



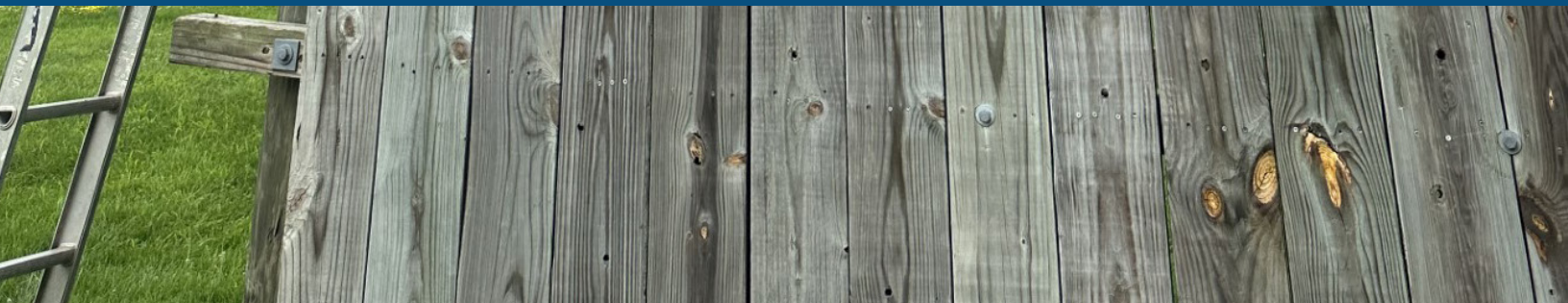
CAPTAIN

Community Human Services

ANNUAL IMPACT REPORT 2023



At CAPTAIN Community Human Services, we're dedicated to empowering people to take charge of their lives and reach their goals. The generosity of our supporters and volunteers provides the opportunities, resources, and encouragement needed for individuals and families to unlock their potential and drive their own success. Our focus is on building confidence, fostering resilience, and equipping people with the tools to create lasting change. By empowering our community members, we're not just offering a helping hand—we're inspiring them to shape their own futures and make a meaningful impact on the community we share.



HIGHLIGHTS OF 2023



Dear Friends and Supporters,

As we reflect on 2023, I'm filled with pride and gratitude for the remarkable strides CAPTAIN Community Human Services has made in our mission to uplift our community. Thanks to the dedication of our staff, volunteers, and partners, we've achieved significant milestones that highlight our commitment to making a difference.

Solutions to End Homelessness Program

Our Solutions to End Homelessness Program has successfully prevented homelessness for 65 households across Saratoga, Fulton, and Montgomery Counties, showcasing our commitment to housing stability.

Permanent Supportive Housing Program

Through our new Permanent Supportive Housing program in Fulton County, we have secured permanent homes for two individuals with disabilities who experienced chronic homelessness, along with ongoing rental assistance.

Senior Services Care Links Program

Our Care Links Program has made impressive strides, including hosting "Here Come the Boomers," which brought together over 125 people in Southern Saratoga County to discuss the needs of our senior population. The event addressed gaps in transportation, caregiving supports, and aging in place.

Youth Shelter's 25th Anniversary

We're celebrating the 25th anniversary of our Youth Shelter, a milestone that reflects our long-standing commitment to supporting young people in our community.

An Unbridled Affair Gala

We're thrilled to announce that our An Unbridled Affair gala was our most successful yet, raising over \$160,000. This achievement is a testament to our community's support and the generosity of our donors.

These accomplishments, detailed further in this Annual Report, reflect the strength and resilience of our community and our dedication to supporting those in need. We're profoundly grateful for your continued support, which enables us to make such meaningful progress. Together, we're building a stronger, more compassionate community.

Thank you for being a vital part of our journey.

Warm regards,

Andy Gilpin
Executive Director

ABOUT US

CAPTAIN Community Human Services supports and empowers people of all ages to reach their goals of personal growth and self-sufficiency. We strengthen communities.

As a volunteer-driven organization, CAPTAIN CHS strives to be a recognized leader in finding effective solutions to social issues in the communities we serve.

We seek to uphold the dignity of each person by serving the basic needs of those struggling in the community that surrounds us. Our over thirty programs and services protect and nurture children and youth, strengthen families, connect seniors, resolve crises, feed the hungry, shelter the homeless, support the emotionally challenged, and empower all of our community members to build a brighter future for themselves and their neighbors.

LEADERSHIP

Board of Directors Officers Kate Gurley, President
John Kuznia, 1st Vice President and Vice President - Personnel
Scott Demarco, Vice President - Finance
Rob Picotte, Vice President - Development & Marketing
Michael Holley, Immediate Past President and Vice President - Programs
Ashlynn Savarese, Secretary

Directors Dan Bazile Belinda Cross Terry Mango Kathy Simmonds
Claire Brown Kucharski Jennifer Martin Sophia Spiegel*
Lou Bush Ed Gabeloff Anvita Nagarkar*
Theo Canavan Addison Jewett* Tracey Norman *High school student
Dr. Gina Cosgrove Colleen Kavanaugh Bob O'Connell Board members
Eliot Cresswell Nesreen Majdalawi Jim Pugliese

Advisory Council Phil Barrett David DeMarco Bill Long, PhD Kevin Tollisen
Bill Casey James Doern Kevin Luibrand Virginia Touhey
Greg Connors Kate Gurley Anthony Mashuta
Gary Dake Paul Harding Thomas Savino
William Dehmer Dr. Roscoe Lilly Todd Shimkus

Senior Staff Andy Gilpin, Executive Director Amanda Capozzi, MA, Community Services Director
Fern Hurley, LMSW, Associate Executive Director Jessica Valcik, Housing & Emergency Services Director
Magdy Hay, MBA, Director of Finance Jefferson Weidman, Runaway & Homeless Youth Program Director
Ava Martin, Director of Philanthropy & Community Engagement

LEADERSHIP AWARDS

Andy Gilpin, CAPTAIN CHS Executive Director
Dr. David and Ann Lee Clough Award, The Family Counseling Center

Bill Long, PhD, CAPTAIN CHS Co-Founder
Joseph Dalton Community Service Award, Saratoga County Chamber of Commerce
Key to the Town Award, Town of Clifton Park

2023 BY THE NUMBERS

- » **88 teens** found a warm bed and a hot meal at our Runaway and Homeless Youth Shelter, totaling **over 1,000 bed nights**
- » **60 youth** successfully exited the streets through our Street Outreach program in Saratoga, Fulton, and Montgomery Counties
- » **More than 440 case management sessions** were provided to young adults in our Supportive Housing for Homeless Youth apartments
- » Our Safe Harbour programs in Saratoga and Schenectady Counties provided **more than 750 case management sessions** to **21 confirmed victims of sex trafficking**; **89%** safely exited trafficking upon contact with our programs and **100%** remain free a year later
- » **67 households** avoided eviction or were rehoused after becoming homeless through our Housing Programs throughout Saratoga, Fulton, and Montgomery Counties; **94%** remain stably housed six months later
- » **2,223 callers** were helped with crisis assistance, information and referral services, and access to local resources through our Family Assistance program
- » **12 participants** graduated from our Getting Ahead program with plans for self-sufficiency and volunteer mentors to guide them on their way
- » **2,028 orders** were filled by volunteers in our Emergency Food and Hygiene Pantry, meeting the needs of **96%** of program participants
- » Free Summer Meals provided **14,504 meals** to kids at 19 sites throughout Saratoga County
- » **Over 1,000 hours** of volunteer work was provided to our community by CAPteens
- » **More than 50 students** received Homework Help and academic support at Cheryl's Lodge, tremendously increasing school engagement
- » **Over 45,000 miles** were driven by Care Links volunteers to help **168 seniors** in Southern Saratoga County access medical care, groceries, social events, and more
- » **726 rides** to and from important medical appointments were provided to seniors free of charge by the Wellness Express van
- » **2,244 hours** were spent supporting youth with behavioral diagnoses and their families, including respite care, socialization, and peer support through Family Support Services
- » **466 tax returns** were completed by our VITA volunteers, saving families thousands
- » **125 kids** were prepared for their first day of school through our School Supply program
- » **206 Saratoga County adults and children** kept warm through our Coats for CAPTAIN program
- » **525 holiday meal baskets** provided nearly **1,000 people** with a holiday meal for Thanksgiving and Christmas through our Holiday Baskets program
- » **418 children** received gifts during the holiday season through Adopt-a-Family and Toy Shop

COMBATING HUNGER & HOMELESSNESS

Across the communities we serve, a stark reality confronts many individuals and families: the inability to afford life's basic necessities.

In Saratoga County, nearly a third of households find themselves in a precarious financial situation, forced to make impossible, heart-wrenching choices between essentials like food, housing, childcare, and medical expenses - each and every day.

In neighboring Fulton County, that figure jumps to over 43%, while Montgomery County is even more severely affected, with nearly 48% of households struggling to make ends meet.

The pandemic only exacerbated these challenges. The CARES Act Emergency Solutions Grant (CARES ESG) was a beacon of hope during this crisis, providing \$2.5 million to Saratoga County. This funding facilitated a remarkable collaboration among 10 different agencies, led by CAPTAIN CHS, resulting in a comprehensive array of services, from street outreach to emergency shelter and eviction prevention.

CAPTAIN CHS and our partner agencies came together in a unified mission to address homelessness in all its forms, recognizing that housing and support services were critical for the well-being of individuals. This collaborative effort showcased the power of community-driven solutions.

Over the span of two years, CARES ESG funding supported 2,171 individuals from 1,602 households. The impact was profound, offering crucial assistance during an exceptionally challenging period. However, as of early 2023, this funding has been exhausted, leaving many individuals and families vulnerable once again.

While the challenges are daunting, CAPTAIN CHS continues to be on the front lines, providing crisis services and support to those in need. However, we do so in an environment where the demand for programs continues to grow, while the available resources diminish.

Addressing this crisis requires a collective effort to prioritize funding and policies that combat financial insecurity and homelessness. Moreover, addressing mental health needs and income disparities is vital to creating long-term solutions.

The hunger and homelessness crisis in our local towns and cities is a sobering reminder of the profound economic disparities that persist even in picturesque rural areas. The community's resilience and the collaborative spirit of CAPTAIN CHS and our partners have made a significant impact, but the work is far from over.

Only through unified and sustained efforts can we hope to address the pressing needs of the community and build a more equitable future for all.



A Story of *Resilience*

Recently, a client came into the Rapid Rehousing program with rather specific and challenging needs.

Sarah was relatively young - in her early twenties - and only recently hired at a new job; nothing was guaranteed. She needed to be in close proximity to her mother, who had custody of her daughter due to Sarah's homelessness.

Without access to a vehicle for Sarah and with Clifton Park being such an expensive area for rentals, this case seemed very unlikely to find a resolution with all the needed accommodations.

Despite this, an apartment was located through the remarkable efforts of our ESG Housing Specialist. Only one catch - the rent was substantially higher than Sarah expected.

Yet this adversity didn't stop her determination and she moved forward with the lease. Since being housed, Sarah began work at a full time job and has since added a part-time position to help cover those increased expenses.

Through CAPTAIN CHS' case management, Sarah has already gained financial independence and is quickly rekindling a relationship with her child.

Sarah's case embodies CAPTAIN CHS' motto of lifting people up and building brighter futures. Today, Sarah stands on her own two feet - proudly and strongly.

LIFELINES OF SUPPORT

PROGRAMS

Emergency Food & Hygiene Pantry

Free Summer Meals

Solutions to End

Homelessness Program (STEHP)

Coordinated Entry

Homelessness Prevention
& Intervention

Family Assistance

FEASST

Bike Works

CAPTAIN CHS and our partners exemplify a united community dedicated to assisting those in need. Through programs offering emergency financial assistance, food security, and housing stability, they provide vital support to Saratoga, Fulton, and Montgomery Counties' vulnerable residents.

A Lifeline in Crisis: Family Assistance

The Family Assistance Program offers crucial one-time emergency financial aid to families and individuals facing crises. It helps prevent the loss of essential services such as heat and shelter for those at risk of eviction or utility shutoffs.

A Coalition for Crisis Relief: FEASST

The Family Emergency Assistance of Southern Saratoga County (FEASST) unites faith communities with CAPTAIN CHS to address urgent needs. Recently, it expanded to Northern Saratoga County, increasing its impact.

Karyl's Kupboard: Meeting Basic Needs

Located at CAPTAIN CHS' Clifton Park office, Karyl's Kupboard Emergency Food & Hygiene Pantry provides essential items to any Saratoga County resident in need, ensuring access to basic necessities.

Ending Summer Hunger: Free Summer Meals

The Free Summer Meals program provides lunch (and breakfast at some locations) at no-charge to youth ages 18 and under throughout Saratoga County during school break.

Preventing Homelessness: The Solutions to End Homelessness Program (STEHP)

STEHP, funded by New York State, offers financial assistance to prevent homelessness in Saratoga, Fulton, and Montgomery Counties.

A Community Commitment: The Saratoga-North Country Continuum of Care

Dedicated to eliminating homelessness, the Saratoga-North Country Continuum of Care (CoC) involves CAPTAIN CHS in promoting community-wide initiatives to rehouse homeless individuals and support self-sufficiency.

Prioritizing Help: Coordinated Entry

Coordinated Entry in the CoC prioritizes applicants for homeless services. Focusing on permanent, supportive and transitional housing, CAPTAIN CHS manages the system with over 25 partnering agencies working to prevent and end homelessness for some of the most vulnerable individuals and families.

2023 IMPACT

Family Assistance handled **2,223 requests for help**, offering information, referrals, and advocacy, and provided financial aid to **135 families**, including **128 children**

Karyl's Kupboard Emergency Food & Hygiene Pantry served an **average of 169 families** each month, fulfilling over **2,000 orders**

More than 14,500 meals were distributed to youth in Saratoga County

With **over \$93,000** in funding, STEHP housed **65 families** in permanent housing

109 households were referred to community partners for further support through Coordinated Entry

A Story of *Community*

Finding affordable housing in Saratoga County has long been a significant challenge, but a unique collaboration in late 2023 made a dramatic difference for many individuals and families struggling with homelessness.

In October 2023, CAPTAIN CHS learned that a local affordable housing project had completed renovations on several units. Recognizing that many people on the waitlist were homeless—living in shelters, vehicles, or on the street—CAPTAIN CHS knew it was crucial to act. Although a subsidized rent program was in place, the requirement of a full security deposit was a major obstacle for many.

To address this, the North FEASST group, a coalition of faith-based organizations and agencies facilitated by CAPTAIN CHS, quickly mobilized to raise the \$29,000 needed for security deposits. Through their coordinated efforts, North FEASST members provided financial support for each case, ensuring that those in need could secure stable housing.

By December 12, 2023, all the new tenants were successfully accommodated, with 31 units secured through this collaboration, and an additional five units supported by CAPTAIN CHS' Solutions to End Homelessness Program (STEHP).

This achievement underscores the transformative power of community collaboration. By uniting resources, expertise, and a shared vision, the North FEASST group proved that together, we can accomplish what no single entity could achieve alone. They didn't just provide housing; they instilled hope, stability, and the belief that through collective effort, we can build a stronger, more compassionate community.

North FEASST is comprised of: CAPTAIN CHS; Catholic Charities of Saratoga, Warren and Washington Counties; The Salvation Army; Franklin Community Center; Rebuilding Together Saratoga; RISE (formerly TSA); Pine Grove Community Church; Presbyterian-United Church of Christ; Grace Chapel of Clifton Park; First Baptist Church of Saratoga Springs; Saratoga Abundant Life Church; Bethesda Episcopal Church; Saratoga Springs United Methodist Church; Temple Sinai; and St. Clement's Church

South FEASST is comprised of: CAPTAIN CHS; Catholic Charities of Saratoga, Warren and Washington Counties; Corpus Christi Church; Shenendehowa United Methodist Church; Grace Chapel of Clifton Park; Clifton Park Center Baptist; St. George's Episcopal Church; The Church at Newtown Road; St. Mary's Church Crescent; and Jonesville United Methodist Church.

In 2023, the groups combined provided \$115,993 of assistance to 172 households in Saratoga County, including 229 adults and 149 children.

A BEACON OF HOPE FOR YOUTH IN CRISIS

PROGRAMS

Street Outreach Program

Safe Harbour

Runaway & Homeless
Youth Shelter

Supportive Housing
for Homeless Youth (SHHY)

CAPTAIN CHS is dedicated to aiding the youth of Saratoga, Fulton, and Montgomery Counties through a diverse range of programs. From street outreach and anti-trafficking initiatives to supportive housing and emergency shelter, these efforts address the complex needs of at-risk youth. By providing both immediate assistance and long-term solutions, CAPTAIN CHS ensures that every young person has the opportunity to thrive in a safe and nurturing environment.

Street Outreach Program: Connecting with At-Risk Youth

The Street Outreach Program connects dedicated staff directly with at-risk youth, offering essential services and support to those experiencing or on the brink of homelessness. By reaching young individuals where they are, the program ensures they receive the help needed to stay safe and find stability.

Safe Harbour Anti-Human Trafficking Program: Protecting Vulnerable Youth

The Safe Harbour Anti-Human Trafficking Program provides comprehensive case management and services to youth who have been trafficked or are at risk. Collaborating with the Street Outreach team, this program focuses on ensuring the safety and stability of these vulnerable young people, offering resources and support to help them rebuild their lives.

Supportive Housing for Homeless Youth: A Pathway to Independence

The Supportive Housing Program offers permanent housing and case management to young adults struggling with homelessness or trafficking. This program provides a path to stability and independence, equipping participants with the tools and support needed to secure a brighter future.

Youth Shelter: A Safe Haven for Those in Need

The Youth Shelter serves as a beacon of hope for youth under 18 facing homelessness or running away from home. Offering temporary refuge and support in a nurturing environment, the shelter provides a safe space for young individuals to regroup, receive guidance, and plan their next steps toward a stable and secure future.

2023 IMPACT

The Runaway and Homeless Youth Shelter offered **88 teens** a warm bed and a safe, caring space, totaling **over 1,000 bed nights**

Street Outreach helped **60 youth** to successfully and safely exit the streets

SHHY staff provided **more than 440 case management sessions** to young adults in supportive housing

Safe Harbour provided **more than 750 case management sessions** to **21 confirmed victims of sex trafficking**; **89%** safely exited trafficking upon contact with our programs and **100%** remain free a year later

Celebrating 25 Years at the Youth Shelter

For a quarter of a century, CAPTAIN CHS has provided a lifeline for vulnerable teenagers facing unimaginable hardships. Our Runaway and Homeless Youth Shelter has offered not just temporary refuge, but a pathway to a brighter tomorrow.

Since 1998, we've provided emergency shelter, critical case management, nourishment, clothing, counseling, and educational support, empowering local youth to rewrite their stories and reclaim their futures. Certified by the New York State Office of Children and Family Services, the Shelter is more than just a building; it's a sanctuary, offering a vital entry point for youth to access essential services and support.

In 2023, we celebrated a monumental milestone: 25 years of transforming lives. We launched a campaign to enhance our Shelter's infrastructure, from replacing roofs and HVAC systems to repairing foundations and acquiring a new van.

This culminated in an autumn celebration where we renamed the building in honor of Bill Casey, a tireless advocate and volunteer whose dedication laid the foundation for our Shelter. His legacy lives on in every youth who finds solace and support within these walls.

Thanks to the overwhelming support of our community, remarkable progress has been made. Beyond the physical improvements, our 25th Anniversary event fortified the Shelter's foundation for the future, ensuring it remains a pillar of strength and compassion for generations to come.



NURTURING FUTURE LEADERS

PROGRAMS

CAPteens

Job Assist

In the bustling corridors of Shenendehowa Central School District and Burnt Hills-Ballston Lake Central School District, something remarkable is happening. Amidst the flurry of academic pursuits and extracurricular activities, a wave of youthful energy is being channeled towards a noble cause – community development. At the heart of this movement is CAPTAIN CHS, an organization spearheading multiple youth development programs aimed at middle and high school students. Let's delve into the transformative initiatives driving this positive change.

CAPteens: Nurturing Future Leaders

Since its inception, CAPTAIN CHS has championed youth volunteerism. The CAPteen Program, a flagship initiative in partnership with the Shenendehowa Central School District, embodies this ethos. Designed as a youth-driven platform, CAPteens empowers high school freshmen, sophomores, juniors, and seniors to immerse themselves in community service, philanthropy, and aiding those in need.

Participation in CAPteens isn't just about clocking volunteer hours; it's about cultivating a spirit of service and leadership. Students commit to 30 hours of volunteer service, acting as ambassadors for CAPTAIN CHS. This commitment not only enriches their resumes but also nurtures a sense of responsibility towards their community.

Job Assist: Paving the Path to Employment

In a world where experience is often the gateway to opportunity, CAPTAIN CHS' Job Assist program serves as a beacon of hope for youth aged 14-21. By bridging the gap between local employers and young job seekers, Job Assist offers invaluable support in job matching and employment readiness. From honing interview skills to navigating the hiring process, this initiative equips youth with the tools they need to embark on their professional journeys.

The Impact of Youth Volunteerism and Philanthropy

Beyond the numbers and statistics lies a profound impact on both individuals and communities. Youth volunteerism and philanthropy are not mere checkboxes on a resume; they're catalysts for positive social change. By actively engaging in community initiatives, young individuals become agents of empathy, compassion, and positive transformation.

Through volunteering, youth acquire invaluable skills such as communication, leadership, and teamwork, laying the foundation for personal growth and development. Moreover, their collective efforts pave the way for tangible change, addressing pressing issues and fostering a culture of giving and generosity.

2023 IMPACT

CAPteens dedicated **1,085 hours of volunteer service** to our community

Job Assist extended a helping hand to **23 students**

FROM RESPITE TO RESILIENCE

PROGRAM

Children and Family Treatment and Support Services

Home and Community-Based Services

Imagine a young boy whose bright eyes and boundless curiosity are matched only by the hurdles he faces due to his special needs. For him and his family, the journey can be overwhelming. That's where our Family Support Services come into play. Our compassionate team steps in, providing the youth with respite care that offers his family a much-needed break and a chance to recharge.

Our Family Support Services program plays a crucial role in providing essential support to children and youth with special needs. We provide this service in ten counties

Each Family Support Worker assigned to the youth is not just a caregiver but a dedicated advocate. They're carefully matched based on their expertise, interests, and location, ensuring that each child receives the most personalized care possible. These professionals, all rigorously vetted and trained, understand the unique challenges faced by children with special needs. They bring not only their skills but their hearts into every interaction.

Children and Family Treatment and Support Services

In another corner of our community, there's a young girl who struggles with mental health challenges. Through our Children and Family Treatment and Support Services (CFTSS), she receives the care she needs to navigate her journey. Our services, covered by NYS Medicaid, are designed to be flexible and accommodating, meeting the youth where she is—whether at home or in the community.

Home and Community-Based Services

For children who need additional care to thrive at home and in school, Home and Community-Based Services (HCBS) provides the comfort and support she needs. Our services are designed to keep children out of hospitals and long-term facilities, offering flexible, personalized care in the environments where they feel safest and most secure.

Empowering Families

Our Family Support Services aren't just about providing care; they're about empowering families. We offer training and education to caregivers, helping them make informed choices and strengthen their child's independence

Through community self-advocacy training, caregivers gain the skills to advocate for their children and access the resources they need. It's about building confidence and resilience, ensuring that every family feels equipped to handle whatever comes their way.

A Future Full of Promise

Our supported employment services provide a vital bridge to a successful future for teens in the program. With job coaching, career advancement support, and benefits assistance, youth aren't just finding a job—they're finding a path to a fulfilling and independent future.

2023 IMPACT

Our dedicated team delivered **over 2,200 hours of specialized assistance** for children and their families

CHERYL'S LODGE OUTREACH CENTER

PROGRAMS

Homework Help &
After-School Support

Camp CAPTAIN Cares

Community Education Programs

High School Equivalency

Peace Camp

Senior Citizen Gatherings

What's Cookin'

Cheryl's Lodge Outreach Center is a vibrant hub of opportunities supporting individuals of all ages in the Halfmoon Heights community.

From empowering adults with essential computer skills to nurturing the academic and personal growth of our youth, Cheryl's Lodge serves to enrich the lives of local kids and families.

CAPTAIN Community Outreach Center, located in Halfmoon Heights, is a beacon of support and enrichment for children, families, and seniors. Our center offers a variety of programs designed to meet the diverse needs of our community.

Homework Help & After-School Support

This free after-school support program for grades K-12 provides academic assistance, unique extracurricular activities, and snacks, ensuring our youth can compete effectively in today's academic world.

Peace Camp

A Monday-Thursday summer camp for students entering grades 1-6 focused on conflict resolution, problem-solving, and violence prevention.

Camp CAPTAIN Cares

A volunteer summer camp for students entering grades 6-9. The camp includes daily field trips and projects that foster community engagement and personal growth.

HSE Program (formerly GED)

In collaboration with Capital Region BOCES, we offer High School Equivalency classes.

Senior Citizen Gatherings

For individuals aged 55 and older, our gatherings provide a social space for conversation, games, and refreshments.

What's Cookin'

An enrichment activity for grades 6-12 where students learn culinary skills by choosing, preparing, cooking, and communally eating meals.

Additional Programs

Cheryl's Lodge doesn't stop there; it also offers a variety of enrichment activities, community forums, family assistance, field trips, nutrition programs, parent education, adult computer use, free summer meals, employment assistance and readiness for teens, free income tax preparation, a Little Free Library, and a summer reading camp, among others. At Cheryl's Lodge, everyone is welcome to learn, grow, and thrive together.

Cheryl's Lodge fosters a sense of community and belonging and youth programs equip kids with crucial life skills and support their personal development.

2023 IMPACT

Homework Help provided assistance to **more than 50 students**

Staff and volunteers completed **nearly 12,000 units of service** to children and adults in the community



DIGNITY AND CONNECTION FOR SENIORS

PROGRAMS

Care Links

Wellness Express

In the heart of Southern Saratoga County, CAPTAIN CHS is making a profound impact on the lives of older adults. Through our remarkable programs, Care Links and Wellness Express, we're not just providing services; we're fostering independence, connection, and a sense of dignity among seniors.

Care Links: A Lifeline of Support & Friendship

Care Links is a distinguished program of CAPTAIN CHS, designed to provide free supportive services to seniors aged 60 and above.

Operating in the Towns of Ballston (including Burnt Hills), Charlton, Clifton Park, Halfmoon, Malta, the Village of Ballston Spa, and the City of Mechanicville, the program stands out by not duplicating existing services but filling crucial gaps to help seniors remain in their homes.

Trained volunteers, the heart of Care Links, offer a range of services including friendly visiting, transportation, respite assistance, shopping and errands, light housekeeping and chores, telephone reassurance, and information and referral services. These efforts not only alleviate the isolation many seniors face but also provide essential support that helps them maintain their independence.

Care Links receives funding from the Saratoga County Department of Aging & Youth, the Towns of Ballston, Clifton Park, Halfmoon, and Malta, the New York State Office for the Aging, and participant and community contributions.

Wellness Express:

Bridging the Gap to Healthcare

Complementing Care Links, the Wellness Express Transportation Program addresses one of the most significant challenges for seniors—access to medical care. This service offers curbside-to-curb transportation for residents 60+ in the towns of Ballston, Charlton, Galway, Malta, Milton, Providence, and the Village of Ballston Spa.

Operating Monday through Friday, the Wellness Express van ensures seniors can attend their medical appointments within a 50-mile radius. This service, funded by the Saratoga County Department for Aging & Youth, the New York State Office for the Aging, and several local towns, emphasizes the importance of accessibility and timeliness, with appointments filled on a first-come, first-served basis.

A Vision for the Future

CAPTAIN CHS' dedication to senior services through Care Links and Wellness Express, combined with forward-thinking initiatives like the "Here Come the Boomers" forum, demonstrates our profound commitment to the community. As the senior population grows, these programs are not just services—they're lifelines that ensure older adults can live with dignity, independence, and joy. CAPTAIN CHS is leading the way in creating a supportive, compassionate community where every senior can thrive.

2023 IMPACT

Care Links volunteers dedicated **6,829 service hours** in support of **168 homebound seniors**, driving an impressive **45,853 miles**

The Wellness Express transported an average of **17 seniors per month**, providing **726 rides** for a total of **12,048 miles**



Here Come the Boomers Forum: Shaping the Future of Aging

In a proactive effort to address the evolving needs of an aging population, CAPTAIN CHS hosted the “Here Come the Boomers: A Community Forum on the Future of Aging in Southern Saratoga County” on May 18, 2023. This event was a landmark gathering, bringing together a diverse group of community, faith, and business leaders to tackle the pressing issues facing the senior population.



Keynote Speaker Greg Olsen, Director of the New York State Office for the Aging, set the stage with insights into the challenges and opportunities of an aging society. Blair Horner, Executive Director of the New York Public Interest Group (NYPIRG), added depth to the conversation with his expertise.



These thought leaders, along with local experts, delved into critical topics such as transportation, at-home services, and the broader impact of aging on caregivers.



Francine Rodger, Chair of CAPTAIN CHS' Senior Services Committee, emphasized that the ripple effects of senior care extend beyond the elderly. Many adults are juggling careers and caregiving for their aging parents, highlighting the need for robust support systems. Sponsored by MVP Health Care, the forum featured breakout sessions that allowed for focused discussions and actionable solutions.



SPREADING SEASONAL JOY

PROGRAMS

School Supplies

Coats for CAPTAIN

Holiday Meal Baskets

Adopt-a-Family

Toy Shop

The holiday season at CAPTAIN CHS is a time for community, compassion, and connection. Our seasonal giving programs are dedicated to ensuring that everyone in Saratoga County can share in the joy and warmth of the season, especially those facing financial stress.

Bringing Smiles to Christmas Morning: Adopt-a-Family and Toy Shop

Our Adopt-a-Family and Toy Shop programs allow families in need to receive holiday gifts for their children, whether by selecting them personally in our Toy Shop or being matched with a sponsor through Adopt-a-Family. These programs, supported by the generous donations of our community, ensure that every child experiences the magic of the holidays.

Holiday Meals That Nourish the Soul

Holiday meals are about more than just food—they're moments of togetherness, tradition, and love. For many, the cost of a festive meal can be overwhelming, forcing difficult choices between food and other essentials. That's why, each year, we distribute hundreds of Thanksgiving and Christmas meal baskets, offering families not just nourishment but the chance to gather, share, and create cherished memories. For seniors, these meals are a comforting reminder that they're valued and remembered.

Wrapping Our Community in Warmth: Coats for CAPTAIN

As the cold weather arrives, our Coats for CAPTAIN program collects and distributes new and gently-used coats, ensuring that everyone in our community can stay warm and protected throughout the season.

All of our holiday initiatives are made possible by the generosity of donors and volunteers. Each contribution helps ensure that everyone in our community can celebrate the season with joy and dignity. The impact of these programs is felt deeply by those who receive support, but it also resonates throughout the entire community. Each donation, volunteer hour, and act of kindness contributes to a ripple effect, spreading holiday cheer and reminding us all of the power of giving.

2023 IMPACT

Through the donation of **525 holiday meal baskets**, approximately **1,000 individuals** enjoyed a warm, festive meal

97 adults and 109 children received the gift of warmth through Coats for CAPTAIN

125 youth were equipped with essential school supplies

Adopt-a-Family and Toy Shop brought joy to **183 families**, including **418 children** in Saratoga County and **231 children** in Fulton County

More than **425 donations** were made, totaling over **\$26,000** in monetary contributions and nearly **\$80,000** worth of goods



HIDDEN GEMS AT CAPTAIN'S TREASURES

In the center of our community lies a unique gem that offers more than just quality second-hand goods. CAPTAIN's Treasures, a special next-to-new shop, has become a beacon of hope and support for many local families. Providing gently-used, high-quality clothing and home goods at unbeatable prices, this thrift store isn't just about saving money; it's about giving back to the community.

A Mission Beyond Thrifting

Every visit to CAPTAIN's Treasures directly supports CAPTAIN CHS and our extensive range of programs. With over 30 different services aimed at helping kids, families, and seniors, CAPTAIN CHS plays a crucial role in fostering a supportive and thriving community. From youth services and family support to senior assistance programs, the funds raised through the store are instrumental in sustaining these vital initiatives.

A Community Effort

The shop's success is driven by more than 60 dedicated volunteers who manage donations and ensure a pleasant shopping experience. Their hard work creates an organized and welcoming store for everyone.

Affordable and Enjoyable Shopping

Shopping at CAPTAIN's Treasures is more than a transaction; it's an experience. The store is thoughtfully arranged, making it easy to find fashionable clothing, essential home goods, or unique vintage items. It's a favorite spot for shoppers of all ages.

Supporting Those in Need

CAPTAIN's Treasures also provides essential items at no cost to those in hardship, including victims of domestic violence or local disasters, through the Voucher Program.

Join the Mission

CAPTAIN's Treasures thrives on donations and volunteers. If you have gently-used items or wish to volunteer, your contributions help sustain this vital community resource.

Visit CAPTAIN's Treasures

Next time you're looking for quality items at great prices, or if you're just in the mood to browse, visit CAPTAIN's Treasures. Experience the joy of finding hidden gems while knowing your purchases make a difference. Together, we can support and uplift our community through the power of giving and sharing.

2023 IMPACT

Treasures raised **over \$400,000** to reinvest in CAPTAIN CHS' programs and services

PATHWAYS TO EMPOWERMENT

PROGRAMS

Family Development

Getting Ahead

Staying Ahead

Our mission goes beyond providing immediate relief at CAPTAIN CHS; it's about empowering individuals and families to move from crisis to self-sufficiency. Central to this mission are our Family Development and Getting Ahead programs, which are designed to support, guide, and transform lives by fostering self-reliance and stability.

Building Relationships and Restoring Hope: Family Development

Family Development is at the heart of our empowerment-based mentoring approach. This program pairs volunteer mentors with individuals and families, creating a partnership grounded in mutual respect and support. Our mentors play a crucial role in offering guidance, advocacy, and practical assistance, helping participants restore their sense of hope and independence.

Mentors provide valuable support in various areas, including: financial literacy counseling, budgeting, navigating community services, and life skills development.

Through these activities, mentors become a lifeline for those in need, offering not just advice but a compassionate ear and steadfast support during challenging times.

Getting Ahead and Staying Ahead: A Pathway to Stability and Growth

The Getting Ahead program complements our Family Development efforts by providing a structured, weekly group workshop aimed at stabilizing participants' situations and building resources for a better future.

This program is designed to help individuals assess their current resources, identify areas for growth, and develop a personalized plan for moving toward self-sufficiency.

By participating in Getting Ahead, individuals learn to shift from mere survival to thriving. They build healthy relationships, create a vision for their future, and develop the confidence and capabilities needed to achieve their goals.

Graduates of Getting Ahead are invited to join Staying Ahead, a peer support group where members plan their own activities and programs and find a safe, supportive space to continue their path to self-sufficiency.

Transforming Lives Together

At CAPTAIN CHS, our Family Development and Getting Ahead programs represent more than just services—they're transformative experiences that empower individuals and families to take control of their lives and build a better future. Through mentorship, practical support, and targeted workshops, we're committed to helping people overcome barriers, achieve their aspirations, and ultimately, become self-sufficient.

Together, we're not just addressing immediate needs but fostering lasting change and resilience in our community.

2023 IMPACT

17 dedicated mentors provided **nearly 800 hours of support** to **20 individuals and families**, walking hand-in-hand toward a brighter future

Participants attended **over 30 sessions** of Staying Ahead and Money Matters financial literacy

12 individuals graduated from the Getting Ahead program, meeting their personal goals and heading toward self-sufficiency



Celebrating Our Unsung Heroes: Family Development Mentors

At CAPTAIN CHS, we deeply appreciate the invaluable role of our volunteer mentors in the Family Development program. These remarkable individuals are much more than guides—they're essential members of our mentees' Dream Teams. They stand by their side, helping them navigate challenges, set personalized goals, and journey towards success.

Our mentors offer unwavering, non-judgmental support, providing encouragement and valuable insights to address both personal hurdles (such as procrastination or fear) and community obstacles (like job applications or securing affordable childcare). Their dedication often fosters profound personal connections and sparks transformative change.

Family Development mentoring is truly an act of extraordinary compassion. Our mentors pour their hearts into their work, showing endless empathy and generosity, especially during the most challenging times in their mentees' lives. For some, mentors may be the only positive adult relationship they have. They guide and support individuals and families in myriad ways: from teaching financial literacy and credit repair to helping set and achieve personal goals, securing better job opportunities, and navigating complex social services and legal systems.

A mentee's heartfelt letter beautifully illustrates this impact:

"I love you. No words can explain how deeply I value and appreciate our time together and your style of teaching. Knowing you has made me believe that maturing, changing, healing, and growing is possible (and probable!) for me."

Mentoring is more than an opportunity; it is a profoundly rewarding challenge. If you are passionate about making a real difference and helping others achieve their goals, we invite you to join us in this mission. Together, we can empower individuals to build a brighter future for themselves and their communities.

THE HEART OF CAPTAIN CHS: VOLUNTEERS

PROGRAMS

Volunteer Program

Volunteer Income Tax Assistance

At CAPTAIN CHS, our mission to lift people up and build brighter futures is powered by the dedication of our volunteers. In 2023, 315 volunteers donated an incredible 26,296 hours of their time, proving that the heart of our organization beats strong because of their unwavering commitment.

Volunteers are the lifeblood of our efforts, touching the lives of countless individuals and families in our community. From transporting seniors to critical medical appointments to assisting youth with their algebra homework, our volunteers provide essential support that makes a tangible difference in people's lives.

These seemingly small acts of kindness have a tremendous impact. For a senior without family nearby, a volunteer's visit might be the highlight of their week, a vital connection that reduces feelings of isolation and loneliness. For a family in urgent need of food, volunteers in the food pantry ensure that everyone who comes through our doors in need receives not just food, but also a warm, supportive environment.

Because of the compassion and commitment of our volunteers, families in our community have found not just emergency food and hygiene supplies, but the support they need to move from crisis to self-sufficiency.

Thanks to our volunteers, children have access to free summer meals and holiday gifts, ensuring that no child goes hungry or without the joy of the holiday season. And it's because of dedicated volunteers that seniors can age gracefully in the comfort of their own homes, maintaining their independence and quality of life.

Our volunteers aren't just contributors; they're change-makers. Their tireless dedication and generous gift of time, talent, and treasure make our world a brighter place every single day. We're endlessly grateful for everything they do, not just in the spring but throughout the entire year.

Empowering Financial Stability: The Impact of VITA Volunteers

A vital component of our volunteer efforts is the Volunteer Income Tax Assistance (VITA) program. VITA volunteers provide crucial support to low-to-moderate income individuals and families by offering free tax preparation services. This program helps clients navigate the complexities of tax laws, ensuring they receive the maximum refund possible and avoid costly errors. VITA volunteers undergo comprehensive training to become certified tax preparers, equipping them with the knowledge and skills needed to handle a variety of tax situations. Their expertise is invaluable, especially for those who might not otherwise have access to affordable tax assistance.

2023 IMPACT

315 active volunteers collectively contributed an impressive **26,296 hours of service** to our community

VITA volunteers assisted **466 individuals and families** with their tax preparation needs

A Story of *Transformation*

Raising children is never easy, but for one mother, the journey was especially challenging. She has spent the last two decades raising two children with developmental disabilities, guiding them through the ups and downs of life, always with the hope that one day they'd be ready to take their first steps toward independence. Now, in their 20s, that day has finally arrived.

With determination in their hearts and the support of their devoted mother, the two young adults recently found apartments near their family home. Excitement filled the air, but as they prepared for this new chapter, they realized that they lacked the basic necessities to make their apartments into true homes. They reached out to our Family Assistance program, hoping for a little help.

Our staff immediately sprang into action. The family needed beds, dressers, and other essential furniture to move into their new apartments. Thanks to our partnership with the Harvest Program, our staff were able to secure the furniture they needed. Two dedicated volunteers loaded up a truck and brought the furniture back to CAPTAIN CHS, where the family met them with a U-Haul.

As the family loaded the furniture into the U-Haul, our staff realized there was more CAPTAIN CHS could do. They saw that the family qualified for the Food Pantry and, knowing the challenges ahead, suggested they stock up on groceries for their new homes. Three food orders were quickly assembled—one for each household. The family's worries about their next meal were put to rest, and they now had one less thing to worry about.

But the team at CAPTAIN CHS weren't done yet. The young adults, both of whom work at a local fast-food restaurant, had been walking to and from work, as driving isn't an option for them. The staff saw an opportunity to make their lives a little easier. They fitted each of them with a bike and helmet through the Bike Works program, and soon, those bikes were loaded onto the U-Haul alongside the furniture and groceries.

To ensure the new apartments felt like home, staff also provided the family with vouchers to CAPTAIN's Treasures. These vouchers would allow them to pick out household items, adding the personal touches that make a space truly their own.

What started as a single request for furniture turned into a comprehensive effort to support this family in multiple ways. In just one visit, CAPTAIN CHS staff were able to provide this low-income family with assistance from four different services: Harvest Furniture, the Food Pantry, Bike Works, and Treasures Vouchers.

The success of this visit was made possible because all of these vital services were available right there at CAPTAIN CHS. Having everything in one place allowed the staff to respond quickly and effectively, ensuring that this family didn't have to wait or travel from place to place to get the help they needed. CAPTAIN CHS truly has the opportunity to be a one-stop resource for those in need, offering a comprehensive support system, albeit often under many different roofs.

This story is a testament to what can be achieved when a community comes together. It's about more than just providing furniture, food, or bikes; it's about giving families the tools they need to thrive, to become independent, and to start new chapters in their lives with hope and dignity. As the U-Haul pulled away, filled with the essentials for a fresh start, the mission was accomplished, and a family was ready to begin their journey toward independence.

CELEBRATING COMMUNITY AND EXCELLENCE

On July 20, 2023, the Prime at Saratoga National Golf Club was transformed into a vibrant celebration of community, artistry, and philanthropy at CAPTAIN Community Human Services' *An Unbridled Affair gala*. This highly anticipated annual event not only gathered distinguished guests but also celebrated significant contributors and honorees who embody the spirit of giving and excellence.

A Whirlwind of Festivities

The evening began with a lively cocktail hour featuring a Silent Auction and specialty cocktails from One With Life Tequila and Spritz Almare Italy. The soulful tunes of Jay Yager and Chris Dollard created an electric atmosphere, while guests met the charming Kid Blast and Broadway Straight, two remarkable horses with their own stories.

The excitement continued with a delightful dinner and engaging program. Emcee, Board Member, and Spectrum One News Anchor Dan Bazile and Board President Kate Gurley gave a heartwarming introduction.

A highlight of the evening was the unveiling of a stunning oil painting of War Dancer by Jessica Leonard.

Honoring Exceptional Contributions

The gala's program continued with the presentation of honors to outstanding entities and individuals who have made notable contributions to the community:

DeCrescente Distributing Company was recognized for its unwavering commitment to community betterment. With a legacy of 75 years in the beverage and snack distribution industry, DeCrescente has consistently supported local nonprofits, including CAPTAIN CHS. Their annual Toys for Toga fundraiser is a testament to their dedication to improving the lives of local children during the holiday season.

Therapeutic Horses of Saratoga, Inc. was celebrated for their innovative work transforming retired racehorses into therapy horses, offering a unique path to healing for those in need, including service members.





Thoroughbred Stallion War Dancer captured hearts with his charisma and storied career. A Racing Hall of Fame Inductee and 2009 Horse of the Year, War Dancer has become a beloved figure at Sugar Plum Farm, where he continues to charm guests and contribute to the farm's success.

An Evening to Celebrate Philanthropy

The night featured a spectacular acknowledgment of Jersey Mike's and local owner Jonathan Trager. In 2023, Jersey Mike's Day of Giving raised an impressive \$127,942.39 for CAPTAIN CHS with the support of 14 participating locations across the Capital Region, North Country, and Mohawk Valley. This remarkable donation helped fund vital programs for local youth, families, and seniors. The Day of Giving continues to be a testament to the generosity of both the local shops, their staff, and their customers.

Recognizing Our Honorary Chairs

The evening also recognized Honorary Chairs Betty and Bill Casey. High school sweethearts with deep roots in upstate New York, the Caseys have been integral to CAPTAIN CHS' success since the agency's beginnings through their dedicated volunteer work and unwavering support.

The 2023 *An Unbridled Affair* gala was a night of enchantment, celebrating the magic of community and the incredible impact of CAPTAIN CHS' mission. The event sparkled with joy, camaraderie, and a shared commitment to making a difference, leaving everyone with unforgettable memories of a truly extraordinary evening.

OUR GEOGRAPHIC RANGE OF PROGRAMS

LOCAL PROGRAMS

Camp CAPTAIN Cares Shenendehowa School District
CAPteens Youth Empowerment and Leadership Shenendehowa School District
Cheryl's Lodge Outreach Center Southern Saratoga County
Homework Help Shenendehowa School District
Peace Camp Shenendehowa School District
Senior Citizen Services Southern Saratoga County
What's Cookin' Shenendehowa School District
Community Education Programs Clifton Park & Halfmoon
High School Equivalency Southern Saratoga County
Adopt-a-Family Burnt Hills-Ballston Lake, Shenendehowa, and Gloversville School Districts
Job Assist Burnt Hills-Ballston Lake & Shenendehowa School Districts
School Supplies Burnt Hills-Ballston Lake & Shenendehowa School Districts
Care Links Ballston, Ballston Spa, Burnt Hills, Charlton, Clifton Park, Halfmoon, Malta, & Mechanicville
Wellness Express Ballston, Ballston Spa, Charlton, Galway, Malta, Milton, & Providence

SARATOGA COUNTY PROGRAMS

Bike Works
Coats for CAPTAIN
Community Service
Family Assistance
Family Mentoring
FEASST
Free Summer Meals
Getting Ahead and Empowerment Workshops
Holiday Meal Baskets
Karyl's Kupboard Emergency Food and Hygiene Pantry
Staying Ahead
Toy Shop

REGIONAL PROGRAMS

Safe Harbour Anti-Trafficking Program Saratoga & Schenectady Counties
Solutions to End Homelessness Program Saratoga, Fulton, & Montgomery Counties
Street Outreach for Homeless Youth Saratoga, Fulton, & Montgomery Counties
Volunteer Program Saratoga, Fulton, & Montgomery Counties
Homelessness Prevention and Intervention Saratoga, Hamilton, Warren, & Washington Counties
CAPTAIN's Treasures Capital District
Runaway and Homeless Youth Shelter Capital District
Supportive Housing for Homeless Youth Apartments Capital District
Volunteer Income Tax Assistance Capital District
Family Support Services Albany, Fulton, Herkimer, Montgomery, Rensselaer, Saratoga, Schenectady, Schoharie, Warren, & Washington Counties

41% of our operating revenue comes from the support of families, businesses, foundations, and supporters like you through your generous donations and shopping trips at CAPTAIN's Treasures. This work would not be possible without the kindness and commitment of the community that surrounds us.

OUR FINANCIALS

Consolidated Statement of Financial Position

Assets		Liabilities	\$655,926
Cash and cash equivalents	\$797,135	Net Assets	
Receivables	275,924	Without donor restrictions	2,769,634
Prepaid expenses	35,216	With donor restrictions	25,000
Investments	1,350,938	Total Net Assets	\$2,794,634
Right of use assets	214,547	Total Liabilities and Net Assets	\$3,450,560
Cash surrender value of life insurance	84,597		
Fixed assets, net of depreciation	692,203		
Total Assets	\$3,450,560		

Consolidated Statement of Activities and Changes in Net Assets

Support and Revenue	Without Donor Restrictions	With Donor Restrictions	Total
Government contracts and fees	\$2,018,897		\$2,018,897
Contributions and grants	922,164		922,164
Sales at CAPTAIN's Treasures	595,744		595,744
Special event revenue	178,993		178,993
Interest and dividend income	43,431		43,431
Other income, net	307,913		307,913
Total Support and Revenue Before Gains on Investments & Other Assets	\$4,067,142		\$4,067,142
Realized and unrealized gains on investments and other assets	\$62,214		\$62,214
Total Support and Revenue	\$4,129,356		\$4,129,356
Operating and Supporting Expenses			
Program expenses	\$3,141,029		\$3,141,029
Stewardship and administration	585,915		585,914
Development	256,315		256,315
Total Operating and Supporting Expenses	\$3,983,259		\$3,983,259
Change in Net Assets	\$146,097		\$146,097
Net Assets at Beginning of Year	\$2,623,537	\$25,000	\$2,648,537
Net Assets at End of Year	\$2,769,634	\$25,000	\$2,794,634

HOW YOU CAN MAKE A DIFFERENCE

Donate Now

Make an immediate impact with your gift.

Volunteer

Share your time and talents to help those in need.

Give in Tribute

Honor or remember a loved one with a meaningful gift.

Purchase Wish List Items

Support programs by buying needed items.

Plan a Legacy Gift

Leave a lasting impact with a planned donation.

Donor-Advised Funds

Contribute through your donor-advised fund.

Seasonal Giving

Join our holiday giving efforts to spread cheer.

Fundraiser

Organize a fundraiser to raise money and awareness.

Host a Drive

Collect food or hygiene products to stock the pantry.

Become an Event Sponsor

Support one or more of our many signature events.

Contact Us Today

Not sure where you can make the biggest impact?
Contact us to find out how you can become a hero and
change-maker in our community!



CAPTAIN Community Human Services

Glenville Administrative Office | 543 Saratoga Road, Glenville, NY 12302 | 518.399.4624

Clifton Park Program Office | 5 Municipal Plaza, Suite 3, Clifton Park, NY 12065 | 518.371.1185

CAPTAIN's Treasures Next-to-New Shop | 1705 Route 9, Clifton Park, NY 12065 | 518.383.1788

Cheryl's Lodge Outreach Center | 25 Fern Lane, Clifton Park, NY 12065 | 518.373.8873

Gloversville Office (East Fulton) | 31 East Fulton Street, Gloversville, NY 12078

Gloversville Office (Broadway) | 11-21 Broadway Street, Gloversville, NY 12078

Runaway and Homeless Youth Shelter | Confidential Location, Malta, NY | 518.584.6042

Saratoga Springs Office | 1 Freeman Lane, Saratoga Springs, NY 12866



CAPTAIN
Community Human Services

For more information, visit our website, CAPTAINCARES.ORG