Refugees, asylum seekers and forcibly-displaced migrants are among the most vulnerable groups affected by COVID-19. The United Nations Refugee Agency (UNHCR) reports that there are currently 71 million displaced people around the world. The Salvation Army’s social services centre in the Italian capital, The Salvation Army, partners with the government to provide new home for refugees in Italy.

A new residential facility has opened in Rome this month, providing permanent accommodation for up to 14 refugees who had previously lived in The Salvation Army’s social services centre in the Italian capital. The Salvation Army applies whole-school approach to COVID-19 prevention in Luoshui, China.

Luoshui is a remote township in Yunnan Province in the People’s Republic of China, approximately a three-hour drive from the nearest major city, Kunming. Its junior high school, covering a catchment area of 10 villages, educates nearly 1,400 pupils. Around 10% of the student population are ethnic minorities.

The Salvation Army responds as Hurricane ETA hits Central America.

Flooding, landslides and severe damage to property have been caused by Hurricane ETA in Central America. The Salvation Army is helping to meet the needs of subscribers who have presented with coronavirus symptoms since 14 March 2020.

Soup, soap and sanitiser at Salvation Army hospital in India.

Evangeline Booth Hospital in Ahmednagar, Maharashtra, is one of five large Salvation Army hospitals in India. The facility saw its first case of COVID-19 on 14 March 2020 and has adapted its procedures in order to meet the needs of more than 3,200 patients who have presented with coronavirus symptoms since then.
WHAT WE BELIEVE

We work faithfully with those affected by poverty, so they are fed, sheltered, and empowered to remain so.

We work faithfully with those affected by disease, so they are healed and further sickness is prevented.

We work faithfully with those affected by disasters, so they are restored and strengthened against future misfortune.

We work faithfully with those who are victims of abuse, so they are safe and made forever whole.

We work faithfully for God, always.

International 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.

Purpose Statement
The purpose of the Salvation Army World Services Office (SAWSO), is to represent the interests of the four Salvation Army U.S.A. Territories as we work together with communities to improve the health, economic and spiritual conditions of the vulnerable throughout the world.

Vision Statement
The Salvation Army World Service Office (SAWSO) serves as a dedicated resource committed to responding to the global interests of The Salvation Army USA by:
• Developing sustainable solutions to poverty, disease, and despair in global communities.
• Cultivating increased organizational capacity within Salvation Army units worldwide.
• Introducing sustainability models that grow financial independence.
• Demonstrating an empowering culture of grace and trust towards everyone we serve.

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19 Ways to Give
In 2020, the world faced a uniquely challenging crisis, and as it so often does, those already facing poverty, disaster, disease, and abuse. The Salvation Army faithfully serves those affected by poverty, disaster, disease, and abuse. We do so in Christ’s name and without discrimination. We do so through community centers, medical facilities, schools, and shelters in 131 countries, all of which are staffed by officers, professional employees and volunteers.

To support that work, The Salvation Army World Service Office (SAWSO) provides funding, coordination, and expertise to ensure the greatest possible good for those in need. We manage funds raised for international causes and ensure proper stewardship of the resources entrusted to us by those who generously make our mission possible. In a world just now beginning to recover from a deadly pandemic, this work has never been more important.

SAWSO employs highly qualified technical advisors who provide leadership and guidance in fields like medicine, education, and economic development. And though their ability to travel to project sites was curtailed by COVID-19, our personnel stayed in close contact with leaders on the ground, lending their expertise and maximizing The Salvation Army’s impact.

Thanks to your faithful and generous support, many survived the challenges of the past year and can look forward to a bright future. Thousands who fell ill in the world’s most impoverished communities were able to recover. Thousands more were provided with the supplies they needed to keep themselves safe, and even more were given the support they needed to overcome major economic upheaval.

Thank you for partnering with The Salvation Army World Service Office in 2020. Thank you for helping us to bring hope and practical help to so many around the world in their darkest hour.

May God bless you.

Very truly yours,

Commissioner Kenneth G. Hodder
NATIONAL COMMANDER

A LETTER FROM
The National Commander

"God did not give us a spirit of timidity, but a spirit of power, of love and of self-discipline," wrote the Apostle Paul in 2 Timothy 1:7.

Perhaps more than any other year in our lives, 2020 demanded a powerful, loving, and disciplined spirit from those of us who are dedicated to serving those in need.

No story topped the year’s headlines more than the COVID-19 pandemic. Every community on Earth was affected. Medical resources were stretched thin, people were forced from their homes, and the most basic sanitation supplies were hard to come by in some of the world’s most isolated communities.

Despite these unprecedented challenges, The Salvation Army World Service Office (SAWSO) was there.

SAWSO’s worldwide response included helping hospitals and clinics increase their capacity, providing material and financial support to those economically impacted, and supplying hygiene products and educational materials to some of the world’s most impoverished and isolated communities.

Around the globe in more than 150 countries, The Salvation Army leads worship services, provides education, fights human trafficking, supports medical care, and teaches valuable life skills. While the pandemic caused major upheaval in societies on every level, we were able to continue serving families and communities in these ways.

Thanks to your generous support, we were able to meet and overcome these challenges, delivering the service and stewardship that you have come to expect from us, even in the face of unexpected circumstances throughout the year. We thank you for entrusting us with your compassion.

May God bless you.

Lt. Colonel Thomas Bowers
EXECUTIVE DIRECTOR, SAWSO

A LETTER FROM
SAWSO Executive Director

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Lt. Colonel Thomas Bowers
EXECUTIVE DIRECTOR, SAWSO
FIGHTING THE Pandemic

2020 will go down in history as a chaotic, tumultuous year. A deadly pandemic—first appearing in late 2019 in China’s Wuhan province—engulfed the globe by march of 2020, and remained a scourge throughout the world for the rest of the year.

Billions were confined to their own homes. Unemployment skyrocketed as entire industries slowed to a standstill. Migrant workers, dependent on travel for their livelihoods, found themselves without options and opportunities, with some even stranded far from home as travel bans were implemented.

And of course, hospitals and other medical facilities around the world were stressed like never before with a massive influx of patients and sometimes dangerous understaffing. Medical professionals worked selflessly and at great risk to their own health and safety, but even in wealthy countries, resources were stretched thin. In the developing world, the situation was far more dire.

And through it all, The Salvation Army World Service Office was there, supporting those who lost their income, providing vital gear to clinics and hospitals in isolated, impoverished areas, and distributing educational materials and hygiene supplies to those in need.

Even as the coronavirus pandemic demanded in impressive amount of SAWSO’s—and the world’s—attention, other issues remained. Natural disasters, human trafficking, poor access to education, and malnutrition did not cease, and neither did SAWSO. But even as the mission continued, no project was untouched or unaffected by COVID.

The Salvation Army responded immediately to the needs of communities overseas affected by the COVID-19 pandemic. SAWSO supported those communities by providing funds for awareness campaigns, distributing hand washing materials and hiring health agents to inform and teach preventive measures through whatever means remained safe and available during the pandemic.

SAWSO supported projects in India to distribute hygiene pamphlets, masks, and handwashing materials to help stop the spread of COVID-19 in the State of Kerala, along the country’s southwestern coast. Salvation Army centers in the area held awareness classes and training sessions, teaching community members throughout the region good hygiene practices and virus avoidance, casting a wide net to reach the greatest number of people.

Similarly, The Salvation Army in central India provided hygiene and awareness training, as well as distributing soap, hand sanitizers, gloves, masks, and other vital supplies to community members and medical professionals. The Salvation Army’s Evangeline Booth Hospital in Ahmednagar was provided with a new laptop computer and projector to better facilitate training sessions and community presentations.

Elsewhere in India, in the western part of the country, The Salvation Army purchased a ventilator and other medical supplies, including Personal Protective Equipment, for The Salvation Army hospital there.

With SAWSO’s support, The Salvation Army in the Republic of Congo (Brazzaville) has spent much of 2020 providing COVID-19 awareness and promoting prevention with the distribution of flyers, pamphlets, masks, gloves, buckets with taps, disinfectant, and tissues to a local hospital and several Salvation Army clinics.

SAWSO has worked in Nepal since the 2015 earthquake which devastated the country. The Salvation Mission (as the Salvation Army is known in Nepal) has been mobilizing the community to respond to future disasters by providing training in disaster risk reduction and first aid.

In Zimbabwe, The Salvation Army purchased specialized equipment and PPE to address and treat the influx of patients seeking emergency care during the coronavirus pandemic.
Devastating and widespread wildfires struck Australia from late 2019 until early 2020, taking dozens of lives, destroying thousands of homes, and scorching millions of acres. The outcome was one of the worst wildfire seasons in the country's history.

At first, the world watched closely, as harrowing stories were reported on international and national news outlets. However, the wildfires quickly became old news to a world stricken by the coronavirus outbreak. As with any crisis that has lost the attention of the news media and thereby, the public, support for survivors and first responders dwindled while the need grew.

The Salvation Army was serving in Australia long before the wildfire outbreak, continued through it and will be there to help individuals and families recover long after. With SAWSO’s facilitation of individual and corporate donations from the United States, local Salvation Army community centers in Australia were able to provide emergency response and actively support firefighters with food, water, and emotional and spiritual care at various forward command centers.

Full recovery is expected to take years, and those who lost everything are only just beginning the long process of rebuilding their lives. To help them along, The Salvation Army staff and volunteers have evaluated their specific needs via phone calls and in-person assessments, and then issuing grants designed to address specific needs at each level.

Fire-affected communities in Australia are still suffering from the destruction that surrounds them long after the fires were extinguished. The Salvation Army is committed to supporting their journey to a full recovery.

Although COVID-19 was the dominant health issue in 2020—and SAWSO remained actively engaged throughout the year to battle the deadly pandemic—other issues regarding health and access to medicine around the world remained. The Salvation Army serves impoverished and vulnerable people by implementing programs that enhance health service quality and increase access to community-based services at Salvation Army hospitals and clinics.

The Salvation Army was serving in Australia long before the wildfire outbreak, continued through it and will be there to help individuals and families recover long after.
Despite its rich history, vibrant culture, and strong, hard-working people, Haiti remained among the poorest countries in the Western Hemisphere. This is compounded by the fact that some communities lack access to even basic banking services. Through a Salvation Army-led program of microsavings and microloans, self-managed by the members of these isolated communities, participants are given opportunities to strengthen their own economic health while learning valuable financial literacy skills.

The concept is simple, but for those who have previously lacked access to similar resources, it’s very powerful. Members of a savings group invest together in a shared pool, from which participants can take out loans. This eliminates the need to sell off valuable assets, such as livestock or other property, in the event of unforeseen major expenses that could cripple an already fragile household.

The loans can also be used to start or invest in a local business, opening doors to prosperity and leadership that might otherwise be available to entrepreneurial members of the community.

Agriculture remains the most important source of both sustenance and economic opportunity in the island nation. Farming and finance go hand in hand. With this in mind, The Salvation Army runs agricultural development programs alongside its microfinance programs in rural Haiti, teaching farming families new techniques designed to increase their crop yields while sustaining the soil for future generations.

In communities as impoverished as those in rural Haiti, without the institutional and governmental support people in wealthier countries take for granted, a single unplanned expense can spell financial ruin for otherwise stable households. But thanks to The Salvation Army’s microfinance and agricultural support programs, members of these communities gain access to resources they need to survive such hardships and create new opportunities of their own.

**MICROFINANCE IN Haiti**

There is no better way to help those in need than to teach them to help themselves. SAWSO-supported microfinance programs in Haiti are proving that to be true.
Although there is great potential for fundraising in Rome, The Salvation Army Italy headquarters lacked the necessary start-up capital to establish a successful program. In their own words: “In past years the command had made only sporadic attempts to pursue such initiatives. When results were positive, there was insufficient funding to continue and consolidate; when results were negative, a fear of losing further funds froze any desire to go on.”

But through a partnership and $136,000 grant from SAWSO and the Netherlands Territory, they were able to hire a professional fundraiser and provide a three-year operational budget for basic equipment, travel expenses, and marketing campaigns. The goal was for the position to become self-sustaining once it had time to establish relationships and a first round of donations.

The return was clearly worth the investment. The new office generated more than $5 million for Salvation Army programs to care for the community’s most vulnerable populations. Shelters and meals for those in extreme poverty, aid for large homeless populations, and support for refugee families were all funded through multiple sources including municipalities, regional partnerships with non-governmental organizations, and even European Union grants. This strategic investment has given The Salvation Army in Italy access to new areas of impact and historically elusive sustainability.
The Scope of
THE SALVATION ARMY
WORLD SERVICE OFFICE

The Salvation Army World Service Office’s projects span six sectors on six continents, with projects in the following Salvation Army territories and countries:

- Angola
- Argentina
- Australia
- Bahamas
- Bangladesh
- Belize
- Bolivia
- Botswana
- Brazil
- Burkina Faso
- Burundi
- Cambodia
- Cameroon
- China
- Colombia
- Costa Rica
- Cuba
- Denmark
- Democratic Republic of the Congo
- Eritrea
- Ecuador
- El Salvador
- Estonia
- Finland
- France
- Georgia
- Germany
- Ghana
- Greece
- Guatemala
- Haiti
- Honduras
- Hong Kong
- India
- Indonesia
- Iran
- Iraq
- Italy
- Jamaica
- Japan
- Kenya
- Kuwait
- Latvia
- Lithuania
- Lesotho
- Liberia
- Libya
- Lithuania
- Malaysia
- Malta
- Mexico
- Moldova
- Morocco
- Mozambique
- Myanmar
- Namibia
- Nepal
- Netherlands
- Nicaragua
- Nigeria
- Norway
- Oman
- Pakistan
- Panama
- Papua New Guinea
- Paraguay
- Peru
- Philippines
- Poland
- Portugal
- Russia
- Rwanda
- Saint Vincent and the Grenadines
- Senegal
- Sierra Leone
- Singapore
- South Africa
- Spain
- Sri Lanka
- Sweden
- Taiwan
- Tanzania
- Thailand
- Trinidad and Tobago
- Tunisia
- Turkey
- Ukraine
- United Arab Emirates
- Uruguay
- Venezuela
- Vietnam
- Zambia
- Zimbabwe

DEDICATES MORE THAN $64M IN FUNDS TO OVER 220 ACTIVE PROJECTS IN MORE THAN 70 COUNTRIES AND CAN MOBILIZE IN ANY OF THE 131 COUNTRIES WHERE THE SALVATION ARMY IS PRESENT.
## STATEMENT OF FINANCIAL POSITION

<table>
<thead>
<tr>
<th>Assets</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Cash and Cash Equivalents</td>
<td>$1,741,923</td>
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<tr>
<td>Other Assets</td>
<td>$66,598,425</td>
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<tr>
<td>Total Assets</td>
<td><strong>$68,340,348</strong></td>
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<table>
<thead>
<tr>
<th>Liabilities and Net Assets</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Total Liabilities</td>
<td>$5,866,695</td>
</tr>
<tr>
<td>Net Assets</td>
<td>$64,473,653</td>
</tr>
<tr>
<td>Total Liabilities and Net Assets</td>
<td><strong>$68,340,348</strong></td>
</tr>
</tbody>
</table>

## STATEMENT OF FINANCIAL ACTIVITIES

### Revenue

<table>
<thead>
<tr>
<th>Public Support Contributions</th>
<th>$23,854,375</th>
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<tbody>
<tr>
<td>Other Income (Loss)</td>
<td>$7,345,089</td>
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<tr>
<td>Government Grants</td>
<td>$165,545</td>
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<tr>
<td>Total Revenue</td>
<td><strong>$31,365,009</strong></td>
</tr>
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</table>

### Expenses

<table>
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<tr>
<th>Program Services</th>
<th>$26,263,639</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fundraising</td>
<td>$317,123</td>
</tr>
<tr>
<td>Support Services—Management and General</td>
<td>$542,452</td>
</tr>
<tr>
<td>Total Expenses</td>
<td><strong>$31,123,214</strong></td>
</tr>
</tbody>
</table>

Increase (decrease) in Net Assets

- Net Assets, Beginning of Period: $60,231,858
- Net Assets, End of Period: $64,473,653
- Net Assets, End of Period: $4,241,795

President

Kenneth G. Hodder
Commissioner

The Salvation Army
National Headquarters
615 Sarnes Lane
Alexandria, VA 22314

Vice President

Kenneth Johnson
Coloel

The Salvation Army
National Headquarters
615 Sarnes Lane
Alexandria, VA 22314

Treasurer/Secretary

Cynthia Bailey
Lt. Coloel

The Salvation Army
National Headquarters
615 Sarnes Lane
Alexandria, VA 22314

Executive Director

Non-Voting Member

Thomas Bowers
Lt. Coloel

The Salvation Army
National Headquarters
615 Sarnes Lane
Alexandria, VA 22314

Trustee

Bradford Bailey
Commissioner

The Salvation Army
Central Territory
5550 Prairie Stone Parkway
Hoffman Estates, IL 60192

Trustee

William Barden
Commissioner

The Salvation Army
Eastern Territory
440 West Nyack Road
West Nyack, NY 10994

Trustee

Willie Hewell
Commissioner

The Salvation Army
Southern Territory
1424 Northeast Expressway
Atlanta, GA 30329

Trustee

Douglas Riley
Commissioner

The Salvation Army
Warama Territory
180 East Ocean Boulevard
Long Beach, CA 90802
SAWSO Staff

ADMINISTRATION

Lt. Col. Thomas Bowers
Executive Director

Justin Boswell
Director of Operations

DEVELOPMENT & COMMUNICATIONS

Charles Hart
Director of International Resource Development

John Funk
Communications Manager

FINANCE

Ellen Fernbach
Controller

Mary Bryant
Staff Accountant

PROGRAM

Brendan Bailey
Director of Programs and Partnerships

Marie Velez-Moore
Assistant to the Executive Director for International Operations

Douglas Bell
Senior Technical Advisor for Education

Cristina Bajac
Program Administrator

Lisa Firth
Technical Advisor for Health

Jessica Horwood
Technical Advisor for Livelihoods

Jason Pope
Technical Advisor for Anti-Human Trafficking

Damon Winters
Technical Advisor for International Business and Economic Development

More Ways to Give

Stock or securities transfers

Planned gifts (i.e., bequests and trusts)

Gift annuities

Workplace giving programs/Combined Federal Campaign

Matching gifts

WAYS TO Give

Online
give.sawso.org

By Phone
1.800.725.2769

By Mail
The Salvation Army World Service Office
615 Slaters Lane
Alexandria, VA 22314

More Ways to Give

Questions about giving may be sent to
SAWSO.Development@usn.salvationarmy.org
Or call 1.703.647.4796
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SAWSO was incorporated August 26, 1977 in the District of Columbia. It is a tax-exempt 501(c)(3) organization.
Contributions to SAWSO are deductible for Federal Income Tax Purposes to the extent permitted under sections 170(b)(1)(A) of the Internal Revenue Code for individual donors and sections 170(b)(2) for corporations.

Tina Chong
Executive Secretary