



2024

IMPACT

REPORT





## MISSION

*In recognition of the dignity and value of every human life, the mission of IPH, is to address the needs of the homeless and low-income community by providing a continuum of services to encourage self-sufficiency, empowerment, and stability.*

IPH is a leader in providing services to unhoused and at-risk individuals and families. IPH staff provide caring, compassionate, and person-centered care that meets each person's unique needs and helps them reach their goals.

IPH operates five year-round and seasonal shelters, several housing programs, and Community Connections which includes a day-time drop-in resource center, health and wellness services, and an employment program.



Dear Friends,

As we reflect on 2024, a milestone year marking 40 years of IPH's service to our community, we are reminded of the challenges and triumphs that shape our mission. Homelessness continues to impact more and more of our neighbors, and the reality is that many of us are only a few missed paychecks away from similar circumstances. Yet, in the face of these challenges, IPH remains steadfast in its commitment to showing up for those in need – and we are deeply grateful to be part of a community that shares this commitment.

Our donors, staff, volunteers, and partners continue to give generously of their time, hard-earned dollars, and expertise, ensuring that everyone who walks through our doors knows they are part of a community that cares. Together, we provide hope, dignity, and the opportunity for a fresh start.

In 2024, we grew strategically – investing in long-term supportive housing while ensuring that emergency shelter and other low-barrier services remained accessible to those in immediate need. As we head into the future, we'll continue adapting to our community's ever-changing needs, meeting people where they are, and respecting their unique goals, timelines, and paths forward.

This report highlights the milestones we achieved in 2024 – a year made possible through the collective support of people like you. Thank you for standing with us and helping to create a future where every neighbor can thrive.



Janine Robitaille



Carrie Hoffman

**Janine Robitaille**  
Chief Executive Officer

**Carrie Hoffman**  
President, IPH Board of Directors

## Board of Directors

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## Leadership

**Janine Robitaille**

*Chief Executive Officer*

**Kristen Giroux**

*Chief Operating Officer*

**Nadine P. Walsh**

*Chief Financial Officer*

**Bonnie St. Onge**

*Chief Development Officer*

# Shelters



*IPH's five year-round and seasonal shelters offer a safe, welcoming space for neighbors experiencing homelessness to find support and stability. With housing-focused case management and compassionate care, our shelters provide more than just a place to stay – they're a starting point for people to take steps toward lasting solutions.*

Meet Daleatha – better known as **Dolly** – a warm-hearted Albany native whose journey reflects resilience, compassion, and the power of community. After spending years in Florida working as a caregiver, Dolly returned to the Capital Region to

When she connected with IPH's Mercy House, Dolly discovered a haven that helped her regain her footing. Mercy House provided Dolly with a place to rest, eat, and feel secure – a crucial foundation during such a scary time. With IPH's support, Dolly accessed medical care, mental health services, and resources to pursue independent housing and employment. Soon, Dolly found a job working part-time at a local restaurant, where she brings her signature positivity and warmth to coworkers and customers alike.

Back at Mercy House, Dolly's kind and giving spirit shines through in everything she does. She welcomes new guests with encouragement, offers a listening ear, and helps others feel confident by assisting with their clothing hair or makeup. For many, Dolly is the big sister everyone needs during difficult times.

As Dolly continues her journey, she remains focused on finding stable housing and full-time employment. Her faith, determination, and connection to the community fuel her forward momentum. Dolly describes IPH as her family – a source of strength and hope – and she is deeply grateful for the organization's role in helping her and others navigate life's challenges.

In 2024, IPH provided **over 30,000 nights of shelter**, giving people facing homelessness a safe place to rest and rebuild. **168 guests moved from our shelters into a positive living situation** – 35 more than in 2023 – marking meaningful progress on their journey towards stability. Across our five shelters, IPH served over **76,000 meals**, providing nourishment, comfort, and the support needed to move forward.

support her own family. Though she had loved ones nearby, Dolly found herself without a place to stay during this significant transition.



# Community Connections



*From access to meals, clothing, and showers to housing assistance and health referrals, Community Connections is a welcoming hub where more than 1,400 neighbors find the resources they need to move toward stability and long-term success. As the home base for the Albany Ambassadors Employment initiative, Community Connections fosters connections, offers practical support, and empowers guests to take steps towards their goals.*

**Shirley** and **Eddie** arrived in Albany in the summer, hoping to build a new chapter in their lives. When housing wasn't immediately available, they stayed with their daughter – until she lost her job, leading to an eviction for the entire family. Suddenly without a place to call home, Shirley and Eddie leaned on each other for strength as they searched for stability.

After finding temporary shelter at IPH's Code Blue shelter, Safe Haven, they learned about our

Community Connections day-time drop-in center. There, the couple regained access to basic necessities like showers, meals, and laundry facilities – simple things many of us rarely think twice about but that profoundly impact a person's dignity and sense of self. Homelessness can be a deeply dehumanizing experience, stripping away the everyday comforts that help us feel whole. The services at Community Connections change that, ensuring every guest is seen, valued, and can reclaim a sense of normalcy, even in the face of hardship.

While at Community Connections the couple met Desiree, one of our dedicated case managers. Through her support, Shirley quickly navigated housing applications, secured necessary documents, and accessed vital resources. By December, Shirley and Eddie were moving into their own apartment – just in time to welcome the New Year – housed, warm, and hopeful for the future.



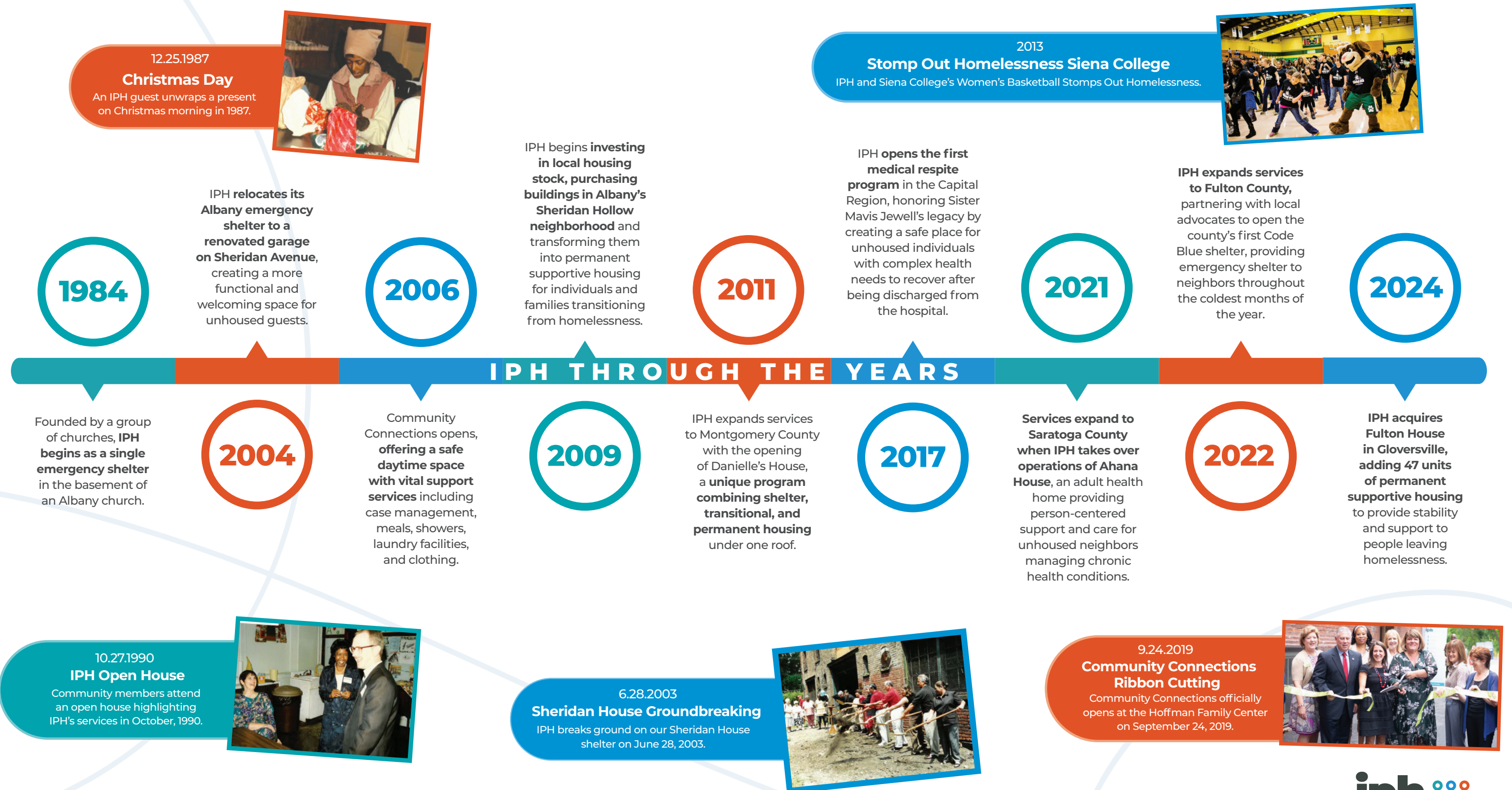
Last year **1,454 guests** found support at Community Connections, including **497 visiting for the first time**. **560 neighbors** accessed case management – **300 more than last year** – connecting folks to resources that build stability. With over **2,400 loads of laundry** and nearly **12,000 clothing pantry visits**, we provided over **\$126,000 in essential services**, helping neighbors meet basic needs with dignity.





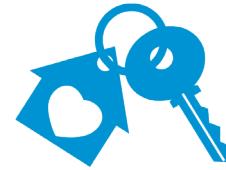
# 40 Years of Caring Fully

2024 marked IPH's 40th anniversary – a celebration of four decades of compassion, resilience, and unwavering commitment to our community. What began in 1984 as a single emergency shelter, has grown into a multifaceted organization spanning Albany, Fulton, Montgomery, and Saratoga Counties. From our humble beginnings, IPH has evolved into a dynamic force for change, providing comprehensive support for individuals and families experiencing or at-risk of homelessness. As we recognize this milestone, we honor our history, celebrate the strength of those we serve, and look ahead to building a future where everyone in our community has the opportunity to thrive. We invite you to look back at our journey and the milestones that have shaped IPH over the past 40 years into the organization you see today.





# Housing



his frostbite, we worked with medical professionals to ensure he received the care he needed. We also worked to find properly fitted shoes to protect his feet and support his mobility.

Over the next two years, Harold returned to Safe Haven – Gloversville each winter, and while he hadn't been able to secure permanent housing, he was actively engaged with our team and we focused on building trust and mutual respect, honoring Harold's pace and priorities.

Finally, in the spring of 2023, Harold was able to move into supportive housing at what is now known as IPH's Fulton House. With a safe place to call home, he began thriving in ways that reflected his resilience and determination. Harold took the lead on establishing healthier routines, improving his eating habits, securing health insurance, and addressing ongoing health concerns. His renewed sense of stability and self-worth has empowered Harold to advocate for his needs, and he no longer hesitates to ask for help when challenges arise.

Today, Harold continues to partner with his case manager as he navigates his journey. His progress is a testament to his persistence and strength, supported by the relationships and trust we built throughout years of collaboration. It's a story that reminds us of all that's possible when we provide our most vulnerable neighbors with the tools and encouragement to thrive.

IPH tenant, Lenny, holds the keys to his new apartment.

## 178 neighbors

found safe, supportive homes in IPH Housing last year. In 2024,

## 73 new tenants moved into IPH Housing,

gaining the stability needed to build their future.

With the addition of **50 new housing units**, IPH expanded access to permanent, affordable homes across communities.

*IPH Housing provides a foundation for individuals and families to build stability, independence, and a brighter future. With over 100 housing units, an adult health home, and a range of supportive services, IPH housing offers compassionate solutions for people exiting homelessness across Albany, Fulton, Montgomery, and Saratoga Counties.*

Harold's journey with IPH began over four years ago when he first connected with our seasonal Safe Haven – Gloversville shelter. At the time, he was navigating life on the streets, which had taken a toll on his health, including severe frostbite on his feet. Recognizing his determination to move forward, our team stepped in to support Harold in overcoming his immediate challenges and charting a path toward long-term stability.

From the beginning, Harold was in the driver's seat. IPH staff served as navigators, helping Harold identify resources and offering guidance. When Harold expressed discomfort due to





# Expanding Housing Options

*Stable housing is the foundation for a thriving life, and the fall of 2024 was a transformative season for IPH. We significantly expanded our permanent and supportive housing options, doubling the number of units we own and operate. With the addition of 50 new apartments, more individuals and families have a safe and welcoming place to call home. These homes come with person-centered wraparound support for tenants to build stability, regain independence, and create a brighter future.*

**In Gloversville, IPH opened Fulton House,** creating a welcoming and supportive home for 47 adults who've experienced homelessness. Each tenant has a private, furnished room to call their own, along with shared kitchens, bathrooms, and community spaces that foster connection and belonging.

**In Albany's Sheridan Hollow Neighborhood,** we completed renovations on a three-unit building housing families facing chronic homelessness. These homes provide much needed stability, offering more than just a roof overhead but also compassionate case management for all members of the family unit.

Across all IPH Housing, our case managers work closely with residents to address challenges before they lead to housing instability. From life skills development and



employment support to healthcare access and social connection, we ensure tenants have the tools and resources they need to maintain their housing and move forward with confidence.

IPH is proud to continue investing in these long-term solutions while balancing the need for critical care like emergency shelter beds. Expanding affordable and supportive housing is vital, and none of this would be possible without the dedication of our community partners, whose investment in these programs, coupled with the hard work of our staff and the people we serve, is building a stronger community for us all.



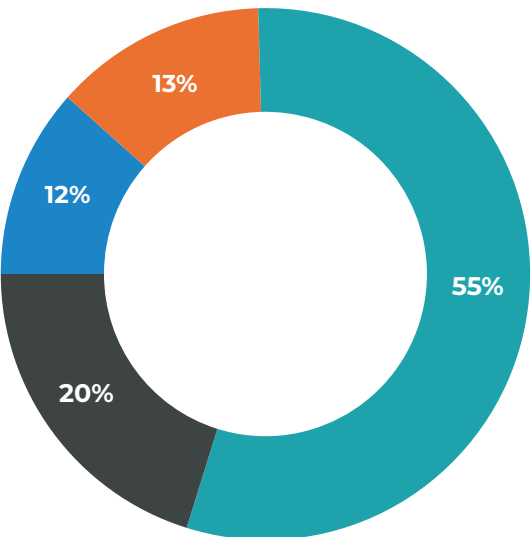
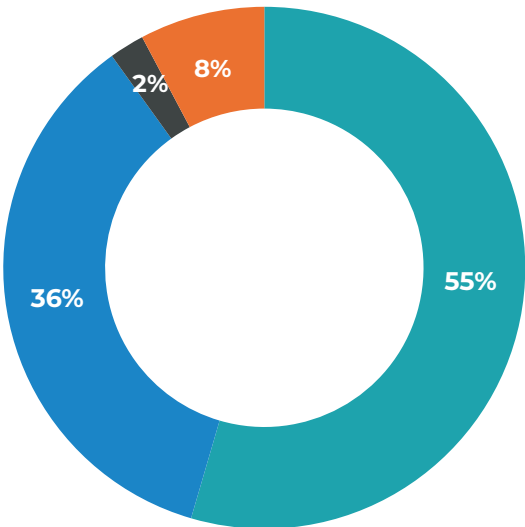
# 2024 Financial Highlights\*

## INCOME

\$9,519,680

Government Grants	\$5,190,910
Private Grants and Donations	\$3,383,604
Rental	\$207,107
Other**	\$738,059

\*\*Other includes interest income, misc fee income, Albany Ambassador Employment Services, management fees for Gloversville



## EXPENSES

\$8,523,882

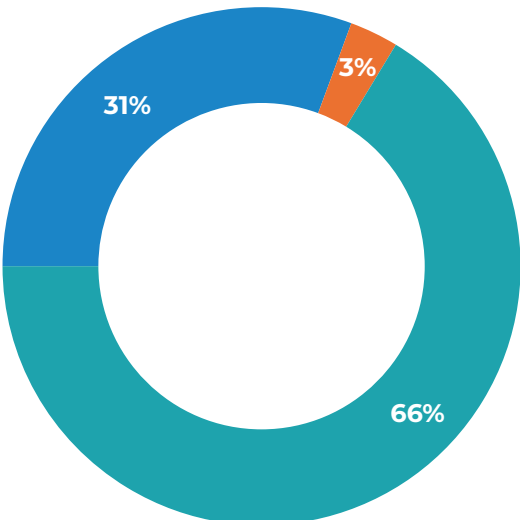
Shelters	\$4,709,214
Community Connections	\$985,696
Housing	\$1,108,275
Administrative	\$1,720,697

## FUNDRAISING ALLOCATED

\$3,383,604

Shelters	\$2,244,043
Community Connections	\$1,036,625
Housing	\$102,936

\*Unaudited





# GIVE WITH PURPOSE

## Change Starts with YOU



### Key Club

Key Club is an incredible community made up of compassionate people – just like you! - whose monthly gifts provide consistent, sustainable support all year long.



### Planning Your Legacy

A bequest from your will or living trust ensures the long-term success and sustainability of IPH programs, helping your neighbors facing homelessness for years to come.



### Gifts of Stock

Donating stock or mutual funds to IPH powers our life-changing programs while providing you with a tax deduction and eliminating capital gains tax on appreciated assets.



### Donate In-Kind

Donating hygiene items, clothing, meals, and more ensures stability for our guests. Bonus points: rally your network to help coordinate a donation drive to benefit your unhoused neighbors!

## AMPLIFY Your Impact



### Match Your Gift

Employer-matched giving maximizes support for the causes you care about. Check with your Human Resources or Community Relations department to see if your employer matches gifts to grow your impact!



### Community Donations

Engage your church, workplace, or group to pool resources, expand your reach, and support larger initiatives for lasting impact.



### FUNdraising

Start a Facebook or Instagram fundraiser for IPH to celebrate a special occasion or host a creative event. Share the link and invite your network to join in and make a difference!

**Ready to get involved? We would love to hear from you!**



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### Give by mail or online anytime

IPHNY, Inc.  
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176 Sheridan Ave, Albany, NY 12210  
[www.iphny.org/donate](http://www.iphny.org/donate)





*"I'm grateful for food, a shower, and a place to sleep. The staff is always there for me – telling me I can do this and keeping me on track. That makes me happy."*

*— Shanice, IPH South Ferry House Guest*



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