



August 2016

Journeys

A Newsletter of Travelers Aid International

OUR NEWS

Director of Travelers Aid DFW Dies Suddenly

Bruce Freeman, long-time executive director of the [Travelers Aid at Dallas/Fort Worth International Airport](#), died suddenly on Aug. 23. Bruce had been dealing with medical issues since late last fall. Bruce dedicated his last 23 years to Travelers Aid. In addition to the post at DFW, Bruce was currently serving on the Travelers Aid International board of directors.

A private burial service was held Monday, Aug. 29, in Moore Memorial Gardens, Arlington, Texas. A public memorial service followed at Thompson's Harveson & Cole in Fort Worth. In lieu of flowers, donations may be made to Travelers Aid at Dallas/Worth. [View obituary.](#)

Looking Towards 100 Years

Travelers Aid International next April will mark the 100th anniversary of the birth of the National Travelers Aid Association. While the Travelers Aid movement began in 1851 in St. Louis, in 1917 individual organizations formed a national association to offer improved and a standardized level of service across the country. To mark our anniversary, we hope to compile a series of recollections from those we served over the years. Beginning in September, we will be using social media to reach our former clients asking them to share their stories. If you know of someone your agency assisted years ago who has a great story to tell, please [forward to us](#) their contact information.

Videos on the Web

In September, we will be swapping out some of the content on the website home page. We want to feature member videos in the area currently devoted to performance statistics. If you have a recent video (posted since January 2016) you want it highlighted on our website, please [send](#) a link or a copy.

2017 Annual Conference

The 2017 Annual Conference of Travelers Aid International will be June in Atlanta. A hotel location and specific date will be announced in the next newsletter. Hope Atlanta will host the event.

Volunteers for special member committees are now being solicited. One committee will take an active role in planning the educational program. A second committee will

plan an event to mark the 100th Anniversary of the founding of the National Travelers Aid Association. If you are interested in serving on either committee, please contact [Dave Asselin](#).

Open Mic: Question Posted in Our Members-Only Forum

Earlier this month [Travelers Aid of Greater Birmingham](#) posted:

To those Travelers Aid members who no longer use the branded Travelers Aid name, but a new, unique name: *"What have your experiences been since shifting to a new agency name? Has it been worth the ground work...legal name change, all new marketing/branding materials, etc...? Has community awareness/support increased? Has your client base grown? With hindsight, would you do it again?"*

As an open, unstructured blog page, [feel free to respond with your experiences](#) or start a new discussion. Only members may view or comment on this page. The postings are not anonymous so as to foster a constructive and useful dialogue. Please sign your name and list your organization. Use the previously distributed username and password assigned to your agency to enter the forum. If you misplaced your credentials [contact us](#).

YOUR NEWS

Australia Marks 100 Years

Travellers Aid of Australia officially launched its 100 year celebration on July 14 at Southern Cross Station in Melbourne, with the unveiling of a V/Line train carriage emblazoned with the Travellers Aid 100 year celebration livery. Jacinta Allan, Minister for Public Transport, joined the festivities. A number of staff and volunteers, who were resplendent in period clothing, added a touch of heritage glamour to the proceedings. The launch event was showcased on the evening's news.



Another Thrift Store Opens in Phoenix

The St. Vincent de Paul Society in Phoenix in May opened a new thrift store in Chandler. The group now operates 17 thrift stores throughout the state with seven in the Phoenix area.

CEO's Cooking Matters Graduates First Class

Recently, 11 adults completed the first six-week session of Cooking Matters offered by the Committee on Economic Opportunity in Wilkes-Barre, Pa. Participants learned to cook nutritious and delicious food on a budget. They also shared ideas for making small changes toward a healthier life.

Travelers Aid Featured in Customer Experience Guidebook

The federally-funded Airport Cooperative Research Program recently published a 242-page report, [Improving the Airport Customer Experience](#), based on research and interviews with 22 airports recognized for provide outstanding customer service. The guidebook documents notable and emerging practices in airport customer service management. The report briefly explores volunteer customer service programs with a focus on Travelers Aid operations in several airports.

IN THE NEWS

Promoting Your Agency As a Go-To Expert

In the early days of the Summer of 2016, [Crisis Center of Tampa Bay](#) has been in the news far more than any other Travelers Aid member. In the interest of assisting other Travelers Aid members to improve their media placements, *Journeys* asked Ken Gibson, the director of marketing and public relations, to explain their operation and how they got more than 15 media mentions in just June and July. [See Best Practices.](#)



When the Going Gets Tough

Visitors in distress get a helping hand and a lot of heart

BY PRISCILLA PÉREZ BILLIG

When Edna and Bob Hanlon arrived in Honolulu last year, it was on an emergency flight from Kauai headed for the Moanalua Medical Center Heliport.

by the International Critical Incident Stress Foundation, says the services most in demand by Hawaii visitors are moral support and information.

The nonprofit organization is a member of Travelers Aid International and collaborated with the Hawaii Tourism Association to create a free brochure on safe traveling.

"If a visitor has a bad experience and uses social media, they can reach thousands of people regarding their unpleasant experience," Rich says.



Magazine details the start of Travelers Aid of Hawaii. [Read more.](#)

Services provided by Help of Southern Nevada highlighted in *Las Vegas Sun* profile. [Read more.](#)



Jacki Servi Margis
Chairperson

Travelers Aid Milwaukee in June completed and posted to YouTube a volunteer recruiting video. The local board used a film student from the University of Wisconsin Milwaukee to produce the video. [View video.](#)

MILESTONES

New Hires and Promotions

Newark - In July, **Mitchell Seidel** joined the staff of Travelers Aid - Newark Airport as the new Coordinator of Volunteers. Prior to joining Travelers Aid, he worked with the Newark Star-Ledger newspaper. Mitchell filled the vacant position at Newark that was created when **Christian Havens** was promoted to Assistant Manager in May.

Oklahoma City - Upward Transitions has promoted **Megan Chapman** to the post of Volunteer Coordinator. Megan has been an airport volunteer for over a year and acting Volunteer Coordinator for the past two months. She previously served in the Navy for eight years. **Scott Love** is rejoining the Upward Transitions staff as a Case

Manager in the Community Outreach Program. Scott comes from Other Options where he was a case manager for four years. Previously, Scott was a case manager at Upward Transitions for more than two years.

[Washington Dulles](#) - **Sue Martin** has been promoted to Assistant Program Manager. And, Volunteer **Cora Menatti** received the airport's GEM (Going the Extra Mile) award in August for her outstanding work.

[The digital Travelers Aid International Membership Directory has been updated on our website.](#)

FUTURE FUNDRAISERS

Sept. 8, Families Forward Philadelphia's hosts its annual Jannie L. Blackwell Gala & Silent Auction at The Inn at Penn. [Learn more.](#)

Sept. 9-11, Hope Atlanta will benefit from a silent auction as well as beer and wine tasting at the Fall Atlanta Home Show & Outdoor Living Expo at the Cobb Galleria Centre. [Learn more.](#)

Sept. 10, Catholic Charities Baltimore is sponsoring Dragon Boat Races in Baltimore Inner Harbor. [Learn more.](#)

Sept. 10, Family Guidance Center of Alabama benefits from a 5K and 10K, walk/run event at The Shoppes at East Chase. [Learn more.](#)

Sept. 10, St. Vincent de Paul Society of Marin County hosts, Pennies from Heaven, its annual gala, St. Hilary Church, Tiburon. [Learn more.](#)

Sept. 16, Catholic Charities Baltimore's Our Daily Bread Employment Center will benefit from a concert featuring Mindy Gledhill and Declan O'Rourke at 725 Fallsway. [Learn more.](#)

Sept. 19, Help of Southern Nevada will benefit from a fund raiser at Buffalo Wild Wings' South Strip location. [Learn more.](#)

Sept. 22, Crisis Center of Tampa Bay will host Business Connections 2016, a free business networking event at Firestick Grill at Amalie Arena. [Learn more.](#)

Sept. 24, Family Services of Northeast Wisconsin, in partnership with the Green Bay Packers, will hold its annual Green & Gold Gala at the Lambeau Field Atrium. [Learn more.](#)

Sept. 28, Travelers Aid DFW annual golf classic will be at the Bear Creek Golf Club at DFW Airport.

Oct. 2, Nashville Rescue Mission will benefit from its annual concert gala, Music with a Mission, which features Nashville artists performing with the Nashville Symphony at the Schermerhorn Symphony Center. [Learn more.](#)

Oct. 5, 2016 Catholic Charities will host its annual Ryder Cup at Country Club of Maryland. [Learn more.](#)

Oct. 5, Gainesville Catholic Charities will benefit from a pancake breakfast and food drive at Trinity United Methodist Church. [Learn more.](#)

Oct. 6, Help of Southern Nevada is sponsoring a benefit Tea, Trends and Tranquillity at the Mandarin Oriental Hotel.

Oct. 22, Crisis Center of Tampa Bay will benefit from the Cameron K. Gallagher Foundation's SpeakUp5k at Al Lopez Park. [Learn more.](#)

Nov. 3, Hope Atlanta sponsors its annual fund raiser, Heroes for Hope Awards Dinner, at the Fox Egyptian Ballroom. [Learn more.](#)

Nov. 5, Homeless and Travelers Aid Society of Albany will host its 11th Home Sweet Gingerbread Home Contest at Crossgates Mall. [Learn more.](#)

Nov. 12, Daystar Life Center will benefit from the 10th Annual Drive Away Hunger Golf Tournament at Buffalo Creek Golf Course in Palmetto. [Learn more.](#)

Nov. 12, Nashville Rescue Center will benefit from the Gospel United Methodist Benefit Concert at Gospel United Methodist Church. [Learn more.](#)

Nov. 17, Homeless and Travelers Aid Society of Albany will host the 2016 Champions in Compassion fundraiser at 90 State Street. [Learn more.](#)

Nov. 17, Family Aid Boston will mark its 100th Anniversary with a gala, 100 Years of Shelter, Housing, and Hope Fundraiser, at The Exchange Conference Center. [Learn more.](#)

Nov. 22, Tracy Lawrence Turkey Fry Concert benefiting Nashville Rescue Mission at Venue Wildhorse Saloon.

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