



June 2017

# Journeys

A Newsletter of Travelers Aid International

---

## OUR NEWS

### **Fund Established to Assist Travelers Aid Agencies**

Travelers Aid International now has an agency assistance fund to assist members experiencing financial difficulties. The fund was unveiled to the members at the Annual Meeting on June 6 in Atlanta.

The fund is designed to assist a member encountering financial challenges that can be overcome with some assistance, a financial plan and guidance from other members. The funds can also be tapped to help a new agency get off the ground. The maximum amount is \$10,000 and it requires a local match.

Other conditions include the stipulations that the member agency continues to participate in the Travelers Aid network for at least 3 more years and its executive attends the annual Travelers Aid International conference.

The Board will set aside \$25,000 in the next budget, which begins July 1, to fund the program.

The program is not limited to financial funding. Technical, administrative and program advice will also be made available as part of the program.

The Board began work last October and concluded deliberations at its March meeting.

A Board Committee consisting of Kathleen Baldwin, San Diego; David Sinski, Chicago; Jessica Rich, Honolulu; Bruce Collins, independent director; and Dave Asselin, will review any application. Applications may be obtained from either [Dave Asselin](#) or Kathleen Baldwin.

### **Bylaws Review Committee to Be Formed**

At the June 5 Board Meeting in Atlanta, the Travelers Aid International directors voted to form a subcommittee to review and update the organization's bylaws, which were last examined in 2010. While the entire bylaws will be subject to review, the board decided to specifically consider extending each officer's term by a year to 2 years and to allow a board member to designate an alternate representative to the board.

The subcommittee and the Board will review the bylaws over the next 12 months. The goal is to submit the revisions to the membership for a vote at the 2018 Annual Meeting, which will be held in Chicago.

The Board elected its 2016-2017 officers to serve one more year in the same positions. The 2017-2018 officers: Ed Powers, chair; Floyd Davis, vice chair; Randy Brater, treasurer; and Ellen Horton, secretary.

At the June 6 Annual Meeting, the membership re-elected independent directors, Susan B. Perry and Deborah McElroy, each to their third, 4-year term. In addition, Heartland Alliance will now be represented by David Sinski to replace Jessica Rooney, who has taken on additional responsibilities at the Chicago agency.

## **Tips from the Annual Conference**

About 50 individuals from 18 member agencies of Travelers Aid International attended the Annual Conference earlier this month in Atlanta. Part of the conference tradition is an open forum to exchange ideas or seek answers. Two topics dominated the Q&A: A source of volunteers and fund-raising ideas.

### **Fund-raising:**

- Annual dinner or award ceremony - sponsorships beyond group ticket sales are an important key to success; on-site crowd sourcing boosts total giving,
- Solicit vendors, including participating landlords, for an annual gift
- Google provides grants for free on-line advertising to seek donations, volunteers
- Partner with similar agencies to establish credibility and obtain office space

### **Volunteers**

- High school and college students, especially those in academic studies similar your program's activities
- Culinary students - a great source of volunteer kitchen labor at a fundraiser

## **Volunteer Appreciation Ideas Exchanged in Atlanta**

One of the challenges in managing a large group of volunteers is to express the organization's appreciation for their service.

At the Annual Conference in Atlanta earlier this month, several appreciation ideas were presented in a session devoted to volunteer management issues. Tony Medina, volunteer manager at Travelers Aid Chicago, noted that it is important to remember that not every event will attract the interests of every volunteer. Of their 155 volunteers, Medina said the staff is happy if 45 attend. The target to get at least 30.

Chicago tries to offer an event a month - either a field trip or an airport panel presentation. The staff now offers events at different times and different days to get different faces showing up.

Fields trips have included the Chicago Art Institute, the nearby Fashion Outlook Mall and a tarmac tour.

"We get a lot of tourist questions," Medina said, "so it is important we offer field trips to these locations so the volunteers are more knowledgeable."

It also important to build and maintain relationships with those nearby tourist

destinations.

Travelers Aid Dulles noted that it has offered tours of the nearby regional air traffic control facility and the NTSB labs.

Chicago spends \$40,000 to \$50,000 a year on volunteer appreciation and recruiting projects. The budget includes about \$20 per volunteer for Travelers Aid branded swag.

The airport ambassador program at Atlanta Hartsfield-Jackson International Airport, which is not part of the Travelers Aid network, distributes \$20,000 to \$30,000 in gifts from airport vendors to the volunteers. It is in the process of revamping its appreciation/incentive program to include free airline travel to those volunteers providing at least 300 hours of service a year.

## **Presentation Links**

Additional resource including web links and bios are available on the [conference homepage](#).

*Making Your Organization's History Come Alive*

Morna Gerrard, [Presentation](#); Carol King, [Presentation](#)

*Effect of Stress on People in Crisis*

Matt Hurd, [Presentation](#)

*Trends in Customer Service Programs*

Steve N. Mayers, [Presentation](#)

*Human Trafficking: Volunteer Training*

Nancy Rivard and Donna Hubbard, [Presentation](#)

*The Income Inequities Gap: The Impact*

Dr. Barry Hirsch, [Presentation](#); Floyd Davis, [Presentation](#),

*Volunteer Management Issues*

Anthony Medina, [Presentation](#)

*Moving Forward - Evolving Travelers Aid in the Years to Come*

Should we adopt a new mantra: Customer Service = Social Service; Social Service = Social Justice? Dr. Eric R. Wright, [Presentation](#)

*Closing Presentation*

Barbara Harrison, [Presentation](#)

---

## **MEMBER NEWS**

### **Hola Tijuana, Adiós SAN**

2017 is a year of reinvention for Travelers Aid Society of San Diego as it opens one door and another is closed.

Travelers Aid on July 1 will expand its operations to include the [Cross Border Xpress](#), an enclosed 390-foot pedestrian bridge to the Tijuana Airport passengers crossing the U.S./Mexico border. Travelers Aid will provide volunteers offering its traditional line of airport services.

The privately owned and operated sky bridge opened in December 2015. On most days, 5,000 passengers pay the fee to walk across the border rather than drive. The terminal in San Diego County includes duty-free shopping along with food and beverage sales.

However, 90 days later Travelers Aid relationship of more than 50 years with San Diego International Airport will come to an end. The airport will take the management of more than 350 volunteers in-house as it did not renew the management contract with Travelers Aid. At this time, it is not certain how many of the Travelers Aid volunteers will continue to serve the airport guests.

Among the programs Travelers Aid offers at San Diego airport is a [dog therapy](#) program.

At press time, neither airport contract has been covered by the local media.

Travelers Aid volunteers continue to staff an information booth at the Santa Fe Rail Station in downtown San Diego.

The Traveler Aid's transportation services makes up 35% of the agency's budget. The bulk of the agency's funds are spent on its social service programs.

## **Hope Atlanta Returning to ATL to Assist the Homeless**

HOPE Atlanta will be returning full-time this summer to the Atlanta Hartsfield-Jackson International Airport after a nearly two-decade absence.

Instead of operating a volunteer-centric airport ambassador program, HOPE Atlanta will field social workers to assist the homeless inside the airport. During the winter months, 150 to 200 homeless individuals attempt to live at the airport.

Working flexible hours - early morning until late at night, HOPE Atlanta will staff a new office with a program manager and 4 part-time caseworkers. On a daily basis, the staff will work with the Atlanta Airport Police to find safe and stable homes for the homeless and to help them avoid criminal citations. The airport also hopes these efforts will decrease panhandling within the facility.

HOPE Atlanta's services will include outreach, reunification services, local transportation, referrals to shelters, emergency housing and rapid rehousing.

In recent years, HOPE Atlanta had been making periodic sweeps of the airport each month to reach out to the homeless as well providing a special needs or VIP escort service.

---

## **VOLUNTEER RECOGNITION**

**Commission on Economic Opportunity** - A volunteer appreciation reception was held on May 25 in Wilkes-Barre.

**Travelers Aid Chicago** - On July 7 a pot luck picnic will be held for the O'Hare volunteers.

---

# MILESTONES

## New Hires and Promotions

**Crisis Center of Tampa Bay** - Scott Bendert recently joined the leadership team as Chief Financial Officer. He most recently served as Chairman and CEO of JHS Capital Advisors.

**Travelers Aid DFW** - Carol Forest joined as the agency's new executive director.

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

---

## FUTURE FUNDRAISING EVENTS

July 10, Baltimore 2017 Catholic Charities Golf Open at Chartwell Golf and Country Club. [Learn more.](#)

July 15, Travelers Aid San Diego, An Evening with Gatsby gala. [Learn more.](#)

July 27, Upward Transitions, Celebrity Wait Night at Iguana Mexican Grill. [Learn more.](#)

Aug. 7, St. Vincent de Paul - Marin County, Golf Fore Giving Tournament at Peacock Gap Golf Club. [Learn More.](#)

Aug. 12, Halifax Urban Ministries, 10th Annual HUM Golfn' 4 Homeless Prevention. [Learn more.](#)

Aug. 25, Crisis Center of Tampa Bay, Beer & Bow Ties fundraiser at the Cuban Club. [Learn More.](#)

Sept. 9, St. Vincent de Paul - Marin County, Pennies from Heaven dinner and auction. [Learn More.](#)

Sept. 22, Gainesville Catholic Charities, Annual Food Drive and Pancake Breakfast, Trinity United Methodist Church.

Sept. 23, Family Services of Northwest Wisconsin, Green & Gold Gala at Lambeau Field Atrium. [Learn more.](#)

---

## TAI HEADQUARTERS STAFF

**Dave Asselin**, President/CEO  
[dave@travelersaid.org](mailto:dave@travelersaid.org)  
202-546-1127 ext. 101

**Andrea Itkin**, Senior Director, Transportation Programs  
[andrea@travelersaid.org](mailto:andrea@travelersaid.org)  
202-546-1127 ext. 103

**David North**, Director of Social Services Programs  
[dnorth@travelersaid.org](mailto:dnorth@travelersaid.org)

202-546-1127 ext. 104

**Thomas J. Smith**, Manager of Communications & Development

[tom@travelersaid.org](mailto:tom@travelersaid.org)

202-546-1127 ext. 102

[www.travelersaid.org](http://www.travelersaid.org)

STAY CONNECTED:

