

A person wearing a Salvation Army uniform, including a cap and a t-shirt with the organization's logo, stands with their back to the camera. They are in a disaster-stricken area with damaged buildings and debris in the background. The entire image has a red overlay.

# HOPE — IS ON — THE WAY



THE SALVATION ARMY SOUTHERN TERRITORY  
EMERGENCY DISASTER SERVICES

2023 SERVICE REPORT





# THANK YOU

In 2023, The Salvation Army's Southern Territory provided aid to tens of thousands of our neighbors across the southeast United States as we strove to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination.. Once again, I am reminded how often these services include providing assistance after a disaster.

While our hearts break for those affected, I cannot help but be inspired by the communities who came together to help their neighbors in the wake of these terrible events. Seeing Salvation Army disaster workers and mobile kitchens delivering hot meals and cold drinks alongside police, fire and emergency managers makes me proud that we can be a part of these efforts and make a difference in so many lives.

Of course, none of our work would be possible without the support of our volunteers and donors. It is your generosity that keeps us on the front lines and enables us to serve others. From the bottom of my heart, thank you for the positive impact you have made in the lives of those recovering from disasters.

Commissioner Kelly Igleheart



Commissioner Kelly Igleheart is a follower of Jesus who is motivated by the mission of The Salvation Army. Born and raised in Western Kentucky, Kelly and his wife, Donna, were commissioned as Salvation Army officers in 1992. They served together in both the United States and South Africa before being appointed as the leaders of the USA Southern Territory in September 2022.

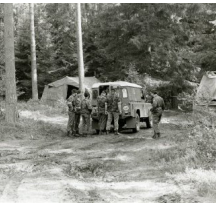




## DISASTER SERVICES

The Salvation Army began offering assistance to disaster survivors after a major hurricane hit Galveston, TX in September 1900, destroying the coastal city and killing thousands of people. At the request of The Salvation Army's National Commander, officers from across the country moved into the Galveston area to help feed and shelter the thousands of survivors, while also providing much needed emotional and spiritual support.

Since then, The Salvation Army has responded to numerous natural disasters, transportation accidents, and civil unrest situations and terrorist attacks. By providing beverages, snacks, meals, and emotional and spiritual care to first responders and survivors, The Salvation Army strives to bring hope and healing to people who find themselves in the midst of extremely difficult situations.



## 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.



While each disaster creates its own unique circumstances and special needs, Salvation Army disaster relief efforts focus on several core services. These services may be modified based on the magnitude of the disaster and adapted to meet the specific needs of individual survivors.



### Food Service

When disaster strikes, The Salvation Army quickly mobilizes to provide food and drinks to survivors and rescue workers. A hot meal, a warm cup of coffee, or a cold bottle of water are often the first expressions of care to someone whose life has been turned upside down.



### Emotional and Spiritual Care

Disasters are traumatic events, and many survivors experience emotional or spiritual distress. Practicing a ministry of presence, The Salvation Army deploys trained caregivers to provide comfort, compassion, prayers, and encouragement.



### Emergency Supply Distribution

Salvation Army disaster warehouses are stocked with critical emergency relief supplies such as food, water, cleaning products, baby supplies,

and hygiene items that can be quickly delivered and distributed to disaster survivors.



### Emergency Financial Assistance

After a survivor has lost everything, The Salvation Army provides gift cards and vouchers to help purchase and replace the things they need most: food, clothing, child and baby care items, prescription medications, and supplies to clean and repair homes.



### Donations Management

After a disaster, The Salvation Army Emergency Disaster Services identifies needs in affected communities and partners with donors to responsibly collect, transport, and distribute critically needed supplies to survivors.



### Long-Term Recovery

Disaster recovery may take years. The Salvation Army Emergency Disaster Services works with government, charitable, and private-sector partners to promote community resilience and help survivors rebuild and return to normalcy.



## SPRING STORMS

Early 2023 saw a series of devastating storms ravage the Southern United States. In January, one storm ripped through Alabama and continued its path of destruction into Georgia. Salvation Army EDS teams sprung into action to provide meals, hydration, and comfort to survivors working to rebuild lives.

Another system crossed Oklahoma and Arkansas in February and caused 15 tornadoes. Liz Banks served on a Salvation Army team during this response. “Looking around I see damage, heartbreak, and devastated people,” Liz said, “but everyone remains so grateful to God and The Salvation Army.”

Then, in March, a series of tornadoes ripped through north Mississippi causing damage across a 200-mile path. The Salvation Army had EDS teams on the ground less than 24 hours after the storm. In Rolling Fork, where a majority of the damage and deaths occurred, entire neighborhoods were leveled. Shell-shocked survivors sorted through rubble and cleared trees and debris from the roads.

Captain Heather Dolby spoke of her experience praying with an extended family of relatives who had all traveled in to assist their aunt. “In times of disaster, we often focus on the survivors, but we forget about the supporters who are there to help their family and friends who have lost everything. To be able to pray not just for survivors but for their supporters was an amazing gift, and I’m so thankful for it.”



# HURRICANE IDALIA

Before Idalia made landfall as a Category 3 hurricane, The Salvation Army had mobile feeding units and Incident Management teams staged in both Florida and Georgia, ready to wait out the storm and respond as quickly as possible to the needs of survivors and first responders.

Teams were then able to distribute hot meals and cold drinks in areas with no power or ability to cook as well as shelf-stable meals that could be saved for another day. Alongside meals, Salvation Army EDS specialists offered Emotional and Spiritual Care to survivors processing trauma. Even in a drive through distribution, with little time for extended conversation, teams tried to check on survivors as they served.

In Valdosta, Georgia, downed power lines left a homeless shelter without power for five days. Lavette Wade, Housing Supervisor, recalled the dire circumstances, saying, "It was terrible. We had to navigate through darkened rooms with flashlights, checking on our residents. The heat was unbearable; I had never experienced anything like it."

The Salvation Army received word of the situation and swiftly dispatched one of its canteens to provide meals, snacks, and hygiene kits to the residents. "The Salvation Army is a Godsend," Wade remarked as she surveyed the canteen setting up to serve and doing what they do best - extending a helpful hand to those in need during their darkest hours.





## TENNESSEE STORMS

In early December, a series of winter storms created tornadoes around the Nashville, Tennessee area. Salvation Army teams in the Kentucky-Tennessee division quickly began work to distribute hot meals, coffee, drinks, and snacks to residents without power.

"Sometimes, being able to share your experience with a willing ear over a hot cup of coffee can help lift a weight from your shoulders," said Captain Philip Canning, Incident Commander for The Salvation Army in Nashville.

As power slowly began to return, The Salvation Army continued to serve meals in areas without power as well as to those returning to begin cleanup efforts. "We are honored to be able to spread a bit of light and hope into that darkness for our neighbors," said Captain Philip.

"Rock the Red Kettle", an annual event hosted by the Nashville Predators, was already scheduled for that week. Instead of funding annual programs, the event was pivoted toward the ongoing tornado response as well as long-term recovery assistance that will be needed over the upcoming months.



# 2023 RESPONSES

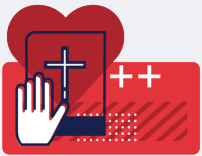
In 2023, Emergency Disaster Services in the Southern Territory responded to a variety of events with a commitment to serving everyone with love.



**7,522 FOOD BOXES**  
**353,114 SERVED MEALS**



**129,101 SNACKS**  
**196,056 DRINKS**



**9,513 EMOTIONAL AND SPIRITUAL CARE CONTACTS**



**SERVICE TIME**  
**925 PERSONNEL**  
**54,170 HOURS**



**FINANCIAL ASSISTANCE**  
**2,780 GIFT CARDS**  
**88,894 IN-KIND ITEMS**







# TRAINING

2023 has been a year of growth and expansion for the Southern Territory's disaster training program. Our divisions have hosted over 230 classes and trained more than 2,500 students, all while responding to fires, floods, tornadoes, hurricanes, and mass-casualty events.

Both the Florida and North and South Carolina divisions hosted training summits this year. Alabama-Louisiana-Mississippi, Kentucky-Tennessee, Georgia, and Texas all plan to host events in 2024.

In addition to supporting divisional training efforts, Territorial EDS has been busy working to refine and expand the Southern Territory's disaster training curriculum. Territorial EDS debuted a new course, Diversity, Equity, Inclusion, and Belonging with the goal of emphasizing The Salvation Army's mission of serving all without discrimination in His name.

Territorial EDS also certified two instructors in Mental Health First Aid from the National Council for Mental Wellbeing. The curriculum helps give care providers the tools to recognize when an individual may be experiencing a mental health challenge and how to respond in the role of a "mental health first aider." These steps were taken to ensure we are taking the appropriate steps to care for our staff in stressful environments as they, in turn, care for disaster survivors.



Training Program of the Year  
**BO SELLS**  
KTN DIVISION



EDS Professional Trainer of the Year  
**ALVIN MIGUES/TX**  
25 CLASSES



EDS Affiliate Trainer of the Year  
**KEVIN CHINAULT/FL**  
23 CLASSES



In 2023, EDS Taught  
**239 CLASSES**



In 2023, Classes Contained  
**2,516 STUDENTS**



New Curriculum in 2023  
**DEIB +**  
MENTAL HEALTH FIRST AID



# EQUIPMENT UPDATE

Timely and effective response to disasters would not be possible without a large fleet of specialized vehicles and equipment. Through generous donors and responsible stewardship, The Southern Territory Disaster Services was able to add thirteen new mobile feeding units in 2023, including one donated by Albertsons in Baton Rouge, LA.



The North and South Carolina Division acquired two new kitchen trailers, each capable of preparing up to 1,500 meals per day.



Four new van units from sponsors Community Coffee augment disaster response capabilities in south Louisiana.



## Alabama — Louisiana — Mississippi

- Van Response Unit – New Orleans
- Van Response Unit – Baton Rouge
- Disaster Response Unit – Baton Rouge

## Georgia

- 2 Polaris UTVs – GA EDS
- Hand-washing Trailer – from FLA
- Refrigerator Truck – GA EDS

## Florida

- Canteen w/Starlink – Port Charlotte
- Canteen w/Starlink – Fort Walton
- Restroom Combo Trailer – FLA EDS
- 2 Portable Generators - FLA EDS

## Kentucky — Tennessee

- FORTS Command Unit

## Texas

- Rapid Response Unit – San Antonio
- Rapid Response Unit – Big Lake
- Restroom Combo Trailer – TEX EDS
- Canteen – Lubbock

## North and South Carolina

- Rapid Response Unit – Conway
- Rapid Response Unit – Georgetown
- Rapid Response Unit – Greenville,
- Rapid Response Unit – Hickory
- Rapid Response Unit – New Bern
- Kitchen Trailer – Conway
- Kitchen Trailer – New Bern, NC



New specialized equipment was added thanks to generosity of the Lilly Endowment, including two restroom trailers and a new portable command post stationed in Louisville, KY.



Port Charlotte and Fort Walton, FL received canteens equipped with Starlink satellite service to help crews navigate and provide public internet service after a disaster.



Local donors in Lubbock, TX provided their community with brand new mobile kitchen.





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### **Alabama, Louisiana, Mississippi Division**

2023 began with a tornado that tore through parts of Selma, Alabama, devastating an already vulnerable community. Thanks to a donation by Walmart, The Salvation Army distributed \$50,000 in gift cards and \$50,000 in furniture to those impacted. The Division also began a long-term recovery program for the Delta tornadoes and extended long-term recovery for Hurricane Ida an additional fifteen months. When extreme drought caused saltwater from the Gulf of Mexico to travel up the Mississippi River into the freshwater system of southwest Louisiana, The Salvation Army provided water storage containers for over 5,000 gallons of water and over 30 pallets of bottled water to be distributed as needed.



### **Arkansas and Oklahoma Division**

The AOK Division had an active year, responding to seven significant events within the division. However, disaster services don't stop when the storm passes. The Salvation Army has continued to provide coordinated efforts in conjunction with non-profit partners agencies and local, state, and federal governments. AOK is currently providing long term recovery assistance in conjunction with five long-term recovery groups in Oklahoma and four in Arkansas.



### **Florida Division**

The Florida Division continues to serve alongside community partners in long-term recovery efforts to aid survivors in creating their new normal. The Salvation Army has allocated 3.75M towards Hurricane Ian Long Term Recovery Program to assist families and individuals on their road to recovery. Throughout the coming year, The Salvation Army will continue to work alongside Disaster Case Managers to provide funding for unmet needs, and assist families and individuals as they traverse the years-long recovery process.



### **Georgia Division**

In January, two tornadoes struck eight different counties in Georgia, devastating homes, schools, businesses, and government facilities. The Salvation Army responded within hours, offering emotional and spiritual care, serving over 12,000 meals, and providing blankets, clean-up kits, personal hygiene kits, tarps, food boxes, and toys. In November, the division provided support for the funeral of First Lady Rosalyn Carter in Plains, a very rural area whose local resources were not sufficient to accommodate the number of representatives and mourners. Salvation Army staff and vehicles, a hand-washing trailer, and two Polaris UTVs were on site to provide food and hydration to personnel in Plains who managed the security, funeral, and arrival of mourners.



### **Kentucky and Tennessee Division**

On August 4th, more than 14 inches of rain fell in Union City, Tennessee, forcing evacuations, flooding roads and homes, and leading to water rescues. The Salvation Army responded quickly, providing emergency hotel housing to evacuees. As the water receded, cleanup kits, and financial assistance in the form of Walmart gift cards were provided for recovery to flood survivors. The KTN Division is also still providing long-term recovery for those affected by the Mayfield, KT tornadoes in December 2021 with over one million dollars in aid provided so far.



### **North and South Carolina Division**

The NSC Division hosted an EDS Conference in April with registrants representing 25 Corps, including seven that do not yet have a mobile feeding unit. Additional training classes were hosted throughout the year. In 2023, NSC was also able to expand their fleet by adding five new vehicles specialized for disaster response and two mobile kitchen trailers.



### **Potomac Division**

Heavy storms passed through West Virginia in August, producing pockets of heavy downpours of four to six inches in just a few hours. The rain, combined with the mountain terrain, led to significant flooding. The Salvation Army responded with meals and a distribution of supplies, including comfort kits, hygiene items, infant supplies, and cleaning kits. In partnership with other agencies, non-profit partners, and local, state, and federal governments, The Salvation Army will begin addressing long-term recovery needs in 2024.



### **Texas Division**

When a group of tornadoes touched down near the low income, unincorporated community of Laguna Heights in May, The Salvation Army worked with county officials to utilize donated funds and grant funding to purchase trailers for 14 families whose homes were destroyed. The Salvation Army is also partnering with Cameron County, MDS, and the Rio Grand Valley LGTR to rebuild and repair other damaged homes in the affected community.



# PARTNERSHIPS

The generosity of our partners is essential to our goal of assisting those affected by disasters. Through collaboration with corporate and government partners, we can optimize the resources and aid provided to survivors.

## **Ashley Furniture**

Ashley Furniture generously donates mattresses, bed frames, bedding, and pillows for children who may otherwise suffer the negative effects of sleep deprivation. In 2023, The Salvation Army partnered with the Dallas, TX Furniture Bank to distribute donated bed frames and bedding to 245 children in Texas who didn't have beds. Additionally, Ashley donated 300 beds and bedding to children affected by the 2023 hurricanes in Florida.

## **Midwest Food Bank**

The Southern Territory EDS has partnered with Midwest Food Bank for nearly 20 years on a program that provides food to disaster survivors. Non-perishable food products are supplied in co-branded food boxes and kept at the Midwest Food Bank warehouse until they are needed for distribution. In 2023, Midwest Food Bank provided over 12,000 food boxes to The Salvation Army for families impacted by disasters.

## **Polaris**

A long-time supporter of The Salvation Army, Polaris donated two UTVs in response to Hurricane Idalia in Georgia. UTVs are used to deliver meals and essential supplies to disaster survivors when roads are closed or not safe for other vehicles to pass and to haul supplies around disaster sites.



## **Southern Baptist Disaster Relief**

The Salvation Army partnered with Southern Baptist Disaster Relief mobile kitchens to provide hot meals, snacks, and drinks to over 353,114 disaster survivors in 2023.

## **TOYOTA Toyota**

The Salvation Army, in partnership with Toyota and the Toyota/Lexus Minority Owners Dealer Association, sponsored a national food distribution event in 2023. The Salvation Army gave away 3,400 food boxes, each containing enough food for four to five meals for a family of four for the Thanksgiving holiday.

## **Wal-Mart**

Walmart generously donated food products and funding to The Salvation Army for much-needed financial support to survivors in Alabama and Georgia impacted by 2023 tornadoes. The funding enabled survivors to replace their lost furniture and household items, bringing much-needed relief to those affected by the devastating storms.

## **Transportation**

Connecting disaster survivors with essential goods is crucial. Our transportation partners, FedEx and UPS, are always ready to deliver critical disaster supplies such as food and water to aid survivors.



# KEY SUPPLIES

The Salvation Army prepares for hurricane season each year by restocking emergency relief supplies distributed during the prior disaster season. The kits are pre-positioned in EDS warehouses and can be moved quickly to areas of the territory impacted by an incident.

## Shelf-Stable Meal Kits

Shelf-stable meal kits have become a primary feeding option in the first 24 hours after a disaster since they do not require a field kitchen or heating. In 2023, The Salvation Army distributed 30,000 meal kits to disaster survivors.

## Infant and Toddler Disaster Kits

The need for baby supplies is often critical within the first 24 to 72 hours of a disaster event. These custom pre-packaged kits include baby items, diapers, wipes, soap, bottles, etc. The Salvation Army distributed 2,500 Infant and Toddler disaster Kits in 2023.

## Hygiene Bags

The Salvation Army distributed 8,281 hygiene kits in 2023 in partnership with Midwest Food Bank. The Salvation Army provides empty branded bags, and Midwest provides the hygiene products and stores the assembled kits.

## Clean-Up Kits

Cleaning supplies are not always accessible during the first 24 to 72 hours of a disaster. Custom kits, with all-purpose cleaner, bleach, gloves, broom, mop, etc. are pre-assembled to be moved quickly into areas impacted by a disaster. The Salvation Army distributed more than 5,872 clean-up kits in 2023.



# VOLUNTEERS

There are currently around 9,000 active volunteers in the Southern Territory Emergency Disaster Services. Volunteers are a vital part to Salvation Army relief operations. Here's what a few have to say about their work with EDS.

*"I love what The Salvation Army stands for. "Doing the Most Good"-- that about sums it up. It's all about serving others in their time of need."*

**Steve West** and his wife, Karen, are longstanding and devoted volunteers who regularly deploy on disaster assignments throughout the Southern Territory.

*"What hooked me and will always keep me coming back are the people. For volunteers, the mission is always the same -- to help in a time of need. And I love driving the big truck!"*

**Kelly Adamczyk** has deployed most recently in response to Hurricane Idalia. Kelly recently transitioned from a volunteer to a Salvation Army employee.

*"You're putting out a good meal for people out there that don't have anything, they have nothing at all, no power, no water. They really, they don't think anybody cares, and we show up. Here we are, we show up and it puts a smile on their face."*

**John Tenuto**, a retired Orange County, Florida fire lieutenant has been a volunteer with The Salvation Army since 2020.



# S.A.T.E.R.N.

(SALVATION ARMY TEAM EMERGENCY RADIO NETWORK)

Amateur Radio operators have had such a remarkable impact on the world thanks, in part, to SATERN. The number of lives saved, families reunited, and vital information relayed by these volunteers is beyond measure.

SATERN is an international group of volunteer Amateur (“HAM”) Radio operators who are tested and licensed by their national government. Initially created by four operators in North America, SATERN has since expanded to several thousand operators worldwide.

Today, SATERN continues to respond to disasters, employing both traditional Amateur Radio technology and increasingly sophisticated Amateur and non-Amateur Radio technology to meet the needs of the moment. Operators train regularly, serving in vital roles relaying communication during first responder training exercises. This prepares disaster service providers for whatever man and mother nature can throw their way.

In the Southern Territory, SATERN provides support communications to deployed Incident Management Teams when normal communication methods have failed. SATERN’s secondary function is to help send messages from disaster survivors to their families.







## **SUPPORT EMERGENCY DISASTER SERVICES:**

[helpsalvationarmy.org](https://helpsalvationarmy.org)

1-800-SAL-ARMY (1-800-725-2769)

PO BOX 1959, Atlanta, GA 30301

## **FOR MORE INFORMATION:**

[disaster.salvationarmyusa.org](https://disaster.salvationarmyusa.org)

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