

ARMY OF HEROES



THE SALVATION ARMY, BALTIMORE AREA COMMAND
2007 ANNUAL REPORT





ARMY OF
HEROES

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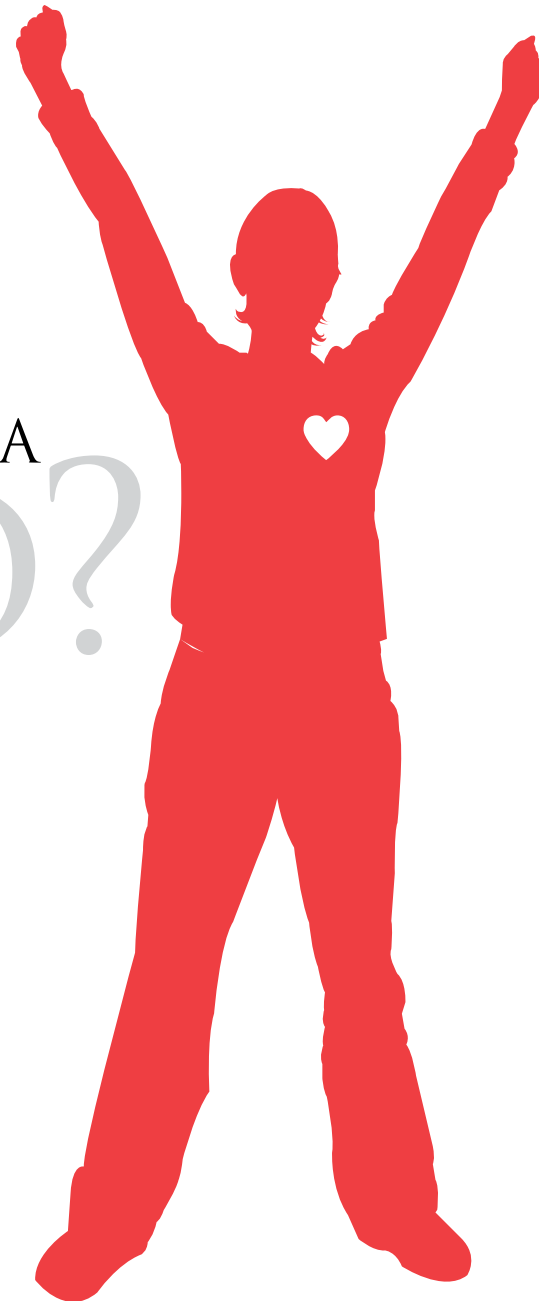
ARMY OF
HEROES



DOING THE
MOST GOOD



DO YOU HAVE A HERO?



Do you have a hero? Someone who inspires you to somehow make the world a better place?

Some of the greatest inspiration we receive as the Baltimore Area Commanders come from the heroes we work with everyday. In this annual report, you'll find stories about a few of these heroes who, because of your generous support, help so many throughout our community.

During 2007, many in the area felt the financial squeeze brought on by rising utility rates and gas and food prices. Gang and drug violence continued to plague our neighborhoods. As the needs of our community grew, our dedicated staff and volunteers became heroes by:

- Providing 17,638 people with emergency food, clothing and monetary assistance through our Family Service Centers.
- Offering emergency shelter, meals and counseling to 892 women, children and families at our Booth House Shelter.
- Mentoring more than 10,616 children through our Boys and Girls Clubs and Camping programs.
- Training over 50 staff and volunteers in disaster preparedness so that they are ready and able to serve in the event of a local disaster.
- Brightening the holidays for 11,000 people with nearly 50,000 gifts, including new toys, clothing and groceries.

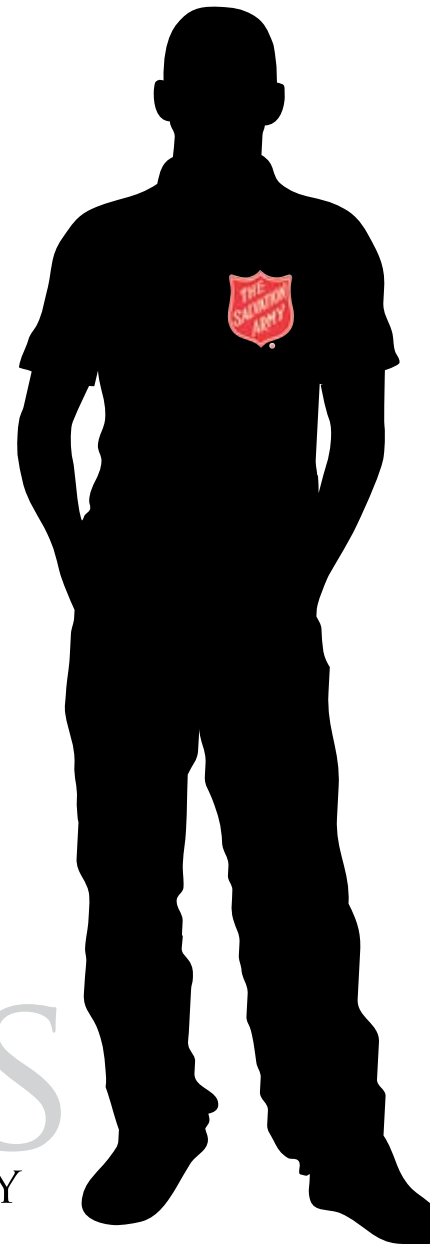
Whether it is a child from one of the Army's Boys and Girls Clubs who is learning life's lessons through a golf program or an employee of Baltimore's Domino Sugar plant who receives food and compassion after experiencing the sudden trauma of a plant explosion, the Salvation Army is changing people's lives every day, giving them hope for a brighter future.

Your generous contributions enable us to continue this essential work. We are truly grateful for your support and thank you for being our heroes. Our work would not be possible without you.

We wish you much joy in God's love and the knowledge that your generosity is making a difference.

Many Blessings,

Majors Roger and Melody Coulson
Baltimore Area Commander,
Coordinator of Women's Ministries



Many of us think of a hero as someone larger than life or someone who has performed a spectacular deed. However, I believe the true heroes of today are people like the devoted staff and volunteers of the Salvation Army who use the organization's finite resources to make infinite changes in the lives of people in our community. These heroes quietly accomplish many small victories everyday.

I have long admired how the Salvation Army can do so much for those with the greatest needs, especially in tough economic times. Throughout 2007, our Boys and Girls Clubs continued to provide a safe haven and mentoring place for the area's at-risk youth. It served as a lifeline by distributing food, shelter, clothing, and money for essential services to families who had nowhere else to turn. It offered immediate relief by feeding the homeless and hungry and provided long-term spiritual support to those who sought it. It delivered these services with compassion and caring, 365 days a year.

Your generous donations of time, money, and resources make all of this possible. The Salvation Army receives 87% of its revenue from public support, so without your assistance, our success with helping those in need would be impossible. You are among the reasons we have many small victories each day and the Salvation Army is extremely grateful for your contributions.

As we face economic uncertainty in the months ahead, we may all be required to do more with less. The Salvation Army has the infrastructure and the individuals to effectively manage our resources. We are an organization where the thinking person will donate money, knowing that the donation will be helping the most people possible. Your ongoing financial support, along with your prayers and good wishes, make you a hero because you are enabling the Salvation Army to make a difference in our community.

Sincerely,

Stuart S. Rienhoff
Advisory Board Chairman

HEROES
OF TODAY

GIVING BACK



AS A NEWLY SINGLE MOTHER OF TWO YOUNG DAUGHTERS, CHRISTIE ORONA WAS FINANCIALLY STRAPPED.

Although she had a job, day care for her children was taking almost half of her income. She was using a credit card to purchase formula and diapers. She seriously considered quitting her job and going on welfare.

That was 12 years ago. These days Christie serves as the Chaplain of Women's Ministries at the Hampden Corps and as an eager volunteer for the Salvation Army.

"The Salvation Army reached out to me when I needed it most," recalls Christie. "They helped pay for day care, made sure the girls had clothes and even helped with food."

For Christie, the Salvation Army's help went beyond just her family's physical needs. She joined a local Corps and began attending weekly services. "When you're broken financially, it attacks your spirit. When I joined the Corps, my spirit was pretty much broken. The Corps gave me the spiritual support I needed to stand firm and find the strength to improve my situation," says Christie.

The Salvation Army Corps Centers serve the spiritual needs of the community through weekly worship services, Bible studies, men's and women's fellowship/service clubs, pastoral counseling, music education, and volunteer work.

"We are blessed to have Christie as a faithful member," says Hampden Corps Officer Kelly Goldfarb. "She is always volunteering. She and one of her daughters went out several times during the holiday season to ring bells in our Kettle Campaign. She organized an Angel Tree drive for 50 children and made sure everything got delivered. She raised money so that she and other members of the Women's Ministry could go on a mission to Mexico. She is really an exceptional person."

In addition to these activities, Christie volunteers for the Salvation Army of Howard County. Every Thursday, she teaches English as a Second Language as an outreach to internationals transitioning from other countries.

"She's amazing. Every time I talk to her she is reaching out to others," says co-worker Kimberly Swecker who participated in the Angel Tree drive "She was so moved by the children she met during her mission to Mexico and their poor living conditions that she continues to collect donations to send to them."

Although many of her colleagues find Christie's service remarkable, she feels that she is the one who is being rewarded. "Because of the Salvation Army, I went from putting a mattress on the floor for my children to sleep on to owning my own home. I know the people who helped me felt rewarded by seeing my children benefit from their help. What better reward can I have than knowing I am helping someone else in that same way?"

INSTANT IMPACT



A LOUD EXPLOSION PIERCED THE CRISP AUTUMN AIR.

Almost simultaneously, alarms within the Domino Sugar Plant in Baltimore's Inner Harbor sounded, telling employees to evacuate the building immediately. Moments later, 200 employees stood in a nearby parking lot and watched fire fighters battle a large fire on the ninth floor of the plant.

Fire fighters managed to get the blaze under control quickly, however employees weren't allowed back into the plant for several hours.

"We had all these people standing out in the cold without any thing to eat or drink. They didn't have jackets or their car keys," recalls Scott Brillman of Baltimore City's Office of Emergency Management. "Then, the Salvation Army called."

"As soon as we learned about this local disaster, we wanted to help," says Major Gary Haupt, Baltimore Area Commander at the time of the explosion. "Members of our staff had completed disaster response training the previous summer so we knew we were ready to handle anything. We started making preparations to dispatch our mobile food service unit."

"Our regular driver, Luther James, wasn't here since he drives for the Feedmore program in the evening," explains Peggy Vick, Family and Volunteer Services. The Feedmore program distributes food to the homeless in Baltimore six nights a week. "I called him and asked if he could help with our response. He came right over, got the truck ready, drove over to the site and started serving the employees. He is such an enthusiastic and warm person...he greeted everyone with a smile and some friendly words. And he still did his regular run with the Feedmore program that evening."

"We tried to give them some comfort in addition to the food," recalls James. "We wanted to help them settle down after the explosion."

After dispatching the mobile food service unit, the Salvation Army sent three of its mini buses and additional personnel to the site so that the employees could have someplace to sit down and rest.

"The Domino Sugar employees were so grateful to have some warm food and a place to get out of the cold," says Brillman. "The Salvation Army was truly an important part of this operation."



MENTORING BY EXAMPLE

IT'S THURSDAY AND THE MEMBERS OF THE GLEN BURNIE BOYS AND GIRLS CLUB ARE EAGERLY AWAITING THE ARRIVAL OF GOLF INSTRUCTOR AL WILSON.

"Al is a good teacher. He taught me how to hit the ball farther. He makes us laugh by telling jokes. Golf is now my favorite sport," says golf team member Brandon Lima.

The golf program is just one of the services offered by the Salvation Army's three Boys and Girls Clubs in the area. These clubs help at-risk youth with the transition to adult life by providing them with educational, recreational, cultural, and technological resources. The Salvation Army also reaches out to youths through its summer camping programs.

"I use golf to teach young people skills they need in life. Golf teaches them how to follow the rules, be disciplined, use good manners and be respectful," says Al, a retired juvenile justice counselor. "Golf also teaches young people to think -- to analyze a situation and make a decision based on that analysis. I know from my years in the juvenile justice system that many young people get into trouble because they don't think."

In the 10 years that Al has been teaching golf, the program has grown from a single golf team to two golf teams at each club. One current member of the team, Roger German, was a little surprised when he was asked to join the team a few years ago.

"I watched Al hit a golf ball so hard that it went all the way to the back wall of the gym. Then I asked if I could try it. I missed the ball, but Al still asked me if I wanted to be on the golf team. Since I missed the ball, I didn't think he would ask me. I thought he would only want good players on the team."

Yahshea Smith was quite successful when she first tried golf. "At first I wasn't interested, but then Al showed me how to stand and hold the club. We were in the gym and he said that anyone who could hit the basketball rim would get a dollar and if you hit it twice you would get \$5.00. I hit it twice and got the \$5.00," says Yahshea who now practices her swing everyday she is at the club.

"Al is a terrific role model for the children. They admire him because he is a golf champion and he helps them realize that they can be good at something if they keep persevering," says Wanda Newton, Executive Director of the Boys and Girls Clubs. "He goes well beyond just teaching the children golf for an hour each week. He brings in food and sits down and talks with them. He takes them out to the driving range and golf course. He finds sponsors for the program so the children have the equipment they need. He has even purchased a set of clubs for members who get on their high school golf team. I think that he is even more passionate about helping our young people than he is about golf."

INSPIRING SELF-SUFFICIENCY



RESIDENTS AT THE SALVATION ARMY'S BOOTH HOUSE ARE JUST FINISHING BREAKFAST WHEN RUBY ALLEN, RESIDENTIAL MANAGER, BEGINS ANOTHER BUSY DAY THERE.

She immediately goes into action, helping parents get their children ready for school and off on the correct bus, directing deliveries of food and supplies that are arriving, or checking around the building to see if anything needs cleaning or repairs.

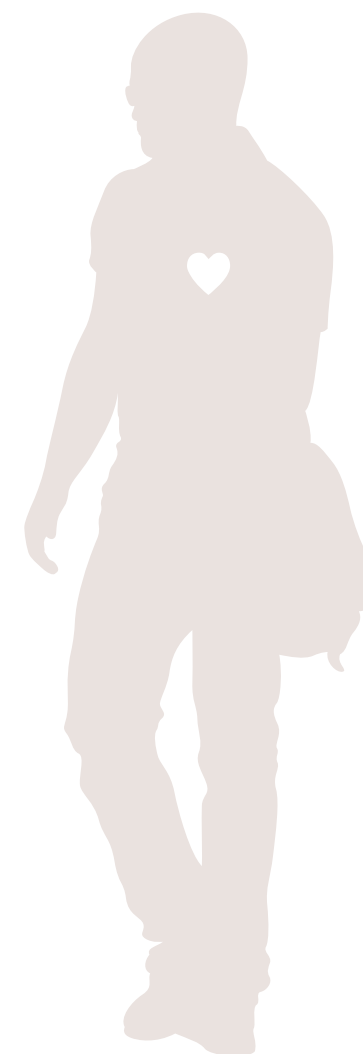
As a transitional housing shelter in downtown Baltimore, the Booth House finds its 76 beds almost always full and its halls frequently bustling with activity. Many of its residents arrive with only the clothing they are wearing, so they are seeking food, clothing and other basic necessities in addition to a place to stay while they get their lives back on track.

"Ruby is the heart and soul of Booth House," says Lauren Proctor, Director of the Booth House. She is always ready to pitch in wherever she is needed, whether it's helping to serve a meal or finding diapers and bottles for the infant of a new resident. She combines effectively managing the residents' needs with nurturing and compassion. Her concern for all our residents truly inspires them to become self-sufficient so they can make a better life for themselves and their families."

One Booth House resident who receives a huge amount of inspiration from Ruby is Tyeshia Braxton. Tyeshia recalls a day when she felt terribly depressed and was holding all her emotions inside. "Ruby sensed something was wrong," recalls Tyeshia. "She took me into a room here and we began to talk. I could tell she really cared about me and my problems and felt comfortable opening up to her. Talking to her was like talking to my grandmother used to be. She listened and helped me get my feelings out in the open. I felt so much better and much more hopeful knowing that I could go to her anytime I needed to."

Residents of the Booth House find Ruby's concern and interest so important that many of them still keep in touch with her after they leave. "I get regular calls from some of the women who used to stay here," says Ruby "They want to know how I'm doing. I love hearing from them, their calls brighten my day."

Soon, Tyeshia will be one of those former residents placing calls to Ruby. She and her four children will be moving into a new home within a month. "Ruby inspired me to push a little harder to make a better life for my family. She is helping me get what I need for our new home and I am so grateful for everything she does for me and all the residents here."



KEEPING THE LIGHTS ON

CRYSTAL WHITE'S SENSE OF URGENCY IS OBVIOUS THE MOMENT YOU SPEAK TO HER.

She talks quickly as she explains what it's like to be a caseworker for monetary assistance clients at the Baltimore City Family Service Center and how many people she needs to help everyday.

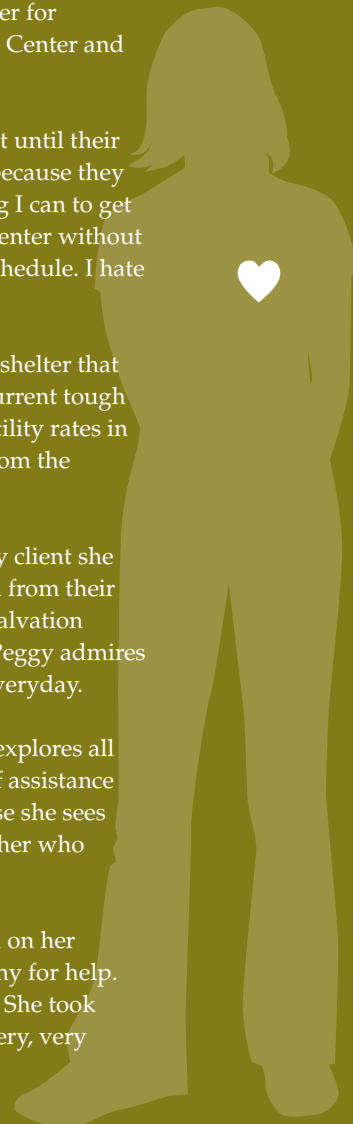
"Many times clients who need assistance with their utilities wait until their service is shut off before they call us. Whenever someone calls because they have been shut off, they become my priority and I do everything I can to get their service back on the same day. If someone comes into the Center without an appointment, I manage somehow to fit him or her into the schedule. I hate to see anyone without heat or lights," says Crystal.

The need for all the basic services, including food, clothing and shelter that the Family Service Centers provide has grown along with the current tough economic conditions. However, because of a steep increase in utility rates in June 2007, the number of people seeking monetary assistance from the Salvation Army for their utility bills almost doubled last year.

"Crystal's sense of urgency is essential for this job because every client she sees is an emergency case, whether they are about to get evicted from their home or have their utilities turned off," states Peggy Vick, the Salvation Army's Director of Social Services and Volunteer Coordinator. Peggy admires the enthusiasm and compassion that Crystal brings to her job everyday.

"She puts the welfare of her clients above everything else. She explores all avenues of funding so that she gets them the greatest amount of assistance available. She handles every client with a personal touch because she sees each one as a person...someone who is a mother or a grandmother who needs a little help right now," says Peggy.

"She's wonderful," says client Karen Griffin. Karen was behind on her utility bill and facing shut off when she called the Salvation Army for help. "I scheduled an appointment and came in to meet with Crystal. She took care of all the paperwork so I could get an extension. She was very, very helpful. It was a blessing."



STATISTICAL INFORMATION 2007

Boys and Girls Clubs	meetings	attendees
Number of Members (unduplicated)	749	
Physical Education (structured)	1,168	37,550
Physical Education (unstructured)	1,224	57,040
Education	1,612	48,735
Special Trips	34	146
Social & Special Events	131	3,813

Homeless Service		
Mobile Canteen (persons served)	39,203	
Personal Comfort Kits Provided	304	
Mass Feeding	1,822	
Volunteers/Volunteer Hours	1,034/2,666	

Community Care Ministries		
Individuals Visited	18,030	
Gifts Distributed	9,821	
Visits to Institutions/Homes	261	
Volunteers/Volunteer Hours	353/693	

Camp and Camp Program		
Total Attendance	9,867	
Meals Provided	10,505	
Employees	11	
Total Volunteers/Hours	3,383/9,631	

Booth House Shelter		
Emergency Shelter		
Women (individual) Cases	81	
Family Cases	168	
Total Persons Served (unduplicated)	655	
Meals Provided	19,824	
Lodgings	15,724	
Clothing-Items Distributed	3,100	
Referral-Other Community Resources	209	
Transitional Housing Shelter		
Family Cases	79	
Total Persons Served (unduplicated)	237	
Meals Provided	6,832	
Lodgings	6,555	
Clothing-Items Distributed	1,473	

Corps Programs	meetings	attendees
Sunday School	158	6,157
Leadership Training	34	227
Sunday Morning Meeting	159	6,618
Sunday Evening Meeting	96	3,402
Children's Worship	68	900
Vacation Bible School	17	909
Men's Ministries	107	589
Other Adult/Family Activities	2	35
Women's Ministries	158	1,859
Youth Brass Band	83	389

Family Service		
Men (unduplicated) Cases	589	
Women (unduplicated) Cases	538	
Families Assisted	4,956	
Total Persons Served (unduplicated)	17,638	
Total Cases Assisted With:		
Energy	1,107	
Medical	16	
Clothing	4,110	
Groceries	2,799	
(Evictions) Housing	224	
Total Volunteers/Hours	2,716/11,543	

Seasonal Assistance		
Toys Distributed	34,039	
Gifts Distributed	4,578	

Administration	meetings	attendees
Advisory Board	20	381
Women's Auxiliary	38	1,040
Volunteer Activity	538	3,274
Total Volunteers/Volunteer Hours	8,925/27,336	
Employees	42	

FINANCIAL STATEMENT

Statement of Revenue and Expense for the period October 1, 2006 to September 30, 2007

REVENUE

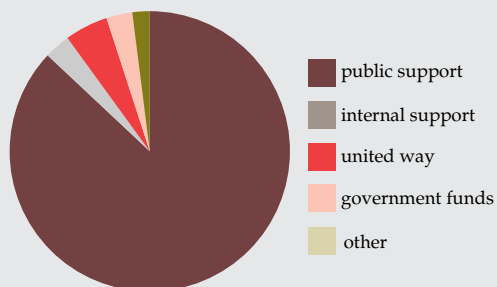
Public Support	\$6,550,385
Internal Support	\$193,859
Government Funds	\$397,890
United Way of Central Maryland	\$263,964
Other Federated Campaigns	\$148,751
Total Revenue	\$7,554,849

EXPENSE

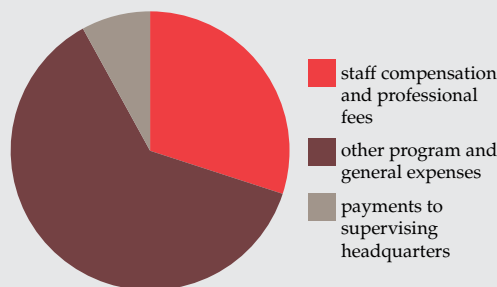
Staff Compensation and Professional Fees	\$1,872,058
Other Program and General Expenses	\$3,839,499
Payments to Supervising Headquarters	\$512,862
Total Expense	\$6,224,419
Surplus / (Deficit)	\$1,330,430*

*Note that \$1,328,501 of this represents a special allocation from headquarters controlled funds for previous years' indebtedness.

REVENUE



EXPENSES



SALVATION ARMY BRANCHES

Centers of Operation

Baltimore Area Command Headquarters
814 Light Street
Baltimore, MD 21230
410-783-2920

Family Service Centers

Baltimore City
814 Light Street
Baltimore, MD 21230
410-783-2920

Howard County
10005-10015 Old Columbia Pkwy
Suite P170
Columbia, MD 21046
443-656-3376

Glen Burnie
511 S. Crain Highway
Glen Burnie, MD 21061
410-768-0477

Westminster
300 Hahn Road
Baltimore, MD 21157
410-876-9358

Emergency Shelter

Booth House
1114 N. Calvert Street
Baltimore, MD 21202
410-685-8878

Boys and Girls Clubs

Franklin Square
215 N. Calhoun Street
Baltimore, MD 21223
410-728-4888

Glen Burnie
511 S. Crain Highway
Baltimore, MD 21060
443-749-0849

Middle River
1400 Fuselage Avenue
Baltimore, MD 21220
410-682-2450

Centers for Worship and Service

Baltimore Hampden Corps Community Center
3401 Roland Avenue
Baltimore, MD 21211
410-366-6187

Baltimore Middle River Corps Community Center
1400 Fuselage Avenue
Baltimore, MD 21220
410-682-2450

Baltimore Temple Corps Community Center
1601 W. Baltimore Street
Baltimore, MD 21223
410-233-7434

Rehabilitation Services

Adult Rehabilitation Center
2700 W. Patapsco Avenue
Baltimore, MD 21230
410-525-0530

Thrift Store Locations

2250 Gable Avenue
Baltimore, MD 21230
(410) 644-9705

8715 Liberty Road
Randallstown, MD 21133
(410) 655-9399

8005 Jumpers Hole Road
Pasadena, MD 21122
(410) 766-4841

1748 E. Joppa Road
Baltimore, MD 21234
(410) 663-3915

574-C Ritchie Highway
Severna Park, MD 21146
(410) 421-5330

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C R Dynamics & Associates Inc.

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PNC Bank

Lowell Yoder
Provident Bank

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Retired

Life Members

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Retired

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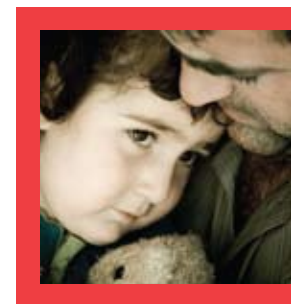
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Robert Miller
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Bill Morgan
James Smith
Jim Waller
Jennifer Weber

Planned Giving Opportunities

Your continuing interest and support may be expressed by remembering The Salvation Army in your will or through a wide variety of other giving opportunities. For further information and advice, contact The Salvation Army Office of Planned Giving at 410-374-9944.





The Salvation Army, Baltimore Area Command
814 Light Street, Baltimore, MD 21230
410.783.2920 | www.tsabaltimore.org



A United Way of Central Maryland
Impact Partner