Meeting the Need

Austin Metropolitan Area Command Annual Report

SalvationArmyAUSTIN.org
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Dear Salvation Army Friends,

My wife, Amy, and I are delighted to be completing our first year of service in Austin. Through your generous support, we have seen Proverbs 11:25 come to life, “A generous person will prosper. Whoever refreshes others will be refreshed.”

The past year was filled with notable accomplishments, including the completion of our capital campaign, our first capital campaign in 27 years. We have begun upgrades to our heavily used Downtown Shelter and Social Services Center and will break ground soon on the new Shelter for Women and Children, the new Corps Community Center and Administrative Building, and the women’s residence at the Adult Rehabilitation Center.

We helped provide housing for 680 veterans in the City of Austin’s ambitious goal to end veteran homelessness. In addition, we helped to house 53 youth in 100 days during the 100-Day Challenge in Austin to end youth homelessness, and we are now participating in a long-term effort in our community to end youth homelessness by 2020. Finally, we continue to help those experiencing homelessness to move from crisis to self-sufficiency through our emergency shelters in Austin and our homelessness prevention work in Williamson County.

Thank you for your generosity and for helping refresh others through your service.

May God bless you!

Major Andrew Kelly
Area Commander

It is an honor to be serving in my first year as Chair of the Advisory Board and to be supporting programs that benefit those in greatest need in our community. The Army serves in so many ways, from supporting children through Christmas assistance to helping families get back on their feet again.

I am especially grateful to my fellow Advisory Board members for their continuing leadership and support. I have been blessed to serve on the Board long enough to see our community’s awareness of The Salvation Army’s good work increase significantly, and the success of our capital campaign (see page 12) is a great reflection of how much our community is rallying behind this important cause.

Blessings to you for your support of The Salvation Army, without which none of this would be possible.

Sincerely,

Mike Nasi
Advisory Board Chair
MEETING THE NEED

BE INSPIRED

MEET EVANGELINE BOOTH

We look at the heroes of the past to bring us strength for the future, to be inspired by those who brought others strength and compassion.

The Salvation Army’s brand promise, “Doing The Most Good” is not just a slogan. Instead, it is rooted in the very foundation of The Salvation Army, having been articulated by founder William Booth’s daughter, Evangeline Booth.

She said, “There is no reward greater than that of doing the most good to the most people in the most need.”

Born in 1865, Eva Cory Booth became a sergeant in The Salvation Army at age 15. Although she never married, she adopted and raised four children.

In 1896, Booth ordered Eva to Canada - a great responsibility which she handled well. That same year, she traveled to New York, and with her persuasive oratory, she kept most of the officers from joining her brother Ballington when he formed his own organization, the Volunteers of America.

In 1904 she was given command in the United States. At this time, on the advice of friends, she changed her name to Evangeline. She was an excellent athlete and played several instruments. In fact, many of her songs are sung in the Army today.

As National Commander, she was largely responsible for The Salvation Army’s volunteers who served as chaplains and “Doughnut Girls” during World War I. During her 30 years as America’s commander, she instituted many changes, including the division of the country into four territories.

On November 11, 1934, Evangeline became the Army’s fourth general. She left America on the highest crest of love and popularity she had ever known, and retained her American citizenship.

Evangeline Booth was promoted to glory (died) in 1950. Her passion for “doing the most good” has guided The Salvation Army for more than 150 years.

“THERE IS NO REWARD GREATER THAN THAT OF DOING THE MOST GOOD TO THE MOST PEOPLE IN THE MOST NEED.” - Evangeline Booth
With Gratitude

James, a graduate of The Salvation Army Adult Rehabilitation Center, shares his words of gratitude:

My life consisted of prison, drugs and chaos. I was out on the street for about eight months. I was irresponsible, selfish, not a parent to my kids or a husband to my ex-wife, and self-tortured for many years. I got tired. I hit bottom, and I was sick of it.

The day that I checked in to the Adult Rehabilitation Center, I felt that God was placing on my spirit that tomorrow was not guaranteed. I needed to change or else I would not have that opportunity again. That’s what brought me in the doors of The Salvation Army to commit to the 6-month program.

I’ve learned to deal with anger and deepen my spirituality. Most importantly, I have confidence. I work in the furniture department at one of the Family Stores, and I’m proud of my work. I love this place and I love what it’s doing. I’ve made a big turn around since I’ve been here, and these people believe in me. I’ve stepped up. I’ve got confidence now.

Without this program, I’d probably still be out there doing all the wrong things. I’m thankful to be alive today. I owe these people my life.

I like looking at people and saying, “Hey man, I’m doing good for once.” And they believe in me.

“I’M THANKFUL TO BE ALIVE TODAY. I OWE THESE PEOPLE MY LIFE.”

2016

1,379 MEN SERVED

Adult Rehabilitation Center: By the numbers
Homelessness

How We Serve

112,285 total bed nights

28,471 - bed nights for men
83,814 - bed nights for women and children

No. of individuals sheltered

<table>
<thead>
<tr>
<th>Year</th>
<th></th>
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<tbody>
<tr>
<td>2014</td>
<td>2,875</td>
</tr>
<tr>
<td>2015</td>
<td>2,955</td>
</tr>
<tr>
<td>2016</td>
<td>2,978</td>
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Austin Shelter for Women and Children

Gold Star-rated programming by The Salvation Army Southern Territory Evaluation
- Highest scoring program in the territory in 2016
- Recognized for best practices in case management

Youth Homelessness

Meet Richard Mayhorn

Arriving to Austin with only the clothes on their backs, Richard, 24, and his wife, Shanay, were able to stay at The Salvation Army Downtown Shelter. Guided by his Salvation Army case manager, Richard found work right away, and within two months, they were able to move into an apartment. Now, they are both enrolled in school striving to get better jobs. This young couple is incredibly grateful to The Salvation Army for providing hope for a better future.

100-Day Challenge to End Youth Homelessness

Austin was one of three US cities chosen to participate in the 100-day challenge by A Way Home America to end youth homelessness by 2020 – to ensure the availability of housing for youth and that homelessness is brief and rare.

Between September 9 and December 19, 2016, fifty-three homeless youth in Travis County (including Richard Mayhorn, above) were housed through the initiative of local service providers including The Salvation Army, Lifeworks, Caritas, Department of Child and Family Services, and the Ending Community Homelessness Coalition, among others.
Markiese Hershkovitz served in the military from 2003 to 2007 first in Korea and then at Ft. Hood. He and Leslie married in 2008 and have three young children. After an unsuccessful job transition, Markiese found himself suddenly unemployed. Soon, the family of five was living in their van, spending the night in local parking lots.

After three months, they came to The Salvation Army emergency shelter. There our veteran’s case manager helped them get access to services to get back on their feet. Their situation soon improved: Markiese got a better job and was quickly promoted to manager; the children attended day camps while living in shelter; and the family was able to move into their own apartment.

“WE ARE DOING GREAT, AND WE THANK GOD FOR THE SALVATION ARMY.”
Meet Robert Moss

One awful car accident altered Robert’s life forever. Brought back to life by firemen with defibrillators, Robert suffered injuries from the accident that left him disabled and unable to make a living. He eventually found his way to Georgetown, but was unable to find decent housing that he could afford. Robert was referred to The Salvation Army, and there he received help towards a deposit on a new apartment.

“I was at the lowest point of my life, and The Salvation Army came through for me to move into a better and more affordable apartment.”

Through providing rental and utility assistance, The Salvation Army Williamson County Service Center helps people like Robert maintain their housing and avoid homelessness.

The Taylor Service Unit provides financial assistance to those in great need in Taylor, Texas. Partnering with other local organizations, the Service Unit provided 250 backpacks filled with school supplies to local children, along with sending children to summer camp, providing utility and rent assistance, emergency shelter, a winter clothing drive, and a summer fan drive.

172* households helped in 2016
*some households received both rent and utilities assistance

Williamson County financial services provided

2014: $60,633
2015: $66,437
2016: $72,162

Provided rental assistance: 90
Provided utilities assistance: 92
Meet Crystallyn Bell

Crystallyn Bell’s stability – working as a supervisor and caring for her children – was shaken when she had a stroke that left her blind in one eye and affected her speech. Despite going to rehab to get her skills back, she lost her job. Soon after, she learned that two of her kids, Sheila and Jackson, could go to Salvation Army summer camp. There, Sheila and Jackson swam, fished, made arts and crafts, learned about God, and more.

Crystallyn was especially impressed by the effect on her daughter. “Sheila is shy and timid,” she explained, “but the counselors made her feel welcome and comfortable.” While the kids were at camp, Crystallyn worked on her resume and applied for jobs. She has since found a new job to support her family.

“I’m thankful to see my kids happy and loving something,” Crystallyn says. “I wasn’t able to do it for them, but The Salvation Army made it happen.” Sheila and Jackson were just two of the dozens of kids who enjoyed a real summer camp experience, thanks to generous support from people like you.

Meet Jacob and Grandma Charlotte

In 2012, the doctors gave Jacob and Jacobi’s mom four to six months to live. Shockingly, she only lived two more weeks. Their grandma, Charlotte, immediately stepped in to become their guardian.

Because of her own need for medical care from a cancer diagnosis and back surgeries, Charlotte had to quit her job. Barely having enough money to keep food on the table, she was thrilled at the opportunity to enroll her youngest grandson in the Angel Tree program to receive gifts at Christmas.

Jacob was excited on Christmas morning last year when he opened his gifts: a nice scooter, shoes, clothes and other toys.

Charlotte said, “I thank God for the Angel Tree program. There are people who need the help–not just want it, but need it.”

6,512 local children received Angel Tree gifts in 2016

Each child receives new toys along with a new set of clothes.
The Salvation Army Emergency Disaster Services team in Williamson County responds when disaster strikes. In 2016, this all-volunteer team served at local and regional disasters as well as serving in emergency management preparedness exercises at the City, County and State levels, volunteering more than 3,000 hours. The Salvation Army is forming a new team of volunteers in Travis County to serve in times of disaster.

2016-2017 TIMELINE OF SERVICE

**TORNOADO**
GARLAND, TEXAS
January 2016

**PLANE CRASH**
TAYLOR, TEXAS
April 9, 2016

**FLOOD**
NEWTON/JASPER, TEXAS
May 2016

**SEARCH AND RESCUE**
May 30, 2016

**SEARCH AND RESCUE**
June 23, 2016

**FLOOD**
BATON ROUGE, LOUISIANA
September 1-15, 2016
(1,000 hours worked)

**MULTIPLE COUNTY LIVE SHOOTER EXERCISE**
April 16, 2016

**FLOODS**
FREEPORT/SOUTHEAST TEXAS
June 2-9, 2016

**SHERIFF’S DEPUTY HONOR FUNERAL**
AUSTIN, TEXAS
August 1, 2016

**FIRE**
TAYLOR, TEXAS
January 21, 2017
Major Donor
Dick Rathgeber

It is impossible to calculate Dick Rathgeber’s impact on The Salvation Army in Austin.

More than forty years ago as a young businessman, Dick Rathgeber enjoyed putting a generous donation check in The Salvation Army Red Kettle each year at Christmas. At some point, however, donating his money wasn’t enough, and Rathgeber wanted to also help get things done. That’s when he was invited to join The Salvation Army Advisory Board. He has continued to be deeply involved for the past 40 years, serving on the local and national Advisory Boards and making what he calls “deals for good”. He has been honored for his work, having received The Salvation Army’s three top awards for non-officers and most recently being named Honorary Colonel last year. The combination of these four awards makes him the most decorated supporter of The Salvation Army.

Rathgeber has been instrumental in The Salvation Army’s two successful capital campaigns in the last 30 years, including the campaign completed this year. He has been responsible for negotiating multiple land deals and donating land for The Salvation Army.

When asked why he has dedicated so much of his philanthropic efforts to The Salvation Army – and has encouraged others to do the same – Rathgeber responded:

“The Salvation Army takes care of a segment of the population that has no one speaking up for them. The Salvation Army is efficient. I say that you want to look at the ROI – the return on investment. Well, The Salvation Army has a really good return on investment because 83 cents out of every dollar they collect goes to human needs. And sustainability. They’ve been here in Austin for 128 years. They are well-organized. They have a dedicated corps of officers. It’s a safe donation that meets the needs of an underserved population.”

“Mr. Rathgeber is a shining example of what one dedicated person can do for the community, especially for those who need it most.” -Major Andrew Kelly
CapitaI Campaign Update

Meeting the Growing Need

At the Doing The Most Good Luncheon on May 3rd 2017, The Salvation Army Austin Area Command announced the successful completion of Phase II of its first capital campaign in more than 27 years, surpassing the $17 million goal.

The campaign theme, “Invisible Austin,” focused on the quiet crisis of family homelessness in Austin. Three out of four of the clients sheltered in The Salvation Army emergency shelters are women and children. These families are behind the scenes, out of the public eye, and in desperate need. Through this campaign, The Salvation Army highlighted family homelessness and raised the resources needed to greatly expand our capacity to serve families and others in need in our community. The capital campaign funds will support:

1. Renovated Emergency Shelter
2. New Shelter for Women and Children
3. New Center for Worship and Outreach
4. New Administrative Facilities
5. Women’s Residence at the Adult Rehabilitation Center

Citadel Corps Community Center and Area Command

Rathgeber Center for Women and Children: A Salvation Army Shelter
### 2016 Income

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<tr>
<th>Source</th>
<th>Amount</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Donor Contributions</td>
<td>$6,325,294</td>
<td>38.85%</td>
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<tr>
<td>Family Store Sales</td>
<td>$6,801,671</td>
<td>41.77%</td>
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<tr>
<td>Government Grants</td>
<td>$3,132,301</td>
<td>19.24%</td>
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<tr>
<td>United Way</td>
<td>$23,103</td>
<td>0.14%</td>
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Total Income $16,282,369

Beginning Net Assets: October 1, 2015 $1,333,122

Grand Total $17,615,491

### 2016 Expenses

<table>
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<tr>
<th>Source</th>
<th>Amount</th>
<th>Percentage</th>
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<tr>
<td>Social Services</td>
<td>$7,368,554</td>
<td>44.06%</td>
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<tr>
<td>Adult Rehabilitation Center</td>
<td>$6,801,671</td>
<td>40.67%</td>
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<tr>
<td>Community Center Program Operations</td>
<td>$624,214</td>
<td>3.73%</td>
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<tr>
<td>Administration &amp; Management</td>
<td>$612,919</td>
<td>3.66%</td>
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<tr>
<td>Fundraising</td>
<td>$1,317,599</td>
<td>7.88%</td>
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Total Expenses $16,724,957

Ending Net Assets: September 30, 2016 $890,534

Grand Total $17,615,491
Austin Metropolitan Area Command
10711 Burnet Rd., Ste. 231 • Austin, TX 78758
(512) 782-8800 or (512) 605-1410

Downtown Shelter and Social Service Center
501 East Eighth St. • Austin, TX 78701
(512) 476-1111

Austin Shelter for Women and Children
4523 Tannenhill Ln. • Austin, TX 78721
(512) 933-0600

Adult Rehabilitation Center
4216 S. Congress Ave. • Austin, TX 78745
(512) 447-2272
*Citadel Corps Worship Services currently held here

Christmas Cheer and Emergency Disaster Services Warehouse
6510 S. Congress Ave. • Austin, TX 78745
(512) 445-2003
*Citadel Corps Offices currently located here

Williamson County Service Center
1930 S. Austin Ave. • Georgetown, TX 78626
(512) 943-8421

Emergency Disaster Services Volunteer Canteen
Liberty Hill, TX 78642

The Salvation Army Family Store and Donation Center
4216 S. Congress Ave. • Austin, TX 78745
(512) 447-4044

The Salvation Army Family Store and Donation Center
8801 B Research Blvd. • Austin, TX 78758
(512) 836-2700

The Salvation Army Family Store and Donation Center
601 W. Louis Henna Blvd. • Round Rock, TX 78728
(512) 246-7292

The Salvation Army Family Store and Donation Center
13530 N Hwy 183 • Austin, TX 78750
(512) 996-9866

Taylor Service Unit (Behind First Presbyterian Church)
114 West 6th St. • Taylor, TX 76574

Future home of Citadel Corps Community Center and Area Command (Rathgeber Village)

Future home of Rathgeber Center for Women and Children: A Salvation Army Shelter

Future home of Women’s Residence at the Adult Rehabilitation Center
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Majors Andrew and Amy Kelly, Austin Area Commanders

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Zydeco Development

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** Life Member

*** Emeritus

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Adult Rehabilitation Center

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The University of Texas
School of Social Work

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Ex Officio

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.

Administrative Offices
10711 Burnet Road Ste. #231
Austin, TX 78758
512-782-8800 or 512-605-1410
512-719-4495 – Fax
SalvationArmyAustin.org

/ salvationarmy austin / s a l a r m y a u s t i n / s a l a r m y a u s t i n