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
Army Veteran Found the Help She Needed

Not knowing where to turn, Debra Roberts brought her 1-year-old daughter and 12-year-old son to The Salvation Army in Austin after escaping a bad marriage in another state. A U.S. Army veteran combat medic, Debra arrived in Austin hoping to make a fresh start. But when her money began to run out, she faced homelessness with her two children.

“It was nerve-wracking because I’d never been in this situation before,” Debra said. “When we first arrived at The Salvation Army, it was full, so they made beds for us on the chapel floor, where we stayed the first night.”

The next day her case managers, Brian and Kimberly, began working with her. They guided her as she looked for an apartment, child care, and a job. With the help of The Salvation Army’s Rapid Rehousing Program (see p. 9), which subsidizes her rent, Debra found an apartment the first week of December, just in time for Christmas, having spent only 33 days in shelter. Firefighters from a local fire department donated furniture, and The Salvation Army gave her a crib.

“I was very nervous, but now that we have our own apartment, I am calmer because we can come home,” Debra explained. “The Salvation Army is helping me get back to what my kids know as normal, where I am able to provide for them.”

Thanks to help from Workforce Solutions, Debra will be able to start school soon to get her EMT or Medical Assistant certification. The Salvation Army is helping her with subsidized child care until she can pay for it herself, and her case manager, Brian, is supporting her progress to self-sufficiency by connecting her to resources and people who can help provide the continuing support she needs.
WORDS FROM OUR LEADERS

AREA COMMANDER AND ASSOCIATE AREA COMMANDER

I was hungry and you gave me something to eat, I was thirsty and you gave me something to drink, I was a stranger and you invited me in, I needed clothes and you clothed me, I was sick and you looked after me, I was in prison and you came to visit me.

From these words in the Gospel of Matthew, The Salvation Army finds its mission to care for the neediest of humanity. Thanks to the generosity of donors, The Salvation Army Austin Metropolitan Area Command in 2014 was able to live out this mission by meeting human needs of every kind without discrimination.

More than 470,000 men, women, and children throughout Travis and Williamson counties experienced in a tangible, vital way our message that no matter who you are, no matter what you are struggling with, The Salvation Army is here for you. We welcome you with open doors, open hearts, and open arms. We thank God for the opportunity to have served another year as leaders of The Salvation Army in Austin, and we know that even better things are ahead. –Lt. Cols. Henry and Dorris Gonzalez

ADVISORY BOARD CHAIR

This past year, as in all my years of involvement with The Salvation Army, I have marveled at how tirelessly our dedicated officers, staff and volunteers have undertaken the work, how fearlessly they have embraced the needy and their needs, and how wisely they have developed and implemented solutions for those needs. To serve alongside these people is a great honor in my life. I am deeply grateful for the diligent work and sacrifices that make the work of The Salvation Army in Austin possible. –Dwight Thompson
Award-Winning Leaders and Programs

Champion for Children Award, Presented to Kathleen Ridings

On November 6, 2014, Kathleen (Kathy) Ridings, Salvation Army Austin Social Services Director, was honored with the prestigious Champion for Children Award by Helping Hand Home for Children, a 122-year-old Austin nonprofit supporting abused, neglected and abandoned children. Kathy received this award before a sell-out crowd of 1,000 Austinites as recognition of her 20 years of service to The Salvation Army in Austin.

“Kathy Ridings’ dedication to The Salvation Army Austin Area Command began in 1995 when she became the Social Services Director. Kathy’s work has helped provide emergency shelter to more than 100,000 people, case management services to more than 15,000, and education and daycare services to more than 10,000 children, all with the goal of moving children and families from crisis to stability.” – Helping Hand Home for Children

The Salvation Army Social Services Award for Program Excellence and Achievement, Presented to The Austin Shelter for Women and Children

The Austin Shelter for Women and Children (ASWC) was awarded The Salvation Army Social Services Award for Program Excellence and Achievement. This award recognizes from each territory a social service program that has modeled The Salvation Army’s Social Service Ministry. This honor is a reflection of the care that is taken every day at the ASWC to provide a safe and nurturing environment for women and children in crisis. We commend shelter director Stacy Schwarz and her dedicated staff at the Austin Shelter for Women and Children for this tremendous honor.

The Salvation Army National Award for Excellence in Social Work, Presented to Kathleen Ridings

In 2014 The Salvation Army conferred upon Kathy Ridings The National Award for Excellence in Social Work. This annual award recognizes an individual from each territory who has modeled The Salvation Army’s Social Service Ministry. We commend Kathy for her dedicated service to The Salvation Army which has helped make Austin a better place for thousands of individuals in need in our community.

Pictured left to right: Major Darryl Leedum, Kathy Ridings, Kim Ogilvie, Lt. Colonel Dorris Gonzalez, Bethany Camp (receiving the award for the ASWC), Commissioners David and Barbara Jeffrey, and Major Bruce Smith.
MEETING SOCIAL AND SPIRITUAL NEEDS

Center of worship. Center of activity. Center of hope. Representing the heart of The Salvation Army ministry, the Austin Citadel Corps Community Center is committed to serving the social and spiritual needs of our neighbors.

While our facility is being reconstructed, a wonderful partnership has developed with the Adult Rehabilitation Center (see p. 11). Weekly worship services, Bible studies and fellowship groups meet at the Adult Rehabilitation Center. Weekly music instruction, character building programs and group meetings are held at the Corps Activity Center temporarily located at our Christmas Cheer and Emergency Disaster Services Center. The Church is not a building but a community of faith, and our neighbors are those we come into contact with wherever we are.

Through our Community Center, The Salvation Army offers a wide variety of character-building and educational programs as well as wholesome activities. Among these are fellowship and Bible study groups, summer day and resident camps, and a vibrant music program offering instruction as well as performance opportunities. Each year the Corps operates the Red Kettle donation program and is instrumental in the Angel Tree program to provide Christmas gifts for thousands of local children.

CORPS COMMUNITY CENTER STATISTICS

<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Worship Services and Group Activities</td>
<td>9,133</td>
</tr>
<tr>
<td>Individuals visited in Nursing Homes</td>
<td>546</td>
</tr>
<tr>
<td>Music Lessons Provided</td>
<td>1,861</td>
</tr>
<tr>
<td>Days of Camp Provided</td>
<td>479</td>
</tr>
<tr>
<td>Spiritual Development Meetings</td>
<td>752</td>
</tr>
<tr>
<td>Individuals Personally Seeking Christ</td>
<td>275</td>
</tr>
<tr>
<td>Angel Tree Recipients</td>
<td>6,350</td>
</tr>
</tbody>
</table>
Since 1889 The Salvation Army of Austin has assisted hundreds of thousands of men, women and children experiencing homelessness through our continuum of social services. The Salvation Army’s social service programs are designed to break the cycle of chronic homelessness by assisting homeless and low income people to overcome barriers to self-sufficiency.

The Social Service Center is a 242 bed multi-population emergency shelter and resource center where colocated services such as Goodwill, Veterans Affairs, and Community Care Clinic are available in addition to a variety of Salvation Army social services for men, women and children. The Center includes population-specific dormitories, a large case management staff and a comprehensive employment services program that is unique in offering transitional shelter for new workers.

Educational programs and life skills training are conducted in a multi-purpose Computer Learning Lab. The Center serves more than 800 meals per day including an evening meal open to anyone in the community who is hungry. 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, as their next step in self-sufficiency and stability. While parents work or undergo training, children either attend school or are enrolled in pre-school or childcare programs so they may continue in their educational and emotional development with minimal interruption.

**DOWNTOWN SHELTER AND SOCIAL SERVICE CENTER**

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**SOCIAL SERVICE CENTER**

**EMERGENCY SHELTER STATISTICS**

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unduplicated Persons Sheltered</td>
<td>2,506*</td>
</tr>
<tr>
<td>Women</td>
<td>1,511</td>
</tr>
<tr>
<td>Men</td>
<td>753</td>
</tr>
<tr>
<td>Children</td>
<td>242</td>
</tr>
<tr>
<td>Number of Bed Nights (103% capacity)</td>
<td>90,914</td>
</tr>
<tr>
<td>Meals Served</td>
<td>292,430</td>
</tr>
<tr>
<td>Days of Camp Provided</td>
<td>3,660</td>
</tr>
<tr>
<td>Case Managed Persons Exiting to Safe Housing (508 of 646)</td>
<td>79%</td>
</tr>
<tr>
<td>Employment Services Participants who Improved Employment Status (337 of 422)</td>
<td>80%</td>
</tr>
</tbody>
</table>

*Note: 74% of those sheltered at Salvation Army emergency shelters in 2014 were women and children
The Austin Shelter for Women and Children is a city-funded facility owned by Travis County and operated by The Salvation Army. Women and children in crisis find shelter and safety here, are provided with food, clothing and counseling, and begin to develop a plan to regain their self-sufficiency over a course of several months.

Our comprehensive services include emergency shelter, child and family therapy, rehabilitation, case management, job training, employment assistance, housing, life skills training, child care resources and summer camps. Children attend school or are enrolled in pre-school or childcare programs so that no learning opportunities are lost. Our case management and wraparound services support and ensure that clients are tracking toward their goals.

It is the children, especially, who touch our hearts. Children of all ages arrive confused, scared, angry and often behind in school or in need of day care while their parent attends training and counseling. Residing in an emergency shelter with a lot of strangers, lack of privacy and unfamiliar routines adds to their stress and confusion. Children are assisted by our family therapist who helps them develop better coping skills, case workers who provide communications and coordination with schools, and a certified teacher who assists with homework and school projects in our family learning center. Younger children are provided with day care and early childhood literacy. Providing these resources means that the mother can work or attend classes without distraction and worry.

### Austin Shelter for Women and Children Statistics

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unduplicated Persons Sheltered</td>
<td>369*</td>
</tr>
<tr>
<td>Women</td>
<td>120</td>
</tr>
<tr>
<td>Children</td>
<td>249</td>
</tr>
<tr>
<td>Number of Bed Nights (110% capacity)</td>
<td>24,089</td>
</tr>
<tr>
<td>Meals Served</td>
<td>49,396</td>
</tr>
<tr>
<td>Number of Persons Case Managed</td>
<td>369</td>
</tr>
<tr>
<td>Days of Camp Provided</td>
<td>3,840</td>
</tr>
<tr>
<td>Outcomes:</td>
<td></td>
</tr>
<tr>
<td>Number of Persons who Exit to Safe Housing</td>
<td>241 of 307 (79%)</td>
</tr>
<tr>
<td>Number of Adults who Improved Financial Status</td>
<td>71 of 97 (73%)</td>
</tr>
</tbody>
</table>

*Note: 74% of those sheltered at Salvation Army emergency shelters in 2014 were women and children*
The Passages Program is a collaboration of local service providers – The Salvation Army, Safe Place, Caritas of Austin, Foundation Communities and Foundation for the Homeless – funded primarily by HUD Supportive Housing grants. The program provides case management, housing and supportive services for men, women and children who are experiencing homelessness so they can progress toward self-sufficiency. Through the HUD Funded Passages Rapid ReHousing Program (see Debra’s story, p. 3), families experiencing homelessness may receive transitional housing, job training, child care and financial coaching.

The Veterans Homelessness Prevention Demonstration Project, a collaboration with the Veterans Administration and the Department of Labor, was one of five such HUD funded programs nationwide to participate in a coordinated effort to prevent future veterans’ homelessness.

The single women’s Safe Sleep Program was a coordinated community response to the shortage of shelter and resources for chronically homeless single women. The Salvation Army worked with local agencies to fund expanded shelter and support for women who are at risk sleeping on the streets. The Salvation Army now offers the Safe Sleep Program on a nightly walk-in basis. The Salvation Army participates in the Cold Weather Shelter initiative with The City of Austin, Front Steps and other local agencies to ensure that no one has to sleep outside in the cold. In addition to providing hands-on services, The Salvation Army is committed to supporting system change in our community through collaboration and planning. We are an active participant in the Ending Community Homelessness Coalition (ECHO), the Best Single Source Plus Program (BSS Plus), the City of Austin Emergency Management Team, and the Emergency Food and Shelter Program Board of Travis and Williamson Counties.

Collaborations Statistics

<table>
<thead>
<tr>
<th>Collaboration</th>
<th>Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passages Collaboration</td>
<td>636 persons served</td>
</tr>
<tr>
<td>Passages Rapid ReHousing Program</td>
<td>107 persons served</td>
</tr>
<tr>
<td>Veterans Homelessness Prevention Demonstration Project (October 2013–January 2014)</td>
<td>60 persons served</td>
</tr>
<tr>
<td>Safe Sleep Program for Women</td>
<td>696 women served</td>
</tr>
<tr>
<td>Cold Weather Shelter</td>
<td>39 nights</td>
</tr>
</tbody>
</table>
William’s Red Kettle

William’s Red Kettle

Reason sums up his gratitude for The Salvation Army. As a graduate of the Adult Rehabilitation Center (ARC), he is now a soldier in The Salvation Army, working as a driver for the Family Stores. He lives at the ARC and is a Celebrate Recovery leader, helping other men in their recovery. It has been a long, hard road to get here.

"Because they believed in me when no one else did!" William’s Red Kettle

William began drinking at a young age and continued drinking through high school and community college. He eventually began to use drugs and then began stealing from his job and his family. At age 21, William was "no longer a functioning member of society." He made attempts at rehabilitation, but his addictions were too strong, and he "bounced in and out of rehab and shelters." His family still loved him, but his behavior had created distance between them. Finally in 2014, William entered the ARC program in Austin for the second time.

"This was the last stop for me," William explained. "The ARC is a protected place, a calm from the storm, a safe environment. I wasn’t going to be able to do this on my own. Not once has someone at the ARC made me feel ‘less than.’ A lot of the staff has been through their own recovery, and they understand and genuinely care. Their purpose is for you to get back on your feet and succeed."

William graduated from the ARC program and is now determined to stay sober and employed. Today, William attends weekly classes and a recovery group, and he goes to church at The Salvation Army Citadel Corps. On his days off, he works in the ARC garden or helps out at the Corps. William sums up his life at The Salvation Army with one word: "Hope. It’s a new beginning for me. When I came through those doors, I was in a bad place: living out of my car, just out of jail, broke. The Salvation Army – they’re the ones who took a chance on me."

William Waller • Photo by Licariene Photography
The Salvation Army’s Adult Rehabilitation Center (ARC) program provides spiritual, social, and emotional assistance for men who have lost the ability to cope with their problems and provide for themselves. The ARC offers residential housing, work therapy, and group and individual therapy, all in a clean, wholesome environment. The physical and spiritual care that program participants receive prepares them to re-enter society and return to gainful employment. Many of those who have been rehabilitated are reunited with their families and resume a normal life.

Each program participant is provided with a clean and healthy living environment, good food, work therapy, leisure time activities, group and individual therapy, spiritual direction, and resources to develop life skills and a personal relationship with God as provided by Jesus Christ.

Since we do not solicit government funding for this program, the ARC program is made possible through the generosity of those who donate goods that can be sold in The Salvation Army Family Stores. The income generated from Family Store sales provides services that are made available to the participants of our programs.

**ADULT REHABILITATION CENTER STATISTICS**

- Men Receiving Rehabilitation Services: 1,434
- Residential Care – Days Provided: 39,374
- Meals Served: 130,817
- Religious Services: 626
- Group Therapy Sessions: 6,283
- Individuals Committing or Recommitting Their Life to Christ: 1,823
In 2014 The Salvation Army opened a new service center to address a growing population of low-income individuals and families in Williamson County. The **Williamson County Service Center** provides direct services, assesses the needs of the community, and responds in an appropriate, caring manner to address these needs with a focus on homelessness prevention.

The Salvation Army Service Center offers intake and assessment of needs of women, men and children, provides direct services (food, clothing, rent and utility assistance) and refers qualified individuals to social services, medical assistance, emergency shelters, drug and alcohol rehabilitation, elderly services, youth camps and recreation, and veterans’ services. The Service Center closely collaborates with other agencies and churches in Williamson County to ensure that needs are met and to avoid duplication of services. The client response has been so great that we now have a waiting list of qualified individuals who need the services we provide.

Volunteers and staff are busy throughout the year visiting nursing homes, delivering books and food to children in underserved neighborhoods, ringing bells at Salvation Army red kettles during the holidays, and taking children to overnight camp at Camp Hoblitzelle in North Texas. The Salvation Army is committed to doing all that we can to meet the growing need for services to those in greatest need in Williamson County.

**Williamson County Service Center Statistics**

- Households Served ........................................................................................................................................ 154
- Unduplicated Persons Served .................................................................................................................. 504
- Children Sent to Summer Camp ............................................................................................................. 13
- Individuals Served Through Quail Valley Neighborhood Outreach .................................................. 550
The Salvation Army Emergency Disaster Services (EDS) Canteen in Williamson County is the only fully volunteer managed Salvation Army disaster canteen in the State of Texas, and this year the canteen was active in local and regional disaster responses as well as offering their services to help the community.

During the summer, 14 volunteers from Williamson County traveled to McAllen, Texas, for a total of 17 days to join The Salvation Army efforts alongside other VOAD partners (Volunteer Organizations Active in Disaster). At the request of Border Patrol, these volunteers provided humanitarian assistance to families and individuals who had been processed by Border Patrol and were awaiting transportation to various destinations. These volunteers served hot, nutritious soup to 160 – 200 children and parents daily.

The Salvation Army EDS canteen also responded to a local HazMat spill and to a passenger train wreck in Bartlett, Texas, providing food and drink for first responders who helped evacuate all of the passengers to safety. This dedicated volunteer team also participated in several key regional disaster simulations this year in both Travis and Williamson Counties. Participating in these disaster exercises helps support the larger disaster relief efforts of our communities.

When not responding to disasters, the Williamson County EDS volunteers help out in the community. In 2014 they partnered with Operation Liberty Hill to provide 100 food boxes to people in need. They participated in the monthly Read and Feed program to bring books and snacks to an underserved neighborhood in Georgetown, participated in a number of local parades, and provided 35 dozen donuts to fire stations in Williamson County on National Donut Day.

In addition to the dedicated work in Williamson County, The Salvation Army recruited and trained new disaster volunteers from Travis County. Plans for Travis County include seeking funding for a new EDS response vehicle and recruiting a full team of volunteers. We salute this army of volunteers who remain ready to serve the moment they are called.
2014 Income

<table>
<thead>
<tr>
<th>Source</th>
<th>Percentage</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>United Way</td>
<td>.3%</td>
<td>$43,002</td>
</tr>
<tr>
<td>Government Grants</td>
<td>20.5%</td>
<td>$3,431,067</td>
</tr>
<tr>
<td>Donor Contributions</td>
<td>37.5%</td>
<td>$6,257,585</td>
</tr>
<tr>
<td>Family Store Sales</td>
<td>41.7%</td>
<td>$6,958,691</td>
</tr>
</tbody>
</table>

Beginning Net Assets: October 1, 2013  $2,272,436
Total Income  $16,690,345
Grand Total  $18,962,781
2014 EXPENSES

SOCIAL SERVICES........................................................................... $7,941,679
ADULT REHABILITATION CENTER............................................. $6,958,691
COMMUNITY CENTER PROGRAM OPERATIONS................... $ 510,633
ADMINISTRATION & MANAGEMENT............................................. $ 541,832
FUNDRAISING................................................................................... $1,208,562

Total Expenses $ 17,161,397
Ending Net Assets: September 30, 2014 $ 1,801,384
Grand Total $ 18,962,781
Growing to Serve our Communities in Travis and Williamson Counties

1. Austin Metropolitan Area Command  
    10711 Burnet Road, Ste. 231  
    Austin, TX 78758

2. Downtown Shelter and Social Service Center  
    501 East Eighth Street  
    Austin, TX 78701

3. Austin Shelter for Women and Children  
    4523 Tannehill Lane  
    Austin, TX 78721

4. Adult Rehabilitation Center  
    4216 S. Congress Avenue  
    Austin, TX 78745  
    *Corps Worship Services currently held here

5. Christmas Cheer and Emergency Disaster Services Warehouse  
    6510 S. Congress Avenue  
    Austin, TX 78745  
    *Corps Offices currently located here

6. Citadel Corps Community Center  
    1001 Cumberland Road  
    Austin, TX 78704  
    *Currently being reconstructed

7. Williamson County Service Center  
    307 Shannon Lane  
    Georgetown, TX 78628

8. Emergency Disaster Services Volunteer Canteen  
    Liberty Hill, TX 78642

9. The Salvation Army Family Store and Donation Center  
    4216 S. Congress Avenue  
    Austin, TX 78745

10. The Salvation Army Family Store and Donation Center  
    8801 B Research Boulevard  
    Austin, TX 78758

11. The Salvation Army Family Store and Donation Center  
    601 W. Louis Henna Boulevard  
    Round Rock, TX 78728

12. The Salvation Army Family Store and Donation Center  
    13530 N Hwy 183  
    Austin, TX 78750
ADVISORY BOARD
Lt. Cols. Henry and Dorris Gonzalez, Austin Area Commanders

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Development Committee Co-Chair
Michael Nasi
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McGinnis Lochridge
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BancVue
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Neel White
White Construction
Howard Yancy
Zydeco Development

* Life Member

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Place Designers, Inc.
Mary Evins
Evins Personnel, Inc.
Laura Grant
Civic Leader
Nadeen Gray, MD
Family Practice
Keith Lanford
Austin Trust Company
Todd Michalowski
J & M Insurance Services
Clarence Pietsch
Retired
Robin Pope
Kemp Properties
Dick Rathgeber
Rathgeber Properties
Dan Remick
Austin Trust Company
Philip Sanders
Retired Judge
Laurie Shanblum
Retired Judge
Lynda Shanblum
Austin Regional Clinic

Mark Shields
Primus Real Estate Services
Dr. Clay Shorkey
The University of Texas School of Social Work

Ex Officio
Lt. Colonel Henry Gonzalez
The Salvation Army – Austin Area Command
Major Dewey Alderson
The Salvation Army ARC
Virginia Alderson
The Salvation Army ARC
The 125th Anniversary Capital Campaign

The needs in the Austin metropolitan area continue to grow, and The Salvation Army has a tremendous opportunity to be a part of the solution to a number of pressing problems. We will soon be announcing a capital campaign for some new projects to further our mission to meet human needs in our community. We invite you to join us as we take on these important new challenges.

Projects to be made possible by The 125th Anniversary Capital Campaign

Problem: The Shelter for Women and Children is over capacity, causing us to turn away women and children every day.
Solution: Build a new shelter for women and children
Campaign Goal: $6,000,000

Problem: Educational and recreational programs needed for at-risk youth in East Austin
Solution: Build a new Corps Community and Administration Center
Campaign Goal: $5,000,000

Problem: Downtown Shelter and Social Service Center in need of repair and renovation after almost three decades of use
Solution: Desperately needed renovation and expansion of services at the Downtown Shelter and Social Service Center
Campaign Goal: $2,000,000

Problem: Critical need for drug and alcohol rehabilitation services for women
Solution: Create a new women’s drug & alcohol rehabilitation program and housing
Campaign Goal: $1,000,000

*For more details on these projects and to receive a full capital campaign packet, please contact Jamille Ruebsahm, Development Director, at Jamille_Ruebsahm@uss.salvationarmy.org or 512-634-5907.
Because of You, We Touched 472,000 Lives This Year.

Thank You!
The Salvation Army
Austin Metropolitan Area Command
P.O. Box 1000
Austin, TX 78767-1000