The Salvation Army’s Emergency Family Shelter: Stabilizing Lives, Providing Hope & Finding Solutions

The Salvation Army’s Emergency Family Shelter is much more than a place where local families can find warm beds and hot meals. It is a caring, non-judgmental community, staffed by professionals who are trained to connect residents with the resources they need to get their lives moving in a positive direction.

Each night, The Family Shelter is home to more than 70 individuals, more than half of whom are children. The shelter is not a big room full of beds, but rather a collection of clean, smaller rooms, similar to a college dormitory, where families can maintain some privacy while getting their lives together. It also has a special wing for homeless parents with infants, a group whose numbers have increased significantly the past few years. In fact, several babies have spent their first days of life with us, as their mothers have found themselves homeless during the birth process.

“By the time families reach us, they have exhausted all of their personal resources,” says Trista Sykes, case manager supervisor at the shelter. She adds, “The stress of being homeless while parenting young children is more than most of us can imagine. For families experiencing personal crises, having an advocate in their corner can be very empowering, especially someone who listens without judging them.”

Each family who enters the shelter is assigned a case manager, who assesses the family’s needs and helps them develop a plan for moving forward. Our case managers are able to provide assistance with housing, child care services, health care, mental health services and employment opportunities/job training.

“At The Salvation Army, we are very fortunate to have so many programs that complement each other,” says Liddy Hintz, Director of Emergency Services & Child Welfare. “Day care services, family counselors, youth programs and a food pantry are among the great internal resources available to those in our Family Shelter. When combined with other community resources, we are able to get families the help they need to work toward stable, long term solutions.”

Success Story: Elena and Daniel

In February of 2013, Elena and her young son, Daniel, found themselves homeless in New York City after a relationship breakup and a rent increase. Elena worked as an administrative assistant, but lacked the education to advance to a higher pay grade. In addition, her job did not offer health benefits, which made it difficult for her to find help for her mental health issues. Lacking family support and unable to deal with the high cost of living in the city, Elena decided to move to the Syracuse area, where she had some friends.

When Elena first arrived, she was able to stay with friends, but she knew this wasn’t a permanent solution. She found part-time work, but was unable to scrape together enough money for a security deposit and first month’s rent, not to mention child care. In June, she ended up at The Salvation Army’s Emergency Family Shelter.

At first, Elena had a hard time opening up to shelter staff and sharing her story, but she eventually formed a strong bond with her case manager. Elena’s first step toward independence was getting a free medical consultation for her mental health issues. With the proper treatment, she was able to decrease her anxiety and was better able to make decisions about her future. The next steps included securing affordable housing and enrolling her son in The Salvation Army’s Cab Horse Day Care Center. After a month at the shelter, Elena was able to secure an affordable apartment with donated furniture, and she took advantage of Onondaga County’s JOSSpa! program to increase her job skills and look for full time employment.

Elena is now working 30 hours per week in an office setting and is training to be a paralegal, a good match for her strong administrative skills. Money is still very tight, but she now feels she has a network of people and programs where she can go for help. This winter, as her utility costs have increased, Elena has visited our food pantry on several occasions so she and Daniel can have healthy meals until the next paycheck arrives.

Daniel has blossomed at Cab Horse Day Care, making lots of friends and benefitting from early education programming. Elena has come back to visit The Emergency Family Shelter on several occasions, and her successes have provided inspiration to current shelter residents who are facing similar challenges.

Please Note: The names and photos used in this story have been changed to protect the confidentiality of the family.

Emergency Family Shelter Facts

• On average, 73 people stay at the shelter each night.
• 976 individuals were served in the last year.
• 56% of those served are children and 63% of the children served are under the age of five.
• It is the only shelter in Onondaga County that can accommodate fathers, mothers and their children in one location.

How You Can Help

• Volunteer your time at our Emergency Family Shelter. Call 479-3668 to learn more about how you can help.
• Help us transition families from homelessness to self-sufficiency by making a donation at sasyr.org.
• The Salvation Army’s Bed & Bread Club is a monthly giving program specifically targeted for hunger and homelessness. Learn more at bedandbreadclub.org.
A Hopeful Holiday Season... Thanks to Your Support!

Thank you to EVERYONE who joined us in 2013 to make the holidays brighter for men, women and children in our community. From pre-schoolers to seniors, thousands of local residents joined together to demonstrate their compassion in a wide variety of ways. While we don’t have the space to list every contributor individually, we’ve highlighted some of the special efforts of our wonderful partners and volunteers. Please know how much we appreciate each one of you who participated in this year’s holiday campaign!

Extraordinary Christmas Bureau Supporters

- Wegmans donated more than 18,000 lbs. of non-perishable food items, along with potatoes and bread for all families.
- Our annual Turkey Drive was supported by a G&C Foods donation of 1,000 turkeys, as well as a Tim Horton’s kettle campaign and media support from CNY Central (Megan Coleman) and B104.7 (Tom Owens).
- Delaney Moving and Storage and Byrne Dairy provided transportation services for food and toys.
- DOT Foods provided pasta and Twin Farms donated milk for all recipient families.
- Food Bank of Central New York donated cereal, yogurt and fresh produce for all families.
- United Way of Central New York / Success By Six were responsible for each child receiving a book. They also provided food and water for our Christmas Bureau volunteers.
- The U.S. Marines / Toys for Tots provided thousands of toys for Christmas Bureau.
- The Post-Standard / Old Newsboys raised more than $50,000 to purchase toys for the 2013 Christmas Bureau.
- Christmas Bureau Toy Tables were sponsored by Aspen Dental, Carrier, CS Companies, Lockheed Martin, Saab Sensis, Syracuse Chiefs, and Syracuse Firefighters. Thanks to the many other companies and groups that provided Christmas Bureau volunteers.
- More than 50 schools and 125 companies participated in food and toy drives.
- Nearly 1,400 volunteers donated their time on Distribution Day and the week leading up to Christmas Bureau. Eric Ruhinen, owner of the Thompson Road Tim Hortons, provided coffee, hot chocolate and pastries for these volunteers.
- Our Advisory Board provided continued leadership and our Young Leaders Advisory Council raised money to purchase 1,200 pairs of movie passes for the Tickets for Teens program.
- Syracuse Crunch and Stanley Steemer teamed up again for their Teddy Toss promotion, providing more than 1,000 stuffed animals.
- Members of the New York Air National Guard’s 174th Attack Wing, Syracuse Firefighters and Onondaga County Sheriff’s Dept. provided invaluable logistical support.
- Golisano Children’s Hospital provided free vaccinations and health screenings during Christmas Bureau registration days.

Thanks to Our Christmas Bureau Partners

The working group that planned the event throughout the year included the 174th Attack Wing, Bank of America, CS Companies, Catholic Charities of Onondaga County, CNY Central, Contact Community Services, Delaney Moving & Storage, Food Bank of Central New York, G&C Foods, InterReligious Food Consortium, Onondaga County Dept. of Social Services, Onondaga County Sheriff’s Dept., The Oncenter, Syracuse Firefighters, The Hayner Hoyt Corporation, NewsChannel 9 WSYR, The Post Standard/Old Newsboys, United States Marines/Toys for Tots, United Way of Central New York/Success By Six, and Wegmans. The Christmas Bureau Committee was once again chaired by Gary Thurston, Chairman & CEO of The Hayner Hoyt Corporation.
Syracuse Area Residents
Rock the 2013 Red Kettle Campaign.

Our Red Kettle Campaign now encompasses traditional red kettles at stores and malls, mini red kettles at local businesses and online red kettles sponsored by groups and individuals. This year, Syracuse area residents contributed nearly $275,000 to the Red Kettle Campaign.

Special Thanks To...

- Destiny USA, Shoppingtown and Great Northern Malls, Tops Friendly Markets, Price Chopper, K-Mart, Wal-Mart, Hobby Lobby, Herb Phillipson’s and Nice N Easy Grocery Shoppes (new this year?) for hosting our traditional red kettles.
- Billy Fuccillo for providing a $50,000 kettle match for the Syracuse Area, as well as collecting nearly $3,000 in red kettles at his dealerships.
- The employees of St. Joseph’s Hospital for contributing $4,750 to an internal mini kettle campaign, and The Hayner Hoyt Corporation for providing $9,500 in matching funds for the campaign.
- M&T Bank for raising more than $2,000 dollars through a paper kettle campaign at its Central New York branches. Thanks to Julia O’Donnell, one of your Young Leaders, for initiating this campaign.
- The more than 30 companies and community groups that sponsored mini red kettle campaigns, contributing thousands of dollars to the Campaign.
- Steve Scicchitano and Chris Hussak for supporting the Red Kettle Campaign with their inspirational Holiday Hope Light Show at Great Northern Mall.
- The hundreds of volunteer bell ringers who helped bring the 2013 Red Kettle Campaign to life by donating thousands of hours. Once again, we handed out Golden Kettle Awards to those with the greatest number of volunteer ringing hours. Carrier Corporation repeated as the top corporate bell ringing team with 80 hours of volunteer service. Arc of Onondaga (Midler Ave.) was once again the top community group, providing 168 hours at our red kettles. Nationwide Insurance Agent Vinny Hollopeter, of Cicero, won the individual honors with 56 bell ringing hours.

Additional Holiday Blessings

- Thanks to Crossfit Syracuse, Eric Mower & Associates, Express Mart, Jon & Cathy Nappa, National Grid, Onondaga Tabernacle, O Yoga Studio, Service Fulfillment Center, SRC, and The Hayner Hoyt Corporation for adopting Salvation Army programs and making the holidays special for those we serve.
- Thanks to the CNY General Federation of Women’s Clubs for doing its annual Jello drive for Christmas Bureau.
- Thanks to Dick Hollington and Bob Salvetti for their long time commitment to helping us deliver barrels for school food drives.
- Thanks to local television, radio and print media for doing a wonderful job of getting the word out about the need and how to support local families during the holidays.

Holiday Reflections & the Year Ahead.

by Captain John Luby, Area Coordinator

Wow! That one simple word best describes how my wife, Major Gayle, and I feel after experiencing our first Christmas season as part of The Salvation Army in Central New York. We are amazed and awed by the generosity of this community and we feel blessed to have witnessed so many acts of kindness and love. They say that actions speak louder than words, and that certainly holds true for the people of Central New York. You barely blink at a foot of snow, clearing it in a heartbeat and continuing with your business, or embracing its recreational opportunities. It is in that same no-nonsense way that you go about providing food for 2,500 families, and toys, books and stocking stuffers for 6,500 children. It’s not a big chore, but simply something that needs to be done, because you know it’s the right thing to do. And that, in its purest sense, is love. Not the kind you talk about, but the kind you feel deep in your soul.

Even the most calloused of souls, in the face of such sincere generosity, I think, cannot be but touched by some spark of hope and peace and grace… the joyful smile of a child, a parent’s worry lessened by having food and gifts for their children, a warm night’s shelter amid people who care… the renewal of hope… not even the canned music that blares from public speakers from Thanksgiving on can drown it out. So as we begin a new year, we give thanks to the tens of thousands of Central New Yorkers who share The Salvation Army’s passion for helping those in need. For as long as there are those among us who lack food, shelter and other basic needs, we will pull together as a community, roll up our sleeves, and do our best to make sure that no one is forgotten. It’s what we do, not just during the holidays, but all year long! We look forward to working side by side with you in the year ahead. God bless.

Stay connected to your Salvation Army: sasyr.org
 Gifts That Give Twice

MEMORIALS
IN MEMORY OF
Gwen By
DENISE BARRY
Mrs. Judith Barry
LESLEY BENNETT
Mr. Robert L. Bennett
DANIELLE DAWN RESOLVE
Mr. and Mrs. Thomas R. ResOLVE
THE FORESTIERE FAMILY
Ms. Frances Forestiere
JAMES F. FOWLER SR. AND
JENNIE L. FOWLER
Mr. Joseph F. Fowler, Sr.
MARY FRANCHINI
Mr. Eugene J. Franchini
MRS. EUGENE J. FRANCHINI
JANIS J. HARBIEY
Mr. Jack Harney

Gifts That Give Twice
Given By
IN MEMORY OF
MEMORIALS
MARILYN J. HARNEY
JON HALL
Mr. Eugene J. Franchini
MARY FRANCHINI
JAMES E Fowler Sr. AND
Ms. Frances Forestiere
Mr. and Mrs. Thomas R. ResOLVE
IN MEMORY OF
IN HONOR OF
TRIBUTES
How much they care about people in need. These gifts may be sent to the Development Office at 677 South Salina St. Syracuse, NY 13202.

Memories of Marilyn J. Harney

Welcome our newest additions to The Salvation Army’s Advisory Board

Nathan R. Andrews is President of Morse Manufacturing Company, Inc. As an original member of our Young Leaders Advisory Council, Nate has provided many hours of service to support our mission. He has a B.S. in Engineering Management from the University of Vermont.

Mark Re is Vice President & General Manager of the Central New York Region of RealtyUSA.com. He earned his B.S. from Syracuse University with a dual degree in Human Resource Management & Law and Public Policy.

Jennifer L. Vaccio is the Director of Human Resources for Lockheed Martin Mission Systems and Training (MST) in Syracuse. She holds a bachelor’s degree in Industrial and Labor Relations and a Masters of Business Administration, both from Le Moyne College.

Young Leaders Advisory Council appoints new leadership

Congratulations to Julia M. O’Donnell (Chair), Nick McLaughlin (Vice Chair), Karolina Marcinkowski (Secretary), Daniel F. Griffin (Finance Chair) and Carrie Tolerico (Nominations Chair) for assuming leadership positions on our Young Leaders Advisory Council. We are also grateful to the leadership provided for the last several years by departing executive committee members Jeremy Thurstorn, Paul Johnston and Nate Andrews.

Your Lasting Touch

Each year, we receive calls from friends who want to include The Salvation Army in their will and also want that gift to specifically support programs in the greater Syracuse area. To achieve that goal, the following can be included:

How much they care about people in need. These gifts may be sent to the Development Office at 677 South Salina St. Syracuse, NY 13202.

Save the Date

for our 5th Annual 3 on 3 Basketball Tournament
June 6-8, 2014
Le Moyne College
Visit SASyr.org for more details.

Stay connected to your Salvation Army: sasyr.org