



Crisis hit. You helped.

Thank you for being there to keep our community's kids, families, and seniors whole.

When the COVID-19 crisis hit this March, it hit hard. With job losses and school closures, thousands of our neighbors were left without a paycheck, worried about how to put food on the table and keep a roof over their heads. Vulnerable seniors faced difficult choices to risk their health by venturing to the pharmacy, or go without important medications.

You were there for our community.

Because of you, our doors stayed open. No one in need of food was turned away. Over eight hundred meals were served each week to local schoolchildren. When the number of individuals accessing our Emergency Food and Hygiene Pantry nearly doubled, our staff were able to fill the orders and assist families with needed resources.

Because of you, homeless and at-risk youth had a warm bed at our Runaway and Homeless Youth Shelter. Several young adults who were victims of human trafficking or chronically homeless moved into their first apartment with the support they needed to succeed. Our phone lines were open for youth in crisis, and we connected virtually and through social media to meet their unique needs.

Because of you, seniors were not alone. Our community's homebound seniors were helped with regular grocery and pharmacy delivery by staff and volunteers, and over one hundred calls were made to check-in, offer help, and provide some reassurance during this time of social isolation. Over 200 trips to necessary medical appointments were made by the Wellness Express, supported by drivers that perpetually cleaned and sanitized the van to ensure the health and safety of those most vulnerable.

Because of you, CAPTAIN CHS's programs and services never ceased. We moved into virtual models where we could, enacted a teams approach to keep our offices and the Youth Shelter open, and quickly pivoted day after day to meet the changing needs of our community members.

Because of you, kids, families, and seniors are finding the help they need to get by.

As the summer comes to an end and fall ushers in new hopes and challenges, we're endlessly grateful for the unprecedented support of our community these past six months. While we know there are many more challenges ahead, because of you, we're confident that CAPTAIN CHS will be there with open arms to lift people up and build brighter futures.



The Town of Clifton Park held multiple drive-up, drop-off food drives to support local families, bringing in more than 15,000 pounds of food and allowing CAPTAIN CHS the use of their warehouse for storage.



CAPTAIN CHS staff at Cheryl's Lodge, and all of our locations, participated in the #518RainbowHunt to lift spirits.

Lifting people up. Building brighter futures.

Honoring Our Past & Celebrating Our Future



Sue Catroppa
Executive Director

Because of you and your commitment to helping your neighbors, our community's future remains bright and CAPTAIN Community Human Services stands strong to meet the changing needs of a new world ahead.

Honoring Our Past. CAPTAIN CHS's beloved Executive Director, Sue Catroppa will be retiring at the end of 2020. Her devotion to the children, families, and seniors in our community is evident through her work and her commitment to ensuring CAPTAIN CHS's financial stability. With Sue's leadership and your generosity, the organization has grown from being a small local agency making a difference in our community to a regional, collaborative leader in helping people escape crisis and build their own, better, lives. CAPTAIN CHS provides not just a hand out, but a hand up. Sue also has led the transition to a culture of philanthropy, where everyone – including you, volunteers, supporters, staff and board, work together to lift people up and build brighter futures. We are all stakeholders and, together, we can respond to the changing needs of our community.

With the merger in 2018 with Burnt Hills-Ballston Lake Community Human Services, the name change to CAPTAIN Community Human Services was reflective of a new ability to help people in our communities navigate the full course of their lives- from early school programs at Cheryl's Lodge to support for independent living in the senior years through Care Links. These past 10 years have been exhilarating for all of us who have worked closely with Sue; her leadership has pushed the Board to think deeply and creatively, to take calculated risks, and most importantly, to work together to lift people out of hunger, homelessness, and financial insecurity and empower them to reach their goals of personal growth and self-sufficiency.

Celebrating Our Future. The Board has appointed the incoming Executive Director, Andy Gilpin, who is currently our Associate Executive Director, and as Sue says, "her leadership partner." Andy has been the supervisor of all our programs, our grant writer, and as those who know him know, the guy who can fix any problem, whether it requires a tool box or a shoulder to cry on. Like Sue, Andy has been with the agency for ten years; he is deeply committed to our community, so we know the transition will be smooth. Most importantly, in partnership with you, Andy's leadership and fresh

ideas will guide CAPTAIN CHS and our community into a future that recognizes and responds to the unique needs of our changing times – such as expanding services to ensure every child and family facing a behavioral or emotional challenge has the tools and resources they need to thrive, and working to end human trafficking and the commercial sexual exploitation of youth in both Saratoga and Schenectady Counties.

This year has been a year of growth and change. Because of you, families and kids had nutritious food to eat even when schools closed their doors. Because of you, seniors in our community remained safe at home as volunteers and staff dropped off groceries and medications. You've provided a warm bed and a hot meal for at-risk and homeless teens with no where else to turn. Because of you, a unique transitional housing program for youth opened in Saratoga, providing apartments for ten young adults who are transitioning out of foster care or homeless and need support in starting independent lives. Because of you, CAPTAIN CHS kept its doors open and its programs operating throughout the COVID-19 crisis.

To honor Sue and the incredible community dedication she's worked to bring to CAPTAIN CHS and to support Andy going forward, the Board of Directors and the Advisory Council have committed to raising \$1 million in new gifts, both in cash and legacy gifts to the Anchor Society Endowment Fund. To be there when the trafficked youth gathers up the courage to leave her abuser; to be there for the senior who can't get to his



Andy Gilpin
Associate Executive Director

important medical appointment next week; to be there when a local family finds themselves without access to food and on the brink of eviction – it all requires financial stability and, most importantly, it requires YOU.

Our community is struggling to weather the storms of economic downturn, declining government funding and highly competitive foundation grants, but you can be there for children, families and seniors today and long into the future by adding CAPTAIN CHS to your will or life insurance policy. You can make a difference today by giving of your time, talents, and treasures.

If you're interested, please check out our website at captaincares.org/anchor for more information or other ways to give. Or, simply call 518-399-4624 during regular business hours.

Thank you for being there in the past, and for your commitment to be there in the future. Thank you for your philanthropy, generosity, and good heart.



With gratitude,



Claire Brown
President
CAPTAIN CHS Board of Directors

CAPTAIN Community Human Services Board of Directors

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"We included CAPTAIN CHS in our wills because we want to see the organization continue to grow and prosper as it serves the social service needs of Saratoga County and beyond."

Ken and Judi Clements, long-time volunteers

Ken and Judy's will says a lot about them.
What does your will say about you?

Adding a gift for CAPTAIN CHS to your will or retirement plan is a simple act with impressive results.

Charitable bequests are like well-kept secrets.

Few people realize legacy gifts underpin much of the philanthropy in CAPTAIN CHS today and the good works that will happen tomorrow.

An endowment is forever; your impact on the community will never end.

Get started today by calling Ava at 518-399-4624.

CAPTAIN's Treasures Renovations

A new look for our next-to-new store

CAPTAIN CHS was excited to cut the ribbon on July 20th as we reopened our next-to-new store, CAPTAIN's Treasures, located at 1705 Route 9 in Clifton Park. To improve the customer experience and meet the health and safety guidelines set forth in New York's reopening plan, significant renovations took place. The entryway was realigned to create an in-and-out flow that maintains social distancing and now offers a place for patrons to bag their purchases. The donation drop-off area has been completely reimaged, with a countertop acceptance station and an inviting area for supporters to bring their gently-used goods.

The income generated by CAPTAIN's Treasures provides funding for our over 30 programs, filling in the gaps where government and private grants fail to meet the need. Yet, Treasures doesn't just generate income. It actually provides our programs with the means to support clients with clothing and household goods, and acts as a connection with community members in need who come into the store and learn more about what we offer.

The store is staffed by over 60 volunteers with a few employees. The volunteers accept donations, put out merchandise, ring the register, and connect with each other and customers to build a real community around the store. CAPTAIN's Treasures is truly a community gem. The quality items on the shelves come from generous neighbors throughout the Saratoga County region.

See our website for hours, specials and updates at captaincares.org/treasures



The Saratoga Chamber of Commerce and our staff were thrilled to cut the ribbon and reopen CAPTAIN's Treasures on July 20th.

PEACE CAMP

When staff at Cheryl's Lodge heard summer camps were open, they quickly got to work finding unique and innovative ways to connect with youth and offer an in-person Peace Camp this summer. Dozens of local kids opted to participate in the revised camp focused on building communication and problem-solving skills through the use of art, music, and sports.



We're proud to partner with Jaeger & Flynn to support CAPTAIN Community Human Services.

Because supporting a great cause is even better than hitting a hole in one.



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Working together, for a stronger community.

Safeco is proud to partner with Jaeger & Flynn to support CAPTAIN Community Human Services



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PLEASE JOIN US FOR FSP'S

FALL ON THE GREENS

CHARITY TOURNAMENT TO BENEFIT
CAPTAIN CHS

FAIRWAYS OF HALFMOON
MONDAY, SEPTEMBER 28TH
8AM REGISTRATION | 9AM TEE OFF
FOURSOME \$400 | BOX LUNCH TO BE SERVED

WWW.CAPTAINCARES.ORG

INFO & REGISTRATION: TINYURL.COM/FSPENYGOLF



CAPTAIN
Community Human Services

QUOTES FOR A CAUSE

CAPTAIN CHS is proud to be the September beneficiary of the Lofrumento Agency's Quote for a Cause! For every household that receives an auto insurance quote, CAPTAIN CHS will receive a \$25 donation. The process takes approximately 60-90 seconds to input your information into an exclusive, secure website, and is followed up with a friendly call to complete your quote. Get started today at the following link: www.QuotesForCaptain.com

VOLUNTEERS NEEDED!

CAPTAIN CHS is currently in need of volunteers to provide transportation and friendly visiting for local homebound seniors, and to provide academic support for school-aged children in our community. If you're interested in these or any of our many opportunities to volunteer, please call 518-399-3262 for more information, or visit captaincares.org/volunteer

MEALS & ACTIVITY KITS FOR HOMELESS YOUTH

The CAPTAIN CHS Street Outreach Program is in need of sponsors for weekly meals and monthly activity kits for homeless youth in Saratoga, Fulton, and Montgomery Counties. Visit our website to learn more or sign up to sponsor: captaincares.org/store

VIRTUAL ROUTE 50 MILE WINNERS

In true community fashion, nearly 100 runners participated in this year's Virtual Route 50 Mile! On the men's side, current Burnt Hills-Ballston Lake distance star Ryan Allison, a junior, was unchallenged, as he recorded a 4:24 on the Ballston Lake bike trail. Top performance on the women's side was turned in by youth Kaitlin Bogucki of East Greenbush who clocked in at 6:11. Kaitlin, who will be in eighth grade this month, runs for the Columbia team. Thank you to all of our runners, sponsors, and supporters for making the Virtual Route 50 Mile a success!

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At Empire, we strive to improve the health and well-being of every New Yorker.

That makes us proud to support CAPTAIN CHS' dedication to lifting people up and building brighter futures.



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Community Heroes

Jaeger & Flynn Support Homeless Youth

Thank you to Jaeger & Flynn Associates, who quickly pivoted their annual charity golf tournament into a matching gift campaign to support our Street Outreach and Safe Harbour programs. With over \$30,000 raised, we sincerely thank JFA's staff, as well as Tom Flynn and Kurt Jaeger, along with presenting sponsor CDPHP, major supporters BlueShield of Northeastern New York and Empire BlueCross BlueShield, and supporters Aflac, Gil's Garage, Guardian Life Insurance Company, Liberty Mutual, Mutual of Omaha, MVP Healthcare, and Safeco Insurance.



STRENGTHENING *our neighborhoods*

CDPHP® is proud to support **Captain Community Human Services**. Thank you for all you do to improve lives throughout our community.

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WE WANT TO HEAR FROM YOU!

As a valued partner of CAPTAIN CHS, your views are very important to us.

Our first ever *Supporter Connection Survey* gives you the opportunity to share your thoughts about CAPTAIN CHS and our communication with you, and allows us to make sure that we connect with you in the best way.

All responses are private and confidential.

If you've already completed the survey, *thank you!*

If not, you can find it online:
captaincares.org/survey

Building a Brighter Future

Esther's Story



Esther is a client of CAPTAIN Community Human Services, who utilized our Getting Ahead and Family Development mentoring programs, and continues to stay involved through Staying Ahead. Her story is one that you made possible through your generosity and kindness.

“A year ago, I was living in a situation where I felt entrapped, oppressed and unable to move forward. In my job as an Alzheimer’s Home Health Aide, I work very hard but get paid a very low wages. I lacked self-confidence and didn’t know how to make progress. I knew that I could do better and I wanted to do better.

One of those community resources was HPOG – The Health Professions Opportunity Grant through BOCES and Adirondack Community College. I called and spoke to one of their counselors to apply for the grant. I was accepted into the program and received a full grant for a phlebotomy certification course. My dream is to become a nurse. But, I’m taking little steps to meet that goal. It was hard work but I didn’t give up. I persisted, which by the way, is one of the 11 resources from the Getting Ahead class. I worked very hard, and it showed because I completed the class with a final average of 98%, and then I passed the national phlebotomy certification exam, and I’m now a certified phlebotomist!

Also, one month ago, with the help of my mentors, I finally found the courage to leave my mentally and verbally abusive husband. I was married for 13 years but the last 7 years were very bad. I found a great apartment and my mentors and their husbands, Ed and Steve, helped me move in. Now I’m able to think clearly, I feel more confident, I feel secure and I have peace of mind. I left with very little – only a couch and a mattress. Through CAPTAIN and my mentors, I received enough donated furniture to furnish my whole apartment. When my budget is tight, I’m grateful to be able to use CAPTAIN’s food pantry.

And guess what? Beginning August 19th, I will begin my career with the American Red Cross as a full time phlebotomist with the Red Cross Blood Mobile! I will be making a higher wage with full benefits, and will be a member of a union – I’ve never been in union before!

It really feels good to be getting on my feet, moving forward in life, and Getting Ahead. Because of CAPTAIN my future is getting brighter and brighter. Thank you.” *-Esther*



Our Getting Ahead program is a 16-week group workshop to help people stabilize their situations and build resources to improve their lives. The program guides participants through the process of assessing their own lives and circumstances and works to develop tools and skills as part of their move to self-sufficiency.

Family Development is an empowerment-based program where volunteer mentors, working in partnership with families or individuals, build relationship of mutual respect and provide guidance, advocacy, and support to restore their sense of hope and healthy independence.

Without you, our Getting Ahead and Family Development programs would not have been there for Esther and the many other families that have worked hard to build a brighter future.

For more information on these or other empowerment programs, or to volunteer as a mentor, please call 518-371-1185 or visit captaincares.org/gettingahead.

Thank You to the many individuals, families, organizations, and businesses whose generosity provided so much support for our local community!



Top left to bottom right: The First United Congregational Church of Christ's Food Pantry provided support for Fulton and Montgomery County homeless youth. Pai's Academy of Tae Kwon Do hosted a Food Drive. Quick Response provided free cleaning and sanitizing services to the Youth Shelter and our Glenville office. Roohan Realty participated in the Saratoga Chamber of Commerce's Food Drive. A check was presented from Spoon & Whisk's kitchenware fundraiser for the Food Pantry. Lizzie from Fingerpaint delivered graduation baskets for newly housed youth. Twin Bridges Council dropped off goods from their Food Drive.