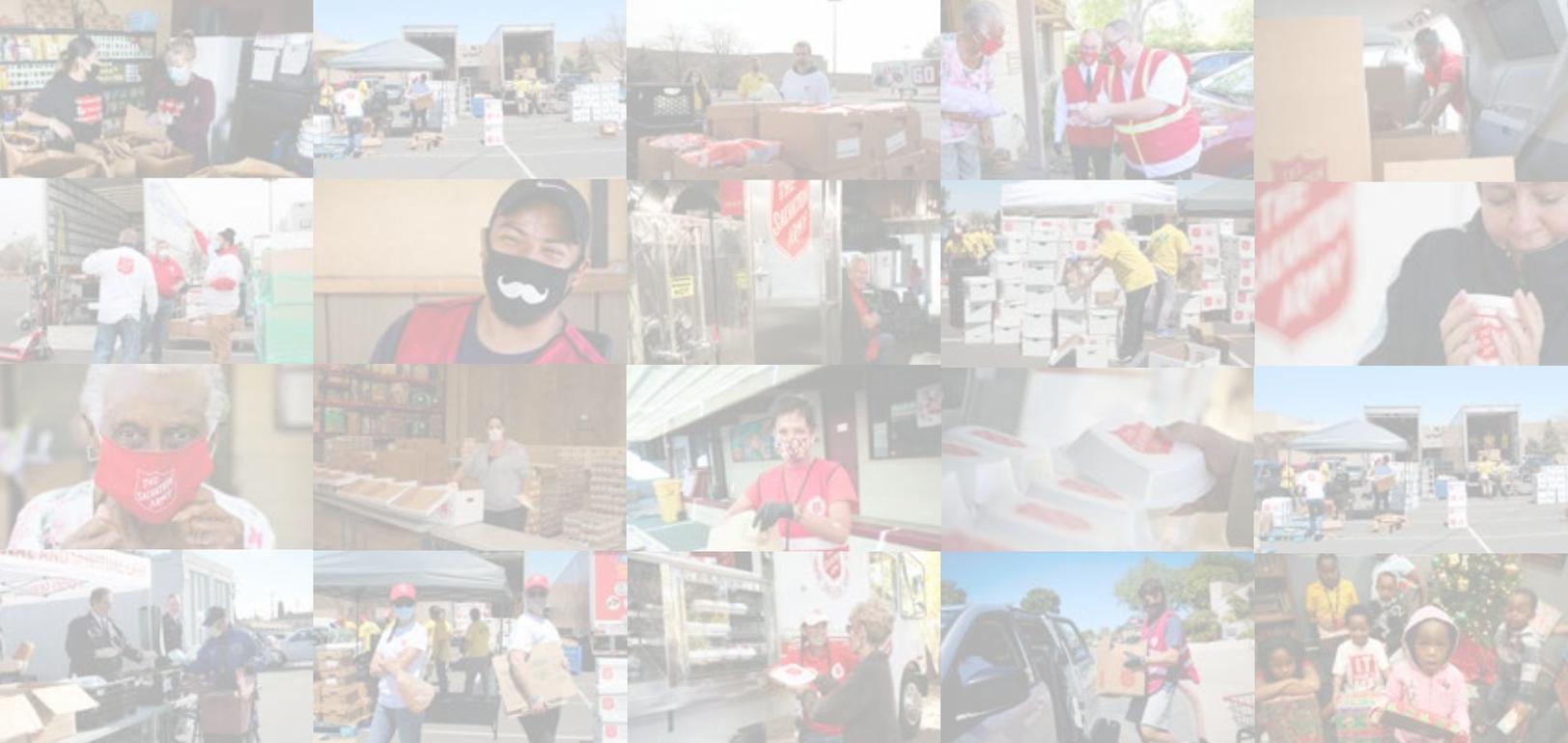




# HOPE



2020 ANNUAL REPORT | AMIDST FEAR WE BROUGHT HOPE



## PROVIDING HOPE IN THE DARKNESS

From the moment COVID-19 hit our division, Salvation Army locations throughout Colorado, Montana, Utah and Wyoming adapted to provide the needed assistance in each community we serve. The Salvation Army continues to work tirelessly to provide programs and services in the safest way possible.

The pandemic forced The Salvation Army to adapt in many ways, responding to a crisis that affected us all while expanding our services to meet increased needs.

In 2020, our most vulnerable neighbors were housebound, out of work and in need of basic necessities. In addition to those we serve on a regular basis, we were humbled to serve individuals and families who never anticipated needing our help.

Your faithful support has allowed us to continue to respond and serve those in need. In a year that was hopeless for so many, you helped The Salvation Army provide hope and a safe place where individuals and families knew they could turn to for help. Thank you for being the light at the end of the tunnel.

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Majors Cindy & Mike Dickinson  
Divisional Leaders | Intermountain Division

337,352  
PEOPLE SERVED

1,235,049  
MEALS SERVED

979,658  
NIGHTS OF SHELTER

39,599  
TOYS PROVIDED

# COLORADO

Statistics recorded are for services in the fiscal year: October 1, 2019 - September 30, 2020 (including COVID-19 response).



85,357  
FOOD BOXES



13,372  
HOURS OF  
EMOTIONAL SUPPORT



158,953  
HOURS OF SERVICE

## PROVIDING NUTRITIOUS FOOD

### NORTHERN COLORADO

COVID-19 closed businesses and schools across the country, causing unemployment to surge, food supply shortages, and forced parents to learn how to homeschool their children while worrying about how to keep them fed. During the initial fear and confusion, The Salvation Army increased its efforts to meet the most basic need – access to nutritious and sustaining food.

Families were provided with a box containing enough food to prepare meals at home for one week. This nutrient-dense box allowed families

to have the assurance that their children would not go hungry, giving caregivers the opportunity to focus on other urgent needs.

Food distributions took place across the Intermountain Division providing vital support for our neighbors in need. Our partnership with the Church of Jesus Christ of Latter-day Saints and Albertsons/Safeway provided us the opportunity to support 3,000 families during one of Colorado's largest single distribution events in the Spring of 2020.

A food box may seem simple, but it can be so impactful. As one recipient was driving away, he said, "At my house, my brother has stage 4 cancer and my wife has back problems, so I'm the caregiver. This means the world to us."



San Juan Mountains, Colorado

## AN UNEXPECTED CHRISTMAS

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### SOUTHERN COLORADO

“The Salvation Army helped my family when I was young, and they have now been huge in my life,” said Amanda, a married mother of four whose life fell apart last year because of the coronavirus pandemic.

Amanda and her husband both lost their jobs early on in the pandemic, making providing for their family quite difficult. They struggled to keep food on the table and lights on in their home. They came to The Salvation Army and received hope and help with food, household supplies and utility assistance.

Christmas was out of the question in 2020. With finances already a struggle, there was no way they would be able to provide any gifts for their children. That was until they remembered The Salvation Army.

When they came to The Salvation Army, they were welcomed again with open arms. We provided the family with gifts and stocking stuffers for the children.

“They have truly been the angel I have needed and have kept myself and my family from the cold, and away from demons that we couldn’t handle on our own,” said Amanda. “I cannot explain the miracle we were given by The Salvation Army this year.”



## PAYING IT FORWARD

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### WESTERN SLOPE COLORADO

The Salvation Army in Cortez helped the Sorrow family with housing and essential items when they relocated to Colorado from Georgia in 2013. Following the housing crisis and recession, the Sorrows, along with 46.5 million other Americans, were left living below the poverty line. They needed a fresh start and came to The Salvation Army for help after moving states.

Several years after The Salvation Army helped the Sorrow family get back on their feet, they opened their own restaurant. While

the ongoing coronavirus pandemic forced the Sorrows and other local restaurateurs to restrict indoor dining, they were able to offer take-out and delivery of their specialty pizzas, breadsticks and desserts.

The Sorrows managed to stay busy and did not have to close their restaurant doors for good. Still, they found time to go back to The Salvation Army to give thanks—and to give out coupons for their new eatery in hopes of paying their good fortune forward, years after they received help.

The restaurant coupons were their way of giving back, and were used by families facing situations similar to what the Sorrow family faced nearly a decade ago.

35,407  
PEOPLE SERVED

96,556  
MEALS SERVED

6,666  
NIGHTS OF SHELTER

16,705  
TOYS PROVIDED

# MONTANA

Statistics recorded are for services in the fiscal year: October 1, 2019 - September 30, 2020 (including COVID-19 response).



2,911  
FOOD BOXES



1,470  
HOURS OF  
EMOTIONAL SUPPORT



7,405  
HOURS OF SERVICE

## ADAPTING TO SERVE, CONNECT & CARE

### BILLINGS, MONTANA

The Salvation Army in Montana continued to provide hope and healing to those it serves. In 2020, we increased our services to ensure that community members knew they had somewhere to turn when they needed it.

The Salvation Army in Billings began providing hundreds of hot meals and sack lunches six days per week to community members who were homebound or without transportation. Not only is it a meal, but connection and care. “We sleep on the street, we live on the street, we hustle on the street. It’s how we live. It’s called

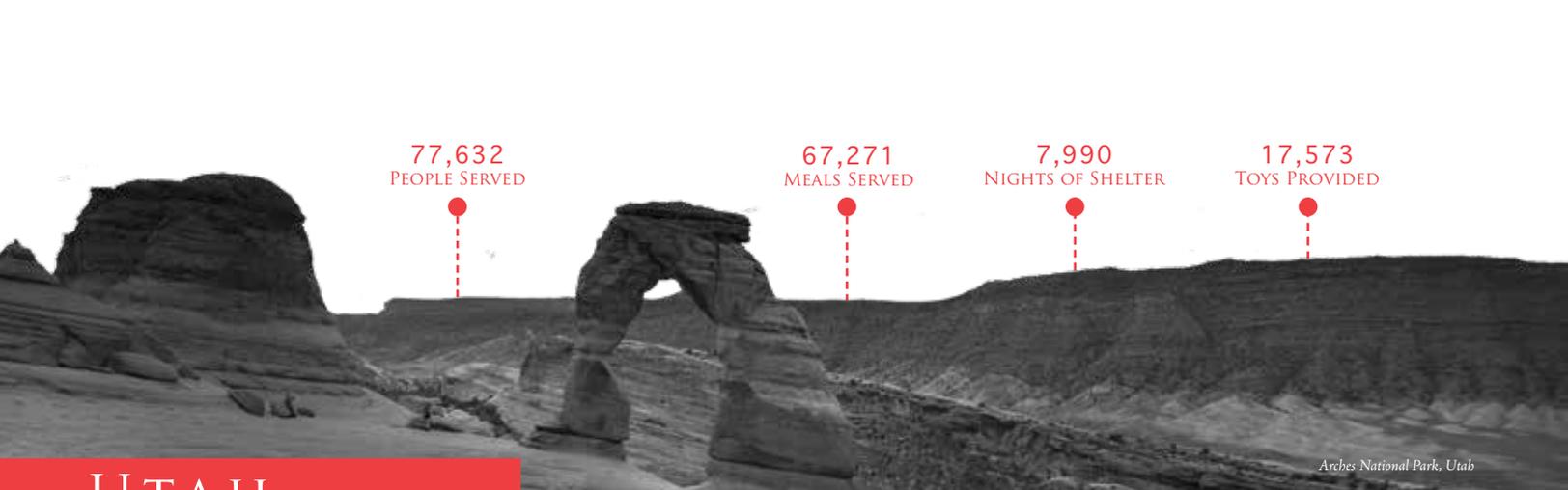
survival,” said one individual experiencing homelessness. Thankfully, The Salvation Army was there. “The Salvation Army helps me with good food. I enjoy it,” he said with a smile on his face.

In addition to daily meals, The Salvation Army expanded other services, provided rent and utility assistance, a place to sleep, and backpacks prior to school starting in the fall.

The Salvation Army in Billings also created space for shelter and warmth. During vicious winter weather, The Salvation Army in Billings prioritized ensuring people were safe by providing a temporary warm spot with a cup of coffee and warm clothing.



*Rolling Hills, Eastern Montana*



77,632  
PEOPLE SERVED

67,271  
MEALS SERVED

7,990  
NIGHTS OF SHELTER

17,573  
TOYS PROVIDED

Arches National Park, Utah

# UTAH

Statistics recorded are for services in the fiscal year: October 1, 2019 - September 30, 2020 (including COVID-19 response).



25,369  
FOOD BOXES



1,916  
HOURS OF  
EMOTIONAL SUPPORT



21,291  
HOURS OF SERVICE

## RESTORING HOPE TO THE HOPELESS

### SALT LAKE CITY, UTAH

After a traumatizing experience, The Salvation Army helped Jessica restore her life. Jessica was kidnapped from Salt Lake City and taken to Virginia. Once separated from her captor, Jessica wanted to return home.

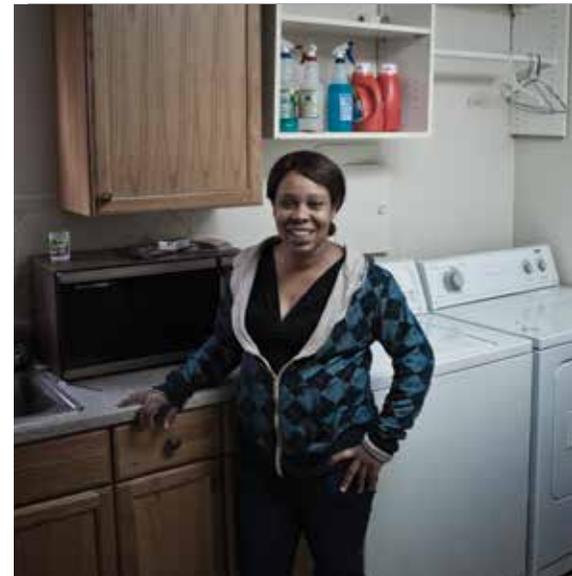
She didn't know where to turn, so she came to The Salvation Army. The Salvation Army in Virginia connected with the Salt Lake City office to help return her home and provide her with services, direction, support and hope.

The Salvation Army went straight to work.

We connected her with a homeless shelter for her to stay temporarily, put her in touch with the local victim's office, and provided case management and counseling. Jessica was anxious and concerned but kept fighting to return her life back to normal.

With help and support from The Salvation Army and other agencies, Jessica secured stable housing three weeks after her return, and her kidnapper was caught and charged. She found work and was able to provide for herself. Jessica can now sleep well in her own home knowing she's safe and cared for.

Thanks to your support, Jessica's life is now filled with hope after what once felt like a hopeless situation.



55,120  
PEOPLE SERVED

32,464  
MEALS SERVED

13,284  
NIGHTS OF SHELTER

6,118  
TOYS PROVIDED

# WYOMING

Statistics recorded are for services in the fiscal year: October 1, 2019 - September 30, 2020 (including COVID-19 response).



55,846  
FOOD BOXES



2,095  
HOURS OF  
EMOTIONAL SUPPORT



14,605  
HOURS OF SERVICE

## TRUE TRANSFORMATION

### GILLETTE, WYOMING

After living in his car for three years, Gary came to The Salvation Army in Gillette in the summer because his car window was broken, and the heat was unbearable. He came for help to fix his window in July, and was housed and healthy by October.

When Gary first came for help, his car was filthy, he was in poor health, and he had nowhere to turn. Salvation Army staff welcomed and embraced him. Gradually, Gary became a regular and was receiving food and supplies not only for him, but his small dog too.

The Salvation Army was able to help him gain access to additional services by connecting him with other programs for Veterans and seniors.

The Salvation Army secured a low-income senior apartment for him, and his home was completely furnished with donations from the local community, and his car thoroughly cleaned and detailed.

Gary was speechless when he first stepped into his apartment. He couldn't believe it was his. Gary loves it and is able to lead a completely different life than he did before.

True transformation can happen when people are treated with kindness and understanding.



Grand Teton National Park, Wyoming

## EMERGENCY SERVICES

As a relief organization operating in every zip code of the United States, The Salvation Army is on the front lines of responding to natural disasters and emergencies. We aim to meet the short-term needs of survivors and first responders, then focus on long-term recovery and rebuilding.

When wildfires destroyed much of Colorado and Montana in 2020, The Salvation Army coordinated with other non-profits and supported survivors and first responders with food, shelter, showers, as well as spiritual and emotional support.

In March, right after businesses were forced to shut down because of COVID-19, a 5.7 magnitude earthquake hit Utah, leaving many without power for over 12 hours. With the help of generators, The Salvation Army in Salt Lake City opened its food pantry to those affected by the earthquake, coronavirus, as well as those experiencing general need. We distributed hundreds of meals and food boxes in the following days.

Thanks to your support, The Salvation Army is well-equipped to meet the specific needs of each community.



## HIGH PEAK CAMP

In The Salvation Army's efforts to ensure the safety of those we serve, we canceled 2020 youth programs at High Peak Camp in Estes Park, Colorado. While we could not host camp last year, we were able to take advantage of this time to make much-needed improvements to camp facilities.

A summer work team spent several weeks at High Peak Camp working on projects including painting, landscaping, purging unused equipment and furniture, deep cleaning each building, and installing a new low ropes course. With a small crew, we

successfully completed many improvements to the dining hall, dorms, chapel, mill, lodge, coach stop, camp office, and camp signage.

Camp allows hundreds of children to get a fresh perspective on life as they meet friends and discover activities in the great outdoors. Our trained counselors disciple them through the struggles they may experience at home.

We certainly missed campers last summer. Summer Camp is a place of life-changing transformation and we look forward to having campers back at High Peak Camp.



# DIVERSITY & INCLUSION

For more than 150 years The Salvation Army has been committed to loving and serving suffering humanity without discrimination. This follows the commandment found in Mark 12:31 to “Love your neighbor as yourself.” Our services are equally available to anyone, regardless of race, gender, ethnicity or sexual orientation. We know that discrimination against minorities can make them particularly vulnerable, and we seek to be a safe space for anyone in need.

Not only were we all impacted by the pandemic in 2020, but the death of George Floyd affected

scripture and prayer. This is an ongoing conversation, and The Salvation Army will continue to work to ensure that all are treated equally when they come through our doors.

Richard was originally hesitant to go to The Salvation Army for help because he had heard that he would “get the gay prayed out” of him. Instead, when Richard went to our Adult Rehabilitation Center (ARC), he found love and acceptance. He had such a positive experience going through the ARC that he returned to work for the program. “I could never imagine The Salvation Army turning away anyone, for any reason,” said Richard. “Of all the jobs I’ve ever had, it’s the most important job I’ve ever had. And I love it. I have people that love me and I’m not alone.”

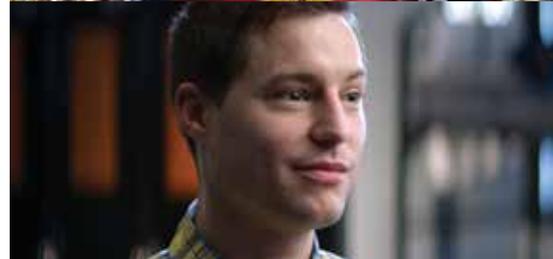
America in ways we did not expect. After his death, The Salvation Army Intermountain Division leadership took some time to reflect and consider what we could do to become more educated and supportive to the diverse communities we serve. In an effort to create that ongoing conversation and change, The Salvation Army created a committee dedicated to exploring racism and racial issues from a biblical standpoint. Its members consist of individuals from various political, economic and social backgrounds. The committee’s purpose is to come together, to learn and act on these issues following God’s guidance through

The Salvation Army believes that all people are equal, regardless of sexual orientation or any other factors, including race, gender and ethnicity. We strive to demonstrate Christ’s love for everyone, and our support of minorities is affirmed through our inclusive programs and services. The Salvation Army is committed to becoming a more welcoming, diverse organization that stands as a model for inclusion and anti-discrimination.

*“For in him all things were created: things in heaven and on earth, visible and invisible, whether thrones or powers or rulers or authorities; all things have been created through him and for him. He is before all things, and in him all things hold together.”*  
*Colossians 1:16-17*

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To learn more visit: [salvationarmytruth.org](https://salvationarmytruth.org)



# INTERMOUNTAIN DIVISION 2020 AT A GLANCE

COLORADO, WYOMING. MONTANA & UTAH



**1,431,340**  
MEALS SERVED



**1,007,598**  
NIGHTS OF  
SHELTER



**79,995**  
TOYS PROVIDED



**505,511**  
PEOPLE SERVED



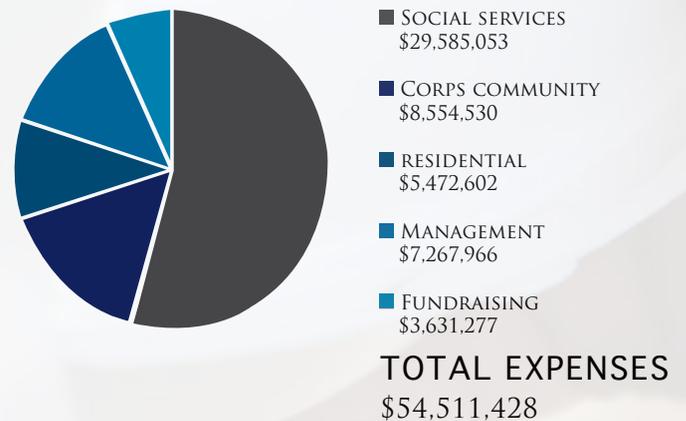
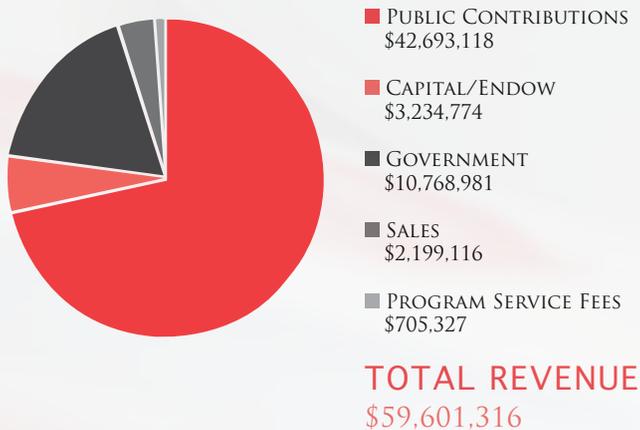
**3,504,368**  
UNITS OF  
EMERGENCY  
SERVICES



**4,051**  
FAMILIES  
RECEIVED  
HOUSING  
ASSISTANCE

Statistics recorded are for services in the fiscal year: October 1, 2019 - September 30, 2020 (including COVID-19 response).

## FINANCIAL SUMMARY OCTOBER 1, 2019 - SEPTEMBER 30, 2020



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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