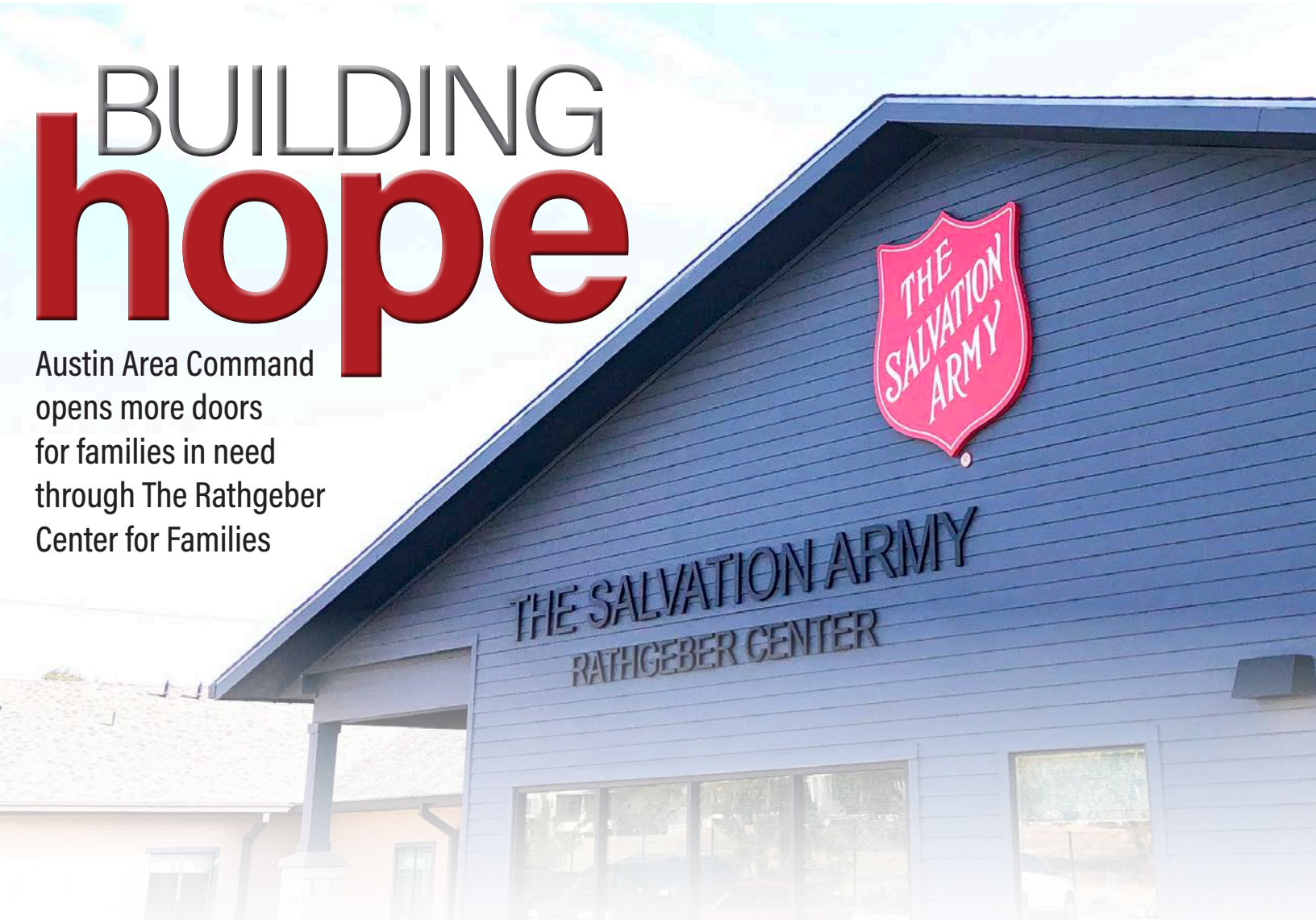


BUILDING hope

Austin Area Command
opens more doors
for families in need
through The Rathgeber
Center for Families





AUSTIN AREA COMMAND

Building hope

We moved to Central Texas in 2019, excited to build upon the foundation of hope The Salvation Army began here over 130 years ago. Little did we know, there was a monumental challenge on the horizon.

Nothing could prepare the community for the impact of COVID-19. For some in Central Texas, these storm winds shifted financial stability and brought with them the real possibility of experiencing homelessness. Despite this adversity, there is reason for hope.

The Rathgeber Center for Families opened in February, and it was right on time. This remarkable facility enables us to provide shelter for the growing number of families who are facing homelessness while offering a pathway to self-sufficiency.

As we welcome struggling families and individuals to stay with us and utilize our services, we are reminded of an important lesson from Christ our Lord. It is not about asking who our neighbor is. Rather, we are called to recognize all humanity as neighbors and have the willingness to demonstrate love, compassion, and care without prejudice or reservation. Ultimately, this verse should be the cornerstone of our interactions with each other: "Love your neighbor as yourself." (Galatians 5:14).

As we march forward as an Army that fights the inequities of poverty and depravity, it is imperative we have the resources to match the need. We can only Do The Most Good in our community with the generosity and support of friends like yourself.

May God Bless you and your every effort for change!

**Majors Lewis and Jacquelyn Reckline
Area Commanders**





LEADERSHIP

Changing lives

I am honored to serve as the Chair of the Advisory Board, and to support the programs and services of The Salvation Army Austin. It is a blessing to have a dedicated team of community leaders donating their time and talents to an organization that we all care about deeply. This Board helps amplify the work of The Salvation Army officers and staff while also providing advice, insight, and perspectives from the community.

On behalf of the Advisory Board, I would like to thank everyone who has contributed to the success of our programs. It takes a collective effort to reach our goals, especially during a historically turbulent year. Repercussions from the pandemic have created a growing need for many of our neighbors in Central Texas. During difficult times, I think about this passage from the Bible — “In all things I have shown you that by working hard in this way we must help the weak and remember the words of the Lord Jesus, how he himself said, “It is more blessed to give than to receive.” (Acts 20:35).

As you flip through the pages of this Annual Report, I hope the content inspires you to take the next step in supporting The Salvation Army. Despite the high degree of loss and uncertainty that 2020 has brought us, there is still healing and positive change taking place in our shelters. People are learning how to get back on their feet. They are receiving the support and encouragement required to find stability.

The Salvation Army has built a strong foundation of hope for those who are struggling in Central Texas, and the board is proud to offer guidance as we push toward a better future for everyone in our community.

God bless you,

Randy Present, Advisory Board Chair





THE RATHGEBER CENTER FOR FAMILIES

Facts/Figures

SHELTER TYPE: Any family unit with a child (including dads, moms, grandparents, and guardians) experiencing homelessness

SERVICES & AMENITIES:

- Rapid rehousing programs
- Case management
- Private rooms and private bathrooms
- Employment assistance and skills training
- Outsourced childcare
- Child and family therapist
- Two computer learning centers
- Two teachers
- Free laundry facilities
- Full-service kitchen and dining room
- A children’s playground and sport court
- Community living rooms

YEAR OPENED: 2020

FY2020

226 Unduplicated number of adults and children who entered shelter

13,136 Nights in shelter

88% of people transitioned to safe housing



The Rathgeber Challenge: With a \$250,000 grant from John Paul DeJoria, founder of Paul Mitchell Systems and JP’s Peace, Love and Happiness Family Foundation, donations were doubled to help successfully reach a goal of funding 11,110 safe nights for families staying here.





THE RATHGEBER CENTER FOR FAMILIES

The Experience of Move-in Day

By Jason Whaley

Austin Area Command Communications Manager

I pulled up to The Rathgeber Center early one afternoon not knowing what to expect. The school bus was running late, and I had no idea how these boys would react to a stranger filming their every move. It was a big day, whether they realized it or not.

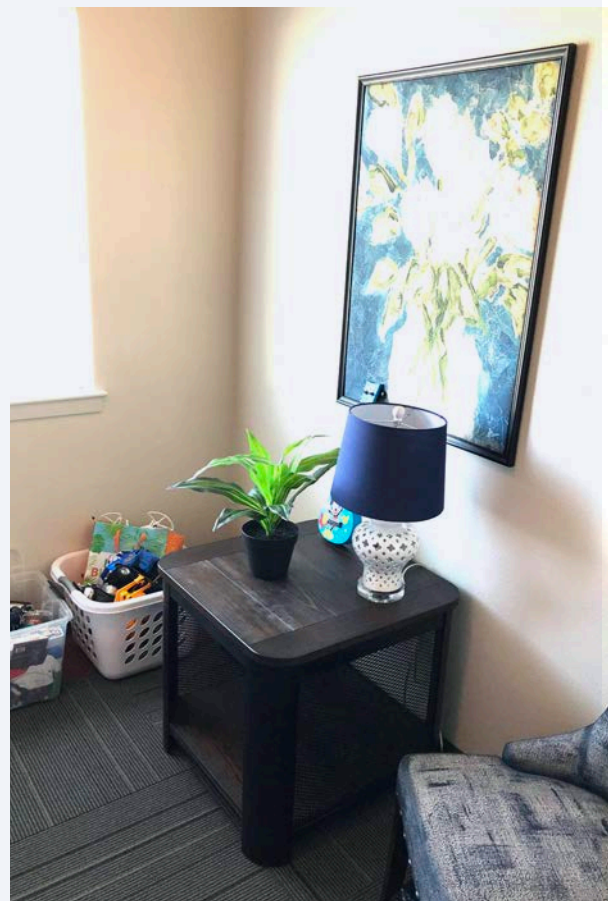
Pedro, Miguel, and their mother had been looking for a safe place to stay for a while. The father was absent. Their savings were gone. They were running out of options. Through a friend, the family learned about The Salvation Army and its emergency shelters in Austin.

After completing the intake process, the big day had finally arrived. The boys would get their own room, and mom would get peace of mind. I watched them bound out of the bus and run toward the building. Mom was waiting with a broad smile, ready to lead the way.

I positioned myself in the living room with the lens focused on the door. The boys came inside, dropped their backpacks, and began buzzing around, not knowing where to go first. Between the squeaks of excitement and bursts of laughter, I began to realize just how special this moment was. I was grateful to witness firsthand the impact The Salvation Army has on our community.

For the families who have received the support needed to get back on their feet, and the ones who might come through those doors, The Salvation Army is always here when people need us the most.

Watch a short video of the boys moving into The Rathgeber Center





THE AUSTIN SHELTER FOR WOMEN AND CHILDREN

Facts/Figures

SHELTER TYPE: Women and dependent children experiencing homelessness

SERVICES & AMENITIES:

- Rapid rehousing programs
- Case management
- Private rooms
- Employment assistance and skills training
- On-site childcare
- Child and family therapist
- Computer learning center
- Teacher
- Free laundry facilities
- Full-service kitchen and dining room
- Community living rooms
- Three playgrounds

YEAR OPENED: 2004

FY2020

396 Unduplicated people served

25,866 Nights in shelter

77% of people transitioned to safe housing

62% of adults improved their financial status



Season for Caring: At the end of fiscal year 2020, it was announced that a family from ASWC was chosen for the Austin American-Statesman’s Season for Caring. It is an annual initiative to raise community awareness for those in need, and to raise donations for select families and the agencies that support them. This was also beneficial for The Salvation Army because it produced extensive media coverage and enhanced the public’s understanding of how we help struggling families and individuals.



THE AUSTIN SHELTER FOR WOMEN AND CHILDREN

Moving from fear to freedom

Lauren’s youngest child was terrified of the dark. At bedtime, there had to be a light on so the monsters wouldn’t come out. Even with that assurance, it would still take him a long time to fall asleep. Her other two children had anxiety issues, as well. All four had been on the run for a while, trying to escape a monster who wouldn’t be deterred by a night light.

The father of Lauren’s children was a drug addict. He was violent. He made threats that if he found them, bad things would happen. After his incarceration, there was a collective sigh of relief from the family. However, money was running out and they had nowhere to go.

Lauren was referred to The Austin Shelter for Women and Children, and the family moved in soon after. During their time at the shelter, Lauren received the safety and support she needed to turn things around. She got a job with help from her case manager, and the family moved into an apartment a short time later. She is working on her associate degree and hopes to become a kindergarten teacher.

This story is one of many that have unfolded at our shelters in Austin. These families deserve an opportunity to overcome difficult life circumstances, and we are here to provide the resources needed to make sure that homelessness is brief and non-recurring.

Names and images of clients have been changed to protect their confidentiality.





THE DOWNTOWN SHELTER & SOCIAL SERVICES CENTER

Facts/Figures

SHELTER TYPE: Single men and women experiencing homelessness

SERVICES & AMENITIES:

- Case management
- Employment assistance
- Computer learning lab
- Rapid rehousing programs
- Cold weather shelter family intake

YEAR OPENED: 1988

FY2020

1,076 Unduplicated number of adults entering shelter

47,398 Nights in shelter

59% of case-managed adults who exit to safe housing

72% of case-managed adults with increased employment income at exit



Passages Program: The program provides temporary rental assistance for 12 months to assist previously homeless or those at risk of homelessness. Supportive services are provided by the case management teams in the Passages collaborative. The Passages Program is a collaboration that includes The Salvation Army, Caritas, SafePlace, Foundation for the Homeless, Lifeworks, and Foundation Communities.

Passages I - Unduplicated persons served	418
Passages I - Successful exits to housing	83%
Passages II - Unduplicated persons served	185
Passages II - Successful exits to housing	87%

Statistics provided by Best Single Source Plus





THE DOWNTOWN SHELTER & SOCIAL SERVICES CENTER

Building hope for a better life

As a kid, Jimmy vividly remembers arguments between his parents accelerating from raised voices to physical confrontations in a matter of minutes. He would often escape the violence during these skirmishes by climbing out of his bedroom window and heading to a friend's house.

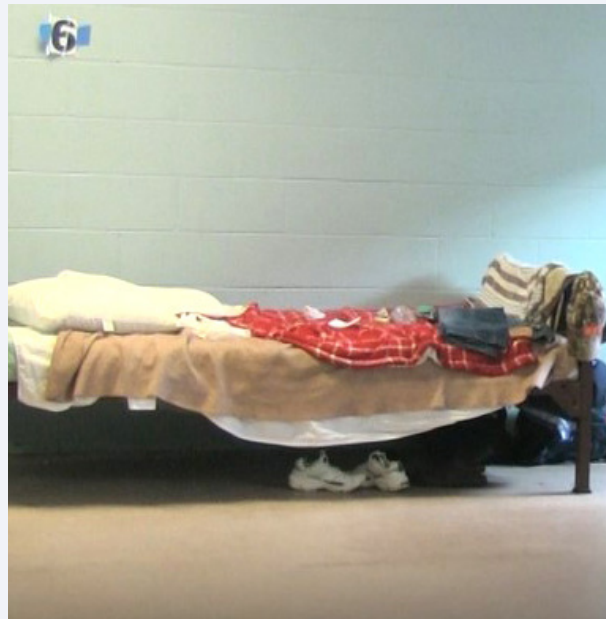
Jimmy was 14 years old when his father went to prison for armed robbery. His mother wasn't around much, and Jimmy had to figure things out on his own. In high school, he started drinking and using drugs. He dropped out during his senior year and found refuge in the woods next to one of the major roads in town. He built a crude shelter and learned how to panhandle.

One night, Jimmy woke up to a loud noise near his shelter. He sprang up and stumbled into the darkness, not knowing what he might find. The next thing he remembers is waking up in the morning with a large bump on the back of his head. That attack was the turning point. He knew about The Salvation Army's Downtown Shelter from other people in the area, and it was time to go.

It took him an afternoon of walking, but Jimmy finally made it to the shelter. During his time there, he found the support and services needed to change the course of his life. He got a job at a construction company and moved into his own apartment.

Unfortunately, Jimmy's time experiencing homelessness plagues many single men and women in our community. But that is why The Salvation Army is here. We provide the foundation, and hope, that people need to become self-sufficient again.

Names of clients and images have been changed to protect their confidentiality.





THE WILLIAMSON COUNTY SERVICES CENTER

Serving Wilco

The Williamson County Service Center, opened in 2014, offers services to people facing the possibility of homelessness in Williamson County. The Service Center offers intake and assessment of the needs of men, women, and children, provides direct services (e.g., food, rent and utility assistance), and refers qualified individuals to other local social services.

In response to the COVID-19 pandemic, The Service Center and other area agencies worked with the Wilco Forward Phase III program to distribute \$5 million in CARES Act funding, which provided rent and utility assistance to county residents. The center ramped up its resources to meet the community need by adding temporary staff.

FY2020

Rental/Utility assistance

284 Households served*

801 Unduplicated persons served*

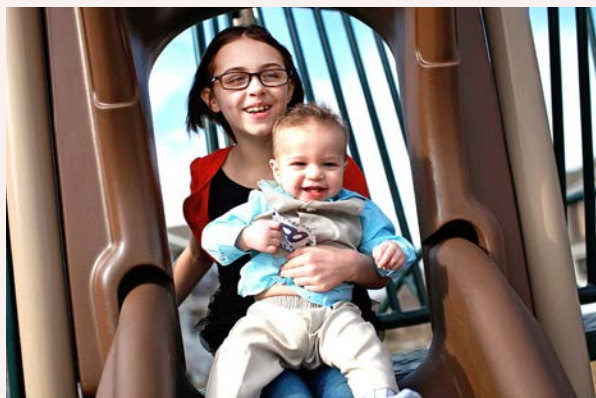
**Including distribution of CARES Act funding*

Disaster help

The local Salvation Army Emergency Disaster Services team in Williamson County responded to disasters. The team had one mobile kitchen for food prep and a rapid response unit, which helped communities ravaged by disasters. Throughout the year, they also supported community initiatives.

Examples of places where the team supported communities in Texas:

- Houston after Hurricane Laura
- Georgetown for Quail Valley Ministries Outreach
- Austin for meal service at homeless campsites
- Austin for the Citadel Corps Fall Festival





THE AUSTIN SALVATION ARMY WOMEN'S AUXILIARY

About SAWA

The Austin Salvation Army Women's Auxiliary (SAWA) is a local expression of a world-wide movement that seeks spiritual redemption and social rehabilitation of those it serves. It is a fundraising group with a sincere desire to help those less fortunate in Travis and Williamson counties. The ladies of the Auxiliary have a good time, work hard, and live by the mission of "Doing the Most Good".



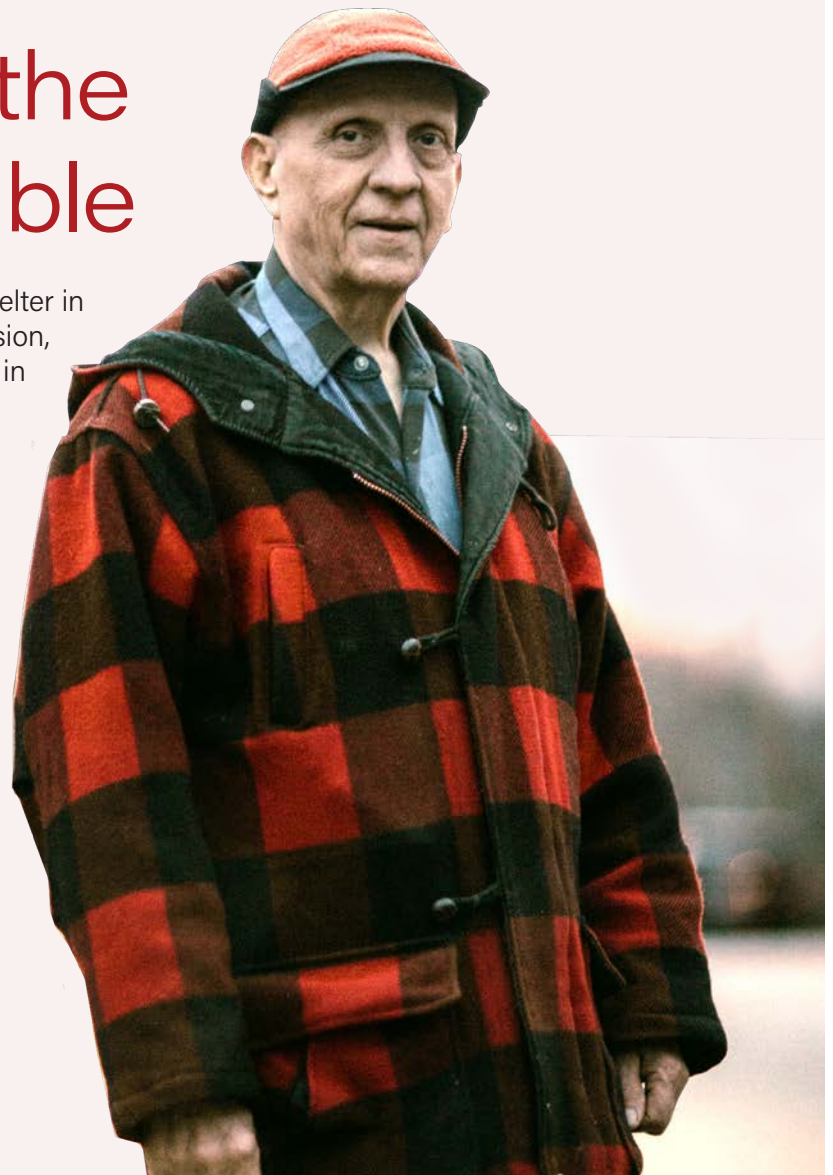
AUSTIN METROPOLITAN AREA COMMAND

Services for the most vulnerable

We are the largest provider of emergency shelter in Central Texas. Inspired by our Christian mission, we do so much more to lift up those in crisis in our community.

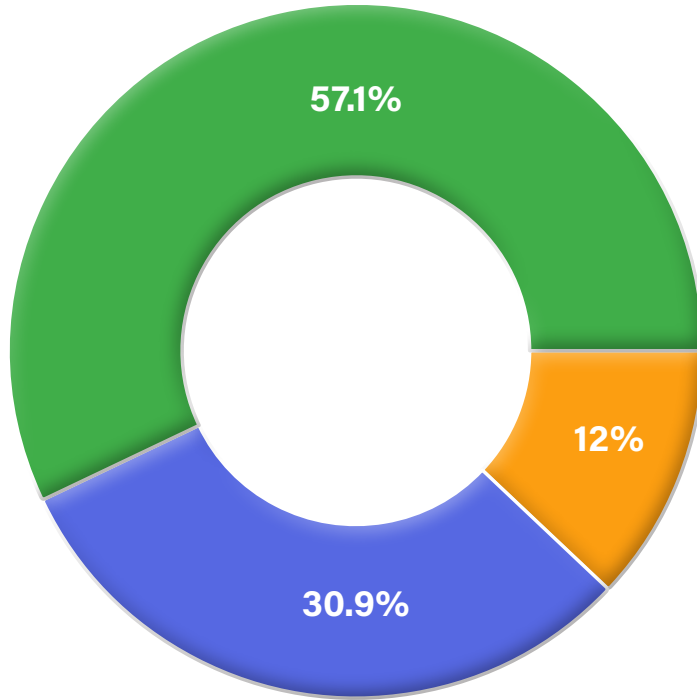
In FY2020, we served more than 10,000 men, women and children. We provided over 86,000 nights in shelter, relief for disaster victims, addiction rehabilitation, clothing, meals, holiday support, and \$1.7M in direct client assistance. We case managed hundreds from crisis to stability and self-sufficiency.

We rose to the occasion to compassionately guide those in need during a global pandemic. We handed out nearly 200,000 PPE and said yes when asked to partner with the City of Austin and Williamson County on COVID-related programming. And our work will continue into 2021 and beyond.



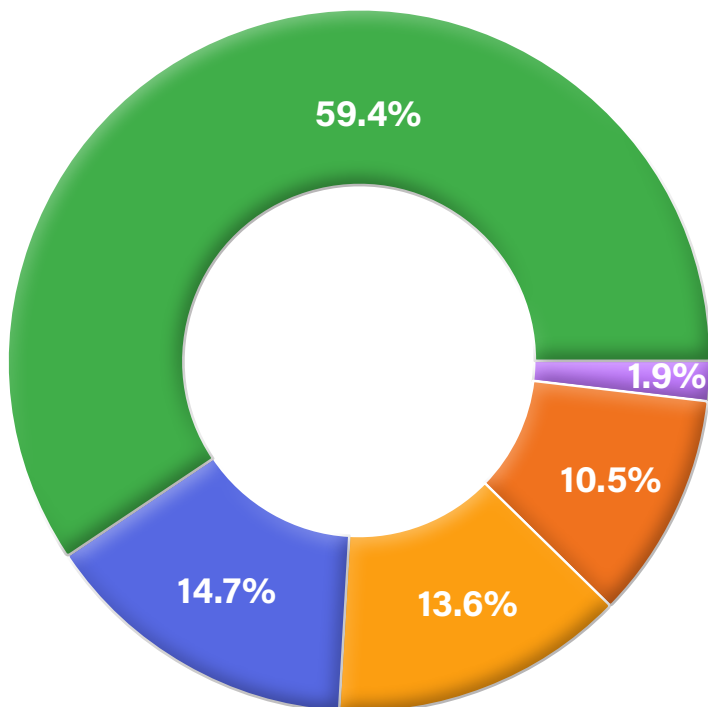


AUSTIN AREA COMMAND FINANCES



FY 2020 INCOME*

Total Donation Revenue	\$8,861,163
Government Grants/Contracts	\$4,795,364
Other Income	\$1,869,779
Total Income	\$15,526,306



FY 2020 EXPENSES*

Social Services	\$7,396,269
Fundraising	\$1,829,553
Direct Client Assistance	\$1,695,989
Administration & Management	\$1,302,093
Community Center Operations	\$231,212
Total Expenses	\$12,455,116

Change in Net Assets	\$3,071,190
Net Assets at Beginning of Year	- \$937,521
Net Assets at End of Year	\$2,133,669

*Numbers unaudited at the time of publication



AUSTIN AREA COMMAND

2021 Advisory Board

Austin Area Commanders

Major Lewis Reckline
Major Jacquelyn Reckline

Randy Present, Chair

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David Barnett
Nelson Barre
Gilbert T. Bragg
Bob Cole
Exalton Delco
Lee Doughtie
Stephen Elkins
Sam Espinosa
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Jenifer Sarver
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2021 WILLIAMSON COUNTY ADVISORY COUNCIL

Gilbert T. Bragg
Jim Deuser
Todd Jeffries
Mary Johnson
Delton Robinson
Susan Snelson
Jay Warren





BUILDING HOPE THROUGH GIVING

Angel Tree

By Donna Clendennen

Austin Area Command
Volunteer Supervisor

I am so proud of the lasting impact our Angel Tree program has in the community. In FY2020, we helped to fulfill the Christmas wishes of more than 7,200 children.

Last year, I met a mother who applied for Christmas assistance for her two sons. Although the mom did not speak English, her children were able to translate for her. When I asked what they wanted for Christmas, the youngest boy responded, "blankets." After writing it down, I asked him, "What more do you want for Christmas?" He responded again, "blankets."

I assured him that I would make sure they received blankets this year. After a bit of coaxing, he finally shared a few toys he and his brother wanted. This encounter has stuck with me. So many families in our community have so little that receiving a simple blanket for Christmas would bring immense joy!

Red Kettles

Ringing the bell at a kettle began in 1891, making it one of The Salvation Army's longest traditions. The sight of bell ringers standing next to a Red Kettle in front of a store is one of the most iconic Salvation Army symbols.

Public contributions to kettles empower The Salvation Army of Austin to continue its year-round efforts to help those who would otherwise be forgotten. During the fall of 2019, more than \$166,000 was donated to kettles across Central Texas.



BUILDING HOPE THROUGH GIVING

2019 Rock the Red Kettle

Rock the Red Kettle is one of The Salvation Army's main annual fundraising events in Central Texas. Since its inaugural event in 2014, Cory Morrow has served as host of the fundraiser, which includes a concert, live auction, and success stories from our former clients.

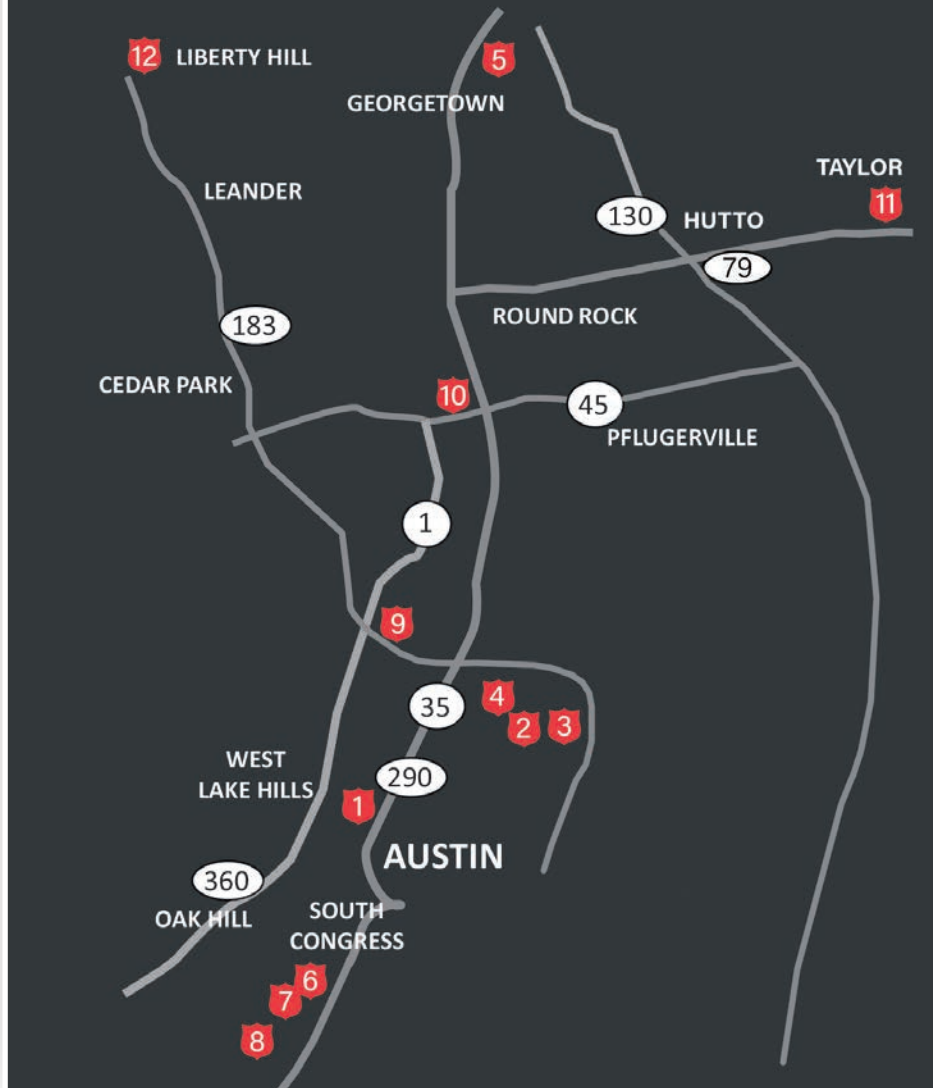
In 2019, Rock the Red Kettle was held at the newly opened Junior League of Austin Community Impact Center. More than 300 guests attended the event and were treated to live music from Cory Morrow, Jon Randall, Drew Womack, and others. The event raised \$305,000.

2020 Virtual Wilco Gives

The Wilco Gives event has become an annual tradition for The Williamson County Service Center. Due to the pandemic, the event was moved to a virtual format. Despite this, more than \$50,000 was raised to support The Service Center and its clients.



OUR LOCATIONS



1. The Downtown Shelter and Social Service Center

2. The Rathgeber Center for Families

3. The Austin Shelter for Women and Children

4. Austin Area Command

5. The Williamson County Service Center

6. Adult Rehabilitation Center

7. The Salvation Army Family Store and Donation Center

8. Christmas Warehouse

9. The Salvation Army Family Store and Donation Center

10. The Salvation Army Family Store and Donation Center

11. Taylor Service Center

12. Emergency Disaster Services Volunteer Canteen



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www.SalvationArmyAustin.org

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