







Year in review



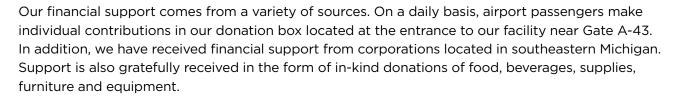
November 1, 2013

Exactly two years ago, the Michigan Armed Forces Hospitality Center, Inc., stepped into uncharted territory. That was the first day of operation for the new Freedom Center at Detroit Metropolitan Airport's McNamara Terminal. In the airport's 43-year history, there had never been an armed forces hospitality center located inside the passenger terminal.

From the outset, we have focused on one simple goal: **provide a world-class** hospitality center to meet the travel needs of military service members.

Each guest is individually greeted and

thanked for their service upon entering our front door. Our staff and volunteers strive to discern and meet the needs of every guest.



During the third quarter of 2013, we put the finishing touches on a satellite facility in Troy, Michigan. This new Freedom Center lounge serves the needs of new recruits and their families during the enlistment process. It is open during normal business hours, Monday through Friday.

During the coming year we have plans to expand our airport operations to include an additional facility inside the North Terminal at DTW. This will allow us to meet the travel needs of an estimated 25% more service members than we currently serve in our present location.

This growth and expanded outreach requires additional resources. We are currently seeking to partner with donors throughout Michigan to help us continue, "serving those who serve us." As you review this report of last year's success, I invite you to consider how you could become a partner in helping us meet next year's goals.

Thank you for your continued support.

Sincerely,

Kenneth S. Pratt, President

Michigan Armed Forces Hospitality Center, Inc.



Our family lives near this airport and we will stop by as often as we can to say hi!

Thank you for taking such good care of our service members!

Thanks again!

Excellent facility. GREAT
AMENITIES! FRIENDLY + helpful Statt "i" MUCH APPRECIATED

Words cannot express the gratitude I have for you! thank you so much for making my traveling experience so wonderful! I hope that you realize how much what you do military means to military families. God bless!

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Michigan Armed Forces Hospitality Center, Inc.

Freedom Center

How It All Started

In December 2010, for the second year in a row, a group of Delta Air Lines employees organized a temporary Holiday Military Lounge within the McNamara Terminal at DTW. During a three-week period, volunteers from Delta, military veterans' organizations, the TSA and other groups assisted more than 2,400 members of our Armed Forces and their families. The effort was an overwhelming success and clearly demonstrated the need for a permanent hospitality station.

Michigan Armed Forces Hospitality Center, Inc., a Michigan nonprofit, was created to provide the necessary organization and fundraising for a

year-round facility called "Freedom Center." The Center is a permanent military lounge adjacent to Gate A43 in the center of the McNamara Terminal.

On Veterans Day 2011, dedication ceremonies for the Freedom Center marked the grand opening of our permanent military lounge at DTW. Hosted by a dedicated staff of trained volunteers, the special needs of military travelers are being met seven days a week, 365 days a year. Many of our guests are transiting DTW to or from overseas duty stations.

Our Mission Is Simple

Michigan Armed Forces Hospitality Center, Inc., is dedicated to providing a world-class reception and hospitality station that meets the needs of in-transit military service members. Staffed by volunteers and supported by organizations. We also welcome retired members of the military and our veterans, space permitting. The Freedom Center is dedicated to "Serving Those Who Serve Us."

Opening Day

On Veteran's Day, 11/11/11 at 1100 hours, the Freedom Center opened its doors and hearts to military members, families and veterans.





Daily Operations

Freedom Center's normal hours are 6 a.m. until near midnight, seven days a week. However, when military members are stranded overnight due to weather or flight delays, Freedom Center remains open. A dedicated group of volunteers staff Freedom Center, with one full-time employee, who coordinates volunteers and ensures smooth operations.

In addition, we welcome and hosted members of the military of our allied nations. Our guests enjoy coffee, tea, soft drinks, bottled water and juices, as well as snacks and other food items. Free travel amenities include: lip balm, toothbrushes/toothpaste, combs, nail files, ear plugs, hand lotion, etc. Free Wi-Fi service, books and magazines are provided, and laptop computers are available. Freedom Center offers comfortable couches and recliners, a children's play area and even has a set of triple bunk beds with fresh First Class pillows and blankets provided courtesy of Delta Air Lines.



New Freedom Center Lounge in Troy

On Friday, November 8, 2013, a second say, "
Freedom Center lounge opened in the Military Entrance Processing Center (MEPS) in Troy, Michigan. This location will serve new recruits and their family members during the enlistment process.

The ribbon cutting ceremony was attended by Freedom Center sponsors and volunteers, government and military officials, and

local veteran service organization representatives. Speakers at the ribbon cutting included: Major Thomas P. Shields, USMC; Kenneth S. Pratt, MAFH President; Jon Rose, General Manager, Meritor Defense; Diane Charles, Director of Corporate Communications, Art Van Furniture; Cheryl L. M. Phillips, Vice President Masco Corporation Foundation; Dane Slater, Mayor, City of Troy; and Senator Patrick Colbeck, 7th State Senate District and MAFH board member.

We expect the new lounge to host more than 5,000 recruits annually as they complete their processing and are sworn in as members of the Armed Forces. The lounge will be open Monday through Friday during normal business hours.



Serving Those Who Serve Us

Since 2011, Freedom
Center volunteers have
hosted more than 80,000
members of our military,
their dependents and
veterans at the DTW
location. By providing
a world-class lounge,
we have been able to
say, "Thank you for your
service" to our troops.

Board of Directors & Staff

Kenneth S. Pratt * President

Colonel, USAF (Ret) Captain, B-757/767, Delta Air Lines, Inc.

"With the support of the Wayne County Airport Authority and contributions of time and resources from individuals, organizations and corporations, Freedom Center opened its doors on November 1, 2011. Since then, we have been open every single day and hosted more than 80,000 members of our armed forces, their families, retirees, veterans and allies. We offer a variety of services including; snacks, beverages, free Wi-Fi, computers, printers, fax, a rest area and TV. Everything is graciously offered free of charge to our guests.

This may seem like a simple task. However, it requires an extensive network of support to make this vision a reality. Currently, we have 65 volunteers on staff. In 2013, our volunteers provided more than 7,500 hours of service to keep the Freedom Center operating from 6 a.m. until the last flights depart (often, near midnight), seven days a week. I'm proud of the progress we've made in the past year, including the opening of a second lounge location in Troy, Michigan. I look forward to our future and am proud to continue "serving those who serve us."

John G. McCandless * Vice President Captain, USN (Ret)

Retired automotive public relations executive

"The Michigan Armed Hospitality Center is blessed with a wonderful group of local corporations and organizations that provide the financial support and in-kind donations for Freedom Center operations. In November 2013, we opened a second Freedom Center lounge in Troy. This would not have been possible without the donation of furniture by Art Van Furniture, Inc., cabinets by the Masco Foundation, a refrigerator from Rent-A-Center and continued financial support from Meritor, Inc. Soon after the opening of our Troy location, Delta Air Lines, became one of our major supporters with a \$10,000 contribution for our airport location. This is in addition to their continued in-kind donations of beverages, snacks, pillows and blankets.

Freedom Center is touching the lives of members of our traveling military when they transit through the Detroit Metropolitan Airport and new recruits prior to their

swearing in ceremonies in Troy. Without a great team of volunteers, all of this would not be possible. Volunteers, corporate supporters and individual contributions enable Freedom Center to serve those who serve us. Thank you all."

Stephen Ihrig ★ Secretary/Treasurer Captain, USN (Ret) Attorney

"Not only has the Michigan Armed Forces Hospitality Center's Freedom Center at the Detroit Metropolitan Airport been operating successfully for the last two years, we had the good fortune to open another Freedom Center lounge in Troy in 2013.

This would not have been possible without the gracious support of so many who gave so generously. We are grateful for the support of our giving local business community who has provided us with continued financial support and in-kind donations; the staff at the Freedom Center and the many volunteers who are so committed to our mission; those who mailed contributions thanking us for the opportunity we provide; and the passengers in the terminal who walk by the donation box and take time to donate generously. Without each and every one of you, we could not have accomplished what we did in 2013.

It is truly an honor to be part of such a wonderful opportunity – and to give back to all the men and women who serve us. I hope we can continue to provide these services for many years to come."

Howard F. Rundell Jr. ★ Board Member Captain, USN (Ret)

"Everyone associated with the Michigan Armed Forces Hospitality Center's two Freedom Center locations takes great pride and satisfaction in helping to provide services to tens of thousands of military personnel who visit our centers. Ranging from those literally taking their very first steps on that patriotic path to those forward deployed returning heroes, veterans, retirees and their families passing through the Detroit Metropolitan Airport facility. In short for me, it continues to be an individually humbling experience."

KAS FOR INTE GOOD BESS YOU TO



Patrick Colbeck * Board Member

State Senator, 7th District of Michigan

"The Freedom Center is going strong as we enter our third year of operation. My fellow board members and I are truly blessed to be joined in our mission to "serve those who serve us" by an amazing group of volunteers under the guidance of our equally amazing Center Director, Charlotte Tripp. The testimonials that we receive from troops and their family members are persistent reminders of how simple acts of kindness can make a huge difference to ease the burdens in the lives of others. It is especially important to make such a difference when you realize that these lives are already bearing the burden of defending our freedom ... a freedom that we often take for granted due to the selfless service of our troops and their families. Thank you from the bottom of my heart to all who serve and to all who serve those who serve us. May God bless you with a New Year featuring an easing of your burdens and much happiness for you and your families."

Donald P. Kotchman 🖈 Board Member

Colonel, USA (Ret) Senior Director, Technology Programs General Dynamics Land Systems

"During the second full year of operation, the Freedom Center continues to be an overwhelming success and adds value to the lives of the military men and women and their families who proudly serve or have served our nation. The center's services continue to grow and our recent expansion in Troy has allowed us to provide support and comfort to even more people. Our success is not so much the product of the board or of the volunteers who give of themselves to provide support. It's a reflection of the larger metropolitan Detroit area business community who recognizes the sacrifices made by those wearing the uniform and their families. The support by companies such as Meritor, Art Van, Delta Air Lines, Masco and local hotels, among others, provides resources essential to sustaining operations. Donations by organizations such as the National Defense Industrial Association, Association of the United States Army, and Michigan Business Travel Association also contribute to the quality of services the center provides. Equally important, however, are the individual contributions provided by many people who see value in the Freedom Center and what it stands for. Those donations "dot the i" affirming that we are getting it right. The board, the volunteers and most importantly those we serve thank all of you for your continued interest in the Freedom Center's success."

Carol Ann Fausone 🖈 Board Member

Brigadier General, USAF (Ret) The Veteran Advocate , Legal Help for Veterans, PLLC

"The Freedom Center at the Detroit Metropolitan Airport is one way for the general public to say "thank you" to all the present and past service men and women. It also lets our future military members know that we will be there for them and for their families. It is a small token of appreciation for their service to our country. The Freedom Center has become a place for our soldiers, sailors, Marines, airmen and Coast Guard service members, as well as our veterans, to rest and relax during their travels. The importance of a safe, protective environment in an airport is easy to underestimate. However, when you see the men and women who wore the uniform in the Center, the importance of such a place of respite to them is apparent. Each of us in some way should donate time or resources to help the Freedom Center continue to fulfill its mission. The Freedom Center is a great way to say "thank you" to our military members and veterans for their service. We are all part of the grateful nation."

Timothy P. Burns 🖈 Board Member

Vice President, North America Meritor

"It is an honor and privilege to serve as a board member of the Michigan Armed Forces Hospitality Center. The center and its staff members have distinguished themselves in serving and honoring members of the armed services, veterans and their families during their travels through Detroit. The center is a resource that was embarrassingly missing until its development in 2011 and would be sorely missed should it ever close its doors.

Now with the opening of the Military Entrance Processing Station in Troy, Michigan, The Michigan Armed Forces Hospitality Center has extended itself by offering similar services to those dedicated citizens who are entering the armed services. Yet another accomplishment that makes a significant difference in the lives of those in the military and their families.

As a leading supplier to the commercial truck and industrial vehicle markets, including military tactical vehicles, Meritor and its employees maintain a strong focus on social responsibility and community involvement.

(Continued on page 8)

yor All

Board of Directors & Staff

(Continued from page 7)

With this in mind, in 2011, Meritor committed a \$10,000 per year pledge for five years to launch and defray operating costs at the center. In addition, employees at our World Headquarters in Troy, Michigan raised more than \$23,600 for the center through personal contributions during company casual dress days and other activities. We have also spearheaded the annual Freedom Center Gala to raise additional funds and to recognize staff, volunteers and contributors for their efforts.

Meritor looks forward to the continued growth and development of Armed Forces Hospitality Center programs and encourages other corporations to engage in this important cause. It is not just an honor.... It's our duty!"

Charlotte Tripp * Staff

"The Freedom Center is blessed to have a wonderful group of volunteers, and I'm truly honored to have been able to work with these individuals through the last two years. The Freedom Center has brightened the days of more than 80,000 guests and touched the lives of many more. I look forward to another year of 'Serving Those Who Serve Us'."

Sal Haji ★ Staff

"It has been an honor for me, to be working at the Freedom Center in Troy MEPS.

This is where it all begins! Just before the recruiters transport these young brave boys and girls off to the Hotels for the night, before they leave for boot camp, we are able to comfort and provide some TLC, so they are less scared, and a little less nervous. The facility is warm and cozy and staffed with patriotic volunteers eager to serve.

My son came through MEPS three years ago. We were both afraid of the unknown (I, more than him), and the uncertainty of his future, as he embarked on his new life as a US Marine.

The environment then, was very different than what it is today. Three years ago, (from a parents view) MEPS was a frightening place to be. It was the place where I would see my son for the last time, as they drive him away for Basic. Our world, from that point forward would never be the same. Thanks to the FC at MEPS, the Recruits

and their families, can be together, in a relaxing environment having a refreshment, or just away from the Recruiters, to share in some conversations privately.

I personally have had the opportunity to talk to some of the recruits and their families. It's been such a comfort to the families, to let them know what to expect, as I get to share my experiences, and along with many other Military family experiences. I never had that, when my son left. I went home and cried for weeks till his return from boot camp, and then cried even harder when I learned he would be immediately deployed to AF.

Just before my son deployed, a friend found a Military Moms support group for me to join. After two years of attending and being involved with many Military activities, I became the President of the group called Michigan Military Moms. Many of the parents who accompany their kids (Recruits) are happy to hear about the support group, and how they can be involved with the Military to support their kids who enlisted.

I had one young man yesterday, who had returned from last week for more testing, and awaiting a job assignment to prepare for leave. His father followed him to MEPS, but was upset about his son enlisting, and wasted no time in verbalizing it out loud in the lobby for all to hear. This young man came into the FC, almost in tears with frustration and disappointment. His father left shortly, thereafter he'd made the scene. After a few minutes of being in the room with him, I asked him if he was OK! His eyes were filling up with tears, so I asked him if I could give him a hug, and He nodded his head as he came towards me! I told him everything would work out for him soon, just be patient!

Our presence at the MEPS is so much more than providing refreshments and toiletries, it's being there to provide comfort and some TLC to all who need it. These fresh new future warriors and their families, often don't know what to expect. I am blessed to have the opportunity to be a part of their special day, and help in any way that I can!"

Now were the country ROCK! I HAVE A HOME ON VERY ALL A HOME ON ALL MONEY

Volunteer Testimonials





"I just recently started to volunteer at the Freedom Center, in Troy. I enjoy volunteering there because of the difference I believe we can make in someone's life. The recruits are there at the MEPS building for hours on end. They do not have the ability to come and go as they please. To have somewhere to go, and be able to talk to someone about their choice to go into the military, and being able to nourish their bodies at no charge to them, is a wonderful thing. I have had several discussions with recruits and military men and women, and they all are so very thankful that we are there. I have met some parents and grandparents that are all nervous about their loved one's going into the military. With us being there to lend an ear, and a hug or two, and someone to talk to, helps calm them. Out of all of the volunteering I do, this is one place that fulfills me as much as the people taking advantage of it. I only wish I was closer so I could volunteer more of my time."

- Lia, Freedom Center Volunteer

"We have been volunteering weekly at the Freedom Center since April 2012. It's our simple way of giving back to the troops — serving them. We have met many remarkable men and women including vets from WWII, Korea, Vietnam, and the Gulf Wars, personnel returning from deployment, families traveling on leave from overseas, new recruits heading to boot camp, etc. We have heard many interesting and inspiring stories. Although we say we are serving the troops, we feel that we are blessed for the opportunity to serve them and get far more in return than what we give them. Thank you for the opportunity. God bless our troops and America."

- Jim & Sue, Freedom Center Volunteers

Guest Testimonials

The following is the story about a teenage girl that visited the Freedom Center at DTW airport at the recommendation of her father, a veteran, and the observations of the volunteer on-duty and another Freedom Center guest.

"I was in the Amsterdam airport, thinking about how wonderful my first trip overseas was with my mother, when we heard that our flight from Amsterdam to Detroit had been cancelled. There was only one seat left on a different flight to Detroit and my mom insisted I take it. After the long flight, I got to the Detroit airport and was extremely tired. I went to the gate of the flight that would take me home only to see it was cancelled. I didn't know what I was going to do for the night. I was alone, exhausted and scared to sleep on an airport bench by myself. I called my dad and he directed me to the Freedom Center. Although I was a little nervous to just walk in there, the people there were so welcoming and comforting. They immediately offered me food and made me feel so at home. I felt so blessed to have been able to stay there. Those people were so nice."

- Annie Hetterman

Many thanks and blessings go to the volunteers at the Freedom Center for taking care of my daughter!

- Kurt Hetterman, USN (ret.)

"As a father, I don't that I will ever be comfortable with either of my daughter's flying alone. I was in a state of panic when I got the call from my 17-year-old daughter, Annie, that she was stuck in Detroit because the last flight of the night was cancelled. There were no hotel rooms in Detroit and I racked my brain for options. I thought of the Freedom Center and told my daughter to head there. I told my daughter to tell whoever was working that her dad was a veteran and she was alone and stuck in the airport for the night. Many thanks and blessings go to the volunteers at the Freedom Center for taking care of my daughter! I was able to go to sleep knowing my daughter was safe."

- Kurt Hetterman, USN (ret.)



"One evening in the summer, I was the volunteer host on duty at the DTW Freedom Center. Late at night, a young lady walked in and explained that due to cancelled flights she was stuck in the airport alone and her dad told her to go to the Freedom Center for assistance.

At first, she seemed somewhat distressed, not knowing what she was going to do in a strange place. I immediately calmed her fears and offered her refreshments and a place to stay for the evening. Within a few minutes, she was visibly relaxed and spent a quiet evening within the safety of the Freedom Center.

I didn't think much about the event at the time because this is what we do all the time at the Freedom Center. A few weeks later, I noticed a comment in our "Guest Log." Another guest that had been visiting that night observed the whole event and was impressed with the way the Freedom Center staff handled the situation."

- Freedom Center volunteer

"When I was passing through a couple of weeks ago, a young lady showed up almost in tears. Her flight had been cancelled and she didn't know what to do. Her father, a vet, told her to come here. The volunteer on duty provided the kind voice and place of refuge she needed. Well done!"

- Freedom Center guest

Guest Testimonials





"I have visited the Freedom Center many times during the last two years and it is always the highlight of my day. The staff is always extremely helpful and receptive. Thank you so much for giving us the opportunity to have a comfortable place to rest and relax."

- Military member

"Thank you for the care and concern for the soldiers and their families that pass through this airport. We felt at home while we were here. Thank you for all you do. We love being a military family and it feels amazing that the sacrifices that my husband and all those who serve, are appreciated."

- Military family

Thank you so much for all you do.

Long layovers, constantly traveling for the Army (especially when the kids are with you) are made so much easier by your volunteerism and support. **We appreciate all you do. THANKS!**"

- Military member

"You are a blessing to many ... We can always depend on our comrades to be there for us. God bless you."

- Military member

"Flew in from NJ and saw the Center as I was walking. Had to stop in to say hello, thank you and give a donation. It is truly appreciated – all of your efforts and sacrifices! Thank you for serving your country!"

- Civilian

"This place is wonderful, very friendly workers and good food. I felt welcomed and it made me even more proud to serve my country. Thank you:)"

- Military member



Financial Report

Michigan Armed Forces Hospitality Center, Inc. Balance Sheet

October 2012 through October 2013

ORDINARY INCOME/EXPENSE INCOME	
Direct Public Support Corporate Contributions Fundraiser Direct Public Support - Other Total Direct Public Support Investments	\$5,250.00 \$5,000.00 \$81,299.89 \$91,549.89
Interest-Savings, Short-term CD Total Investments	\$29.96 \$29.96
TOTAL INCOME	\$91,579.85
GROSS PROFIT	\$91,579.85
EXPENSE BANK CHARGES Paypal Fees Bank Charges - Other TOTAL BANK CHARGES	\$88.17 \$519.06 \$607.23
BUSINESS EXPENSES Business Registration Fees TOTAL BUSINESS EXPENSES	\$20.00 \$20.00
CONTRACT SERVICES Accounting Fees TOTAL CONTRACT SERVICES	\$6,000.00 \$6,000.00
FACILITIES AND EQUIPMENT Rent, Parking, Utilities Facilities and Equipment - Other TOTAL FACILITIES AND EQUIPMENT	\$2,774.31 \$310.00 \$3,084.31
OPERATIONS Books, Subscriptions, Reference Fuel Surcharge Fundraiser Food and Beverage Fundraising Expenses Postage, Mailing Service Promotional Products	\$413.40 \$107.00 \$250.00 \$699.25 \$28.47 \$240.00
Supplies Beverages Paper Products Snacks and General Food Product Supplies - Other TOTAL SUPPLIES TOTAL OPERATIONS	\$6,505.07 \$908.93 \$18,683.14 \$17,175.46 \$43,272.60 \$45,010.72
OTHER TYPES OF EXPENSES Insurance - Liability, D and O Other Types of Expenses - Other TOTAL OTHER TYPES OF EXPENSES	\$3,257.00 \$850.00 \$4,107.00
PAYROLL EXPENSES Taxes Wages TOTAL PAYROLL EXPENSES	\$3,374.25 \$40,500.08 \$43,874.33
TRAVEL AND MEETINGS Travel TOTAL TRAVEL AND MEETINGS	\$19.38 \$19.38
TOTAL EXPENSE	\$102,722.97
NET ORDINARY INCOME	- \$11,143.12
NET INCOME	- \$11,143.12





Sponsors

The Freedom Center operates entirely on monetary and in-kind donations from our sponsors and contributors. Without the following companies and individuals, Freedom Center would not exist. We appreciate the continued support and generous contributions of the following sponsors.

★ PATRIOT SPONSORS (\$20,000+) ★







Patriot sponsors have been with us since we started

★ WARRIOR SPONSORS (\$10,000 - \$20,000) ★









★ HONOR GUARD (\$5,000 - \$10,000) **★**



















★ MILITARY SALUTE SPONSORS (\$1,000 - \$5,000) ★





Detroit Metro Airport Firefighters Local 741

★ ALWAYS THERE SUPPORTERS (In-Kind) ★

Air Traffic Control Personnel

American Legion Auxiliary

Dept. of Michigan

American Legion various Michigan posts

American Legion Riders various Michigan posts

AMVETS Post 57

Association of the U.S. Army (AUSA)

AWG/Boingo

Burger King

Brioche Dorée

Cequent Performance Products

Chili's

Costco

Delta Air Lines

Detroit Popcorn Company

Einstein Bros. Bagels

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Hampton Inn & Suites

Hertz Rent-a-Car

Hilton Garden Inn

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★ ALWAYS THERE SUPPORTERS (In-Kind) ★

La Quinta Inns & Suites

LSG Sky Chefs

MJ-6

Marine Corps League Northwest Detachment 162

Marketing Associates, Inc.

Michigan Military Moms

National Coney Island

Paradies Metro Ventures

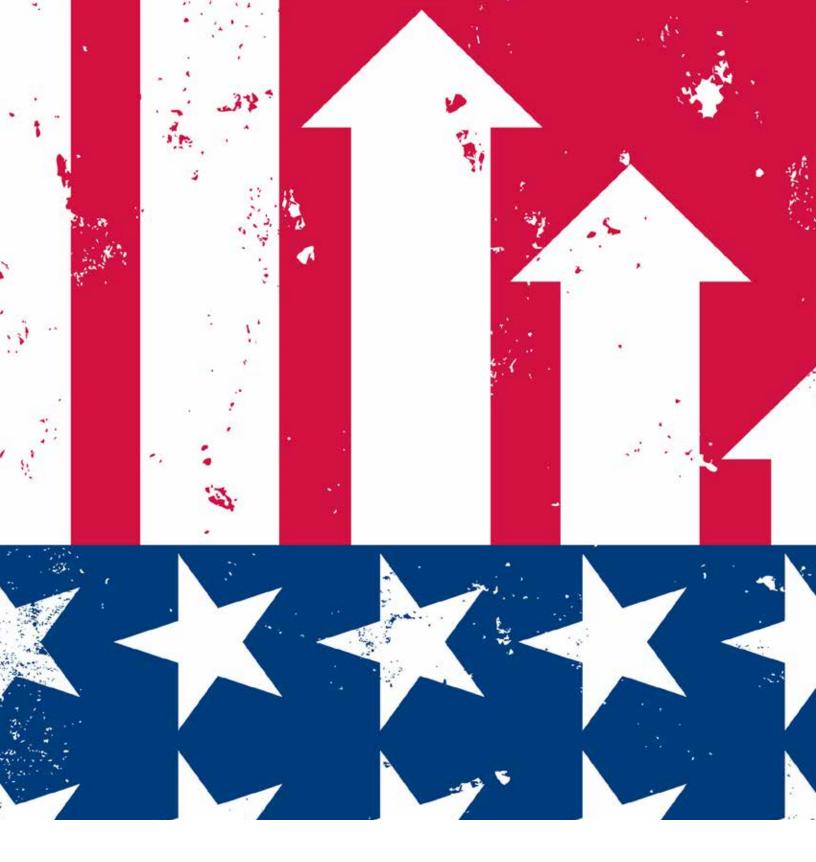
Vietnam Veterans of America Chapter 259

Wayne County Airport Authority

News/Talk 760 WJR, Paul W. Smith

World Duty Free Group





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MIfreedomcenter.org

Michigan Armed Forces Hospitality Center, Inc.

