



PATHWAY OF HOPE

"I HAVE
hope again



IMPACT
REPORT **2022**

LETTER FROM

Leadership



MAJOR ELIZABETH BIRKS
Territorial Social Services Secretary

Dear Friends,

Pathway of Hope teams across the Southern Territory are working harder and stronger to ensure that families completing Pathway of Hope, successfully, have attained earned or increased income, can provide food for the household, have secured decent and safe housing, and have increased their hope for the future.

Year 2022 was a challenging year for all as we endured the third year of the COVID 19 pandemic - the worst pandemic in our nation's history! Yet, our work for Pathway of Hope families was fruitful. We enrolled 2,342 families and 5,231 children in Pathway of Hope, which surpasses our enrollment numbers from previous years.

We hear from the families how much Pathway of Hope has made a difference in their lives. We share their stories as often as possible in this Report, and we share our data, too, because the stories and data together convey the essence of Pathway of Hope's impact.

One of my most memorable opportunities as the newly appointed officer over social services was to initiate a Territorial Social Services Summit in 2022. Pathway of Hope's case managers, divisional specialists, and social services directors convened for the two-day Summit in Atlanta, to recharge, renew, and reconnect for greater impact. For many colleagues across divisions, the Summit served as a family reunion, too, since we had not been able to come together face-to-face during the onset of the COVID-19 pandemic. Our time together resulted in meaningful discussions on integrated program planning across divisions, sustainable collaborations across departments, best practices in the field for enhanced services to families, and more. It was blessing for me to have met in person many of our extraordinary divisional teams for the first time.

I am excited and honored to present the 2022 Pathway of Hope Impact Report for the Southern Territory! To our donors, funders, volunteers, and community partners, we extend our deepest appreciation for your support. We are stronger working together as we endeavor to continue changing the lives of families in poverty and crisis every day.

God bless,

A handwritten signature in blue ink, appearing to be 'E. Birks'.

PATHWAY OF *hope*

OVERVIEW AND PURPOSE

Pathway of Hope comprises a network of intensive case management services offered across the Territory to assist families in poverty that are struggling to resolve repeated barriers to stability and sufficiency. Families participate voluntarily and must have at least one child under the age of 18 in the household.

With a focus on breaking the cycle of intergenerational poverty, Pathway of Hope's primary purpose is to resolve the root causes of the poverty, which involves the families' efforts to complete goals and action plans that they create with the guidance and support of their case managers. Our data indicate that families exiting Pathway of Hope successfully have attained earned or increased income to meet basic needs, stable and decent housing, and food and nutrition for the household.

Pathway of Hope's holistic services, including pre-and-post family assessments, counseling focused on the family's strengths and resources, and agency partner referrals, offer a first-time opportunity for many families to change the direction of their lives for the better. On average, a family may need up to a year or longer to complete their goals considering the severity of the problems to be resolved.

The Salvation Army's Central Territory, led by Commissioner Carol Seiler, initiated Pathway of Hope in 2011. By 2015, the Southern Territory began training and implementing Pathway of Hope in the states of Alabama, Arkansas, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Virginia, Washington, D.C., and West Virginia. A total of 230 Corps Units and Area Commands have implemented Pathway of Hope in the Southern Territory.

EXCERPTS FROM AN INTERVIEW WITH COMMISSIONER CAROL SEILER, 2022

"What we really needed to be doing was to see what caused families to be in those positions of requesting food or rent and utility assistance over and over again. The goal became, how do we double our impact from these encounters? How do we make a difference for these families? Let's walk alongside folks and make a difference for children [while] breaking into generational poverty . . . Let's really dig deeper and see what we need to do to actually make an impact."

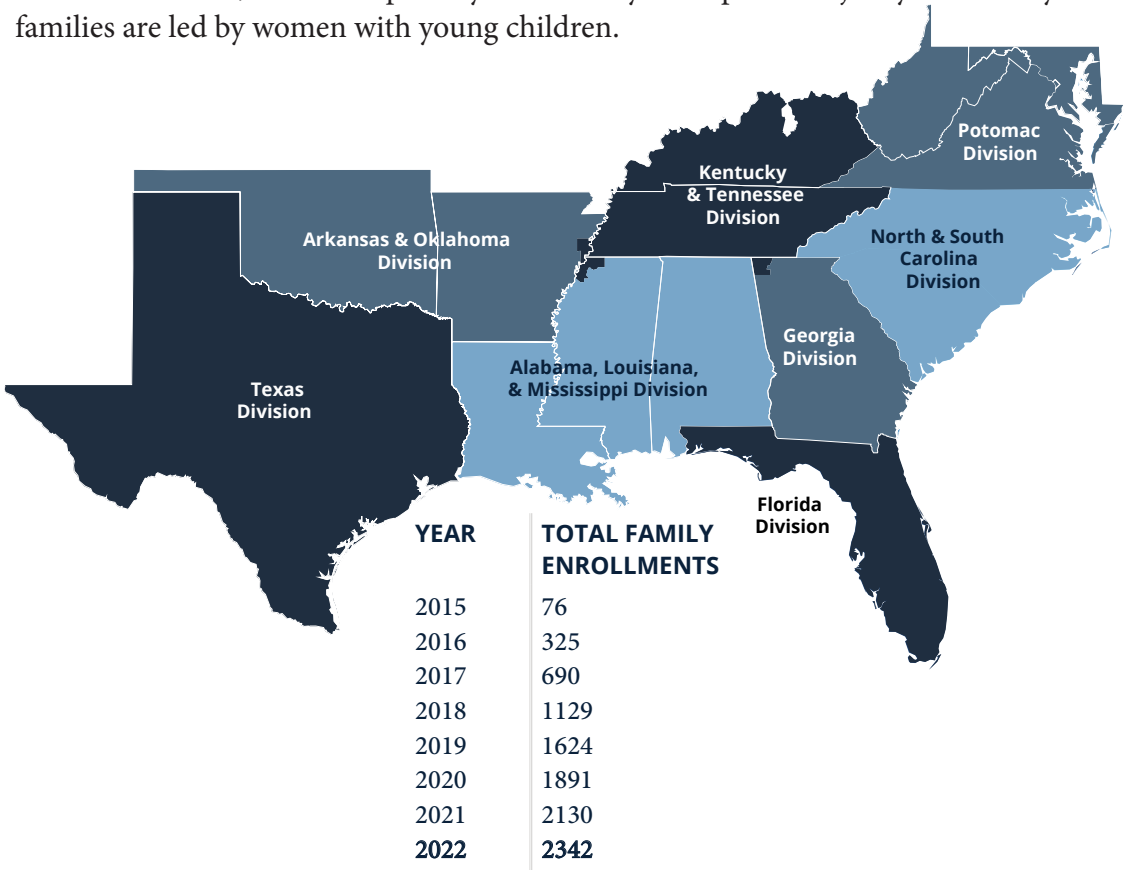


COMMISSIONER CAROL SEILER
RETIRED IN 2017

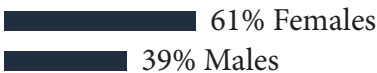
TERRITORIAL *enrollments*

SOUTHERN TERRITORY ENROLLMENTS

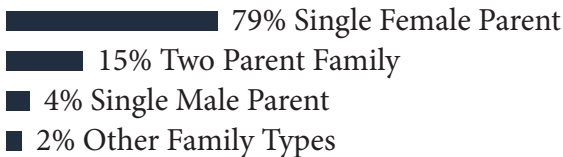
We collect data on Pathway of Hope enrollments as a key measure of the needs for services. Since the roll out of Pathway of Hope in the Southern Territory in 2015, we have enrolled 2,342 families, as indicated in the table below. The demographic data reflect the diversity of families served, which is a priority for Pathway of Hope. A majority of Pathway of Hope families are led by women with young children.



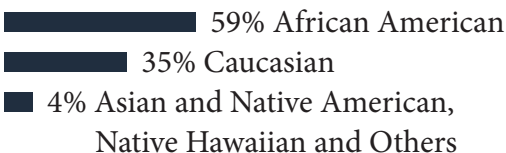
GENDER



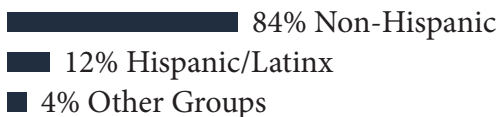
FAMILY TYPE



RACE



ETHNICITY



PASTORAL *care*

THE ROLE OF PASTORAL CARE

We strive to help Pathway of Hope families to increase their hope for change through voluntary spiritual development activities. A research study on Pathway of Hope, conducted by RTI International, found that families that volunteer to participate in pastoral care are more likely to increase their hope, complete their goals, and increase self-sufficiency, compared to families that refrain from participating.

	INCREASED HOPE	ACHIEVED ONE GOAL	INCREASED SELF-SUFFICIENCY
RECEIVED PASTORAL CARE	56%	69%	67%
NO PASTORAL CARE	39%	50%	47%





PASTORAL *care*

CREATIVELY IMPLEMENTING PASTORAL CARE

A component of the RTI study surveyed staff on their perceptions of pastoral care. Responses included, praying with or for families; distributing prayer cards; discussing religion, faith, and spirituality with families; and reading scripture with families. Survey respondents also reported their observations that Corps officers who prioritize Pathway of Hope activities experience higher levels of pastoral care provision.

These research findings and webinar trainings have led territorial divisions to create new approaches to introducing pastoral care to families. The Florida Division has created a popular yoga class as a leisure activity that incorporates discussions on life skills and well-being, along with meditation and prayer. The Kentucky-Tennessee Division offers prayer stations, spiritual care request forms, and weekly information on community church events, to raise awareness of pastoral care among families.



Salvation Army Corps officers emphasize an open-door policy for spiritual counseling and prayer, which many Pathway of Hope families welcome. Families participate voluntarily in Bible studies, worship services, spiritual counseling, and other activities led by Corps officers.

COMMUNITY *partnership*

Given the critical needs of each Pathway of Hope family, we identify the resources available from The Salvation Army to help them, and we leverage additional resources from community partners. Case managers network with agencies to attain the support services family's need for their success, such as job training, GED programs, medical services, adult education, literacy programs, nutrition education, driver's education, and more. As families exit Pathway of Hope, they have gained a network of community resources for a lifetime.



Pathway of Hope attracts a variety of community partners throughout the Southern Territory. In Naples, Florida, for example, the University of Florida's Institute of Food and Agricultural Sciences (UF/IFAS) provides Pathway of Hope families with free nutrition education from the institute's "Cooking Matters" series to reduce the risks of obesity and chronic diseases, especially in children.

Florida's Wounded Warrior Project, a nonprofit organization that helps veterans and active-duty service members, has donated clothes, toys, kitchen accessories, and other household items to help Pathway of Hope families prepare for their transitions to permanent housing.

A group of employees from a United Way agency in Florida are so enthusiastic about Pathway of Hope that they donated home décor, bedding, clothes, and a ring video doorbell camera for a family's new apartment home. Trinity by the Cove Church in Florida has donated funds to support monthly events for Pathway of Hope families.

We understand the systemic challenges Pathway of Hope families face, and we take action by joining forces with community partners toward a common goal of addressing the root causes of poverty. We value and promote a culture of community partnerships where we encourage continuous learning on the needs of Pathway of Hope families.

MEASURING *impact*

Pathway of Hope guides families through the journey from crisis to stability. We evaluate their advancement in achieving stable housing, increased income, improved food and nutrition, and renewed hope for their children's future. On average a family may need up to 17 months to fulfill their goals and action plans, leading to successful completion and positive transformation.

KEY OUTCOME MEASURES

- 72% of families developed goals and action plans
- 46% of families reduced barriers to stability
- 52% of families increased their hope for a brighter future
- 20% of families engaged in pastoral and spiritual care

KEY IMPACT MEASURES

- 63% of families increased housing stability
- 47% of families gained employment
- 61% of all families enrolled increased income, housing, and food stability
- 100% of families that complete the program increase their income, housing and food stability.

KEY FAMILY CARE SERVICES

Pathway of Hope connects families to the services and resources they need to transition out of a cycle of crisis and into stability and security. Below are the top services utilized by families enrolled in Pathway of Hope.



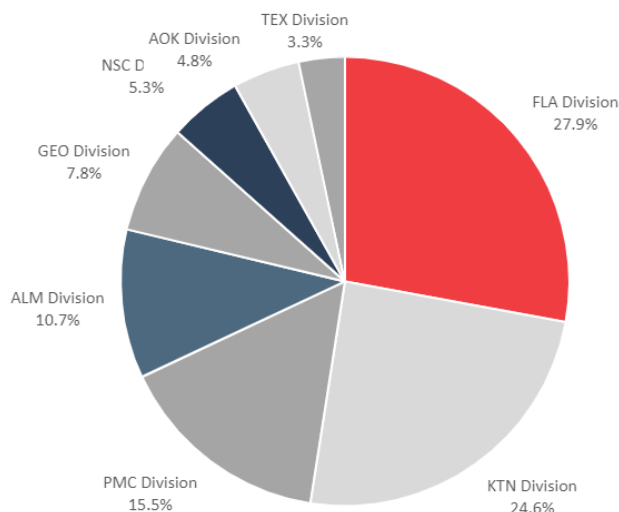
SUCCESSFUL *completions*

The successful completion of a family's journey through Pathway of Hope is a triumph for every member of the family and their community! The family has completed their goals and action plans as measured by the attainment of earned or increased income, decent and stable housing, food and nutrition, and enhanced hope for the future.



SUCCESSFUL FAMILY COMPLETIONS BY YEAR

As of 2022, a total of 656 families have successfully completed Pathway of Hope, representing a remarkable 24% increase from the 529 successful family completions in 2021.



PERCENT OF SUCCESSFUL FAMILY COMPLETIONS BY DIVISION

The pie chart illustrates the percentage distribution of successful family completions achieved by each Division within the Southern Territory by the year 2022.

INCREASES IN FAMILY *income*



INCREASES IN FAMILY INCOME

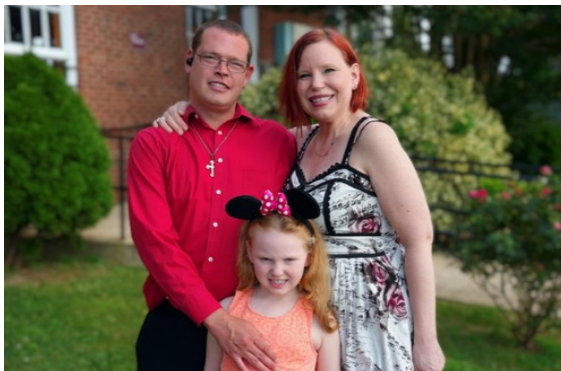
For a family that has completed Pathway of Hope, the average annual income increase is \$5,791, or \$482 per month. The average annual income is \$35,597, or \$2,996 per month. Our follow-up calls to families at three, six, and 12 months after completing Pathway of Hope, indicate further increases in household incomes. Some pursue college degrees or technical certifications. Others find better jobs, receive job promotions, pursue entrepreneurial opportunities, and more. We attribute much of their continued success to their experiences in Pathway of Hope, and their increased hope for the future.



**Income includes all sources of income including earned income, self-employment wages, and monetary benefits a family may receive. Data collected from 2015-2022.*

LIVES TRANSFORMED A STABLE HOME FOR *anastasia*

Tanya and David are the proud parents of their only child, Anastasia, age 7. The couple lost their jobs during the COVID-19 pandemic. With no other income, the family was on the verge of losing their home. Even before the pandemic, the couple's cycles of job losses over the years put their family at-risk of homelessness. With no money to buy food, Tanya contacted The Salvation Army for help, and she received food, temporary rental assistance, and a brochure on Pathway of Hope and how to enroll.



Tanya and David enrolled in Pathway of Hope to help them get back on their feet and to provide stability for their daughter.

A case manager guided Tanya and David on their primary goals to attain suitable employment and housing stability. Tanya was interested, too, in pursuing a career in the medical field.

The couple's health and medical challenges were creating barriers to stable employment. David suffers from seizures and dyslexia making it difficult for him to read job applications, pass employment exams, or to obtain a driver's license. Tanya has bouts of anxiety and depression when overwhelmed. The case manager discovered Tanya and David were not aware they had Medicaid coverage and contacted the insurance company to request Medicaid cards for them. The couple began receiving

LIVES TRANSFORMED A STABLE HOME FOR *anastasia*

Food Stamps temporarily. The case manager engaged other community resources for rental assistance, as needed, as Tanya and David ventured in and out of temporary jobs while in pursuit of permanent employment.

Tanya and David achieved their goals after several months of hard work and increased hope. Tanya works remotely as a customer service representative for a health insurance agency, and she acquired a second remote job to supplement her income. Tanya studies online in the evenings to become a medical biller and decoder. David works as a day-time kitchen safety manager for a restaurant located on the bus line, and he car pools to and from his job, when possible. He was given a bike, helmet, and pad lock for back-up transportation. David still desires having a driver's license and is studying for his learner's permit. Anastasia promoted to the next grade level without interruption. David and Tanya exited Pathway of Hope with full-time jobs, increased incomes, and health benefits. The couple is providing a stable home for Anastasia, and they are hopeful for a brighter future for their family.

"We don't know where we would be without The Salvation Army because we almost lost our home. We hope more people come and get the help that is needed. Without The Salvation Army we might have been on the streets quite a few times."

– Tanya and David

LIVES TRANSFORMED

NO TIME TO *give up*

Donna and her four children, Alexander (10), Natalie (9), Jackson (6), and Elizabeth (4), are survivors of chronic domestic violence inflicted by the children's father. Child Protective Services referred the family to The Salvation Army for help. Donna had separated from her husband, who is incarcerated for 35 years for his crimes, and she seeks a divorce. She has been away from the workforce for 13 years and must find a way to financially support her children; help them and herself to heal from the trauma and "build a new life from the ground up," stated Donna.



The Salvation Army introduced Donna to Pathway of Hope for extensive support and guidance. "I didn't know which way to go because my head was spinning so quickly; after enrolling in Pathway of Hope, all of that changed," expressed Donna.

Donna's case manager helped the family, initially, to attain trauma therapy and counseling, to enroll the school-aged children in after-school programs and summer activities, and to enroll the younger children in child care until they could enter pre-school. In time, the children's behaviors became more manageable, resulting in better prospects for their success in school. Donna received counseling from her case manager, and she requested scriptural words of encouragement at times. She continued regular trauma counseling from a therapist, as well, to help her cope with the new changes in her life.

"I didn't know which way to go because my head was spinning so quickly," stated Donna. Her case manager's support and community referrals led to Donna gaining the mental strength and confidence to navigate through tough life-changing decisions. Donna was able to sell the family home and relocate to another part of the state (The Salvation Army's thrift store

LIVES TRANSFORMED

NO TIME TO

give up

was beneficial to Donna in furnishing her new home). Donna obtained Supplemental Security Disability Insurance, as recommended by her doctor due to her mental health. She finalized the divorce from her husband; acclimated the children to their new home and neighborhood; and she purchase a car from the sale of the family's former home. Donna has started the process of having her children's last names changed to her maiden name.



After Donna relocated and established permanent housing, her case manager contacted the local Salvation Army Corps, which is only 10 minutes from Donna's new home. Donna was introduced to the corps officer and to the Pathway of Hope case manager. Donna has fulfilled her goals to provide a safe and stable home life she has always wanted for her children. She looks forward to further progress.

"To have someone truly in my corner to believe in me, care about me and my children, to actually WANT to help us; someone who genuinely cared and actually DID help – that's what made everything possible. I will forever be eternally grateful for Pathway of Hope."

- Donna

Children who spend more than half of their lives in poverty
are 32 times more likely to remain in poverty as adults.
(The Urban Institute)



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 to meet human needs in His name without discrimination.

Contact Us:

Onesa Anozie, MSW

Territorial Director - Pathway of Hope

Social Services Department

The Salvation Army Territorial Headquarters

1424 Northeast Expressway

Atlanta, GA 30329

Office: (470) 816-5913