



THE SALVATION ARMY SOUTHERN TERRITORY
EMERGENCY DISASTER SERVICES

2025 SERVICE REPORT



THANK YOU

One of The Salvation Army's strengths is its presence in nearly every zip code nationwide, allowing for fast and adaptable response to disasters of any scale. Local units are empowered and encouraged to support affected communities and address human needs in Jesus' name. To enhance this in-depth service the Southern Territory launched a grant reimbursement program to provide funds to local commands aiding communities and families after disasters or emergencies.

In 2025 The Salvation Army responded to several events that severely impacted local areas. For instance, the Texas floods in July and the Tennessee Industrial Explosion in October caused significant loss, with communities losing loved ones, homes, and businesses. Such events deeply affect survivors, first responders, residents, and our staff. We remain committed to empowering these local responses and supporting them throughout our movement. Please keep these communities in your thoughts and prayers as they work through the recovery process.

Of course, none of this work is possible without you, our donors, and volunteers. It is your dedication to the service of others through your time, talents, and financial gifts that enable us to confidently say, "we bring hope and healing to those in need." With heartfelt gratitude we thank you for your participation and partnership.

All for Jesus!



2025 RESPONSE STATISTICS



73,452 SERVED MEALS
132,694 MEAL BOXES

82,385 SNACKS
100,930 DRINKS



5,440 EMOTIONAL AND
SPIRITUAL CARE
CONTACTS

SERVICE TIME
139 PERSONNEL
366,010 HOURS



FINANCIAL ASSISTANCE
5,386 GIFT CARDS
22,748 IN-KIND ITEMS

HOPE IS ON THE WAY

William Booth once said, "The Salvation Army is a place of hope. When every other light is extinguished, and every other star has gone down, this one gleam shines steadily and clearly out in the darkened sky: 'If I could only get to The Salvation Army, they will do something for me.'"

The Salvation Army began offering Emergency Disaster Services after the Galveston hurricane in September 1900. With the city destroyed and thousands dead, The National Commander deployed officers from across the country into Galveston to help feed and shelter the thousands of survivors while also providing much needed emotional and spiritual support. In a time when many had lost all sources of light, the hope William Both spoke about was on the way to gleam brightly in Galveston.

For over 120 years, The Salvation Army Emergency Disaster Services has been that light of hope to shine steady for survivors, no matter the type of disaster. With "Hope is on the Way" proudly displayed on their visage, EDS canteens and volunteers provide an anchor and a source of comfort as necessary as the beverages, snacks, meals, and recovery supplies they also distribute.

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.



NOLA TERRORIST ATTACK

Early in the morning of January 1, New Years Eve celebrations in the city of New Orleans turned tragic when a truck drove through the crowds of revelers, killing over a dozen individuals and injuring many more.

In response, the city of New Orleans, as well as federal law enforcement, homeland security, and members of the National Guard began round the clock operations throughout the French Quarter and the blockaded investigation area.

At the request of Homeland Security, The Salvation Army Emergency Disaster Services stationed a mobile feeding unit on each end of Canal Street and ran 24-hour service with coffee, hot chocolate, cold drinks, and snacks. Throughout the cold night and into the next morning, crews drove UTVs up and down Canal Street to serve grateful first responders.

Representatives from the New Orleans Department of Homeland Security thanked The Salvation Army for the speed and efficacy of the response.



TEXAS FLASH FLOODS

While much of the nation was preparing to celebrate July 4th, the communities of Kerrville, Hunt, Ingram, and San Angelo, Texas experienced severe rainfall that led to catastrophic flooding along the Guadalupe River. Within a span of just 45 minutes, water levels rose by over 26 feet. Countless residents were displaced with more than 400 individuals needing rescue, and the event resulted in 135 confirmed fatalities.

In response to requests from local emergency management, The Salvation Army of Kerrville promptly began providing services to rescue workers and first responders, delivering over 900 meals and 8,500 beverages within hours. The Salvation Army served as the lead agency for donations and volunteer management for the impacted areas. Over 2,000 volunteers helped with emergency operations in Kerr county alone.

Personnel remained engaged through the end of July, participating in Disaster Recovery Centers across Kerr, Tom Green, Travis, Williamson, Burnet, and San Saba Counties until late September. During this period, The Salvation Army provided \$1 million in direct emergency financial assistance and distributed essential supplies to affected community members.

Looking ahead, The Salvation Army has allocated \$4 million for long-term recovery initiatives and serves as a funding partner via the community unmet needs group. Assistance offered includes building materials, furniture, household goods, travel trailers, vehicles, and work tools for small businesses such as computers, printers, and construction equipment.





TN INDUSTRIAL EXPLOSION

On October 10th, a devastating blast tore through a rural Tennessee explosives plant. The blast, which could be felt by residents over 20 miles away, killed 16 people and left little remaining of a manufacturing building on the site. Additional administrative buildings were also damaged in the explosion.

Immediately following the incident, The Salvation Army began coordinating with state and local emergency management officials to determine how best to serve those affected. Salvation Army teams mobilized to support operations at a Family Assistance Center that served as a central resource hub for employees, their families, and friends, providing access to much needed support.

The Salvation Army distributed thousands of relief supplies in the form of household goods, baby and infant care products, and food boxes with enough groceries to feed a family of four for one week. The Salvation Army also provided over 90 families with emergency financial assistance in the form of gift cards. While working in the Family Assistance Center, response teams practiced a ministry of presence, offering emotional and spiritual care to those working through the immense tragedy.

In addition to supporting the Family Assistant Center, The Salvation Army sent emotional and spiritual care teams to provide resources to employees still working in the administrative offices at the industrial site.

As Christmas approached, the Kentucky Tennessee Division sponsored Angel Tree for 60 affected families. Months after the initial response, with the help of generous donors and partners, The Salvation Army continues to provide assistance to the Hickman and Humphreys communities impacted by the explosion.



HURRICANE MELISSA

Hurricane Melissa made landfall in the Caribbean on October 28. With sustained winds reaching 185 mph, this Category 5 monster unleashed torrential rains, flash flooding, and life-threatening storm surges across the region. Jamaica's mountainous terrain amplified the storm's destructive force, triggering landslides and widespread infrastructure damage.

The Salvation Army began immediate work in the area to assess needs and their remaining infrastructure from which to provide support. Teams worked alongside local authorities and partners to quickly deliver life-saving assistance. Salvation Army outposts also served as hubs for Starlink units, offering scheduled times for residents to access free Wi-Fi, and ensuring that entire communities could communicate again.

The United States Southern Territory provided supplies from their warehouses to aid in these efforts, shipping over 2,500 meal kits and tarps for distribution in affected areas. These supplies helped to provide food security and temporary shelter for thousands who lost homes and livelihoods in the storm.

- **Over 5,000 food parcels distributed**
- **Over 4,600 hygiene kits distributed**
- **2,500 meal kits provided**
- **20 Starlinks installed with Red Lightning**
- **5,387 families served**
- **38,604 individuals served**





LONG-TERM RECOVERY

Throughout the year, long-term recovery efforts were active across ten states with a focus on communities impacted by Hurricane Helene and other major disasters. Financial assistance and recovery support helped address urgent unmet needs such as safe housing, accessibility improvements, transportation, and household necessities.

2025 also marked significant growth in the Army's capacity to support recovery at a systems level. The Territorial Long-term Recovery Specialist provided leadership and oversight across multiple states, helping guide the distribution of more than \$8 million in unmet needs funding connected to major disasters and mentoring and supporting newly hired long-term recovery specialists throughout the territory.

More than 20 trainings and mentoring sessions were delivered to Salvation Army staff and community partners to help local recovery groups strengthen case management practices, improve coordination, and build sustainable recovery structures that will continue serving their communities long after initial funding is exhausted.

Across all of this work, intentional attention was given to ensuring recovery resources reached vulnerable and under-served populations. Training, technical guidance, and field support emphasized equitable access, inclusive outreach, and practical solutions that remove barriers for households facing the greatest challenges.

Long-term recovery requires coordination and a sustained commitment to the well-being of communities. In 2025, The Salvation Army continued to walk alongside disaster survivors for the long haul — helping families rebuild homes, restore stability, and move forward with confidence.



TRAINING

In 2025, The Salvation Army Southern Territory delivered nearly 200 Emergency Disaster Services classes, training more than 2,100 participants. Divisions hosted multiple training events, including a tabletop exercise in Georgia, a training summit in Florida, and an instructor development course in the Arkansas–Oklahoma Division. New offerings this year included an amateur radio certification course (congratulations to our five newly licensed operators) and a Long-term Recovery Summit. Both events brought together participants from across the territory.

2025 also marked significant growth in virtual training. The online Introduction to Emergency Disaster Services course underwent a major update and revision, and the new version was successfully launched through the EDS database. The Public Information Officer course launched virtually in July 2025. The first two sessions included participants from all four territories.

In partnership with the Territorial Services Coordinator Against Human Trafficking, Sheena Evans, EDS hosted an anti-human trafficking webinar to highlight practical steps deployed disaster teams can take to recognize and help mitigate instances of human trafficking during disaster response.

The Southern Territory also supported National Headquarters in producing nine online EDS courses designed to engage community partners with The Salvation Army's Emergency Disaster Services work. Learn more via the QR code.

This progress would not be possible without the dedication of the Southern Territory's 62 certified EDS instructors. We are grateful for their continued service and steadfast support of The Salvation Army's mission.



PROFESSIONAL SUMMIT

The US Southern Territory Emergency Disaster Services was honored to partner with the US Eastern Territory and the Canada and Bermuda Territory to host a summit for Salvation Army disaster professionals across 26 states and two countries. The conference, hosted at the Eastern Territorial Headquarter in New York, focused on both general leadership development and professional skills specific to emergency management and disaster services.

Bringing together representatives from three territories allowed team members to share best practices during scheduled sessions and to participate in breakout groups to shape future Salvation Army disaster response and policy. Topics ranged from "Working with Indigenous Peoples" and "Resiliency on Deployments" to case studies of specific responses with unusual circumstances.

"The Salvation Army has over a century of experience with disaster response," said Jeff Jellets, Southern Territorial Disaster Coordinator, "But we never stop trying to improve. Through comprehensive training, we are not only building the skills and knowledge of our personnel but also instilling the compassion and dedication that are at the core of The Salvation Army's mission."

Participants took a guided tour of the 9/11 Memorial and Museum to remember and learn more about this historic disaster response and the part The Salvation Army played during those momentous days.



HONORING ALVIN MIGUES

The Salvation Army is proud to honor Texas EDS Director, Alvin Migues, who retired on December 31, 2025. Having once received help from The Salvation Army, Alvin deeply appreciates the importance of giving back.

Before joining EDS, he worked at the Northside Corps in Dallas and the Adult Rehabilitation Center in Fort Worth. Alvin played crucial roles in disaster response, serving as an emotional and spiritual care provider during Hurricane Ike and

later during Hurricane Katrina. These experiences ignited his passion for disaster relief, eventually leading him to become Assistant EDS Director for the Alabama, Louisiana, and Mississippi division for a year. He then returned to Texas to serve as Divisional Disaster Director from 2011 to 2025.

Beyond leading the Texas division, Alvin also mentored other Southern Territory divisional disaster professionals, helping train future leaders in disaster response. Alvin and his Texas team frequently responded to major disasters across the Southeast, with Alvin often scouting routes in his large EDS truck to ensure equipment and resources reached affected areas efficiently.

In 2017, under Alvin's leadership, the response to Hurricane Harvey was remarkable: over 3 million meals, drinks, and snacks were served; 57,000 Emotional and Spiritual Care contacts made; 348,000 items distributed—all thanks to 822 disaster workers and nearly 5,000 spontaneous volunteers.

Alvin has served on numerous disaster response operations including Hurricanes Florence, Michael, Ida, Ian, Helene, multiple divisional disasters, and was the Operations Chief and Incident Commander respectively during Hurricane Dorian in the Bahamas in 2019 and the 2020 earthquake that impacted Puerto Rico.

Alvin earned special recognition for supporting US Army veterans, and under his guidance, the Texas team won the Texas Department of Emergency Management VOAD Member organization of the Year award in 2025. When reflecting on building a successful career, he underscored the value of surrounding yourself with a strong team, working hard, standing up for what's right, and knowing when to step back. "I've gained more from being part of The Salvation Army than I've ever given back. It keeps you honest and makes the Army a great place to work."



VOLUNTEER SPOTLIGHT

Linda Dowell is a longtime Salvation Army volunteer in both corps and EDS capacities. In 2025, she deployed as an ESC specialist during response to the horrific flooding in Texas. Here, she reflects on her experience.

A ministry of presence is essential as an emotional and spiritual care specialist. Providing a safe place for people to share their stories and release their fears and grief is an integral part of our ministry. I spent time with survivors, some of whom had been rescued out of the flood waters, people who had lost a friend or a loved one, and with numerous people just grieving for their community...



Toward the end of the day, our team had made our way downriver almost to Camp Mystic. I got out of the RRU and started walking toward the river. I noticed a lady sitting in her pickup truck with her head resting on the steering wheel. I could see she had been crying. Exhaustion and weariness were written on her face.

Looking toward the opposite side of the river, I noticed the bank was very steep rising from the river, and on top of the hill was a cross. I asked the lady about the cross and she explained this area once had been a summer camp. The cabins had been purchased by individual families and they had started a little homeowners association. The families spent the summers together there as the kids grew up.

The cabins had been built in what looked like a semi circle pattern. There were only a few severely damaged structures left. Most were simply gone with only cement foundations left where houses once stood. As the tears flowed along with stories and sweet memories, the stark reality of the present seemed surreal. Several people from that community perished during the flood. In fact, the first funeral was taking place that afternoon in San Angelo.

After a time, I asked if I could give her a hug. More tears flowed. In that tender moment I offered a pray for her and her community. It's difficult at times to have words but God always seems to send a prayer of comfort just at the right time.



PARTNERSHIPS

When disaster strikes, partnerships deliver hope. No single organization can meet disaster needs alone. Through trusted partnerships, The Salvation Army Emergency Disaster Services works alongside partners across the public, private, and nonprofit sectors to support disaster preparedness, response, and long-term recovery efforts in communities impacted by disaster.



Supporting Families when it Matters Most

When disasters disrupt daily life, children and families often lose access to basic necessities. Through our partnership with Baby2Baby, The Salvation Army Emergency Disaster Services provides essential items, including diapers, hygiene products, and baby necessities, to children and families impacted by disaster.

- 4,275 diapers provided
- 300 essential baby items provided
- 142 children and families served



Connecting Help to Communities Faster

Reliable transportation plays a critical role in disaster response. Through its partnership with The Salvation Army, FedEx provides in-kind charitable shipping and logistics support to assist disaster preparedness, response, and recovery efforts by helping move relief supplies to communities affected by disasters. FedEx's in-kind transportation support helps The Salvation Army deliver critical assistance to communities in need.

- 10 truckloads of disaster relief supplies transported
- Time-sensitive emergency shipments supported across 10 states
- 24-48 hour average delivery window to disaster-affected areas
- 160,000 disaster survivors supported through disaster response efforts



Nourishing Communities in Crisis

With infrastructure often down, access to food is one of the most urgent needs following a disaster. The Salvation Army partners with Midwest Food Bank to provide shelf-stable food to individuals and families impacted by disasters. This partnership strengthens feeding operations by expanding food distribution capacity, helping ensure families impacted by disaster have access to nourishing meals immediately following the event and during recovery.

- 12 truckloads of shelf-stable food provided
- 12,000 food boxes delivered to disaster survivors
- 2,500 families in disaster-affected communities served



Delivering Hope Through Logistics

Rapid logistics are essential in disaster response. UPS provides in-kind transportation and helps The Salvation Army move critical relief supplies into affected areas quickly and efficiently. UPS's in-kind support helps strengthen The Salvation Army's disaster response operations. Together, we move hope into communities and into the hands of those recovering from disaster.

- \$127,000 in in-kind charitable shipping support provided
- 15 loads of disaster relief supplies transported to disaster-affected areas
- 24-48 hour average delivery window to disaster-affected areas



Mennonite Disaster Service

Building Stability for the Future

Through collaboration with Mennonite Disaster Service, The Salvation Army addresses long-term housing needs for families recovering from disasters, helping move communities from crisis toward lasting stability.

- \$1 million allocated to Mennonite Disaster Service
- Funding supports the construction of permanent housing for disaster-affected families
- Advances long-term recovery and community resilience



Making Recovery Possible

Long-term recovery is a vital phase of disaster response, particularly for individuals and families whose homes have been damaged or destroyed. Through a strategic partnership with Southern Baptist Disaster Relief, The Salvation Army extends its impact beyond immediate relief by supporting essential home repair and restoration in disaster-affected communities.

This partnership strengthens long-term recovery efforts by stabilizing families, restoring homes, and supporting communities well beyond the initial days of emergency response.

- **\$250,000 awarded to Southern Baptist Disaster Relief**
- **Funding supports home repair and restoration**
- **Helps survivors safely return to stable housing**

By working with trusted partners, The Salvation Army helps survivors have a pathway from immediate relief to long-term recovery, promising to rebuild lives, restore hope, and strengthen communities for the future.



DIVISIONAL UPDATES

ALABAMA, LOUISIANA, MISSISSIPPI

Despite a quiet 2025 hurricane season, The ALM Division stayed extremely busy with the sale of the existing disaster services warehouse and the purchase of a new facility with 33 acres of land and a structured warehouse of 218,000 square feet. This facility, in Flowood, MS on the outskirts of Jackson, will serve as a centralized disaster response hub, housing resources from the ALM Division, Southern Territorial Headquarters, and National Headquarters while assisting our disaster and state partners within Alabama, Mississippi, and Louisiana. The division was also able to add a new mobile command unit and a new RRU (Rapid Response Unit) to the ALM EDS disaster fleet.

ARKANSAS, OKLAHOMA

The AOK Division responded to multiple disasters across Oklahoma and Arkansas, providing critical relief and support to impacted communities. In March, widespread wildfires fueled by high winds swept across Oklahoma, prompting the deployment of mobile feeding units and response teams to serve hot meals, snacks, hydration, and emotional and spiritual care to residents and first responders in numerous affected towns. Spring also brought tornadoes across northeast Arkansas and record flooding in both Arkansas and Oklahoma. Later in September, severe thunderstorms and possible tornadoes in eastern Oklahoma caused significant damage, including to a local hospital, where Salvation Army teams provided ongoing meal support to patients, staff, and community members during recovery efforts.



Throughout the year, the division maintained readiness to respond to extreme weather and other emergencies, collaborating with local partners and volunteer organizations to meet immediate needs. Services consistently included mobile feeding, hydration, emotional and spiritual care, and coordination with community agencies to ensure effective, compassionate disaster relief across both states.

FLORIDA

The Florida Division took advantage of a quiet hurricane season to focus on preparedness efforts. The division hosted a hands-on training exercise with a full base camp setup to ensure readiness of personnel and equipment and hosted a divisional training event with 159 attendees participating in 10 workshops and 12 classes.

Throughout the year, the division supported a total of 27 events, including 9 community events and 18 preparedness-focused events across the state. Support was tailored to meet the unique needs of each event and included the deployment of mobile feeding units, base camp equipment, disaster booth kits, preparedness materials, swag items, and personnel support. This flexible, event-specific approach ensured meaningful engagement and effective preparedness outreach, while strengthening community relationships for each participating Salvation Army location.

The division also played host to national and territorial EDS teams as they used the Florida base camp to film training videos for courses designed to empower faith and community-based organizations in building local resilience, preparedness, and readiness to serve their community in the wake of a disaster.



GEORGIA

The Georgia Division was honored to partner with Georgia Baptist Disaster Relief early in January to provide meals and snacks for the numerous U.S. Secret Service, EMS, law enforcement, fire service, and Georgia Public Safety personnel supporting the services for Former President Jimmy Carter in Plains, Georgia. EDS teams also provided meals for retired members of President Carter's staff and their families, as well as for the motorcade that escorted his body to Atlanta.

In July, the division conducted a tabletop exercise for the Incident Management Assistance Team (IMaT) to assess operational readiness with a focus on strengthening collaboration between experienced personnel and newly assigned team members. Lessons identified during the exercise informed targeted improvements, enhancing the division's capacity to respond efficiently and effectively during disaster operations.

The Georgia Division concluded its two-year Disaster Case Management Program (DCMP) for the January 2023 tornadoes that impacted eight counties. The division was selected to administer the first DCMP for the State of Georgia and employed eight temporary staff to support program implementation. Through this effort, assistance was provided to 209 survivor households. In collaboration with community partners, The Salvation Army facilitated more than \$910,000 in direct resources to support survivor recovery.

The Georgia Division continues to focus on the Hurricane Helene Long-term Recovery Program, including hiring temporary staff to oversee program operations and the allocation of funding to households with unmet disaster-related needs. As part of this effort, EDS staff supported the creation and development of 15 Volunteer Organizations Active in Disaster (VOADs) and 15 long-term recovery groups



(LTRGs), strengthening statewide collaboration and improving the coordinated allocation of assistance to survivor households.

In 2025, the Georgia Division expanded its response capabilities with the addition of a Mobile Command Unit to its fleet. This asset enables the Incident Management Assistance Team to operate closer to impacted areas while maintaining access to essential technology and operational systems, particularly in environments where commercial power is unavailable.

KENTUCKY, TENNESSEE

For the Kentucky and Tennessee (KTN) Division, 2025 was very active with response operations. Beginning in early February, heavy rain resulted in flooding across central Kentucky. In early April, eight tornadoes touched down across the division in a span of two days, and in May, super-cell storms spawned six tornadoes, with the most severe destruction across south central Kentucky.

Throughout these spring events, the KTN Division deployed several mobile feeding units and personnel, providing hot meals, hydration, comfort kits, cleanup kits, tarps, clothing, and infant supplies. Support for survivors also included emotional and spiritual care (ESC) and emergency financial assistance.

In early October, the division responded to a devastating industrial explosion straddling the counties of Hickman and Humphreys in Tennessee. KTN aided employees and their families by providing emergency financial assistance and items such as food boxes, and infant supplies. Most importantly, The Salvation Army was on scene offering ESC at a community vigil and in the Family Assistance Center.



In November, The Salvation Army responded to the UPS plane crash in Louisville. For nearly a week, the Louisville Area Command partnered with Southern Baptist Disaster Relief to provide hot meals and ESC to first responders and personnel supporting the incident.

Alongside managing various incidents, the division supported Eastern Tennessee communities affected by Hurricane Helene through long-term recovery efforts, helping overcome recovery barriers and ensuring survivors returned to safe, sanitary, sustainable housing.

NORTH AND SOUTH CAROLINA

The NSC Division monitored various winter storms and other severe weather events throughout the winter and into the summer, responding locally as part of the community's established human services network of agencies and organizations, providing assistance through existing programs.

Following response to Helene in September 2024, our service evolved into sustained, long-term recovery efforts with two long-term recovery program coordinators hired to represent The Salvation Army in ongoing recovery meetings across impacted North and South Carolina counties, working with disaster case managers from partner agencies and organizations to help fund the unmet needs of families and individuals still rebuilding their lives.



POTOMAC


In late January 2025, following the tragic mid-air collision of an Army helicopter and an American Eagle flight, The Salvation Army mobilized immediately to support federal and local law enforcement, including FBI agents, police officers, and dive teams engaged in recovery operations

The flight had been carrying skaters, coaches, and family members returning from events held in conjunction with the U.S. Figure Skating Championships. In response, Salvation Army teams were deployed to Skate Quest in Reston, Virginia, where they provided food and hydration and Emotional and Spiritual Care support for those processing the tragedy.

The Salvation Army National Capital Area Command's Emergency Disaster Team also proudly supported the Marine Corps Marathon. Three mobile feeding vehicles deployed along the course to support the dedicated medical personnel, U.S. Marines, and volunteers who ensured the marathon operated safely and smoothly. Throughout the day, teams served over 200 sandwiches, 150 meatball sliders, and countless clementines, fruit, granola bars, cookies, and chips to keep crews nourished and energized.

TEXAS

The Texas Division responded to several events throughout the year, including flooding in the Rio Grande Valley, tornadoes across the Gulf Coast as well as the July 4th Central Texas Floods where record flooding affected more than 10,000



households. The flooding in Central Texas caused widespread damage, evacuations, and loss of life and homes. The Salvation Army provided 48,705 meals, 83,525 drinks, and 66,314 snacks. In Kerr County, The Salvation Army worked with both state and county emergency management to manage incoming donations and provide space for the volunteer call center. More than 200,000 relief items were distributed to 10 affected counties by Salvation Army staff and thousands of volunteers.

The Texas Division will continue to utilize its partnership with long-term recovery groups, county officials, and/or local community members to provide funding for building materials for home repairs and rebuilds, household goods/furniture, and appliances as well as helping to replace tools and other supplies so self-employed individuals can get back to work.

EDS continues to support the local commands with disaster resources and training, and aid with developing disaster response teams. In 2025, we hosted 39 training classes where 550 students participated. We are continuing the same trend in 2026 with multiple training classes, two regional training events, and an ICS table-top exercise scheduled within the first quarter.

PROFESSIONAL CERTIFICATION

The International Association of Emergency Managers (IAEM) is a non-profit organization committed to advancing the “Principles of Emergency Management.” It supports its members by offering valuable information, networking opportunities, and professional development resources.

Numerous Salvation Army disaster professionals are actively engaged in IAEM, contributing to the field through roles on the Certified Emergency Managers and Scholarship Commissions, as well as through involvement in committees, caucuses, and regional IAEM activities.

IAEM convenes an annual conference aimed at fostering continuing education, enhancing collaboration among emergency management professionals, and facilitating connections among attendees, speakers, and exhibitors. The 2025 conference took place in Louisville, Kentucky, with ten disaster professionals in attendance. At this event, Mr. Jeffery Jellefs, Southern Territorial Emergency Disaster Services Director, received the Career Excellence Award.

To earn IAEM credentials, individuals must complete at least 200 hours of training in emergency and general management, show tangible professional contributions

to the field, pass an examination, and have at least three years of experience in emergency management. Southern Territorial Emergency Disaster Services advances its commitment to professional excellence by moderating a study group for EDS professionals throughout the territory who seek IAEM certification. They also host an all day in-person study session the day before the exam is given.

Eighteen professionals from the Salvation Army Emergency Disaster Services (EDS) have achieved recognition as Certified or Associate Emergency Managers. Certification is not permanent; professionals are required to re-certify every five years by engaging in further training and continuing their contributions to the field.

Captain Katie Bernabe, AEM
PMC Division

Steven Hartsook, AEM
Florida Division

Kevin Chinault, CEM
AOK Division

Chris Hurley, CEM
Texas Division

Kathy Clark, AEM
Texas Division

Jeff Jellefs, CEM
Territorial Headquarters

Leon Ferraez III, AEM
Territorial Headquarters

Kathleen Kouns, CEM
Texas Division

Ken Freeman, CEM
ALM Division

Lanita Lloyd, CEM
Georgia Division

Laurie Fried, AEM
Territorial Headquarters

Mike Patterson, CEM
NSC Division

Bobbi Geery, CEM
Territorial Headquarters

Cindy Puryear, AEM
Georgia Division

Tyra Gore, CEM
Territorial Headquarters

Joshua Posey, AEM
Territorial Headquarters

Michelle Hartfield, AEM
Territorial Headquarters

Deanna Roush, AEM
Florida Division



CAREER EXCELLENCE

The Awards & Recognition Committee of IAEM-USA selected Jeffrey Jellets for the 2025 IAEM-USA Career Excellence Award.

Jeff serves as Territorial Disaster Director for The Salvation Army Southern Territory, overseeing emergency operations across 15 states and the District of Columbia. Over his 33-year career, he has led responses to major disasters including Hurricanes Katrina, Harvey, Ian, Helene, and Milton, as well as numerous tornado and flood events—ensuring consistent, high-quality mass care, logistics, and long-term recovery services.

A trusted leader and collaborator, Jeff strengthened partnerships across FEMA, VOAD, and the voluntary sector, helping integrate community-based organizations into all phases of emergency management. His integrity, strategic leadership, and lasting impact on the field make him an exemplary recipient of the Career Excellence Award. His legacy will continue to inspire future generations of emergency management professionals.



H O P E — IS ON — THE WAY



SUPPORT EMERGENCY DISASTER SERVICES:

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