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Ideas.

No one has a monopoly on great ideas. I have found that there are many great ideas within the membership of Travelers Aid International. In an organization as old as ours (almost 100!), idea sharing is central to the very core of our existence. And how do we share ideas – by communicating them.

Welcome to the 2016 Travelers Aid International Membership Directory – our new peer-to-peer communication tool. This book marks the first time since 1998 that Travelers Aid International has assembled a comprehensive guide to its membership.

We have designed this directory to facilitate communication. Member profiles list the contact information for key personnel so that staff members with similar challenges can reach out directly to the appropriate staff members in other organizations. With the membership survey that was circulated over the summer and fall, we have collected a variety of statistics on each member. This information contained in the “Agency at a Glance” box allows peers to quickly find agencies with similar budgets, staffing levels or volunteer corps. The member profiles are accessed by 3 indexes – name, geography and service sector.

This Membership Directory is just one step we are taking to foster the exchange of ideas. We will also debut a new format for www.travelersaid.org this year that will include a password-protected members’ only area. You will find a digital copy of this Membership Directory, complete with live hyperlinks, in this protected area as well as best practices case studies and discussion board.

Enjoy reading – and communicating!

Regards,

Dave Asselin
President & CEO
Leadership & Staff

Officers

David Fleming, Chair
Travelers Aid Volunteer

Edward Powers, Vice Chair
HOPE Atlanta

Floyd Davis, Treasurer
Community Link

Ellen Horton, Secretary
Private Citizen

Bruce Freeman, Professional Council Chair
Travelers Aid Dallas/Fort Worth

Dave Asselin, President /CEO (ex-officio)
Travelers Aid International

Directors

Therese Andrews
Travelers Aid of the Inland Empire

Kathleen Baldwin
Travelers Aid San Diego

Randall Brater
Arent Fox LLC

Bruce D. Collins
C-SPAN

Richard DeiTos, Jr.
Metropolitan Washington Airlines Committee

Tara Hamilton
Retired, Airport Public Relations Manager

Joan Lowden
Airport Consultant

Deborah McElroy
Airports Council International-North America

Susan B. Perry
Public Transportation Consultant

Jessica Lani-Rich
Travelers Aid of Honolulu

Richard Ring
FamilyAid Boston

Brian Rogers
Greyhound Lines

Jessica M. Rooney
Heartland Alliance, Chicago

Mark Taylor
Greyhound Lines

James A. Wilding
Retired Airport Executive

Travelers Aid International staffing next page
Leadership & Staff

Corporate Staff
Beltsville, Maryland
Dave Asselin, President/CEO
(202) 546-1127 ext. 101 • dave@travelersaid.org
Andrea Itkin, Senior Director, Transportation Programs
(202) 546-1127 ext. 103 • andrea@travelersaid.org
David North, Director of Social Services Programs
(202) 546-1127 ext. 104 • dnorth@travelersaid.org
Thomas J. Smith, Manager of Communications & Development
(202) 546-1127 ext. 102 • tom@travelersaid.org

Travelers Aid New York/New Jersey
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Jane Mrosko, Program Manager
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Patti Englert, Assistant Manager
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Maureen Chan, Coordinator of Volunteers
(718) 656-4870

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Program Manager (position open)
(973) 623-5052
Rachel Friedrich, Assistant Manager
(973) 623-5052 • rachel@travelersaid.org
Christian Havens, Coordinator of Volunteers
(973) 623-5052 • christian@travelersaid.org

Travelers Aid Washington DC
Dulles Airport
Sally Harvey, Program Manager
(703) 572-7350 • Sally.Harvey@MWAA.com
Karen Brody, Coordinator of Volunteers
(703) 572-7350 • Karen.Brody@MWAA.com
Sue Martin, Coordinator of Volunteers
(703) 572-7350 • Sue.Martin@MWAA.com

Reagan Airport
Leanne Omland, Program Manager
(703) 417-3975 • Leanne.Omland@MWAA.com
Dave Johnson, Assistant Manager
(703) 417-3975 • Dave.Johnson@MWAA.com
Priscilla Carey, Coordinator of Volunteers
(703) 417-3975 • Priscilla.Carey@MWAA.com

Union Station
Sheila Dashiell, Program Manager
(301) 742-6270 • she.dash@juno.com
Willie Ringold, Director of Social Services
(202) 285-2620 • ringold@MWAA.com
OUR PURPOSE

Travelers Aid International is organized to assist our 44 member agencies in meeting the critical needs of individuals, frequently in crisis situations, by extending “A Helping Hand Along the Way.”

Our members are a diverse group of human service, non-profit organizations and a network of key transportation centers. Each member agency has evolved to provide core services that meet their own community’s specific needs. Our members help stranded travelers, provide shelter for the homeless, transitional housing, job training, counseling, local transportation assistance and other programs to help people who encounter crises as they journey through life as well as information and referral services at airports, train stations and bus depots.

Volunteers are the backbone of our member agencies with more than 2,200 volunteers providing service to 9 million individuals. Travelers Aid International assists our members in recruiting, retaining and training volunteers.
History

The Travelers Aid movement began in 1851 when Bryan Mullanphy, a former mayor of St. Louis and a philanthropist, bequeathed $500,000 to the City of St. Louis to be used to assist “bonifide travelers heading west.” Those funds still endow the Travelers Aid program in St. Louis that bears his name, and makes Travelers Aid the oldest, non-sectarian social welfare movement in the country.

Beginning in the 1880’s, in major U.S. cities, spurred in part by organizations like the YWCA, Travelers Aid programs were formed specifically to provide protection for women and girls who traveled alone.

By the early 20th century, Travelers Aid programs were established in enough cities that they began sharing ideas. Grace Dodge, in New York City, provided leadership to articulate the objectives of the “modern” Travelers Aid movement – the formation of Travelers Aid Societies designed to serve all people regardless of gender, age, class, race or religion. Through her leadership, though Dodge did not live to see its ultimate formation, led to the first National Travelers Aid Association in 1917.

Travelers Aid welcomed immigrants to the United States, with operations at or near many of the ports of entry. It was a service designed to ensure that newcomers were not only welcomed, but that they were pointed to safe places to stay.

During the 1920’s and through World War II, Travelers Aid was a prominent fixture at major railroad stations, assisting travelers with information, helping unaccompanied minors as they traveled, and assisting stranded travelers.

President Franklin Roosevelt’s administration called on Travelers Aid, and five other national social service organizations to form the original USO. As part of the USO, Travelers Aid volunteers staffed more than 150 “troops in transit” locations.

United Way was a major supporter of local Travelers Aid programs, many of which were supported 90% or more with United Way allocations. As United Way’s priorities changed
over the years, and that support was withdrawn, the number of agencies dwindled.

There are now 44 Travelers Aid programs in the United States, and additional programs in Canada and Australia. Each of those programs is locally operated, and meets the social service needs of their community, with the common thread being help to return stranded individuals safely home.

But the programs are diverse, and include work with local homeless populations and working poor. Since World War II, Travelers Aid programs have developed at major US airports, providing a “Helping Hand Along the Way” to travelers, with information, directions, and problem solving. Travelers Aid continues to have a presence at 4 train stations, and partners with Greyhound to provide discount travel for stranded persons.

In 2015, at shelters, airports, train and bus stations, Travelers Aid (including more than 2,200 volunteers) assisted 9 million individuals!

An organization with a 164 year history is constantly in a state of evolving to meet the contemporary challenges of travelers. Although the nature of travel has changed, and many have communication tools and resources at their disposal that weren’t available just a few years ago (e.g., smartphones and credit cards), we are a more mobile society than ever before, and travelers are still in need of Travelers Aid.
Travelers Aid International is at the hub of the 44 Member Agencies

Travelers Aid International directly operates programs at 4 airports and 1 rail station
Travelers Aid International is an international network of 44 member organizations dedicated to assisting those in need.

Travelers Aid International membership includes

- Annual Leadership Conference with networking and educational opportunities
- Exclusive discount program for bus transportation in partnership with Greyhound Lines
- Discount group purchasing program for office supplies, overnight mailing, conference calling and other goods and services in partnership with the National Human Services Assembly
- Updates to members on issues and “best practices”
- Technical Assistance
- Membership and advocacy with other national associations focusing on human services, housing, homelessness, and transportation
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TRAVELERS AID
OF GREATER BIRMINGHAM

1605 5th Ave. North (205) 322-5426
Birmingham, AL 35203 www.travelersaidbirmingham.org

Founded: 1907

Scope of Service: Services for displaced and stranded travelers including counseling, brief case management, linkage to services, travel planning and financial assistance.


Leadership and Key Personnel

- Mollie Hester, Manager, (205) 322-5426, travelersaid@bellsouth.net
- Joanne McClenny, Case Worker, Travelers Assistance, (205) 322-5426
- Shirley Moffett, Program Assistant, Senior Ride, (205) 322-5426
- Molly Moye, Operations Coordinator, (205) 322-5426

Communication Channels

Facebook: www.facebook.com/TravelersAidBirmingham

Agency at a Glance

Sectors Served
Social Services
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Hours
M-F, 8 - 4:30
Central Time Zone

2014 Stats
4 employees
2,185 clients

Current Budget
$377,795
TRAVELERS AID OF GREATER BIRMINGHAM, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
FAMILY GUIDANCE CENTER
OF ALABAMA

2358 Fairlane Drive, Building E       (334) 270-4100
Montgomery, AL  36116   www.familyguidancecenter.org

Founded: 1959

Scope of Service: The Travelers Aid division of the agency provides screening and coordinated transportation and assistance services for eligible individuals who are stranded and are without resources. Services include gasoline and bus vouchers, basic car repairs, assisted medical and mental health referrals, emergency relocation in cases of domestic violence and natural disasters, and emergency food. Family Guidance Center offers a broad continuum of services including: job readiness training, family advocacy, therapeutic counseling, child care assistance, relationship enhancement, services for young adults, and specialized services for fathers.

Sponsor: River Region United Way

Leadership and Key Personnel

- **Walter P. White**, Executive Director,  (334) 270-4100, wwhite@familyguidancecenter.org
- **Sue Barrett**, Assistant Executive Director, Director of Family Services, (334) 270-4100, sbarrett@familyguidancecenter.org
- **Shauntice Wood**, Program Director, Family Service Center of Montgomery County, (334) 270-4100, swood@familyguidancecenter.org
- **Michelle Holley**, Site Director, Family Service Center of Montgomery County, (334) 270-4100, mholley@familyguidancecenter.org
- **Shalisa Magee**, Travelers Aid / Emergency Services Coordinator, (334) 270-4100, smagee@familyguidancecenter.org

Community/Media Relations

- **Walter P. White**, Executive Director,  (334) 270-4100, wwhite@familyguidancecenter.org

Communication Channels

*Newsletter: Monthly

Facebook: www.facebook.com/familyguidancecenterofa
FAMILY GUIDANCE CENTER OF ALABAMA, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
TRANSIENT AID CENTER
420 W. Watkins Road. (602) 266-4673
Phoenix, AZ 85003 www.stvincentdepaul.net

Mailing: PO Box 13600 Phoenix, AZ 85002

Founded: 1946

Scope of Service: Programs strive to feed, clothe, house and heal deeply and meaningfully.

Sponsor: Phoenix Society of St. Vincent de Paul

Leadership and Key Personnel
- Stephen Zabilski, Executive Director, (602) 261-6844, szabilski@svdpaz.org
- Marcus Anderson, Chief Financial Officer, (602) 261-6802, manderson@svdpaz.org
- Stephen Attwood, Chief Operations Officer, (602) 850-6910, sattwood@svdpaz.org
- Shannon Clancy, Chief Philanthropy Officer, (602) 261-6893, sclancy@svdpaz.org

Community/Media Relations
- Esther Martinez, Public Relations Manager, (602) 261-6921, emartinez@svdpaz.org

Communication Channels
Newsletter: Monthly
Facebook: www.facebook.com/StVincentdePaulPhx
Twitter: www.twitter.com/SVdP
Linked In: www.linkedin.com/company/society-of-st--vincent-de-paul_2

Agency at a Glance

Sectors Served
Social Services
Details, p. 26

Hours
M-F, 9 - Noon
Mountain Time Zone

2014 Stats
Travelers Aid Operations
No paid employees
15 volunteers
616 clients
Total Operations
245 employees
23,213 volunteers
15.3 million clients

Current Budget
$39.5 million
TRANSIENT AID CENTER, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance (dining rooms, food boxes)
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other: Medical and dental clinic
- Other: Home improvement assistance
TRAVELERS AID
OF THE INLAND EMPIRE

1923 E. Avion St.                        (909) 544-5378
Ontario, CA 91761                        www.travelersaidie.org

Founded: 1984

Scope of Service: Provide information and referrals to travelers passing through Ontario International Airport, reunite the stranded, and get victims of domestic violence to a safe haven.

Sponsors: Los Angeles World Airports, City of Ontario

Leadership and Key Personnel

Therese Andrews, Executive Director, (909) 544-5378, tandrews@lawa.org or tandrews@travelersaid.org

Community/Media Relations

Therese Andrews, Executive Director, (909) 544-5378, tandrews@lawa.org or tandrews@travelersaid.org

Communication Channels

Facebook:
www.facebook.com/Travelers-Aid-of-the-Inland-Empire-22336711183451

Agency at a Glance

Sectors Served
Airport
Details, p. 28

Hours
Office
M-Th, 10 - 4
Airport
S-S, 9 - 9
Pacific Time Zone

2014 Stats
1 part-time employee
90 volunteers
95,100 passengers

Current Budget
$65,000
TRAVELERS AID OF INLAND EMPIRE, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
TRAVELERS AID SOCIETY
OF SAN DIEGO

925 B Street, Suite 304	(619) 295-8393
San Diego, CA 92101	www.travelersaidsandiego.org

Founded: 1914

Scope of Service: Travelers Aid’s programs provide both social services, helping individuals and families receive critical services tailored to their specific needs, and visitor services, assisting travelers at the airport and rail station with information about San Diego.

Sponsors: San Diego Association of Governments, City of San Diego, County of San Diego, San Diego County Regional Airport Authority, Archstone Foundation, Jewish Community Foundation, Weingarten Foundation, TJX Foundation, San Diego Lions Welfare Fund, California Bank and Trust

Leadership and Key Personnel

- Kathleen S. Baldwin, President, (619) 295-8393, x313, kathleen@travelersaidsandiego.org
- Gina Bernsen, Director of Visitor Services, (619) 400-2266, gina@travelersaidsandiego.org
- Charlyne Bryant, Director of Operations, (619) 295-8393, x311, charlyne@travelersaidsandiego.org
- Cynthia Compton, Volunteer Coordinator, (619) 295-8393, x310, cynthia@travelersaidsandiego.org
- Adrianna Ramirez, Transportation Assistance, (619) 295-8393, x314, adrianna@travelersaidsandiego.org
- Marcy Roke, Director of Development &Communications, (619) 295-8393, x317, marcy@travelersaidsandiego.org

Community/Media Relations

- Marcy Roke, Director of Development &Communications, (619) 295-8393, x317, marcy@travelersaidsandiego.org

Communication Channels

Facebook: www.facebook.com/TravelersAidSocietyofSanDiego
Twitter: www.twitter.com/Travelers925

Agency at a Glance

Sectors Served
Airport
Ground Transportation
Social Services
Details, p. 30

Hours
Office
M-F, 8:30 - 4:30
Pacific Time Zone

2014 Stats
7 employees
340 volunteers
2,538,638 clients

Current Budget
Did not disclose

Locations
San Diego International Airport
Santa Fe Rail Station
TRAVELERS AID SAN DIEGO, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
SFO TRAVELERS INFORMATION
VOLUNTEERS PROGRAM

P.O. Box 8097                                         (650) 821-5247
San Francisco, CA 94128                              www.flysfo.com

Founded: 1955

Scope of Service: Information Desk volunteers at San Francisco
International Airport operating as SFO Travelers Information Volunteers.

Sponsor: San Francisco International Airport

Leadership and Key Personnel

Stephanie Francisco, SFO Guest Services, (650) 821-5247
stephanie.Francisco@flysfo.com

Leadership and Key Personnel

Doug Yakel, Public Information Officer, (650) 821-4000,
doug.yakel@flysfo.com

Community/Media Relations

Communication Channels

Facebook: www.facebook.com/flySFO
Twitter: www.twitter.com/flySFO
YouTube: www.youtube.com/user/SFOIntlAirport
Pinterest: www.pinterest.com/flysfo
SFO TRAVELERS INFORMATION VOLUNTEERS, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
SOCIETY OF ST. VINCENT de PAUL
– MARIN COUNTY

820 B St. (415) 454-3303
San Rafael, CA 94901
www.vinnies.org

Founded: 1959

Scope of Service: Homeless prevention, return home, rental deposits, free dining room and winter shelters.

Sponsors: Private funding, grants and county funds.

Leadership and Key Personnel

- Suzanne Walker, Executive Director, (415) 454-3303, swalker@vinnies.org
- Connie Borges, Client Services Director, (415) 454-3303, cborges@vinnies.org
- Hilda Castillo, Client Services Manager, (415) 454-3303, hcastillo@vinnies.org

Community/Media Relations

- Suzanne Walker, Executive Director, (415) 454-3303, swalker@vinnies.org

Communication Channels

Newsletter
Facebook: www.facebook.com/vinniesmarin
Twitter: www.twitter.com/vinnesmarin

Agency at a Glance

Sectors Served
Social Services
Details, p. 34

Hours
M-F, 11 - 2
Pacific Time Zone

2014 Stats
27 employees
2,000 volunteers
16,000 clients

Current Budget
$2.8 million
SOCIOLOGY OF ST. VINCENT de PAUL – MARIN COUNTY, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
TRAVELERS AID OF WASHINGTON
– DULLES INTERNATIONAL AIRPORT
1 Saarinen Circle (703) 572-7350
Dulles, VA 20166 http://dc.travelersaid.org

Founded: 1912, began airport operations, 1963

Scope of Service: Full-service information and customer service at the airport with some social services.

Sponsor: Operated by Travelers Aid International for Washington Metropolitan Airports Authority

Leadership and Key Personnel
- Salley Harvey, Program Manager, (703) 572-7350, Sally.Harvey@MWAA.com
- Karen Brody, Coordinator of Volunteers, (703) 572-7350, Karen.Brody@MWAA.com
- Sue Martin, Coordinator of Volunteers, (703) 572-7350, Sue.Martin@MWAA.com

Community/Media Relations
- Tom Smith, Communications Manager, (202) 546-1127, x102, tom@travelersaid.org

Agency at a Glance

Sectors Served
Airports
Details, p. 36

Hours
M-F, 7 - 9
S-S, 8 - 8
Eastern Time Zone

2014 Stats
3 employees
394 volunteers
2,847,305 passengers

Locations
Concourses A, B, C, D
Bagagge Claim,
International Arrivals,
Federal Inspection Station
TRAVELERS AID – DULLES INTERNATIONAL, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets via Union Station)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
TRAVELERS AID OF WASHINGTON
– REAGAN NATIONAL AIRPORT

Terminal A, Room 242
2401 Smith Blvd.
Arlington, VA 22202
http://dc.travelersaid.org

Founded: 1912, began airport operations, 1947
Scope of Service: Full-service information and customer service at the airport with some social services.
Sponsor: Operated by Travelers Aid International for Washington Metropolitan Airports Authority

Leadership and Key Personnel

- Leanne Omland, Program Manager, (703) 417-3975, Leanne.Omland@MWAA.com
- Dave Johnson, Assistant Manager, (703) 417-3975, Dave.Johnson@MWAA.com
- Priscilla Carey, Coordinator of Volunteers, (703) 417-3975, Priscilla.Carey@MWAA.com

Community/Media Relations

- Tom Smith, Communications Manager, (202) 546-1127, x102, tom@travelersaid.org

Communication Channels

Staff Blog: https://travelersaiddca.wordpress.com/
TRAVELERS AID – REAGAN NATIONAL, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets via Union Station.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
TRAVELERS AID OF WASHINGTON
– UNION STATION

50 Massachusetts Ave., (202) 371-1937
Washington, DC 20002 http://dc.travelersaid.org

Founded: 1912

Scope of Service: Union Station is at the heart of our emergency travel assistance to stranded persons or those escaping domestic abuse. We provide information and directions to Washington’s visitors, while professional social workers evaluate and develop a plan for persons in a crisis.

Sponsors: Operated by Travelers Aid International, District of Columbia Department of Human Services

Leadership and Key Personnel

- Shelia Dashiell, Program Manager, (301) 742-6270, she.dash@juno.com
- Willie Ringold, Director of Social Services, (202) 285-9078, ringold@aol.com

Community/Media Relations

- Tom Smith, Communications Manager, (202) 546-1127, x102, tom@travelersaid.org

Agency at a Glance

Sectors Served
Ground Transportation, Social Services
Details, p. 40

Hours
M-S, 9:30 - 5:30
Sun, 12:30 - 5:30
Eastern Time Zone

2014 Stats
2 employees
30 volunteers
182,265 passengers
1,424 clients

Location
Amtrak Gate Area
TRAVELERS AID – UNION STATION, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
HALIFAX URBAN MINISTRIES
215 Bay St. (386) 252-0156
Daytona Beach, FL 32114 www.halifaxurbanministries.org

Founded: 1981

Scope of Service: Preventing homelessness through emergency assistance and intervening on behalf of homeless people.

Sponsor: United Way.

Leadership and Key Personnel
- Mark Gealis, Executive Director, (386) 252-0156, mark@halifaxurbanministries.org
- Ginny Kent, Director of Development and Community Relations, (386) 252-0156, ginny@halifaxurbanministries.org

Community/Media Relations
- Ginny Kent, Director of Development and Community Relations, (386) 252-0156, ginny@halifaxurbanministries.org

Communication Channels
Newsletter
Facebook: www.facebook.com/Halifax-Urban-Ministries
Twitter: www.twitter.com/HUMVFC
YouTube: www.youtube.com/user/HUMVFC

Agency at a Glance

Sectors Served
Social Services
Details, p. 42

Hours
M-F, 8:30 - Noon, 1 - 4
Eastern Time Zone

2014 Stats
Travelers Aid Operations
2 employees
No volunteers
157 clients

Current Budget
Not disclosed
HALIFAX URBAN MINISTRIES, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other: Rapid Rehousing
GAINESVILLE AGENCY
CATHOLIC CHARITIES

1701 NE 9th St. (352) 372-0294
Gainesville, FL 32609 www.catholiccharitiesgainesville.org

Founded: 1974

Scope of Service: Food, utility, rent assistance, rural outreach and pregnancy counseling.

Sponsors: Diocese of St. Augustine, United Way of North Central Florida

Leadership and Key Personnel

- John C. Barli, Regional Director, (352) 372-0294
- Michelle Wilson, Fiscal Manager, (352) 372-0294, mwilson@catholiccharitiesgainesville.org

Community/Media Relations

- Laurie Porter, Development Coordinator, (352) 372-0294, lporter@catholiccharitiesgainesville.org

Communication Channels

Newsletter: Quarterly

Facebook: www.facebook.com/CatholicCharitiesGainesville
GAINESVILLE AGENCY CATHOLIC CHARITIES, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
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- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
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- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
CATHOLIC CHARITIES

JACKSONVILLE REGIONAL OFFICE

134 E. Church St. (904) 354-4846
Jacksonville, FL 32202 www.ccbjax.org

Founded: 1945

Scope of Service: Emergency assistance, refugee resettlement program, immigration assistance, workforce development, camp for those with disabilities and adoption, pregnancy counseling services.

Sponsors: United Way, federal, state and local grants, private foundations, and diocesan support.

Leadership and Key Personnel

- **Matt Schmitt**, Associate Director, (904) 354-4846 x230, mschmitt@ccbjax.org
- **Ruth Ann Hepler**, Director of Development, (904) 899-5505, rhepler@ccbjax.org
- **Ida Gropper**, Director of Workforce Development, (904) 900-7943 x121, igropper@ccbjax.org
- **Jill Nason**, Director of Finance, (904) 354-4846 x237, jnason@ccbjax.org
- **Geralyn Ryan**, Director of Pregnancy and Adoption Services, (904) 372-0294 x106
- **Lili High**, Director of Emergency Assistance, (904) 354-4846 x223, lhigh@ccbjax.org
- **Julia Castro**, Director of Immigration Services, (904) 354-4846 x315
- **Michelle Karolak**, Director of Refugee Resettlement, (904) 354-4846 x226, mkarolak@ccbjax.org
- **Rebecca Aleman**, Director of Camp I Am Special, (904) 230-7447, raleman@ccbjax.org

Community/Media Relations

- **Ruth Ann Helper**, Director of Development, (904) 3899-5505, rhelper@ccbjax.org

Communication Channels

*Newsletter:* Quarterly

*Facebook:* www.facebook.com/Catholic-Charities-Jacksonville-51348368253

*Twitter:* www.twitter.com/ccjax
CATHOLIC CHARITIES JACKSONVILLE, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
CATHOLIC CHARITIES LAKE CITY
258 NW Burke Ave. (386) 754-9180
Lake City, FL 32055 www.catholiccharitieslakecity.org

Founded: 1946

Scope of Service: Assists with case management for homeless, those in imminent danger of becoming homeless with assistance for electric, rent and rent and utility deposits. Bus tickets, to reunite stranded families, prescriptions and assistance with those affected with cancer.

Sponsors: FeedingAmerica, United Way, various foundations and corporations.

Leadership and Key Personnel
- Suzanne M. Edwards, Chief Operating Officer, (386) 754-9180, cclc@bellsouth.net

Community/Media Relations
- Suzanne M. Edwards, Chief Operating Officer, (386) 754-9180, cclc@bellsouth.net

Communication Channels
Newsletter: Bi-Monthly
CATHOLIC CHARITIES LAKE CITY, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
DAYSTAR LIFE CENTER

226 Sixth St. South    (727) 825-0442
St. Petersburg, FL  33701    www.daystarlife.com

Founded: 1982

Scope of Service: Major services include direct assistance with food, rent and utilities, personal care items, local transportation, Travelers Aid, clothing, volunteer income tax assistance, secure mail service, identification procurement, and other basic human needs. Volunteers are involved in all functions and duties including service delivery, accounting, technology, volunteer recruitment, maintenance, and procurement.

Sponsors: City of St. Petersburg, Pinellas County, Allegheny Franciscan Ministries. Pinellas Community Foundation, Bank of America, St. Elizabeth Mission Society, Tampa Bay Rays Foundation and Maximus Foundation

Leadership and Key Personnel

■ Jane Walker, Executive Director, (727) 894-5323, jane.walker@daystarlife.com
■ Kitty Rawson, Community Relations Manager, (727) 498-8794, kitty.rawson@daystarlife.com

Community/Media Relations

■ Kitty Rawson, Community Relations Manager, (727) 498-8794, kitty.rawson@daystarlife.com

Communication Channels

Twitter: www.twitter.com/daystarlife
Instagram: www.instagram.com/daystarlifecenter

Agency at a Glance

Sectors Served
Social Services
Details, p. 50

Hours
M-F, 9 - 3
Eastern Time Zone

2014 Stats
Travelers Aid
10 volunteers
303 clients
Total Operations
5 employees
200 volunteers
38,000 clients

Current Budget
$1.9 million
DAYSTAR LIFE CENTER, continued

Services Provided
- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided
- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other: Mail boxes
- Other: Tax assistance, Online benefits assistance, Identification document assistance
- Other: Computers
- Other: Bike locks and lights
- Other: Mail box
CRISIS CENTER OF TAMPA BAY

1 Crisis Center Plaza                Main office (813) 964-1964
Tampa, Florida 33613-1238           Airport Desk (813) 870-8797
www.crisiscenter.com

Founded: 1924

Scope of Service: Since 1972, the Crisis Center of Tampa Bay has been committed to bringing help, hope and healing to people facing serious life challenges. What we do and how we do it has changed dramatically over the years—and it will continue to evolve—but there is one thing that has never changed: the extraordinary dedication of Crisis Center volunteers, donors, and staff. Our mission is to ensure that no one in our community has to face crisis alone.

Sponsors: United Way Suncoast, Florida Office of the Attorney General, Hillsborough County Board of County Commissioners, Children’s Board of Hillsborough County, Florida Council Against Sexual Violence, AAA Auto Club South, Central Florida Behavioral Health Network

Leadership and Key Personnel

- Clara Reynolds, President and CEO, (813) 964-1964, creynolds@crisiscenter.com
- Maria Porto-Duarte, Chief Financial Officer, (813) 964-1964
- Katie Androff, Vice President, Talent Management, (813) 964-1964, kandroff@crisiscenter.com
- Sunny Hall, Vice President, Client Services, (813) 964-1964, shall@crisiscenter.com
- Sandy McLaughlin, Vice President, Development, (316) 546-1132, smclaughlin@crisiscenter.com

Community/Media Relations

- Ken Gibson, Director of Marketing & Public Relations, (813) 969-4989, kgibson@crisiscenter.com

Communication Channels

Newsletter: Monthly
Facebook: www.facebook.com/CrisisCenterofTampaBay
Twitter: www.twitter.com/CrisisCenterTB
YouTube: www.youtube.com/user/ectampabay
Pinterest: www.pinterest.com/helphopehealing

Agency at a Glance

Sectors Served
Airport
Social Services
Details, p. 52

Hours
M - Th, 9 - 7,
F - S, 9 - 4
Eastern Time Zone

2014 Stats
260 employees
187 volunteers
157,000 clients

Current Budget
$11.2 million
CRISIS CENTER OF TAMPA BAY, continued

Services Provided
- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided
- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other: Suicide Prevention Hotline
- Other: Ambulance service
HOPE ATLANTA
34 Peachtree Street NW, Suite 700 (404) 817-7070
Atlanta GA 30303 www.HOPEatlanta.org

Founded: 1900

Scope of Service: The core focus of HOPE Atlanta is the provision of resettlement services to low-income new resident families and individuals, the provision of travel assistance to those persons who find themselves in crisis, and the provision of services to prevent homelessness among low-income families and individuals.

Sponsors: State and federal funds, private foundations, corporate support, United Way

Leadership and Key Personnel
- Edward Powers, Executive Director, (404) 817-7070, epowers@hopeatlanta.org
- Brian Betts, Chief Financial Officer, (404) 817-7070, bbetts@hopeatlanta.org
- Anna Foote, Deputy Director – Administration, (404) 817-7070, afoote@hopeatlanta.org
- Falecia Stewart, Deputy Director – Service Delivery, (404) 817-7070, fstewart@hopeatlanta.org
- John Shereikis, Director of Grants, (404) 817-7070, jshereikis@hopeatlanta.org
- Dr. Harvinder Makkar, Director of HIV/AIDS Program, (404) 817-7070, hmakkar@hopeatlanta.org
- Marilyn McCready, Director of Veteran Services, (404) 817-7070, mmccready@hopeatlanta.org
- Erika Parks, Director of Permanent Supportive Housing, (404) 817-7070, eparks@hopeatlanta.org
- Deldrick Wilson, Director of PATH Outreach Program, (404) 817-7070, dwilson@hopeatlanta.org
- Paulette Haase, Director of HUD Supportive Housing, (404) 817-7070, phaase@hopeatlanta.org

Community/Media Relations
- Christine Carolan, Director of Operations and Staff Support, (404) 817-7070, christine@hopeatlanta.org

Communication Channels
Newsletter: Quarterly
Facebook: www.facebook.com/HOPEatlanta   Twitter: www.twitter.com/HOPEatlORG
HOPE ATLANTA, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
TRAVELERS AID OF HONOLULU

VISITOR ALOHA SOCIETY OF HAWAII

2250 Kalakaua Ave, Suite 403-3  (808) 926-8274
Honolulu, HI  96815
www.visitoralohasocietyofhawaii.org

Founded: 1997

Scope of Service: Moral support; translation assistance; bereavement assistance; assistance with discounted hotel accommodations; temporary provisions which may include pre-paid calling cards, meal vouchers, certain gift certificates, and ground transportation upon availability.

Sponsors: Hawaii Tourism Authority, ABC Stores, Hawaii Lodging and Tourism Association, and Aloha United Way.

Leadership and Key Personnel

- Jessica Lani Rich, President & CEO, (808) 926-8274 (office), (808) 218-0562 (cell), jrich.vash@gmail.com
- Petra Panfiglio, Case Manager, (808) 926-8274
- Verna Landford-Bright, Case Coordinator, (808) 926-8274
- Evan Fernandez, Special Projects Assistant, (808) 926-8274
- Lisa Fallau, Visitor Assistance Coordinator, (808) 926-8274

Community/Media Relations

- Jessica Lani Rich, President & CEO, (808) 926-8274 (office), (808) 218-0562 (cell), jrich.vash@gmail.com

Communication Channels

Newsletter: Twice a year
Facebook: www.facebook.com/TravelersAid
TRAVELERS AID OF HONOLULU, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
HEARTLAND ALLIANCE/ TRAVELERS AID CHICAGO

Chicago O’Hare
T2, Upper Level
PO Box 66019
Chicago, IL 60666

(773) 894-2427
www.travelersaidchicago.org

Founded: 1888

Scope of Service: Information, direction and referral; protective travel service; and social services to visitors and passengers of O’Hare International Airport. Heartland Alliance is a comprehensive human rights-based, social services agency. Our mission is to end poverty and we do so through economic advancement, justice/protections (legal, advocacy, and assistance), housing, and health care. We provide hundreds of services.

Sponsors: Chicago Department of Aviation, private donations, international social service

Leadership and Key Personnel

- **Jessica Rooney**, Managing Director, (312) 296-0604, jrooney@heartlandalliance.org
- **Carol King**, Senior Manager, Travelers Aid Chicago, (773) 894-2426, cell (312) 919-3502, cking@heartlandalliance.org
- **John Isha**, Manager of Social Services Program & Office Manager, Travelers Aid Chicago, (773) 894-7184, cell: (773) 844-7748, jishu@heartlandalliance.org
- **Tony Medina**, Manager of Volunteers, Travelers Aid Chicago, (773) 894-2427, amedina@heartlandalliance.org

Community/Media Relations

- **Carol King**, Senior Manager, Travelers Aid Chicago, (773) 894-2426, cell (312) 919-3502, cking@heartlandalliance.org

Communication Channels

*Volunteer Newsletter: Monthly, External Newsletter: In development*

*Facebook: www.facebook.com/TravelersAidChicago*
HEARTLAND ALLIANCE, continued

Services Provided
- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided
- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
TRAVELERS AID

OF GREATER NEW ORLEANS

1530 Gravier St. (VA Building)    (504) 412-3700, x13952
New Orleans, LA 70112

www.travelersaidsoceityneworleans.org

Founded: 1908

Scope of Service: Travelers Aid Society is committed to preventing homelessness and to helping homeless or stranded families and individuals regain a self-sufficient lifestyle.

Sponsors: City of New Orleans, United Way, Unity of Greater New Orleans, U.S. Housing and Urban Development

Leadership and Key Personnel

Karen L. Martin, MSW, LCSW, Executive Director, (504) 412-3700, x13969, kmartin@travelersaidneworleans.org

Kirby Alsandor, Administrative Assistant, (504) 412-3700, x13952, kalsandor@travelersaidneworleans.org

Community/Media Relations

Karen L. Martin, Executive Director, (504) 412-3700, 13969, kmartin@travelersaidneworleans.org

Agency at a Glance

Sectors Served
Social Services
Details, p. 60

Hours
M,T,W,F, 7:30 - 3:30
Th, 8:30 - 3:30
Central Time Zone

2014 Stats
14 employees
20 volunteers
1,400 clients

Current Budget
$1.5 million
TRAVELERS AID OF GREATER NEW ORLEANS, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (short-term)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
THE SAMARITAN CENTER
17 W. Franklin St.  (410) 727-3523
Baltimore, MD 21207  www.catholiccharities-md.org

Founded: 2000

Scope of Service: The Samaritan Center provides eviction prevention, utility assistance and transportation assistance to stranded travelers to persons in need in Baltimore City.


Leadership and Key Personnel
- Valerie Tarantino, Director, vtaranti@cc-md.org
- Robin Johnson, Program Manager, rjohnso2@catholiccharities-md.org

Community/Media Relations
- Robert Keenan, rkeenan@cc-md.org

Agency at a Glance

Sectors Served
Social Services
Details, p. 62

Hours
T, W, Th, 9 - 4
Eastern Time Zone

2014 Stats
Travelers Aid Operations
1 employee
3 volunteers
350 clients

Current Budget
$500,000
THE SAMARITAN CENTER, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
FAMILYAID BOSTON

727 Atlantic Ave. (617) 542-7286
Boston, MA 02111 www.familyaidboston.org

Founded: 1916

Scope of Service: Prevention, shelter, housing stabilization and employment services for homeless families.

Sponsors: City of Boston, Commonwealth of Massachusetts, private foundations, and individuals.

Leadership and Key Personnel

- Richard E. Ring, Executive Director, (617) 542-7286 x280, richardr@familyaidboston.org
- Bruce W. Liddell, Assistant Executive Director, (617) 542-7286 x264, bliddell@familyaidboston.org
- Stacy Klickstein, Director of Social Service, (617) 542-7286 x245, stacyk@familyaidboston.org
- Myra Ackerman, Program Manager, Family Emergency Solutions Program, (617) 542-7286 x229, mackerman@familyaidboston.org
- Joan Platt, Program Manager, Community Based Shelter Program, (617) 542-7286 x237

Community/Media Relations

- Shannon Cain Arnold, Marketing and Communications Specialist, (617) 542-7286 x289, shannona@familyaidboston.org

Communication Channels

Newsletter: Quarterly
Facebook: www.facebook.com/FamilyAidBoston
Twitter: www.twitter.com/FamilyAidBoston
YouTube: www.linkedin.com/company/familyaid-boston
FAMILYAID BOSTON, continued

Services Provided
- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided
- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
TRAVELERS AID SOCIETY
OF METROPOLITAN DETROIT

35 Cadillac Square, Suite 300       (313) 962-6740
Detroit, MI 48226                   www.tasmd.org

Founded: 1923

Scope of Service: Provides permanent and transitional housing to about 165 individuals and families, provides emergency assistance for power, gas and water bills, manages a program to provide counseling and job training to former prisoners, provides parenting classes and assistance at the airport to runways.


Leadership and Key Personnel

- **Edna Bell**, CEO, (313) 962-6740, edna.bell@tasmd.org
- **Anne Carter**, Executive Assistant/HR Director, (313) 962-6740, anne.carter@tasmd.org
- **Holly Galan**, Director of Programs, (313) 962-6740, holly.galan@tasmd.org
- **Debra Alvaro**, Director of Finance, (313) 962-6740, debra.alvaro@tasmd.org
- **Vance Gerald**, Director of Prison Re-Entry Program, (313) 962-6740, vance.gerald@tasmd.org

Community/Media Relations

- **Edna Bell**, CEO, (313) 962-6740, edna.bell@tasmd.org
TRAVELERS AID SOCIETY OF METROPOLITAN DETROIT, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
MULLANPHY TRAVELERS AID
800 N. Tucker Blvd. (314) 241-5820
St. Louis, MO 63101

Founded: 1851

Scope of Service: Provides limited social services to area residents.

Sponsors: Bryan Mullanphy Emigrant Travelers Relief Fund

Leadership
- Vivien S. Hopper, Executive Director, (314) 241-5820, vivien.hopper@att.net

Community/Media Relations
- Vivien S. Hopper, Executive Director, (314) 241-5820, vivien.hopper@att.net

Agency at a Glance

Sectors Served
Social Services
Details, p. 68

Hours
M-F, 9 - 4:30
Central Time Zone

2014 Stats
2 employees

Current Budget
$114,000
MULLANPHY TRAVELERS AID, continued

Services Provided
- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided
- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter referrals
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
HELP OF SOUTHERN NEVADA
1640 E. Flamingo Road (702) 369-4357
Las Vegas, NV 89119 www.helpsonv.org

Founded: 1970

Scope of Service: Housing, emergency services, life skills, prevention are the four cornerstones. HELP provides direct client services including but not limited to applications for SNAP benefits, employment training, weatherization services, baby first services, community alternative sentencing, and case management.

Sponsors: Clark County, City of Las Vegas, City of North Las Vegas, City of Henderson, State of Nevada, U.S. Department of Housing and Urban Development, MGM Resorts Foundation.

Leadership and Key Personnel
- **Terrie D’Antonio**, CEO/President, (702) 369-4357 x 1239
- **Fuiilala Riley**, Chief Operations Officer, (702) 369-4357 x 1238, friley@helpsonv.org
- **Kelly Robson**, Chief Social Services Officer, (702) 369-4357 x 1232, krobson@helpsonv.org
- **Shelly Torres**, Chief Financial Officer, (702) 369-4357 x 1248, storres@helpsonv.org
- **Abby Quinn**, Chief Community Relations Officer, (702) 836-2130 aquinn@helpsonv.org

Community/Media Relations
- **Abby Quinn**, Chief Community Relations Officer, (702) 836-2130 aquinn@helpsonv.org

Communication Channels
*Newsletter*: Twice a year
*Facebook*: www.facebook.com/HELPofSouthernNevada
*Twitter*: www.twitter.com/helpsonv
*Instagram*: www.instagram.com/helpsonv
*Pinterest*: www.pinterest.com/HELPSONV

Agency at a Glance

**Sectors Served**
Social Services
Details, p. 70

**Hours**
M-Th, 7 - 5
Pacific Time Zone

**2014 Stats**
108 employees
2,100 volunteers
15,462 clients

**Current Budget**
$13.8 million
HELP OF SOUTHERN NEVADA, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
TRAVELERS AID OF NEWARK
LIBERTY INTERNATIONAL AIRPORT
Terminal B, Box 33                  (973) 623-5052
Newark, NJ 07114

Founded: 1992

Scope of Service: Travelers Aid seeks to support airport passengers in a variety of capacities. Volunteers are the core resource. They lend their knowledge and experience to passengers by suggesting tourist information, giving maps/brochures and offering guidance on how to navigate the airport and the transit systems of New Jersey and New York. In more complex cases, Travelers Aid staff is prepared to assist with social service referrals, resources and/or connecting individuals with support systems.

Sponsor: Port Authority of New York and New Jersey

Leadership and Key Personnel

- Rachel Friedrich, Assistant Manager, (973) 623-5052, rachel@travelersaid.org
- Christian Havens, Coordinator of Volunteers, (973) 623-5052, christian@travelersaid.org

Community/Media Relations

- Tom Smith, Communications Manager, (202) 546-1127, x102, tom@travelersaid.org

Agency at a Glance

Sectors Served
Airports
Details, p. 72

Hours
S-S, 11 - 9
Eastern Time Zone

2014 Stats
3 employees
50 volunteers
151,865 passengers

Locations
Terminals A, B, C
TRAVELERS AID OF NEWARK AIRPORT, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
HATAS
(HOMELESS AND TRAVELERS AID SOCIETY)

138 Central Ave. (518) 463-2124
Albany, NY 12206 www.hatas.org

Founded: 1924

Scope of Service: Provides 90 units of permanent supported housing for mentally ill homeless households, case management for mentally ill persons, re-entry case management, around the clock emergency housing assistance and veteran housing assistance.

Sponsors: U.S. Department of Housing and Urban Development, Albany County

Leadership and Key Personnel

- Liz Hitt, Executive Director, (518) 463-2124 x229, lhitt@hatas.org
- Tom Gattehrer, Assistant Director, (518) 463-2124 x233, tgottehrer@hatas.org

Community/Media Relations

- Liz Hitt, Executive Director, (518) 463-2124 x229, lhitt@hatas.org

Communication Channels

Facebook: www.facebook.com/HATAS138
Twitter: https://twitter.com/hatas138
HATAS, continued

Services Provided
- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided
- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
TRAVELERS AID – JFK AIRPORT
Terminal 4  (718) 656-4870
John F. Kennedy International Airport
Jamaica, NY 11430  http://jfk.travelersaid.org

Founded: 1914, began serving JFK in 1957

Scope of Service: Provides travelers with information and directions relating to airport services. Offers tourism resources regarding the New York City metropolitan area. Gives distressed passengers social service support on a case-by-case basis.

Sponsor: Port Authority of New York and New Jersey

Leadership and Key Personnel
- Jane Mrosko, Program Director, (347) 247-5263, jane@travelersaid.org
- Patti Englert, Assistant Manager, (718) 656-4870, patti@travelersaid.org
- Maureen Chan, Coordinator of Volunteers, (718) 656-4870

Community/Media Relations
- Tom Smith, Communications Manager, (202) 546-1127, x102, tom@travelersaid.org

Communication Channels
Facebook: www.facebook.com/travelersaidjfk
TRAVELERS AID – JFK AIRPORT, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
COMMUNITY LINK

601 E. 5th St., Suite 220            (704) 943-9490 | (800) 977-1969
Charlotte, NC  28202            www.communitylinknc.org

Founded: 1929

Scope of Service: Full range of services includes helping homeless individuals and families.


Leadership and Key Personnel

- Floyd R. Davis, Jr, President and CEO, (704) 943-9491, fdavis@communitylinknc.org
- Harold Rice Jr., Chief Program Officer, (704) 943-9517, hrice@communitylinknc.org
- Randall C. Hitt, Chief Advancement Officer, (704) 943-9506, rhitt@communitylinknc.org
- Angela Cavender, Executive Assistant, (704) 943-9510, acavender@communitylinknc.org
- Tameka Gunn, Program Manager, Mecklenburg County Services, (704) 943-9635, tmillner-gunn@communitylinknc.org
- Branden Lewis, Program Manager, Veterans Services, (704) 943-3594, bblewis@communitylinknc.org
- Wendy Adams, Program Manager, Regional Services, (704) 943-9493, wadams@communitylinknc.org
- Chris Brown, Office Manager, House Rehabilitation Service, (704) 943-9492, cbrown@communitylinknc.org
- Denise Holmes, Program Manager, First-Time Home Buyers and Foreclosure Prevention Services, (704) 943-9495, dholmes@communitylinknc.org

Community/Media Relations

- Randall C. Hitt, Chief Advancement Officer, (704) 943-9506, rhitt@communitylinknc.org

Communication Channels

- Newsletter: Print - 3 times a year; E-News - 6 times a year
- Facebook: www.facebook.com/communitylinknc
- Twitter: www.twitter.com/communitylinknc
- LinkedIn: www.linkedin.com/company/community-link
- YouTube: www.youtube.com/communitylinknc

Agency at a Glance

Sectors Served
Social Services
Details, p. 78

Hours
M-F, 8 - 5
Eastern Time Zone

2014 Stats
42 employees
200 volunteers
10,979 clients

Current Budget
$5.4 million

Member Profiles by State

CHARLOTTE
North Carolina

2016 Travelers Aid International Membership Directory 77
COMMUNITY LINK, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
TRAVELERS AID OF RALEIGH

200 Snow Ave. (919) 212-7000
Raleigh, NC 27603
www.wakegov.com/humanservices/locations/cornerstone

Scope of Service: To assist persons who are stranded and have a stable home to travel to by providing a local bus pass to get to the local Greyhound Bus Terminal. The program is part of the Wake County Department of Human Services and is located in the Cornerstone Center, a multi-service facility for homeless individuals.

Sponsor: Wake County

Leadership and Key Personnel

- Dwight Walker, Housing Case Manager, (919) 856-6518, dwalker@wakegov.com
- Sebrena English, Executive Secretary, (919) 508-0777, Sebrena.English@wakegov.com

Agency at a Glance

Sectors Served
- Social Services
  Details, p. 80

Hours
- M & F, 9 - 11:30
- Eastern Time Zone

2014 Stats
- 2 employees
- 145 clients

Current Budget
- $15,000
TRAVELERS AID OF RALEIGH, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
UPWARD TRANSITIONS
1134 W. Main St.                (405) 232-5507
Oklahoma City, OK    73106       www.upwardtransitions.org

*Founded: 1925*

*Scope of Service:* Full range of social services includes homeless prevention and rapid re-housing of homeless, self-improvement programs for homeless clients, domestic violence relocation, stranded traveler assistance, food, clothing and hygiene items.

*Sponsor:* United Way

**Leadership and Key Personnel**
- **Ray Bitsche**, CEO, (405) 232-5507, rbitsche@upwardtransitions.org
- **Periann Pulliam**, COO, (405) 232-5507, ppulliam@upwardtransitions.org
- **Bonnie Harrison**, Director of Family Outreach, (405) 232-5507
- **Terri Womack**, Director of Community Outreach, (405) 232-5507, twomack@upwardtransitions.org
- **Harold Powell**, Volunteer Coordinator, (405) 232-5507, hpowell@upwardtransitions.org

**Community/Media Relations**
- **Ray Bitsche**, CEO, (405) 232-5507, rbitsche@upwardtransitions.org

**Communication Channels**
- *Newsletter:* Monthly
- *Facebook:* www.facebook.com/UpwardTransitions
- *Twitter:* www.twitter.com/upwrdtrnstns

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**Agency at a Glance**

**Sectors Served**
- Airport
- Social Services
  - Details, p. 82

**Hours**
- M-F, 8 - 4:30
- Central Time Zone

**2014 Stats**
- 10 employees
- 250 volunteers
- 89,400 clients

**Current Budget**
- $1 million

**Other Location**
- Will Rogers World Airport
UPWARD TRANSITIONS, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
FAMILIES FORWARD PHILADELPHIA

111 N. 49th St. (215) 240-4800
Philadelphia, PA 19139 http://familiesforwardphilly.org

Founded: 1913

Scope of Service: The agency runs the largest family emergency shelter in Philadelphia and runs 80 transitional and permanent housing units. It also runs a kiosk at 30th Street Station in center Philadelphia.

Sponsors: City of Philadelphia, United Way of Greater Philadelphia and U.S. Department of Housing and Urban Development

Leadership

- Diana McWilliams, Executive Director, (267) 296-1931, dmcwilliams@familiesforwardphilly.org
- David Michelson, Chief Financial Officer, (215) 240-4800, dmichelson@familiesforwardphilly.org
- Nicol Moody, Director of Quality, (215) 240-4800, nmoody@familiesforwardphilly.org
- Grace Hightower, Director of Development, (215) 240-4800, ghightower@familiesforwardphilly.org

Community/Media Relations

- Diana McWilliams, Executive Director, (267) 296-1931, dmcwilliams@familiesforwardphilly.org

Communication Channels

Newsletter: Frequency, to-be-determined
FAMILIES FORWARD PHILADELPHIA, continued

Services Provided
- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided
- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
COMMISSION ON ECONOMIC OPPORTUNITY

165 Amber Lane  (570) 826-0510
Wilkes-Barre, PA  18702 www.ceopeoplehelpingpeople.org

Founded: 1966

Scope of Service: Housing, energy, community food and nutrition, specialized services for senior citizens, Travelers Aid, prescription assistance, translation services, material aid and emergency services.

Sponsors: Community services block grant, United Way, utility companies, foundations, Pennsylvania Housing Finance Agency, Luzerne County Office of Human Services, Department of Energy, Feeding America, Area Agency on Aging

Leadership and Key Personnel

- Eugene M. Brady, Executive Director, (570) 826-0510, ceo@sunlink.net
- David Ritter, Traveler’s Aid Program Manager, Director of Housing and Outreach, (570) 826-0510 x216, dritter@ceopeoplehelpingpeople.com
- Rich Kutz, CEO, Weinberg Regional Food Bank, (570) 826-0510 x234, rkutz@ceopeoplehelpingpeople.org
- R. Noel Duffy, Director of Special Projects, (570) 826-0510 x218, rduffy@ceopeoplehelpingpeople.org
- Jennifer Warabak, Energy Services Coordinator, (570) 826-0510 x233, jwarabak@ceopeoplehelpingpeople.org

Community/Media Relations

- David Ritter, Traveler’s Aid Program Manager, Director of Housing and Outreach, (570) 826-0510 x216, dritter@ceopeoplehelpingpeople.org

Communication Channels

Newsletter: Monthly
Facebook: www.facebook.com/CEO.nepa
Twitter: www.twitter.com/CEOWeinbergFB
COMMISSION ON ECONOMIC OPPORTUNITY, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
TOTAL MINISTRIES

300 Union St., Suite B  (864) 585-9167
Spartanburg, SC  29306  www.totalministries.org

Founded: 1983

Scope of Service: Offers financial and food assistance to Spartanburg County residents.

Sponsors: Westminster Presbyterian Church, United Way, First Presbyterian Church, Episcopal Church of the Advent, Foundation for the Carolinas, Hub City Empty Bowls Fund, Spartanburg County Foundations

Leadership and Key Personnel

- Traci Kennedy, Executive Director, (864) 585-9167 x202, director@totalministries.org
- Luann Mick, Operations Manager, (864) 585-9167 x203, luann@totalministries.org
- Agnes Jones, Benefits Bank Coordinator, (864) 585-9167, agnes@totalministries.org
- Andre Nguyen, Americorps VISTA, (864) 585-9167 x204, andre@totalministries.org

Community/Media Relations

- Traci Kennedy, Executive Director, (864) 585-9167 x202, director@totalministries.org

Communication Channels

Newsletter: Quarterly
Facebook: www.facebook.com/totalministries
Twitter: www.twitter.com/totalministries

Agency at a Glance

Sectors Served
Ground Transportation
Social Services
Details, p. 86

Hours
M-Th, 9 - Noon
Eastern Time Zone

2014 Stats
2.5 employees
180 volunteers
23,332 clients

Current Budget
$300,000
TOTAL MINISTRIES, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
NASHVILLE INTERNATIONAL AIRPORT
1 Terminal Drive, Suite 501 (615) 275-1608
Nashville, TN 37214 www.flynashville.com

Founded: 2000

Scope of Service: Provide information and customer service at Nashville International Airport, while operating as the Flying Aces.

Sponsor: Nashville International Airport

Leadership and Key Personnel

- Cathy Holland, Director of Community Affairs, (615) 275-1608, cathy_holland@nashintl.com
- Shannon Sumrall, Manager of Corporate Communications, (615) 275-1630, shannon_sumrall@nashintl.com

Community/Media Relations

- Shannon Sumrall, Manager of Corporate Communications, (615) 275-1630, shannon_sumrall@nashintl.com

Communication Channels

Newsletters: Employee, monthly; Community, quarterly
Facebook: www.facebook.com/NashvilleInternationalAirport
Twitter: www.twitter.com/Fly_Nashville

Agency at a Glance

Sector Served
Airports
Details, p. 90

Hours
6:30a -11p
Central Time Zone

2014 Stats
7 employees
115 volunteers
96,000 passengers
NASHVILLE INTERNATIONAL AIRPORT, continued

Services Provided
- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided
- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
NASHVILLE RESCUE MISSION

639 Lafayette Street (615) 255-2475
Nashville, TN 37203-4226. www.nashvillerescuemission.org

Founded: 1954

Scope of Service: Nashville Rescue Mission is a Christ-centered community dedicated to providing hope for today, hope for tomorrow, and hope for eternity to the hungry, homeless, and hurting. With a focus on two ministries — Guest Services Ministries and Recovery Ministries, the Mission provide meals, safe shelter, and clothing to those in need, as well as support and long-term assistance for those struggling with homelessness, addictions, and other life debilitating problems.

Sponsors: Private gifts and grants.

Leadership and Key Personnel

- Glenn Cranfield, President & CEO, (615) 255-2475, gcranfield@nashvillerescuemission.org
- Norman Humber, Chief of Staff, (615) 255-2475, nhumber@nashvillerescuemission.org
- Eric Grindeland, Senior Director of Guest Services Ministries, (615) 255-2475, egrindeland@nashvillerescuemission.org
- Judy Cline, Senior Director of Human Resources, (615) 255-2475, jcline@nashvillerescuemission.org
- Billy Eldridge, Senior Director of Operations, (615) 255-2475, beldridge@nashvillerescuemission.org
- Cheryl Davis, Senior Director of Development, (615) 255-2475, cdavis@nashvillerescuemission.org
- JD Bingham, Travelers Aid representative, (615) 255-2475, hbingham@nashvillerescuemission.org

Community/Media Relations

- Michelle Brinson, Communications and Media Manager, 615-312-1522, mbrinson@nashvillerescuemission.org

Communication Channels

Newsletter: Monthly
Facebook: www.facebook.com/nashvillerescuemission
Twitter: www.twitter.com/NashvilleRescue
YouTube: www.youtube.com/user/NashRescueMission
NASHVILLE RESCUE MISSION, continued

Services Provided
- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided
- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other: Drug and Alcohol Recovery programs
TRAVELERS AID

DALLAS/FORT WORTH

Terminal E, Gate 3, Lower Level. (972) 973-4420
DFW Airport, TX  75261 www.travelersaiddfw.org
Mailing: PO Box 610042, DFW Airport, TX  75261

Founded: 1974

Scope of Service: Emergency transportation assistance, emergency local transportation assistance, runaway supervision, protective travel services, translation services, car seat rental, Western Union, lost and found, area and transportation center information.

Sponsors: United Way of Tarrant County, Dallas/Fort Worth International Airport, OCS, American Airlines Federal Credit Union, Texas Juvenile Justice Department

Leadership and Key Personnel

- Bruce N. Freeman, Executive Director, (972) 973-4420, bfreeman@travelersaiddfw.org
- David Bell, Director of Finance, (972) 973-4420, dbell@travelersaiddfw.org
- Elena Troupe, Lost and Found Manager, (972) 973-4420, elena@travelersaiddfw.org
- Cairol Worley, Case Manager, (817) 820-0385, cairolann@yahoo.com

Community/Media Relations

- Bruce N. Freeman, Executive Director, (972) 973-4420, bfreeman@travelersaiddfw.org

Communication Channels

Event website: www.chocolatefestgrapevine.org
TRAVELERS AID DALLAS/FORT WORTH, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
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- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
HOUSTON AIRPORT SYSTEM –

BUSH INTERCONTINENTAL AIRPORT

2800 N. Terminal Road (281) 230-3100
Houston, TX 77032 www.fly2houston.com/iah

Began Service: 2005

Scope of Service: Provides information and customer service at Bush Intercontinental Airport, while operating as the Houston Airport System Volunteers.

Sponsor: Houston Airport System

Leadership and Key Personnel

- Ken Whittaker, Customer Service Manager, (281) 233-1150, ken.whittaker@houstontx.gov
- Caroline Schneider, Director of Airport Initiatives and Volunteer Services, (281) 233-3101, caroline.schneider@houstontx.gov

Community/Media Relations

- David Hebert, Director of Communications and Public Relations, (281) 233-1764, david.hebert@houstontx.gov

Communication Channels

Facebook: http://facebook.com/flyiah
Twitter: www.twitter.com/iah
BUSH INTERCONTINENTAL AIRPORT, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
HOUSTON AIRPORT SYSTEM –

HOBBY INTERNATIONAL AIRPORT

7800 Airport Blvd.                    (713) 640-3000
Houston, TX 77061      www.fly2houston.com/hobby

Began Service: 2005

Scope of Service: Provides information and customer service at William P. Hobby International Airport, while operating as the Houston Airport System Volunteers.

Sponsor: Houston Airport System

Leadership and Key Personnel

■ Gabrielle Dirden, Customer Service Manager, (713) 845-6603, gabrielle.dirden@houstontx.gov

■ Caroline Schneider, Director of Airport Initiatives and Volunteer Services, (281) 233-3101, caroline.schneider@houstontx.gov

Community/Media Relations

■ David Hebert, Director of Communications and Public Relations, (281) 233-1764, david.hebert@houstontx.gov

Communication Channels

Facebook: www.facebook.com/hobbyhou
Twitter: www.twitter.com/HobbyAirport

Agency at a Glance

Sectors Served
Airports
Details, p. 98

Hours
S-S, 6 am - 9 pm
Central Time Zone

2014 Stats
25 employees
10 volunteers

Location
Terminal 1
HOBBY INTERNATIONAL AIRPORT, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
FAMILY SERVICES OF NORTHEAST
WISCONSIN – CRISIS CENTER

300 Crooks St.                (920) 436-8888
Green Bay, WI 54301           www.familyservicesnew.org

Mailing: PO Box 22308, Green Bay, WI, 54305-9975

Founded: 1980

Scope of Service: The Center provides professional, short-term counseling for nearly any situation.

Sponsors: United Way, county contracts and donations

Leadership and Key Personnel

• Jenny Younk, Crisis Center Program Supervisor, (920) 436-4360 ext. 1289, jyounk@familyservicesnew.org

Community/Media Relations

• Brent Roubal, Vice President of Communications and Development, (920) 436-4360 ext. 1332, broubal@familyservicesnew.org

Communication Channels

Facebook: www.facebook.com/familyservicesnew
FAMILY SERVICES CRISIS CENTER, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (Short-term)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other: Crisis Intervention
TRAVELERS AID – GENERAL MITCHELL INTERNATIONAL AIRPORT

5300 South Howell, Box 9                              (414) 747-5245
Milwaukee, WI 53207                                  www.mitchellairport.com

Founded: 1981

Scope of Service: Provide information on airport and greater metropolitan Milwaukee area and operate airport Lost & Found.

Sponsors: General Mitchell International Airport, Community Advocates

Leadership

- Airport Liaison: Marina Borges, Marketing and Public Relations Manager, (414) 747-3724, mborges@mitchellairport.com
- Jacqueline Margis, Travelers Aid Chairperson, Information Desk: (414) 747-5245, travelersaidmke@gmail.com or jservimargis@sbcglobal.net,
- Ed Buchholz, Travelers Aid Vice-Chairperson, Information Desk: (414) 747-5245, travelersaidmke@gmail.com or ed@careertrac.com,

Community/Media Relations

- Harold Mester, Public Relations Manager, (414) 747-3728, HMester@mitchellairport.com

Communication Channels

Newsletter: every 6-8 weeks
TRAVELERS AID – GENERAL MITCHELL INTERNATIONAL AIRPORT

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
TRAVELERS AID SOCIETY
OF SWEETWATER COUNTY

PO Box 1194
Green River, WY 82935
(307) 362-8910 or (307) 875-6100

Founded: 1977

Scope of Service: Provide groceries, lodging, fuel or bus tickets to out-of-town stranded travelers

Sponsors: Evangelical Free Church, Hilltop Baptist Church and individuals

Leadership
- Debbie Strange, secretary, (307) 546-1129, ddstrange@msn.com

Community/Media Relations
- Debbie Strange, secretary, (307) 546-1129, ddstrange@msn.com

Agency at a Glance

- **Sectors Served:** Social Services
  - Details, p. 104
- **Hours:** As needed
- **Mountain Time Zone**
- **2014 Stats**
  - No paid employees
  - 13 volunteers
  - 660 clients
- **Current Budget**
  - $18,500
TRAVELERS AID SOCIETY OF SWEETWATER COUNTY, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance

Note: No services provided to local residents
TRAVELERS AID OF PUERTO RICO

Luis Munoz Marin International Airport
Terminal E, 1st Floor, Office #8
Carolina, PR (787) 791-1034
Mailing: PO Box 38017, Airport Station, San Juan, PR 00937-1017

Founded: 1958

Scope of Service: Travelers Aid of Puerto Rico provides social services, relocation for victims of domestic violence, airfare to patients in need of medical services in the U.S., crisis intervention to airport passengers and coordination services to the homeless.

Sponsors: United Way of Puerto Rico, Department of Justice, Women’s Advocacy Office, Department of Family and Children’s Welfare, Emergency and Food Shelter Program, Commonwealth of Puerto Rico

Leadership

■ Mildred Sosa, Executive Director, (787) 791-1034, taidofpr2006@yahoo.com

Community/Media Relations

■ Mildred Sosa, Executive Director, (787) 791-1034, taidofpr2006@yahoo.com

Agency at a Glance

Sectors Served
Social Services
Details, p. 106

Hours
M-F, 8 - 4
Eastern Time Zone

2014 Stats
Travelers Aid
3 employees
9 volunteers
52 clients
Total Operations
3 employees
12 volunteers
253 clients

Current Budget
$206,908
TRAVELERS AID OF PUERTO RICO, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other:
TRAVELLERS AID AUSTRALIA

Level 3/225 Bourke St. 61 3 9654 26000
Melbourne, Australia www.travellersaid.org.au

Founded: 1916

Scope of Service: Provision of personal care to older people and people with disabilities; emergency relief to people experiencing financial hardship or transport disadvantage; assistance for rural and regional Victorians travelling to medical appointments; mobility equipment hire, travel and transit information; and showers, luggage storage, internet cafe and private resting rooms.

Sponsors: Royal Auto Club of Victoria, V/line, Public Transport Victoria, Department of Health & Human Services, Assetco, City of Melbourne

Leadership

- Elias Lebbos, Chief Executive Officer, 61 3 9654 2600, elias@travellersaid.org.au
- Maria Groner, Operations Manager, 61 3 9654 2600, maria@travellersaid.org.au
- Tammy Schlitz, Business Development & Fundraising Manager, 61 3 9654 2600 tammy@travellersaid.org.au
- Andrea Diem, Coordinator, Workforce Development, 61 3 9654 2600, andrea@travellersaid.org.au
- Rocco Fammartino, Coordinator, Southern Cross Station, 61 3 9670 2072, rocco@travellersaid.org.au
- Jodie Bateman, Coordinator Flinders, Street Station, 61 3 9610 2030, jodieb@travellersaid.org.au

Community/Media Relations

- Elias Lebbos, Chief Executive Officer, 61 3 9654 2600, elias@travellersaid.org.au

Communication Channels

Newsletter: Quarterly

Facebook: www.facebook.com/travellersaidAustralia
Twitter: www.twitter.com/TravellersAid

Agency at a Glance

Sectors Served
Ground Transportation
Social Services
Details, p. 108

Hours
S-S, 6:30 am - 9:30 pm
Australian Eastern Standard Time Zone

2014 Stats
24 employees
60 volunteers
236,000 clients

Current Budget
$1.9 million (AUD)

Other Locations
Southern Cross Station
61 3 9670 2072

Flinders Street Station
61 3 9610 2030

Railway Place
Seymour, Victoria
61 3 5799 2965
**Services Provided**

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

**Other Services Provided**

<table>
<thead>
<tr>
<th>Services Provided</th>
<th>Other Services Provided</th>
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<tbody>
<tr>
<td>Stranded Traveler Assistance (Greyhound bus tickets,</td>
<td>Legal System Assistance</td>
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<td>etc.)</td>
<td>Lost &amp; Found</td>
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<td>Information Booth Services - Airport</td>
<td>Luggage Assistance</td>
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<td>Information Booth Services - Train Station</td>
<td>Meet &amp; Greet/Paid</td>
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<td>Information Booth Services - Bus/Intermodal</td>
<td>Meet &amp; Greet/UnPaid</td>
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<tr>
<td>Information Booth Services - Cruise Terminal</td>
<td>Meet &amp; Greet/VIP</td>
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<td>Information Booth – Some Social Services Also Provided</td>
<td>Mental &amp; Physical Disabilities Support</td>
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<td>at this Location</td>
<td>Military – Assistance while Traveling</td>
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<td>Information Gateway/Intake to Social Services of your</td>
<td>Missing Person/Runaways Assistance</td>
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<td>agency or others</td>
<td>Prisoner Re-Entry Support Services</td>
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<td>Rent &amp; Utilities Assistance</td>
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<td>Safe Place</td>
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<td>Senior Citizens Assistance</td>
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<td>Tourism Info</td>
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<td>Translation Services</td>
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<td>Transportation - Personal Auto Services</td>
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<td>Transportation –Local (bus, cab fare)</td>
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<td>Veterans Assistance</td>
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<td>Youth Assistance</td>
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<td>Other: Mobility Equipment rentals</td>
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<td>Other: Showers, private resting rooms</td>
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TRAVELLERS AID

SOCIETY OF TORONTO

Union Station, Great Hall  (416) 366-7788
65 Front St. West      www.travellersaid.ca
Toronto, ONT

Mailing: 13 Mountalan Ave., Toronto M4J 1H3

Founded: 1903

Scope of Service: Full range of services includes to providing directions to the train and transit lines at Union Station, information on downtown Toronto and assisting with hotel reservations.

Sponsors: None

Leadership and Key Personnel

Karen Fawcett, President, (416) 465-9185, karen.ian@sympatico.ca
Ed Drass, Volunteer, eddrass@hotmail.com
Anthony Cooper, Volunteer, anthonylvcooper@hotmail, or travellersaidunionstation@gmail.com

Community/Media Relations/Research

Ed Drass, Volunteer, eddrass@hotmail.com

Agency at a Glance

Sectors Served
Ground Transportation
Details, p. 110

Hours
Daily 9:30 - 9:30
Eastern Time Zone

2014 Stats
0 employees
50 volunteers
170,911 passengers

Current Budget
None
TRAVELLERS AID SOCIETY OF TORONTO, continued

Services Provided

- Stranded Traveler Assistance (Greyhound bus tickets, etc.)
- Information Booth Services - Airport
- Information Booth Services - Train Station
- Information Booth Services - Bus/Intermodal
- Information Booth Services - Cruise Terminal
- Information Booth – Some Social Services Also Provided at this Location
- Information Gateway/Intake to Social Services of your agency or others

Other Services Provided

- Airport - Airlines ticket assistance
- Airport - Assistance with Airport Questions
- Airport - Fear of Flying classes
- Airport - Handling complaints
- Bereavement support
- Child Safety Seats
- Clothing/Personal Care Products Assistance
- Community Court
- Counseling (any type)
- Critical Incident Support
- Domestic Violence Assistance
- Education & Job Training
- Employment Services
- Financial Literacy
- Food Assistance
- Homeless Assistance
- Hotel Information
- Housing - Emergency Shelter
- Housing - Permanent
- Housing - Transitional
- Immigrant/Refugee Services
- Legal System Assistance
- Lost & Found
- Luggage Assistance
- Meet & Greet/Paid
- Meet & Greet/UnPaid
- Meet & Greet/VIP
- Mental & Physical Disabilities Support
- Military – Assistance while Traveling
- Missing Person/Runaways Assistance
- Prisoner Re-Entry Support Services
- Rent & Utilities Assistance
- Safe Place
- Senior Citizens Assistance
- Tourism Info
- Translation Services
- Transportation - Personal Auto Services
- Transportation –Local (bus, cab fare)
- Veterans Assistance
- Youth Assistance
- Other: