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*denotes CAPteen member

OUR MISSION

To support and empower people of all ages to reach their goals of personal growth and self-sufficiency. We strengthen communities.

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Amanda Capozzi Community Services Program Director

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A HEARTFELT FAREWELL

We would like to thank our long time Executive Director **Sue Catroppa** for her tenacious dedication to CAPTAIN CHS and the community that we serve. Sue retired at the end of 2020, but her legacy of financial stability, community collaboration, and her tremendous commitment to the cause will live on for decades to come.

We'd also like to thank our 2020 Outgoing Board President, **Claire Brown**, for her years of service to CAPTAIN CHS, as well as outgoing 2020 Board Members **Bill Long** and **Gail Secunda**. The tireless efforts and passion of these individuals has grown CAPTAIN CHS into the effective and impactful organization that it is today.

OUR PROGRAMS

HUNGER

Food Pantry
Free Summer Meals
Thanksgiving Baskets
Bread Giveaway
What's Cooking

HOMELESSNESS

Youth Shelter
Solutions to End
Homelessness
Program
Street Outreach
Supportive Housing
for Homeless Youth

ECONOMIC CRISIS

Family Assistance Adopt-A-Family Coats for CAPTAIN Bike Works Toy Shop

COMMUNITY SUPPORT

Safe Harbour
CAPTAIN's Treasures
Volunteer Income Tax
Assistance
Volunteer Program
Community Service
Burnt Hills-Ballston Lake
Social Workers
Community Education
Programs

EMPOWERMENT Getting Ahead

Peace Camp Homework Help High School Equivalency Care Links Wellness Express Senior Services Family Support Services CAPteens Family Mentoring Job Assist

The Year of Philanthropy and the Future You are Making Possible

7,600hours of service provided by volunteers

2,000

community members and businesses supported kids, families, and seniors through our over 30 programs and services \$700,000

in monetary donations and over \$200,000 in goods and services donated to keep our community strong

To our cherished friends,

In looking back over the accomplishments you made possible last year, I'm in awe of the abundance of support, dedication, and sacrifice that people like you - our community members - are willing to make in the face of great adversity.

It may be tiresome to say now, but 2020 was a year unlike any other. As an agency, in our over forty years of service, we've never experienced the outpouring of need that we did beginning in March. Families and individuals who had never used our services, or even been in need of these types of support, suddenly found themselves at our doorstep.

Through many unknowns, you made it possible to ensure we did not have to shutter our doors or turn those in need away. We ramped up our services, and, thanks to the ingenuity of our then Executive Director Sue Catroppa, we reorganized our staff into teams rotating time in the office and at home. Our staff kept safe even in off-hours and, without complaint, quickly transitioned into what would be the new normal.

Yet, the true heart of this story isn't about us. It's about you: those who made this all possible.

You showed up in ways we'd never expected. From the over one hundred families, groups, and businesses that organized food drives, to the many supporters who signed over their stimulus checks, to those that risked their own health to volunteer and support others, the one thing our community did not lack in abundance was the generosity and selflessness of people like you.

People like you ensured our Year of Philanthropy campaign to build up the Endowment Fund did not falter, and people like you ensured that our former Executive Director Sue Catroppa and Board President Claire Brown could retire knowing CAPTAIN CHS would be here for our community for years to come.

I'm honored and humbled to take on the leadership of CAPTAIN CHS and work together, with you, to hold our community whole as we continue through these challenging times.

Thank you for showing your faith in our good work and continuing to lift people up and build brighter futures.

With warm regards,

Andy Gilpin
Executive Director

Leaving a Legacy

The end of 2020 brought many changes to CAPTAIN CHS, most notably the retirement of our Executive Director, Sue Catroppa. Sue's devotion to the children, families, and seniors in our community throughout her ten years with CAPTAIN Community Services was evident through her work securing our financial future and growing the agency into the regional, collaborative leader that it is today. In honor of Sue's retirement, the Board of Directors and the Advisory Council committed to a Year of Philanthropy to grow CAPTAIN CHS's Endowment and its flagship Anchor Society.

With your support, nearly \$200,000 was raised with additional long-term commitments to the future of our agency.

We thank all of the members of the Anchor Society for leaving a legacy that will last generations:

Susan Axelrod **AnaMaria Bonar Foundation Robert & Claire Brown Karyl Camardo Bill & Betty Casey** Sue & Dave Catroppa Ken & Judi Clements John Copeland Thomas D'Ambra Gary & Aimee Dake **Robert & Suzanne Daly** C.J. & Marybeth **DeCrescente** William & Laura Dehmer **Edward & Barbara Dempsey Denise Desmond & Rob Picotte Wayne and Carol Diesel Elizabeth Doran**

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As Sue retired, Associate Executive Director Andy Gilpin stepped up into the leadership role to bring CAPTAIN CHS into the next stage of expansion in 2021. With your support, Andy will guide our agency and our community into a future that recognizes and responds to the unique needs of our changing times.

For more information on the CAPTAIN CHS endowment and the Anchor Society, please call us at 518-399-4624 or visit <u>captaincares.org/anchor.</u>

A Story of Hope

The work that you make possible has lifelong impacts, though it's often hard to see. Recently, we were contacted by Kelly, an incredible woman who was once a teen at our Runaway and Homeless Youth Shelter. In her own words, learn more about the futures you make possible:

I first toured the CAPTAIN Youth Shelter my freshman year of high school, at the suggestion of my high school counselors. We all knew I was in a bad home situation.

It took me 8 months after to get the strength to reach out and ask to come to the shelter. I will never forget my experience. It's a beautiful memory I hold close to my heart.

CAPTAIN was the warm hug I had been searching for. I received love, guidance, resources to complete my GED (by this time I had to drop out of high school), help getting a job at a local pizza shop and later a community center and my very first apartment. I had a support system that wanted to me succeed, but also help me heal. I received counseling through CAPTAIN resources.

But, it wasn't all about me; soon other teens came to the shelter. We were a family. We prepared meals together, ate together, went on outings together, laughed and cried together, vented to each other and healed together.

One of the best memories and traditions I still uphold today was community service!!! Even as we were going through our own struggles, even though we were only teenagers, we volunteered to feed the homeless on Thanksgiving, we helped out at headquarters with clothing and food donations and so much more. As an adult I have continued this tradition of giving with my own children.

I received so much more than just a safe place through CAPTAIN's youth program, I received a foundation. I received genuine love from all of the counselors that I am able to pass down to my own children. I am now 37 years old, I live in Atlanta, Georgia with an amazing husband and two beautiful boys, whom I treasure more than anything. I received my Bachelor's Degree in Business Management and Communications. I have went on to own two successful renovation companies.

I can not sing high enough praises for this amazing organization and the community that helps it continue for so many years now. To everyone at the CAPTAIN organization and the community donors that make it possible still more than 20 years later, I extend my utmost gratitude. Thank you for helping me to overcome!

Kelly

Feeding the hungry EMERGENCY FOOD & HYGIENE PANTRY | Saratoga County

5,911 individuals were served by the Food Pantry

53,199
meals were provided by the Food Pantry

\$79,368 worth of food and hygiene products donated by the community

Ensuring every child has a meal FREE SUMMER MEALS | Saratoga County

17,237

free summer meals were served at 20 sites.

100%

of parents from low-income households indicated that Free Summer Meals made a difference in meeting their children's food needs

You've made a difference for families in crisis.

Twenty-twenty was one of the hardest years on record for many of the families in our community. With record-breaking job losses, a looming housing crisis, and the seemingly endless challenges to families, we dug in to meet the need.

CAPTAIN CHS staff worked in teams, rotating weekly, to staff the food pantry and help assist clients over the phone. We converted our Clifton Park conference room into an expansion of the pantry, added a freezer, and utilized the generously donated space at the Town of Clifton Park's garage.

Thanks to you, our Food Pantry assisted more patrons than ever in our history - a whopping 5,911 individuals. Over four hundred individuals, families, and businesses donated nearly \$80,000 worth of food and hygiene products. Local municipalities, organizations, businesses, neighborhoods, and even local kids held food and hygiene drives. It was the most significant outpouring of support in our history - and demonstrated the incredible kindness and selflessness of our community.

We were committed to offering the most robust Free Summer Meals program we've ever provided and, with your help and the USDA waiver allowing us to serve all children ages 18 and under, we organized the safe preparation and delivery of over 17,000 meals. This was no small feat, but with the commitment of our staff, working with federal and state waivers, and the community, we were able to ensure all children who needed meals were able to get them with drop-and-go, delivery, and other creative ways.





Our Family Assistance program remained in operation, answering calls remotely and working with clients over-the-phone. We collaborated with those partners that remained open to find financial resources for the unique challenges presented.

Our Getting Ahead classes shifted to remote, engaging with programs like Google Classroom for the first time. As an agency, we worked hard to help families maintain stability and prepare for the challenges ahead.

Keeping the Heat On

FAMILY ASSISTANCE & FEASST | Saratoga County

83%

of callers to Family Assistance were able to be helped through advice, advocacy, referral, or financial assistance **74%**

of Saratoga County residents that contacted our office in need had their clothing and basic household necessities met

Working to Shelter Those in Need

SOLUTIONS TO END HOMELESSNESS PROGRAM Saratoga, Fulton & Montgomery Counties

97%

of people receiving rental assistance were still stably housed six month after assistance ended

\$34,419

spent to keep 34 families stably housed in Saratoga, Fulton, and Montgomery Counties

Helping Clients Build Brighter Futures FAMILY DEVELOPMENT & GETTING AHEAD | Saratoga County

82%

of Family Development participants set and achieved a SMART goal toward self-sufficiency

96%

of Getting Ahead graduates improved on at least one financial measure throughout the year

You've made a difference for kids, teens, and young adults.

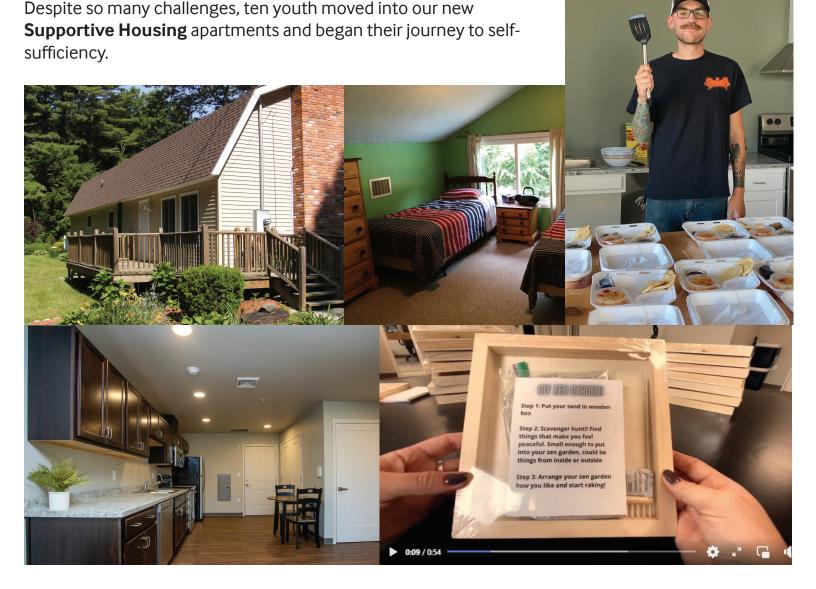
Every year, runaway and homeless kids and youth in our community face some of the most trying challenges. From living on the streets or in an abandoned building to couch surfing to facing teen pregnancy or the threat of sex trafficking, youth in crisis endure seemingly endless obstacles.

COVID-19 only exacerbated these challenges by closing shelters, food pantries, transportation, and other important services that kids and youth rely on to stay healthy and safe.

The pandemic forced the closure of the **Street Outreach** drop-in centers, but the team continued efforts over social media, text, phone, and email. They delivered food, hygiene products, and other supplies to youth, and, when it was safe, offered transportation to critical appointments. The team also setup monthly activity kits with video instructions on social media to keep youth engaged.

The **Safe Harbour** program staff continued to identify and intervene with commercially sexually exploited youth and those at risk of trafficking. Staff worked to find safe and meaningful ways to connect with victims and help them take the next step toward healing.

The **Runaway and Homeless Youth Shelter** remained open with additional screenings and staff working 24-hour shifts to keep youth and staff safe, including additional screenings. We extended the limit for youth that needed additional time at the shelter and staff worked to accept any youth in need to focus on their social and emotional health.



Saving kids from sex trafficking

SAFE HARBOUR | Saratoga & Schenectady Counties

14

confirmed cases of commercially sexually exploited youth

100%

of youth confirmed as trafficking victims safely exited trafficking at the time of confirmation 100%

of youth identified as at-risk of entering a trafficking situation received awareness and prevention services and remained safe

Helping homeless youth exit the streets

STREET OUTREACH | Saratoga, Fulton & Montgomery Counties

30

homeless youth safely exited the streets

10,921

basic needs assessments, transportation, and other units of service provided

100%

of youth have improved access to basic necessity items

Keeping kids safe

RUNAWAY & HOMELESS YOUTH SHELTER | Capital District

73

homeless youth housed at the Youth Shelter 1,037

bed nights provided to youth in crisis 97%

of youth were discharged to safe and stable housing and 95% remained stable after six months 100%

of youth left the Shelter with improved physical and mental health

100%

of youth were better connected to and participated with their school while at the Shelter 92%

of parents or guardians reported improved communication with their children

83%

of youth reported improved coping skills and better communication with their parents or guardians

Helping young adults become independent SUPPORTIVE HOUSING FOR HOMELESS YOUTH | Capital District

10

young adults receiving case management and living in our Saratoga County supportive housing apartments **717**

case management sessions with youth in housing



When the pandemic struck, we were forced to close **Cheryl's Lodge** to in-person services.

Staff quickly pivoted to delivering meals to school-aged youth and delivering supplies, food, and critical medications to seniors in the community.

Our staff became experts on school technology, delivered care packages to families and seniors, and organized and participated in parades, events, and the 518 Rainbow Hunt. Quickly realizing the importance of supporting the emotional and social development of the community's kids, they dedicated themselves to being available and finding safe and unique ways to engage.

By summer of 2020, our staff had creatively designed the opportunity for students to participate in **Peace Camp** and **Camp CAPTAIN Cares** - something many parents considered pivotal in their child's ability to re-engage with learning. In fact, Peace Camp was one of the first "social" activities many of the students had participated in since the winter.

By fall, Cheryl's Lodge opened in-person for **Homework Help** with morning sessions for youth attending school virtually and afternoon sessions for youth attending in person classes. This critical service aided students who had begun to fall behind or faced challenges with online learning. Volunteers ventured back into the center and continued to connect with kids.

^{*}Note some photographs contained in this report were taken prior to the COVID-19 pandemic and therefore do not exhibit safety precautions such as masks and social distancing.

Supporting Halfmoon Heights

CHERYL'S LODGE | Halfmoon Heights and Surrounding Communities

1,279

units of service provided to adults

19,321

units of service provided to youth

Creating Academic Success

HOMEWORK HELP | Halfmoon Heights and Surrounding Communities

93%

of elementary students increased engagement in school

100%

of high school students increased engagement in school

868

hours of support provided by volunteers to help students gain academic success during an unprecedented school year

Building kids communication skills

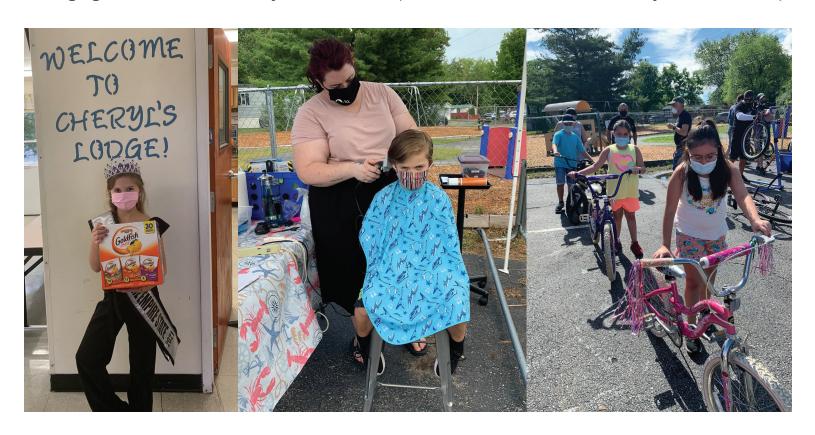
PEACE CAMP | Halfmoon Heights and Surrounding Communities

95%

of attendees could identify two new skills for managing conflict or emotions by the end of camp

100%

of attendees could identify at least one mindfulness skill that they learned at camp



You've made a difference for kids with special needs and their families.

The lockdowns hit our Family Support Program clients particularly hard, so we worked to offer virtual services and connected with youth and parents over the phone. We continued accepting clients and ensuring children had access to important emotional supports, safe respite services, and had the tools needed to maintain school participation.

Helping kids with special challenges FAMILY SUPPORT SERVICES | 14 Counties in Upstate New York

100%

of parents reported improved family dynamics and increased skills and knowledge in accessing community services 90%

of parents had increased knowledge of educational supports, and their children had improved connections to emotional supports 67%

of youth had improved social and emotional coping skills



You've made a difference for local high school teens.

In 2020, our CAPteens demonstrated their leadership and philanthropy skills, assisting at the Food Pantry, hosting food drives, and safely supporting community events.

Promoting philanthropy

CAPteens and Job Assist | Local School Districts

61%

of CAPteens volunteered at least 30 hours in the community

85%

of CAPteens reported that participating in the program improved their leadership skills

363

hours were volunteered by CAPteens at the Emergency Food & Hygiene Pantry

You've made a difference for the holidays.

When most Volunteer Income Tax Assistance programs shut down in 2020, CAPTAIN CHS's became the only site in the region to remain open for service. Volunteers and staff developed innovative approaches to safe paperwork drop-off and car-side identification, and assisted community members with resources and help over-the-phone and virtually.

Our holiday programs, including Thanksgiving Baskets, Coats for CAPTAIN, Adopt-a-Family, and Toy Shop met the increased need and, through the generous support of our community, provided record-breaking seasonal support for local families.





Making the season bright SEASONAL PROGRAMS | Saratoga County

720

community members had a Thanksgiving meal thanks to the donation of 206 Thanksgiving baskets 97

children and 39 adults in 47 households had a warm coat thanks to donations through Coats for CAPTAIN 363

children received toys through Adopt-a-Family and Toy Shop donations

100

students were helped with school supplies

398

households were assisted with filing their taxes through the Volunteer Income Tax Assistance program

You've made a difference for seniors.

As we now know, the pandemic's most vulnerable population are our seniors.

The Care Links program looked after hearts and minds of our seniors and continued to provide telephone reassurance to seniors in need, along with prescription, grocery, and food pantry deliveries. Staff and volunteers worked to ensure all seniors in need were looked after heart and mind.

The Wellness Express drivers committed to an extraordinary level of safety precautions, entirely wiping down and airing out the van between clients, wearing layers of masks, and personally limiting any contact outside of work with friends or family to offer this important service.

As it became possible, in-person services resumed and our staff and volunteers continued regular check-ins to prevent the terrible isolation of COVID-19 on our senior population.

Ensuring seniors can stay in their homes CARE LINKS & WELLNESS EXPRESS | Southern Saratoga County

94%

of seniors in the Care Links program were satisfied or highly satisfied with the services provided 85%

of care receivers agreed or strongly agreed that the Care Links program has helped them to remain independent 91%

of transportation requests were met by the Wellness Express program

2,899

hours of service for homebound seniors were completed by Care Links volunteers

21,307

miles were driven by volunteers transporting seniors or running errands



We've made every effort to ensure all of our donors are acknowledged in this report. Please let us know if we've made an error. We appreciate your support and understanding

\$10,000 +

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Robert and Pearl Turner Joseph and Catherine Ulrich Upstate Detailing, Inc. Lucia Valentine Livia Van Heusen Myra Vandenburg Scott VanDerveer

Heather Varney The Vartuli Family The Vasquez Family lamie Vasquez Colleen Vavrede Mary Vawter Dina Verdile

Marilyn Verzi and Joel Casso James and Michael Vilics

Lynda Vincent

Robert and Shirley Voelker

Abigail Volpe Abhi Wagh Irene Wagoner Janet E. Waite

Marty and Ellen Wakesberg

Sharon Waldbillig Jaime Waldron Ioan B. Wallace Christine Waller Walmart

Dan and Diane Walz Timothy and Heidi Ward The Ward-Rathbun Family

Annette Waring

Chris and Danielle Waring

Brad Warner Mary Waters Kristin Weary

Dennis and Denise Weaver

Jaclyn Weber

Arlene Weiskopf

James and Linda Weinman

Ronald Weiss Shirley Welch Cait Wempe Jennifer Wendel The Weygant Family Susan White Jackie Whittington Iane Wilcox Marie Wilke Chris Willard Jane Williams Linda Williams Lauren Willis Barbara S. Wilson Victoria Wilson Wesley and Jane Winn Russell Wise

The Wolf Family

Thomas and Lay Lay Wong

Nancy Wooding Suzanne Yancev Bill and Maryann Yarosz

Kathy Yawarski Kit Yezzi Colette Youlen **Chasidy Youmans** Jim and Sandy Young Tracey Young Alison Yu Kristin Zalucki Angela Zambella

Shawn and Kristen Zepf

Finances 2020

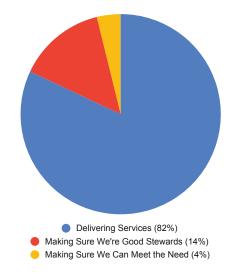
Consolidated Statement of Financial Position

Assets		Liabilities	\$389,603
Cash and cash equivalents	\$531,670	Net Assets	
Receivables	394,182	Without donor restrictions	1,529,418
Prepaid expenses	56,654	With donor restrictions	25,000
Investments	560,410	Total Net Assets	\$1,867,842
Cash surrender value of life insurance	75,440	Total Liabilities and Net Assets	\$2,257,445
Fixed assets, net of depreciation	639,089		
Total Assets	\$2,257,445		

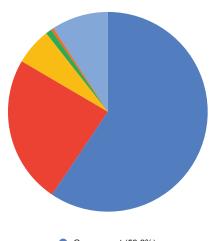
Consolidated Statement of Activities and Changes in Net Assets

[Without Donor Restrictions		Without Donor Restrictions
Support and Revenue			
Government contracts and fees	\$2,086,650		\$2,086,650
Contributions and grants	842,014		842,014
Sales at CAPTAIN's Treasures	209,122		209,122
Special event revenue	34,102		34,102
Interest and dividend income	15,134		15,134
Other income, net	17,142		17,142
Forgiveness of PPP Loan	323,400		323,400
Total Support and Revenue Before Gains on Investments & Other Asse	ets \$3,527,564		\$3,527,564
Realized and unrealized gains on investments and other assets	\$(416)		\$(416)
Total Support and Revenue	\$3,527,148		\$3,527,148
Operating and Supporting Expenses			
Program expenses	\$2,639,847		\$2,639,847
Stewardship and administration	455,285		455,285
Development	123,907		123,907
Total Operating and Supporting Expen	ses \$3,219,039		\$3,219,039
Change in Net Assets	\$308,109		\$308,109
Net Assets at Beginning of Year	\$1,534,733	\$25,000	\$1,559,733
Net Assets at End of Year	\$1,842,842	\$25,000	\$1,867,842

EXPENSES



SUPPORT & REVENUE













Thank you for sharing your talents.



Thank you for sharing your treasures.



Thank you for sharing your heart.



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31 East Fulton Street, Gloversville, NY 12078
1 Freeman Lane, Saratoga Springs, NY 12866
CAPTAIN's Treasures, 1705 Route 9, Clifton Park, NY 12065
Cheryl's Lodge, 25 Fern Lane, Halfmoon, NY 12065
Runaway & Homeless Youth Shelter, Malta, NY 12020

www.captaincares.org