

Compassion IN ACTION

ANNUAL REPORT FISCAL YEAR 2023
WESTERN PENNSYLVANIA DIVISION





ABOUT THE SALVATION ARMY

Celebrating over 150 years of global service as both a church and a social service organization, The Salvation Army began in London, England in 1865. Today, it provides critical services in 134 countries worldwide. The 28-county Western Pennsylvania Division serves thousands of families through a wide variety of support services. To learn more about The Salvation Army in Western Pennsylvania, visit salvationarmywpa.org. The Salvation Army ... doing the most good for the most people in the most need.

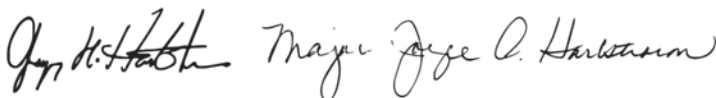
Dear Friends,

We cannot thank you enough for your support of The Salvation Army. Through our ministry, we strive to be the hands and feet of God, working to serve all in His name, without discrimination. In the following pages you will see examples of compassion in action throughout our 28-county service area across Western Pennsylvania.

The Salvation Army shows compassion in times of darkness for survivors of natural disasters and provides shelter for families in crisis. Our dedicated staff demonstrates care and kindness in action every day to individuals in need in every ZIP code through our Corps Worship and Service Centers, and our volunteer-led local Service Units. The Salvation Army creates opportunities for fellowship and development for those of all ages through youth and adult empowerment programs and Older Adult Ministries. We keep the heat and lights on during the cold winter months throughout our 28-county service area in Western Pennsylvania. The Salvation Army also provides nourishing Thanksgiving and Christmas meals to our neighbors in need along with joyful gifts and hope throughout the holiday season and beyond.

It has been an honor to lead The Salvation Army in Western Pennsylvania alongside such a dedicated team. After nearly four decades of service, our time as leaders with The Salvation Army will end in 2025. As we embark on this next chapter of life, we know the future is bright for Western Pennsylvania. Thanks to your actions and dedication, we can continue to show that help and hope exist for all. God bless you!

Sincerely,

The image shows two handwritten signatures in black ink. The signature on the left is 'Greg H. Hartshorn' and the signature on the right is 'Major Joyce A. Hartshorn'. Both signatures are written in a cursive, flowing style.

Majors Gregory and Joyce Hartshorn
Divisional Leaders

The Salvation Army Western Pennsylvania Division



DOING THE MOST GOOD®

WESTERN PENNSYLVANIA DIVISION

FISCAL YEAR 2023: OCTOBER 1, 2022 – SEPTEMBER 30, 2023

WESTERN PA DIVISION – 28 COUNTIES

107

SERVICE UNITS

35

WORSHIP & SERVICE
CENTERS

5

SERVICE CENTERS



330,090 INDIVIDUALS SERVED
(INDIVIDUALS COUNTED ON A MONTHLY BASIS)



3,023 INDIVIDUALS AND FAMILIES
PROVIDED WITH UTILITY ASSISTANCE



256,522 MEALS PROVIDED



30,057 NIGHTS OF SHELTER AND
STABLE HOUSING PROVIDED



244,506 GROCERIES PROVIDED



34,753 CHILDREN PROVIDED WITH
YOUTH PROGRAMS



16,399 INDIVIDUALS AND FAMILIES
PROVIDED WITH HOUSING/RENTAL
ASSISTANCE



ALLEGHENY COUNTY

8

SERVICE UNITS

7

WORSHIP & SERVICE
CENTERS

1

SERVICE CENTER



37,662 INDIVIDUALS SERVED



73,615 MEALS AND SNACKS PROVIDED



54,140 FOOD PANTRY AND GROCERY
ORDERS PROVIDED



114 INDIVIDUALS AND FAMILIES PROVIDED
WITH HOUSING/RENTAL ASSISTANCE



11,869 NIGHTS OF SHELTER AND STABLE
HOUSING PROVIDED THROUGH FAMILY
CARING CENTER



360 INDIVIDUALS AND FAMILIES PROVIDED
WITH UTILITY ASSISTANCE

Fighting FOR JUSTICE




The Salvation Army has long opposed the abuse of human beings, through whatever means, for the profit or gain of another. We have been on the frontlines fighting human trafficking since the time of William and Catherine Booth, who advocated to raise the legal age of consent and minimum age to work in factories. We have come a long way, but the battle is far from over. Human trafficking continues to be a major yet unseen problem.

The Salvation Army's **LIGHT Project** is committed to serving individuals who were previously or are currently a victim of human trafficking and are residing within Western Pennsylvania. The **LIGHT Project** serves all genders and helps survivors of both labor and sex trafficking.



 **LIGHT**project
LEADING INDIVIDUALS GRACEFULLY
OUT OF HUMAN TRAFFICKING

 salvationarmywnpa.org/lightproject

 @TheLIGHTProjectWPA

Since the program started in 2018...

- 182 survivors served
- 143 female, 35 male, 1 transgender, 1 non-binary
- 173 adults, 9 minors
- 122 sex trafficking, 54 labor trafficking, 2 both sex and labor trafficking
- 79 US citizens, 60 foreign nationals, 43 unknown



*“While women weep, as they do now, I’ll fight;
while children go hungry, as they do now, I’ll fight;
while men go to prison, in and out, in and out, as they do now, I’ll fight;
while there is a poor lost girl upon the streets,
while there remains one dark soul without the light of God,
I’ll fight, I’ll fight, to the very end!”*

- William Booth, The Salvation Army Founder

Providing WARMTH & HOPE






The Salvation Army and WTAE-TV's **project Bundle-Up** provides brand-NEW warm winter outerwear – including coats, hats, gloves, and boots – to children and adults over the age of 62 from low-income households throughout Western Pennsylvania. This joint program is implemented by The Salvation Army Western Pennsylvania Divisional Headquarters and WTAE Channel 4, Pittsburgh's local ABC affiliate.

For many participating children and seniors, the experience of **WTAE-TV's project Bundle-Up** is the first opportunity they've ever had to shop for something brand NEW for themselves. Dedicated corporate and community volunteers ensure that the experience is not just about receiving new items but also about creating meaningful, positive impact that participants will remember for years to come.

WTAE-TV
project Bundle-Up



 projectbundleup.org
 [projectBundleUp](https://www.facebook.com/projectBundleUp)
 [@projectbundleup](https://www.instagram.com/projectbundleup)



During the 2022-23 winter season, WTAE-TV's project Bundle-Up provided coats, boots, gloves and hats for nearly **5,000 children and seniors**.



Since its inception in 1986, WTAE-TV's project Bundle-Up has raised **\$17 million**, providing more than **305,000 children and seniors** with NEW winter outerwear across Western Pennsylvania.



*"I'm almost 80 years old,
and I have never in my life
had a new coat."*

- An older adult who was
helped by the program



*"You know when some of these
children show up for these trips,
and they look like they haven't
had new clothes or shoes in
forever. Then they get to
shop for their own new stuff,
and they hold on to those bags
so tight. They can't wait to show
you what they got and want to
try everything on in front of you.
Well, it has brought many
a tear to my old eyes."*

- Sandy,
Salvation Army Case Manager



Equipping THE FRONTLINES



The Salvation Army **Emergency Disaster Services (EDS)** is a top-notch program for disaster preparedness and response that begins with the local community and extends throughout The Salvation Army's 28-county Western Pennsylvania Division. From floods to fires to snowstorms, The Salvation Army of Western Pennsylvania Division is always ready to respond to rapidly changing weather conditions and other disaster occurrences in our area. Our staff and volunteers equip the frontlines of disasters with food and drinks to first responders and survivors.

Help – and hope – continues long after emergency vehicles have left the scene. The Salvation Army **EDS** provides temporary housing assistance, personal comfort kits, clothing, meal deliveries, essential medical supplies and counseling and referral services to survivors as long as necessary after the initial impact of crisis has passed.

Throughout the year, an **EDS Mobile Canteen Vehicle** leaves the Greentree warehouse stocked with hot meals, drinks, hygiene and personal care or comfort kits, and our compassionate volunteers, bound for areas others tend to avoid or overlook – the homeless encampments within the City of Pittsburgh.



45,000

INDIVIDUALS
SERVED

INCLUDING

9,500+ FIRST RESPONDERS



54,127

MEALS, SNACKS,
BEVERAGES SERVED



114

DISASTER
RESPONSE CALLS

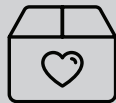


103

MOBILE CANTEEN
COMMUNITY OUTREACH

INCLUDING

HOMELESS FEEDING



2,604

HYGIENE & FLOOD
CLEAN UP KITS
DISTRIBUTED



ARMY
SERVICES
ON



"It's wonderful to give a hungry person a meal, but the biggest reward is when we have someone [our staff] to help us take an active step towards directly improving the situation of someone we just fed. That's exactly what [the organization's founder] William Booth wanted The Salvation Army to be."

*- Heather,
The Salvation Army WPA EDS*

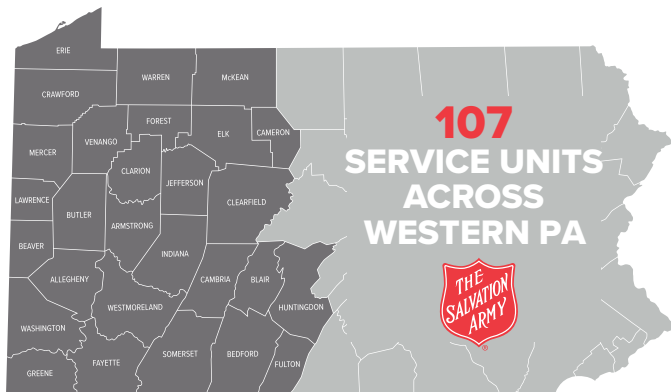
Sharing



FROM THE HEART

Often referred to as “The Army behind The Army,” volunteers play a crucial role in The Salvation Army’s ability to provide quality social services to our neighbors in need. Volunteers serve well beyond the Christmas season. There are opportunities for those of all ages to give back all year long!

Every day, volunteers change lives, uplift families, and support communities in nearly every ZIP code throughout the nation. **Service Extensions** are a committee of volunteers organized in communities where no permanent Salvation Army Corps Community Center exists. These committed individuals ensure that everyone has access to vital resources. By understanding the unique needs of their neighborhoods, **Service Extensions** tailor their projects to address local challenges.





*"It's all about heart,
it's not just a handout to those in need.
None of this would be possible
without the love of God."*


- Pastor Pam,
The Salvation Army Grove City Service Unit

Providing Fun FOR A PURPOSE



Each year since 1947, hundreds of children ages 6-12 from across Western Pennsylvania have the chance to attend a week at The Salvation Army's **Camp Allegheny**. The 110-acre camp, located along Slippery Rock Creek in Ellwood City, is accredited by the American Camping Association. Activities include arts and crafts, music development, swimming, river tubing, sports and Christian education. For many campers, The Salvation Army provides their only chance of a summer vacation outside of their neighborhoods.

Along with the fun activities, trained counselors at **Camp Allegheny** help children mature and grow, and campers learn new skills and self-reliance. The Salvation Army Corps across Western PA also offer local sessions of Summer Day Camps and Vacation Bible School, giving children the gift of a wonderful summer before heading back to school!

 salvationarmywpa.org/camp

 [TSACampAllegheny](https://www.facebook.com/TSACampAllegheny)



1,059

CHILDREN
ATTENDED
CAMP ALLEGHENY



3,645

CHILDREN
PARTICIPATED IN
VACATION BIBLE SCHOOL



34,753

CHILDREN
PARTICIPATED IN
YOUTH PROGRAMS

*"It was my first time away from home for a week.
It was such a growth experience."*

- Becky, Camp Allegheny alum



Caring



FOR NEIGHBORS IN NEED

The Salvation Army loves and serves all unconditionally, and beyond the most difficult situations. Based on a community's needs, our **comprehensive assistance to individuals** helps people overcoming the growing challenges of poverty. Community Centers, known as Worship and Service Centers, are strategically located throughout 28 counties in Western Pennsylvania. These centers provide **comprehensive assistance** through our choice food pantries, community meals and rent/utility assistance. Our officers (pastors) in each community also lead youth and adult ministries, as well as weekly worship and fellowship.



244,506

GROCERY ORDERS
PROVIDED



16,399

INDIVIDUALS/FAMILIES
PROVIDED WITH
HOUSING/RENTAL ASSISTANCE



3,023

INDIVIDUALS/FAMILIES
PROVIDED WITH
UTILITY ASSISTANCE

*"I have no family. All of these programs
have been like a family to me.
I don't feel as poor as I am when I'm here...
Everybody here is so welcoming,
it makes me feel loved."*

- A woman in the South Hills of Pittsburgh




The Spirit OF CHRISTMAS



The Salvation Army **Angel Tree** program is a joyous Christmas tradition. Each year, children create wish lists that are shared with hundreds of companies, small businesses, churches and individuals. Across 28 counties in Western Pennsylvania, **Angel Tree** gifts and toys are collected and sorted by hundreds of volunteers at various Salvation Army locations, then given to families to put under the tree for Christmas day.

Each holiday season, The Salvation Army also proudly partners with **Sheetz**, which is headquartered in Western Pennsylvania. Employees shop, wrap and host parties, creating lifelong memories for children and families participating in the **Sheetz For the Kidz** program.

 salvationarmywpa.org/angeltree



More than **100,000 toys** distributed to children across Western Pennsylvania through Angel Tree.



11,536 kids supported across six states through the Sheetz For the Kidz program.



"It was a blessing to be able to watch our kids open the gifts and see their joy and excitement. [The Sheetz For the Kidz program] brought a bit of peace to our home in the midst of a crazy – tragic year."

- Parent in Altoona



"Top notch organization! The smiles on my children's faces will be forever in my memory. All my worries were calmed when I got the email in October asking if I would need help providing Christmas gifts for my babies. The squeals of sheer delight and the looks on their faces made me tear up.

I am forever grateful to this service and to your dedication to spread Christmas blessings and cheer for my kids that have been through so much over the last two years."

- Parent in Allison Park



Ensuring SUCCESS FOR THE NEXT GENERATION



Each year, The Salvation Army provides back-to-school readiness programs for families in need across 28 counties in Western Pennsylvania. The Salvation Army Western Pennsylvania Division is committed to ensuring local students have the tools they need to succeed including backpacks, shoes, school supplies, hygiene packs, haircuts, vision and dental screenings and more.

The Salvation Army is also dedicated to supporting the entire family unit and breaking the cycle of generational poverty. Children raised in poverty are more likely to struggle financially as adults. The Salvation Army's **Pathway of Hope** program is changing that. **Pathway of Hope** uses an intensive, client-centered case management approach to empower families and address root causes preventing them from becoming more self-sufficient. Families enrolled in **Pathway of Hope** utilize The Salvation Army's extensive resources and community connections, developing personalized action plans oriented through a strengths-based lens to overcome barriers and objectively track progress over time.



4,000+ clothing items
distributed ahead of the
new school year



PATHWAY
—OF—
HOPE

57 families served
144 children impacted



*With the help
and resources of
The Salvation Army,
a single mother in Allegheny
County is working toward
owning her own home and
living her dream of opening
a day care business.*



*A veteran in Erie, who
has faced an uphill battle
with health issues, has now
secured a job and for the
first time he can start
financially saving for his
family's future.*

*A single mother in
Venango County has
doubled her income and
obtained a position with
full benefits, including an
annual bonus.*



*- All through
The Salvation Army's
Pathway of Hope*

Providing **ESSENTIAL SUPPORT FOR ALL GENERATIONS**



Some of our most vulnerable populations, including adults over the age of 65, continue to face loneliness, apprehension, and may feel forgotten or left behind. The Salvation Army Western Pennsylvania Division has reinvigorated programming and created **Older Adult Ministries (OAM)** dedicated outreach.

Older Adult Ministries offers engaging programming and essential support services at locations easily accessible and close to home at neighborhood Salvation Army Worship & Service Centers. Activities focus on the whole person's needs with Christian fellowship, devotionals and prayer, praise and Biblical studies, hands-on activities, crafts and the arts, education sessions with guest presenters from the community, physical fitness opportunities for every level and ability and access to healthy meals with the specialized nutritional requirements of older adults in mind. Together, we can make sure all members of our community feel cared for and supported – because the future and the golden years are meant to be nothing short of bright.

PROGRAMS ARE OFFERED THROUGHOUT ALLEGHENY COUNTY:

PITTSBURGH TEMPLE WORSHIP & SERVICE CENTER

NORTH BOROUGH'S WORSHIP & SERVICE CENTER

PITTSBURGH WESTSIDE WORSHIP & SERVICE CENTER

PITTSBURGH HOMEWOOD WORSHIP & SERVICE CENTER



Nearly **100 older adults** attended the Older Adult Retreat at Camp Allegheny in August.



"It was so hard for me to leave my home and do anything. Once I heard about the [The Salvation Army's Older Adult Ministries] program, I thought I'd give it a try. It has grown to become something very special to me. I look forward to every week where I can talk to other people and be a part of a community!"

- Dolores, Sharon, Pa.


Offering



SAFE HAVEN FOR ALL SEASONS

Homelessness can happen to anyone. That's why The Salvation Army's doors are always open, and we embrace all who walk through them.

The Salvation Army's **Family Caring Center** accepts entire family units and offers a unique, family-focused program. The shelter serving the Pittsburgh area offers apartment-style living and has 18 individual rooms with a total of 85 beds for families. This allows moms, dads, and their children of all ages to remain together in a safe, secure environment with three meals a day and programming to help them get back on their feet.

 salvationarmywpa.org/FCC

 [SalvationArmyFCC](#)



189
FAMILY
CASES



571
TOTAL INDIVIDUALS
SERVED



31,136
MEALS
PROVIDED



11,869
NIGHTS OF
SHELTER PROVIDED



924
CASES PROVIDED
WITH REFERRALS

*“When we were in need, when we had
nowhere else to go, we came to the door and
that door was opened.”*

*“It felt so good for me to have strong
women fighting for me and my children.
Showing me God’s grace and mercy.”*



Giving Hope **FOR THE HOLIDAYS**



Thanksgiving and Christmas are a time of joy, love and belonging. Yet for many of our neighbors in need who are struggling, the holidays can be a lonely time. Throughout the holiday season, hundreds of volunteers came alongside The Salvation Army to provide nourishing holiday meals, to ensure everyone in our community could feel the joy of the season.

On Christmas Eve in 2022, The Salvation Army started a new feeding initiative where volunteers rallied together to deliver more than 1,000 warm meals to the doors of isolated older adults living in low-income, high-rise buildings in Allegheny County. Food was also distributed through the Emergency Disaster Services feeding program for the unhoused and for those who had been displaced.

HOLIDAY SEASON BY THE NUMBERS **FROM THE SALVATION ARMY WORSHIP & SERVICE CENTERS**



114,788
INDIVIDUALS
SERVED



106,187
MEALS, FOOD BOXES,
VOUCHERS &
GIFT CARDS DISTRIBUTED



146,027
CHRISTMAS TOYS &
GIFTS DISTRIBUTED

"To see people in the community come together to advocate and meet the needs of vulnerable populations is forever inspiring."

- Jackie, Salvation Army Volunteer



Making Joy **LAST ALL YEAR LONG**



The annual **Red Kettle Campaign** ensures The Salvation Army can continue feeding programs, rent and utility assistance, seasonal assistance, youth empowerment and spiritual programs across 28 counties in Western Pennsylvania. Donations remain in the community where they are given and support life-changing services, all year long!

The **Red Kettle's** humble beginnings date back to 1891, when Salvation Army Captain Joseph McFee wanted to provide a free Christmas dinner for poor individuals in San Francisco. He placed a large, iron kettle with a sign that read, "Keep the Pot Boiling," encouraging those passing by the busy Market Street to toss in a coin or two to help fund the cause. Captain McFee's kettle idea launched a tradition that has spread not only throughout the United States, but all across the world, providing essential resources to help us serve the whosoever.



Christmas 2023

Division **\$2,436,127 (104% of goal)**

Allegheny County **\$562,561 (103% of goal)**

Christmas 2022

Division **\$2,031,196 (89% of goal)**

Allegheny County **\$458,281 (81% of goal)**



"These gifts given throughout the Christmas season ensure our essential services, like warm meals for hungry families and utility assistance for those living paycheck to paycheck, can continue throughout the entire calendar year.

For more than 150 years, The Salvation Army has remained steadfast in serving our communities and thanks to this ongoing support, we will never stop."

- Major Gregory Hartshorn,
Divisional Commander

FY 2022-2023 FINANCIAL STATEMENTS

THE SALVATION ARMY OF WESTERN PA

Year Ended 9/30/2023

PUBLIC SUPPORT AND REVENUE

Public Support	\$22,085,259	74.5%
Government Fees/Grants	4,841,766	16.3%
Other Revenue	900,361	3.0%
United Way	616,576	2.1%
Internal Support	1,189,470	4.0%
Total Public Support and Revenue	29,633,432	100.0%

FUNCTIONAL EXPENSES

Direct Services	31,480,502	82.3%
Fundraising	2,461,908	6.4%
Administrative and Support Services	4,310,995	11.3%
Total Functional Expenses	38,253,405	100.0%

WPA Division: \$(8,619,973)*

Deficiency of Revenues over Expenses

**Does not include distributions of \$8,384,381 from funds held at Territorial Headquarters.*

THE SALVATION ARMY OF ALLEGHENY COUNTY

Year Ended 9/30/2023

PUBLIC SUPPORT AND REVENUE

Public Support	\$5,586,834	55.9%
Government Fees/Grants	1,492,379	14.9%
Other Revenue	110,504	1.1%
United Way	249,500	2.5%
Internal Support	2,554,157	25.6%
Total Allegheny County Revenue	9,993,374	100.0%

FUNCTIONAL EXPENSES

Direct Services	8,456,724	79.6%
Fundraising	1,776,981	16.7%
Administrative and Support Services	387,006	3.6%
Total Allegheny County Expenses	10,620,711	100.0%

Allegheny County Division: \$(627,337)
Deficiency of Revenues over Expenses



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700 North Bell Avenue
Carnegie, PA 15106



412-446-1500



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