Thanks to our generous donors, volunteers, and corporate partners, The Salvation Army Metropolitan Division delivered hope to every community in Chicago, northern Illinois, and northwest Indiana in 2019. Those gifts of money, time, and talents kept families off the streets, fed hungry seniors, provided safe places for kids to learn and play, supported survivors of human trafficking, helped men and women get and stay sober, and brought hope to the hopeless.

WE PROVIDED EMERGENCY RENT OR MORTGAGE ASSISTANCE FOR 275 FAMILIES IN 2019, HELPING THEM AVOID HOMELESSNESS.

90% OF THE CLIENTS SERVED BY OUR HARBOR LIGHT CENTER WENT ON TO FIND SOBER LIVING ARRANGEMENTS AND 80% RECEIVED EMPLOYMENT.

THE 21 FAMILIES WHO GRADUATED FROM OUR PATHWAY OF HOPE PROGRAM INCREASED THEIR SELF-SUFFICIENCY BY AN AVERAGE OF 87%.

50% OF FAMILIES WHO STAYED AT THE ARMY’S BOOTH LODGE WERE PLACED INTO PERMANENT HOUSING.

93% OF THE CHILDREN IN OUR HEAD START PROGRAM MET OR EXCEEDED GOVERNMENT STANDARDS FOR SOCIAL-EMOTIONAL DEVELOPMENT. 88% FOR COGNITIVE SKILLS.

THANK YOU FOR HELPING US DO THE MOST GOOD!
In addition to our regular programs to feed, shelter, clothe, fund, teach, and protect, we also help our neighbors in need when a crisis happens. Here’s what that included in 2019:

**When the government shutdown** that started at the end of 2018 left Transportation Safety Administration and Immigration and Customs Enforcement workers at O’Hare and Midway airports without pay for more than a month, The Salvation Army served these struggling employees approximately 1,400 meals per day.

**When widespread flooding in Winnebago County** impacted more than 500 homes and businesses in March, our Emergency Disaster Services offered meals, snacks, and beverages from their mobile canteen as well as free flood kits. Each included a 5-gallon bucket, sponges, brooms, FEMA-approved cleaning supplies, gloves, garbage bags, and other materials.

**When a rash of overdoses hit Chicago’s West Humboldt Park neighborhood** in May, just blocks from our Freedom Center (which houses the Harbor Light Center for alcohol and substance use disorder rehabilitation), we hosted an emergency meeting to address the heroin epidemic, at the request of local, state, and federal congressmen and representatives.

**When Chicago Public School teachers and staff went on strike** for 11 days in October, leaving parents scrambling for a safe, low- or no-cost place to take their kids each day, four Salvation Army facilities throughout Chicago opened their doors to roughly 115 students a day, offering activities and meals.

When the Polar Vortex struck in January and February, plunging temperatures to negative 45 degrees, our staff ventured out to tent communities and underpasses to take food and offers of shelter to people struggling with homelessness.
LONGING FOR A PLACE TO CALL HOME

“I still get shivers thinking about living in our car,” said 21-year-old Eric recalling the year he and his wife, Emani, spent living in a friend’s 1995 Chevy Tahoe. “Every single day was high anxiety.” That anxiety proved justified when they returned from a friend’s house one evening to find the car shot up with dozens of bullets, their belongings inside destroyed.

Eric and Emani landed at The Salvation Army’s Booth Lodge, a shelter on the north side of Chicago. It wasn’t an easy decision to go there. But what other option is there when generations of poverty and homelessness, a criminal record, no permanent address to put on job applications, and myriad other issues are working against you? The couple is now focused on one thing: getting up and out of the shelter.

“I see it as a place to rest our head and get our lives together,” said Eric, who, despite his many needs, sees helping others as his calling.

“That’s a common misconception about homeless people, that they have no hopes or dreams,” said Carol Randolph, director of Booth Lodge. “They aren’t that different from others. Anyone has the potential to be homeless. It could be any of us in the wrong situation.”

A PATHWAY TO HOPE

Jennifer, a mom of five kids ages 3 to 20, finally broke out of an abusive relationship. But starting over on her own, with her kids to care for, brought new challenges. “There were times I couldn’t pay all my bills,” she said, adding that she was working two jobs and only getting a couple hours of sleep a night. “I was so tired.”

At the end of her rope, she sought help from The Salvation Army in Rockford. “Anything I needed — food, school supplies for the kids, Christmas presents — they helped,” Jennifer said. She also got involved in the Army’s Pathway of Hope program, which pairs families in need with a trained caseworker who helps identify barriers to self-sufficiency. Jennifer’s caseworker, Felicia, taught her how to manage her money, build up her credit, and set wise financial goals. Jennifer has now saved some money and even bought a house.

“The best thing that The Salvation Army gave me was hope,” Jennifer said. “I didn’t believe I could do it by myself . . . with five kids. They kept my head up, helped me believe that everything’s going to be ok. They make me strong every day.”
“THE LIFE JIM ALMOST LOST”

Jim Christiansen was about to lose everything. His boss had told him to take an extended leave of absence. His wife, Martha, was about to leave him. His five children had lost all respect for him. His family was deep in debt. And even though Jim wasn’t yet 50, he’d already had a heart attack. All because of his excessive drug use.

On February 28, 2003, Jim’s wife and one of their daughters drove him to a Salvation Army Adult Rehabilitation Center in Waukegan. Several hours later, he reluctantly walked in. “I met Jesus in that place,” Jim said. “And all the shame and guilt left. For the first time in a really long time I felt hopeful.”

Jim spent several months in the facility, detoxing, facing his past, and transforming his future. “It was a work program, so it didn’t cost me a dime,” Jim said. “The Salvation Army took me on. They saved my life.”

Sixteen years later, Jim is still clean, and still close with this family. “I’m now the husband, father, and grandfather I wasn’t before,” he said. Now 64, Jim helps others who need that same life change. “I try to do the best I can to help others, especially married men with kids,” he said. He knows how much they have to lose. He almost lost it all himself.

“OFF THE STREETS, ON HIS WAY”

When The Salvation Army’s Kroc Center opened its doors in Chicago’s West Pullman neighborhood in June of 2012, one of its first visitors was 11-year-old Walter Riley. The state-of-the-art facility offered basketball courts, an aquatic center, a soccer field, tennis courts, and more.

Walter was just grateful for a safe place to hang out after school. After watching many of his friends get lost in gangs, drugs, and the violence that took the lives of two of his friends and his 17-year-old brother, he decided, “I want something different.”

Walter spent most evenings at Kroc, playing sports and being mentored by coaches and staff. “I think the Kroc had a huge impact on Walt,” said Joshua Cephus, a Kroc staff member. “Kroc kept him out of a lot of trouble and off these streets.”

Kroc also opened some important doors. Shortly after accepting a full-ride scholarship to play football at Robert Morris College earlier this year, Walter posted to Twitter, “They told me I wasn’t going to make it.” “They” clearly didn’t know about Walter’s strong will, and the building on the south side of Chicago that provided a safe place for that will and talent to flourish.

“THEY TOLD ME I WASN’T GOING TO MAKE IT. I WANT SOMETHING DIFFERENT.”
**A BIKE FOR DANIEL**

Every week, 90-year-old Daniel Godinez would wheel his suitcase along the sidewalks that led him to The Salvation Army Norridge Corps Community Center, about a half mile from his home. Throughout the 25-minute walk, he would occasionally stop to rest his legs and catch his breath. Once at the community center, he would fill his suitcase with bread, eggs, meat, and canned goods from their food pantry. The bag was his ingenious idea to make the trip home easier. “Canned food is heavy!” he noted.

When Army staff saw him leave food behind because it wouldn’t all fit in his bag and overheard him express his wish for a three-wheeled bicycle with a basket to transport his groceries, the church pitched in money to buy him the bike. Daniel was speechless when they gave it to him on his next visit to the food pantry. “It was the gift of a lifetime,” he said.

It now takes Daniel ten minutes to ride to the food pantry, where he can fill the large basket with as much food as he needs for the week or month. “The people working there are just beautiful,” Daniel said. “I never expected such a gift. I’m beyond grateful.”

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**GETTING EMILY READY FOR PRESCHOOL**

A couple weeks before the new school year, 4-year-old Emily was pretty nervous about starting preschool. But after receiving a new backpack full of notebooks, pencils, crayons, and more at a three-day school supplies distribution held at The Salvation Army’s Mayfair Community Church, she proudly announced, “Mommy, I’m ready!”

“She was most excited about the bookbag itself,” said Emily’s mom, Marsha. All the supplies came from our Stuff the Bus event, for which The Salvation Army teamed up with Walmart to collect school supplies and distribute them to families in need.

“Emily knew Mommy needed help, and we were there because people were willing to help,” Marsha said. “That night in her prayers, she thanked God for everyone who helped us. It really impacted her.”

“I’m tremendously grateful for the ones who can help, and take the time to do so. Even a little help – just a box of pencils – goes a long way,” said Marsha. “Receiving the supplies motivates me to give back whenever I can.” Clearly the supplies motivated Emily as well to head to preschool excited, equipped, and ready to learn.

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**“THAT NIGHT IN HER PRAYERS, SHE THANKED GOD FOR EVERYONE WHO HELPED US. IT REALLY IMPACTED HER.”**
SALVATION ARMY METROPOLITAN DIVISION SERVICE BY THE NUMBERS

SHELTER
- Shelter for 6,171 men, women and children

HUNGER AND NUTRITION
- Shelter for 6,171 men, women and children

COMMUNITY REINTEGRATION SERVICES FOR EX-OFFENDERS
- 1,132 men and women re-entered life’s mainstream

MUSIC EDUCATION
- 2,605 sessions of brass, string and choral music activities
- Total attendance of 33,980

SUBSTANCE USE DISORDER REHABILITATION
- 4,473 people provided clinical long-term recovery assistance

RECOVERY SERVICES FOR EX-OFFENDERS
- 728,935 nutritious meals
- 125,426 bags of groceries
- 10,182 Christmas food boxes
- 153,693 meals provided to Chicago’s homeless population

DISASTER SERVICES
- 48 disaster responses supported 139,844 first responders and survivors

ANTI-TRAFFICKING PROGRAMS
- 72 survivors received intensive case management
- 62 community awareness events reached 4,242 individuals

FELLOWSHIP & PROGRAMS FOR OLDER ADULTS
- 1,284 sessions
- Total attendance of 57,876

HEALTH & WELFARE SERVICES
- 1,284 sessions
- Total attendance of 57,876

CORPS COMMUNITY CENTERS
- 1,522 people/month took part in worship and programs
- 121,094 sessions of leadership training and character-development programs for young people

VOLUNTEERS
- 37,744 volunteers
- 194,654 hours of service

HEAD START EARLY CHILDHOOD DEVELOPMENT
- 7 head start sites
- 11,403 care days
- 30,945 meals provided (1/3 of daily nutritional needs)

WONDERLAND CAMP AND CONFERENCE CENTER
- 43,093 refreshing days

EMERGENCY ASSISTANCE
- 179,267 instances of emergency assistance (rent, utilities, prescriptions, transportation, and more)

SALVATION ARMY METROPOLITAN DIVISION

SERVICES OF THE SALVATION ARMY METROPOLITAN DIVISION

The Salvation Army provides programs and services that strengthen the body, mind and spirit.

BODY
- Food Pantries
- Holiday Meals
- Family Shelters
- Seniors
- Apartments
- Clothing Assistance
- Rent/Mortgage/Utility Assistance
- Health & Wellness
- Sports & Recreation
- Homeless Outreach

MIND
- Head Start
- Music & Arts Programs
- Job Training
- Character Building
- Life Coaching & Counseling
- Anti-Trafficking
- After-School Support
- Camp
- Violence Prevention

SOUL
- Worship
- Pastoral Care & Counseling
- Men’s & Women’s Ministries
- Bible Studies
- Retreats
- Sunday School
- Fellowship

For a more detailed description of services and a schedule of local program offerings at a location near you, go to salarmychicago.org and click on “services” or call 773.725.1100.
THE SALVATION ARMY METROPOLITAN DIVISION

DIVISIONAL STAFF

Commissioners Barry & Sue Swanson
Divisional Commander and Divisional Director of Women’s Ministries

Majors Kjell & Vicki Steinsland
General Secretary and Program Secretary

Majors Tim & Debra Pascoe
Secretary for Business and Men’s Ministries and Secretary of Women’s Ministries

Majors Anous & Cyndi Shiel
Secretaries for Youth Ministries and Divisional Candidates

Captain Joanna Rose
Assistant Secretary of Women’s Ministries

Leon Denton
Divisional Social Services Director

Scott Justovg
Executive Director of Development and Communications

William Yeo
Executive Director of Finance

Majors David & Debra Dalberg
Emergency Disaster Services Director and Older Adult Ministries Director

Envoy Scott Hurula
Director of Hope Strong Ministries

Carol Randolph
Director of Evangelism Board Lodge

Richard Hart
Director of Pathway Forward Program

Andrea Chairman
Director of Shelter of Hope Emergency Homeless Shelter

John Welch
Director of Wonderland Camp and Conference Center

CORPS OFFICERS

AURORA CORPS COMMUNITY CENTER
Captains Richard & Linnea Forney

BEHLIDERE CORPS COMMUNITY CENTER
Majors Marcelo & Monica Orbe

CROSSGENERATIONS CORPS COMMUNITY CENTER (CHICAGO)
Captains Luis & Lieutenant Linda Acosta

CRYSTAL LAKE CORPS COMMUNITY CENTER
Major Barbara & Lieutenant Robert Owen

DIXALD CORPS COMMUNITY CENTER
Major Angela Pennington

DESPAIRS CORPS COMMUNITY CENTER
Majors Victor & Cristina Stausu

ADVANCE CORPS COMMUNITY CENTER
Majors Abraham & Lisa Marin

ELGIN CORPS COMMUNITY CENTER
Captains Xavier & Heather Montenegro

ENGLEWOOD RED SHIELD CENTER (CHICAGO)
Captains Corey & Nikki Hughes

EUMANS CORPS COMMUNITY CENTER
Major Jennifer Velasquez

FREEDOM CENTER AND HARBOR LIGHT CORPS COMMUNITY CENTER (CHICAGO)
Majors Merrill & Nancy Powers

GARY/HOLLAND CORPS COMMUNITY CENTER
Majors Marta & Yuri Stasiuc

HOLLYWOOD CORPS COMMUNITY CENTER
Majors Steve & Leticia Delgado

HARRISBURG CORPS COMMUNITY CENTER
Majors Andre & Diana Giraldo

JOLIET CORPS COMMUNITY CENTER
Captain Brian Clark

KINSLEY CORPS COMMUNITY CENTER
Majors Mark & Teri Martsolf

LAWNDALE CORPS COMMUNITY CENTER
Majors Victor & Cristina Stausu

MAYFAIR CORPS COMMUNITY CENTER
Majors Michael & Alaha Cho

MIDWAY CORPS COMMUNITY CENTER
Majors John & Julie Aren

MIDWEST CORPS COMMUNITY CENTER (CHICAGO)
Majors Gary & Cadet Karen Felton

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Captains Michael & Kristina Sjogren

OAKBROOK TERRACE CORPS COMMUNITY CENTER
Captains Caleb & Stephanie Senn

RABY CORPS COMMUNITY CENTER (CHICAGO)
Captains Tim & Debra Pascoe

ROCKFORD TEMPLE
Majors Mark & Teri Martsolf

TEMPLE CORPS COMMUNITY CENTER (ST. CHARLES)
Captains Joseph & Tammy Hal

WAUKEGAN CORPS COMMUNITY CENTER
Captains Daniel & Nivia Paredes

ADULT REHABILITATION CENTER OFFICERS

CHICAGO
Majors John & Julie Aren

GARY
Majors Nicholas & Jodi Montgomery

ROCKFORD
Auxiliary Captains Paul & Jennifer Boswell

WAUKEGAN
Captains Gregory & Holly Ehler

2019 ANNUAL REPORT FINANCIAL HIGHLIGHTS

THANK YOU

We wish to thank our generous donors who help us transform lives every day. To learn more or to make a donation, please visit salarmychicago.org/donate.
The Salvation Army is uniquely positioned to deliver hope to every community.

Provide Housing | Cure Hunger | Overcome Poverty | Help Disaster Survivors
Combat Addiction | Provide Music Education | Keep Kids Safe | Share God's Love
Brighten the Holidays | Help Struggling Families | Provide Early Childhood Education | Fight Human Trafficking

Our Mission

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 meet human needs in His name without discrimination.