It Takes an Army

Austin Metropolitan Area Command Annual Report

SalvationArmyAUSTIN.org
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Dear Salvation Army Friends,

We continue to be blessed to be residents of the Greater Austin area and to be active in ministry in this wonderful community. God has proven Himself faithful over and over again through varying circumstances and we know that He will continue to do so as He promised us in 1 Corinthians 2:9 (NCV), “No one has ever seen this, and no one has ever heard about it. No one has ever imagined what God has prepared for those who love Him.”

Through this past year we have been so grateful for the support of our friends and neighbors that has enabled us to provide services to so many people in need in our community. This report will demonstrate what some of those highlights of service have been. We have seen the major renovation of our downtown shelter completed, making the facility more comfortable and safer for our residents, clients, staff, and volunteers. We have also experienced the renovation and expansion of the Austin Shelter for Women & Children where we are now able to serve more women and children and get them on the road toward self-sufficiency once again.

As we move further into this year, we will soon see the construction completed on our new Salvation Army Rathgeber Center for Women and Children where we will be able to further assist the hundreds of women and children on our call-back list who find themselves without a home. Our program is designed to not only provide shelter and meals, but also case management and support services to help them get back on their feet again and end their cycle of homelessness. We will also see the construction completed on our new Corps Community Center where we will provide character building programs for all ages, music lessons, community activities, recreational activities, and worship services which all are welcome to attend.

Thank you for your generosity. We are counting on you to help us open these new facilities through your support, whether as a long-time donor or as a new one.

May God bless you!

Major Andrew Kelly
Area Commander

Major Amy Kelly
Area Commander
As Chair of the Advisory Board for The Salvation Army Austin Metropolitan Area Command, I am blessed to have a vibrant team of community leaders donating their talents to the important work of the Advisory Board. This Board helps amplify the important work of The Salvation Army officers and staff while also acting as a conduit for community input. This ensures that our work reflects the community’s priorities thanks to the guidance of those in tune with the hopes and needs of the sometimes invisible, and often forgotten.

On behalf of the Advisory Board, I want to thank everyone who has shared your time and treasure to support the work of The Salvation Army. As Austin continues to thrive, my sincere hope is that we remember what attracted us to Austin to begin with - the sense that Austin has a heart. This feeling is not easy to describe, but it is exhibited by how we both embrace the weird and honor tradition. The work of the Salvation Army helps us remember what is fundamental to that heart - a mutual respect for others and a refusal to let success numb us to the plight of those who have been left behind by Austin’s upward trajectory.

With the success of our capital campaign, we are building facilities critically needed to make sure the fastest growing category of homelessness in Austin, women and children, is served. This campaign is inspired by the graceful charge of Evangeline Booth who said, over 99 years ago, “There is no reward equal to that of doing the most good to the most people in the most need.”

Now is the time for us to have our own call to arms. If we want to sustain the heart of Austin and truly “do the most good” in our community, we need to ensure that the new facilities we are building fulfill their potential. Because we needed to divert time and resources to important Hurricane Harvey relief efforts this year, we are still catching up on the financial needs of our everyday work in Austin. So, continuing the good work of the Army while fully staffing our critically-needed facilities is a major challenge.

This will take resources, and on behalf of the Board, I ask that you prayerfully consider what you and your businesses can do to answer this call. Time is of the essence because the need is great and growing. The good news is that Austin has the resources to meet this need and, if we do, we will preserve the heart of Austin that makes this such a special place to live.

Michael (Mike) J. Nasi
Advisory Board Chair
The Salvation Army is building new facilities in Austin to greatly expand our capacity to serve families and others in need in our community: The Salvation Army Rathgeber Center for Women and Children, and the Citadel Corps Community Center and Area Command. Both projects are being built on land donated by philanthropist and Salvation Army Advisory Board Member, Dick Rathgeber, to serve the most vulnerable of our citizens. The Corps Community Center and Area Command on Manor Road in Rathgeber Village is set to open Summer of 2018 and will include a chapel, gymnasium, classrooms, kitchen, multi-purpose room, and administrative offices. It will serve as a center for worship, ministry, outreach, music education and youth programming.

In addition to the new facilities, the renovation of the Downtown Shelter and Social Service Center will be completed in mid-2018 with upgrades to many internal systems as well as the exterior, transforming the original red brick into stucco.

“Thousands of people in our community are shut out of the prosperity that so many enjoy,” said Major Andrew Kelly, The Salvation Army Austin Area Commander. “Among them are women and children who are experiencing homelessness and sleeping in cars or other unsafe places. The new shelter will be a safe haven for them and will help them move from crisis to self-sufficiency. In addition, our Corps Community Center will provide children who are at risk in our community with character building and music programs to aid them in maturing into young men and women who will have a positive impact on their neighborhood.”

The Rathgeber Center for Women and Children is being constructed on Tannehill Lane in two phases, with completion expected in early 2019. It will include 63 new bedrooms for women and children with a total capacity of 214. In addition to bedrooms for families, the center will also feature a new kitchen and dining room, case management offices, a computer learning center, multiple community rooms, a children’s playground, and a success closet.

The Salvation Army is continually working to secure the necessary funding to operate these facilities at the maximum level through individual and corporate contributions along with public and private grants. To learn how you can help, please contact Kelly Perkins at 512-634-5907 or Kelly.Perkins@USS.SalvationArmy.org.
MEET LAURA ESCOBEDO

Laura has known great sadness and challenge: A son who passed away … a falling-out with her family … a daughter with mental health struggles. But it was a different anguish that brought Laura to The Salvation Army’s emergency shelter. Not long before, Laura was full of hope. Her ex-husband had come back into her life, and the couple started a business.

“I really believed that things were going to be different,” she says. Suddenly, he took off, and she was left with nothing. “The Salvation Army was real supportive,” Laura says. “They helped me get through that.”

Through The Salvation Army, Laura received rental assistance, allowing her to leave the shelter and move her family into an apartment. With help from her case manager, she is furthering her education, job prospects, and overall health.

“The Salvation Army is empowering,” Laura says. “They have everything for people to change their lives if they want to.”

WELCOME TO THE AUSTIN SHELTER FOR WOMEN AND CHILDREN

A new resident or family like Laura will meet with the receptionist or monitor upon arrival at the shelter. The monitor will give her a tour, give her linens and supplies, and show her to her room.

RECEIVING WITH OPEN ARMS

She will meet with her case manager to complete a more extensive intake and receive her referrals to resources. The case manager will help determine her greatest needs and create a tailored plan to meet those needs, with the goal of helping her find safe housing and improved employment.

“What you do for people is empowering.”

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“What you do for people is empowering.”
TIME TO HEAL, GROW & SUSTAIN

She will meet with the shelter director as needed to request an extended stay or to discuss a concern. She might also work in the garden. The kitchen staff, therapist and case managers work to keep the garden growing and harvest food for meals prepared in the shelter kitchen. Resident women and children also work in the garden.

SERVING BASIC NEEDS

She will likely meet the kitchen staff during her first meal time. The dining room serves three hot meals a day.

She will then meet the Child Care Director and Child Care Teachers if her children are attending childcare.

Licensed Therapists by Your Side

If interested in counseling, she will be referred to the shelter therapist. Her children may also attend counseling sessions where they will work on issues using play therapy.

Our short film, It Takes An Army, focuses on the hidden crisis of family homelessness through the eyes of two families who found the help they needed at The Salvation Army in Austin.

Watch it here: bit.ly/ItTakesAnArmy

Special Maintenance and Support

When needing a repair in her room or requesting storage space, she will interact with the maintenance staff. Even the maintenance staff is trained to help families experience a peaceful environment.
Luke Goes to Summer Camp for the First Time

Several opportunities to attend summer camp had come along for Luke over the years, but they were all too expensive for his single mother, Joyce. So during the summer, he spent a lot of time alone playing video games or going to the office with his mom. Because of financial struggles, Joyce ended up turning to The Salvation Army for rent and clothing assistance. After receiving that support, she was offered a scholarship for Luke to attend our summer camp. Luke also received the supplies he needed, including a sleeping bag and towels.

“I didn't have to worry about anything. It was awesome,” Joyce said. “He was super excited and had everything packed up ready to go while I was frantically writing his name on all his stuff.”

At camp, Luke got to swim every day, went ziplining and rode a horse for the first time. He made new friends and connected really well with his cabin counselor.

“His father is not in his life, so it was great for him to have a male role model, even if it was just for the week,” Joyce said. “I am so grateful to those who support The Salvation Army,” she said. “They are making a difference in so many ways in people's lives, just like me and Luke. I was at the lowest point of my life, and The Salvation Army came through for me and my son to move into a better and more affordable apartment.”

Preventing Homelessness

IN WILLIAMSON COUNTY

WILLIAMSON COUNTY SERVICE CENTER

ADVISORY COUNCIL

<table>
<thead>
<tr>
<th>Ron Anderson</th>
<th>Jay Warren</th>
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<tr>
<td>Retired, The Worship Place</td>
<td>Berkshire Hathaway</td>
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<td>Gilbert T. Bragg</td>
<td>HomeServices Texas Realty</td>
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<td>McCreary, Veselka, Bragg &amp; Allen, P.C.</td>
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<tr>
<td>Todd Jeffries</td>
<td>Laura Spradlin</td>
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<td>KLBJ 590 AM</td>
<td>Director</td>
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<td>Mary Meoli Johnson</td>
<td>Williamson County</td>
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<td>Civic Leader</td>
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<td>Gary Kovar</td>
<td>Kelly Perkins</td>
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<td>GW Kovar Septic Systems</td>
<td>Development Director</td>
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<td>Johnnie Kovar</td>
<td>Austin Area Command</td>
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<td>St. John's Methodist Church</td>
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<td>Randy O’Dell</td>
<td>Major Andrew Kelly</td>
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<td>Shin Oak Realty</td>
<td>Area Commander</td>
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<td>Delton Robinson</td>
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<td>Triad MSI, LLC</td>
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234* HOUSEHOLDS SERVED IN 2017

*some households received both rent and utilities assistance

WILLIAMSON COUNTY

FINANCIAL SERVICES PROVIDED

<table>
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<th>2014</th>
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<th>2016</th>
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<td>$66,437</td>
<td>$66,437</td>
<td>$72,162</td>
<td>$81,272</td>
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167 Provided rental assistance

76 Provided utilities assistance
Everywhere we turn we hear music. Music can be a powerful expression of God-given creativity. Psalm 150 declares that we should ‘Praise the Lord! Praise him with trumpet sound; praise him with lute and harp!’

The music program at The Salvation Army Austin Citadel Corps continues to grow under the leadership of Corps Officers Captains Joe and Maxie DeBlanc who have a passion for sharing Jesus and the gift of music with the young people in our community. Being part of this music group provides a safe and secure environment for local kids. With decreasing school budgets, often the first program to go is music, and The Salvation Army is serving a vital role in filling this void. Our local program is connected to statewide musical showcases. In April 2018, six of The Salvation Army Austin Citadel Corps Band traveled to Camp Hoblitze in Midlothian, Texas, to participate in The Texas Divisional Spring Festival. Three band members competed in the “Lone Star Search” Music Competition with coronet and musical solos, while the others auditioned for a place in one of the Texas Divisional Bands. In addition, our Williamson County Service Center is launching a music education program for children and youth. The goal is to provide quality performing arts lessons that are open to all and will strengthen the youth of Williamson County. In a world where young people often question their role in society, music plays a powerful role in giving them a sense of worth and responsibility.

559 MUSIC LESSONS PROVIDED IN 2017 IN TRAVIS AND WILLIAMSON COUNTIES

7,635 LOCAL CHILDREN RECEIVED ANGEL TREE GIFTS IN 2017

Each child receives new toys along with a new set of clothes.

‘THE ANGEL TREE PROGRAM IS WONDERFUL. IT’S A BLESSING TO HAVE PEOPLE LIKE YOU ALL IN MY LIFE THAT WILL HELP ME IN MY TIME OF NEED.’
MEET SIDNEY
A graduate of The Salvation Army Adult Rehabilitation Center:

Sidney started smoking marijuana when he was 16, transitioned to harder drugs (including PCP) by age 18, and was in and out of prison for burglary by 21 years old. With new hope for his life following a drug recovery program, he began running his own business and was engaged to be married. But one day, his gambling addiction cost him everything he had worked hard to gain. Destitute, he moved back home to Austin: single and back to using PCP. His life continued to spiral downward. By age 40, he had seven felonies. When he wasn’t incarcerated, he was sleeping in his van, on the street or anywhere he could find.

“I was tired of living the life I was living, tired of disappointing people,” Sidney explained. “The sad part is when you are in a city with all your family and you can’t get a place to stay. So, I had to look at what was happening with my life.”

In February 2017, Sidney walked through the doors of The Salvation Army Adult Rehabilitation Center on South Congress Avenue and started on a journey that has changed his life. “Being here at The Salvation Army keeps me in a routine, and it gives me time to focus my mind, to get perspective on my life, and to get off drugs. It gives me a safe place to work hard, learn and grow.”

After graduating from the Adult Rehabilitation Center program, Sidney was hired as a Salvation Army Family Store driver, picking up furniture, clothing and donated household goods from donors in the Austin area. With his outgoing personality, he enjoys sharing his story with people along his route.

“I’m never ashamed to tell my story. I tell them I was on drugs, and how The Salvation Army helps not just me but a lot of other people.”

Sidney wants people to know their donations are helping people like him. “You are seeing your money at work in people like me who are going on to be productive citizens in society. If it weren’t for The Salvation Army, I would still be on drugs, on the streets and wouldn’t be where I am now.”

2017
1,592 MEN SERVED

Adult Rehabilitation Center By the numbers
In response to Hurricane Harvey, The Salvation Army supported one of the largest disaster relief operations in its history. All mobile feeding units – delivering three meals a day and essential supplies – from across the United States and Canada were deployed to serve in many of the hardest hit communities, including two units from Central Texas.

After months of fundraising, The Williamson County Emergency Disaster team purchased a new mobile feeding unit vehicle just weeks before Hurricane Harvey made landfall.

After its first deployment to Victoria in the wake of the storm, the vehicle was christened as "Rapid Response Unit (RRU): Harvey One". The Travis and Williamson County Emergency Disaster teams served more than 23,000 meals in addition to snacks and drinks across Texas: Victoria, Seadrift, Cuero, Port Lavaca, Port Aransas, Rockport, Corpus Christi, Aransas Pass, Ingleside, Houston and La Grange. Randy O’Dell, Williamson County Disaster Coordinator, explains bringing food to survivors in Port Aransas: “These people were waiting for hours to buy a burger at the local restaurant because there was so little being served on the islands.” The two units were deployed for a total of six weeks and drove 10,000+ miles to serve our Texas neighbors.

Our disaster teams respond to national and local emergencies. Special thanks to all of those who donated of their time in support of Hurricane Harvey relief.

**Disasters Supported in 2017:**

- **Hurricane Harvey**
- **Airplane Crash East of Georgetown**
- **Three Grass Fires in Central Texas**
- **Missing Person 2-Day Search in Leander**
- **Supporting Local Parades and Events**
- **Ham Radio Training**
Social Services Leadership

Meet Our Team

“If you want to go fast, go alone. If you want to go far, go together.” - African proverb

Q: What do you get when you mix 4 MSW degrees, (3 LMSW and 1 LCSW), 1 MBA and 73 years combined service to The Salvation Army?

A: Outstanding leaders of The Salvation Army’s Social Services Department in Austin spearheading award winning programs and collaborations.

Our Social Services team of managers, under the leadership of Director Kathleen (Kathy) Ridings, currently oversees the operation of two emergency shelter programs and seven collaborative housing and case management initiatives. Over 2,500 persons are assisted with emergency shelter, basic needs, supportive services and housing each year. Kathy and her team have developed, managed and collaborated on many projects in response to community needs and won numerous awards for their collective contributions.

Projects and Awards:

- HUD Rapid Rehousing for Families Demonstration Project – 2008
- HUD Veterans Homelessness Prevention Demonstration Project – 2010
- Passages Collaboration – 2009 Butler Award, Spirit of Collaboration, Community Action Network
- Passages Tenant Based Rental Assistance Partnership – 2010
- Award of Excellence – 2011 Central Texas Health Care for Homeless Veterans
- Established Safe Sleep Shelter – 2012
- Housing and Homeless Services Program – 2012 Texas Department of Housing and Community Affairs
- Austin Shelter for Women and Children Licensed Child Care Center – 2012 Texas Rising Star Award
- Austin Shelter for Women and Children – 2014 National Salvation Army Program Award of Excellence
- Austin Shelter for Women and Children – 2015 Mayor’s Healthy Workplace Award
- VA Supportive Services for Veteran’s Families (led by Front Steps) – 2015
- Best Single Source Plus Collaboration (led by Caritas) – 2015
- Passages Child Care Voucher Program – 2016 City of Austin
- Austin Shelter for Women and Children – 2016 National Salvation Army Gold Level Evaluation Score
- Austin Homeless Veteran’s Initiative – 2017 Butler Award for Leadership and Collaboration
- Mayor’s Challenge to End Veteran’s Homelessness – 2017
- Challenges to End Youth Homelessness and Family Homelessness – 2018
- Disaster Assistance and Recovery – 2018 Hurricane Harvey
KATHY RIDINGS AWARDS:

- 2009 – Spirit of Compassion Award – Foundation for the Homeless
- 2012 – Distinguished Service Award – City of Austin
- 2014 – Salvation Army Texas 125 Award for Compassionate Service
- 2014 – Champions for Children Award – Helping Hand Home for Children
- 2014 – Excellence in Social Work – Salvation Army USA
- 2017 - Hurricane Harvey Appreciation Certificate – Salvation Army Southern Territory
- 2018 - Mission-Mover Award of Excellence, Salvation Army Texas Division

“What I am the most proud of is our commitment to getting our clients housed and on the road to self-sufficiency. Every success we have is the result of many hands-on efforts by members of our team – from case managers to housing navigators, teachers, counselors, and all the staff who run the shelters and residential services. These are the hands that move the mission. To us homelessness is unacceptable.”

- KATHLEEN (KATHY) RIDINGS — SOCIAL SERVICES DIRECTOR

“I am dedicated to housing women and their children. I am motivated each time I see a family getting the keys to their new place and signing a lease. I think housing is a right, and as a community we should work to ensure that everyone has a safe place to sleep.”

- STACY SCHWARZ, ASSOCIATE DIRECTOR OF SOCIAL SERVICES; SHELTER DIRECTOR, THE AUSTIN SHELTER FOR WOMEN AND CHILDREN (ASWC)

“I am committed to working with those who come to us – single women and men as well as families – who are experiencing homelessness and complex issues while moving towards housing stability. Making a difference in the lives of these individuals with the dedication of a diverse staff is rewarding and motivating.”

- JAY FILDERMAN, SOCIAL SERVICES CENTER EMERGENCY SHELTER DIRECTOR

“The primary reason I work for The Salvation Army is that they were a great help to my mom and her big family in Pittsburgh while they were growing up. Also, as a veteran myself, I love helping veterans overcome homelessness, and change their lives through better jobs.”

- DAVID RAY, SUPPORTIVE SERVICES FOR VETERAN FAMILIES CASE MANAGER

“I’m inspired by the compassion of those I work with, and I’m often humbled by those we serve. It is great to be working with staff that is so committed to moving people forward from unfortunate circumstances.”

- ENRIQUE (RICK) RIVERA, PASSAGES PROGRAM COORDINATOR
## 2017 Income

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<td>Donor Contributions</td>
<td>$6,553,205</td>
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<td>Family Store Sales</td>
<td>$6,910,066</td>
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<td>Government Grants</td>
<td>$3,198,362</td>
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<td>United Way</td>
<td>$15,884</td>
<td>0.10%</td>
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**Total Income**: $16,677,517

**Beginning Net Assets: October 1, 2016**: $890,534

**Grand Total**: $17,568,051

## 2017 Expenses

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<td>Adult Rehabilitation Center</td>
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<td>Community Center Program Operations</td>
<td>$422,912</td>
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<tr>
<td>Administration &amp; Management</td>
<td>$560,196</td>
<td>3.37%</td>
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<tr>
<td>Fundraising</td>
<td>$1,354,859</td>
<td>8.16%</td>
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**Total Expenses**: $16,613,425

**Ending Net Assets: September 30, 2017**: $954,626

**Grand Total**: $17,568,051
ADVISORY BOARD

Majors Andrew and Amy Kelly, Austin Area Commanders

Executive Committee

Board Chair
Michael J. Nasi
Jackson Walker L.L.P.

Vice-Chair
Rob Golding
Rodeo Austin

Vice-Chair
Development Chair
Randy Present
DHI Financial Services

Treasurer
Finance Committee Chair
Nelson Barre
Accenture

Secretary
Lee Doughtie
Frost

Program Committee Chair
Margaret Gosselink
Retired Attorney

Property Committee Chair
Rudy Garza
Garza EMC

Nominating Committee Chair
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Lehman Associates

William Gammon*
William Gammon Insurance

Peter Palazzari
Retired, IBM Corporation

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Rathgeber Properties

Dwight Thompson
Texas Steel Culvert Company

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Edward J. Bombach, MD
Austin Regional Clinic

Gilbert T. Bragg
McCreary, Veselka, Bragg & Allen, P.C.

Bob Brooks
Brooks Commercial Corporation

Clayton Browne
Writer/Editor

Bob Cole
KOKE-FM

Robin Cooper
Civic Leader

Exaltion Delco***
Retired College Administrator

Phil Diebel
Retired, University of North Texas

Sam Espinosa
Next Caller, Inc.

Kathryn Kotrla, MD
MEK, Inc.

Lloyd Lochridge**
McGinnis Lochridge

Gordon McGill
McGill Investments

Cory Morrow
Singer-Songwriter

Katherine Nelson
Retired Attorney

Joe Ogilvie
Wallace Capital Management

Freddie Proffitt
Financial Partners, Inc.

Jessica Robledo
Chief of Police, Pflugerville

John Roiko
National Instruments

Don Shafer
Towny

Elaine Shapiro**
Civic Leader

Tom Sweet
Dell Inc.

David Turpin
Pileus Group LLC

John Welborn
LBJ Family Wealth Advisors, Ltd.

Neel White
White Construction Company

Howard Yancy
Zydeco Development

* The Salvation Army National Advisory Board

** Life Member

***Emeritus

ADULT REHABILITATION CENTER ADVISORY COUNCIL

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Administrator
Adult Rehabilitation Center

Major Bobbie Sams
Director of Special Services
Adult Rehabilitation Center

Chair
William Gammon
William Gammon Insurance

Terry Bray
Attorney

Nadeen Gray, M.D.
Austin Diagnostic Clinic

Frances B. Hamm
Retired

Todd Michalowski
J & M PLLC. Services

Clarence Pietsch
Retired

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KPG Commercial

Dick Rathgeber
Rathgeber Properties

Philip Sanders
Retired Judge

Laurie Shanblum
Corrections Corporation of America

Lynda Shanblum
Austin Regional Clinic

Mark Shields
Primus Real Estate Services

Clayton Shorkey, PhD
The University of Texas
School of Social Work

Rev. Bill Wigmore
Chair of Recovery Ministries

Ex Offcio

Major Andrew Kelly
The Salvation Army - Austin Area Commander
MISSION STATEMENT
The Salvation Army, an international movement, is an evangelical part of the universal Christian church. Its message is based on the Bible. Its ministry is motivated by the love of God. Its mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.

Serving Travis and Williamson Counties

TOGETHER WE MEET THE NEED.
SalvationArmyAUSTIN.org
512-782-8800 or 512-605-1410 | 512-719-4495 – Fax
facebook /salvationarmyaustin twitter /salarmyaustin

OUR LOCATIONS
1. Austin Metropolitan Area Command
2. Downtown Shelter and Social Service Center
3. Austin Shelter for Women and Children
4. Adult Rehabilitation Center
5. Christmas Cheer and Emergency Disaster Services Warehouse
6. Williamson County Service Center
7. Emergency Disaster Services Volunteer Canteen
8. The Salvation Army Family Store and Donation Center
9. The Salvation Army Family Store and Donation Center
10. The Salvation Army Family Store and Donation Center
11. The Salvation Army Family Store and Donation Center
12. Taylor Service Unit (Behind First Presbyterian Church)
13. Future home of Corps Community Center and Area Command
14. Future home of The Salvation Army Rathgeber Center for Women and Children
15. Future home of Women's Residence at the Adult Rehabilitation Center

Visit SalvationArmyAUSTIN.org for location details.
Downtown Shelter and Social Service Center

The Downtown Shelter and Social Service Center is a 242-bed multi-population emergency shelter and resource center where numerous social services are made available for men, women and children. The Center includes population-specific dormitories, case management staff, a comprehensive employment services program, and transitional shelter for new workers. Educational programs and life skills training take place in a multi-purpose computer learning lab. It is one of the largest shelter facilities in Central Texas and the primary shelter for women experiencing homelessness in Travis County. Our goal is to stabilize individuals and families so that they can exit emergency services into safe, affordable housing and return to self-sufficiency and stability.

<table>
<thead>
<tr>
<th>Unduplicated Persons Sheltered</th>
<th>1,694</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>854</td>
</tr>
<tr>
<td>Men</td>
<td>669</td>
</tr>
<tr>
<td>Children</td>
<td>171</td>
</tr>
<tr>
<td>Number of Bed Nights</td>
<td>89,809</td>
</tr>
<tr>
<td>Meals Served</td>
<td>114,118</td>
</tr>
<tr>
<td>Case Managed Households Transitioning From Homelessness to Housing</td>
<td>309 of 419 (74%)</td>
</tr>
<tr>
<td>Employment Services Participants Who Increased Employment Income</td>
<td>237 of 334 (71%)</td>
</tr>
</tbody>
</table>

Adult Rehabilitation Center

The Salvation Army’s Adult Rehabilitation Center provides spiritual, social, and emotional assistance for individuals who have lost their ability to cope with their problems and provide for themselves. The Adult Rehabilitation Center provides residential housing, work therapy, group and individual counseling, spiritual direction, leisure activities, and life skills resources. The physical and spiritual care that program participants receive prepares them to re-enter society and return to fulfilling work. The Adult Rehabilitation Center program is funded through sales at the four Family Store locations in the Austin area. (See map on the back cover of the annual report.)

<table>
<thead>
<tr>
<th>Men Receiving Rehabilitation Services</th>
<th>1,592</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential Care - Days Provided</td>
<td>38,526</td>
</tr>
<tr>
<td>Meals Served</td>
<td>116,425</td>
</tr>
<tr>
<td>Religious Services</td>
<td>474</td>
</tr>
<tr>
<td>Group Therapy Sessions/Attendance</td>
<td>2,759</td>
</tr>
<tr>
<td>Individuals Committing Their Life to Christ</td>
<td>87</td>
</tr>
</tbody>
</table>
# Community Collaborations

We are pleased to collaborate with other organizations in our community on the following programs.

<table>
<thead>
<tr>
<th>1.</th>
<th>Passages I Collaboration</th>
<th>426 Persons Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.</td>
<td>Passages II Rapid Rehousing Program</td>
<td>97 Persons Served</td>
</tr>
<tr>
<td>3.</td>
<td>Supportive Services for Veteran Families</td>
<td>39 Persons Served</td>
</tr>
<tr>
<td>4.</td>
<td>Children Provided Subsidized Child Care in the Passages Child Care Voucher Program</td>
<td>73 Children Served</td>
</tr>
<tr>
<td>5.</td>
<td>Number of persons receiving financial assistance for housing through Best Single Source Plus</td>
<td>355 Persons Served</td>
</tr>
<tr>
<td>6.</td>
<td>Safesleep</td>
<td>504 Women Served</td>
</tr>
</tbody>
</table>

Organizations we collaborate with include: Ending Community Homelessness Coalition (ECHO), City of Austin, U.S. Department of Veterans Affairs, SAFE Alliance, Caritas of Austin, Foundation for the Homeless, Housing Authority of the City of Austin, Foundation Communities, Front Steps, Goodwill Industries, Religious Coalition to Assist the Homeless, Best Single Source Plus Program, Emergency Food and Shelter Program Board of Travis and Williamson Counties, U.S. Department of Housing and Urban Development, Texas Department of Housing and Community Affairs, and many others.
Austin Shelter for Women and Children

The Austin Shelter for Women and Children is a city-funded facility operated by The Salvation Army. Our goal as operator of the program is to provide “wrap-around” services designed to assist homeless women in ensuring that homelessness is brief, rare, and non-recurring. Based on a model of trauma-informed care, objectives focus on obtaining safe and stable housing, income necessary to support housing, and personal stability. The Austin Shelter for Women and Children has a special focus on children’s services which include licensed child care, child/family therapy, specialized school aged children’s groups, family field trips and evening activities, and after-school tutoring and transportation to local schools. The shelter is nearing completion on a city-funded renovation and expansion to address the greater community need.

*These statistics reflect a year during which renovation of the shelter was in progress. Capacity was at times reduced to 50-75%.

<table>
<thead>
<tr>
<th>UNDuplicated Persons Sheltered</th>
<th>244</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>80</td>
</tr>
<tr>
<td>Children</td>
<td>164</td>
</tr>
<tr>
<td>Number of Bed Nights</td>
<td>18,651</td>
</tr>
<tr>
<td>Meals Served</td>
<td>27,783</td>
</tr>
<tr>
<td>Number of People Case Managed</td>
<td>68</td>
</tr>
<tr>
<td>Households Who Exitied to Safe Housing</td>
<td>57 of 68 (84%)</td>
</tr>
<tr>
<td>Adults Who Improved Financial Status</td>
<td>47 of 68 (69%)</td>
</tr>
</tbody>
</table>

Citadel Corps Community Center – Meeting Spiritual and Social Needs

Representing the heart of The Salvation Army, the Austin Citadel Corps Community Center is committed to serving the social and spiritual needs of our neighbors. Meetings include weekly worship services, Bible studies, fellowship, music instruction, character building programs, and outreach to those in need. Worship services and weekly classes are currently held at the Christmas warehouse on South Congress. The new Citadel Corps and Community Center is set to open in Rathgeber Village in the Mueller Development in summer 2018.

<table>
<thead>
<tr>
<th>Worship Services and Group Activities</th>
<th>3,720</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals Visited in Nursing Homes</td>
<td>626</td>
</tr>
<tr>
<td>Music Lessons Provided</td>
<td>559</td>
</tr>
<tr>
<td>Children Provided Camp Days</td>
<td>5</td>
</tr>
<tr>
<td>Music Conservatory Participants</td>
<td>17</td>
</tr>
<tr>
<td>Spiritual Development Meetings</td>
<td>246</td>
</tr>
<tr>
<td>Individuals Personally Seeking Christ</td>
<td>186</td>
</tr>
<tr>
<td>Angel Tree Recipients</td>
<td>7,635</td>
</tr>
</tbody>
</table>
Williamson County Service Center

The Williamson County Service Center offers urgently-needed services to adults and children facing the possibility of homelessness in Williamson County. The Service Center offers intake and assessment of the needs of men, women and children, provides direct services (e.g. food, clothing, rent and utility assistance) and refers qualified individuals to other important social services. The Service Center also supports the community with a nursing home ministry, youth music program, summer camp, and outreach to a disadvantaged neighborhood. The Service Center closely collaborates with other agencies and churches in Williamson County to ensure that needs are met appropriately and to avoid duplication of services.

- **Households Served**: 234
- **Households provided utility assistance**: 76
- **Households provided rental assistance**: 167
- **Households accessing food pantry**: 63
- **Households accessing clothing closet**: 60
- **Unduplicated Persons Served**: 560
- **Children sent to summer camp**: 29
- **Nursing homes visits**: 499
- **Quail Valley Outreach – number served**: 950
- **Total financial assistance provided**: $81,272