visit: www.missionm4.org.

For several years we have supported Operation Key West (OKW) in providing quarterly events at Dave and Busters for the pediatric patients and their families at Portsmouth Naval Medical Center. In addition to the quarterly parties OKW provides 12 "Smile Packages" (one per month) to the entire family of an ill child identified in coordination with the hospital.

The Society continues its affiliation agreement with the Friends of Uniformed Services University (FUSU). This affiliation is not political and no lobbying is done. This collaboration continues to be fruitful as others from the military community have joined to advocate for and support military medicine.

The Walter Reed Society partnered with the American Red Cross to provide food items for meals and other assistance to those effected by the federal government shutdown between October 1 and November 12, 2025, the longest shutdown in history. Of course the hospital remained open and military and most civilians continued to work, some without pay or limited pay. With financial support from the Society, the Red Cross prepared bags of food items that were offered to hospital staff. In addition, gas gift cards were provided to those in need. Flyers were placed on the food bags recognizing the WRS.

During the federal government shut down we provided support for the Uniformed Services University’s efforts to provide Holiday gifts for lower enlisted families via a Wishing Tree and as well as necessities via a Food Pantry.

At the request of CSM (Ret) Ric Alcantara, our VP for Communications, the Society was pleased to sponsor combat veterans in a unique effort to “walk off the war” as they participated in Warriors on the Way, a holistic effort that combines proven modalities, incorporating the mind, body, and spirit. Lead by Father Steve Rindahl, a retired combat veteran Army chaplain, from San Antonio, TX, the 2025 Warriors on the Way pilgrimage started in Astorga, Spain as the

participants hiked 180 Miles to Santiago de Compostela, the capital of Galicia in northwestern Spain, a renowned UNESCO World Heritage site famous as the culmination of the Camino de Santiago pilgrimage route.

We owe special thanks and gratitude to the leaders and staff of Walter Reed National Military Medical Center for their collegiality and support, the Uniformed Services University of the Health Sciences for their support, and the American Legion Post 41 for use of their facilities for our Board and membership meetings. Dinners for wounded, ill, or injured and their families in conjunction with the DAV and Helping Hometown Heroes organization held at the Legion Post have been re-instituted following the pandemic.

During the Christmas season 2025 for the first time ever, the Walter Reed Society was offered the opportunity to decorate a Christmas tree within the hospital. Of course we jumped at the opportunity. The Society was fortunate to get a location in the lobby of the American Building, the heavily-trafficked main out-patient building. The tree was festively decorated with numerous Walter Reed Society ornaments from years past. The Walter Reed Society afghan was used as a tree skirt. Hopefully this will become an annual tradition.



We look forward to continuing to work with all organizations with a similar mission to ours.

As always I owe special thanks to COL(Ret) Janet Southby, President Emerita and COL (Ret) Joe Konzelman, Immediate Past President for their continued active support, advice and overall excellence in service to our Society and our beneficiaries.

Our Director of Operations, Hermalene Taylor, continues to provide outstanding support for us and we are very fortunate to have her. Her continued experience with us, energy and interest in growth and improvement have added much to our ability to function efficiently and productively.

See the Appendix for a listing of the support we provided in 2025.

John R. Pierce, COL, MC US Army (Ret) President

ACTIVITIES

Secretary

As Secretary I am responsible for the documentation of discussions at the meetings of the Board of Directors via the minutes. Draft minutes are compiled and reviewed by the WRS president and Director of Operations. Final draft minutes are distributed to all Board members prior to the next meeting where they are reviewed and approved with any necessary changes made. Copies of the final approved minutes are kept for the WRS archives. I represent the Board at various events as available.

Submitted for Ed Coll, COL MC US Army (Retired) Secretary

Treasurer's Report

Donation income in 2025 showed a significant increase. Corporate and individual contributions totaled \$203,481, which was an increase of 21% from 2024. Because of this increase, WRS was able to maintain and increase its support of the wounded, ill and injured soldiers and their families.

Support of activities/services for wounded, ill and injured soldiers and their families was again a priority. During 2025 WRS provided grants to approved requests in the amount of \$168,966, which was a 20% increase from 2024. Our committees have been very proactive in letting the medical community know that the WRS can be very helpful in areas where funding is not normally available.

Also during 2025 the WRS was able to support requests from the staffs at WRNMMC and ATAMMC. Requests in the amount of \$34,971 were approved, which was a decrease of 57% from 2024.

The WRS continued to receive CFC donations from areas around the country as a result of the 2024 CFC Fall campaign. Donations in the amount of \$537 were received in 2025, which was a decrease of 48% from 2024.

Sales of the WRS collectible items showed a slight decrease of 3% from 2024 to 2025. The ornaments, stockings and afghans from WRNMMC, WRAMC and ATAMMC contributed to total sales of \$4,238. Sales were strong thru the WRS website and PayPal transactions.

The external audit of the WRS and WRF's 2024 financial statements was successfully completed in 2025. The external audit of the 2025 financial statements is currently in process and should be completed sometime in the fall of 2026. All required 2025 WRS document filings with governmental jurisdictions are in the process of completion.

The WRS investment portfolio showed a significant increase in 2025. The main investment portfolio with UBS showed an increase of 6.9%. The WRS Endowment Fund was adopted by the Board of Directors to establish an endowment to preserve financial assets for the long-term support of the operations and programs of the Walter Reed Society, Inc. The funds donated annually by the estate of Mr. Mark Norman, approximately \$75,000 each year for a total of 20 years, are added to the WRS Endowment Fund. The WRS Endowment Fund with Ameriprise Financial showed a 9.9% increase from January to September 2025. The Fund was transferred to Raymond James in September by the Financial Advisor. The Fund had a 2.1% increase from September to December 2025.

John Wetterau, LTC U.S. Army (Ret) Treasurer

First Vice-President

As mentioned above, during 2025 we completed a rewrite of our By-Laws that had not been re-evaluated for a decade or longer. We began this effort with the goal of updating these documents to be more reflective of the current times and functions of the Society. Previously, we had both By-Laws and a Constitution. In speaking with the lawyer that assisted us in this effort it was determined that we really did not need the constitution and so the new document consist only of By-Laws. Our previous By-Laws called for a number of specific Vice-President positions, some of which had not been filled for a number of years. The new By-Laws no longer require these specific positions giving us the flexibility to add members to the Board as Members-at-Large as the opportunities arise. In addition, we renewed our Articles of Incorporation with the District of Columbia government; having started in DC we chose to keep our incorporation there. We began work on a Society Policy Manual that will reflect day-to-day operations and can be changed as need without the burdens of By-Law changes.

For several years the Society has sponsored an American Health Information Management Association (AHIM) Foundation Scholarship for students pursuing associate, bachelor, or master's degrees in health information management (HIM) or health informatics (HI). In 2025 the AHIM Foundation's parent organization closed it down and the scholarship program ended.

Submitted for Brian P. Foley, COL US Army (Ret) First Vice-President

Vice-President Communications

We continue to work with our enhanced website as it is an on-going process to improve it and make it more user-friendly. Service members, their families, and the staff at WRNMMC, ATAMMC and within the National Capital Region can now request assistance directly through

the website. We have begun to get inquiries for assistance via the website; using the website makes it easier for these requests for assistance to reach us and for us to manage their needs. For those of us in the baby boom generation living at the speed of IT is a continual challenge and we are doing our best to keep up with it. We continue to post to the website news and events, our newsletters, and information about the Walter Reed Society's support to military medical facilities throughout the National Capital Region, while maintaining our primary focus on Walter Reed National Military Medical Center. Membership renewals, donations, and shopping for collectibles can also be completed online. As mentioned last year as you log into our new website on your phone, laptop, or desktop, you will immediately notice the improvements—everything is easier to find and use. We are also working on a policy manual to address our IT needs in regard to privacy and security.

Again I would like to personally thank Hermalene Taylor, our outstanding Director of Operations, and Tansill Johnson, who both spent countless hours ensuring the success of this project. This is an exciting time for our members and for all those we serve.

Several years ago your Board of Directors decided that we would provide support to other non-profits assisting patients and families. We believed this would allow us to become a “force multiplier” reaching beyond ourselves to others with a similar mission. All Board members are looking for ways that we can bring opportunities for assistance to the Board for consideration. I came across such an opportunity in 2024 when I made the decision to walk the Camino de Santiago to test my new knees. The Camino De Santiago or Way of St. James is a network of European pilgrimage routes leading to the tomb of St. James the Greater in Santiago de Compostela, Spain. Starting in Porto, Spain and doing the coastal route, then transitioning to the central route, altogether I walked 180 miles ending the trek in Santiago de Compostela. The Camino was more than just a physical and mental path; it was an inward journey, too. I'm deeply grateful for every step.

During the trek I learned of Warriors on the Way, a non-profit founded by Father Steven Rindahl, a retired US Army Chaplain. Steven had a 31 year enlisted and officer career having served in combat as well as at the Army Medical Department Center and School. Since 2017 Warriors on the Way has sponsored combat veterans on this pilgrimage. The purpose of the pilgrimage is to facilitate a combat veteran's healing from PTSD and moral injury. Over the years of these pilgrimages, they have had multiple former Walter Reed patients and staff journey towards their own needed healing.

I am very pleased to say that in 2025 the Society sponsored several combat veterans to take this pilgrimage. Feedback from them was outstanding and we plan to sponsor more in the future. Participants selected for the 2025 Warriors on the Way Pilgrimage represented combat veterans of the Army, Air Force, Navy, and Marine Corps. As the pilgrims physically trek 180 miles along the Camino de Santiago, their thoughts, emotions, spirits, and souls journey towards healing. Each day, with every step, the support of the WRS helped America's veterans walk off the war, both through the direct sponsorship of a portion of our pilgrims and by placing tangible reminders of their journey in all of their hands by giving them trekking poles with the reason for their journey emblazoned on them.

Evidence-Based Results Using a validated test instrument, the PCL-5, Warriors on the Way measures the before-and-after outcomes of our pilgrims. Warriors on the Way typically has a group average of a 70% +/- 2% reduction of symptoms during any given iteration. The 2025 iteration pilgrims experienced an 80.33% group average reduction of symptoms. The likely cause of increased efficacy is the substantially higher unit cohesion.

Submitted for Ricardo Alcantara, CSM US Army (Ret) VP Communications

Vice President Projects

In 2025 the WRS supported request for various needs from the staff at both WRNMMC and ATAMMC at Ft. Belvoir. Requests in the amount of \$34,971 were approved, which was a decrease of 57% from 2024. One reason this amount is lower than last year is that with some of the approved assistance the bills were not paid until 2026.

The Appendix at the end of this report provides a listing of the support we provided at both facilities. We have continued our relationships with the American Red Cross as well as the Oakleaf Club at WRNMMC sporting their efforts on behalf of patients, families and staff. We look forward to continuing to foster improved communication with staff and the leadership at both WRNMMC and ATAMMC. The reputation of the Society continues to grow through service and dedication. The Projects Committee has and will continue to play an important role in enhancing that perception and preserving the legacy of Walter Reed.

Submitted for Avery Davis, COL US Army (Ret) VP Projects

Vice President, Patient Services and Warrior/Family Services

As we collectively reflect on what the officers, members, donors and friends of the Walter Reed Society have accomplished over the past 30 years that our beloved Society has been providing assistance, equipment, education and so much more we can smile broadly and be so excitingly proud of the work we do.

While the “active wars” are behind us (for the moment), we continue both at Walter Reed-Bethesda, Alexander T. Augusta Military Medical Center at Fort Belvoir and DMV continue to treat the Wounded, Ill and Injured at an active pace. And we continue to be there every step of the way to lend a hand to those that are faced with medical challenges that we all pray to avoid. We do “Take Care of Our Own” and each and every member of the Army, Navy, Air Force, Marines and Coast Guard, to include family members, who seeks our help via their Case Manager do so with great hesitation. This reflects their pride in not wanting to ask for assistance but thanks to all of our volunteers and donors they soon realize that we stand ready in their time of need. The “hands on” approach we have in helping those in need results with a significant reduction of a great deal of stress for the service members and families during a critical time ... of the unknown. The emotional response that we receive directly from those we assist is so very genuine, heart felt and rewarding for all of the Walter Reed Society family. We are also pleased that the many Wounded Warrior and Family dinners that we support in coordination with the

Disabled American Veterans adds an opportunity to leave the hospital area into a warm and friendly setting. So a sincere THANK YOU to all that support our Hero's and families by supporting the Walter Reed Society.

Dan Bullis, SGM US ARMY (Ret) VP, Patient Services/Warrior/Family Support

Director of Public Affairs

I reached out to a military reporter, Alex Horton, for the Washington Post. I informed him about the WRS and what we do. He has been consumed with writing military stories about Venezuela as well as more recent military operations. I plan to contact him again, however I am aware that there could be a negative side..why are not the official channels proving support.

I wrote an article about Operation Key West, highlighting the positive impact of our support helps very ill children and their families find some happiness.

Another article about Leashes of Valor captured the positive impact of how a trained dog is able to improve the life of a veteran. It was written about Ronnie, a dog named after Lieutenant General Ronald Blanck, who was a founding member of the Walter Reed Society.

I also began a quest to encourage my neighbors and close friends, to join the Walter Reed Society, and therefore honor and help our Nation's military. A friend of over 50 years did join. Hopefully, next year that number will be much higher.

Tansill Johnson. Director of Public Affairs

Liaison to Other Non-profit Organizations

The Walter Reed Society is well known for its direct assistance to current and former patients and staff at the Walter Reed National Military Medical Center and its affiliated facilities in the area. What is less known is our involvement with other non-profits in our area. We partner with other organizations who have compatible missions by performing services to our military and veteran personnel and their families, thereby expanding the Society's reach.

Here are some examples of organizations that the Society supported in 2025. We gave a grant to the Blue Star Families who provided special programs to assist and celebrate caregivers and funding to organize holiday events for wounded warriors, other junior service members, and their families.

We again funded a grant to a non-profit, named "Mission Belonging" to hold an "Day of Belonging" where professional facilitators conducted workshops employing various forms of art such as writing, speaking, acting, painting, and crafting that gave participants a voice to express themselves, develop new relationships, and come together as a community.

The Society worked with the American Red Cross at WRNMMC to supply different types of hand-held smart devices designed to promote improved mind-body balance and to reduce anxiety and depression. Clinicians at WRNMMC refer military members, who they believe will benefit from these devices to the Red Cross who then issue them to the patients.

The WRS also partnered with the American Red Cross to provide food items for meals and other assistance to those effected by the federal government shutdown between October 1 and November 12, 2025, the longest shutdown in history. Of course the hospital remained open and military and most civilians continued to work, some without pay or limited pay. With financial support from the Society the Red Cross prepared bags of food items that were offered to hospital staff. In addition, gas gift cards were provided to those in need. Flyers were placed on the food bags recognizing the WRS.

Additionally during the federal government shut down the WRS provided support for the Uniformed Services University's efforts to provide Holiday gifts for lower enlisted families via a Wishing Tree and as well as necessities via a Food Pantry.

We registered with the civilian grocery chain, "Giant", to allow local store managers to designate our Walter Reed Society to receive a donation based on their patron's food purchases.

The Society partnered with Disabled American Veterans (DAV) and the American Legion Post 41 to sponsor quarterly dinners for wounded warriors in the area.

The WRS along with Mission M4, a local nonprofit lead by Linda Wolf, provided two Bubble Rovers for pediatrics patients at WRNMMC. The rovers are a sensory integration tool designed to meet the needs of individuals experiencing sensory integration dysfunction. By activating the senses of vision, touch, hearing and movement, a rover device can help the user integrate and organize responses.

In 2025 Society again gave a grant to Leashes of Valor. They have an extensive training program for dogs who are then assigned to wounded service members current and former military persons whose disability is mitigated by these amazing companions.

We also gave a grant to the Oak Leaf Club, formerly an officers wives club for the Navy founded in 1947. Our grant allowed them to distribute numerous stuffed animals to pediatric patients at Walter Reed National Military Medical Center.

By offering financial support to non-profits, our Society is able to assist a large number of beneficiaries and also gains greater name recognition for the work that we do which in turn, allows us to connect with more organizations who can help us deliver on our mission.

Rick Erdtmann, COL, MC USA (Ret) Board Member-at-Large

Walter Reed Society's 2025-2026 Collectible Ornament

In 2025 for the first time, the Society's collectible ornament was a two sided ornament, honoring the 250th anniversary of the US Army, US Navy and US Marine Corps in 2025 and the 250 anniversary of the United States of America in 2026.

The central image on the ornament's obverse is the North American bald eagle (*Haliaeetus leucocephalus*). Despite the bald eagle being a strong national symbol since 1782, appearing on the Great Seal of the United States and many other official items, it did not become the official national bird of the United States until 2024.

On the obverse of the WRS ornament are two American flags. To the left by the date 1776 is the Betsy Ross flag. The Betsy Ross flag, featuring 13 stars in a circle on a blue field with red and white stripes, is a popular early design of the American flag. Although widely associated with Betsy Ross, a Philadelphia seamstress, the historical accuracy of her direct involvement in creating the first such flag is debated. However the flag is a symbol of the original 13 colonies and the American Revolution. To the right by the number 2026 is the current American flag that dates to 1960. There are been 50 white stars, one for each state, on a blue field. The 13 red and white stripes represent the original 13 colonies.



Submitted for Janet Southby, COL US Army (Ret) President, Emerita

WRS Staff Report— Director of Operations

“Legacy and Excellence” – Part 1

MEMBERSHIP

As WRS celebrates 30 years of service (1996 - 2026), we salute and honor our members and community for their dedication and commitment to our organizational mission and operational milestones in 2025. Together, we sustain a legacy of excellence, serving others with your continued support.

Membership Statistics - January – December 2025

TOTAL MEMBERSHIP	584
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NEW	12
Annual	5
Two Year	0
Five Year	3
Life	4
RENEWALS	4
Annual	0
Two Year	2
Five Year	2

Trends to Watch:

Overall **membership** in 2025  **584** compared to **582** in 2024.

- **New members**  **12** increased from **7** in 2024.
This category has reached double digits for the first time since 2022.
Totals increased in every category except the two-year category.
- **Renewals**  **4** decreased from **12** to 2024.
Previous increases -- totaling **12** in 2024 and **9** in 2023.
- **Life**  **4** increased from two to four new members.

Overall, **annual** and **five-year memberships** had the strongest showing with a total of 10 (nine of which were renewals).

This number does not reflect the broader category of large donations. That is separate and apart from the membership report.

Contributing factors to consider for current trends

-Recruitment Process: Open to all, community-driven, informal recruitment process **vs.** formal membership drive; a process for enhanced, refocus on renewals and introductions to WRS to a wider demographic and next generation of supporters; standardized system in place to quantify data.

Life Events: Relocation/changes of mailing addresses with no alternative contact information – emails or phone numbers to engage existing members/illness/deaths.

PERCENTAGE OF MEMBERSHIP BY REGION
(Regions and States Listed Largest to Smallest Membership Populations)

SOUTH: (72%)

Maryland, Virginia, Washington DC, Florida, Texas, North Carolina, Georgia, Delaware, Tennessee, South Carolina, West Virginia, Alabama, Arkansas, Oklahoma, Kentucky, Louisiana

NORTHEAST: (14 %)

Pennsylvania, New York, Massachusetts, New Jersey, Connecticut, Rhode Island, Maine, New Hampshire

WEST: (9%)

California, Colorado, New Mexico, Washington, Oregon, Nevada, Arizona, Hawaii

MIDWEST: (5%)

Ohio, Minnesota, Michigan, Missouri, Indiana, Wisconsin, Illinois, Iowa, Montana

“Legacy and Excellence” – Part 2

Operational & Infrastructure Support

Mission Impact: IT, Membership, Communications

With focus on our mission to support those we serve and those who help us embrace our cause, 2025 required a digital transformation to revitalize our IT infrastructure. By doing so, we have increased data security and enhanced communications for program delivery, members, and community partners. Our impact and capacity to channel content to different platforms and devices is greater, faster, and more efficient.

What’s New

Dedicated IT Partner

WRS now partners with a managed service provider (MSP). We have a service agreement with a dedicated, off-site IT team of experts that manages our technology needs.

To enhance security and reliability, we upgraded our office technology by installing a dedicated, private internet service (ISP). By partnering with a Managed Service Provider (MSP), we replaced the shared building guest Wi-Fi with our own secure, high-speed network, improving data security for members and enabling faster, more reliable access to our services.

What do our technology partners do?

- proactive protection -- monitor our computers and network 24/7 to stop hackers and viruses before they cause problems to ensure donor data and member information safety
- preventive maintenance -- keep our software updated, systems running smoothly to reduce computer downtime

- help desk support – provide off-site call-in support for technical and trouble-shooting issues
- cloud migration -- help us move and secure digital tools so we can work from anywhere

What does WRS Operations do as it relates to IT?

- provide direction to bridge service needs with tech partners technical execution to achieve short and long term goals. It is a collaborative process to:
 - ensure security
 - protect the budget (cost-effective to meet our imperatives)
 - align a customized IT approach to our mission

Ultimately, we require high-tech; and we value high-touch to connect with the those we help and serve.

Two Examples of Cutting-Edge Operational Efficiency and Mission-Driven Communications

The Beginning...First Half of 2025: Resiliency and High Tech

The first project with our MSP was to upgrade our office technology with a dedicated, private internet service. It improved data security for our members, reliability for our services, and faster access to information. Prior to that we shared the office building's guest WiFi access, which had started to impact consistency in access of information and efficiency.

The Ending...Second Half of 2025:

As we ended 2025, plans were underway to move into modernized communications with a phone system upgrade. Our office building removed the traditional landlines and replace them with an internet-based service phone system.

Our MSP recommended it as a beneficial upgrade as well. It allows WRS to manage phone calls and access messages remotely with audio-text voice mail through email or phone app.

With the tech-transition that is taking place—to retire copper landline phones for commercial businesses and nonprofits and requires them to be replaced with digital alternatives by 2029—

WRS is on the cutting edge of mission-driven communications.

What's at the Forefront

Enhanced User Experience continues to be at the forefront: **WRS' website** provides improved ease of access to information, resources and services with greater efficiency and speed. It is responsive across devices from desktops to mobile phones; and enhances overall **member experience** with more updated content, features and safeguards for **all users**. Updates and Functionality Upgrades include:

- Shop Page/Checkout revisions for purchasers with multiple gift recipients
- Revamp of history pages (yet to go live) and new links for more intuitive navigation

Expanded Internal Coordination: Collaboration and coordination with VP Communications; VP Patient Services; Treasurer; and Historian related to website functionality, resources and design; grant assistance intake; donations and WRS history respectively.

Increased Digital Workflow and External Coordination: Accessibility and data security for grant form intake and information for assistance requests through the website portal; Contact Us and general public inquiries about membership; shop purchases; customer/user service needs; volunteering; and military history, WRAMC, WRNMMC and Dr. Walter Reed.

Planning and Development: Website Database Integration Member Database. Major emphasis on integrating and cross-referencing data to enhance our capacity to connect and communicate information more effectively and efficiently to members and donors.

This includes exploring self-service options for member profile accuracy, changes and updates for contact information; and opportunities for new member recruitment.

Hermalene M. Taylor, Director of Operations

Appendix

Walter Reed Society Assistance for WRNMMC in 2025

The WRS has an Open Proffer to the Case Managers and departments that informs them that we stand ready to assist families with the purchase and or reimbursement of medical equipment/ items that are recommended by the medical staff. All of the request that are sent to our committee have a recommendation by the patient's provider or they would not be sent. We do not have a sliding scale of our support based on rank to include lodging and other less expensive items as we have been blessed with some great donors who support our work.

The Walter Reed Society provided support for a Special Operations Command conference at the Walter Reed USO Building.

We supported the Allergy Fellowship Program with their Annual Program Evaluation Committee Meeting luncheon attended by program directors, fellows, and faculty members.

The Society supported the multiple fellowship disciplines within the OB/GYN department at Walter Reed National Military Medical Center. This activity served to support and strengthen integral training programs for our physicians as they care for our service members and their families.

We supported the Department of Nursing's monthly Town Hall Meetings

Provided a Naval Academy midshipman with Guillain-Barre Syndrome (GBS) a special wheelchair needed to support his current level of functioning. For community distances he benefits from use of this portable and compact power wheelchair to allow him to have safe and independent mobility for attending classes and integration into the community. He is currently staying in barracks at the academy and does not have a lot of storage. This wheel chair provides the best option for him and gives him the ability to get around independently and attend classes.

We provided a specialized wheel chair for the spouse of a retiree who has been treated for MS since 2015. This item that allows her to have more independence as she is unable to wheel herself in a manual chair was not approved by TRICARE.

She has had MS for a number of years having had to quit working in 2015 due to falls and near falls. In 2019 her husband suffered significant cardiac issues resulting in his hospitalization and months without being able to work. Since then, her husband has been able to work only part time due to his health issues and his wife's health issues. In 2020 they assumed responsibility of

her husband's three young grandchildren who were 3-6 y/o. She is the primary caregiver and cook in the home. Since then, she has had several flares and progression of her MS to include a hospitalization a year ago requiring an in-patient rehabilitation stay and then home health. She has no ability to be in the community on her own.

She and her husband came in so she could trial a collapsable, compact power wheel chair. She was laughing and smiling as she figured out how to use this wheel chair. Her husband practiced and could open and close the chair and pick it up. It is small enough to be used on the main floor of their home and allow her to work in the kitchen safely. They envisioned her being able to go with the children to the park, or family outings, which presently they are not able to do as he cannot push the wheelchair and hold onto three small children at the same time. Her husband so thoughtfully observed "She could go out on her own in our community which is very accessible! Everyone deserves to be able to go out by themselves for some time alone with their own thoughts and she can't do that now. This chair opens her world again."

Her Walter Reed provider said, "While she is in her early 40's, she has had MS for 17 years, and has been my patient for nearly 10 of those years. This was the most sincere expression of joy I have ever seen. She and her family would greatly benefit from having this wheelchair." The provider reached out to the WRS when TRICARE declined to provide her this chair.

We supported the Graduate Medical Education (GME) office in its participation in the national Thank-A-Resident Day program to express appreciation to the residents for their work. The program of events was developed by trainees, for trainees. The GME office expanded their efforts to the entire week as there are over 60 different programs with residents at both WRNMMC and ATAMMC. All GME programs are required by their accreditation bodies to have resiliency activities and these activities qualify.

We provided a lightweight power chair to a 64-year-old female dependent of a retired Navy member who has recently received a diagnosis of amyotrophic lateral sclerosis (Lou Gehrig's Disease). Due to the progressive nature of this condition, she needed a wheel chair she could use and transport. Her condition had already progressed to being wheel chair bound and she was able to use the lightweight power chair to get around independently. It is also easily transportable so they can use it to get her to her many appointments. TRICARE would not provide this chair.

The Society supported a networking lunch for the 2025 Chief Resident Leadership Symposium.

The Society supported Nurses Appreciation Week from May 5-9, 2025. Nurses Week celebration events included hosting a Salad Bar event on May 5th both night shift and day shift nurses on the inpatient and outpatient floors and Pizza Handout on May 9th during day shift operations.

We provided support for the general surgery residency program's end of year program recognizing the accomplishments of there graduating residents.

The Society supported WRNMMC's Organization Day events.

The Society supported an art program for pediatric inpatients centered around tie dye shirts that the children make themselves. After several minimally successful attempts unfortunately we had to concluded our support as the logistics of base and patient access were too great to overcome.

The Walter Reed Society received a request for assistance via the mobility clinic for a 9 year-old daughter of a retiree with the following explanation: "I have a patient that needs help with getting a wheelchair. She is 9 years old with the most severe form of spastic quadriplegic cerebral palsy. She is dependent on the wheelchair as her primary means of mobility in the community and at home. She has a power wheel chair that is used primarily in school. She is in need of a new wheel chair due to the fact that she has outgrown her previous one. She needed both a power wheelchair for the school and the manual wheelchair for home and in the community. TRICARE would not cover a second piece of mobility equipment for the patient. The WRS provided the requested second wheel chair.

We received a request concerning a 25 year old former Marine with metastatic osteosarcoma and end stage renal disease. He recently transitioned home and is on home hospice for end of life/ comfort based care. He is still receiving peritoneal dialysis. He has an above knee amputation and due to significant weight loss, he is unable to use his prosthesis because it won't stay on. He needs a new socket and unfortunately due to being on hospice care, TRICARE will not cover the needed prosthesis. The hospital was unable to provide one for him because he is in North Carolina and it would be too difficult, especially with the peritoneal dialysis, to travel back to WR. A prosthetist was located in North Carolina who comes highly recommended by the Special Operations community. He offered to make the socket and provide needed supplies at cost. The WRS funded the new prosthesis.

We received a request for assistance via the MATC for a National Guard Soldier involved in an accident in 2023 that resulted in a BLK amputation of his right leg. He has been experiencing difficulty with the skin grafts required prior to having a prosthesis made. He has experienced complications that could possibly lead to an ATK amputation. During this period of time he has been in a manual wheel chair and crutches and his shoulders are shot. It is felt that a power wheel chair would be beneficial at this point in his treatment. The Society assisted with the TRICARE co-pay.

We received a request for assistance via the Pediatric Mobility Clinic for a 7 year old Army dependent with a history of autism who has limited safety awareness, is unable to consistently follow instructions and has fallen multiple times due to poor protective reflexes. The falls have resulted in multiple injuries and at least one documented concussion. He needs a stroller to help with fall prevention and further injuries and elopement. **TRICARE denied the stroller and the Society provided the assistance the family needed to complete the purchase.**

We provided support for the WRNMMC Neurology Residency Program retreat.

Supported activities to celebrate and thank the Patient Safety Advisors.

The Society supported 2025 Summer Safety Day events.

The Society provided one time financial assistance to an Army retiree who was a fairly recent bilateral amputee (September 2024) who has multiple medical issues. In September 2024 he had a knee replacement surgery at Ft. Belvoir that eventually resulted in the amputation of his left leg. He is very susceptible to infections and antibiotic resistant. Several months later his right leg became infected and this also resulted in the amputation of right leg. He was admitted to WRNMMC in June and had an additional 5 inches taken from one of his amputations. Because of a number of other personal issues, he is undergoing what is hoped will be temporary financial issues.

We received a request via a Case Manager at the MATC for 24 y/o AD sailor who was involved in a boating accident in May when he fell off the boat and got hit by the propeller severely damaging his arm and his chest. He ended with a grade 4 liver laceration, and laceration to his lung, near drowning and amputation of his arm. He is currently at WR on TAD status, and does not have a Non-Medical Attendant (NMA), but needs one. His sister drove from Texas but will be on unpaid leave. She can stay with him in Bldg. 62 while her NMA status is pending. We provided a grant to help cover unpaid expenses at home, during her travel and while at WR.

We received a request via the MATC for assistance for a triple amputee who lost both his arms almost up to shoulder level. With the short length it will be very challenging for him to use prostheses. He is currently here at WRNMMC from Ukraine on a 1 year Secretarial Designee status accompanied by his wife. In coordination with the VA, the MATC is in contact with a company who specializes in independent feeding devices and they have a feeding device called the Obi Medical Robot that would allow him to feed himself. This would promote as much independent living as possible and this device would certainly allow him much critical independence. As a Secretarial Designee he is not TRICARE eligible. After discussion among

the Board, the Society provided this support as he is an authorized patient at WR in need of this support.

The Society supported the internal medicine residency program's "Lunches with the Fellowships" where internal medicine residents met for lunch with other clinical departments. These were concerned an huge success.

The Society provided support for the Navy Psychology Program in August held at the WR USO.

We received a request via the Pediatric Mobility Clinic Coordinator for funding for a 7 year old female dependent of an active duty soldier in need of a gait trainer. She has outgrown the current one due to her growth and TRICARE denied the request for a replacement. She has a complex medical history including chromosomal abnormality syndrome, global developmental delay, significant equino-varus deformity. She needed a new one to accommodate her growth.

We received a request from the Pediatric Mobility Clinic Coordinator for assistance with funding a co-pay for a wheelchair. TRICARE covered the wheelchair but not the co-pay required of the retiree sponsor. The patient is a 16 year old female with spina bifida s/p MMC closure tether cord release. She needed a new wheelchair due to her current one being more than 5 years old with constant breakage and unable to repair. She is enrolled in college and the wheelchair is used for her to navigate around campus.

The WRS assisted the family of a 13 year old with adjustment disorder in the context of familial conflict who was in need of a child/adolescent Intensive Outpatient Program (IOP} after a suicide attempt via overdose. At the time this care was not available within the military system and the family was referred to civilian care. Because the sponsor was retired from active duty a co-pay was required. However given the family's current financial situation, they are not able to afford the co-pay and the were unable to get this needed care for their daughter. The Society provided resources to cover this co-pay for her to get this care.

The WRS provided a special car seat for the child of an active duty Marine who could not be discharged home from the NICU at WRNMMC because she was too small in weight and length to safely fit into the seat the family had initially purchased. Having an appropriate car seat is a requirement for discharge.

We provided reimbursement for lodging required for an individual with a chronic lung condition that became serious enough that she was unable to ambulate more then a few feet at a time. Her 30y/o daughter who lived with her as her care taker suddenly passed away. Loss of her caretaker

required a move into a local hotel as she was not able to maneuver the apartment stairs and care for their dog. Family arrived from out of town planning to relocating the mom and dog with them.

We identified a need for support via a request from a Case Manager in the Pediatric Mobility Clinic for a 5 year old dependent son of a veteran's former spouse. The son is diagnosed with autistic disorder and has no safety awareness; he is currently able to unbuckle his car seat while the car is in motion. The clinician's request for a special car seat (Roosevelt Car Seat)that is equipped with a special tamper proof lock was denied by TRICARE. The Society provided this special car seat.

We received a request from the OIC of the Active Duty Medical Home, Internal Medicine for an active duty Sailor who had a lower body tumor removed that resulted in loss of feeling in the left leg. The need is for adaptive vehicle equipment that will allow this Sailor use hand devices so he may drive again. TRICARE will not provide this need equipment. With command and JAG approval, the Walter Reed Society did.

The Society supported a "Puppies and Pancakes" event in December to boost morale for trainees who are working at the hospital around the Holidays and are not able to go home and visit family.

We supported the monthly WRNMMC Director's Town Hall meetings.

During the federal government shut down we provided support for the Uniformed Services University's efforts to provide Holiday gifts for lower enlisted families via a Wishing Tree and as well as necessities via a Food Pantry.

Walter Reed Society Support for Alexander T. Augusta Military Medical Center in 2025

We supported the following esprit, team and morale building events at ATAMMC during the 2025 year.

ATAMMC Strategic Off-Site

Doctor's Day

Patient Experience Week

Nurse's Week

OneTeam Feast

Breast Cancer Awareness Run

Halloween Trunk or Treat

Holiday Ball

Holiday Parties

Research Symposium

Walter Reed Society Collaboration with Other Non-profits in 2025

Several years ago the Society made a conscious effort to expand our collaboration with other non-profits. We saw this as an opportunity to be a “force multiplier.” Most of the efforts have been in the NCR but on occasion we reach out beyond to assist non-profits that are well known to at least one and sometimes more of our Board members. Some of these listed below are continuations of successful collaborations from 2023 or before.

The Walter Reed Society partnered with the **American Red Cross** to provide food items for meals and other assistance to those effected by the federal government shutdown between October 1 and November 12, 2025, the longest shutdown in history. Of course the hospital remained open and military and most civilians continued to work, some without pay or limited pay. With financial support from the Society the Red Cross prepared bags of food items that were offered to hospital staff. In addition, gas gift cards were provided to those in need. Flyers were placed on the food bags recognizing the WRS.

In collaboration with the **American Red Cross** the WRS provided Alpha Stim devices for appropriately referred patients. These devices may assist with non-drug treatment of anxiety, insomnia, depression, and pain. TRICARE has refused to provide them for active duty patients even when requested by DoD providers.

Again in a continuing collaboration with the **American Red Cross** the WRS purchased Inner Balance Bluetooth sensors for distribution to appropriate patients referred by providers with the hospital. The Inner Balance sensor and app teach you how to shift from stress and frustration to balance and resilience with real-time feedback, based on your own heart rhythm.

Along with the **American Red Cross** the WRS sponsored the third Rose Mologne Award given to a outstanding Red Cross Volunteer at WRNMMC. The WRS provided the recipient, Dr. Inge Guen, an engraved crystal rose bud vase.

The Society continued its collaboration with **Leashes of Valor**, an organization that provides service dogs to veterans. Their motto is “One Leash Saves Two Lives” — the life of a veteran and the life of a dog. In 2025 two WRS sponsored dogs graduated from the program. Wally, named for Walter Reed, was paired with a veteran from Montana; Ronnie named for LTG Ronald Blanck was paired with a former Marine helicopter pilot.

The WRS continued to fund quarterly wounded warrior dinners for the **Disabled American Veterans** Night-Out Program at the American Legion Post 41.

On behalf of DAV (Disabled American Veterans) we wish to thank you for sponsoring and hosting the delightful dinner on Friday, January 9, 2026 at the American Legion Post 41 for the patients, caregivers and families from the Fort Belvoir Soldier Recovery Unit and Walter Reed National Military Medical Center. As always, the service the staff provided was so kind and helpful. Everyone truly enjoyed the food that was prepared!

This was the third successive year the Walter Reed Society has cosponsored a special day-long event at the Strathmore organized by **Mission Belonging** (formerly Community Building Art Works), a local non-profit that focuses on using art expression of every form to help veteran and military members with lingering unpleasant effects of their military experiences, in particular combat.

Comments from attendees support the high value of this event: “ I felt very welcomed. It was just a lovely experience. I felt like my soul was watered”. Another commented, the best part of this event “was feeling comfortable in a social setting, and listening to other stories, poetry, and art. It’s heart breaking and heart warming and I enjoyed not feeling different.”

The Walter Reed Society in co-operation with **Mission M4** provided two Bubble Rovers for pediatrics patients at WRNMMC. The rovers are a sensory integration tool designed to meet the needs of individuals experiencing sensory integration dysfunction. Products help users to balance incoming sensory and environmental information and work to develop the subconscious ability to process and respond to stimuli. By activating the senses of vision, touch, hearing and movement, a rover device can help the user integrate and organize responses.

As in previous years, the WRS funded the **Oakleaf Club of Greater Washington**’s stuffed animal program providing stuff animals to children being cared for at WR.

The WRS provided continued support for the local chapter of **Blue Star Families** supporting their work with military families in the area. We received the following from them: "With the Walter Reed Society's support, BSF executed year-round programming spanning creative expression, self-care, civic engagement, cultural enrichment, and family connection. These efforts reached caregivers of wounded, ill, and injured service members, Veterans, and their families—many of whom were newly introduced to Blue Star Families through partnerships with Walter Reed National Military Medical Center, the VA Medical Center Washington, DC, and peer caregiver organizations.

The Society provided support to **Wreaths Across America** by sponsoring Veterans' Wreaths to be placed at the US Soldiers' & Airmen's Home National Cemetery. For each wreath we sponsored, volunteers will place a wreath on a headstone and said the Veteran's name out loud, continuing their story for the next generation.

We continued our support for **Operation Key West (OKW)** to provide quarterly events at Dave and Busters for the pediatric patients and their families at Portsmouth Naval Medical Center. In addition to the quarterly parties OKW provides 12 "Smile Packages" (one per month) to the entire family of an ill child identified in coordination with the hospital.

We received a request for assistance from the regional office of **Serving Together**, a non-profit focused on assisting Veterans and Families primarily in connecting them to similar non-profits that can provide direct assistance. This request was to assist a homeless veteran with PTSD and other medical challenges by paying his expenses in moving donated furniture to his apartment. We assisted with this move not to exceed a recommended amount.