



CHICAGO METRO AREA

**2023**

**Annual Report**



NORTH & CENTRAL  
ILLINOIS DIVISION

*hope*





*building*



# Working to build a better community

*Doing the Most Good. It's not just a saying to us.*

*Our mission is to preach the gospel of Jesus Christ and meet human needs in His name without discrimination. We live by that oath every single day.*

*We're here to support and embrace our community, whether it's helping a person struggling with addiction, a mother just trying to put food on the table, or a father trying to keep his son off the streets.*

*As divisional leaders, we are humbled by the profound impact our officers, staff, and volunteers have on the lives of countless individuals.*

*But we cannot do the work alone. It takes all of us.*

*That's why we are so grateful for your generous support.*

*As you flip through this report, I hope you'll see the immense impact of your contributions and the transformative work we're doing across Chicago. Together, we're making a tangible difference in the lives of our neighbors and building a stronger, more resilient community for all.*



**Colonel's Message**



**Lt. Colonel Jonathan Rich**  
Divisional Commander

**Lt. Colonel Barbara Rich**  
Divisional Leader for Officer Development



# Meeting the city's most vulnerable residents' needs

In 2023, Chicagoans experienced a year filled with challenges and significant events. From unemployment and inflation to political unrest, violence, and migrant concerns, many issues weighed heavily on residents throughout the city.

At The Salvation Army, we work tirelessly because we know the struggle is real.

We work to keep families off the streets, feed hungry seniors, provide safe places for kids to learn and play, support survivors of human trafficking, help men and women achieve and maintain sobriety, combat homelessness and hunger, give hope to the hopeless, and so much more.

For Jennifer, a client who was in desperate need of help, The Salvation Army helped keep her family off the streets.

*"It means a lot, the work they're doing in our community," Jennifer said. "They're standing true to their values." And true to the reputation of being a refuge for people in need.*

As we like to say, we are *Doing the Most Good*.

We're able to *Do the Most Good* because thousands of officers, soldiers, staff, volunteers, donors, and partners work together to meet the physical, emotional, and spiritual needs of the city's most vulnerable citizens every day.



**TO NEIGHBORS  
IN NEED**

vulnerability



# Building a community where every resident has the opportunity to thrive

Today, half a million people in Chicago live below the poverty line, and the heartbreaking reality is that nearly 70,000 of them are currently facing homelessness. Adding to this struggle, two out of every three people are teetering on the edge, living paycheck to paycheck. For them, a missed payday could be the difference between paying rent or making sure their children don't go to bed hungry.

Recognizing the urgent need in our community, our dedicated officers, employees, and volunteers work tirelessly to support our clients at every stage of their journey. It's this multi-faceted approach that truly makes an impact on the lives of countless individuals.

For those struggling to make ends meet, The Salvation Army steps in with emergency rental and utility assistance while food pantries throughout Chicagoland replenish empty cupboards.

For those needing more extensive support, The Salvation Army operates homeless shelters like the **Shield of Hope** and **Evangeline Booth Lodge**. Within these shelters, our staff collaborates with residents to identify pathways toward more stable living arrangements and navigate their futures more confidently.

At The Salvation Army, we understand that every individual's journey is unique, and we're committed to providing compassionate support tailored to their needs. Together, we are working to build a community where every person has the opportunity to thrive, regardless of their circumstances.



opportunity





*perseverance*



# Helping people overcome obstacles and achieve their goals

Finding a new job can be one of the most challenging hurdles for those facing adversity. That's why the **Employment Services Program** at The Salvation Army **Freedom Center** is a critical resource for the West Humboldt Park community.

For David Banks, the services he received were transformational. His journey started with the **Harbor Light** rehabilitation program and carried through employment services.

In 2018, David found **Harbor Light**, and his life was changed forever.

*"I was on a rollercoaster at the time," Banks said. "Without The Salvation Army, I would probably be in jail or on the street. They turned me around. They never gave up on me. They always kept me in their corner. They got me back on track."*

Once David was clear of his vices, he started making real progress. First, David became a Soldier in The

Salvation Army; then, he achieved his dream of working for the **Chicago Transit Authority**. *"I said, 'I want to get into the CTA, I've been trying to get in for three years.'" Banks said. "The Salvation Army told me, 'We have the Second Chance Program that works with the CTA.' I got into the program and started working with the CTA as an apprentice."*

With partners like the **Chicago Transit Authority**, **Amazon**, and **Eco Direct Laundry & Cleaners**, the **Second Chance Program** is designed so that most people who want to work can find meaningful employment.

The program offers much more than just a job. It equips individuals with essential skills through resume and cover letter writing classes, mock interviews, and transportation assistance.

David's journey is a testament to the program's effectiveness. *"Right now, I'm a customer service assistant; my next step is to operate," Banks said. "That's what I'm working on right now is to be a train operator. And I'm grateful."*

*"The Salvation Army showed me a way to get David back into David's life. To understand what David wanted to do. I had to teach me in order to get where I'm at today and The Salvation Army paved that way. And I'm grateful."*

Though the road was challenging, David's story demonstrates that it was worth it. His success is a testament to the life-changing impact of The Salvation Army's **Employment Services Program**, helping individuals overcome obstacles and achieve their goals.



**2,764**  
EX-OFFENDERS

*"Without The Salvation Army, I would probably be in jail or on the street."*  
David Banks





*Love*



# Inspiring children to embrace life and develop their true potential

On the dark city streets where children are trying to navigate life's challenges, they're often presented with a choice to either surrender to the influence of gangs or fall victim to the dangers that lurk in the shadows.

Luckily, The Salvation Army offers a third, more promising path.

The Salvation Army stands as a sanctuary for children to thrive. After school programs, day camps, and summer camps provide children the opportunity they otherwise may not have access to.

From tackling homework and fishing to swimming, playing guitar, and unleashing their creativity, The Salvation Army youth services provide a nurturing haven where childhood dreams can take flight. We are here to inspire children to embrace life and develop their true potential.

Emani Dixon started going to **Wonderland Camp** when she was just eight years old.

*"My mom is a single parent, so cost was a worry," Dixon said. "She told me it sounded awesome, but she was just nervous, so she was hesitant to let me go. Captain AJ (Zimmerman from Englewood's Red Shield Corps) eased her worries."*

Luckily, cost isn't an issue for most children. Thanks to our wonderful donors, scholarships are available, allowing more kids to experience the world outside Chicago.

*"I think it had a significant impact on me. It opened my eyes to something totally different," Dixon said. "Camp opened my eyes to the world."*

For many, Salvation Army programs offer a lifeline to opportunities they might never have imagined.

*"While it may seem like there's no way out, The Salvation Army offers an escape," Captain Corey Hughes, Harbor Light Corps Officer, said. "The camps allow the young people to get away and just be young people."*

Camps serve as a sanctuary where children can cast aside their worries and revel in the freedom of being themselves. As Captain Hughes says, *"It's amazing. They go home changed."*



**ENJOYED  
SUMMER CAMP**

*"Camp opened my eyes  
to the world"*  
Emani Dixon







*disaster*



# Standing united even in the darkest times

Weather patterns in our region can quickly turn from tranquil to turbulent, bringing about catastrophic tornadoes and flooding.

That's why The Salvation Army is always ready before storms hit.

Our dedicated **Emergency Disaster Services** team is ready to act, often the first to arrive on the scene and the last to leave.

Violent, severe weather can have a devastating impact on homes and communities, with tornadoes and flooding often resulting in injury, death, or significant property damage.

In 2023, Illinois witnessed record-breaking storms, surpassing even the most tornado-prone states like Alabama, Oklahoma, and Texas. Whether its droughts, fires, flash floods, earthquakes, or blizzards, each natural disaster evokes helplessness, fear, and uncertainty.

The **Emergency Disaster Services** unit provides support and compassion to survivors and first responders in response to these challenges. Our comprehensive assistance includes providing essential food, shelter, spiritual guidance and facilitating long-term recovery efforts.

Our commitment to disaster relief and recovery is unwavering, extending services to all in need without prejudice or discrimination.

We stand united, ensuring hope prevails, even in the darkest times.





# Salvation Army by the numbers in 2023 (Chicago)

**9,732**  
Christmas Families  
Served

**98,497**  
Bags of Groceries Distributed

**832,438**  
Nutritious Meals Served

**450,212**  
Meals to Chicago's  
Homeless Population

Community Reintegration for  
**2,764**  
Ex-offenders

**145,724**  
First Responders and  
Survivors Supported

**84,027**  
Nights of Shelter for Homeless

**19,009**  
Christmas Food Boxes &  
Holiday Meals Served

**3,317**  
Cases of Emergency Housing  
Assistance

**47,507**  
Christmas Toys Distributed

**958**  
Children Who Enjoyed  
Summer Camp

**94,616**  
Hours of Volunteer Service



Learn more



# 2023 Financial Highlights (Chicago)

## Revenue:

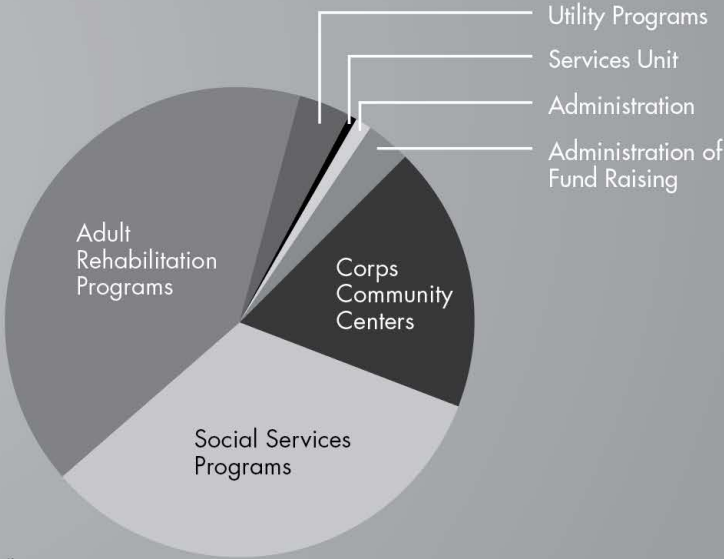
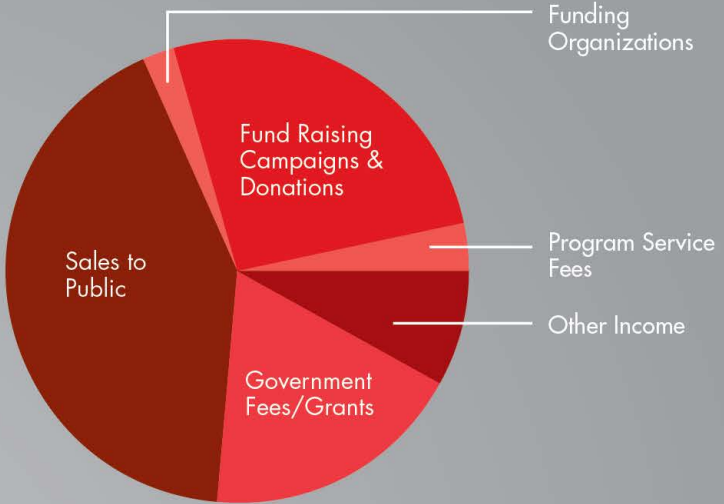
Program Service Fees	\$ 4,047,000
Fund Raising Campaigns & Donations	31,320,000
Funding Organizations	2,621,000
Sales to Public	49,953,000
Government Fees/Grants	21,923,000
Other Income	9,392,000

**Total Income \$ 119,256,000**

## Expenses:

Corps Community Centers	\$ 22,343,000
Social Services Programs	39,887,000
Adult Rehabilitation Programs	49,467,000 <small>not final</small>
Utility Programs	4,245,000
Services Unit (suburban)	712,000
Administration	1,457,000
Administration of Fund Raising	3,514,000

**Total Expense \$ 121,625,000**  
**Surplus / (Deficit) \$ (2,369,000)** Planned deficit given prior year donations to cover multiple years



*blessings*





# The Salvation Army North & Central Illinois Division

## Divisional Leadership

**Lt. Colonel Jonathan Rich**

*Divisional Commander*

**Lt. Colonel Barbara Rich**

*Divisional Leader for Officer Development*

**Major Caleb Senn**

*General Secretary & Chicago Area Commander*

**Major Stephanie Senn**

*Divisional Secretary for Program*

**Major K. Kendall Mathews**

*Associate Chicago Area Commander*

**Major Jaqueline Palmer**

*Community Care Ministries Secretary  
Veterans' Admin Representative  
Older Adult Ministries Program Director*

**Major Joanna L. Rose**

*Divisional Women's Ministries Secretary*

**Captain Jessica Martinez**

*Divisional Secretary*

**Captain Anthony Bowers**

*Divisional Candidate and Youth Secretary*

**Captain Brianne Bowers**

*Divisional Candidate and Youth Secretary*

**Leon Denton**

*Divisional Social Services Director*

## Chicago Advisory Board

**Brian Bernardoni**

*Executive Council (Chair)*

**Gary Ballenger**

*Executive Council (Vice-Chair)*

**Sabrina Bailey**

*Board Member*

**Emerson Bouchard**

*Board Member*

**Denise Brown**

*Executive Council*

**Marc Brown**

*Board Member*

**John Donovan**

*Board Member*

**Afsha Gillani**

*Board Member*

**Fayyaz Gillani**

*Board Member*

**Tim Golomb**

*Executive Council*

**Tiffany Hightower**

*Board Member*

**Eric Keilman**

*Board Member*

**Phillip Kim**

*Board Member*

**Susan Koranda**

*Executive Council*

**Marie LaPorte**

*Board Member*

**Jeanne Malnati**

*Board Member*

**Philip Maziarz**

*Executive Council*

**Martha McGuire**

*Board Member*

**Corey McPherrin**

*Executive Council*

**Leslie (Les) Pollack**

*Board Member*

**Shawn Porter**

*Board Member*

**Stephen Pugh**

*Executive Council*

**Ernest Sawyer**

*Executive Council*

**Steven Shebik**

*Board Member*

**Scott Sindelar**

*Board Member*

**Eric Tech**

*Board Member*

**Bruce Williamson**

*Executive Council*

front lines





## Corps Community Centers

### Aurora Corps

Majors Joaquin & Gabriela Rangel

### Blue Island Corps

Lieutenants Dustin & Shannon Norcross

### Crystal Lake Corps

Lieutenants Nancy & Pablo Rivera

### DeKalb Corps

Lieutenants April & Joe Alvarez

### Des Plaines Corps

Majors Victor & Cristina Stasiuc  
Captain Elizabeth Ayala

### Elgin Corps

Majors Melissa & Roberto Viquez

### Englewood Red Shield Center

Captain AJ Zimmerman  
Envoy Christal Johnson

### Evanston Corps

Captain Natalie Austin

### Harbor Light Corps

Captain Corey & Nikki Hughes  
Captain Jennifer Clanton  
Envoy Tyrone Stagers

### Irving Park Corps

Mr. & Mrs. Carlos & Kerman Moran

### Joliet Corps

Envoy Scott Hurula

### Kankakee Corps

Lieutenant LaToya Surra

### Ray & Joan Kroc Corps Community Center

Lieutenants Kenesa & Shanell Debela

### La Villita Corps

Majors Daniel & Nivia Paredes

### Lawn Corps

Envoys Alberto & Florinelvi Giraldo

### Mayfair Corps

Majors Michael & Alisha Cho

### Midway Citadel

Lieutenant Vincent Cusack

### Midwest Corps

Lieutenants John-Rene & Merveille Kiangbeni

### Norridge Citadel

Majors Peter & Catherine Mount

### Oakbrook Terrace Corps

Captains Christine & Enrique Coreano

### St. Charles Corps

Majors Joel & Rhonda Harmon

### Temple Corps

Captains Norman & Denesia Polusca

### Templo Laramie

Majors Heriberto Jara & Valeska Redon

### Waukegan Corps

Majors Dan & Wendy Faundez

## Adult Rehabilitation Centers

### Chicago

Majors Troy & Linda Barker

### Waukegan

Envoy Enrique Garcia

## Institutions

### Emergency Disaster Services

Sam Amick, Director  
Karen Hanlon, EDS Manager  
Chicago Command

### Evangeline Booth Lodge

Carol Randolph, Director

### Freedom Center

Captains Corey & Nikki Hughes

### Shield of Hope Emergency Homeless Shelter







**The Salvation Army North & Central Illinois Division**

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*doing the most good*