

LOVE

BEYOND



2023 ANNUAL REPORT

THE SALVATION ARMY INTERMOUNTAIN DIVISION





LOVE ONE ANOTHER BEYOND HARDSHIPS

On behalf of The Salvation Army Intermountain Division, we thank you for all the kindness you have shown our neighbors in need by supporting the critical work of The Salvation Army. Because of your generosity and support, we have loved our neighbors beyond disasters, homelessness, food insecurity, and so much more. Together, we have served countless individuals and families, providing meals, rent and utility assistance, job trainings, and nights of shelter.

The Salvation Army is only as strong as the community in which it lives, loves, and serves. We are strong today - more than 150

years after our founding - because of you. We will continue to work tirelessly to ensure that individuals and families are served with the love and dignity that each of us deserves.

It is our desire to bring transformation in our community and we look forward to continuing to partner with you as we bring hope where there is hopelessness and light to places of darkness.

"...Truly I tell you, whatever you did for one of the least of these brothers and sisters of mine, you did for me." Matthew 25:40

Majors Cheryl & Nesan Kistan
Divisional Leaders | Intermountain Division

174,880
People Served

717,074
Meals Provided

471,293
Nights of Shelter

39,843
Toys Provided

Colorado

Statistics recorded are for services in the Fiscal Year
October 1, 2022 - September 30, 2023

San Juan Mountains, Colorado

“The Salvation Army changed my life. We had been staying in hotels all over town and at times I was so low and saw no hope. Then, a miracle happened: I found a job and we found a place to live. I’m eternally grateful for all that you’ve done for my family.” -Mary

REGAINING STABILITY

COLORADO SPRINGS, CO

“The worst thing that ever happened to me was getting addicted to pain pills.”

Once a happy family man, Ryan had hit rock bottom. “I put my addiction before my family,” he recalled. “My money ran out. I was staying in my car. I had no hope.”

The Army veteran turned to The Salvation Army (TSA), desperate for help. He is one of more than 100 veterans and families who received help from TSA’s VA-Grant Per Diem (GPD) Program in 2023, located in Denver and Colorado Springs. The program helps veterans transition from homelessness into

permanent, stable housing. The GPD Program has provided nearly 5,000 case management services across Colorado.

Ryan was able to get clean, rebuild his finances, and move into an apartment. He is one of the 88% of veterans successfully discharged to stable housing in 2023 in Colorado, exceeding the national requirement of just over 65%. Most importantly, he was successful in regaining custody of his two sons.

“I honestly think that was the best moment that I’ve had so far - having them realize that their dad is back,” Ryan said. “If it wasn’t for The Salvation Army, I couldn’t be as happy or helpful as I am today.”



22,747
People Served

101,865
Meals Provided

698
Nights of Shelter

9,827
Toys Provided

Montana

Statistics recorded are for services in the Fiscal Year
October 1, 2022 - September 30, 2023

“I’d had a bad day and was feeling numb, but I went ahead and gave a devotional reading before breakfast at our Service Center. A gentleman came up to me with his head bowed; he was sobbing. He managed to say, ‘I don’t only come here to eat breakfast’ then he nodded and left. Tears welled in my eyes. This was a gift from God.” -**Andrea**

Rolling Hills, Eastern Montana

PERSISTANT TO LOVE BEYOND

BUTTE, MT

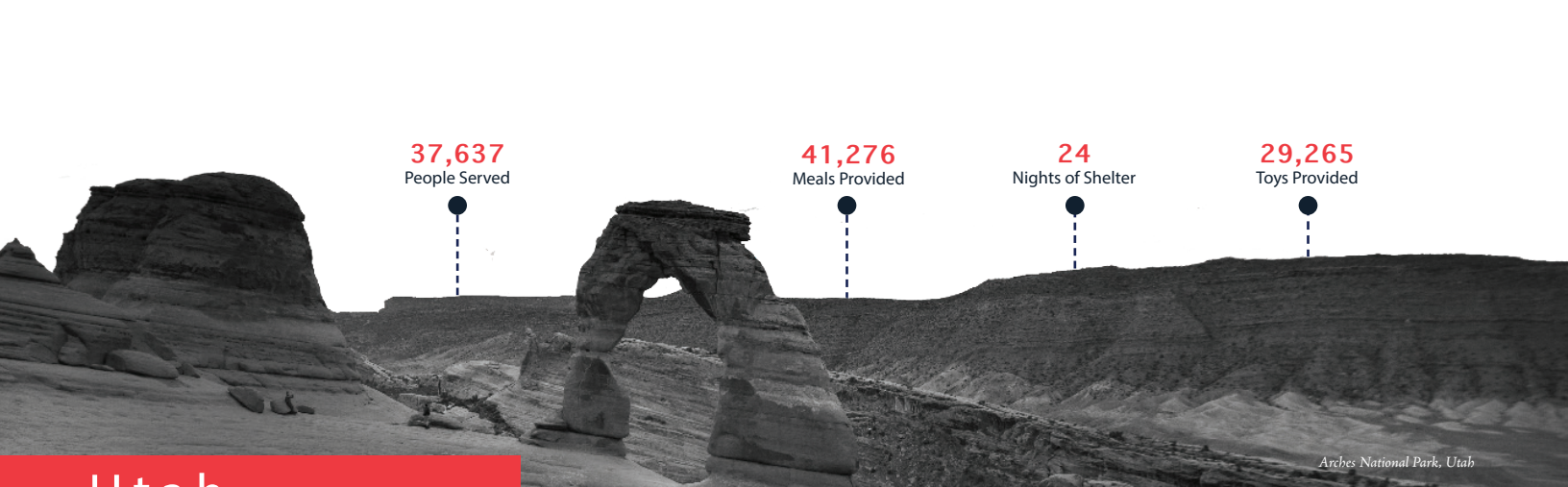
Pam didn't come willingly to the Butte Service Center to address her substance misuse. She was dragged in "Booth style." Tina and Tracey Morin, who operate the Service Center, frequently found Pam faring poorly on the street, and in the way of the Good Samaritan parable, they fed her and tended to her broken soul. The sisters soon would find Pam in desperate need and care for her anew.

Eventually, persistence paid off: Pam recently graduated from a yearlong rehabilitation program and has a fulltime job. Her next goal? Becoming an addictions counselor so she can

pay the Morins' kindness and care forward. "Pam is a beautiful soul," Tina said. "What she went through in her life is nothing short of what Job experienced. Now, she carries a powerful spirit, and we see her doing great things for God."

Besides providing daily lunches and hygiene kits, the Service Center helps families heat their homes and provides fuel for their vehicles to get to work. They opened a day center for people experiencing homelessness and are currently seeking funding to provide adequate restrooms. They are working to address the needs of Native American community members, foster children and the formerly incarcerated.





37,637
People Served

41,276
Meals Provided

24
Nights of Shelter

29,265
Toys Provided

Arches National Park, Utah

Utah

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October 1, 2022 - September 30, 2023

“I am so glad there is a place I can get help and not feel ashamed or belittled because I am in need. Thank you, Salvation Army, for the outpouring of love.” -*Sydney*

FAITH LEADS TO GROWTH

ST. GEORGE, UT

Sometimes, challenges are blessings in disguise. When Majors Bob and Karen Schmig learned their food pantry needed to vacate its St. George shopping center store front, they were disheartened. For years, hungry people and families were served from this Outpost. But the space was cramped, so Majors Schmig moved the food pantry 5 miles away into a much larger facility in Washington, Utah.

“We’re reaching so many more families,” Major Bob said. “It was, honestly, an act of faith.” The Outpost is expanding its services and providing space for community use - a Girl

Scout troop is meeting at the site - and Majors Schmig envision robust children’s programs and a women’s ministry.

One appreciative client is Katherine, who attends church services with her two children. While going through a divorce, Katherine learned she had cancer. The Outpost provided clothing and food to the struggling family.

Clients often tell Majors Schmig how comfortable they feel coming to The Salvation Army’s food pantry. “We don’t judge people,” Major Bob said. “We smile when they walk through the door. If you’re here, obviously you need help, and that’s what we’re here for.”



47,496
People Served

19,959
Meals Provided

2,746
Nights of Shelter

5,148
Toys Provided

Wyoming

Statistics recorded are for services in the Fiscal Year
October 1, 2022 - September 30, 2023

“I was living in my car with my dog and feeling hopeless. You gave me dog food and you said, ‘God bless you’ as I was leaving. It changed my life. I’ve been drug and alcohol free since last summer, and I have The Salvation Army to thank.” -David

Grand Teton National Park, Wyoming

KEEPING HOPE ALIVE

GILLETTE, WY

When faced with the most dire and unforeseen of circumstances, Jenny Nell Hartung, the Gillette Service Center Director, found a way to come through for her tight-knit community. “If you build it, they will come,” Jenny said. “That’s what I keep saying.”

In 2019, two of the world’s largest coal mines - both located near Gillette - were abruptly shut down, mid-shift, leaving 600 workers jobless. “That was a dark day,” Jenny recalled. “Suddenly, there were hundreds of families who didn’t know how they were going to put food on the table.” Within two days, she transformed

the Service Center into an emergency food pantry by recruiting volunteers to assemble 1,500 monthly food and hygiene kits. Less than a year later, the small coal-mining community was rocked again - this time by the COVID-19 pandemic. The Salvation Army (TSA) ramped up its efforts again, serving more than 3,000 families a month during the pandemic.

It was clear, even as Wyoming’s economy began to rebound, that TSA’s services were needed. The pantry, staffed entirely by volunteers, was relocated to a larger building, where it serves up to 1,500 families each month. “It’s like I said: ‘Build it and they will come.’ Our community has been through so much, but we’re more connected now because of it,” Jenny said.



DENVER METRO SOCIAL SERVICES

In Denver, the need for social services rises every year. Rents are exorbitant and homelessness is on the rise. In 2023, we expanded our social services, providing more meals, additional nights of shelter, and many more toys for families in need. Our Connection Center streamlined access to these services, so we could serve more people quickly.

The Connection Center serves every zip code in our four-state Intermountain region. As the “front door” to The Salvation Army’s social services in Denver, the Connection Center provides initial intake and pre-screening

services for our many social services programs.

In Fiscal Year 2023, the Connection Center received 20,851 calls. And because our Housing Now program provides rental assistance to victims of crime, such as domestic violence and human trafficking, 146 callers to the Connection Center received rental assistance.

The Salvation Army focuses heavily on social services. One way we live the word of The Gospel is to help our neighbors meet their basic human needs. Because of you we can provide the resources to help individuals and families regain stability.



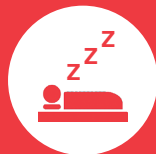
DENVER METRO: HARBOR LIGHT CENTER

Regaining Independence

Harbor Light is a safe place for men recovering from addiction or looking to prevent a relapse. In Fiscal Year 2023, 342 men participated in our recovery program. One of these graduates was Terry, who joined the program after spending time living on the streets. Upon entering the program, Terry made a commitment to his health and wellness. He received surgery to alleviate carpal tunnel syndrome pain and he reconnected with his spirituality. Terry is job hunting and looking forward to regaining his independence, self-worth and happiness.



115
men went
through the
program



129,556
nights of shelter



248,650
meals served

DENVER METRO: CROSSROADS CENTER

Envisioning A Better Tomorrow

Crossroads is a low-barrier, emergency shelter for unhoused men that operates 24/7. Each guest receives access to many services, including showers, laundry facilities, hygiene items, and medical assistance. Everyone receives a safe place to sleep and three meals a day. Bill came to Crossroads after losing his finance job. Formerly homeless, the program helped Bill obtain housing at a senior-living apartment complex and provided financial assistance to help him maintain his housing. The Crossroads team recently helped Bill transition into a permanent, low-income unit in the same building.

DENVER METRO: LAMBUTH FAMILY CENTER

HELPING FAMILIES

Lambuth is a family emergency shelter designed to break the cycle of intergenerational poverty and homelessness. Parents focus on finding housing and employment before focusing on other key life skills, such as financial literacy, while children are supported through a variety of enrichment and educational opportunities. We celebrate the success of a persistent father with two children who transitioned into a two-year transitional housing program from Lambuth last winter. The family had been waiting for months, and there were days the father doubted they'd receive housing. Today, this family is working toward obtaining permanent, low-income housing.



64
families served



53%
families exited into
permanent or
stable housing



75%
of households
had increased
income



81%
families
still housed
one year later

DENVER METRO: HOUSING NOW

SECURING STABLE HOUSING

Housing Now partners with families to help them transition from homelessness to long-term, stable housing by providing financial assistance, case management, and housing navigation. Housing Now also provides flexible rental assistance as needed for qualifying families. Clients learn about financial literacy while working toward long-term goals. The program worked with a family of six to help pay off overdue rent owed to a previous landlord and assisted the family in receiving apartment-rental approval. Their new home is near the children's elementary school, which has helped the children continue their schooling without disruption.



CHEF JAMES PRUNTY

A Culinary Catalyst

It was a monumental day for Tonia as she made her way to the front of the chapel at The Salvation Army (TSA) Harbor Light Center. “I didn’t graduate high school. So, to have my family here to witness me graduate from a culinary program was a big accomplishment for me,” she said.

Culinary Director James Prunty launched the pilot program in the fall of 2023. The longtime chef has worked for TSA for about 10 years. “I wanted people to experience the same passion for cooking that I have - to learn not only the techniques, but the joy that comes with it.”

The eight-week program gives graduates the tools and experience they need to succeed in the food industry. It’s free to anyone who uses TSA’s social service programs across the Denver Metro area.

“To have programs for people who really can’t afford to do things like this - it’s a really great experience,” said Tonia, with a big smile. “I hope everyone gets this much out of it.”

That same smile can be seen on Prunty’s “Wall of Fame,” where he hangs pictures of each program graduate. “That means a lot,” said Tonia. “I came in and I pushed myself. I know that my children are really proud of me.”



New Directions

Living on the streets was nothing more than a means of survival for 55-year-old Kyra.

“It was hard to just get through the day,” Kyra said. “There was a very subhuman feeling to it.”



After a year and a half of experiencing homelessness in Denver, she had decided her life was no longer worth living.

“I was saying, ‘I can’t do this anymore,’ and was just desperate for a solution because I had tried everything.”

That solution came in September 2023 when the city of Denver cleared the large homeless encampment where Kyra was living.

Instead of sweeping the camp, resulting in people moving their tents elsewhere, residents were offered the chance to move into a hotel.

“It was incredible. I was like ‘thank you, God!’ I felt so relieved. I was dying out there,” Kyra said.

Formerly a Best Western, the hotel - renamed New Directions - was converted to temporary, stable housing and staffed by The Salvation Army (TSA).

“The Salvation Army has something really good going here,” said Kyra, after her first night at New Directions.

“Yesterday, I was sleeping on the ground. I had nothing. Today, I have hope,” she said, with tears streaming down her face. “I have a bed, a bathroom and running water. You forget about how important those little things are when you’re just trying to survive.”

New Directions was the first of several shelters outlined in Denver Mayor Mike Johnston's House1000 initiative, which succeeded in bringing 1,000 people, who were experiencing unsheltered homelessness, indoors by the end of 2023.

TSA staff work closely with city officials to operate this and other stable housing sites while providing wrap-around services and meals. The goal: Help each resident to obtain steady employment and move into permanent housing.

"The people really care here. We've been let down so many times by organizations promising to help," Kyra said. "With The Salvation Army, there's actually action behind their words. It gives me something to believe in, because I'm excited for the future."



Remembering Merrill Fie

The Fie Family Red Kettle Campaign had a different ring to it.

“This year has been a real eye opener for all of us, not having the father who has been our team leader, our cheerleader, our go-to guy - with his passion for The Salvation Army,”



said daughter Colleen Porterfield, in front of a Denver grocery store on a warm December day. “I think Dad wanted to give us a break with the weather this year because he knew it was going to be an emotional day, ringing bells in his honor. I know he’s smiling down on us right now.”

During the 2023 holidays, four generations of the Fie family rang bells next to the iconic Salvation Army red kettles without Merrill Fie, who started the family tradition in the 1950s.

Merrill commemorated 67 consecutive years of bell ringing to raise money for The Salvation

Army (TSA) in 2022. He passed away three months later, on March 30, 2023, at the age of 94. The family’s December bell-ringing efforts contributed to more than \$150,000 the family raised to support TSA and to honor their beloved patriarch.

At The Salvation Army Christmas Concert, the Intermountain Division honored Merrill and Dorie Fie with the 2023 William Booth Award for exemplifying the meaning of philanthropy and giving back to their community. Through their generosity, Merrill and Dorie provided more than \$7 million dollars in campaign leadership gifts during the past decade and raised \$970,000 through their bell-ringing efforts. This year’s campaign brought the total to an incredible \$1,125,677.

Merrill Fie was an intricate part of TSA's growth and development in Colorado. He provided leadership through the Denver Metro Advisory Board, of which he was a lifetime member, and served on several councils.

In the 1980s, the Fie family was instrumental in helping with TSA's capital campaign that provided funding to purchase several buildings for TSA's Denver Metro programs and services. This included the expansion of TSA's Red Shield Corps Community Center located in Northwest Denver, the expansion of the Harbor Light Center, and the purchase of a search and rescue canteen that provided immediate services to the unhoused. They also provided inspiration and funding for the Grist Mill Learning Center at TSA's High Peak

Camp near Estes Park. "Merrill was a modest individual with an unassuming manner who gave so freely to those in a time of need," said Intermountain Divisional Development Director Peter Irwin, during the award presentation to Dorie and her family. "He is a role model for all of us."

During the family's December bell ringing, a photo of Merrill Fie hung above the red kettle, where - a year before - he had braved frigid temperatures to ring his bell, proudly perched on his stool wearing a bright red Salvation Army apron with a matching Santa hat.

"Oh, he would have loved this," said Dorie Fie, taking his place next to the red kettle. "He was such a thoughtful man. He's been the most wonderful husband I could ask for."

"We think we should leave this world a better place than when we came," Merrill said in 2019. "If you're going to do that, you must serve and help others."

Families like the Fies have made it possible for TSA to continue its mission by meeting human needs without discrimination.



SERVICE EXTENSION

Desiree had just enough gas in her car to get her and her two children safely to Southwest Colorado - escaping an abusive relationship. That first night, her children slept in the back of the car while Desiree lay awake, crying, not knowing what to do next.

The next day, she turned to one of our Service Extension Centers for help. Our Service Extension program carries out The Salvation Army's (TSA) mission every day with the help of volunteers. Service Extension provides for emergency needs, such as food, clothing, and rental and utility assistance.

Desiree was immediately assigned to a case manager who helped get the children enrolled in school and housed the family at a hotel while they waited to move into Section 8 housing. When it was finally time to move into their new home, TSA volunteers provided a surprise: bedroom sets for Desiree and her two children.

She now works part-time at a grocery store, often running into the neighbors who helped furnish her home. Her children are enrolled in an after-school sports program and especially love playing soccer. It's the first time in a long time that she has felt part of a community.





HIGH PEAK ADAPTIVE CAMP

Providing Accessible Fun For All

Anna's expectations for herself were sky high as she returned to High Peak Camp in Estes Park, Colorado. "Last year, I got up there, but then I got scared," said Anna, 23, as she stared up at the camp's zipline.

The Salvation Army took steps in 2022 to make High Peak even more accessible by launching its adaptive camp, which gives young adults with special needs the opportunity to participate in fun activities alongside other campers.

For Anna, it was also an opportunity to face her fear of heights - again. "I'm not scared this

year," she said as she and her camp counselor strapped into their harnesses at the base of the zipline. "It's because I've got Ms. Carla beside me," she said, smiling at her counselor.

A familiar feeling set in on the platform, though. "When I looked down, I got scared again," said Anna. "But I decided to stay up there and cheer on my friends. At least I went up there to try."

Even though Anna decided to climb down, she was all smiles as she and Carla made their way back to the bottom together. "She's so excited to come back next year because she says that every time she's come here, she's made one step forward," said Carla Reimer. "And that's what we're really looking for at this camp."

EMERGENCY DISASTER SERVICES

Emergency Disaster Services is an integral part of The Salvation Army (TSA). We provide aid for the needs of individuals and families in the Intermountain Division when resources are devastated by unexpected events. In Fiscal Year 2023, our teams served survivors of flooding, fires and snowstorms, and provided emergency cold-weather community support.

TSA works to meet the short-term needs of survivors and first responders then focuses on long-term recovery and rebuilding by providing material and physical comfort, and spiritual and emotional support.

Intermountain Division volunteers worked nearly 1,000 hours serving more than 10,000 meals to people in Fiscal Year 2023. Our officers and staff contributed another 1,000 hours of service. We will continue to support the most vulnerable survivors of the December 2021 Marshall Fire in and near Boulder County; it is considered the most destructive and costly fire in Colorado's history. All Salvation Army disaster response services are managed locally by people who live and work in the communities they serve. Thanks to your support, TSA is well-equipped to meet the specific needs of each community following a significant disaster.





A COLFAX 5K SUCCESS STORY

Making Big Strides Toward Sobriety

Matthew never thought he'd make such big strides in his sobriety.

"My son passed away, and it put me in a pretty dark place," he recalled. "I didn't even want to live. I just wanted to stay in the bottle."

Matthew returned to the Harbor Light Center, which is a Salvation Army men's relapse prevention and recovery program in Denver. While there, he found solace in running, leading early morning group jogging sessions each week alongside other men in the program. It was a big step forward in his sobriety.

"I have a fake knee and a steel rod down by my ankle. But I wanted to push myself because there are literally miracles that happen here every day, and I hope to be one of them," said Matthew.

In mid-May, Matthew proudly crossed the finish line of a Denver 5K run with the memory of his son keeping him going.

"I'm on the right track," he said. "I think he's up there, looking down, saying 'you go.'" Matthew said reaching this point would not be possible without the help of The Salvation Army.

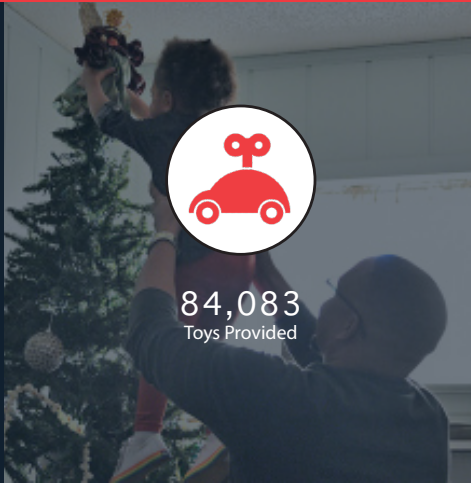
"Harbor Light is an amazing place. I found God here again. This is something I can be proud of for me, because I haven't been there for a while."



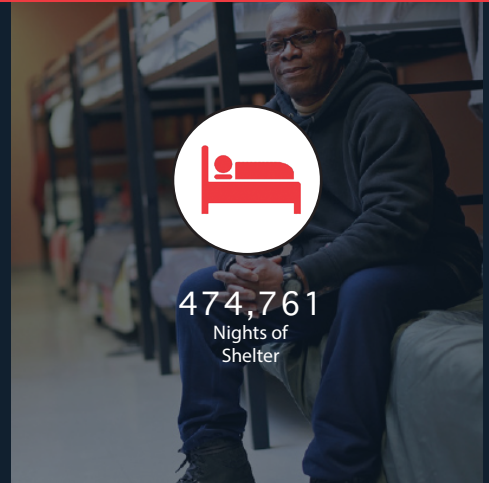
INTERMOUNTAIN DIVISION 2023 AT A GLANCE



880,174
Meals Provided



84,083
Toys Provided



474,761
Nights of
Shelter



282,760
People Served



2,289
Families
Received Housing
Assistance



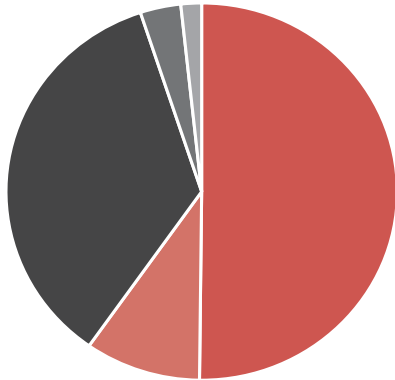
17,814
Units of
Emergency
Services

COLORADO, WYOMING, EASTERN MONTANA & UTAH

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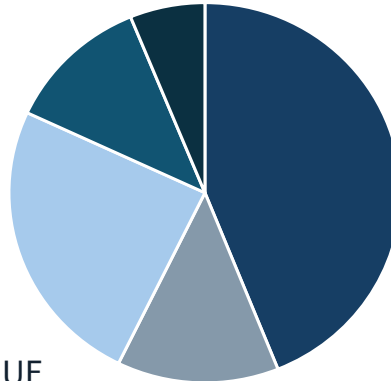
Financial Summary

October 1, 2022 - September 30, 2023



- Public Contributions
\$33,940,426
- Capital/Endowment
\$6,482,814
- Government
\$23,789,876
- Sales
\$2,272,581
- Program Service Fees
\$1,156,007

TOTAL REVENUE
\$67,641,704



- Social Services
\$31,650,175
- Corps Community
\$9,621,345
- Residential
\$17,756,950
- Management
\$8,565,548
- Fundraising
\$4,467,206

TOTAL EXPENSES
\$72,061,224





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.

*"Speak up for those who cannot speak for themselves, for the rights of all who are destitute."
– Proverbs 31:8*

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