

Forming Partnerships and Addressing the Needs of the Community

Take a deep breath! We have five new programs at Bethesda House!

In partnership with Schenectady Municipal Housing Authority and Schenectady County Public Health Services, we opened a **satellite food pantry** in the 12308 zip code, known as a food desert. A food desert is an urban area in which it is difficult to buy affordable or good-quality fresh food. Many impoverished people in Schenectady's community live in food deserts in which food can be purchased at corner stores but none of it is healthy.

> Our satellite client choice food pantry, located in Yates Village, is open every Thursday and offers nutrient dense food items, nutrition education and cooking classes led by Cornell Cooperative Extension, has CDPHP and Fidelis Care Insurance Representatives on-site to assist in obtaining insurance, answer benefit questions, and assist with enrollment. In addition, our Social Work staff are on site to work with individuals who are in need of primary care and/or mental health services.

Our **Certified Alcohol & Substance Abuse Counselor** program is directly linked to Schenectady County Department of Social Services. Staff work with individuals regarding all aspects of substance abuse including attendance of court hearings, engagement in outpatient and inpatient treatment facilities and aftercare.

Under the Alliance for Better Health Care, Ellis Hospital, Bethesda House has implemented two separate programs designed to support the reduction of **Emergency Department utilization and Integration of Primary Care and Behavioral Health services.** The Alliance for Better Health Care is a collaborative network of more than 2,000 providers and community-based organizations who are partnering to transform how health care is delivered in our region, with a focus on Medicaid members and uninsured individuals.

Thank you to current Board Member and former Executive Director of Saratoga County Rural Preservation Company, Budd Mazurek, who implemented a **Veteran Mentoring Program** at Bethesda House. Budd meets with Vets two days a week and provides referrals to a wide range of services. This comprehensive, no appointment necessary program is well received in our community.

Our growth and implementation of new initiatives is indicative of the many needs of our community. How fortunate are we that area providers work together and form partnerships to address the needs of the homeless and impoverish citizens of Schenectady County.

> Lighthouse resident Paul B. shares a hug with Assistant Director of Residential Services, Crystal Thatcher.

Volunteer, Claire Racicot

Kevin McCormick, LCSW

A MESSAGE FROM THE EXECUTIVE DIRECTOR

Welcome to the Fall/Winter edition of the Beacon!



have had quite a year researching and developing new initiatives that will enhance current services and give us the ability to enrich and stabilize a greater number of homeless and impoverished people in our community. I'm proud of the dedication of Bethesda House's staff and volunteers who continue to work hard, be flexible and accessible, and are passionate to live our mission and serve the most vulnerable people in our community.

Social work and case management services along with accountability combined with the determination and hard work of our homeless guests completes the formula for success! In our 2015-16 funding year, homeless adults in Bethesda House's social work and case management programs achieved the following results:

- ► 1,981 obtained stable housing
- ► 1,324 obtained crisis case management and a support system
- > 216 obtained social work mental health stabilization

Our Day Program Drop-in Center has seen a decrease in the number of people returning for services, but an increase in the number of people that need our essential living services for the first time. During 2015-16, our staff and volunteers provided clothing, food pantry access, a daily meal, hygiene kits, laundry facilities, showers, a secure environment, telephone, and mailbox services to the homeless and impoverished citizens in Schenectady County.

- ► 4,955 obtained basic living needs
- ► 2,424 first time guests
- ► 2,945 homeless guests

Our Residential Program staffs' guidance and support through case management and life skills services enforce the strength of this critical agency program. Formerly chronically homeless individuals are permanently housed and they work on their individualized service plans to further stabilize their lives, and build social skills. Our Veterans transitional housing program, in partnership with the Veterans Administration, provided housing and services to 14 veterans during our 2015-16 year.

Within our newsletter, you will read about our growth in services and the special souls we work with everyday. We have a wonderful year ahead with our new programs and staff. I hope you'll be as enthusiastic with our progress as we are and be proud that it is your support that enables us to move obstacles and address social injustice.

Many Blessings to you and your family and friends during this holiday season!

Kimarie A. Sheppard

Bethesda House

Is an interfaith ministry to the homeless, disabled and economically disadvantaged citizens of Schenectady County, building a just, hospitable and inclusive community one person at a time by affirming the dignity and addressing the needs of each guest entering this House of Mercy.

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Growth for Schenectady County: A Group Effort and Collective Benefit

By Caroline Codd

The holiday season and the New Year are a time for new beginnings, growth, and anticipation for all that is to come. We look forward to this season for the deep wave of gratitude that overcomes us as we plan for the future. It is from this deep-seated place of peace that we plan to aid the chronically homeless during one of the most anticipated changes to Schenectady County – the Rivers Casino.

The Rivers Casino has the potential to provide much-needed and well-planned economic growth not just for this county, but for its community. It has the potential to bring jobs, entertainment, vibrancy, visitors, and attention to this community we call our home; **a community where Bethesda House has built our House of Mercy.** From the art that lives at Proctors, to the meals shared at local restaurants, to the drum circles at Jay Street, our corner of the capital region has a lot to offer – Schenectady County has the potential to be great.

However, even if Rivers Casino delivers the prosperity it has been designed to give, this will only be part of the solution. If we do not proactively integrate the plight of the impoverished and chronically homeless into this anticipated growth, we will have ignored a crucial part in creating a community that is welcoming and beneficial to all who call it home – regardless of age, race, employment, or socioeconomic background.

Economic growth is not the means to an end for homelessness. In fact, if ignored, it can often exacerbate the problem. As we know, there are a variety of factors that lead to homelessness aside from poverty or socioeconomic status. Mental health, tragedies, and sudden uprooting of stability can leave individuals and families on the streets or in unstable housing for any extended period of time. This means that even in times of economic prosperity when jobs are increased and salaries are stabilized, there are still those left at risk of falling through the cracks, desperately playing catch up with rising housing costs.

Richer states have consistently had higher homelessness rates.¹ Even with job stability and raises in minimum wage, income gaps in New York continue to grow while affordable housing options stagnate. This is why Bethesda House's Housing First model is key to providing the most at-risk chronically homeless persons with the stability and support they need to participate in and contribute to a growing economy.

As we move forward into this year of anticipated growth for our community, it's a time for excitement and gratitude, but also a crucial moment to place emphasis on the importance of resource allocation. Bethesda House believes in the rehabilitating possibilities of providing autonomy through resources and support, which is why our doors are never closed to those who need the smallest aid from a hot meal to larger projects such as GED preparation. With the support and voice of you, our loyal and giving community, we can create a Schenectady County that is a thriving, giving hope for all who pursue the opportunity of a better life.

¹ https://www.bostonglobe.com/2016/08/24/ poverty-drives-homeless-ratesfast/1fvvSKgNUg4I5TfqbdEGrM/story.html











Photos:

- Margaret and Paul W.
- 2 Jon B.
- **3** Chris and Colleen
- **4** LatonJa L. and Liberty resident, Angel M.

"The life of a man consists not in seeing visions and in dreaming dreams, but in active charity and in willing service "

Henry Wadsworth Longfellow

A Call for Volunteers

olunteerism benefits both society and the individual by strengthening trust and solidarity. Every small interaction with someone is an opportunity to have a positive impact on both lives. Please consider joining our team.



Steven O.

Bethesda House, a non-profit 501 (c) 3 agency, provides a wide range of basic living, case management, social work, and residential services to Schenectady County's homeless and impoverished citizens. Within the last five years we have implemented and developed our literacy, nutrition, and health education programs as well as create innovative initiatives to address food deficits and insecurity.

YOU can join our Literacy Program, which is designed to identify an individual's educational level and help prepare and build confidence to ensure each person is successful in their subsequent GED program. Our goal is to have a team of volunteers to tutor/mentor individuals and prepare them to graduate with a plan for their next step: college, trade school, and eventually move into the workforce.

Bethesda House's Food Program addresses nutrition, health, obesity, diabetes management, and life style changes to promote a healthier life style. We increased our



Union College Student Community Day

food program services to include transporting people to the grocery store, working with the store nutritionist, helping shoppers understand labels, and how to shop smart and stretch their food stamp dollars. Produce from our gardens are used in

our daily meals and are available for our residents to have and use in their individual meal preparations. We teach the process of preparing the land, planting, and tending the gardens with the goal of having a bountiful harvest.

Our call for volunteers is to increase our team so that we may continue to offer critical services which have already resulted in life style changes, improvement in health, and reduction in health care costs. Our education and food programs offer positive, real solutions to stabilize housing and give hope. There are many individuals and families who need someone in their life to help them succeed.

Please join us by contacting Tammara France, Administration Assistant, at (518) 374-7873, ext. 116 or adminasst@bethesdahouseschenectady.org.

Thank you for your consideration to become a member of our family and a positive force for change.



Union College Student Community Day



Volunteers Carmen Rodriguez Volunteer Lois Hayner and Tiffany Lora





Union College Student Community Day

Housing First, Drug Addiction, Mental Illness

ethesda House opened in 1992 and has since become an agency offering the most comprehensive variety of services which truly addresses all the needs of the whole person.

The *Housing First* model is the foundation of the Agency's programs. *Housing First* is an approach that offers permanent, affordable housing as quickly as possible for individuals and families experiencing homelessness and then provides the supportive services and connections to the community-based supports people need to keep their housing and avoid returning to homelessness. *It Works!* Within the



Michael M.

last 24 years, Bethesda House has housed and connected thousands of formerly homeless and chronically homeless people to services, in addition to working with landlords and tenants preventing hundreds of evictions.

The core of the Agency's essential and crisis services are located at our State Street building. Our housing case management team quickly engages in locating housing while the crisis and financial case management / social work team works with individuals to stabilize mental illness, substance abuse, and basic living needs while connecting to appropriate providers who determine the most appropriate treatment. We pride ourselves on a service rich environment with no appointments necessary especially in our social work – mental health department.

Bethesda House has strong relationships and partnerships with area providers. These collaborations allow for a comprehensive approach to stabilization. We have found that housing without wrap around services results in recidivism. Under the **Housing First** model, a person's housing is not in jeopardy if they refuse treatment.

In practice, what Bethesda House's staff have experienced is that providing wrap around case management and social work services helps to stabilize individuals during a longer-term process of possible engagement in formal treatment.

Housing First works; people with drug addiction and mental illness, with the help from qualified staff, can become stable and are encouraged to engage in services. Treatment is not contingent on continued housing; however, addressing the needs of the entire person is our ultimate goal.



Perseverance and Team Work Paves the Road to Stability

By Rachael Chabot

harlene S first came to Bethesda House four years ago after experiencing homelessness for over eight years, spending most of her time at group homes as a teenager. Battling schizophrenia with a public assistance income and without prescription medication, Charlene turned to alcohol and cocaine to quiet her mind, which quickly led to addiction. When she first walked through the doors of Bethesda House, she met with the case management team and the process to connect her to services began. However, it was hard to engage Charlene; she would frequently miss appointments and disappear for weeks at a time. Eviction was part of her life due to behaviors symptomatic of her

mental illness, she moved from one home to another, in search of solace and a safe place to calm her mind. She desperately wanted to change. When she was lucid, she could articulate how she wanted her life to be, but those moments were fleeting and the darkness of her drug addiction and mental illness rose in her eyes leaving a hole in any form of treatment for her.

Sadly, many agencies made the decision to discontinue work with Charlene; Bethesda House was not one of those agencies. Bethesda House's goal is to assist her in obtaining a stable source of income through the Social Security Administration. A secure, stable income will allow for more services including housing and stabilizing her mental health. Bethesda House's staff diligently and steadfastly stayed with the process even though Charlene would not be seen for weeks. Implementing our team approach, all case managers were alerted when Charlene came into the building. With each interaction, a small piece of the social security application was completed. It's been several months but the slow, methodical process of gathering information is near completion. Today, her application to have a stable source of income and, in turn have a stable life, is near. To be able to bring Charlene in from the streets and surround her with services that she is finally ready to embrace is our present from a higher power.



Bethesda House Donors: May - October 2016

McIlravey, Adam

Friend Up to \$100

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Thank You!

Bethesda House is grateful to these individuals who donated from \$1 to \$20,000. Your generosity allows us to continue our mission this Fall and Winter with helping others by providing for basic needs in an environment that encourages and supports positive life changes.

We thank you and look forward to another successful year. Every donor is important to us. Our goal is to list each person or organization as the donor wishes.

If your name does not appear as you would like it to, please contact Tammara France at either adminasst@bethesdahouseschenectady.org or (518) 374-7873 so we may correct our records.

A special Thank You to donors contributing through United Way, we are grateful that you chose to direct your donor dollars to Bethesda House of Schenectady, Inc. Thank you to donors who participate in the GE Match.

In-Kind Donors:

B.I's

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Reducing Medical Costs Without Sacrificing Patient Care

Bethesda House's Delivery System Reform Incentive Payment (DSRIP) programs offer services designed to further stabilize people in Schenectady County who access the medical system and are in need of primary care and behavioral health services. The framework of both programs consists of collaborating Social Work and Case Management services.

In the ED Triage program, our Case Manager will provide transportation for patients being discharged from the hospital and for individuals traveling to and from medical appointments. Our goal is to meet the needs of each person receiving medical attention. At the beginning of each scheduled shift, our Case Manager will assemble food bags, hygiene products, and blankets which will be given to clients when they are returned to their homes. We will stop at the pharmacy, as needed, review the discharge plans for follow up medical appointments, and conduct an environmental assessment to assure that the client is being left in a stable and safe situation. Client information will be given to the Social Work staff who will followup with the client within 24-48 hours to address any additional needs that have been identified.

Within the **Primary Care / Behavioral Health Integration** program, staff will connect individuals to appropriate medical services and other indicated providers. Our team engages individuals seeking service, completes a brief needs assessment, and immediately identifies and connects each individual to appropriate community resources. Staff remain connected with each individual during the entire treatment process, instituting treatment compliance support protocols.

Coordination of services in the community and integration of care is of primary concern. People experiencing homelessness may not have a primary care provider or be enrolled in health insurance. One of the benefits of connecting this population to primary care is providing more effective treatments without detracting from the quality of care. The emergency room is not designed for long-term health management whereas primary care providers are. By knowing the medical and behavioral history of the patient, a physician can make more educated decisions regarding

future treatments prompting the patient to stay in better compliance with future care. In relation to reducing costs, emergency room visits are more expensive than primary care visits; the former visit costs roughly \$1,000 while the latter average visit costs between \$100-\$300. Mandated by federal law, emergency rooms are required to treat anyone who enters. Most impoverished people have Medicaid or Medicare; this means that medical bills are paid by the state. If an individual uses the emergency room for an issue that could be treated by a physician, the state will ultimately be paying more money than necessary. By connecting this population to primary care providers, the number of emergency room visits will be reduced, thus saving tax payer dollars.

BETHESDA HOUSE HOLIDAY WISH APPEAL

It's time for Bethesda House's Wish Appeal! Each year we compile a list of gifts for friends and supporters in the community who wish to donate. Bethesda House gratefully acknowledges the generous gifts we receive that help us support the needs of so many. The items on our Wish List reflect our day-to-day needs. Donations are accepted between 9:30am - 4:30pm.

Day to Day

Food

- Non-perishable items
- Kitchen
- Spices, coffee, iced/hot tea, lemonade **Clothing**
- Gently used items for men/women Practical Shoes
- Fall/Winter Clothing/Dresses
- New Underwear and Socks

Adopt Our Food Pantry

A \$50 donation gives us \$200 in food products from the Regional Food Bank. A \$100 donation gives us \$500 in food products from the Regional Food Bank.

Adopt An Apartment

Visit bethesdahouseschenectady.org for details.

Gifts that Keep on Giving

Deferred gifts to Bethesda House can have a lasting effect on our future strength & sustainability. Please give serious consideration to:

- A bequest to Bethesda House
- A donation of a life insurance policy
- A gift of appreciated asset (stock, property)

Hygiene Products

• Regular and hotel size shampoo, deodorant, toothpaste, soap, razors and toothbrushes

Linens

- Sheets, towels, washcloths
- Blankets
- Seasonal
- Home Depot/Lowes Gift Card

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Bethesda House of Schenectady, Inc. Friends of Bethesda House/Profile Update/Gift

Name ____

Organization _____

Address

Daytime Phone _____

Fax _____

E-Mail

Enclosed is my contribution of \$_____(*Please make checks payable to Bethesda House*)

Credit Card: MC Visa AMEX Discover

No: _____

Exp. Date: ______ Sec. Code: _____

Signature: _____

Are you a GE Employee/Retiree? ____Yes ____No (Bethesda House is a GE Match Recipient)

Would you like to learn more about volunteer opportunities at Bethesda House? _____Yes _____No

You can also make donations using PayPal at www.bethesdahouseschenectady.org

FUNDRAISING

The mission of Bethesda House is embraced by staff, volunteers, and Board members. We actively fundraise not only to raise awareness of the services we offer to the homeless and working poor but to also achieve critical funding which directly supports our program services. **Fundraising** is essentially the lifeblood that allows us to grow and further develop our day program, case management and social work services. We are deeply grateful to our friends and benefactors who have given so generously this year.

Bethesda House's 6th Annual Fall Event was held on October 20, 2016 and what an event it was! Trivia Night with guest MC *AJ*, from Memorama Team Trivia, *memoranateamtrivia.com*, did an outstanding job keeping the evening interesting and fun. **A Very Special Thank You** to Robert Christoffel who gave the night's invocation, to Rick Mausert and Louise O'Leary who led the basket raffles, and to Sharran Coppola and Tammara France who made the night as wonderful as it was! The liveliness of the night was energizing!

Thank you to **Event Sponsors**: Margaret Crossley ~ in memory of Lynn Snyder, Genghis & Nahla Khan, Ralph Blackwood & Nancy Nicholas, Robert Christoffel~ in memory of Mary Christoffel, James & Lynn Grant, Alex & Christina Dell, Kevin McCormick, Susan Williams, Kevin & Jennifer Fogg, Paul & Delores Nelson, Lane Press of Albany, Inc., Sunmark Federal Credit Union, and Memorama Team Trivia - Owner Scott Grant.

Table Sponsors: Sharran Coppola, Gary & DonnaHartman, Tracy Prebish, Thomas Weiss, Richard& Eunice Werner, and the Islamic Center of theCapital District.

Our Honorary Committee: Keith & Patricia Barney, Ralph W. Blackwood, Barbara Blake, Susan Bouton, Canaday Sweepers, Inc., Sharran A. Coppola, Stephen & Abby Curro, Dr. Gary & Kathleen Dunkerley, Butch & Karen Fogg, Neil & Jane Golub, Alex Hallenstein, Darren Hallman, Leonard Herman, Mary F. Isabella, Ruth M. Kerr, Meredith A. Little, Marty's True Value Hardware, Rick & Kathy Mausert, Anne McGhee & Michele Armstrong, David & Alice McGhee, Edith Morlock, Louise O'Leary, David Olsen, John & Karen Sapone, Ellen Schultz, Martin Siegel, Kimarie Sheppard, Anna Ria Soellner, Terry J. Stroble, MJ Teresco, Congressman Paul D. Tonko, Christopher Trow, Barbara Vivier, Douglas Waddell, Richard & Eunice Werner, Andrew & Annie Wood, Ronald F. Zimmerman.

Thank you for being part of a great event and for your support and friendship to Bethesda House. Together we provide hope and light in the lives of our community's poor.









"Where there is charity and wisdom, there is neither fear nor ignorance."

St. Francis of Assisi







"Generosity is giving more than you can, and pride is taking less than you need." Kahlil Gibran