



A NETWORK OF SOCIAL SERVICE AGENCIES AND TRANSPORTATION SERVICES

# **Current Digital MEMBERSHIP DIRECTORY**

Digital Personnel Update: July 1, 2019

Current Membership Update: Aug. 2, 2018



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## **Features Exclusive to this Digital Edition**

This digital edition to the 2016 Travelers Aid International Membership Directory contains live hyperlinks to facilitate faster communication with your peers. Just hover your mouse over a web URL, an email address or a locator map, click on it when a pointer appears. The hyperlinks *are not* blue or underlined.

All member profiles are also Bookmarked and accessed via the Bookmark icon in the tool box to the left.

Here are the live links:

- All page numbers in all indexes.
- All member web addresses and their social media channels.
- All email addresses.
- All state locator maps.
- The Back (↶) arrow to return to the Location Index.





# President's Message

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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](http://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

January 2016





## 2018-19 Officers

Floyd Davis, *Chair*  
Community Link

Randall Brater, *First Vice Chair*  
Arent Fox LLC

Ellen Horton, *Second Vice Chair*  
Airport Consultant

Susan B. Perry, *Secretary*  
Transportation Consultant

Kathleen Baldwin, *President /CEO (ex-officio)*  
Travelers Aid International

## Directors

Bruce D. Collins  
C-SPAN

Dick DeiTos  
Metropolitan Washington Airlines Committee

Tim Gillespie  
Transportation consultant

Tara Hamilton  
Retired, Airport Public Relations Manager

Mollie Hester  
Travelers Aid of Greater Birmingham

Suzanne Martin  
Dulles Airport volunteer

Deborah McElroy  
Airports Council International-North America

Marcy Roke  
Travelers Aid Society of San Diego

Periann Pulliam  
Upward Transitions, Oklahoma City

Jessica Lani Rich  
Travelers Aid of Honolulu

David Sinski  
Heartland Alliance, Chicago

Jeff Smythe  
HOPE Atlanta

Maria Suggett  
Mountaintop

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## Corporate Staff

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(240) 505-4255 • ringoldw@aol.com





## OUR PURPOSE

Travelers Aid International is organized to assist our 43 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.



# Fact Sheet

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Travelers Aid International is a network of 43 Travelers Aid members working together to assist today's "stranded traveler," including those needing assistance in airports, those stranded and needing financial assistance to return home and the homeless who are "stranded" without a home.

The network was organized to assist our individual member agencies in meeting the critical needs of individuals. And today, 100 years since the network was formed, its key role remains the same.

## Stats

- Volunteers – More than 2,000 volunteers at our transportation centers. Another 200 volunteers directly assisting in Travelers Aid social agencies.
- Clients served – More than 9.1 million airline passengers assisted at 18 U.S. airports. More than 75,000 social service clients assisted
- Bus tickets – Travelers Aid members provided discounted Greyhound tickets, reuniting stranded travelers with their family.

Founded: April 26, 1917 as National Travelers Aid Association. Travelers Aid International is the present-day successor.

Original member: St. Louis, founded in 1851 to assist westbound stage coach and train passengers.

Current members: There are 44 programs and locations served by Travelers Aid members including the United States, Puerto Rico, Canada and Australia. Each member has its own charter and tax-exempt, non-profit status.

## Role of Travelers Aid over time

- Travelers Aid was an original founder of the USO and with the USO jointly operated hundreds of "Soldiers Lounges" in major train stations during World War II.
- Travelers Aid played a major role in assisting in the resettlement of refugees, particularly after the Vietnam War.
- Has always acted as a safe haven for runaways and assisted in family reunification

## Our mission has evolved

- Social Services – As local funding sources shifted, a number of major city Travelers Aid member evolved from bus station or train station service desks to full-scale social service agencies. Some of these organizations changed their names to better describe their new programs. These organizations remain key players within the Travelers Aid network. Currently 32 members provide social services to their communities, primarily assistance to the homeless.
- Information Services – At 25 locations, Travelers Aid staffs information booths to provide assistance to airport, rail and bus passengers. At some of these locations, there are still social workers on-duty. In the transportation network there are 18 U.S. Airports, 4 North American train stations and 3 urban train stations in Melbourne, Australia.



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.

## Slideshow of Historic Photos

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. Her leadership led to the first National Travelers Aid Association in 1917; however, Dodge did not live to see its ultimate formation.

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



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over the years, and that support was withdrawn, the number of agencies dwindled.

There are now 43 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.

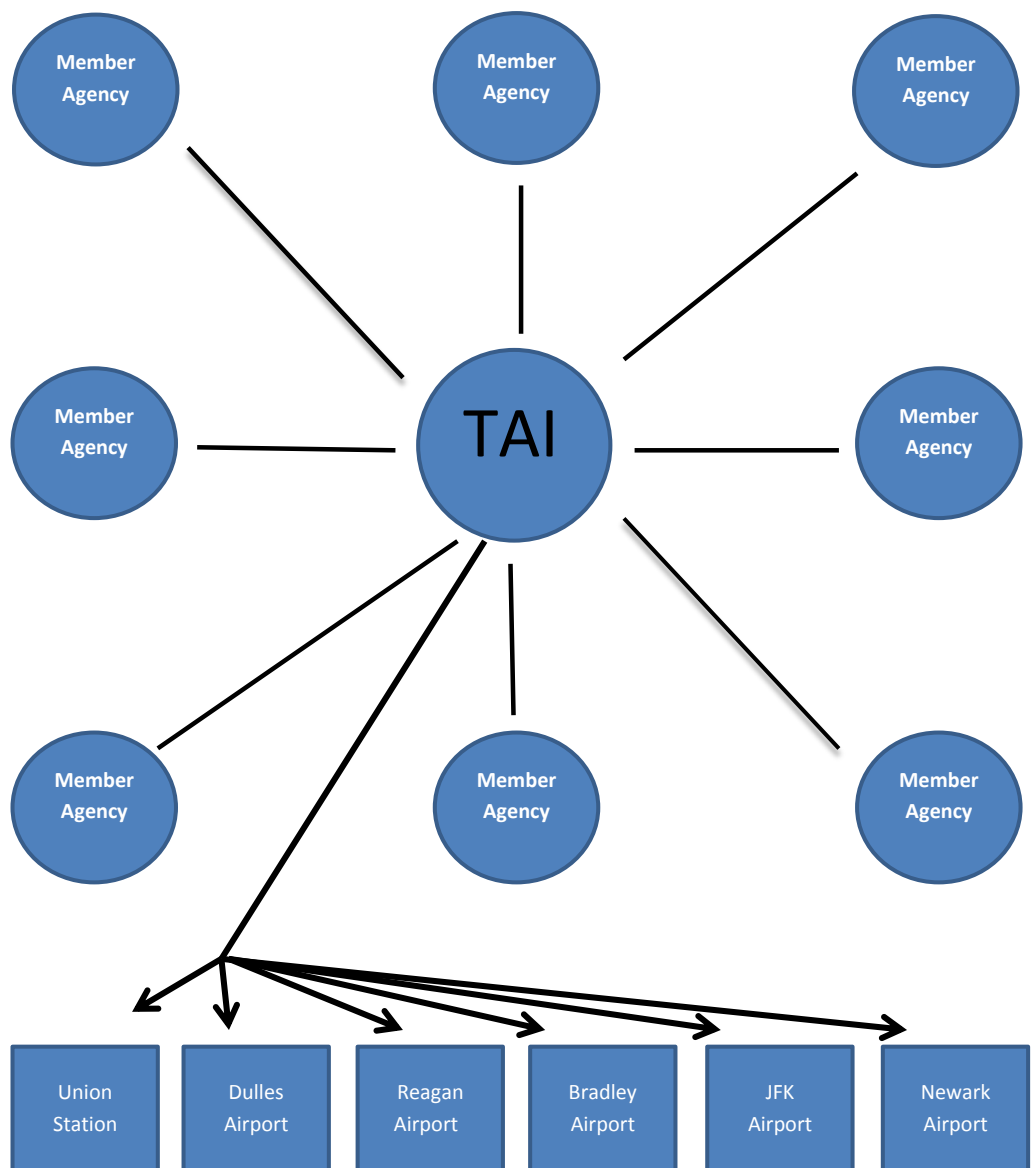
In 2017, at shelters, airports, train and bus stations, Travelers Aid (including more than 2,200 volunteers) assisted 9 million individuals!

An organization with a 167 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**.



# Corporate Organizational Structure

Travelers Aid International is at the hub of the 44 Member Agencies



Travelers Aid International directly operates programs at 5 airports and 1 rail station



## WEBSITES

- [www.travelersaid.org](http://www.travelersaid.org)
- [www.travelersaid.org/dulles](http://www.travelersaid.org/dulles)
- [www.travelersaid.org/reagan](http://www.travelersaid.org/reagan)
- [www.travelersaid.org/union](http://www.travelersaid.org/union)
- [www.travelersaid.org/jfk](http://www.travelersaid.org/jfk)
- [www.travelersaid.org/newark](http://www.travelersaid.org/newark)



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

**NEW GREYHOUND PROCEDURES**, next page



## NEW GREYHOUND PROCEDURES

Effective Jan. 1, 2016, the structure and procedures of the long-standing Travelers Aid International and Greyhound Lines were changed. Among the major changes, the Commercial Sales division of Greyhound is assuming management of the program and process; paper vouchers will no longer be honored; and the service fee has been reduced.

This program to assist stranded travelers is open to all members.

In order to bring the program in line with the realities of today's business environment, several significant changes have been made that will benefit both organizations. A few of the most relevant changes are:

- Management of the program by Greyhound Commercial Sales will result in a single point of contact for ticket sales, customer service, billing and every aspect of travel on Greyhound. This change will provide a more interactive process and insure help is available if an issue occurs.
- The current process of issuing a voucher to a traveler will cease and be replaced by the appropriate Travelers Aid agency placing the ticket order directly with Greyhound either by phone or email with the Commercial Sales Center.
- Each ticket ordered by Travelers Aid will result in a 10% discount for every passenger travelling and applies to both refundable fare and non-refundable fare tickets ordered through the Commercial Sales Office.
- A significantly reduced service fee will apply to each transaction. The typical service fee for tickets purchased online with a credit card when the cardholder is not traveling is \$18 plus a \$2.50 facility fee. The discounted fee for Travelers aid will be a flat \$5 per ticket.

Greyhound Commercial Sales was developed over 20 years ago to manage commercial business and is structured to service commercial customers in an efficient and user friendly manner.

### Key Greyhound Contacts

■ **Lori Robinson**, Senior Lead Billing Clerk, (800) 440-7712, ext. 227,  
lori.langley@greyhound.com

■ **David Reeves**, Senior Manager – Commercial Services, (800) 440-7712, ext. 200,  
david.reeves@greyhound.com





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## BIRMINGHAM Alabama

### TRAVELERS AID OF GREATER BIRMINGHAM

1605 5th Ave. North (205) 322-5426  
Birmingham, AL 35203 [www.travelersaidbirmingham.org](http://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.

*Sponsors:* United Way of Central Alabama, Community Foundation of Greater Birmingham, Beeson Trust-Canterbury UMC, Federal Transit Administration-New Freedom

#### Leadership and Key Personnel

- **Mollie Hester**, Manager, (205) 322-5426, [travelersaid@bellsouth.net](mailto:travelersaid@bellsouth.net)
- **Joanne McClenny**, Case Worker, Travelers Assistance, (205) 322-5426
- **Molly Moye**, Operations Coordinator, (205) 322-5426

#### Communication Channels

*Facebook:* [www.facebook.com/TravelersAidBirmingham](http://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



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## 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

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

## FAMILY GUIDANCE CENTER OF ALABAMA

2358 Fairlane Drive, Building E (334) 270-4100  
Montgomery, AL 36116 [www.familyguidancecenter.org](http://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](mailto:wwhite@familyguidancecenter.org)
- **Sue Barrett**, Assistant Executive Director, Director of Family Services, (334) 270-4100
- **Shauntice Wood**, Program Director, Family Service Center of Montgomery County, (334) 270-4100, [swood@familyguidancecenter.org](mailto:swood@familyguidancecenter.org)
- **Michelle Holley**, Site Director, Family Service Center of Montgomery County, (334) 270-4100, [mholley@familyguidancecenter.org](mailto:mholley@familyguidancecenter.org)
- **Shalisa Magee**, Travelers Aid / Emergency Services Coordinator, (334) 270-4100, [smagee@familyguidancecenter.org](mailto:smagee@familyguidancecenter.org)

### Community/Media Relations

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

Communication Channels

*Newsletter:* Monthly

*Facebook:* [www.facebook.com/FamilyGuidanceCenterofAL](https://www.facebook.com/FamilyGuidanceCenterofAL)

### Agency at a Glance

#### Sectors Served

Social Services

*Details, p. 24*

#### Hours

M, W, F, 8 - 4:30

T, Th, 8 - 8

Central Time Zone

#### 2014 Stats

*Travelers Aid Operations*

1 employee

1 volunteer

63 clients

#### Current Budget

\$15,717 plus salary of  
case worker



## FAMILY GUIDANCE CENTER OF ALABAMA, continued

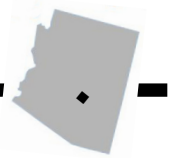
### Services Provided

- ☒ 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

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





**PHOENIX**  
Arizona

## TRANSIENT AID CENTER

420 W. Watkins Road.  
Phoenix, AZ 85003

(602) 266-4673

[www.stvincentdepaul.net](http://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](mailto:szabilski@svdpaz.org)

■ **Marcus Anderson**, Chief Financial Officer, (602) 261-6802,  
[manderson@svdpaz.org](mailto:manderson@svdpaz.org)

■ **Stephen Attwood**, Chief Operations Officer, (602) 850-6910,  
[sattwood@svdpaz.org](mailto:sattwood@svdpaz.org)

■ **Shannon Clancy**, Chief Philanthropy Officer, (602) 261-6893,  
[sclancy@svdpaz.org](mailto:sclancy@svdpaz.org)

### Community/Media Relations

■ **Esther Martinez**, Public Relations Manager, (602) 261-6921,  
[emartinez@svdpaz.org](mailto:emartinez@svdpaz.org)

Communication Channels

*Newsletter:* Monthly

*Facebook:* [www.facebook.com/StVincentdePaulPhx](http://www.facebook.com/StVincentdePaulPhx)

*Twitter:* [www.twitter.com/SVdP](http://www.twitter.com/SVdP)

*Linked In:* [www.linkedin.com/company/society-of-st--vincent-de-paul\\_2](http://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



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## 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

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





**ONTARIO**  
California

## TRAVELERS AID OF THE INLAND EMPIRE

1923 E. Avion St.  
Ontario, CA 91761

(909) 544-5378  
[www.travelersaidie.org](http://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:* Ontario International Airport Authority, City of Ontario

### Leadership and Key Personnel

■ **Chester ‘Chet’ Sobotka**, Executive Director, (909) 544-5378,  
[CSobotka@flyontario.com](mailto:CSobotka@flyontario.com)

### Communication Channels

*Facebook:*

[www.facebook.com/Travelers-Aid-of-the-Inland-Empire-223367111183451](https://www.facebook.com/Travelers-Aid-of-the-Inland-Empire-223367111183451)

### 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



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## 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

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





**SAN DIEGO**  
California

## TRAVELERS AID SOCIETY OF SAN DIEGO

701 B Street, Suite 1775  
San Diego, CA 92101

(619) 295-8393  
[www.travelersaidsandiego.org](http://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, 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](mailto:kathleen@travelersaidsandiego.org)

■ **Gina Bernsen**, Director of Visitor Services, (619) 400-2266,  
[gina@travelersaidsandiego.org](mailto:gina@travelersaidsandiego.org)

■ **Charlyne Bryant**, Director of Operations, (619) 295-8393, x311, [charlyne@travelersaidsandiego.org](mailto:charlyne@travelersaidsandiego.org)

■ **Cynthia Compton**, Volunteer Coordinator, (619) 295-8393, x310,  
[cynthia@travelersaidsandiego.org](mailto:cynthia@travelersaidsandiego.org)

■ **Adrianna Ramirez**, Transportation Assistance, (619) 295-8393, x314,  
[adrianna@travelersaidsandiego.org](mailto:adrianna@travelersaidsandiego.org)

■ **Marcy Roke**, Director of Development & Communications,  
(619) 295-8393, x317, [marcy@travelersaidsandiego.org](mailto:marcy@travelersaidsandiego.org)

### Community/Media Relations

■ **Marcy Roke**, Director of Development & Communications,  
(619) 295-8393, x317, [marcy@travelersaidsandiego.org](mailto:marcy@travelersaidsandiego.org)

### Communication Channels

*Facebook:* [www.facebook.com/TravelersAidSocietyofSanDiego](http://www.facebook.com/TravelersAidSocietyofSanDiego)

*Twitter:* [www.twitter.com/Travelers925](http://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 Cross Border Express  
Santa Fe Rail Station  
San Diego Cruise Terminal



## 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

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







## SFO TRAVELERS INFORMATION VOLUNTEERS PROGRAM

P.O. Box 8097  
San Francisco, CA 94128

(650) 821-5247  
[www.flysfo.com](http://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](mailto:stephanie.Francisco@flysfo.com)

### Community/Media Relations

■ **Doug Yakel**, Public Information Officer, (650) 821-4000,  
[doug.yakel@flysfo.com](mailto:doug.yakel@flysfo.com)

### Communication Channels

*Facebook:* [www.facebook.com/flySFO](http://www.facebook.com/flySFO)

*Twitter:* [www.twitter.com/flySFO](http://www.twitter.com/flySFO)

*YouTube:* [www.youtube.com/user/SFOIntlAirport](http://www.youtube.com/user/SFOIntlAirport)

*Pinterest:* [www.pinterest.com/flysfo](http://www.pinterest.com/flysfo)

**SAN FRANCISCO**  
California

### Agency at a Glance

#### Sectors Served

Airports

*Details, p. 32*

#### Hours

S-S, 8 - 8

Pacific Time Zone

#### 2014 Stats

7 employees

250 volunteers

1.2 million passengers

#### Locations

Terminals 1, 2, 3 and  
International



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## 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

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





**SAN RAFAEL**  
California

## **SOCIETY OF ST. VINCENT de PAUL – MARIN COUNTY**

820 B St.  
San Rafael, CA 94901

(415) 454-3303  
[www.vinnies.org](http://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](mailto:swalker@vinnies.org)

■ **Connie Borges**, Client Services Director, (415) 454-3303,  
[cborges@vinnies.org](mailto:cborges@vinnies.org)

■ **Hilda Castillo**, Client Services Manager, (415) 454-3303,  
[hcastillo@vinnies.org](mailto:hcastillo@vinnies.org)

### **Community/Media Relations**

■ **Suzanne Walker**, Executive Director, (415) 454-3303,  
[swalker@vinnies.org](mailto:swalker@vinnies.org)

#### **Communication Channels**

*Newsletter*

*Facebook:* [www.facebook.com/vinniesmarin](http://www.facebook.com/vinniesmarin)

*Twitter:* [www.twitter.com/vinniesmarin](http://www.twitter.com/vinniesmarin)

### **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



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## SOCIETY 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

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





**Windsor Locks**  
Connecticut

## TRAVELERS AID/BRADLEY AIRPORT

Schoephoester Road (860) 292-2056  
Windsor Locks, CT 06096 [www.travelersaid.org/bradley](http://www.travelersaid.org/bradley)

*Start of Service:* 2018

*Scope of Service:* Bradley International Airport serves Hartford, Conn., and Springfield, Mass. Travelers Aid volunteers provide travelers with information and directions relating to airport services. Offers tourism resources for Hartford and Connecticut.

*Sponsor:* Connecticut Airport Authority

### Leadership

■ **MaryKate Doherty**, Program manager, desk (860) 292-2056, cell (860) 500-8582, [marykate@travelersaid.org](mailto:marykate@travelersaid.org)

### Community/Media Relations

■ **Tom Smith**, Communications Director, (202) 546-1127, x102, [tom@travelersaid.org](mailto:tom@travelersaid.org)

## Agency at a Glance

### Sectors Served

Airports

*Details, p. 114*

### Hours

S-S, 8 - 8

Eastern Time Zone

### 2018 Stats

45 volunteers

### Locations

*Terminal A*



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## TRAVELERS AID/BRADLEY 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

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





**Washington**  
District of Columbia

## TRAVELERS AID OF WASHINGTON – DULLES INTERNATIONAL AIRPORT

1 Saarinen Circle  
Dulles, VA 20166

(703) 572-7350  
[www.travelersaid.org/dulles](http://www.travelersaid.org/dulles)

*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

■ **Peter Lauten**, Program Manager, (703) 572-7350,  
[Peter.Lauten@MWAA.com](mailto:Peter.Lauten@MWAA.com)

■ **Tina Mally**, Assistant Manager, (703) 572-7350,  
[Tina.Mally@MWAA.com](mailto:Tina.Mally@MWAA.com)

■ **Aliza Mendelpwitz**, Coordinator of Volunteers, (703) 572-7350,  
[Aliza.Mendelowitz@travelersaid.org](mailto:Aliza.Mendelowitz@travelersaid.org)

### Community/Media Relations

■ **Tom Smith**, Communications Manager, (202) 546-1127, x102,  
[tom@travelersaid.org](mailto: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

#### 2017 Stats

3 employees  
394 volunteers  
3,184,136 passengers

#### Locations

Concourses A, B, C, D  
Baggage Claim,  
International Arrivals,  
Federal Inspection  
Station



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## 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

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







**Washington**  
District of Columbia

## TRAVELERS AID OF WASHINGTON – REAGAN NATIONAL AIRPORT

Terminal A, Room 242 (703) 417-3975  
2401 Smith Blvd. [www.travelersaid.org/reagan](http://www.travelersaid.org/reagan)  
Arlington, VA 22202  
*Mailing address:* DCA Terminal A, Room 242, Washington, DC 20001

*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](mailto:Leanne.Omland@MWAA.com)

■ **Priscilla Carey**, Assistant Manager, (703) 417-3975,  
[Priscilla.Carey@MWAA.com](mailto:Priscilla.Carey@MWAA.com)

■ **ManonCarle**, Volunteer Coordinator (703) 417-3975,  
[Manon.Carle@MWAA.com](mailto:Manon.Carle@MWAA.com)

### Community/Media Relations

■ **Tom Smith**, Communications Manager, (202) 546-1127, x102,  
[tom@travelersaid.org](mailto:tom@travelersaid.org)

### Communication Channels

*Staff Blog:* <https://travelersaiddca.wordpress.com/>

### Agency at a Glance

#### Sectors Served

Airports

*Details, p. 38*

#### Hours

M-F, 7 - 9

Sat, 7 - 7

Sun, 8 - 8

Eastern Time Zone

#### 2017 Stats

3 employees

194 volunteers

364,052 passengers

#### Locations

*Terminals A, B, C*

*Baggage Claim*



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## 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

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





**Washington**  
District of Columbia

## TRAVELERS AID OF WASHINGTON – UNION STATION

50 Massachusetts Ave.,  
Washington, DC 20002

(202) 371-1937  
[www.travelersaid.org/union](http://www.travelersaid.org/union)

*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](mailto:she.dash@juno.com)

■ **Willie Ringold**, Director of Social Services, (240) 505-4255,  
[ringold@aol.com](mailto:ringold@aol.com)

### Community/Media Relations

■ **Tom Smith**, Communications Manager, (202) 546-1127, x102,  
[tom@travelersaid.org](mailto: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

#### 2017 Stats

2 employees  
18 volunteers  
219,944 passengers  
1,402 clients

#### Location

*Amtrak Gate Area*



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## 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

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





**DAYTONA BEACH**  
Florida

## HALIFAX URBAN MINISTRIES

215 Bay St. (386) 252-0156  
Daytona Beach, FL 32114 [www.halifaxurbanministries.org](http://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

- **Buck Jones**, Executive Director, (386) 252-0156, [buck@halifaxurbanministries.org](mailto:buck@halifaxurbanministries.org)
- **Donna Dooley**, Director of Operations, (386) 252-0156, [donna@halifaxurbanministries.org](mailto:donna@halifaxurbanministries.org)
- **Laurie Clark**, Director of Finance, (386) 252-0156, [laurie@halifaxurbanministries.org](mailto:laurie@halifaxurbanministries.org)
- **Rhonda Hodges**, Fundraising & Events Coordinator, (386) 252-0156, [rhonda@halifaxurbanministries.org](mailto:rhonda@halifaxurbanministries.org)
- **Carly Ghigliotty**, Finance/Contract Coordinator, (386) 252-0156, [carly@halifaxurbanministries.org](mailto:carly@halifaxurbanministries.org)
- **Shannon Farrell**, Donations & Volunteers, (386) 252-0156, [shanon@halifaxurbanministries.org](mailto:shanon@halifaxurbanministries.org)

### Community/Media Relations

- **Buck Jones**, Executive Director, (386) 252-0156, [buck@halifaxurbanministries.org](mailto:buck@halifaxurbanministries.org)

### Communication Channels

*Newsletter*

*Facebook:* [www.facebook.com/Halifax-Urban-Ministries](http://www.facebook.com/Halifax-Urban-Ministries)

*Twitter:* [www.twitter.com/HUMVFC](http://www.twitter.com/HUMVFC)

*YouTube:* [www.youtube.com/user/HUMVFC](http://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

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





**GAINESVILLE**  
Florida

## **GAINESVILLE AGENCY CATHOLIC CHARITIES**

1701 NE 9th St. (352) 372-0294  
Gainesville, FL 32609 [www.catholiccharitiesgainesville.org](http://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, [jbarli@ccgnv.org](mailto:jbarli@ccgnv.org)
- **Michelle Wilson**, Fiscal Manager, (352) 372-0294, [Mwilson@ccgnv.org](mailto:Mwilson@ccgnv.org)

### **Community/Media Relations**

- **Laurie Porter**, Development Coordinator, (352) 372-0294, [lporter@ccgnv.org](mailto:lporter@ccgnv.org)

### **Communication Channels**

*Newsletter:* Quarterly

*Facebook:* [www.facebook.com/CatholicCharitiesGainesville](http://www.facebook.com/CatholicCharitiesGainesville)

### **Agency at a Glance**

#### **Sectors Served**

Social Services

*Details, p. 44*

#### **Hours**

M-F, 9:30 - 3

Eastern Time Zone

#### **2014 Stats**

23 employees

60 volunteers

15,800 clients

#### **Current Budget**

\$1.5 million



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## 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

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







**LAKE CITY**  
Florida

## CATHOLIC CHARITIES LAKE CITY

553 NW Railroad St. (386) 754-9180  
Lake City, FL 32055 [www.catholiccharitieslakecity.org](http://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, [suzanne@catholiccharitieslakecity.org](mailto:suzanne@catholiccharitieslakecity.org)

### Community/Media Relations

■ **Suzanne M. Edwards**, Chief Operating Officer, (386) 754-9180, [suzanne@catholiccharitieslakecity.org](mailto:suzanne@catholiccharitieslakecity.org)

Communication Channels

*Newsletter:* Bi-Monthly

### Agency at a Glance

#### Sectors Served

Social Services

*Details, p. 48*

#### Hours

M-F, 7:30 - 2

Eastern Time Zone

#### 2014 Stats

8 employees

61 volunteers

21,236 clients

#### Current Budget

\$2.1 million



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## 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

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





**ST. PETERSBURG**  
Florida

## DAYSTAR LIFE CENTER

226 Sixth St. South  
St. Petersburg, FL 33701

(727) 825-0442  
[www.daystarlife.com](http://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, Allegeny 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](mailto:jane.walker@daystarlife.com)

■ **Kitty Rawson**, Community Relations Manager, (727) 498-8794, [kitty.rawson@daystarlife.com](mailto:kitty.rawson@daystarlife.com)

### Community/Media Relations

■ **Kitty Rawson**, Community Relations Manager, (727) 498-8794, [kitty.rawson@daystarlife.com](mailto:kitty.rawson@daystarlife.com)

#### Communication Channels

*Twitter:* [www.twitter.com/daystarlife](http://www.twitter.com/daystarlife)

*Instagram:* [www.instagram.com/daystarlifecenter](http://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



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## 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

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



## CRISIS CENTER OF TAMPA BAY

**TAMPA**  
Florida

1 Crisis Center Plaza  
Tampa, Florida 33613-1238

Main office (813) 964-1964  
Airport Desk (813) 870-8797  
[www.crisiscenter.com](http://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](mailto:creynolds@crisiscenter.com)
- **Scott Bendert**, Chief Financial Officer, (813) 964-1964
- **Katie Androff**, Vice President, Talent Management, (813) 964-1964, [kandroff@crisiscenter.com](mailto:kandroff@crisiscenter.com)
- **Sunny Hall**, Vice President, Client Services, (813) 964-1964, [shall@crisiscenter.com](mailto:shall@crisiscenter.com)
- **Sandy McLaughlin**, Vice President, Development, (316) 546-1132, [smclaughlin@crisiscenter.com](mailto:smclaughlin@crisiscenter.com)

### Community/Media Relations

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

#### Communication Channels

*Newsletter:* Monthly

*Facebook:* [www.facebook.com/CrisisCenterofTampaBay](http://www.facebook.com/CrisisCenterofTampaBay)

*Twitter:* [www.twitter.com/CrisisCenterTB](http://www.twitter.com/CrisisCenterTB)

*YouTube:* [www.youtube.com/user/cctampabay](http://www.youtube.com/user/cctampabay)

*Pinterest:* [www.pinterest.com/helphopehealing](http://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

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





**ATLANTA**  
Georgia

## HOPE ATLANTA

34 Peachtree Street NW, Suite 700  
Atlanta GA 30303

(404) 817-7070  
[www.HOPEatlanta.org](http://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

- **Jeff Smythe**, Executive Director, (404) 817-7070, [jsmythe@hopeatlanta.org](mailto:jsmythe@hopeatlanta.org)
- **Brian Betts**, Chief Financial Officer, (404) 817-7070, [bbetts@hopeatlanta.org](mailto:bbetts@hopeatlanta.org)
- **Falecia Stewart**, Deputy Director – Service Delivery, (404) 817-7070, [fstewart@hopeatlanta.org](mailto:fstewart@hopeatlanta.org)
- **John Shereikis**, Director of Grants, (404) 817-7070, [jshereikis@hopeatlanta.org](mailto:jshereikis@hopeatlanta.org)
- **Dr. Harvinder Makkar**, Director of HIV/AIDS Program, (404) 817-7070, [hmakkar@hopeatlanta.org](mailto:hmakkar@hopeatlanta.org)
- **Marilyn McCreary**, Director of Veteran Services, (404) 817-7070, [mmccreary@hopeatlanta.org](mailto:mmccreary@hopeatlanta.org)
- **Erika Parks**, Director of Permanent Supportive Housing, (404) 817-7070, [eparks@hopeatlanta.org](mailto:eparks@hopeatlanta.org)
- **Deldrick Wilson**, Director of PATH Outreach Program, (404) 817-7070, [dwilson@hopeatlanta.org](mailto:dwilson@hopeatlanta.org)
- **Paulette Haase**, Director of HUD Supportive Housing, (404) 817-7070, [phaase@hopeatlanta.org](mailto:phaase@hopeatlanta.org)
- **Christine Carolan**, Director of Operations and Staff Support, (404) 817-7070, [christine@hopeatlanta.org](mailto:christine@hopeatlanta.org)

### Community/Media Relations

- **Beth Haynes**, Director of Development and Communications, (404) 817-7070, [bhaynes@hopeatlanta.org](mailto:bhaynes@hopeatlanta.org)

Communication Channels

*Newsletter:* Quarterly

*Facebook:* [www.facebook.com/HOPEatlanta](http://www.facebook.com/HOPEatlanta)     *Twitter:* [www.twitter.com/HOPEatlORG](http://www.twitter.com/HOPEatlORG)

### Agency at a Glance

#### Sectors Served

Airports,  
Social Services

*Details, p. 54*

#### Hours

M-F, 8:30 - 5  
Eastern Time Zone

#### 2014 Stats

68 employees  
40 volunteers  
5,300 clients

#### Current Budget

\$7.5 million

#### Other Location

Hartsfield-Jackson  
International Airport  
(404) 574-1678



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## 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

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







**HONOLULU**  
Hawaii

## TRAVELERS AID OF HONOLULU

### VISITOR ALOHA SOCIETY OF HAWAII

2250 Kalakaua Ave, Suite 403-3 (808) 926-8274

Honolulu, HI 96815

[www.visitoralohasocietyofhawaii.org](http://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](mailto: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](mailto:jrich.vash@gmail.com)

Communication Channels

*Newsletter:* Twice a year

*Facebook:* [www.facebook.com/TravelersAid](http://www.facebook.com/TravelersAid)

#### Agency at a Glance

##### Sectors Served

Social Services

*Details, p. 56*

##### Hours

M-F, 9- 5

Hawaii Pacific  
Time Zone

##### 2014 Stats

10 employees

50 volunteers

1,947 clients

##### Current Budget

\$345,000



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## 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

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





**CHICAGO**  
Illinois

## HEARTLAND ALLIANCE/ TRAVELERS AID CHICAGO

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

(773) 894-2427

[www.travelersaidchicago.org](http://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

■ **David Sinski**, Executive Director, Heartland Human Care Services, (312) 660-1341, [dsinski@heartlandalliance.org](mailto:dsinski@heartlandalliance.org)

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

■ **John Ishu**, Manager of Social Services Program & Office Manager, Travelers Aid Chicago, (773) 894-7184, cell: (773) 844-7748, [jishu@heartlandalliance.org](mailto:jishu@heartlandalliance.org)

■ **Tony Medina**, Manager of Volunteers, Travelers Aid Chicago, (773) 894-2427, [amedina@heartlandalliance.org](mailto:amedina@heartlandalliance.org)

### Community/Media Relations

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

#### Communication Channels

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

*Facebook:* [www.facebook.com/TravelersAidChicago](http://www.facebook.com/TravelersAidChicago)

### Agency at a Glance

#### Sectors Served

Airport  
Social Services

*Details, p. 58*

#### Hours

M-F, 8:30 am - 9 pm  
S-S, 10 am - 9 pm  
Central Time Zone

#### 2014 Stats

*Airport Only*

13 employees  
192 volunteers  
800,000 clients

*Total Operations*

1,200 employees  
1 million clients

#### Current Budget

Over \$100 million,  
agency-wide



## 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

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





**NEW ORLEANS**  
Louisiana

## TRAVELERS AID OF GREATER NEW ORLEANS

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

[www.travelersaidsocietyneworleans.org](http://www.travelersaidsocietyneworleans.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](mailto:kmartin@travelersaidneworleans.org)

### Community/Media Relations

■ **Karen L. Martin**, Executive Director, (504) 412-3700, 13969,  
[kmartin@travelersaidneworleans.org](mailto: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



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## 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

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





## BALTIMORE Maryland

### THE SAMARITAN CENTER

17 W. Franklin St.  
Baltimore, MD 21207

(410) 727-3523  
[www.catholiccharities-md.org](http://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.

*Sponsors:* The Abell Foundation, United Way of Central Maryland, Fuel Fund of Maryland and Catholic Charities.

#### Leadership and Key Personnel

■ **Robin Johnson**, Program Manager, [rjohnso2@catholiccharities-md.org](mailto:rjohnso2@catholiccharities-md.org)

#### Community/Media Relations

■ **Rena Daly**, Director of Communications, (667) 600-2007, [rdaly@cc-md.org](mailto:rdaly@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



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## 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

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







**DETROIT**  
Michigan

## TRAVELERS AID SOCIETY OF METROPOLITAN DETROIT

3031 West Grand Blvd., Suite 690  
Detroit, MI 48226

(313) 962-6740  
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.

*Sponsors:* U.S. Department of Housing and Urban Development, City of Detroit and Michigan Human Services.

### Leadership and Key Personnel

■ **Roslyn Baughman**, CEO, (313) 962-6740,  
Roslyn.baughman@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

### Community/Media Relations

■ **Roslyn Baughman**, CEO, (313) 962-6740,  
Roslyn.baughman@tasmd.org

### Agency at a Glance

#### Sectors Served

Social Services

*Details, p. 66*

#### Hours

M-F, 8:30 - 5  
Eastern Time Zone

#### 2014 Stats

24 employees

20 volunteers

500 clients

#### Current Budget

\$3.9 million



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## 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

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





**LAS VEGAS**  
Nevada

## HELP OF SOUTHERN NEVADA

1640 E. Flamingo Road  
Las Vegas, NV 89119

(702) 369-4357  
[www.helpsonv.org](http://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

■ **Fuillala Riley**, CEO/President, (702) 369-4357 x 1238,  
[friley@helpsonv.org](mailto:friley@helpsonv.org)

■ **Kelly Robson**, Chief Social Services Officer, (702) 369-4357 x 1232,  
[krobson@helpsonv.org](mailto:krobson@helpsonv.org)

■ **Shelly Torres**, Chief Financial Officer, (702) 369-4357 x 1248,  
[storres@helpsonv.org](mailto:storres@helpsonv.org)

■ **Abby Quinn**, Chief Community Relations Officer, (702) 836-2130  
[aquinn@helpsonv.org](mailto:aquinn@helpsonv.org)

### Community/Media Relations

■ **Abby Quinn**, Chief Community Relations Officer, (702) 836-2130  
[aquinn@helpsonv.org](mailto:aquinn@helpsonv.org)

#### Communication Channels

*Newsletter:* Twice a year

*Facebook:* [www.facebook.com/HELPOfSouthernNevada](http://www.facebook.com/HELPOfSouthernNevada)

*Twitter:* [www.twitter.com/helpsonv](http://www.twitter.com/helpsonv)

*Instagram:* [www.instagram.com/helpsonv](http://www.instagram.com/helpsonv)

*Pinterest:* [www.pinterest.com/HELPSONV](http://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



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## 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

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





**NEWARK**  
New Jersey

## TRAVELERS AID OF NEWARK LIBERTY INTERNATIONAL AIRPORT

Terminal B, Box 33  
Newark, NJ 07114

(973) 623-5052  
[www.travelersaid.org/newark](http://www.travelersaid.org/newark)

*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

■ Program Manager, (973) 623-5052,  
[christian@travelersaid.org](mailto:christian@travelersaid.org)

### Community/Media Relations

■ **Tom Smith**, Communications Manager, (202) 546-1127, x102,  
[tom@travelersaid.org](mailto:tom@travelersaid.org)

### Agency at a Glance

#### Sectors Served

Airports  
*Details, p. 72*

#### Hours

S-S, 11 - 9  
Eastern Time Zone

#### 2017 Stats

3 employees  
46 volunteers  
135,498 passengers

#### Locations

Terminals A, B, C



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## 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

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





**ALBANY**  
New York

## HATAS

### (HOMELESS AND TRAVELERS AID SOCIETY)

138 Central Ave.  
Albany, NY 12206

(518) 463-2124  
[www.hatas.org](http://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](mailto:lhitt@hatas.org)

■ **Tom Gattehrer**, Assistant Director, (518) 463-2124 x233,  
[tgottehrer@hatas.org](mailto:tgottehrer@hatas.org)

### Community/Media Relations

■ **Liz Hitt**, Executive Director, (518) 463-2124 x229,  
[lhitt@hatas.org](mailto:lhitt@hatas.org)

### Communication Channels

*Facebook:* [www.facebook.com/HATAS138](http://www.facebook.com/HATAS138)

*Twitter:* <https://twitter.com/hatas138>

### Agency at a Glance

#### Sectors Served

Social Services

*Details, p. 74*

#### Hours

M-F, 8:30 - 7

Eastern Time Zone

#### 2014 Stats

18 employees

165 volunteers

4,224 clients

#### Current Budget

\$1.15 million



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# Member Profiles by State

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## 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

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







**NEW YORK**  
New York

## TRAVELERS AID – JFK AIRPORT

Terminal 4 (718) 656-4870  
John F. Kennedy International Airport  
Jamaica, NY 11430 [www.travelersaid.org/jfk](http://www.travelersaid.org/jfk)

*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](mailto:jane@travelersaid.org)

■ **Patti Englert**, Assistant Manager, (718) 656-4870,  
[patti@travelersaid.org](mailto:patti@travelersaid.org)

### Community/Media Relations

■ **Tom Smith**, Communications Manager, (202) 546-1127, x102,  
[tom@travelersaid.org](mailto:tom@travelersaid.org)

### Communication Channels

*Facebook:* [www.facebook.com/travelersaidjfk](http://www.facebook.com/travelersaidjfk)

### Agency at a Glance

#### Sectors Served

Airports  
*Details, p. 76*

#### Hours

S-S, 10 - 6  
Eastern Time Zone

#### 2017 Stats

3 employees  
88 volunteers  
367,260 passengers

#### Locations

Terminals 1, 4, 5, 7, 8



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## 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

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





## CHARLOTTE North Carolina

### COMMUNITY LINK

601 E. 5th St., Suite 220  
Charlotte, NC 28202

(704) 943-9490 | (800) 977-1969  
[www.communitylinknc.org](http://www.communitylinknc.org)

*Founded:* 1929

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

*Sponsors:* U.S. Department of Housing and Urban Development, Veterans Administration, North Carolina Housing Finance Agency, City of Charlotte, United Way of Central Carolinas, Merancas Foundation, Leon Levine Foundation and Sisters of Mercy of North Carolina Foundation.

#### Leadership and Key Personnel

■ **Floyd R. Davis, Jr.**, President and CEO, (704) 943-9491,  
[fdavis@communitylinknc.org](mailto:fdavis@communitylinknc.org)

■ **Harold Rice Jr.**, Chief Program Officer, (704) 943-9517,  
[hrice@communitylinknc.org](mailto:hrice@communitylinknc.org)

■ **Angela Cavender**, Executive Assistant, (704) 943-9510,  
[acavender@communitylinknc.org](mailto:acavender@communitylinknc.org)

■ **Steffi Travis**, Chief Advancement Officer, (704) 943-9512,  
[stravis@communitylinknc.org](mailto:stravis@communitylinknc.org)

■ **Tameka Gunn**, Program Director, Homeless to Housing Services ,  
(704) 943-9635, [tmillner-gunn@communitylinknc.org](mailto:tmillner-gunn@communitylinknc.org)

■ **Branden Lewis**, Program Manager, Veterans Services, (704) 943-3594,  
[blewis@communitylinknc.org](mailto:blewis@communitylinknc.org)

■ **Chris Brown**, Office Manager, House Rehabilitation Service, (704) 943-9492,  
[cbrown@communitylinknc.org](mailto:cbrown@communitylinknc.org)

■ **Robin Bridges**, Intake Coordinator and Traveler's Aid, (704) 367-2771,  
[rbridges@communitylinknc.org](mailto:rbridges@communitylinknc.org)

■ **Sally Dengler**, Program Director of Homeownership Services, (704) 943-9495  
[sdengler@communitylinknc.org](mailto:sdengler@communitylinknc.org)

#### Community/Media Relations

■ **Jessica Otto**, Director of Marketing and Development, (704) 943-9512  
[jotto@communitylinknc.org](mailto:jotto@communitylinknc.org)

#### Communication Channels

*Newsletter:* Print - 3 times a year; E-News - 6 times a year

*Facebook:* [www.facebook.com/communitylinknc](http://www.facebook.com/communitylinknc)

*Twitter:* [www.twitter.com/communitylinknc](http://www.twitter.com/communitylinknc)

*Linked In:* [www.linkedin.com/company/community-link](http://www.linkedin.com/company/community-link)

*YouTube:* [www.youtube.com/communitylinknc](http://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



## 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

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





## RALEIGH North Carolina

### TRAVELERS AID OF RALEIGH

200 Snow Ave. (919) 212-7000  
Raleigh, NC 27603  
[www.wakegov.com/humanservices/locations/cornerstone](http://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](mailto:dwalker@wakegov.com)

■ **Sebrena English**, Executive Secretary, (919) 508-0777,  
[Sebrena.English@wakegov.com](mailto: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



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## 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

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





## OKLAHOMA CITY Oklahoma

### UPWARD TRANSITIONS

1134 W. Main St.  
Oklahoma City, OK 73106

(405) 232-5507  
[www.upwardtransitions.org](http://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

■ **Periann Pulliam**, CEO, (405) 232-5507,  
[ppulliam@upwardtransitions.org](mailto:ppulliam@upwardtransitions.org)

■ **Terri Womack**, Director of Community Outreach, (405) 232-5507,  
[twomack@upwardtransitions.org](mailto:twomack@upwardtransitions.org)

■ **Crystal Levine**, Volunteer Coordinator, (405) 232-5507,  
[clevine@upwardtransition.org](mailto:clevine@upwardtransition.org)

#### Community/Media Relations

■ **Periann Pulliam**, CEO, (405) 232-5507,  
[ppulliam@upwardtransitions.org](mailto:ppulliam@upwardtransitions.org)

Communication Channels

*Newsletter:* Monthly

### 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



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## 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

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







## PHILADELPHIA Pennsylvania

### FAMILIES FORWARD PHILADELPHIA

111 N. 49th St.  
Philadelphia, PA 19139

(215) 240-4800  
<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

■ **Jason Miller**, Executive Director, (215) 240-4800,  
[jmiller@familiesforwardphilly.org](mailto:jmiller@familiesforwardphilly.org)

■ **Ceciley Bradford**, Chief Operating Officer, (215) 240-4800,  
[cbradfordjones@familiesforwardphilly.org](mailto:cbradfordjones@familiesforwardphilly.org)

■ **David Michelson**, Chief Financial Officer, (215) 240-4800,  
[dmichelson@familiesforwardphilly.org](mailto:dmichelson@familiesforwardphilly.org)

■ **Nicol Moody**, Director of Education, (215) 240-4800,  
[nmoody@familiesforwardphilly.org](mailto:nmoody@familiesforwardphilly.org)

#### Agency at a Glance

##### Sectors Served

Ground Transportation

Social Services

*Details, p. 84*

##### Hours

M-F, 8 - 5

Eastern Time Zone

##### 2014 Stats

58 employees

150 volunteers

650 clients

##### Current Budget

\$4.5 million

#### Community/Media Relations

■ **Jason Miller**, Executive Director, (215) 240-4800,  
[jmiller@familiesforwardphilly.org](mailto:jmiller@familiesforwardphilly.org)

Communication Channels

*Newsletter:* Frequency, to-be-determined



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## 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

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





**WILKES-BARRE**  
Pennsylvania

## COMMISSION ON ECONOMIC OPPORTUNITY

165 Amber Lane (570) 826-0510  
Wilkes-Barre, PA 18702 [www.ceopeoplehelpingpeople.org](http://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](mailto:ceo@sunlink.net)
- **David Ritter**, Travelers Aid Program Manager, Director of Housing and Outreach, (570) 826-0510 x216, [dritter@ceopeoplehelpingpeople.com](mailto:dritter@ceopeoplehelpingpeople.com)
- **Rich Kutz**, CEO, Weinberg Regional Food Bank, (570) 826-0510 x234, [rkutz@ceopeoplehelpingpeople.org](mailto:rkutz@ceopeoplehelpingpeople.org)
- **R. Noel Duffy**, Director of Special Projects, (570) 826-0510 x218, [rduffy@ceopeoplehelpingpeople.org](mailto:rduffy@ceopeoplehelpingpeople.org)
- **Jennifer Warabak**, Energy Services Coordinator, (570) 826-0510 x233, [jwarabak@ceopeoplehelpingpeople.org](mailto: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](mailto:dritter@ceopeoplehelpingpeople.org)

#### Communication Channels

*Newsletter:* Monthly

*Facebook:* [www.facebook.com/CEO.nepa](http://www.facebook.com/CEO.nepa)

*Twitter:* [www.twitter.com/CEOWeinbergFB](http://www.twitter.com/CEOWeinbergFB)

### Agency at a Glance

#### Sectors Served

Social Services

*Details, p. 86*

#### Hours

M-F, 8:30 - 5  
Eastern Time Zone

#### 2014 Stats

183 employees  
2,000 volunteers  
25,000 clients

#### Current Budget

\$15 million



## 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

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





## SPARTANBURG South Carolina

### TOTAL MINISTRIES

976 S. Pine St.  
Spartanburg, SC 29302

(864) 585-9167  
[www.totalministries.org](http://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](mailto:director@totalministries.org)

■ **Luann Mick**, Operations Manager, (864) 585-9167 x203,  
[luann@totalministries.org](mailto:luann@totalministries.org)

■ **Agnes Jones**, Benefits Bank Coordinator, (864) 585-9167  
[agnes@totalministries.org](mailto:agnes@totalministries.org)

■ **Andre Nguyen**, Americorps VISTA, (864) 585-9167 x204,  
[andre@totalministries.org](mailto:andre@totalministries.org)

#### Community/Media Relations

■ **Traci Kennedy**, Executive Director, (864) 585-9167 x202,  
[director@totalministries.org](mailto:director@totalministries.org)

#### Communication Channels

*Newsletter:* Quarterly

*Facebook:* [www.facebook.com/totalministries](http://www.facebook.com/totalministries)

*Twitter:* [www.twitter.com/totalministries](http://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



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## 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

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





**NASHVILLE**  
Tennessee

## NASHVILLE INTERNATIONAL AIRPORT

1 Terminal Drive, Suite 501  
Nashville, TN 37214

(615) 275-1608  
[www.flynashville.com](http://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](mailto:cathy_holland@nashintl.com)

■ **Shannon Sumrall**, Manager of Corporate Communications,  
(615) 275-1630, [shannon\\_sumrall@nashintl.com](mailto:shannon_sumrall@nashintl.com)

### Community/Media Relations

■ **Shannon Sumrall**, Manager of Corporate Communications,  
(615) 275-1630, [shannon\\_sumrall@nashintl.com](mailto:shannon_sumrall@nashintl.com)

### Communication Channels

*Newsletters:* Employee, monthly; Community, quarterly

*Facebook:* [www.facebook.com/NashvilleInternationalAirport](http://www.facebook.com/NashvilleInternationalAirport)

*Twitter:* [www.twitter.com/Fly\\_Nashville](http://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



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## 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

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







## NASHVILLE RESCUE MISSION

NASHVILLE  
Tennessee

639 Lafayette Street (615) 255-2475  
Nashville, TN 37203-4226 [www.nashvillerescuemission.org](http://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](mailto:gcranfield@nashvillerescuemission.org)
- **Norman Humber**, Chief of Staff, (615) 255-2475, [nhumber@nashvillerescuemission.org](mailto:nhumber@nashvillerescuemission.org)
- **Eric Grindeland**, Senior Director of Guest Services Ministries, (615) 255-2475, [egrindeland@nashvillerescuemission.org](mailto:egrindeland@nashvillerescuemission.org)
- **Judy Cline**, Senior Director of Human Resources, (615) 255-2475, [jcline@nashvillerescuemission.org](mailto:jcline@nashvillerescuemission.org)
- **Billy Eldridge**, Senior Director of Operations, (615) 255-2475, [beldridge@nashvillerescuemission.org](mailto:beldridge@nashvillerescuemission.org)
- **Cheryl Davis**, Senior Director of Development, (615) 255-2475, [cdavis@nashvillerescuemission.org](mailto:cdavis@nashvillerescuemission.org)

### Community/Media Relations

- **Michelle Brinson**, Communications and Media Manager, 615-312-1522, [mbrinson@nashvillerescuemission.org](mailto:mbrinson@nashvillerescuemission.org)

Communication Channels

*Newsletter:* Monthly

*Facebook:* [www.facebook.com/nashvillerescuemission](http://www.facebook.com/nashvillerescuemission)

*Twitter:* [www.twitter.com/NashvilleRescue](http://www.twitter.com/NashvilleRescue)

*YouTube:* [www.youtube.com/user/NashRescueMission](http://www.youtube.com/user/NashRescueMission)

### Agency at a Glance

#### Sectors Served

Social Services

*Details, p. 92*

#### Hours

M-F, 9 -5

Central Time Zone

#### 2014 Stats

*Travelers Aid*

1 employee

1,169 clients

*Total Operations*

150 employees

9,090 volunteers

7,765 clients

#### Current Budget

\$12 million

#### Other Locations

1716 Rosa L. Parks Blvd.

616 7th Avenue South



## NASHVILLE RESCUE MISSION, *continued*

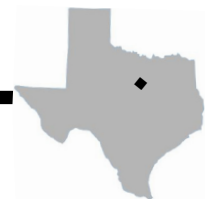
### Services Provided

- ☒ 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

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





**ARLINGTON**  
Texas

## **PATHWAYS 2 TOMORROW**

PO Box 183234  
Arlington, TX 76018

(682) 564-5274  
[www.pathways2tomorrow.org](http://www.pathways2tomorrow.org)

*Founded:* 2017

*Scope of Service:* Pathways 2 Tomorrow is committed to supporting our youth, eradicating homelessness, and exemplifying a better way that our returning citizens can live. We are dedicated to reaching our community with programs that were developed with “action” as the primary goal. We are here to serve those that have been discarded and forgotten, or those that are genuinely looking for a second chance at life.

*Sponsors:* Local fundraising

### **Leadership and Key Personnel**

■ **Amira Freeman**, President, (682) 564-5274,  
[afreeman@pathways2tomorrow.org](mailto:afreeman@pathways2tomorrow.org)

### **Community/Media Relations/Research**

■ **Amira Freeman**, President, (682) 564-5274,  
[afreeman@pathways2tomorrow.org](mailto:afreeman@pathways2tomorrow.org)

### **Agency at a Glance**

#### **Sectors Served**

Social Services

*Details, p. 112*

#### **Hours**

Daily 9 - 5

Central Time Zone

#### **2017 Stats**

1 employee



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## **PATHWAYS 2 TOMORROW, continued**

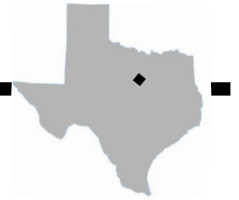
### Services Provided

- ☐ 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

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





## TRAVELERS AID DALLAS/FORT WORTH

**DALLAS-FORT WORTH**  
Texas

Terminal E, Gate 3, Lower Level.

(972) 973-4420

[www.dfwtravelersaid.org](http://www.dfwtravelersaid.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

■ Open, Executive Director, (972) 973-4420

### Communication Channels

*Event website:* [www.chocolatefestgrapevine.org](http://www.chocolatefestgrapevine.org)

### Agency at a Glance

#### Sectors Served

Airports

*Details, p. 94*

#### Hours

M-F, 8 - 6

S-S, 9 - 5

Central Time Zone

#### 2014 Stats

10 employees

8 volunteers

78,859 passengers

#### Current Budget

\$414,817



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## TRAVELERS AID DALLAS/FORT WORTH, continued

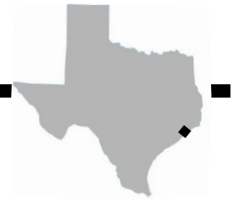
### Services Provided

- ☐ 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

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





**HOUSTON**  
Texas

## HOUSTON AIRPORT SYSTEM – BUSH INTERCONTINENTAL AIRPORT

2800 N. Terminal Road  
Houston, TX 77032

(281) 230-3100  
[www.fly2houston.com/iah](http://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@houston.tx.gov](mailto:ken.whittaker@houston.tx.gov)

■ **Caroline Schneider**, Director of Airport Initiatives and Volunteer Services, (281) 233-3101, [caroline.schneider@houston.tx.gov](mailto:caroline.schneider@houston.tx.gov)

### Community/Media Relations

■ **David Hebert**, Director of Communications and Public Relations, (281) 233-1764, [david.hebert@houston.tx.gov](mailto:david.hebert@houston.tx.gov)

### Communication Channels

*Facebook:* <http://facebook.com/flyiah>

*Twitter:* [www.twitter.com/iah](http://www.twitter.com/iah)

### Agency at a Glance

#### Sectors Served

Airports

*Details, p. 96*

#### Hours

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

#### 2014 Stats

150 employees

122 volunteers

#### Locations

Terminals A, B, C, D,  
and E



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## 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

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







**HOUSTON**  
Texas

## HOUSTON AIRPORT SYSTEM – HOBBY INTERNATIONAL AIRPORT

7800 Airport Blvd.  
Houston, TX 77061

(713) 640-3000  
[www.fly2houston.com/hobby](http://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@houston.tx.gov](mailto:gabrielle.dirden@houston.tx.gov)

■ **Caroline Schneider**, Director of Airport Initiatives and Volunteer Services, (281) 233-3101, [caroline.schneider@houston.tx.gov](mailto:caroline.schneider@houston.tx.gov)

### Community/Media Relations

■ **David Hebert**, Director of Communications and Public Relations, (281) 233-1764, [david.hebert@houston.tx.gov](mailto:david.hebert@houston.tx.gov)

### Communication Channels

*Facebook:* [www.facebook.com/hobbyhou](http://www.facebook.com/hobbyhou)

*Twitter:* [www.twitter.com/HobbyAirport](http://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



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## 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

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





**GREEN BAY**  
Wisconsin

## **FAMILY SERVICES OF NORTHEAST WISCONSIN – CRISIS CENTER**

300 Crooks St. (920) 436-8888  
Green Bay, WI 54301 [www.familyservicesnew.org](http://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](mailto:jyounk@familyservicesnew.org)

### **Community/Media Relations**

■ **Cara Gosse**, Vice President of Communications and Development,  
(920) 436-4360 ext. 1332, [cgosse@familyservicesnew.org](mailto:cgosse@familyservicesnew.org)

Communication Channels

*Facebook:* [www.facebook.com/familyservicesnew](http://www.facebook.com/familyservicesnew)

### **Agency at a Glance**

#### **Sectors Served**

Social Services  
*Details, p. 100*

#### **Hours**

24 hours  
Central Time Zone

#### **2014 Stats**

28 employees  
No volunteers  
89 Travelers Aid clients  
32,667 total clients

#### **Current Budget**

Not disclosed



[Return to Index](#)



## 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

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





**MILWAUKEE**  
Wisconsin

## TRAVELERS AID – GENERAL MITCHELL INTERNATIONAL AIRPORT

5300 South Howell, Box 33  
Milwaukee, WI 53207

(414) 747-5245  
[www.mitchellairport.com](http://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](mailto:mborges@mitchellairport.com)

■ **Jacqueline Margis**, Travelers Aid Chairperson,  
Information Desk: (414) 747-5245, [travelersaidmke@gmail.com](mailto:travelersaidmke@gmail.com) or  
[jservimargis@sbcglobal.net](mailto:jservimargis@sbcglobal.net),

■ **Ed Buchholz**, Travelers Aid Vice-Chairperson,  
Information Desk: (414) 747-5245, [travelersaidmke@gmail.com](mailto:travelersaidmke@gmail.com)  
or [ed@careertrac.com](mailto:ed@careertrac.com),

### Community/Media Relations

■ **Harold Mester**, Public Relations Manager, (414) 747-3728,  
[HMester@mitchellairport.com](mailto:HMester@mitchellairport.com)

Communication Channels

*Newsletter:* every 6-8 weeks

### Agency at a Glance

#### Sectors Served

Airport

*Details, p. 102*

#### Hours

*Information Desk*

5 - Midnight

*Travelers Aid*

M-Th 9 - 9

F, 9 - 5

Sat, 9 - 9

Sun, 1 - 9

Central Time Zone

#### 2014 Stats

0 employees

51 volunteers

#### Current Budget

None



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## 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

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





**GREEN RIVER**  
Wyoming

## 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

- **Rev. Richard Carlson**, (307) 875-8196.
- **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



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## 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

- |  |   |
|--|---|
| <input type="checkbox"/> Airport - Airlines ticket assistance        | <input type="checkbox"/> Legal System Assistance                              |
| <input type="checkbox"/> Airport - Assistance with Airport Questions | <input type="checkbox"/> Lost & Found   |
| <input type="checkbox"/> Airport - Fear of Flying classes            | <input type="checkbox"/> Luggage Assistance                                   |
| <input type="checkbox"/> Airport - Handling complaints               | <input type="checkbox"/> Meet & Greet/Paid                                    |
| <input type="checkbox"/> Bereavement support                         | <input type="checkbox"/> Meet & Greet/UnPaid                                  |
| <input type="checkbox"/> Child Safety Seats                          | <input type="checkbox"/> Meet & Greet/VIP                                     |
| <input type="checkbox"/> Clothing/Personal Care Products Assistance  | <input type="checkbox"/> Mental & Physical Disabilities Support               |
| <input type="checkbox"/> Community Court                             | <input type="checkbox"/> Military – Assistance while Traveling                |
| <input type="checkbox"/> Counseling (any type)                       | <input type="checkbox"/> Missing Person/Runaways Assistance                   |
| <input type="checkbox"/> Critical Incident Support                   | <input type="checkbox"/> Prisoner Re-Entry Support Services                   |
| <input type="checkbox"/> Domestic Violence Assistance                | <input type="checkbox"/> Rent & Utilities Assistance                          |
| <input type="checkbox"/> Education & Job Training                    | <input type="checkbox"/> Safe Place   |
| <input type="checkbox"/> Employment Services                         | <input type="checkbox"/> Senior Citizens Assistance                           |
| <input type="checkbox"/> Financial Literacy                          | <input type="checkbox"/> Tourism Info   |
| <input checked="" type="checkbox"/> Food Assistance                  | <input type="checkbox"/> Translation Services                                 |
| <input type="checkbox"/> Homeless Assistance                         | <input type="checkbox"/> Transportation - Personal Auto Services              |
| <input type="checkbox"/> Hotel Information                           | <input type="checkbox"/> Transportation –Local (bus, cab fare)                |
| <input type="checkbox"/> Housing - Emergency Shelter                 | <input type="checkbox"/> Veterans Assistance                                  |
| <input type="checkbox"/> Housing - Permanent                         | <input type="checkbox"/> Youth Assistance                                     |
| <input type="checkbox"/> Housing - Transitional                      | <input type="checkbox"/> <i>Note: No services provided to local residents</i> |
| <input type="checkbox"/> Immigrant/Refugee Services                  |   |







**SAN JUAN**  
Puerto Rico

## 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



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## 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

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





## TRAVELLERS AID AUSTRALIA

Level 3/225 Bourke St.  
Melbourne, Australia

61 3 9654 26000  
[www.travellersaid.org.au](http://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](mailto:elias@travellersaid.org.au)

■ **Maria Groner**, Operations Manager, 61 3 9654 2600,  
[maria@travellersaid.org.au](mailto:maria@travellersaid.org.au)

■ **Tammy Schlitz**, Business Development & Fundraising Manager,  
61 3 9654 2600 [tammy@travellersaid.org.au](mailto:tammy@travellersaid.org.au)

■ **Andrea Diem**, Coordinator, Workforce Development, 61 3 9654 2600,  
[andrea@travellersaid.org.au](mailto:andrea@travellersaid.org.au)

■ **Rocco Fammartino**, Coordinator, Southern Cross Station,  
61 3 9670 2072, [rocco@travellersaid.org.au](mailto:rocco@travellersaid.org.au)

■ **Jodie Bateman**, Coordinator Flinders, Street Station, 61 3 9610 2030,  
[jodieb@travellersaid.org.au](mailto:jodieb@travellersaid.org.au)

### Community/Media Relations

■ **Elias Lebbos**, Chief Executive Officer, 61 3 9654 2600,  
[elias@travellersaid.org.au](mailto:elias@travellersaid.org.au)

Communication Channels

*Newsletter:* Quarterly

*Facebook:* [www.facebook.com/travellersaidAustralia](http://www.facebook.com/travellersaidAustralia)

*Twitter:* [www.twitter.com/TravellersAid](http://www.twitter.com/TravellersAid)

**MELBOURNE**  
Victoria  
Australia

### 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



## TRAVELLERS AID AUSTRALIA, 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

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





**TORONTO**  
Ontario  
Canada

## TRAVELLERS AID SOCIETY OF TORONTO

Union Station, Great Hall  
65 Front St. West  
Toronto, ONT

(416) 366-7788  
[www.travellersaid.ca](http://www.travellersaid.ca)

*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](mailto:karen.ian@sympatico.ca)

■ **Ed Drass**, Volunteer, [eddrass@hotmail.com](mailto:eddrass@hotmail.com)

■ **Anthony Cooper**, Volunteer, [anthonyvcooper@hotmail.com](mailto:anthonyvcooper@hotmail.com), or  
[travellersaidunionstation@gmail.com](mailto:travellersaidunionstation@gmail.com)

### Community/Media Relations/Research

■ **Ed Drass**, Volunteer, [eddrass@hotmail.com](mailto: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



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## 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

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

