



2013 ANNUAL REPORT

AUSTIN METROPOLITAN AREA COMMAND



 DOING THE MOST GOOD



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



HEARTFELT THANKS FROM A CLIENT

In August of 2012, I moved to Austin to escape an abusive relationship. I had plans to live with some family members here in Austin, but when that didn't work out, I found myself suddenly homeless. I imagined myself living in our Buick Rendezvous in a parking lot with my little girl, and I found myself crying and saying, "Why is this happening to me?" All my life I have helped those in need, and now it was my turn to need help. I wondered who was going to help me.



Zulema and her daughter • Photo by Margaret Licarione

That's when someone gave me the number for the Austin Shelter for Women and Children, and after a short period on the waiting list, I was able to get in there. Not only was it a roof over our heads and three meals a day, but during the four months I was there, they helped me get back on my feet again. My case manager connected me with the resources I needed for my daughter and me. My counselor helped me through my anger and depression. Together they all helped me find new hope.

I have finished my degree in accounting, and now my plan is to go back to school to get a master's degree so I can become a social worker.

There was so much love in the Austin Shelter for Women and Children. I forged bonds with everyone from the cook to the janitors to the other women and children there. Through the Salvation Army, I have found my wings again.

Zulema (Sue)



LEADERSHIP

The Salvation Army has earned the reputation of being one of the highest performing nonprofits for the lowest cost. The late management expert Peter Drucker called The Salvation Army “by far the most effective organization in the U.S.”* Drucker’s accolades were based on what he described as clarity of mission, ability to innovate, measurable results, dedication and putting money to maximum use. We are honored in the Austin Area Command to live up to this high standard every day as we serve our neighbors in need.

**As reported in Susan Lee and Ashley Ebeling, “Can You Top This for Cost-Efficient Management?” Forbes, April 20, 1998.*

CAPITAL CAMPAIGN

The greater Austin Metropolitan area is one of the fastest growing areas in the nation.* As a result of this growth, and in anticipation of the needs of the future, the Advisory Board is planning to launch a capital campaign to raise \$14 million. Proposed projects include a new facility for women and children who are experiencing homelessness, self-sufficiency extended level of care units for the Adult Rehabilitation Center, a new Corps Community Center in Rathgeber Village in the Mueller Development which will include the Area Command (administrative) offices, and a complete renovation of the downtown shelter and social services center.

**Erin Carlyle, “America’s 20 Fastest Growing Cities,” Forbes, February 14, 2014, “Austin takes the top spot on FORBES’ annual list of America’s Fastest-Growing Cities for the 4th year in a row.”*

“We know of no better way to create eternal change for generations in need than to support the work of The Salvation Army. Serving as Salvation Army officers for 46 years, we have seen the long-term benefits of the Army’s focus on changing lives for the better. We have devoted our lives to this mission of investing in individuals who need care.”

*– Lt. Colonels Henry and Dorris Gonzalez,
Austin Area Commanders*

THIS ANNUAL REPORT
GENEROUSLY SPONSORED BY:



“The Salvation Army brings hope to people with critical needs by providing food, shelter and rehabilitation. Our work is done in the love of Jesus Christ who brings us this hope.”

– Dwight Thompson, Advisory Board Chair



MEETING THE SOCIAL AND SPIRITUAL NEEDS OF OUR NEIGHBORS

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.

On any given week, the Center is a whirl of activity, mirroring the faith, interests, and needs of the surrounding neighborhood while celebrating its diversity. Single mothers with parenting and day care needs, children in need of guidance, teens with nowhere else to go, seniors looking for companionship – the Austin Citadel Corps welcomes all of them.

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

- Group Activities and Meetings.....7,942**
- Individuals Visited in Nursing Homes.....962**
- School for Performing Arts Activities.....760**
- Social and Special Events.....231**
- Angel Tree Recipients.....6,808**
- Spiritual Development Meetings.....749**
- Individuals Personally Seeking Christ.....215**



SERVING THOSE WHO ARE EXPERIENCING HOMELESSNESS

When a person or family arrives at one of our emergency shelters, our first priority is to meet their immediate needs for safety, food, medical care and crisis intervention. In addition, we strive to provide access to a broad array of supportive services to empower adults and families to find their path to self-sufficiency.

We operate two shelters, **The Red Shield Lodge** downtown and **The Austin Shelter for Women and Children**, a city-funded facility owned by Travis County in east Austin. These shelters are places of safety and hope for our clients. We are the primary provider of shelter and basic needs services for women and children who are experiencing homelessness in the Austin area.

First and foremost we provide safety and basic needs for individuals and families. Once these needs are met, we have on-site supportive services and collaborative programs that link clients to permanent housing opportunities to help move them from crisis to stability. Our wraparound services may include childcare for all ages, life skills training, individualized therapy, case management, tutoring, personal budgeting and employment services.

SOCIAL SERVICES STATISTICS

Unduplicated Persons Sheltered.....	4,688*
— Women.....	2,490
— Men.....	1,591
— Children.....	607
Number of Bed Nights (105% capacity).....	119,311
Meals Served.....	349,153
Case Managed Persons Exiting to Safe Housing (826 of 1,022).....	81%
Employment Services Participants who Improve Employment Status (442 of 524).....	84%

**66% were women and children*

COLLABORATIONS



The Passages Program is a collaboration of five local homeless service providers – The Salvation Army, SafePlace, Caritas of Austin, Foundation Communities and Foundation for the Homeless – funded primarily by HUD Supportive Housing grants. The program provides six to eighteen months of case management, housing and supportive services for men, women and children who are experiencing homelessness. Clients work to increase their skills and income and achieve personal goals. Individuals and families who participate in the program work with their case manager to end their homelessness and progress toward self-sufficiency. Through the HUD funded **Passages Rapid ReHousing Initiative**, families who are experiencing homelessness may receive six to twelve months of transitional housing, job training, child care and financial coaching.

Veterans returning from active duty face a variety of challenges as they re-enter life after the military. The three-year **Veterans Homelessness Demonstration Project**, in which The Salvation Army of Austin collaborated 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 and develop best practices.

Homelessness can be life threatening for vulnerable populations such as women and children. **The Single Women’s Safe Sleep Project** was a coordinated response to the community-wide shortage of shelter and resources for chronically homeless single women. The Salvation Army worked with area churches, service providers, the City of Austin and private foundations to fund expanded shelter and support for these women who are at risk sleeping on the streets of downtown Austin. In addition to providing the hands-on services of our mission, we are committed to supporting system change in our community through collaboration and planning. The Salvation Army is 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

Passages Collaboration	787 persons served
Passages Rapid ReHousing Initiative	60 persons served
Veterans Homelessness Prevention Demonstration Project	495 persons served
Safe Sleep Project	601 women served



WITH GRATITUDE

As a teenager I started smoking marijuana and began a life of addiction in spite of my mother's warnings about this dangerous lifestyle.

As my addiction and desperation grew, I began to lose control of my behavior. I stole drugs from the veterinary clinic where I worked, lost job after job, had multiple arrests and overdoses, and was pronounced dead more than once. I went in and out of treatment centers, including The Salvation Army Adult Rehabilitation Center (ARC) in Austin.

Erik Parker

One night when I ended up in the hospital, I finally decided this wasn't working and I needed to go back to the ARC. I walked there – barefoot and drunk – where I slept outside on a plastic chair until they let me back in the next morning.

The ARC offered Bible studies, counseling, church services and a sponsor who helped me work the Twelve Steps. I knew my only hope was God, so I poured myself into getting my life right. By the time I left the ARC, I had my driver's license again, was in great physical shape and had enrolled in a program to become a drug counselor.

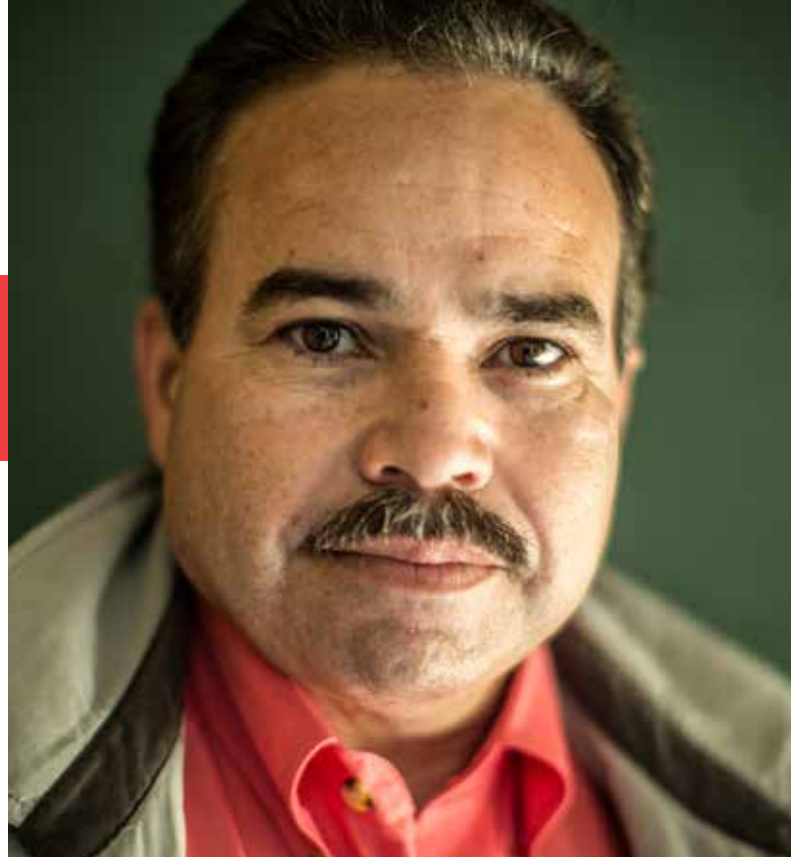
I now work at the Salvation Army Family Store, and I'm a student at ACC, studying to be a licensed chemical dependency counselor. I'm a sponsor for other men in Alcoholics Anonymous, and I'm a loving son. I try to live life pleasing to Christ, and as a byproduct of that I am 14 months clean and sober and a productive member of society.

I owe my life to The Salvation Army.

Erik Parker

SERVING MEN WITH ADDICTIONS

Through the voluntary program at our faith-based **Adult Rehabilitation Center (ARC)**, men check themselves into residential treatment for six months. The ARC provides housing, nourishing meals, individual and group therapy and work therapy. Men in the program also receive health and wellness training and assistance in achieving personal goals in hope that each man will return home better equipped for a productive and meaningful life.



The Adult Rehabilitation Center is primarily funded by the resale of donated items at our four Family Stores in Travis and Williamson Counties.

ADULT REHABILITATION CENTER STATISTICS

Men Receiving Rehabilitation Services.....	1,556
Residential Care – Days Provided.....	40,135
Meals Served.....	132,264
Religious Services.....	824
Group Therapy Sessions.....	6,374
Individuals Committing or Recommitting Their Life to Christ.....	2,265



SERVING WILLIAMSON COUNTY

The Social Services Center of Williamson County is our newest location, providing traditional social services including a food pantry and clothing closet as well as rent and utility assistance. In addition, the Service Center is engaged in nursing home visits, feeding the hungry on holidays and working with area churches and agencies to identify areas of unmet need in Williamson County.

While we have long had a presence of service in Williamson County, the opening of the new Service Center in Georgetown greatly expands our ability to serve our neighbors in need.



WHEN DISASTER STRIKES

When floods devastated neighborhoods along Onion Creek in south Austin in October, 2013, The Salvation Army was there with our mobile canteen, serving food and drinks to first responders and victims within 24 hours. A few days later we brought in a mobile laundry unit for families to use as they cleaned up from the devastation. In addition, we provided \$25,000 in direct relief to flood victims.



As our response to this disaster illustrates, our two Salvation Army canteens (mobile kitchen trucks) serving Travis and Williamson Counties, are ready to go when any disaster – large or small – occurs.

Our **Emergency Disaster Services** canteen in Williamson County is the only fully volunteer managed Salvation Army canteen in the State of Texas, and we salute this army of volunteers who remain ready to serve the moment they are called. The Salvation Army responds to the community needs as they arise and as quickly as possible, and we will remain on a disaster scene as long as needed.

The Salvation Army disaster services are funded entirely by donors, and The Salvation Army uses 100% of all disaster donations in support of disaster relief operations.



WE COMBAT NATURAL DISASTERS WITH ACTS OF GOD

Thanks to your help, The Salvation Army serves disaster survivors from the moment of impact until the healing is complete.

DOING THE MOST GOOD WITH YOUR DONATIONS

2013 INCOME



DONOR CONTRIBUTIONS.....	\$ 6,339,086
FAMILY STORE SALES.....	\$ 6,767,724
GOVERNMENT GRANTS.....	\$ 3,550,021
UNITED WAY.....	\$ 43,323

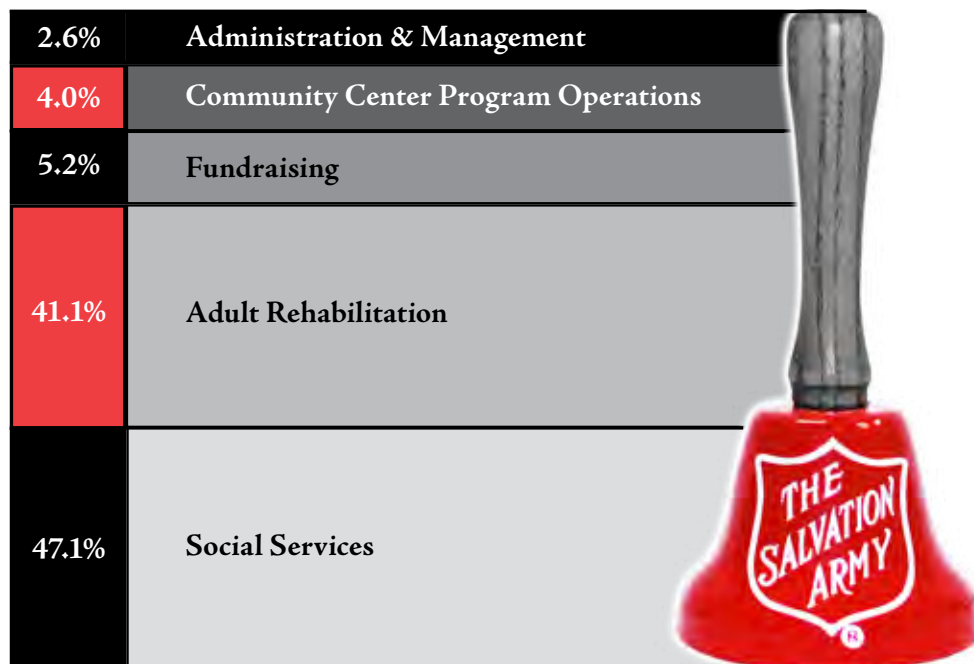
Total Income	\$ 16,700,154
Beginning Cash Balance: October 1, 2012	\$ 2,036,487
Grand Total	\$ 18,736,641

DOING THE MOST GOOD WITH YOUR DONATIONS

2013 EXPENSES

SOCIAL SERVICES.....	\$ 7,754,037
ADULT REHABILITATION.....	\$ 6,767,724
COMMUNITY CENTER PROGRAM OPERATIONS.....	\$ 653,620
ADMINISTRATION & MANAGEMENT.....	\$ 430,720
FUNDRAISING.....	\$ 858,104

Total Expenses	\$ 16,464,205
Ending Cash Balance: September 30, 2013	\$ 2,272,436
Grand Total	\$ 18,736,641



GROWING TO SERVE OUR COMMUNITIES IN TRAVIS AND WILLIAMSON COUNTIES

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

2 Red Shield Lodge and Social Services Center
501 East Eighth Street
Austin, TX 78701

3 Austin Shelter for Women and Children,
Funded by The City of Austin –
Operated by The Salvation Army
4523 Tannehill Lane
Austin, TX 78721

4 Adult Rehabilitation Center
4216 S. Congress Avenue
Austin, TX 78745

5 Christmas Cheer and Emergency
Disaster Services Warehouse
6510 S. Congress Avenue
Austin, TX 78745

6 Citadel Corps Community Center
1001 Cumberland Road
Austin, TX 78704

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

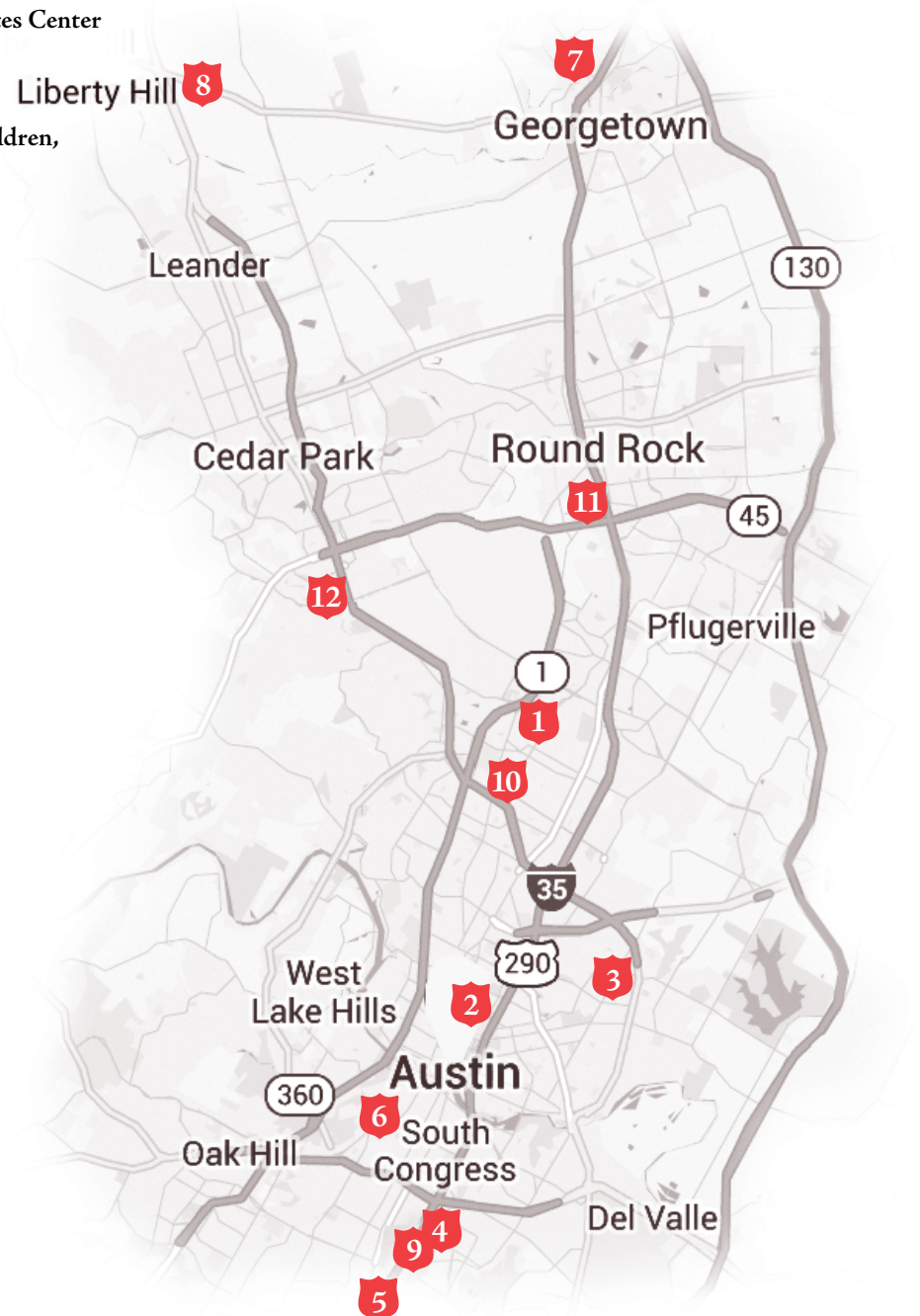
8 Emergency Disaster Services
Volunteer Canteen
Liberty Hill, TX 78642

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



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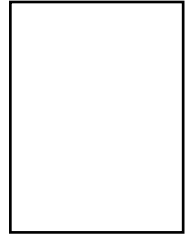
Ex Officio

Lt. Colonel Henry Gonzalez
The Salvation Army – Austin
Area Command

Major Dewey Alderson
The Salvation Army ARC

Major Virginia Alderson
The Salvation Army ARC

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