About The Salvation Army

The Salvation Army Southwest Division, serving Arizona, New Mexico and Southern Nevada, helped nearly 625,000 people in 2021 through a range of social services. By providing food for the hungry, clothing and shelter for the homeless, rent and utilities assistance, disaster and heat relief, senior activity and outreach, adult rehabilitation, opportunities for underprivileged children, holiday assistance, and emotional and spiritual support, The Salvation Army is doing the most good at more than 70 centers of operation in the Southwest.

Around 82 cents of every dollar donated to The Salvation Army nationally go directly to program funding to help people who need it most. We are a tax-exempt 501(c)(3) organization, and contributions are deductible for federal income tax purposes – and in the case of Arizona, a state tax credit – to the extent permitted under Section 170(b)(2) for corporations.

An international movement, The Salvation Army is an evangelical arm of the universal Christian Church. Our message is based on the Bible, and our ministry is motivated by the love of God. We preach the Gospel of Jesus Christ and meet human needs in His name without discrimination.

In 2021, The Salvation Army was ranked #2 on the list of “America’s Favorite Charities” by The Chronicle of Philanthropy.

For more information, visit SalvationArmySouthwest.org and follow us on Facebook, YouTube and LinkedIn; #DoingTheMostGood #SalArmyLoveBeyond.
623,606 People Assisted

2,571,180 Meals Served

375,686 Nights of Shelter Provided

9,710 People Helped With Rent or Utilities

147,317 People Provided Disaster Relief

145,299 Clothing Items Distributed

2021 IMPACT SOUTHWEST DIVISION
Feeding the Hungry

Salvation Army units across the Southwest provide emergency food boxes, congregate meals, holiday meals, and home delivered meals to our hungry neighbors.

- The Salvation Army Roswell Corps Community Center in Roswell, New Mexico, operates an impressive emergency food bank of nearly 22,000 square feet.
  - The food bank averages a monthly emergency distribution of nearly 4,000 food boxes per month, in part via a collaboration with the state of New Mexico and the Commodity Supplemental Food Program, led by the Army.
  - The Corps also delivers meals to area homeless three times per week.

- Salvation Army Corps Community Centers in Hobbs, New Mexico, and Chandler and Prescott, Arizona, offer “client choice” food pantries, designed to help people develop healthier food decisions and better resource-management skills. In a safe, sanitized, and socially-distanced setting, the pantries give shoppers the dignity of choosing foods they like, rather than getting a prepackaged food box with items they may not use or know how to prepare.

- In Sierra Vista, Arizona, The Salvation Army partners with the Community Food Bank of Southern Arizona for contactless, drive-thru food box distributions four times a month and brings food, pet food, clothing, books, and more to the Palominos area monthly, aiding almost 70 families in a very rural community where many do not have transportation to get to services.

- The Salvation Army Sierra Vista offers an immensely popular kids culinary arts program that teaches youngsters how to make healthy, nutritional meals on their own, which helps them continue those good habits to be successful physically, socially, academically, and emotionally.

- Salad & Go has donated ingredients for more than 40,000 salads to The Salvation Army since the beginning of the pandemic – salads that are prepared and delivered by Salvation Army volunteers.

- The Salvation Army Owens Campus in Las Vegas serves nearly 600 meals daily, and throughout Southern Nevada, The Salvation Army provided nearly 27,000 food boxes to neighbors in need in 2021.

- Tens of thousands of holiday meals are served annually to hungry people and families across the Southwest Division.
Homeless Outreach, Shelter and Case Management

Salvation Army shelters are not just for putting a “head on a bed.” They provide meals and basic material needs while clients work closely with case managers to access community resources to increase household income and locate permanent housing opportunities ... helping clients to become self-sufficient.

- Phoenix Family Services is the overarching human services department that oversees the emergency family shelter, emergency assistance programs and street outreach team. These three programs are instrumental in lending a hand up to neighbors in need to help them get back on their feet.

- Project HOPE (Homeless Outreach to Place and Empower) takes an active role in helping homeless families and individuals in Phoenix move off the streets, in a collaborative effort with the Family Housing Hub and Central Arizona Shelter Services. Project HOPE utilizes mobile units throughout metro Phoenix daily to check on the welfare of street-bound families and individuals, providing referrals to receive food, shelter and other critical services. The Project HOPE staff builds a rapport with clients, and through diligent work, also facilitates the process to obtain or replace personal identification and documentation, as well as complete paperwork required to receive assistance. Project HOPE will work with any family it encounters to support moving them off the streets and into appropriate, safe housing.

- Phoenix Family Services operates The Salvation Army Phoenix Emergency Family Shelter, which has 23 family units with the unique ability to configure rooms to accommodate families large and small. The shelter is committed to addressing the significant gap in the continuum of care for families with children and giving families the tools to become self-sufficient.

- The Hospitality House in Tucson, Arizona, is a 104-bed facility open 24 hours a day, seven days a week. Trained staff offer services that include emergency shelter and transitional housing for families and individuals, as well as up to two weeks respite shelter. The Hospitality House provides food, showers, laundry, overnight lodging, transportation assistance, emergency eviction protection, rent and utility assistance, health and medical assistance, case management, worship services, support groups, life skills classes, employment and job training, and educational and recreational activities.

- The Salvation Army Hobbs offers a mobile hygiene trailer that provides not only showers to the area’s homeless, but also offers access to a washer-dryer to do laundry and a waiting area, all in a safe and secure facility and free of charge to clients.

- The Laura Danieli Senior Activities Center in Phoenix and The Salvation Army Silvercrest Senior Residence Centers in Phoenix; Las Vegas; Mesa, Arizona; and Albuquerque, New Mexico, provide activities, fellowship, and low-income, subsidized housing for seniors to help maintain their quality of life, offering a variety of services to enhance personal growth and health.
Homeless Outreach, Shelter and Case Management (continued)

The Salvation Army Southern Nevada features an impressive, six-acre complex known as the Owens Campus, which features not only day and overnight shelters, but an abundance of additional services:

- **SEEDS of Hope** – Works in collaboration with local law enforcement, FBI, ICE, and numerous community service providers to identify and restore victims of all forms of human trafficking, provide safe houses and help access medical care.

- **Vocational Training** – Providing work readiness, life skills, and on-the-job training, case management to identify needs and supportive services, and job search and job placement services – supporting clients along each step on their journey to becoming contributing members of society.

- **Since 1997, The Salvation Army has partnered with the College of Southern Nevada to offer clients an accredited culinary program, another means of helping people on a path to long-term sustainability. Hundreds of people have graduated the program since its inception, one being Jeremy Wood, who spurned more lucrative opportunities to become the executive chef on the Owens Campus, paying it forward by feeding thousands of hungry people each month.**

- **Safety Dorm** – A shelter where people in the LGBTQ+ community can go to feel accepted, safe and secure.

- **Lied Transitional Housing** – Clients can stay in one of nearly 70 apartments on the Owens Campus for up to a year to develop the habits necessary for self-sustainability and save enough money and learn personal finance and other skills to put into practice.

- **Veterans Services** – Care is provided for veterans (and their families) who are struggling with homelessness, unemployment, chemical dependency, and fundamental life skills.
Emergency Disaster Services

During disasters and other emergency situations, The Salvation Army Emergency Disaster Services (EDS) are among the first to arrive on the scene and often the last to leave, serving survivors and first responders with: emergency food, beverages and snacks, shelter, financial assistance, case management, PPE, household goods, repair and rebuild assistance, donations management, and emotional and spiritual care.

In 2021, Southwest EDS:

• Assisted 147,317 people, providing 156,059 meals; 239,235 beverages and snacks; 216,336 PPE and hygiene kits; 73,961 clothing items; and so much more – dedicating 28,219 hours of service.

• Responded to the Telegraph, Mescal, Margo, and Wyrick wildfires in Arizona, among others, and severe flooding in the communities of Belen, New Mexico, and Gila Bend, Arizona.

• Supported the Navajo Nation and several other local tribal communities with USDA food boxes, shelf-stable dry goods, snacks, turkeys, water and other beverages, PPE, toys, school supplies, clothes, and household cleaners.

• Provided relief for people facing bitter cold winter conditions and brutal summer heat.

• Activated an Incident Management Team to provide donations management of nearly 100 tons of items donated in support of Operation Allies Welcome at Holloman Air Force Base near Alamogordo, New Mexico, one secure location where The Department of Defense provided support for Afghan evacuees.

• Worked closely with local COAD (Community Organizations Active in Disaster) to support migrant relief on the U.S./Mexico border.

• Continued serving our most vulnerable neighbors with vital necessities amid the COVID-19 pandemic.

With more than 7,000 centers of operation across the country, The Salvation Army is already in local communities to respond to disasters and emergencies and meet basic needs and help with long-term recovery and rebuilding.
When Zaporah Boyd and Tamara McClendon began their journey with The Salvation Army, they were clients at The Salvation Army Phoenix Emergency Family Shelter. Now, they work there and help other families get back on their feet and out of homelessness.

Boyd sought assistance from The Salvation Army after a kitchen fire took place at her home in Mesa, Arizona. She was pregnant and she and her daughters were unexpectedly homeless.

“We lost everything,” she said. “Basically, we didn’t have anywhere to go. I did stay with a friend and a family relative, but it didn’t work out.”

She and her kids were sleeping at a hospital at night and would find ways to keep busy during the day. Then, she got a call that housing was available for them at The Salvation Army Phoenix Emergency Family Shelter.

“We had somewhere safe to lay our heads,” Boyd said. “I felt safe here.”

McClendon and her kids were homeless and living in hotels for two years before finding refuge at the shelter. She and her family made the move from out of state to Arizona, where they lived at another hotel. There, she called a local housing hub line and was connected with the shelter.

“Everything just fell in place. I had the mindset to move forward,” McClendon said. “It made my stay easy because I knew what it was that I wanted to do. [The Salvation Army] actually helped me to move forward [with] everything that I needed to do.”
Both Boyd and McClendon took full advantage of the services, classes and activities offered to them and their families. The standouts were the resume-building workshop, as well as the abundance of family activities offered at the shelter.

Boyd said the resume class helped her craft a resume that garnered a lot of interest from employers as she searched for a job.

“It helped me because I didn’t quite know what to put on my resume. The vocational coordinator was here to help me along the way. He helped tweak my resume,” Boyd said. “I also used the same resume to get the job here.”

And every chance they got, McClendon, Boyd and their children joined the family activities the shelter hosted.

“They had things here for the families to do, so you just won’t be in your room. You can still get out and enjoy life, even while things are still difficult,” Boyd said. “So, me and my family, we participated in the activities—whatever they had. It was to keep us busy, [and]...keep the momentum going.”

“We participated in almost every activity that we could when I wasn’t working,” McClendon added. “It really brought [me and my kids] closer.”

Graduating the shelter program was an important milestone for Boyd and McClendon.

“I felt great. I felt like I actually accomplished something,” Boyd said. “You need those small little victories in life.”

McClendon is in awe of the progress she made at the shelter.

“I’m still overwhelmed,” McClendon said. “It’s still truly amazing to know how someone could come in so broken at the Lord’s place and then rise up so fast—[and] even now just still going forward and how everything is just progressing.”

They secured housing for themselves and their families after completing the program. And today, they work at the shelter.

“When I was [living] here, I would always say, ‘I would love to work somewhere like this just to give back,’ but I didn’t think that would actually happen,” Boyd said. “I completed the program, and after a while, that’s when this position came up. I applied, and here I am.”

Boyd is the Lead Program Assistant and McClendon is a Program Assistant at The Salvation Army Phoenix Family Services, which manages the shelter. They function as the initial contact for families joining the shelter and help clients with anything they may need upon their arrival.

“I let each and every family know, that, ‘It is possible to go through what you’re going through and...come out successful. I know it’s hard now because you’re in it,’” Boyd said. “It has a different impact on the families when they see that, ‘Hey, she knows what I’m going through. She made it out, so I can make it out.’”

McClendon echoed how impactful it is for residents to hear their stories.

“It is really amazing how you can go and talk to another family, and you can say, ‘Hey, this was my room right here. This was where I was just a few months ago.’ And everyone’s reaction is just like, ‘What, really?’” McClendon said. “I encourage them. I talk to them. I tell them about my situation.”

Looking back, Boyd reflects on her experience at the shelter fondly.

“When you’re going through a lot, sometimes you don’t want to worry about the food. You don’t want to worry about the clothing. You don’t want to worry about those things,” she said. “You just want to get somewhere where you can sit, collect your thoughts and then move to the next step. This is what this program provides. I’m very happy with it. I think it’s a great program—one of the best.”

Find out how you can join the “Fight for Good” and help our neighbors in need by visiting SalvationArmySouthwest.org.
**Financials**
**Fiscal Year 2021 (Oct. 1, 2020 - Sept. 30, 2021)**

### Revenue
Total: $74,096,548

- **Public Support & Government Funds**: $58,062,495 (78%)
- **Associated Organizations**: $10,517,523 (14%)
- **Membership & Program Revenues**: $1,787,239 (2%)
- **Sales to the Public**: $3,376,521 (5%)
- **Other Revenue**: $352,770 (1%)  

### Expenses
Total: $66,550,752

- **Program Services**: $51,754,481 (78%)
- **Management & General**: $7,768,482 (12%)
- **Fundraising**: $7,027,789 (10%)

**Change in Net Assets**: $7,545,796
Did you know?

- The late Peter Drucker, often described as the founder of modern management, once said in an interview with Forbes magazine, “The Salvation Army is by far the most effective organization in the U.S. No one even comes close to it in respect to clarity of mission, ability to innovate, measurable results, dedication and putting money to maximum use.”

- National Salvation Army Week, observed annually in May, was first declared by President Dwight D. Eisenhower in 1954. In the proclamation, President Eisenhower noted, “Among Americans, The Salvation Army has long been a symbol of wholehearted dedication to the cause of human brotherhood ... Their work has been a constant reminder to us all that each of us is neighbor and kin to all Americans. Giving freely of themselves, the men and women of The Salvation Army have won the respect of us all.”

- The Salvation Army is the largest provider of free residential adult drug and alcohol rehabilitation services in the country. These programs give men and women battling addiction opportunities to stabilize their lives and regain confidence and self-respect, all while developing a good work ethic and other responsible behaviors, helping provide a new lease on life for people and families affected by substance abuse. The primary source of funding for these rehabilitation services is revenue from sales at local Salvation Army Family Thrift Stores.

- The Salvation Army Christmas Angel program helps families who cannot afford to buy Christmas presents for their children, bringing joy to tens of thousands of kids in the Southwest each year.

- The Mike Michaels Activity Center, opened on the Phoenix Family Services campus in 2019, is designed to restore normalcy to families in The Salvation Army Phoenix Emergency Family Shelter by providing opportunities for learning and healing through play, as well as addressing families’ housing and economic self-sustainability goals.

- In 2020, The Salvation Army Western Territory added a cryptocurrency (Bitcoin and Ethereum) online donation function.

- The Salvation Army is an Equal Opportunity Employer and committed to providing a respectful environment for all applicants and employees that is free from unlawful discrimination or harassment based on age, race, color, religion, sex, national origin, marital status, disability, citizenship, sexual orientation, gender identity, gender expression, or any other characteristic protected by law. Such equal opportunity for employment will apply to recruitment and hiring, training, promotion, salaries, and other compensation, transfers and layoffs, or termination.

- In providing its programs and services, The Salvation Army is committed to accommodating all those in need without unlawful discrimination or harassment based on age, race, color, religion, sex, national origin, marital status, disability, citizenship, sexual orientation, gender identity, gender expression, or any other characteristic and in accordance with our capacity to help.
The Fight for Good

According to research from LendingClub Corporation, the parent company of LendingClub Bank, America’s leading digital marketplace bank, 54 percent of consumers in the U.S. (125 million U.S. adults) are living paycheck-to-paycheck, with 21 percent of that population struggling to pay their bills, meaning they have little to no money left over after spending their income.

Human Rights Watch reports that since the start of the pandemic, 74.7 million people have lost work, with most jobs lost in industries that pay below-average wages. Many of those who lost work and income are running out of money and savings. A year ago, some 24 million adults reported experiencing hunger.

Add to that the despair of addiction, the depravity of human trafficking, and the devastating effects of disasters, and a picture emerges of tens of millions of our neighbors in desperate need of help, healing, and most of all ... hope.

Now, more than ever, we must band together, step to the forefront, and lift up our most vulnerable.

If you need help, please reach out to us. If you can give help, please reach within and join the “Fight for Good” at SalvationArmySouthwest.org.