THE NEW FACE OF NEED
The past few years have had a devastating impact on countless families. There isn’t a single person who has not been touched by America’s financial downturn. The demands on our Worship and Service Centers are daunting. We struggle daily to serve more and more of those in need; many for the first time in their lives. Families are in a state of shock and hopes for the future are being crushed. My wife, Lynette and I have a deep concern for this region.

Last year in Allegheny County, we served more than 7,500 new clients. We provided nearly 75,000 additional grocery orders than in fiscal 2008. And, we assisted 3,600 more families with their utility bills. We are doing our sincere best to meet the ever increasing need, but it has become a critical challenge. Our roles continue to grow while our funds steadily shrink. People who were once our donors are now becoming our clients.

Regardless of our financial challenges, The Salvation Army has made a solemn commitment to the people of Allegheny County. We have provided special training for our caseworkers that further sensitize them to the special considerations of the new faces of need. We are steadily forging more corporate relationships that provide invaluable inkind and financial support. And, we are exploring more fundraising venues through the Internet and social media. Although our client base and our methodologies may be changing, we promise to continue to do the most good for the most people in the most need. You have our promise.

Thank you and God Bless you for supporting The Salvation Army.

Major Robert J. Reel
Western Pennsylvania Divisional Commander

MISSION STATEMENT
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.

LETTER FROM THE DIVISIONAL COMMANDER
THE NEW FACE OF NEED

The New Face of Need at the Salvation Army are members of our community who never thought they would need our help. Some were our donors. Some were our volunteers. And now they are grateful to have a helping hand during a unique time of personal and financial crisis. The New Face of Need is all around us. It is our charge to meet this need.

Adult Rehabilitation Services (ARS) 23,785 beneficiary days

The Salvation Army’s Adult Rehabilitation Center, located on the Southside, is a self-supporting residential rehabilitation program for men with social handicaps such as chemical dependency. There is no cost to beneficiaries and funding is generated through sales at Salvation Army Family Stores. Services include spiritual enrichment, counseling, medical, legal, vocational, on-the-job training, work therapy and skill development. The ARC also has its own Worship and Service Center.

After-School and Summer Enrichment Programs 3,910 client days

Vacation Bible School, tutorial programs, computer instruction and latch-key programs are only a few of the many services offered to children at selected Adult Rehabilitation and Service Centers. These activities ensure that children have safe and productive activities available during the day while parents are busy at work or school.

Birmingham Free Health Clinic (BFC) 4,378 client care contacts

Birmingham Free Health Clinic is entering its fourteenth-year of partnership between The Salvation Army and the Program for Health Care to Underserved Populations (PHCUP). The clinic provides quality health care to low-income individuals and families within the community. Services are provided at no cost to the individual or family. The Birmingham Free Health Clinic serves as a national and international model primary health care clinic providing a clinical internship community-based site for medical, dental, pharmacy and nursing students as part of their formal education curriculum. On-site partnerships with Health Care for the Homeless (HCH) program and Western Psychiatric Institute and Clinic (WPIC), and others provide wrap-around health care and behavioral health services through a unique, integrated, multidisciplinary model of service delivery. Each year, more than 500 health profession students and volunteers provide thousands of volunteer hours and hundreds of thousands of dollars in free services to the greater Pittsburgh community.

Camp Allegheny 8,928 camping days

Kids and adults experience 110 acres of fields, trees, woods and a state-of-the-art facility just one hour north of Pittsburgh. Certified by the American Camp Association, the curriculum at Camp Allegheny is focused on Christian principles and promoting an awareness of God in nature and a relationship with Him. Children are housed in a safe, nurturing environment, closely monitored by trained and capable staff. A host of physical activities are offered, including: nature study, swimming, boating, arts and crafts, archery, hiking, organized games and much more. Character development activities and study are based on biblical principles and are at the core of all Camp Allegheny programs. The goal of Camp Allegheny is to give children a life enhancing experience that is fun, educational and fulfilling. For many needy children, Camp Allegheny is a life changing experience.
Emergency Disaster Services (EDS)

The Salvation Army provides immediate and direct support to those affected by unfortunate events through the Emergency Disaster Services department. Professional staff and trained volunteers respond 24 hours a day, 365 days a year. EDS teams are on the scene within 60 minutes of the request for services. During the past year, victims and responders received more than 248,404 individual units of service and 62,589 hours of volunteer service.

EDS responded to 349 emergencies in 2009. This includes fires, Hazmat calls and the flash flood in the Turtle Creek valley. EDS teams also supported police incidents where three Pittsburgh Bureau of Police SWAT officers were killed in the line of duty in Stanton Heights and a mass casualty shooting at a fitness club in Collier Township. EDS was fully engaged during the G-20 Summit in September, delivering meals and cots to an additional 3,000 officers tasked with securing downtown Pittsburgh as President Barack Obama and several world leaders strategized global economic recovery and growth.

EDS also participated in 117 community events including public memorial services for fallen officers and victims of the L.A. Fitness Center tragedy. Support was also provided for a variety of charity rides to raise funds to support the families of fallen officers; local safety awareness events; and families and participants at the official ground-breaking for the National United Flight 93 Memorial in Shanksville, PA.

EDS volunteers participate in on-going training and serve in a variety of ways. Many serve on call or pre-scheduled shifts. Some respond directly to the scene. Others fill support roles in communications, maintenance and training.

Family Caring Center (FCC)

The Family Caring Center is the only program of its kind in the Greater Pittsburgh area that gives shelter to the entire family, including married couples and single fathers or mothers with children. Families in need will find a warm and friendly environment that provides a firm foundation while they search for housing and employment, while developing their parenting and life skills. A few of the many services found at this haven include spiritual support services, counseling, nutritious meals, clean safe shelter, health care and support services to adults and children.

Family Health and Resource Center

This comprehensive clinic is located within the Northside Worship and Service Center. It provides needy area adults with free quality health, social, psychiatric and referral services in a private and professional setting. Special clinic days are reserved for the unique needs of our military clients and staffed by volunteers from the Veterans Administration.

Family Stores

Proceeds from Salvation Army Family Stores fund rehabilitation programs through the Southside’s Adult Rehabilitation Center; whether through financial difficulties or disaster, The Salvation Army Worship and Service Centers routinely provide clients with vouchers to “shop” for items at Family Stores, free of charge. Whether furniture, clothing or household items, this process allows families and individuals to select exactly the items that they need. Allegheny County Salvation Army Family Stores are located in West Mifflin and in Pittsburgh’s Southside.
In today’s culture, many grandparents are faced with the challenges of raising their own grandchildren. The Salvation Army’s God Sent Grandparents support groups provides caregivers with an opportunity to share their experiences, enjoy fellowship and further hone their parenting skills in a warm and friendly environment. Currently meeting in downtown Pittsburgh, Westside and McKeesport, God Sent Grandparents launched its own cookbook, filled with original recipes. Proceeds raised from sales fund educational and recreational programs for members.

Harbor Light Center (HLC) 8,648 client days

This God-centered medically monitored, long-term residential treatment program for substance using adult men provides a warm and accepting environment where lives are changed. The program transforms lives through group and individual counseling encompassed with spirituality and family involvement. Harbor Light Center graduates relocate into the community in safe and affordable housing. An on-site health clinic provides hundreds of medical professionals and students the opportunity to give back to the community while providing needed medical services to the men in the program.

Holiday Programs 120,372 units of service

Thousands of families have a happier Thanksgiving and Christmas thanks to the many services available during the holidays at all eleven Allegheny County Salvation Army Worship and Service Centers and Service Units. Kids are provided with toys from the Treasures for Children program, sponsored by WPGH FOX 53. Honey White provides 300 turkeys to needy families for Thanksgiving. Families enjoy a sumptuous holiday meal at Pittsburgh-area hotels on Christmas Day. Adults enjoy warm, clean winter outerwear courtesy of Model Cleaners’ Share the Warmth Program. And, thousands of families receive support through The Tribune Review’s Operation Santa Claus program. Countless corporations, schools, churches, and organizations give very generously so others can share in a warm and bountiful holiday season.

Homeless Drop-In Shelter 4,345 visits

Located on Pittsburgh’s Northside, this facility provides a safe haven for the homeless. They can shower, wash clothes, enjoy a hot meal and get off of the streets. Clients can also receive medical and psychological support at the Family Health Resource Center at the same location. For those reentering the workforce, professional clothing, resume counseling and interview training are offered. Computer classes are also provided.

League of Mercy 7,995 friendly visits

Being a patient or living in a nursing home can be lonely. That’s why The Salvation Army League of Mercy provides thousands of friendly visits annually. A kind word, a small gift or a requested prayer are only part of the League of Mercy visit.
Project Bundle-Up

For twenty-four years, The Salvation Army and WTAE-TV Channel 4 have been working together to provide children and seniors with new winter outerwear. Since its beginning, several key events have helped to raise over $10.3 million dollars and serve more than 212,000 needy people. They include Bounce for Bundle-Up; WTAE-TV Channel 4’s Annual Project Bundle-Up; Telethon and Annual Online Project Bundle-Up Auction; Celebration of Lights at Hartwood Acres; and the signature Annual Minigolf Classic. Other special corporate partners include: RATBASE Technologies; Highmark Blue Cross Blue Shield; Citizens Bank; Macy’s; Kennywood; Walmart; ESB Bank; Community; Komar; and Nemeroff Woodlands Resort. Countless other individuals, churches, schools, celebrities and sports figures have a hand in Project Bundle-Up’s huge success.

“Bounce for Bundle-Up” is a fundraiser that focuses on kids helping kids. Last year, with the bounce of a ball for pledges, day care and elementary school students from all over Western Pennsylvania took the “Bounce Challenge” raising over $25,000 for Project Bundle-Up.

Round-Up for the Hungry

$20,000 in support

Giant Eagle and The Salvation Army have partnered for many years to provide needy families with fresh food, not readily available at food banks. Through its Round-Up for the Hungry program, vouchers for milk, eggs, meat and other perishable items are distributed through all Salvation Army Worship and Service Centers. Funds are generated through a grant from the Giant Eagle Foundation and proceeds from the sale of Newman’s Own products.

Senior Citizen Programs

6,047 seniors served

All over Allegheny County you’ll find seniors singing, dancing, going on trips, enjoying fellowship and having a great time at all eleven Salvation Army Worship and Service Centers. Keeping mentally, spiritually and physically active is critical to the quality of life of older adults and The Salvation Army has a lot to offer.

Service Units

11,410 instances of service

Service Units are extensions of the mission and purpose of The Salvation Army to help with emergency assistance to those in need where no Salvation Army Worship and Service Centers exist. There are currently nine locations throughout Allegheny County who are staffed by volunteers of that community. These units work collaboratively with the community and other agencies to utilize to the best of their ability the funding entrusted to them in an efficient and cost effective manner. Emergency assistance provides help to clients in times of need with utilities, prescription expense, emergency lodging, summer camping for youth, back to school supplies for youth and transportation, special gifts for nursing homes. Clients also receive support service through the Project Bundle-Up and Sheetz Family Christmas programs. The Salvation Army Service Units are very important to the communities they serve and indeed make an impact to those in need.

INCREASE IN PERSONS TRANSPORTED:

1,510
Salvation Army Programs and Services

Social Services

531,886 instances of service

Food, clothing, utility assistance, Christmas support and agency referral and much more are provided at each of the eleven Salvation Army Worship and Service Centers and nine Service Units. In many cases, immediate assistance can be given to needy families. Special care is taken to treat those requesting assistance with dignity and respect. Assistance is assessed on a personal basis and clients are directed to The Salvation Army facility within their zip code area. This system eliminates duplication and ensures that funds and support are handled efficiently and effectively.

Volunteers

13,051 volunteers

Volunteers are the heart and soul of The Salvation Army. Whether teaching an adult computer skills, staffing a Red kettle, or shopping with a child for Project Bundle Up, our volunteers are the lifeblood of our organization. Volunteer participation helps to keep Salvation Army costs down and allow 89% of each donated dollar to go to direct client service.

Women’s Auxiliary

4,473 auxillary hours

These hardworking women donate countless hours to support vital Salvation Army programs. In addition to raising funds, they volunteer their time with the Treasurers for Children and Operation Toy Lift holiday gift programs, as well as correct Bible study lessons for those who are incarcerated. Members also lend their valuable expertise to a variety of programs and issues. The Greater Pittsburgh Women’s Auxiliary raises thousands of dollars annually for needy Allegheny County families with its Fabric Fair event.

INCREASE IN MASS FEEDINGS

PROVIDED: 19,362

INCREASE IN MASS FEEDINGS

PROVIDED: 19,362

Salvation Army Programs and Services

Worship and Service Centers

95,943 attended days

There are eleven Salvation Army Worship and Service Centers throughout Allegheny County. Led by Salvation Army officers, who are ordained ministers, each is a church, a social service agency, a safe place for kids and seniors and a recreation center. There is something for everyone at a Worship and Service Center. Anyone is welcome to worship at the location of their choice. However, social service support is provided at the location according to the client’s zip code. This eliminates duplication and allows funding to serve a wider circle of needy families.

Youth Centers

6,274 activity days

Worship and Service Centers all over Allegheny County provide a multitude of character building activities for kids of all ages, including: Adventure Corps for boys; Sunbeams and Girl Guards for girls; music instruction and a host of age-appropriate educational, recreational and spiritual based programs. Youth programming helps to keep children off the streets and stresses personal growth, skills and integrity.
### CENTERS OF SERVICE AND SUPPORT

#### Western Pennsylvania Divisional Headquarters
- **Administrative Offices**, Western Pennsylvania Division, 412-446-1300
- **Lutheran Towers Glovesdale**, David Gilkend, Advisory Board Chair
- **4 Charterville**

#### 1 Project Bundle-Up
- **Western Pennsylvania Divisional Headquarters**, 412-446-1300

#### Worship and Service Centers
- **Pittsburgh Temple Corps**, 412-394-3583

#### Service and Rehabilitation Centers
- **Family Caring Center**, 412-362-0891

#### Social Services
- **17 Allison Park**, 412-487-6316

### Contact Information
- **W. North Ave., Pittsburgh, PA 15212**, 412-922-4808

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**Matthew, age 50**

Matthew, a single man, has held his current job for the past 23 years as a machine operator. He lived paycheck to paycheck but always managed. Over the past year, the company downsized and there were numerous layoffs. Matthew thought because of his seniority, his position was somewhat safe. But within the last few months, his hours were cut dramatically and sporadically. He filed for unemployment but his rent was due immediately and the landlord would hear no excuses. So Matthew contacted The Salvation Army and was so embarrassed to ask for help that he broke down in tears. “I have never had to ask for anything in my life,” he said.
FINANCIAL REPORT
The Salvation Army of Allegheny County, Year Ended 9/30/09 *

Public Support and Revenue by Category:

<table>
<thead>
<tr>
<th>Category</th>
<th>Dollar Amount</th>
<th>% Of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Support</td>
<td>$7,580,176</td>
<td>44.88%</td>
</tr>
<tr>
<td>Government Fees/Grants</td>
<td>$1,080,900</td>
<td>6.40%</td>
</tr>
<tr>
<td>Other Revenue</td>
<td>$7,320,143</td>
<td>43.33%</td>
</tr>
<tr>
<td>Appropriation from the United Way of Allegheny County</td>
<td>$910,431</td>
<td>5.39%</td>
</tr>
</tbody>
</table>

Total Public Support and Revenue: $ 16,991,650 100.00%

Expenditures by Category:

<table>
<thead>
<tr>
<th>Category</th>
<th>Dollar Amount</th>
<th>% Of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct Services</td>
<td>$14,931,566</td>
<td>88.75%</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$836,459</td>
<td>4.97%</td>
</tr>
<tr>
<td>Transfers to Other Funds and Affiliated Organizations</td>
<td>$193,079</td>
<td>1.15%</td>
</tr>
<tr>
<td>Payments of Affiliated Organizations for Administrative and Support Services</td>
<td>$862,184</td>
<td>5.13%</td>
</tr>
</tbody>
</table>

Total Expenditures: $ 16,824,188 100.00%

Excess Income Over Expenditures: $7,662

*Unaudited based on the United Way report prepared by The Salvation Army.

The nation’s downturn has had a negative impact upon everyone. We have experienced unprecedented unemployment, deficits and the lack of any real economic growth. Families are struggling to make ends meet. The Salvation Army continues to experience increasing demands for its services while it suffers significant reductions from its funding sources.

Nonprofits rely heavily on corporations and foundations for their substantial support. During this protracted downturn, these two critical funding streams can reduce to a trickle. Coupled with reduced United Way revenues and public donations, The Salvation Army is faced with a monumental task at hand – how to do more with far less.

As Chairman of The Salvation Army’s Greater Pittsburgh Advisory Board, it is my responsibility together with my colleagues, to increase the participation of our time, talents and resources to help garner critical support especially during this time of ‘donor fatigue’ that we all experience. We are actively involved, not only in the day-to-day operations, but with fundraising, property issues, and long-term planning. We are a team of professional men and women with a common goal to advance the Mission of The Salvation Army in Allegheny County and now to assist in solving our shortfall in funding.

The Advisory Board members and I have made the commitment to this community. What will prompt you to do the same? We invite your participation to help us in any way that you can so that we may serve those members of our community in need.

Daniel R. Delaney, Esq.,
Chairman, Greater Pittsburgh Salvation Army Advisory Board

LETTER FROM THE ADVISORY BOARD CHAIRMAN
I am doing the most good.
I serve a community.
A region.
A nation.
A world.
I serve heroes.
I serve victims.
I serve a sovereign God.
I am doing the most good.
I am an Army.
Drafted by the Creator.
Commissioned by a man who defied death.
My enemies are despair and destruction.
My ammunition is grace and mercy.
My allies are generosity and benevolence.
I am an Army.
Helping others be all they can be.
I am doing the most good.
I feed empty stomachs and hungry souls.
I rebuild ruined homes and shattered lives.
I am a willing listener for a veteran with stories to tell.
I am a bottled water and an encouraging smile for a weary firefighter.
I am a second chance.
I am an Army.
I am doing the most good.
I am a humble steward of other people’s generosity.
I am a grateful courier of a stranger’s kindness.
I am the faithful executor of others’ goodwill.
I take my responsibility seriously.
I am blessed.
I am a blessing.
I am The Salvation Army.
I am doing the most good.