

# ANNUAL IMPACT REPORT 2021

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THE SALVATION ARMY  
EMPIRE STATE DIVISION



# Our 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.*



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# LETTER FROM DIVISIONAL COMMANDERS

The past few years have been challenging but The Salvation Army Empire State Division never faltered. The COVID-19 Pandemic brought consequences with it that will last our lifetime. Food insecurity, eviction, and late bills are just a few of those consequences. Through it all, The Salvation Army continued to serve.

The pandemic has taught us that our ability to adapt and overcome is second to none. As the need for our services increased, we found new ways to meet those needs. We have never strayed from our mission to restore hope, come alongside people who are struggling, and help them find a path forward.

The generosity of our donors, key partnerships, and the strength of our volunteers and internal team enabled us to continue to serve through the most challenging times yet.

We were able to combat food insecurity by adapting to contactless food distribution. We took on emotional and spiritual support through remote means utilizing phone calls, Microsoft Teams, Zoom, and other digital platforms. We turned to digital fundraising when Red Kettles weren't possible. We took physical events, like luncheons, and made them virtual. We continued to serve and connect with others despite the challenges.

In this impact report you will see the results of our combined efforts in all of the ways we serve. We are proud to say we now know we can adapt and to and overcome challenges put forth to continue to Do the Most Good.

We will never waiver in our mission to share God's love with those in need.

Thank you, and God Bless.

Sincerely,  
Majors Ivan K. and Christine Rock  
Divisional Commanders  
The Salvation Army Empire State Division







**551,722**  
Volunteer  
Hours



**82,448**  
Volunteers



**421,768**  
Food Boxes



**4,304,011**  
Meals Served



**96,160**  
Emotional &  
Spiritual Calls



**138,957**  
Toys & Gifts



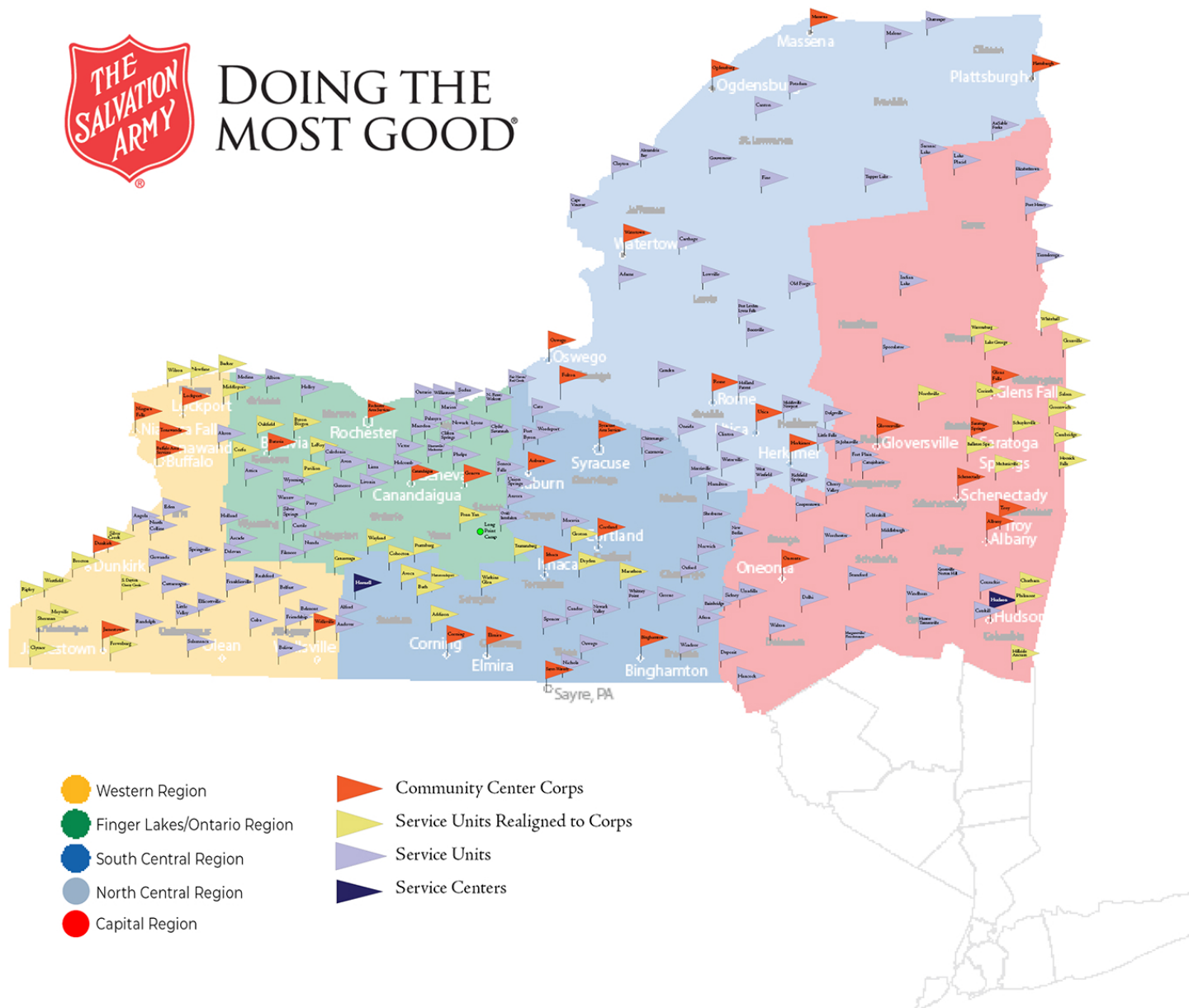
**74,043**  
Nights of  
Shelter



**473,553**  
Total People  
Served



# DIVISIONAL MAP EMPIRE STATE DIVISION





# PROGRAM LISTING

*This list is a sampling of the supportive programs The Salvation Army offers across the Empire State Division. It is not all inclusive.*

*“The Salvation Army exists to meet human need wherever, whenever, and however we can.”*

Anti Human Trafficking

Christmas Assistance

Emergency Disaster Services

Food Security

Job Training

Long Point Camp

Pathway of Hope

Pathway to Recovery

Rehabilitation

Shelters

Youth Programming

Veteran Services

*Contact your local Salvation Army to find specific services for your area.*





# PATHWAY OF HOPE



## Pathway of Hope

The Salvation Army's Pathway of Hope is an initiative that shifts traditional social service activities from treating the symptoms of poverty to preventing the epidemic at its root. By helping families overcome barriers like unemployment, unstable housing, and a lack of education, we can break the cycle of crisis and vulnerability, leading families instead down a path toward increased stability and, ultimately, self-sufficiency – a Pathway of Hope that will profoundly affect generations to come.

### THE PATHWAY OF HOPE APPROACH INCLUDES:



Catalyzing community collaboration in service of shared clients



Moving families from crises and vulnerability to stability and eventually self-sufficiency, tracking family progress along the way



Bringing all The Salvation Army's internal resources to bear, aligned to the goals of clients



Focus on hope as a measured outcome, which represents the distinctly relational, spiritual outcome that The Salvation Army seeks in the work it does



Strengths-based case management services, providing comprehensive wrap-around support for individuals and families.

# DEVINA'S JOURNEY TO HOPE

“Keep the hope. Don't give up.”

-Devina

Devina came to The Salvation Army Pathway of Hope three years ago when she was homeless, depleted, and living in a car with her children. To make matters worse, Devina was diagnosed with breast cancer during this time.

Despite this traumatic situation, Devina wanted a better life for her children but she didn't know where to start. That was when she reached out to her local Salvation Army in Buffalo where she was introduced to Cheryl, a Pathway of Hope Case Manager.

Devina's life started to slowly turn in the right direction after connecting with Cheryl. Cheryl provided the hope she was looking for and pushed Devina to get into a better place. “Families that come to The Salvation Army are often...overwhelmed,” said Cheryl. Having a direct case manager to work so closely with provides the support many families are missing when they come to Pathway of Hope and this was exactly what Devina needed.

*“Sometimes I wanted to give up. But you can't. You've got to keep going.” - Devina*

Devina now refers to Cheryl as a family member instead of a case worker. “It means so much for someone to actually come along and just extend a hand,” said Devina. It's this extended hand that builds the foundation for someone like Devina to hold onto hope and keep trying.

Pathway of Hope helped Devina break out of the spiral of poverty and allowed her to provide a better future for her children. Cheryl, Devina's dedicated case manager, helped by being a caring friend and a resource for tools for Devina and her children. She was also there to instill hope and motivation as Devina fought her battle with breast cancer and her way out of poverty. If Devina could share one thing from her journey, it would be to “keep the hope, don't give up.”

Devina and her children now live in a spacious home in a safe neighborhood and everyone is healthy. Pathway of Hope is one of many services The Salvation Army has across the division to help our neighbors get to a better place. Click on the video to see Devina's journey.







# WAYS TO GIVE

We pour ourselves into the work that we do, but we can't do it alone. We need friends like you to join us in the fight for good by giving your time, talent and resources so we can continue serving others. Every gift is precious – big or small. Thank you for your faithful support.



## Create A FreeWill

Write your will and create your legacy at no cost today



## Gift Planning and Life Income Plans

Provide hope for the future with the gift of a planned donation



## Stocks, Bonds, Funds and IRA Rollover

Make a gift of your securities to help those who need it most.



## Donate a Vehicle

Help put someone on the road to recovery with a vehicle donation.



## Sponsor a Child Overseas

Extend love and hope to a child in need in another part of the world.



## Airline Miles

Donate airline miles to help The Salvation Army meet need all over the US.



## Donate Goods / Shop Our Stores

The goods you donate and the money you spend in Salvation Army Stores fund programs that heal broken lives.



### Donate Money

Your donations stay in the community in which they are received to help us serve those most in need.



### Volunteer

Volunteer your time at Christmas or throughout the year to help those most in need.







DOING THE MOST GOOD®

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