



January 2019

Journeys

A monthly newsletter of Travelers Aid International

THE DONORS EDITION

In this edition:

- Travelers Aid assists furloughed federal employees
- Thank you for your 2018 gifts
- New *Impressive* feature

About this Newsletter

This new Donors Edition of *Journeys* is an effort to keep our donors and benefactors informed about the work of Travelers Aid International.

If you do not want to receive future newsletters, please let us know by writing to info@travelersaid.org. In the subject line, write: Unsubscribe - Donors Edition.

The Shutdown and Travelers Aid

Travelers Aid volunteers and staff at several of our network airports are involved in efforts to assist federal employees impacted by the recent partial government shutdown. The impacted include agents for Transportation Security Administration and Customs and Border Protection, air traffic controllers and other Federal Aviation Administration personnel.

Volunteers have been contributing and organizing food donations at Washington Dulles and Reagan, New York JFK, and Ontario International airports. The **Travelers Aid/Dulles** information desks have been tapped by the airport as drop-off locations for the public donating food. The leadership at the **Travelers Aid of the Inland Empire** helped the airport organize a Community Support Barbecue Luncheon. The counseling staff of the **Crisis Center of Tampa Bay** has been at the food banks at Tampa International Airport to offer mental health assistance. Hats off to volunteers and airport communities for supporting their colleagues in a time of need!

Thank You!

In 2018, Travelers Aid International raised \$42,356 in gifts from individuals and foundations. The sum is the largest amount in recent years. TAI received \$24,550 from 4 foundations. The TAI Board reached a 100 percent participation rate with their gifts. We received \$17,800 in individual gifts. Thank you for your support!

Kathleen Baldwin Starts on Feb. 11

Our next president, Kathleen Baldwin, will assume the responsibilities of the position on Feb. 11 at our suburban Washington office. Kathleen will be joining us after 18 years at the helm of **Travelers Aid Society of San Diego**.

The board in San Diego appointed Marcy Roke, the agency's current director of development and communications, as the interim president to fill the position Kathleen is vacating. Marcy has been with Travelers Aid for over 12 years and she has 14 years of previous experience in publishing and advertising. Marcy begins her new role Feb. 4.

The Numbers

As the final 2018 service reports are still being reviewed, we are getting a glimpse at the contribution of Travelers Aid in service to our communities. The early tally from a sampling of the membership:

- 5,323,966 passenger and social service client assists.
- 1,075 volunteers
- 180,740 hours of service
- 8,713 social service assists in our transportation centers
- Random 2018 Travelers Aid Factoids:
 - Bradley: 8,721 volunteer hours
 - Chicago: 7,232 social service assists
 - Dulles: 2,533,005 passenger assists
 - JFK: 16,017 volunteer hours
 - Oklahoma City: 1,066 military assists
 - Reagan: 28,902 volunteer hours
 - Toronto Union Station: 289,451 passenger assists
 - Washington Union Station: 1,476 social service assists

Impressive

Travelers Aid Going Beyond Expectations

[A new feature illustrating a volunteer going above and beyond](#)

Effective with this edition, Travelers Aid is revamping our member communications. We are now communicating with you monthly instead of quarterly. This is an effort to keep you better informed. In addition, there will now be three editions of the newsletter – the member edition; our volunteers edition; and a donors edition, which you are now reading.

The volunteer edition is an effort to keep the volunteers at our individual locations informed about the larger world of Travelers Aid International. The volunteer edition will feature stand-out volunteer assistance stories from each contributing member. We will select the best example of a volunteer going above and beyond to share with you as a new feature, Impressive, in this donors newsletter.

Chicago's Travelers Aid Team Foils Potential Human Trafficking

A distraught traveler with autism approached **Travelers Aid/Chicago O'Hare** because she was having problems finding a way a suburban Airbnb. While she had never traveled alone, the woman said she was in Chicago to work for an acting company. A Travelers Aid

information desk volunteer referred the individual to the Travelers Aid office staff for assistance with transportation options. While looking at transportation options, the staff discovered that the address for the acting company did not exist. Upon learning this information, the passenger began crying and immediately ran out of the office. A volunteer and staff member then searched the terminal for the passenger. After scouring the airport, the passenger was discovered near an airline customer service desk. She had attempted to change her flight to go back home, but was told this was not possible. After confirming with passenger that she preferred to return home, Travelers Aid spoke to an airline agent and advocated on her behalf. The passenger was then rebooked on the next flight home for the following morning. Travelers Aid helped with her overnight accommodations until she successfully boarded her flight the following morning.

If you want to read more accounts, see this month's [Volunteers Edition](#).

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