



WORLD SERVICE OFFICE

2024 ANNUAL REPORT



WHAT WE DO

For 47 years, The Salvation Army World Service Office (SAWSO) has been helping individuals, families, and communities around the world address the physical, social, and economic challenges they face. Presently engaged in more than \$65 million worth of active projects, SAWSO helps by employing a holistic, faith-based, and community-focused approach to meet the needs of those in poverty.

SAWSO's Project Sectors:

- Anti-Human Trafficking
- Disaster Relief and Recovery
- Education
- Health
- Livelihoods
- Business & Economic Development

VISION STATEMENT

The Salvation Army World Service Office serves as a dedicated resource committed to responding to the global interests of The Salvation Army through:

- Developing sustainable solutions to poverty, disease, and despair in global communities;
- Cultivating increased organizational capacity within Salvation Army units worldwide;
- Introducing sustainability models that grow financial independence; and
- Demonstrating an empowering culture of grace and trust towards everyone we serve.

INTERNATIONAL 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.

SAWSO.org



Cover: A young girl in traditional dress celebrates a festival at her local Salvation Army in Lahore, Pakistan.

Cover Photo by **Keri Shay**

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SAWSO

THE SCOPE OF THE SALVATION ARMY WORLD SERVICE OFFICE IN 2023

\$65M

in funds is
dedicated to
more than

200

active
projects
in

73

countries, and
we can mobilize
in any of the

134

countries where
The Salvation
Army is present.

COMMISSIONER KENNETH G. HODDER

National Commander of The Salvation Army in the United States



The Salvation Army's mission is rooted in the Bible and driven by the boundless love of God. Our commitment to love and provide assistance knows no bounds as we strive to create a better world for both current and future generations.

Wherever we serve across the globe, our goal is to enhance the physical, spiritual, and economic well-being of communities. Whether it's providing clean water, safe educational spaces for children, or essential training in financial literacy, our goal remains the same: to serve all people with the same love and compassion that God shows to each of us.

William Booth, The Salvation Army's founder, anticipated this mission from the beginning: *"Faith and works should travel side by side, step answering to step, like the legs of men walking."*

I pray that, in reading this report, your understanding of the programs and projects that SAWSO has supported will inspire you to join us.

Thank you for your support.

Very truly yours,

A handwritten signature in black ink, appearing to read 'K. Hodder', with a long horizontal flourish extending to the right.

*"Faith and works
should travel side by side,
step answering to step,
like the legs of men walking."*

—William Booth

LIEUTENANT COLONEL GEORGE BAKER

Executive Director of The Salvation Army World Service Office



Thank you for taking a moment to consider the basic needs of our brothers and sisters around the world and reflect on your opportunity to serve them in unity and love.

The Salvation Army World Service Office is engaged in more than \$65 million worth of projects worldwide. Through the invaluable support of these projects, families achieve a higher level of self-sufficiency, resiliency, and strength. Our goal is to implement solutions for ongoing, self-sustaining success, emphasizing local ownership and community involvement. Local Salvation Army staff, officers, and volunteers are dedicated to this work in order to make such success possible.

We have designed this annual report to highlight the six project sectors in which SAWSO engages and in which your skills, relationships, and resources can be of significant use to others around the world. Please consider coming alongside us.

Proverbs 16:3 says, "Commit to the Lord whatever you do, and he will establish your plans" (NIV). In short, SAWSO looks to God for direction in all that we do.

I pray that through this report you will be inspired to align with our work on behalf of our global brothers and sisters in need.

God bless you,

A handwritten signature in black ink, appearing to read 'G. Baker', followed by a long horizontal line.

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RESILIENCE IN ZIMBABWE

Zimbabwe is a landlocked country that is prone to droughts, floods, and wildfires. These natural disasters, on top of various socioeconomic factors, make the country susceptible to crop failure, food insecurity, and poverty.

To combat these issues, SAWSO helps many Zimbabweans develop their resilience. Introducing various business initiatives in communities across eastern and southern Zimbabwe, such as animal husbandry, dairy farming, fisheries, and beekeeping, helped more than 1,500 people guard their families against climate and economic challenges. SAWSO's work in Zimbabwe is not just a response to crisis. It's a step toward a more resilient and secure future for many communities.

The Next Phase

This project is ongoing and will end in mid-2025. **Scan the QR code to donate** and support the livelihoods of families.



CHANGING LIVES IN INDIA

In India, women belonging to the Dalit caste, often referred to as “untouchables,” face the deepest marginalization within the country’s societal structures. They face unimaginable discrimination, poverty, and a general lack of access to resources. In southern India, SAWSO is supporting projects that seek to empower these marginalized women through village savings and loan programs and employability services. These elements provide valuable community-centered support to women who need it most.

SAWSO also supports women in income-generating activities like tailoring and costume jewelry assembly, through which they can support themselves and their families. Women also come together in self-help groups to meet and encourage others who share their circumstances. SAWSO is dedicated to empowering these women to escape the poverty and discrimination they experience simply because of their religion. The Salvation Army in India has supported nearly 30,000 women through self-help groups since 2017.

SECTOR OVERVIEW

SAWSO’s livelihoods efforts span 9 countries, 12 projects, and 21,495 participants, predominantly serving women, and fostering 1,630 savings and loan groups.





SECONDHAND FINDS IN BRAZIL

The Pelotas Integration Center is a community center in southern Brazil that combats poverty and hunger. The center can accommodate up to 80 children, offering meals, after-school support, sports activities, and art programs. Parents of children who attend the center also receive food boxes when the food pantry has the available resources.

To increase the center's capacity to serve more children, a group of Salvation Army officers opened a thrift store to generate more income. They began using trucks that were funded by SAWSO to pick up larger items and then deliver them to customers. These efforts increased their profit margin by more than 50% and expanded the center's ability to serve 20 more children, motivating

them to open a second store location for even more support.

The ripple effect of their efforts reaches beyond the community's immediate challenges, helping children to break free from the cycle of poverty and look forward to a more promising future.



COMMUNITY IN ECUADOR



The Salvation Army in Ecuador partnered with SAWSO to generate local income in support of their community service efforts. Together, they cleared and leveled an unused area near The Salvation Army church to build a soccer field. The Salvation Army in Ecuador began renting out the space for games and activities, and various community cooperatives also began using the space for monthly meetings. This generated a 62% return on investment to support feeding programs, homelessness outreach, school improvements, and more.

By providing the only level space in the community for 30 people or more to meet at one time, three groups were able to unite their goals and resources into collective action. Now the community is investing in themselves, installing an accompanying guarded playground and an industrial oven for the women's group to generate additional income through bakery sales.

SECTOR OVERVIEW

For every \$1 invested, SAWSO creates enterprises that generate \$2.30 in new income. All profits support the local mission.

UPGRADES IN ZAMBIA

The Chikankata Mission is a 200+ acre campus in rural southern Zambia that is home to 3,000 community members. Thanks to a generous grant from the Leona M. & Henry B. Helmsley Charitable Trust, the Mission was able to upgrade its electrical supply for the secondary school, College of Nursing, Midwifery and Biomedical Sciences, and General Hospital, all of which serve impoverished families in the area.

The new reliable electrical system provides a consistent supply of power to maintain critical medical and community functions. The project also provided the campus with street lighting for the first time.

The Next Phase

Infrastructure upgrades at the Chikankata Mission will include the installation of a new waste water system and replacement of multiple broken septic tanks that are currently leaking sewage throughout the Mission's campus.

Scan the QR code to donate monthly.



CLEAN WATER IN SRI LANKA

For several years, The Salvation Army has collaborated with the Sri Lankan Ministry of Health to mitigate a type of deadly kidney disease striking farming families in a rural area linked to agricultural chemicals in drinking water. Through The Salvation Army's early outreach and screening, more than 4,700 individuals over the last 10 years have received life-saving treatment.

The Salvation Army provided wells with commercial water purification systems to villages in the area so residents can have adequate drinking water free from agricultural chemicals. Eight new wells were built for villages in the Polonnaruwa District, directly benefiting more than 2,700 families. Additional benefits include the availability of medical treatment and agricultural practices that reduce exposure to chemicals.

Due to the success of the program, the Sri Lankan Ministry of Health asked The Salvation Army to expand to new areas of the country in the coming year. Having established good relations with the government, Sri Lankan officials now call The Salvation Army a respected partner in emergency relief efforts.

PROJECT OVERVIEW

Six medical care facilities are supported by the commercial water purification systems provided with the support of SAWSO funding.





PROTECTING CHILDREN IN INDIA

The Salvation Army's Aruna Children's Home is a residential home for 4 to 12 year olds who are the children of women working in India's red-light districts. Children born into these circumstances often face poverty, exploitation, trafficking, and other challenges.

The Children's Home helps keep these children safe, serving as an alternative home and helping them overcome the challenges into which they were born.

SAWSO works with the Children's Home to identify and provide opportunities for qualified staff training and case management. With capacity for 30 children, the residential home offers safe accommodation, nutritious food, and access to education. This support means children have time and space for recreational activities, play, and learning about the love of God.

SECTOR OVERVIEW

17,875 survivors of human trafficking have received support addressing their physical, emotional, and spiritual well-being.



SAFE PATHWAY IN INDONESIA

Indonesia is home to more than 85 million children (ranking fourth in the world), forming a significant portion of the country's total population. Because of abandonment, abuse and other causes, an estimated 500,000 children live in residential homes away from their families.

SAWSO, along with The Salvation Army based in Australia, has partnered with the local Salvation Army team in Indonesia to pilot the Safe Pathway program. With the goal of preventing child abandonment, the program identifies the need and then creates solutions for the forces driving a child into



residential care. In the Safe Pathway program, children are cared for holistically and in a safe, family-based environment. They attend school, play sports, and learn new skills to ensure a more hopeful future.

The Salvation Army runs 15 children's homes in Indonesia. While caring for the children, this project also seeks to reunite the children with their families whenever possible, offering solutions to minimize the risks and support the capacity of the family to care for the children.

EDUCATING IN SOUTH AFRICA

In the impoverished areas across western Cape Town, children struggle to get quality education in stable facilities. The Salvation Army operates early childhood development centers in Manenburg, Mitchell's Plain and Bonteheuwel, all of which provide transformative care for children.

The facilities needed improvements and program enhancements to comply with new government standards. With SAWSO's help, renovations were made to the facilities that exceed the government's requirements while also increasing overall program efficiency. Through the SAWSO partnership, the schools have procured new equipment, revised curriculum, provided teacher training, and identified local community stakeholders to sustain ongoing improvements. This significant investment in early childhood education now serves as a model for holistic program evaluation and renewal for other organizations and Salvation Army programs across Africa.

SECTOR OVERVIEW

More than 18,500 children are benefitting from education intervention helping to ensure their future success.



EMPOWERING TEACHERS WORLDWIDE

The Salvation Army operates nearly 1,399 primary schools that serve children in poor and disadvantaged communities across the globe. Devastating natural disasters, political and financial instability, and a lack of local resources have severely impacted the quality of educational instruction.

SAWSO has partnered with local educational organizations to bring the expertise and individualized coaching needed for teachers to strengthen their classroom skills and engage with young learners. Textbooks and other learning materials were also provided, boosting the quality of education and benefiting more than 549,432 students.

Self-sustainability is a core objective across all SAWSO programs, driving the organization's strategy to enhance in-house capacity for continuous professional learning and educational quality improvement. Guided educators not only undergo coaching themselves, but also extend their expertise by training and coaching fellow teachers.



The Next Phase

SAWSO is working to launch after-school programs in Indonesia, Republic of the Congo, Guatemala, Papua New Guinea, and more.

This initiative will focus on helping children build foundational skills and improving access to books and libraries, thereby promoting safe, developmental play.

**Scan the QR code to support
with a monthly donation.**





PROMOTING PEACE IN NIGERIA

In anticipation of Nigeria's general elections, SAWSO collaborated closely with local Salvation Army units to implement a comprehensive peace-building program.

This initiative spanned several months and was marked by a series of impactful workshops and awareness-raising activities facilitated by The Salvation Army's International Emergency Services office. Emphasis for the workshops was placed on the imperative for religious groups to prioritize the promotion of peace over any partisan political affiliations.

Utilizing various media platforms, including radio, television broadcasts and printed materials, The Salvation Army launched extensive outreach campaigns aimed at disseminating messages of nonviolence and tolerance across the country. Additionally, they orchestrated a month-long regimen of prayer and fasting dedicated to fostering peaceful elections.

SECTOR OVERVIEW

Throughout 2023, SAWSO provided aid to 11 disasters in 17 countries, assisting 373,430 individuals with essential support.



DROUGHT RESPONSE IN KENYA

Marked by five consecutive below-average rainy seasons, 2022 brought with it unprecedented drought in the arid lands of Kenya, driving a dramatic increase in humanitarian needs. Turkana North and Kibish were majorly affected, with 192,800 people in dire need of assistance, particularly food and water relief. The severe drought, significant loss of livestock and income, and subsequent food price hikes made it challenging for families to afford school fees.



From late 2022 into 2023, SAWSO, along with other Salvation Army partner locations, provided crucial support to address food insecurity in Turkana, Isiolo/Samburu, Kitui, Makueni, and Machakos by providing food relief and implementing a “food for fees project” in Central Turkana. The project ensured 3 months of food aid to primary and secondary boarding schools, offsetting school fees, which allowed them to remain open and prevent the diversion of funds for other needs. Further, children who would have been excluded from school due to high food prices caused by drought were able to return to or remain in school. More than 2,327 households across 83 communities received food parcels and essential items, benefiting more than 5,225 school children.



RESPONSE TO RECOVERY

As the crisis in Ukraine continues, The Salvation Army is focused on meeting the unique needs of refugees and internally displaced persons (IDPs) by actively preparing for the transition from emergency response to long-term recovery. The Salvation Army has provided vouchers that enable refugees and IDPs to purchase essential items such as food, clothing, and hygiene products tailored to their specific needs. There are programs for the children often left without a parent and support for families dealing first-hand with the trauma of war.

With an eye towards the future, The Salvation Army is prepared to transition into the recovery phase, helping ensure that the people of Ukraine and neighboring countries can rebuild their lives, regain their dignity, and look forward to a brighter future. This shift in focus will see the organization provide vital support in the form of mental health services, educational programs, and initiatives tailored to children and women.

The next phase

To support the continuing recovery effort in Ukraine, **scan the QR code to donate monthly.**



CHILDREN OF UKRAINE

The ongoing conflict in Ukraine has inflicted a heavy toll on the nation's most vulnerable, particularly its children. With over 3,400 educational facilities damaged or destroyed since the onset of hostilities, and a staggering increase in child poverty from 43% to 82%, the crisis leaves an enduring mark.

Tragically, many children have been forcibly separated from their families, while those who remain with their loved ones endure severe trauma from the ongoing conflict and ensuing deprivation. The Salvation Army plays a crucial role, offering frontline aid such as psychosocial support and long-term assistance to displaced families and children.



Supported by SAWSO, their efforts extend across borders, aiding millions seeking refuge in neighboring countries. They provide vital winter supplies and Christmas toys, along with after-school and camp programs for affected children and families in Ukraine and neighboring nations. Amidst the devastation, their dedication remains, providing hope and assistance to those in need.

UKRAINE RESPONSE OVERVIEW *The Salvation Army provided aid to displaced individuals in the following ways:*

● **3,737,821**
Cooked meals

● **1,555,544**
Nights of shelter

● **253,376**
Vouchers

● **164,700**
Non-food items

● **127,294**
Food parcels

● **89,283**
Hygiene kits

● **43,880**
Anti-human trafficking
services/awareness

● **27,831**
Emotional & spiritual care

An aerial photograph of a beach with golden sand and turquoise waves crashing onto the shore, creating white foam. The text is overlaid on the left side of the image.

OUR GLOBAL PRESENCE

The Salvation Army World Service Office's projects span 73 countries across five continents.

AFRICA

Angola
Republic of the Congo
Democratic Republic
of the Congo
Ethiopia
Ghana
Kenya
Lesotho
Liberia
Malawi
Mali
Mozambique
Namibia
Nigeria
Rwanda
South Africa
Tanzania
Uganda
Zambia
Zimbabwe

ASIA

Bangladesh
Hong Kong
India
Indonesia
Japan
Kuwait
Myanmar
Nepal
Pakistan
Papua New Guinea
Philippines
Singapore
Solomon Islands
South Korea
Sri Lanka
Taiwan
United Arab Emirates

EUROPE

Bulgaria
Czech Republic
Estonia
Georgia
Germany
Greece
Greenland
Hungary
Italy
Latvia
Lithuania
Moldova
Norway
Poland
Portugal
Romania
Turkey
Ukraine

NORTH AMERICA

Cuba
Dominican Republic
Ecuador
Guatemala
Haiti
Honduras
Jamaica
Mexico
Panama
St. Maarten
St. Vincent and the
Grenadines

SOUTH AMERICA

Argentina
Bolivia
Brazil
Chile
Costa Rica
Paraguay
Peru
Uruguay

WORLD
SERVICE
OFFICE



FINANCIAL SUMMARY

Twelve months ended September 30, 2023

Expenses by Program

Mission Support

\$8,560,577

Disaster Relief & Recovery

\$5,075,317

Livelihoods

\$2,640,104

Health

\$2,330,051

Education

\$1,626,974

Business & Economic Development

\$1,127,018

Support Service, Fundraising/ Management, General

\$952,321

Modern Slavery & Anti-Human Trafficking

\$742,720

\$10,006,743
Investment Income



\$17,228,783
Public Support Contributions

STATEMENT OF FINANCIAL POSITION

ASSETS

Cash and Cash Equivalents	\$1,831,311
Other Assets	\$66,537,336
Total Assets	\$68,368,647

LIABILITIES & NET ASSETS

Total Liabilities	\$2,847,553
Net Assets	\$65,521,094
Total Liabilities and Net Assets	\$68,368,647

STATEMENT OF FINANCIAL ACTIVITIES

REVENUE

Public Support Contributions	\$17,228,783
Other Income (loss)	\$10,006,743
Government Grants	—
Total Revenue	\$27,235,526

EXPENSES

Program Services	\$22,102,761
Fundraising	\$317,859
Support Service - Management and General	\$634,462
Total Expenses	\$23,055,082

Increase (decrease) in Net Assets	\$4,180,444
Net Assets, Beginning of Period	\$61,340,650
Net Assets, End of Period	\$65,521,094

WAYS TO GIVE

Online

Give.SAWSO.org

Phone

1-800-SAL-ARMY

Mail

The Salvation Army
World Service Office
P.O. Box 418558
Boston, MA 02241-8558

Questions

Email: SAWSO.development@usn.salvationarmy.org
Call: 1-703-299-5551

Additional Giving

- Stock or securities transfers
- Planned gifts (i.e. bequests and trusts)
- Gift annuities
- Workplace giving programs/Combined Federal Campaign
- Matching gifts

The Salvation Army World Service Office (SAWSO) was incorporated August 26, 1977 in the District of Columbia. It is a tax-exempt 501(c)(3) organization.

Contributions to SAWSO are deductible for federal income tax purposes to the extent permitted under section 170(b)(1)(A) of the Internal Revenue Code for individual donors and section 170(b)(2) for corporations.



Photo by Keri Shay

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