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518 GREAT

see pg. 24

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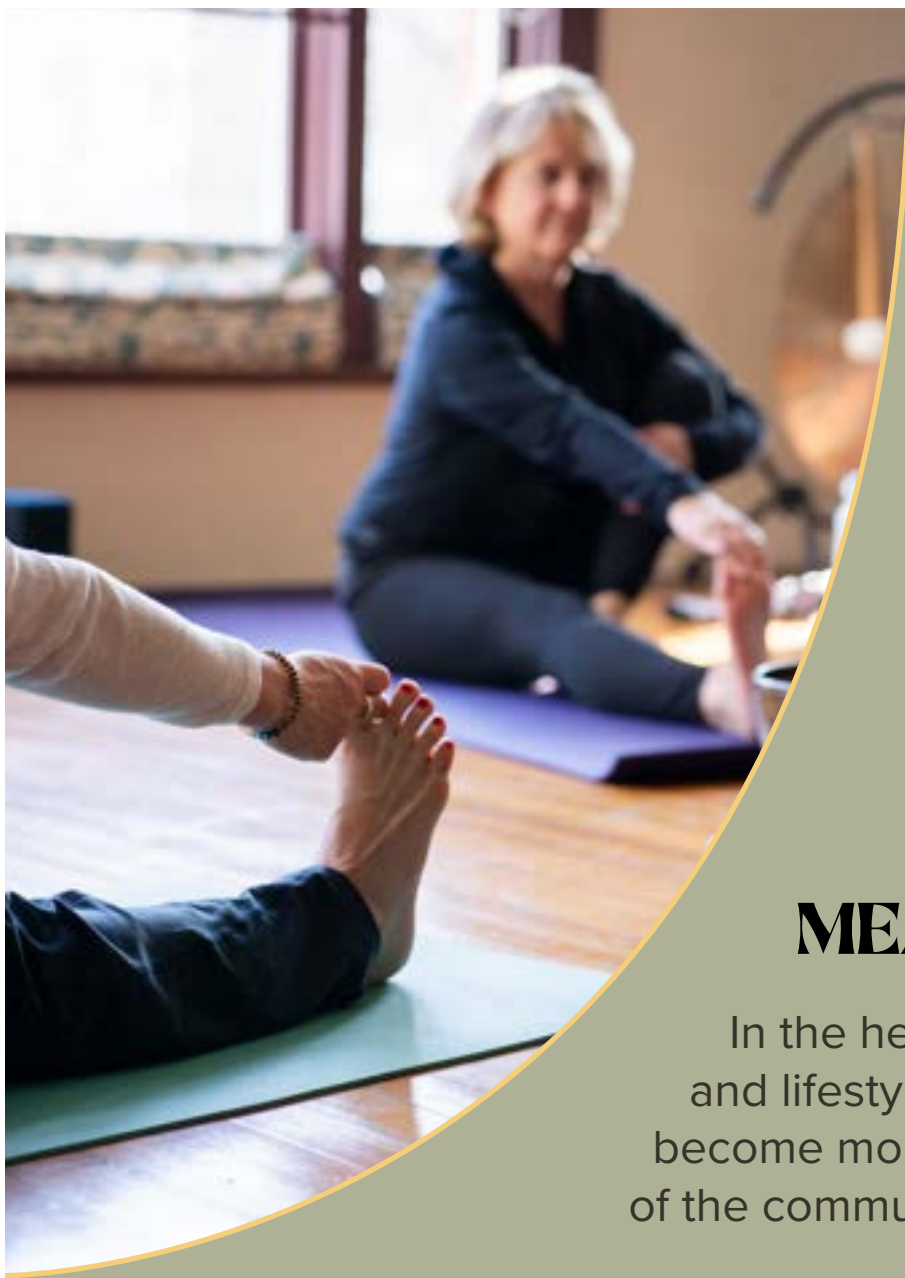


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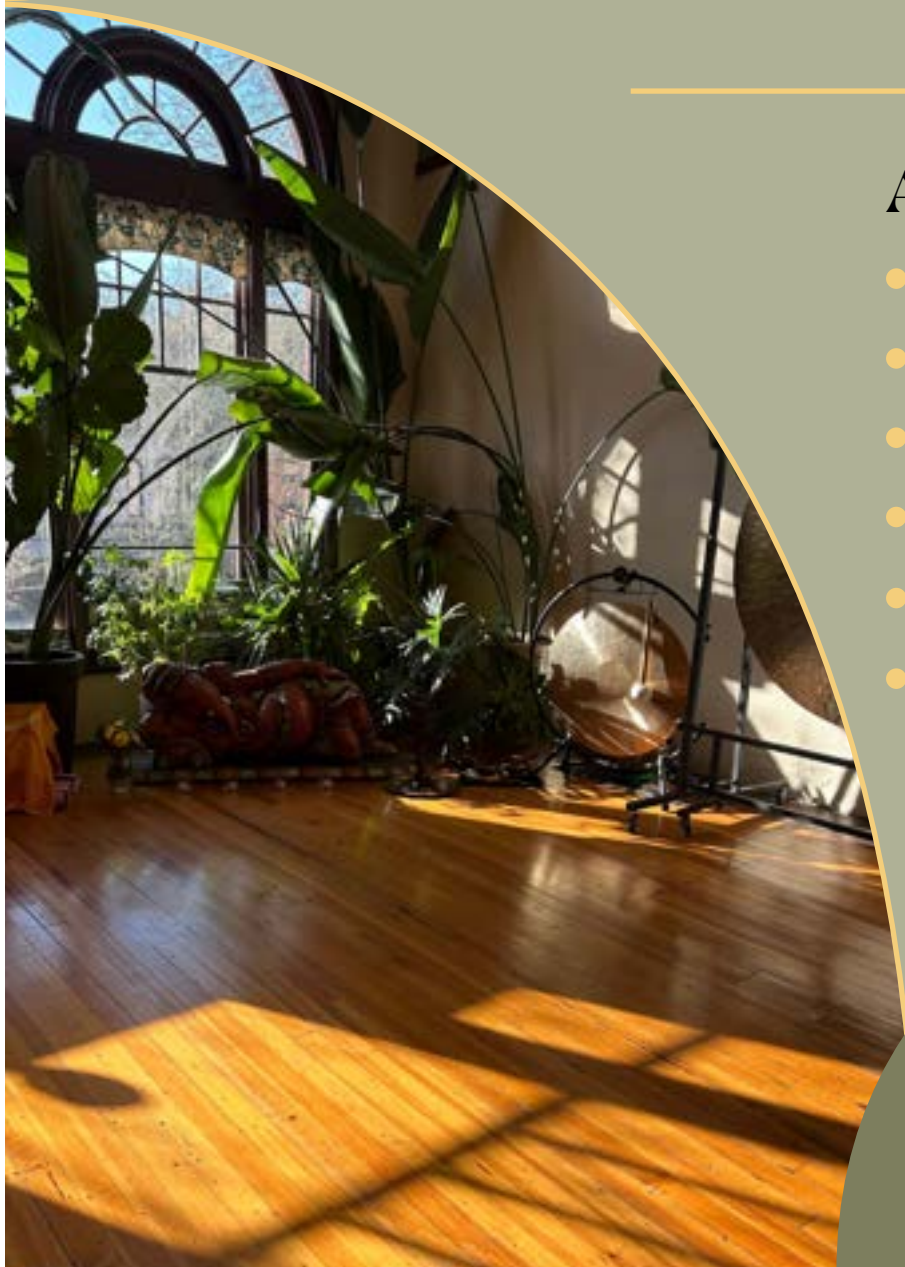


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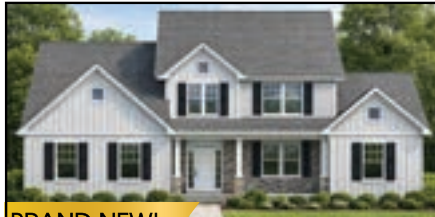


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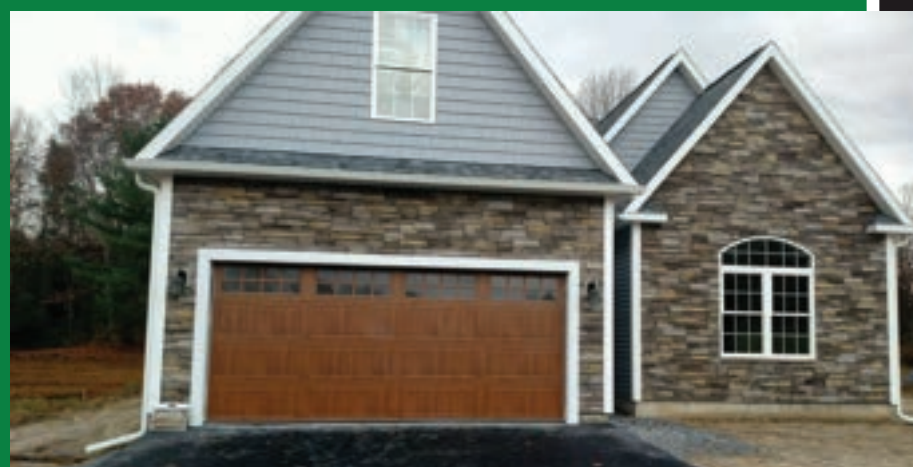
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Ballston Spa
Farmers' Market



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Business & Professional
ASSOCIATION



2nd Annual Peach Fest

August 15th | 9:00 - 1:00

This exciting seasonal event highlights fresh, locally grown peaches and a variety of peach-themed treats and products! Peach Fest promises something for every peach lover.

In addition to celebrating this sweet summer fruit, the event features a full Ballston Spa Farmers' Market experience, including a diverse mix of local farm vendors, food stalls, artisanal products, and handcrafted goods. Shoppers can enjoy live music, family-friendly activities, and the vibrant, community-focused atmosphere that defines the Ballston Spa Farmers' Market.

Farmer's Market Every Saturday 9-1 in Wiswall Park, Ballston Spa through October 3rd.

www.ballston.org

RESOURCE Tool Box



ADIRONDACK REGIONAL CHAMBER OF COMMERCE

518-798-1761 | AdirondackChamber.org

The Adirondack Regional Chamber of Commerce (ARCC) is a 100% membership funded organization with the mission of supporting our business community through advocacy, education, connection and collaboration. The ARCC offers numerous benefits intended to help businesses grow and thrive, including resources in the following areas: business and professional development, money savings, marketing and promotion, ribbon cuttings, and sponsorships.



SARATOGA ECONOMIC DEVELOPMENT CORPORATION (SEDC)

518-587-0945 | saratogaedc.com
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The SEDC is a non-profit organization driving economic growth in Saratoga County since 1978. SEDC supports businesses with services like project management, incentive negotiation, site selection, workforce recruitment, and small business assistance. Backed by nearly 300 stakeholders, SEDC has facilitated over 400 projects, creating 18,500+ jobs and \$18 billion in investments, all to enhance the local economy and quality of life.



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richard.sellers@scorevolunteer.org

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LAKE GEORGE REGIONAL CHAMBER OF COMMERCE & CVB

518-668-5755 | LakeGeorgeChamber.com

The mission of Lake George Regional Chamber of Commerce & CVB, Inc. is to drive tourism to the Lake George region year-round while fostering a vibrant business community. The Chamber seeks to promote growth and development of its member businesses by offering networking events, educational programs, ribbon cuttings and other opportunities.



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UPCOMING NETWORKING EVENTS



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August Networking Breakfast: Confluence Chocolate
8 – 9:30 AM
Confluence Chocolate
27 Kent Street,
Ste 105A, Ballston Spa
Fees & Admission:
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04 AUG

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MEETING POINT

ALL CHAPTERS
3 – 5:30 PM
Saratoga Race Course
Happy Hour
Meeting At Fourstardave Bar -
Bottom Level Of Grandstand

05 AUG

SARATOGA COUNTY CHAMBER OF COMMERCE

Women in Business Connect & Clink Social at The Mansion of Saratoga
4:30 – 6:30 PM
The Mansion of Saratoga
801 Route 29, Rock City Falls
Fees & Admission:
Free for Members

05 AUG

Register Here!

Chamber Orientation & August Mixer at The Hideaway with SEDC
Orientation: 4 – 4:30 PM
Mixer: 4:30 – 6:30 PM
The Hideaway
Saratoga Lake Golf Course
35 Gracemoore Rd, Saratoga Springs
Fees & Admission:
Orientation: Free
Mixer: \$10 for members

13 AUG

Register Here!

CAPITAL REGION CHAMBER

Business After Hours at Rivers Casino Schenectady
5 – 7 PM
Rivers Casino
1 Rush Street, Schenectady
Fees & Admission:
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\$15 Online pre-registration
\$20 Walk-in (day of)

12 AUG

Register Here!

ARCC

Joint Chamber Mixer with Greenwich Chamber
5 – 7 PM
Hudson Riverside Park
5149 County Route
CR-113, Greenwich
Fees & Admission:
\$20 per person

12 AUG

Register Here!

August Mixer at The Trackside Grill
4:30 – 6:30 PM
The Trackside Grill
103 Wright Street,
Saratoga Springs
Fees & Admission:
\$15 for ARCC Members,
\$25 for Not-Yet Members

20 AUG

Register Here!

NYSCAR OF THE GREATER CAPITAL REGION

August Networking Breakfast: Confluence Chocolate
9 AM – 1:30 PM
Comfort Inn & Suites
Schenectady -Scotia
168 Sacandaga Road,
Schenectady
Fees & Admission:
Free to attend

26 AUG

Reserve a Spot!



Become a Sponsor of the CCE Saratoga Unlimited Garden and Help Your Business Grow



Cornell Cooperative Extension of Saratoga County has announced a community-wide fundraising campaign to restore and expand the Unlimited Garden, a therapeutic and educational garden that has served residents of all ages and abilities for more than 30 years.

The campaign will culminate with a special fundraising event on Friday, August 14, 2026, and community members and businesses are invited to become sponsors to help bring the next chapter of the garden to life.

Originally established as a therapeutic garden, the Unlimited Garden has provided opportunities for individuals to experience the physical, emotional, and educational benefits of gardening in an accessible outdoor setting. The planned revitalization will transform the space into an even more inclusive community resource serving youth, families, veterans, seniors, and individuals with disabilities or limited resources throughout Saratoga County.

Funds raised through the campaign will support several major improvements, including:

- Rebuilding and repairing accessible raised garden beds and fencing
- Replacing aging arbors, trellises, and other garden structures
- Creating an outdoor classroom for educational workshops and community programming
- Purchasing plants, gardening tools, and essential garden supplies
- Installing educational and interpretive signage throughout the garden

The renovations are designed to create a welcoming environment where visitors can learn sustainable gardening practices, participate in hands-on educational programs, and experience the restorative benefits of spending time in nature.

“Every contribution helps cultivate a stronger, greener, and more connected Saratoga County,” organizers said. “By supporting the Unlimited Garden, sponsors are investing in healthier families, expanded educational opportunities, greater community engagement, and an inclusive space where everyone can enjoy the benefits of gardening.”

Businesses and individuals who become sponsors will not only help fund the revitalization efforts but will also receive recognition and other sponsorship benefits associated with the August fundraising event.

Current Unlimited Garden sponsors include Sean Hickey, Pompa Bros. Quarry, Dave, The Jennings Family, Neahr Excavating, Alden Outdoor Services, Koval Bros. Dairy, LLC, Saratoga Sod, The Olde Bryan Inn, Saratoga Strike Zone, and Holmes Excavating, LLC.

Community members interested in supporting the project or becoming a sponsor can learn more and make a contribution by visiting the campaign’s sponsorship page.

To become a sponsor: ccesaratoga.org/gardening-landscape/unlimited-garden-fundraiser ■





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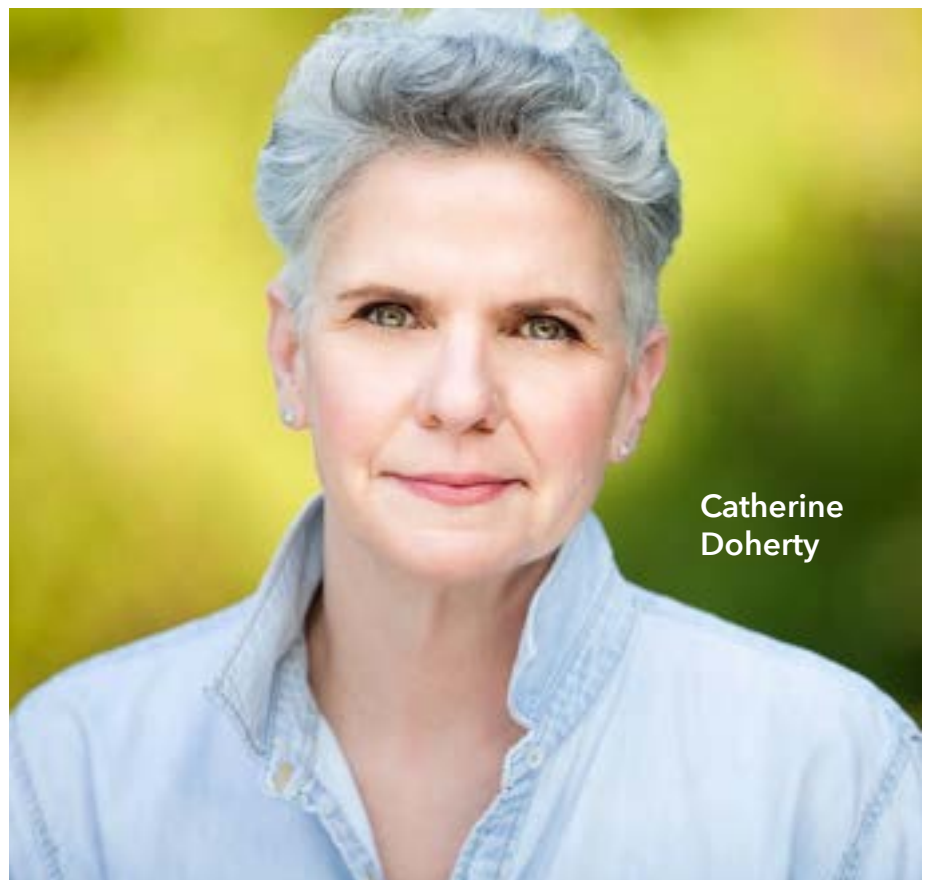
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Adirondack Theatre Festival Announces Full Cast and Creative Team for *Come From Away*

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Tony® Award-Winning Musical *Come From Away* directed by Catherine Doherty, will run at the Adirondack Theatre Festival July 29–August 7.



Catherine
Doherty

Adirondack Theatre Festival has announced full casting and creative team for its upcoming production of *Come From Away* by Irene Sankoff and David Hein, a joyful, foot-stomping musical about passengers on 38 planes who found themselves grounded in a small Newfoundland town on September 11, 2001 creating an unforgettable story of kindness, resilience, and the profound connections that can emerge in the most unexpected moments.

Come From Away will run July 29–August 7, 2026, at the Charles R. Wood Theater in Glens Falls, New York. A worldwide hit that has captivated audiences on Broadway, in London's West End, and across the globe, *Come From Away* has become one of the most beloved musicals of the past decade. Celebrated for its exhilarating score, fast-paced storytelling, and deeply human portrait of compassion, the musical reminds us that even in history's darkest moments, generosity, humor, and community can shine through. ATF's production closes the Festival's 32nd season with a powerful celebration of hope and our shared humanity.

The production features Alison Mahoney as Diane and others; April Armstrong as Hannah and others; Kayla Moore as Janice and others; Nancy Slusser as Beulah and others; Emily Croft (Broadway: *Mamma Mia!*) as Bonnie and others; Lisa Karlin (Broadway: *The Addams Family*, 1776) as Beverley/Annette and others; Tyler Nye as Oz and others; Shayne David Cameris as Kevin T./Garth and others; Albert Jennings (Broadway: *Aladdin*) as Kevin J./Ali and others; Kris Coleman (Broadway: *Jersey Boys*) as Bob and others; Ryan Hunt as Claude and others; and Kilty Reidy (Broadway: *The Drowsy Chaperone*, *In My Life*) as Nick/Doug and others.

Catherine Doherty, an award-winning theatre director, is at the helm. Doherty's credits include work with the Lincoln Center, Theatre in the Square, Shadowland Stages, and St. Michael's Playhouse. She is an associate professor at SUNY New Paltz.

Janet Rothermel and Gary Adler join the creative team as Choreographer and Music Director, respectively. Adler's credits include *Avenue Q* and original music and lyrics for Off-Broadway's

Altar Boyz, which earned him two Drama Desk nominations. Rothermel's Broadway credits include *Mamma Mia!* and *Joseph...Technicolor Dreamcoat*. She also served as the Associate Choreographer for the *Sister Act* tour.

Rounding out the creative team are Brittney Belz as Costume Designer; Gary Wilson as Scenic Designer; Bri Beach as Props Designer; Travis McHale as Lighting Designer; Taylor Jaskula as Associate Lighting Designer; and Brittany Proia as Dialect Coach.

Performances will take place at the Charles R. Wood Theater, located in downtown Glens Falls.

Tickets are available through ATFestival.org.

About Adirondack Theatre Festival

Founded in 1994, the Adirondack Theatre Festival is a professional nonprofit theater company dedicated to producing new and contemporary works featuring artists from Broadway, film, television, and regional theater. ATF's summer season takes place at the Charles R. Wood Theater in Glens Falls. ■

Music Meets the MEADOWS



Pitney Meadows Community Farm Hosting Two Free Music Experiences Connecting Community, Agriculture, and the Arts

This season, Pitney Meadows Community Farm invites the community to experience the farm through the universal language of music. With two immersive, family-friendly programs, the farm will transform its fields and gardens into spaces where art, agriculture, and community come together.



(Past) Friday, July 17th, 2026:
"Community Farm Bluegrass Jam!"

Free Tickets

UPCOMING!

Saturday, September 19th at 3 p.m:
"Farm & Sound: A Children's Musical Afternoon!" *Free Tickets*

The first event, Community Farm Bluegrass Jam, took place on Friday, July 17, bringing the timeless sounds of bluegrass to the fields of Pitney Meadows. Local musicians Tim Wechgelaer and Chris Carey of "Mostly Modern" kicked off the evening with a lively performance before inviting everyone to join the jam!

Guests were encouraged to pack a picnic blanket, bring dinner from home, or pick up fresh provisions from the Farm Stand, to settle into the evening, and enjoy live music surrounded by open fields, gardens, and sunset skies. During the second half of the program, musicians of all skill levels were invited to grab an instrument... whether they brought their own or borrowed one from us... to become part of the music!

Bluegrass has long been woven into the fabric of communities, where neighbors gathered after long days in the fields to share songs, stories, and friendship. This evening celebrated that tradition while creating new memories together at our Community Farm!



Tim Wechgelaer
and Chris Carey

Later this season, families are invited to “Farm & Sound:” A Children’s Musical Afternoon on Saturday, September 19, from 3–4 p.m. Presented by Mostly Modern Festival’s FAB5 (String Quartet & Percussion), this imaginative program introduces children to music through the lens of farming, food, and nature.



Mostly Modern Festival's FAB5

Designed for young learners and their families, the experience includes interactive demonstrations of string instruments, rhythm activities, opportunities to meet professional musicians, and a guided walk through the gardens. The afternoon concludes with a whimsical “sound picnic,” where produce, herbs, natural materials, and instruments come together in a playful exploration of sound, creativity, and place. Together, these programs reflect Pitney Meadows’ belief that farms nourish more than food... they cultivate creativity, belonging, and meaningful connections between people. “Community is built around shared experiences,” said Brooke McConnell, Executive Director of Pitney Meadows Community Farm. “Whether it’s gathering around a meal, working side by side in

the garden or fields, or making music together, these moments remind us that community is something we create together.”

Both events are free to attend with a suggested donation of \$20, and advance sign-up is encouraged.

Saratoga Arts made this program possible through the Community Arts Regrant Program, funded by the New York State Council on the Arts with the support of the office of the Governor and the New York State Legislature.

About Pitney Meadows Community Farm

Pitney Meadows Community Farm’s mission is to grow food, community, and connection, and to educate about the natural world right here on our conserved farm in the heart of Saratoga Springs. We see a future where people and nature grow together. By caring for the land and sharing what we grow, we help create a healthier, more connected, and more resilient community.

About Saratoga Arts

Saratoga Arts enriches the Saratoga region by cultivating a vibrant and welcoming arts community. Saratoga Arts is a community arts center, a vital and welcoming space where creativity and culture thrive. Saratoga Arts nurtures artists at every stage and across all disciplines, helping them learn, grow, and share their work. We enrich our community by providing opportunities for everyone to experience the transformative power of art. ■

A photograph of a young man with dark hair, wearing a blue and white striped shirt, sitting at a desk. He has his hand on his head, looking down at an open book with a frustrated or stressed expression. The background is blurred, showing what appears to be a classroom or study area with colorful posters on the wall.

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DFG Illustration

Brings Handcrafted Art to Upstate NY



Interviewed by
Michael Nelson

Photos provided

When the world shut down, David F. Globerson, an Illustrator and founder of DFG Illustration in Upstate New York, discovered his true calling by offering fifty-dollar paintings to celebrate paying off his student loans.

What started as a whimsical experiment quickly revealed a deep market for emotionally resonant pet portraits, transforming his career and rooting his business firmly in the local community.

Finding a Meaningful Niche

Globerson originally focused on drawing fantasy creatures and monsters, but his spontaneous promotional offer shifted his trajectory. Nine out of his first ten celebratory commissions were pet portraits. The emotional response from his clients was immediate and profound, unlike the reactions to his darker imaginative pieces.

"I started painting these dogs and cats, and people's reactions showed me that this is really meaningful... AND they're starting to cry," Globerson said. "I'm a deeply empathetic person. So to have that experience of gift giving or doing something meaningful...this is my calling."

This pivot allowed him to make a full-time living while exponentially improving his craft. Because his work is primarily commission-based, he retains very few of his own pieces. For his first gallery show, cleverly titled "On Loan" at the Crandall Library in Glens Falls, he borrowed his own paintings back from the clients who originally commissioned them.

Local Labels and Children's Books

Beyond personal portraits, DFG Illustration has become a recognizable visual staple in Upstate New York's craft beverage and literary scenes. Globerson designs labels for regional brands like Whitman Brewing and Kru Coffee, bringing a well-researched, human touch to their packaging. His networking strategy is straightforward and highly social.

"I will find a way to work into a conversation that I am a working artist...where all of a sudden I am telling somebody, 'Hey, I'm a commission-based artist, you want to see?'" Globerson noted.



His networking led to illustrating regional children's books, including *Find Me in Saratoga* by Patrice Mastroianni and the award-winning *Cooper's Campervan Adventures* by Bridget Farry. Currently, he is shopping a new, beautifully written children's book centered around grief, a topic he believes is crucial for young readers.



The Case Against AI Art

As a working professional who spends weeks planning, sketching, and executing a single canvas, Globerson holds a strong stance against the use of artificial intelligence in design. He argues that AI-generated imagery lacks the struggle, growth, and authenticity that define real art, often resulting in overly busy or "weirdly perfect" visuals.

"It's cool that there's tech that can do that," Globerson explained. "To say it is art is like taking an Uber to the finish line of a marathon and claiming that you're a



marathon runner." He encourages local businesses on a budget to embrace a DIY punk aesthetic over generic AI renderings, noting that genuine human effort always yields a better visual aesthetic.

Looking ahead, Globerson is preparing to expand DFG Illustration by launching an online print store and appearing at more local markets. While he continues to cultivate relationships with local partners like Whitman Brewing and Kru Coffee, he is also building a specialized portfolio with the ultimate goal of becoming a 2D concept designer for movies and video games. ■

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How Ballston Spa's PEACH Fest Became a Farmer's Market Hit



Photos provided

What started as a simple idea to bring more visitors to the Ballston Spa Farmers' Market quickly became one of the village's biggest summer events.

Steve Miraglia, Secretary of the Ballston Spa Business & Professional Association and Market Manager of the Ballston Spa Farmers' Market, said organizers expected a modest turnout for the first Peach Fest, but the community response exceeded all expectations.

From a Small Promotion to Hundreds of Visitors

The Ballston Spa Farmers' Market introduced Peach Fest last year as a themed market day to showcase locally grown peaches and peach-inspired products and encourage more people to visit the market.

"We were trying to get more people to come to the farmers' market," Miraglia explained. Vendors embraced the idea by creating peach-themed offerings ranging from fresh peaches and baked goods to specialty drinks.

The response surprised everyone involved.

"We just thought it would be a little bump in attendance at the market," Miraglia said. "When we put out the event on Facebook, people were really excited for it."

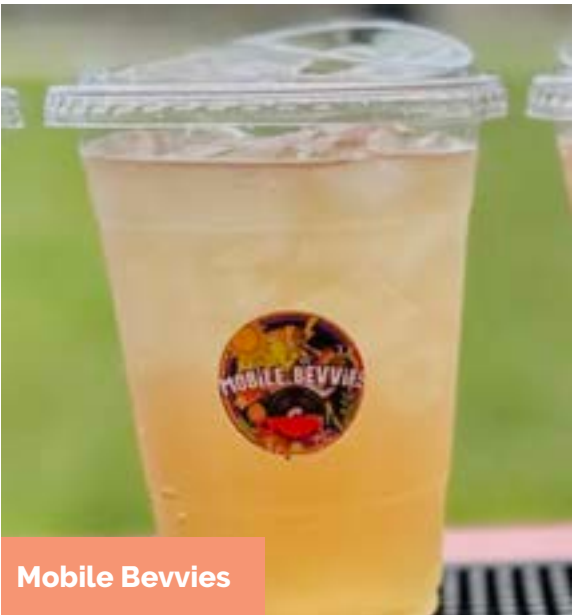
Interest quickly translated into crowds. According to Miraglia, more than 1,000 people expressed interest online, and hundreds attended the event in person.

"We had lines wrapped all the way around the block," he said. "Most of the vendors sold out within 2 hours."

That experience shaped this year's planning. Miraglia said organizers have encouraged vendors to prepare more inventory because "people love peaches and peach flavors... They can't get enough of it."



Saratoga Baking Co.



Mobile Bevvies

Local Vendors Bring Peach-Inspired Creations

The 2026 Peach Fest will once again feature a wide variety of vendors from around the region, with many creating exclusive peach-themed products for the event.

Visitors can expect fresh peaches from **Burmaster Farm** and **My Other Garden**, while **The Saratoga Baking Company** will offer peach-inspired baked goods. Beverage vendors including **Longhua Restaurant** and **Mobile Bevvies** are planning peach-flavored lemonades and teas, and **Sanders Meat Market**, **Vita Foods**,

local pizza vendors, crafters, and candle makers will also be participating.

The event isn't limited to food. Live music begins at 10 a.m., while families can enjoy yard games, crafts, and an activity hosted by the local arts committee. New this year, Saha Yoga will offer a morning yoga class beginning at 9 a.m. before the market gets fully underway.

Because this is only the second Peach Fest, Miraglia said organizers are intentionally keeping the event focused.

"We want to make sure we've got the basics down before we start changing too much."

Making Fresh Local Food Accessible

Beyond the celebration, Steve Miraglia said the Ballston Spa Farmers' Market continues to participate in New York State's Farmers' Market Nutrition Program, allowing eligible residents to use state-issued vouchers to purchase fresh produce from participating vendors.

"Peach Fest is no different," Miraglia said. "If people want to come get some of their produce at Peach Fest, and they have those coupons, they can come use them at our market."



This year's Peach Fest takes place Saturday, August 15, from 9 a.m. to 1 p.m. at Wiswall Park in the heart of Ballston Spa, with street parking available throughout the village.

For anyone planning to attend, Miraglia offered one piece of advice based on last year's turnout: "Get there a little early." While vendors are preparing additional inventory, he noted, "You never know." As the event approaches, he encourages visitors to follow the Ballston Spa Farmers' Market's social media channels for the latest vendor announcements and updates on new peach-themed creations. ■

Summer

Starts at Home

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A photograph of a family (a man, a woman, and a child) enjoying a swimming pool. The man is in the water with a red and white inflatable ring, while the woman and child are sitting on the pool deck.

SCAN



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FARMERS'

MARKETS



SARATOGA COUNTY

Saratoga

Farmers' Market

112 High Rock Ave, Saratoga Springs

SCHEDULE:

Saturdays, May – October, 9 AM – 1 PM
Wednesdays, May – October, 3 – 6 PM

- FMNP Accepted: Yes
 - FreshConnect Checks: Yes
- Contact: (518) 812-8649

Spa City

Farmers' Market

Saratoga Spa State Park
The Warming Hut, Saratoga Springs

SCHEDULE:

Sundays, Year-round, 10 AM – 2 PM
Thursdays, June – September, 4 – 7 PM

- FMNP Accepted: Yes
 - FreshConnect Checks: Yes
- Contact: (518) 339-0958

Ballston Spa

Farmers' Market

Wiswall Park, Ballston Spa

SCHEDULE:

Saturdays, June 13 – October 3
9 AM – 1 PM

- FMNP Accepted: Yes
 - FreshConnect Checks: Yes
- Contact: (518) 885-2772

Halfmoon

Farmers' Market

Abele Memorial Park, Halfmoon OR
inside Halfmoon Town Hall, Halfmoon

SCHEDULE:

SUMMER:

Wednesdays, June – September, 3 – 6 PM

WINTER:

Wednesdays, October – May, 2 – 5 PM

- FMNP Accepted: Yes
 - FreshConnect Checks: Yes
- Contact: (518) 371-7410, ext. 2273

Clifton Park

Farmers' Market

Shenendehowa United
Methodist Church, Clifton Park

SCHEDULE:

Mondays, May – October, 2 – 5 PM

- FMNP Accepted: Yes
 - FreshConnect Checks: Yes
- Contact: (518) 664-2510



Stillwater

Farmers' Market

Stillwater Village Hall, Stillwater

SCHEDULE:

Tuesdays, May – October, 3 – 6 PM

- FMNP Accepted: Yes
 - FreshConnect Checks: Yes
- Contact: (518) 560-0089

Route 50 Green Market

(Burnt Hills)

802 Route 50, Burnt Hills

SCHEDULE:

Saturdays, June – October
9 AM – 1 PM

- FMNP Accepted: Yes
- FreshConnect Checks: Yes

Town of Greenfield

Farmers' Market

Middle Grove Park,
428 Middle Grove Road

SCHEDULE:

Thursday June – September
4 – 7 PM

- FMNP Accepted: Yes
 - FreshConnect Checks: Yes
- Contact: (518) 893-7432, ext. 307

WARREN COUNTY

Bolton Landing
Farmers' Market

Blessed Sacrament Catholic Church,
Bolton Landing

SCHEDULE:

Fridays, June – September, 9 AM – 1 PM

- FMNP Accepted: Yes
- FreshConnect Checks: Yes
- Contact: (518) 480-9118

Chestertown
Farmers' Market

Chestertown Town Hall, Chestertown

SCHEDULE:

Wednesdays, June – September
10 AM – 2 PM

- FMNP Accepted: Yes
- FreshConnect Checks: Yes
- Contact: (518) 321-0076

Glens Falls
Farmers' Market

The Market & Event Center "The Ed",
Glens Falls

SCHEDULE:

SUMMER:

Saturdays, June – October
8 AM – 12 PM

WINTER:

Saturdays, November – May
9 AM – 12 PM

- FMNP Accepted: Yes
- FreshConnect Checks: Yes
- Contact: (518) 879-8108



North Creek
Farmers' Market

Riverfront Park, North Creek

SCHEDULE:

Thursdays, June – September
2 – 5:30 PM

- FMNP Accepted: Yes
- FreshConnect Checks: Yes
- Contact: (518) 251-5210

Warrensburgh Riverfront
Farmers' Market

180 River Street, Warrensburg

SCHEDULE:

Fridays, May – October, 3 – 6 PM

- FMNP Accepted: Yes
- FreshConnect Checks: Yes
- Contact: (518) 466-5497

WASHINGTON COUNTY

Cambridge Valley
Farmers' Market
(Summer)

Owlkill Commons, Cambridge

SCHEDULE:

Sundays, May – October, 10 AM – 1 PM

Cambridge Valley
Farmers' Market
(Winter)

Canteen Coffee, Hubbard Hall,
Cambridge

SCHEDULE:

2nd & 4th Sundays,
November - December, 10 AM – 1 PM

- FMNP Accepted: Yes
- FreshConnect Checks: Yes
- Contact: (518) 677-8128

Canal Street Marketplace
Farmers' Market

63 Canal Street, Fort Edward

SCHEDULE:

Thursdays, June – September, 4 – 7 PM

- FMNP Accepted: Yes
- FreshConnect Checks: Yes
- Contact: (518) 747-4023

Slate Valley Farmers'
Market (Granville)

11 Main Sreet, Granville

SCHEDULE:

Thursdays, June – October, 3 – 6 PM

- FMNP Accepted: Yes
- FreshConnect Checks: Yes
- Contact: (860) 248-0336

Greenwich
Farmers' Market

99 Main Street, Greenwich

SCHEDULE:

Wednesdays, June - October
3 – 6 PM

- FMNP Accepted: Yes
- FreshConnect Checks: Yes

Whitehall
Farmers' Market

Canal Park Pavilion, Whitehall

SCHEDULE:

Tuesdays, June – October, 2 – 5 PM

- FMNP Accepted: Yes
- FreshConnect Checks: Yes
- Contact: (518) 854-3750

Local Businesses Come Together for Veteran & First Responder Suicide Awareness Walk



Attendees prior to beginning walk around Glens Falls City block



by **Amanda Blanton,**
ARCC Vice President,
Marketing &
Communications

Photos provided

On September 9, 2026, local businesses, nonprofit organizations, and community members will gather in Glens Falls City Park for the **6th Annual Walk for Veteran & First Responder Suicide Awareness**, hosted by the Veterans Business Network (VBN) of the Adirondack Regional Chamber of Commerce.

The annual event has become a meaningful opportunity for the local business community to demonstrate support for veterans and first responders while helping raise awareness of mental health resources available throughout the region. Beginning at 3:30 p.m., participants will join a symbolic 22-minute walk through downtown Glens Falls and connect with organizations offering wellness, support, and community services.

For the Veterans Business Network, the walk reflects a commitment to ensuring that those who have served their communities and country know they are not alone.

“Every step we take is a declaration that no Veteran or First Responder should ever have to face life’s hardest battles in isolation,” said Veterans Business Network Chair Dr. Christopher J. Thomas, owner of Elite 9 Talent Solutions.

“As the Chair of the ARCC’s Veteran Business Network, we are committed to transforming awareness into action, strengthening the bonds of community, and honoring those who dedicated their lives to serving others by ensuring they always have someone willing to walk beside them.”

Throughout the afternoon, local businesses, agencies, and nonprofit organizations will line the walk route, sharing information and resources designed to support veterans, first responders, and individuals seeking mental wellness services. Organizers say the event highlights the important role employers and community organizations can play in fostering connection, awareness, and support.

The Adirondack Regional Chamber of Commerce views the event as an example of what can happen when local organizations work together around a shared cause.



Ava Kanninen (ARCC), Veterans Business Network Communications Lead Dustin Hall (Amsure), Tricia Rogers (ARCC), Veterans Business Network Chair Dr. Christopher Thomas (Elite 9 Talent Solutions), Veterans Business Network Vice Chair Kris Brunelle (White Glove Service), and Veterans Business Network Immediate Past Chair Sean Dion (Mr. Electric)



Dr. Christopher Thomas, Chair of ARCC Veterans Business Network, holds banner and leads walkers through downtown Glens Falls

“The Walk for Veteran & First Responder Suicide Awareness brings our community together to honor those who serve, raise awareness about the unique challenges they face, and reinforce the message that seeking help is a sign of strength—not weakness,” said ARCC President Tricia Rogers. “The ARCC is proud of this annual event and the work of the Veterans Business Network and our volunteers.”

This year's event will also benefit Comfort Food Community, a nonprofit organization dedicated to expanding access to healthy food and strengthening community connections across the region. Donations collected during the walk will support the organization's work serving residents through innovative food-access and community partnership initiatives.

“At Comfort Food Community, we know that wellness begins with meeting basic needs,” said Executive Director Laura Marx. “Access to healthy, nutritious food can have a profound impact on a person's physical health, mental well-being, and sense of dignity. We are honored to be the beneficiary of this year's walk.”

Community members, businesses, and organizations are invited to participate in the walk and show their support for veterans, first responders, and mental wellness initiatives throughout the region. The event will take place Wednesday, September 9, beginning at 3:30 p.m. in Glens Falls City Park.

Nominees for Annual ARCC Business Awards Announced

An annual celebration of community that has been occurring for over 25 years is being planned for early October at The Queensbury Hotel in Glens Falls, NY. Over the years, the ARCC Business Awards have brought together thousands of people to celebrate community, achievements in business, economic growth, and the entrepreneurial spirit alive and well in our region. The 2026 ARCC Business Awards plan to honor 34 businesses & nonprofits during a breakfast ceremony on October 8th at The Queensbury Hotel. Each nominee will be recognized before the winners are announced in seven categories.

- **Large Business of the Year nominees:** Stark Tech and The Queensbury Hotel.
- **Steven M. Sutton Small Business of the Year nominees:** ADKtechs, McCann's Pharmacy, Adirondack Moving Company, Queensbury Cigar & Pipe, The Log Jam Restaurant, OrbitalFire Cybersecurity, Five Towers Media.
- **Rookie Business of the Year nominees:** ADK Karting, North Country Media Network, Bandstand Brew Works, and Downtown Dogs.
- **Large Nonprofit of the Year nominees:** Glens Falls Hospital, Healthy Alliance, Hudson Headwaters Health Network PACE (Program of All-Inclusive Care for the Elderly), and Crandall Public Library.
- **Small Nonprofit of the Year nominees:** Comfort Food Community, Tri-County United Way, Veterans and Community Housing Coalition (VCHC), World Awareness Children's Museum, Glens Falls Collaborative, Adirondack Economic Development Corporation, Chapman Museum, Glens Falls Area Youth Center, Creative Jam Foundation, and Glens Falls Senior Center.
- **Professional Business of the Year nominees:** Capital CFO+, Every Penny Bookkeeping & Business Services, CEFO Advisors, and Saratoga Pure Water Systems.
- **Community Champion:** Advocate LLC, White Glove Service, and Big Brothers Big Sisters of the Southern Adirondacks.

“Each year I am amazed at the number of nominations that come through,” said ARCC President Tricia Rogers. “As a Chamber of Commerce, we truly enjoy celebrating our businesses and nonprofit organizations making a difference in our region every day. This event allows the ARCC to shine a spotlight on the incredible work in our communities.”

As the 2026 ARCC Business Awards approach, the nominees represent the strength, creativity, and community-minded spirit that continue to drive the region forward. From long-standing businesses to emerging entrepreneurs and nonprofit organizations serving critical needs, each nominee reflects the dedication and collaboration that make the local business community thrive. The winners will be announced during the business awards breakfast ceremony at The Queensbury Hotel, where the ARCC will bring members and community leaders together to celebrate their impact. Learn more at www.adirondackchamber.org/events. ■

Chris
MastantuonoRyan
Holderman

518 Great Aims to Help More Families Across Upstate New York

Interviewed by
Michael Nelson

When Ryan Holderman and Chris Mastantuono set out to provide Thanksgiving meals to local families, they expected to help around 100 households. Instead, the effort grew into serving more than 600 families—roughly 3,000 people—across the Capital Region and beyond, inspiring the Upstate New York entrepreneurs behind The Gym, The Car Shoppe NY, and Requalify 360 to launch a new nonprofit called 518 Great.

Holderman, owner of The Gym, 518 in Queensbury, and Mastantuono, owner of The Car Shoppe NY and Requalify 360, created 518 Great to provide year-round support for individuals and families who need a helping hand—not just during times of crisis, but throughout the year.

From Thanksgiving Meals to a Community Mission

The idea for 518 Great grew from a Thanksgiving meal drive that quickly expanded beyond what either entrepreneur expected.

"We had no idea there was going to be a need for 3,000 people that needed help," Mastantuono said. "We were thinking 100, 150 families. And then it just kind of went crazy."

Working alongside Southern Adirondack Independent Living, the pair watched requests continue to pour in. What

started with 25 sponsored families eventually grew to more than 600 families receiving complete Thanksgiving meals that included turkeys, stuffing, potatoes, vegetables, pies, and other essentials.

Holderman recalled how quickly the community responded.

"We had 50 families in the first like 45 minutes," he said. "I remember calling Chris, and I was like, 'Hey man, what do you want to do?' And he was like, 'Let's just keep it going.'"

The effort relied on hundreds of volunteers, local businesses, and community members who stepped forward to donate food, transportation, and time. Looking back, both entrepreneurs realized the demand extended far beyond a single holiday meal.

"Let's promote HOPE."

600+

FAMILIES FED

3,000

PEOPLE HELPED

100%

STAYS IN THE 518

Creating 518 Great to Help Year-Round

Rather than organizing another one-time community project, Holderman and Mastantuono decided to establish 518 Great as a nonprofit that could respond to needs throughout the year.

"We're looking to just help people that just need a little bit of help and a little bit of guidance and a little bit of hope," Mastantuono said.

Their first official fundraiser is a family-friendly Color Run scheduled at Moreau Recreational Park. The event will feature both a one-mile fun run and a 5K, along with bounce houses, pony rides, lawn games, food trucks, music, and activities designed to bring families together while raising money for future charitable efforts.



Register for the Color Run!

Those funds will help launch a back-to-school initiative providing backpacks, school supplies, clothing, haircuts, and other essentials for local students.

Holderman, whose client base includes many educators, said the idea came from seeing teachers and parents struggle to cover classroom and school expenses.

"The goal of this organization is not to solve, but just to help in every little way that we can... just to help people smile," he said.

Making It Easier for People to Help

Throughout the conversation, both entrepreneurs emphasized that generosity already exists within the community. What many people lack is a clear way to contribute.

"Everybody wants to help," Holderman said. "Everybody is ready to help. Some people just don't have the avenue."

That belief continues to shape 518 Great's mission. While Thanksgiving meals and school supply drives remain major initiatives, the founders hope the organization can also respond to everyday situations where families quietly need groceries, clothing, or other necessities.

Holderman shared one experience that continues to motivate him.

"I went into a family's house, and I said, 'Where do you want me to put this box?' And they said, 'On the floor.' They said, 'That's where we eat.'"

For Mastantuono, the mission comes down to a simple idea: "Let's promote hope."

As 518 Great continues to grow across Upstate New York, Holderman and Mastantuono hope more residents, businesses, and volunteers will join them in expanding that mission—helping families not just during the holidays, but every day of the year. ■

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ANDREW MENZIE SAYS GREAT TUTORING *Builds Confidence,* NOT DEPENDENCE



Interviewed by
Taylor Stone

**FOR ANDREW MENZIE,
EDUCATION HAS NEVER BEEN
ABOUT GIVING STUDENTS THE
RIGHT ANSWERS –
IT'S ABOUT HELPING THEM
DISCOVER THEY CAN FIND
THOSE ANSWERS THEMSELVES.**



**ANDREW
MENZIE**

Photo provided

As a tutor with Nourishing Minds Tutoring serving New York's Capital Region and Director of Historical Interpretation at Fort William Henry, Menzie believes the greatest success isn't a higher test score, but watching a student regain confidence after believing they couldn't succeed.

"I was never going to be a teacher," Menzie admitted, reflecting on a career that began in engineering before leading him into education. After realizing that engineering "didn't seem really fulfilling," he decided to try teaching "for one year as an experiment." That single year ultimately became a 30-year teaching career before transitioning into tutoring and his leadership role at Fort William Henry in Lake George.

Helping Students Become Independent Learners

Throughout his career, Andrew Menzie has gravitated toward students who struggled the most rather than those already excelling.

"I liked the kids who found school challenging," he said. "I found that what was most rewarding was getting those students to connect."

That philosophy continues through his work with Nourishing Minds Tutoring in the Capital Region. Rather than solving homework problems for students, Menzie encourages them to think through concepts by asking questions and drawing connections to everyday life.

"My goal is to be obsolete as soon as possible," he said. "To make them have not only the skills, but the confidence."

He believes tutoring works best when students experience success on their own. "The biggest challenge for any tutor is to overcome that hurdle," he explained. "The only way to get them to do that is to help them experience that success, do it on their own."

For Menzie, those moments when students suddenly understand a concept are what keep him coming back.

"It's looking for those light bulbs," he said, describing the excitement of seeing students make meaningful connections for themselves.





Lessons From History That Improve Teaching

In addition to tutoring, Andrew Menzie serves as Director of Historical Interpretation at Fort William Henry, where he leads educational experiences for visitors of all ages and backgrounds.

Working with tourists has strengthened his teaching skills in unexpected ways.

"In teaching you have a captive audience," he said. "At Fort William Henry we deal with the general populace and all ages... Learning to make connections when you're giving a tour is the same in tutoring."

Whether explaining an important historical event or helping a student solve an Algebra II equation, Menzie focuses on making learning personally relevant.

"It's making those connections," he said. "It's reading. It's looking for that pathway."

He also believes the Capital Region provides an exceptional environment for education, citing strong teacher preparation programs and supportive school districts throughout the area.

"The Capital District turns out some great teachers," Menzie said, pointing to local institutions that continue developing educators throughout their careers.

Finding the Right Tutor Matters

For parents considering tutoring, Menzie encourages treating the process like any important investment.

"It's like you buying a car," he said. "You've got to test drive it."

He appreciates that Nourishing Minds Tutoring gives families flexibility to find the right fit between tutor and student.

"The beauty of the way Chris runs Nourishing Minds is that he has other people on deck," Menzie explained. "Parents should feel the freedom" to request a different tutor if another teaching style would better serve their child.

Looking ahead, Andrew Menzie believes tutoring has become even more important in the years following COVID-19 and with the growing use of artificial intelligence in education. While AI can be a useful resource, he cautions that simply providing answers doesn't create lasting understanding. By helping students build confidence, think independently, and make meaningful connections, Nourishing Minds Tutoring continues to give Capital Region students skills that extend far beyond the classroom. ■



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EMILY DUMONT



Pelvic Floor Issues Shouldn't Be Considered Normal

Why Emily Dumont Started Poppy Physical Therapy

Dumont has been a physical therapist for 14 years and transitioned into pelvic floor therapy more than five years ago after experiencing pelvic floor issues herself following the birth of her son. After receiving treatment, she joined the clinic where she was a patient, trained under a therapist with two decades of experience, and eventually decided to open Poppy Physical Therapy in Saratoga Springs.

Her decision to start her own practice was driven by a desire to provide more comprehensive care than she felt was possible in a traditional hospital setting.

"There are so many restrictions when you're working inside of someone else's practice," Dumont said. "We would normally get 20 to 30 minutes with a patient, which I just didn't feel was enough time, especially with pelvic floor therapy."

She explained that shorter appointments often make it difficult to uncover the true source of a patient's symptoms. Rather than focusing only on where someone experiences pain or dysfunction, Dumont prefers to evaluate how the entire body works together.

"There's no way to assess someone's foot, knee, hips, low back, middle back, neck... It takes time to really do thorough assessments of all that to really determine what is causing this issue."



Interviewed by
Michael Nelson

Photos provided

For many people, urinary leakage, pelvic pain, or discomfort after childbirth are treated as an inevitable part of life. But Emily Dumont, Doctor of Physical Therapy and owner of Poppy Physical Therapy in Saratoga Springs, NY, says those symptoms are often signs of treatable pelvic floor dysfunction—not something people simply have to live with.

Through her private practice, Dumont is working to educate patients that pelvic floor therapy can address issues affecting both women and men while giving them the time and individualized care they may not receive in larger healthcare systems.

Pelvic Floor Symptoms People Shouldn't Ignore

While pelvic floor therapy is commonly associated with pregnancy and postpartum recovery, Dumont emphasized that pelvic floor dysfunction affects far more than new mothers. She says urinary leakage while laughing, coughing, sneezing, or running should never be considered normal. Other symptoms include urinary urgency, frequent bathroom trips, constipation, pelvic pain, pain during sex, prolapse symptoms, hip pain, lower back pain, and even erectile dysfunction in men.

"Any form of leaking or any form of urinary incontinence is something that we don't want," she said. "Whether it's laughing, sneezing, coughing, running, all of it is not okay."

Dumont believes increased awareness through social media has encouraged more people to seek treatment, but misconceptions remain.

"I think people are just becoming more vocal and just not being okay with the symptoms that they're experiencing," she said.

She also pointed to research showing that pelvic floor problems are not always caused by weak pelvic muscles. One study she referenced found that runners experiencing leakage often had stronger pelvic floors than those without symptoms, suggesting issues elsewhere in the body—such as foot mechanics—may be contributing.

"The foot was actually a big driver," Dumont explained, describing how poor force absorption can cause the pelvic floor to compensate and work harder than it should.



Building Care Around the Patient

Unlike many larger healthcare organizations, Poppy Physical Therapy in Saratoga Springs, NY operates as an out-of-network practice, allowing Dumont to spend more time with each patient and create individualized treatment plans without insurance-driven appointment limits. Patients can still submit documentation to their insurance provider for potential reimbursement, and health savings accounts or flexible spending accounts may also be used.

Since opening her practice earlier this year, Dumont has already expanded into a larger office with separate treatment and exercise

spaces, allowing her to incorporate movement-based rehabilitation into patient care.

Looking ahead, her goal remains simple.

"I want to help as many people as possible," Dumont said. "I have been through it. I had pelvic floor issues after my son. I know the fear that comes with that. It's terrifying, and it's embarrassing... If I can help people not feel that, that's my goal."

Poppy Physical Therapy is currently accepting new patients in Saratoga Springs, and Dumont says most people can be seen within a few weeks—helping them begin treatment before symptoms become more difficult to manage. ■

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Hourglass SaaS Founder Michael Nelson on Why Fractional Businesses Need Better Operations



Interviewed by
Taylor Stone

For many fractional operators, the biggest obstacle to growth isn't finding clients—it's managing the business behind the work. Michael Nelson, founder of Hourglass SaaS in Saratoga Springs, NY, believes simplifying operations is the key to helping service-based businesses scale. Built by a fractional company for fractional companies, Hourglass was designed to replace disconnected software and spreadsheets with a single platform that gives business owners better visibility into their operations.

Built by Fractional Operators for Fractional Operators

Michael Nelson says the idea for Hourglass came directly from his own experience running a service business. "We built the software for ourselves initially, and then we rolled it out to a few other firms as well," he explained. Rather than juggling separate tools for project management, customer relationship management, time tracking, and reporting, the platform brings everything together in one place.

"Previous to us building it, we had to use multiple pieces of software and spreadsheets," Nelson said. "This software gets rid of spreadsheets, brings us all under one pane of glass, one piece of software, one subscription."

For businesses where labor is the primary cost, that visibility becomes especially valuable. Nelson explained that Hourglass helps companies understand "what that time is being spent on and who's doing it, when they're doing it, why they're doing it, where they're doing it," while also giving clients access to their own reporting through a built-in client portal.

Hourglass was also designed with flexibility in mind. Instead of forcing businesses to change their workflows, the software can adapt to existing processes. "Hourglass is built to be very customizable to your business," Nelson said. "Most software requires you to change your processes to how that software works."

Why the Fractional Industry Continues to Grow

Nelson believes the demand for fractional executives and consultants will continue to increase over the next several years. He pointed to both the rise of remote work and the continued impact of artificial intelligence on the workforce as major drivers.

"I believe that we're going to see that the fractional industry is going to be growing and growing and growing," he said.

At the same time, more small businesses are recognizing the value of hiring experienced professionals on a fractional basis instead of paying for full-time executive salaries. Nelson noted that bringing in a fractional CFO, COO, CMO, or HR leader allows companies to access senior-level expertise at a fraction of the cost while still receiving meaningful business guidance.

For solo operators, the challenge is often staying organized while wearing every hat in the business. For growing firms, it becomes understanding profitability, payroll, project performance, and team productivity. Nelson believes having reliable operational data makes all the difference.

... the mission behind
Hourglass remains simple: help entrepreneurs spend less time managing software and more time growing their businesses.



Beyond Software: Building Resources for the Fractional Community

Hourglass is only one part of a broader effort to support entrepreneurs. Alongside the platform, Michael Nelson launched The Fractional Operator podcast, newsletter, and blog to share practical insights from experienced fractional professionals.

"We wanted to be able to give them insight into what other fractionals are doing, how they're running businesses, mistakes they've made, and how they overcame challenges," Nelson said.

The newsletter curates articles and resources from across the internet, while the blog expands on lessons learned through conversations with business owners. Together, Nelson says the goal is to provide tools that help fractional operators build stronger businesses.

Looking ahead, Michael Nelson says the mission behind Hourglass remains simple: help entrepreneurs spend less time managing software and more time growing their businesses. Whether someone chooses Hourglass or another solution, his advice is consistent: "Have tools that help with these things. I think that's the biggest piece of advice." ■



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by Bill Tansey Jr.

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OPERATIONAL EXCELLENCE

The biggest bottleneck in many organizations isn't the market, the competition, or the workforce. It's leadership architecture.

Last month, we explored why successful companies often become stuck as growth creates complexity that existing systems can no longer support. For many organizations, however, the challenge goes even deeper.

As businesses grow, a surprising pattern often emerges. The owner who built the company through determination, expertise, and relentless effort gradually becomes the very obstacle preventing the next stage of growth. Not because they lack capability. Because the business has become too dependent on it.

Ask a business owner whether they could completely disconnect for a month without checking email, taking phone calls, or making decisions. Most respond with a laugh. Some answer immediately. Others pause before admitting the truth.

The reality is that many successful businesses are built around a single individual. The owner serves as the final decision maker, chief problem solver, lead salesperson, customer escalation path, and keeper of institutional knowledge.

In the early years of a company, this arrangement

often makes perfect sense. The founder knows the customers. They understand the products. They make decisions quickly and solve problems faster than anyone else in the organization. That direct involvement frequently becomes a competitive advantage.

As the company grows, however, the same leadership model begins to create friction. Questions wait for approval. Projects stall awaiting decisions. Managers defer difficult conversations. Employees learn that the fastest path forward is to ask the owner. Over time, an unintended dependency develops.

"The challenge isn't that owners become involved in too many decisions," says Bill Tansey, founder of The OpEx Shop. "The challenge is that organizations often stop building decision-making capability because everyone becomes accustomed to relying on the owner."

The symptoms are easy to recognize. Leaders feel overwhelmed despite having talented people around them. Managers become frustrated by unclear authority. Employees hesitate to take initiative.

Problems repeatedly move up the chain of command rather than being solved where the work occurs. Meanwhile, the owner finds themselves working harder than ever.

Ironically, many business leaders interpret this situation as evidence that they are indispensable. In reality, it may indicate that the organization has stopped developing.

High-performing organizations operate differently. Rather than concentrating decision-making authority in a single individual, they build systems that distribute responsibility throughout the business.

This does not mean leaders become uninvolved. It means they become intentional. Instead of solving every problem, they create an environment where others can solve problems effectively. Instead of making every decision, they establish clear decision rights. Instead of personally driving accountability, they create systems that reinforce accountability consistently.

These shifts are often less about personnel and more about organizational design.

One common misconception is that accountability is primarily a function of individual performance. In practice, accountability is often a function of clarity. Do employees understand expectations? Are priorities clearly communicated? Do managers know where authority begins and ends? Just as

importantly, does everyone agree on what success actually looks like?

Many growing organizations rely heavily on subjective measures of performance. Leaders believe things are improving (or deteriorating) based on conversations, observations, or intuition. Different departments often define success differently, creating confusion and misalignment.

High-performing organizations take a different approach. They establish a small number of objective measures that allow everyone to understand whether the business is moving in the right direction. Rather than tracking dozens of metrics, the most effective organizations often focus on a handful of critical indicators that reflect the health of the business.

“The best leadership teams I’ve worked with can typically summarize the health of the organization using five or fewer key metrics,” says Tansey. “When everyone understands the score, conversations become more productive and accountability becomes much easier.”

Objective measurement creates alignment. It allows managers to lead with facts rather than opinions. It helps teams identify problems earlier. Most importantly, it reduces dependence on the owner’s personal interpretation of events. When everyone can see the same scoreboard, better

decisions happen throughout the organization.

Organizations that answer “no” to these questions frequently experience recurring performance problems regardless of how talented their workforce may be. As companies grow, informal communication becomes increasingly unreliable. Conversations that once occurred naturally now require structure. Priorities that were once obvious must be communicated deliberately. Decision-making processes that once happened organically must become visible and repeatable.

The strongest organizations recognize this reality early. They establish leadership operating systems that create alignment throughout the business. They implement regular communication rhythms. They clarify ownership of key responsibilities. They define how decisions are made, escalated, and communicated. Most importantly, they invest in developing leaders at every level of the organization.

This distinction separates companies that scale successfully from those that plateau. Businesses that remain dependent on a single individual eventually reach a practical limit. Every decision, every problem, and every opportunity must pass through the same person.

Capacity becomes constrained.

Growth slows.

Frustration increases. ■



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Process First. Technology Second.

by Katie Tansey, Founder, HR Resolved



The Problem

One of the first questions I hear from growing businesses is, “What HR software should we use?”

As organizations grow, spreadsheets become harder to manage, employee information becomes scattered, and onboarding becomes inconsistent. Business owners naturally begin looking for software to bring everything together.

The challenge is that many organizations select technology before defining the HR process they want that technology to support.

After more than a decade helping businesses strengthen their HR functions, I’ve learned that software is rarely the first problem that needs solving. More often, the business has never clearly defined how it wants to recruit, hire, onboard, develop, and support employees.

BambooHR (or a good HRIS) can save 17.6 hours per week and have 46% less compliance issues. 85% report measurable impact within 2 months.

Our Approach

When HR Resolved launched, we didn’t start by looking for HR software. We started by defining the HR business process we believed growing organizations needed.

We developed what we call the **Job Need Identification through Assimilation & Competence Model** — a framework that views HR as a continuous business process rather than a series of disconnected tasks. The model begins when a business identifies the need for a new position and continues through recruiting, hiring, onboarding, training, and employee development until individuals become confident, productive contributors to the organization.

Only after defining that process did we begin evaluating HR technology. That work led us to a principle that still guides every recommendation we make today:

Process first. Technology second.

Technology should support your process - not create it.

Why We Chose BambooHR

In 2015, we evaluated Human Resources Information Systems that could support the process we had already developed for our clients.

Many solutions were either too unnecessarily complex for the businesses we served. BambooHR stood out because it offered the right balance of functionality, ease of implementation, and usability.

In October 2015, HR Resolved implemented BambooHR with one of our first clients. More than ten years later, it remains the Human Resources Information System we recommend most often.

BambooHR has grown from supporting almost 3000 customers in 2015 to over 30,000 customers today.

Why We Still Recommend It

Technology has changed dramatically over the past decade, and BambooHR has evolved with it.

The platform now includes applicant tracking, onboarding, performance management, workflow automation, reporting, payroll-related capabilities, and other tools that simplify HR administration.

More importantly, it has expanded without sacrificing the simplicity that originally attracted us to the platform. That balance continues to make it an excellent fit for many small and medium-sized businesses.

30K customers, over 3M users today. 95% customer satisfaction rate. 42% higher NPS than industry average. Tons of awards-G2, INC. Capterra

The Takeaway

The most successful HR technology implementations are not driven by software selection - they are driven by process clarity.

Instead of asking, "What HR software should we buy?" business owners should first ask, "What HR process are we trying to improve?"

When that question is answered first, selecting technology becomes much simpler, and the technology is far more likely to deliver long-term value.

Considering BambooHR?

Whether you're implementing your first HR system or questioning whether your current technology is supporting your business, HR Resolved can help.

We'll work with you to evaluate your HR processes, determine whether BambooHR is the right fit for your organization, and guide you through implementation, training, and ongoing optimization to help you get the most from your investment.

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Lisa Boucher Says Building a Fractional Business Starts with Trust

Starting a business without a rigid roadmap is uncomfortable for many professionals, but Lisa Boucher believes growth often comes through action rather than perfection.



Interviewed by
Michael Nelson
Photos provided

Lisa Boucher, Professional Coach, Speaker, Mentor, Consultant, and Founder of The HR Ninja, spent much of her first year building relationships, refining her target audience, and discovering that long-term business success often begins with trust, reputation, and understanding who you actually want to serve.

Finding the Right Clients Instead of Taking Every Client

Like many new business owners, Boucher said her first steps into entrepreneurship were practical and relationship-driven. Instead of launching with a heavily structured strategy, she relied on years of professional relationships and started reaching out to people she already knew.

"It's pretty much what it was. I just started calling all my friends like you and said, hey, by the way, I'm doing this. So if you know anybody who needs help, and it just kind of grew from there."

She connected with attorneys, payroll providers, and others in related industries to explain her approach to fractional HR services and begin building referral opportunities. As the year progressed, however, Boucher said the focus shifted from simply finding work to identifying the right work.

"I've tailored things over the past year and figured out who my ideal clients are, and which ones may not be the right fit."

That distinction became increasingly important as she developed The HR Ninja and learned that growth alone was not enough.

"I think that's important when you're in business, that you don't accept every client because you need money. You accept the clients that you fit right with because you want to serve them well."

For fractional executives, consultants, and agency owners, the challenge often is not just acquiring clients but determining which relationships create long-term value for both sides.

"Business isn't about what I get. **It's about what I give.**"

Why Relationships Become the Best Marketing Strategy

While many businesses immediately think about marketing channels and advertising strategies, Boucher repeatedly returned to relationships as the foundation of growth. She pointed to years of networking experience and lessons learned through business communities.

"Business isn't about what I get. It's about what I give."

Rather than approaching connections as transactions, Boucher described them as opportunities to support other people first and allow value to develop naturally over time.

The approach appears to have paid off. During a recent conversation with a new client, Boucher learned that her reputation had already been speaking for her before she ever entered the room.

"Your reputation in our community is the reason I called you."

For consultants and fractional operators whose work is built heavily on trust, referrals, and relationships, that kind of feedback carries significant weight.



Learning Who You Actually Are

Beyond networking and client strategy, Boucher also reflected on what entrepreneurship taught her personally. Building a company forced her to think about identity in ways traditional employment had not.

"Sometimes when we work for somebody else, we turn ourselves into who they need us to be and not who we should be. And it serves nobody."

The lesson became less about operational tactics and more about authenticity. For Boucher, creating The HR Ninja was not only a business exercise but also an opportunity to better understand how she wanted to show up professionally and personally.

As Lisa Boucher continues building The HR Ninja, her focus appears less centered on rapid growth and more focused on building meaningful relationships and serving the right people. For the growing community of fractional executives and consultants, her first year offers a reminder that success often starts with showing up consistently, helping others, and allowing reputation to do part of the work. ■

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Interviewed by
Taylor Stone
Photos provided

Selling a home today takes far more than uploading a few photos to the MLS. According to Mandie Kozlowski, Director of Marketing at Sterling Real Estate Group in Saratoga County, New York, success depends on combining local expertise, strategic digital marketing, and a customized approach that speaks directly to the right buyers. As artificial intelligence and online search continue to change how buyers find homes, Kozlowski says effective marketing has become one of the most important factors in a successful sale.

■ Why Modern Home Marketing Goes Beyond the MLS

Many homeowners assume listing a property is a straightforward process, but Kozlowski says that's no longer the reality.

"Marketing a home today consists of social media marketing, virtual tours, and print marketing," she said. "And there are so many things that can be done behind the scenes to get a property to show up when people are searching. Nowadays, people are using ChatGPT and other tools to do their searching, so knowing how to get your house listing to show up there is a key ingredient."

That level of visibility requires more than technology. It also depends on the team behind the listing.

"Anyone can put a listing on the MLS, but not every agent puts as much time and detail into a listing as they should," Kozlowski said. "Every detail matters. You only have one chance to make a first impression, so it should be done right the first time."

She added that Sterling Real Estate Group distinguishes itself by maintaining a full-time in-house marketing team that stays current with changing trends rather than relying on standardized marketing materials.

Local Knowledge Creates Better Results

For Sterling Real Estate Group, marketing begins with understanding that buyers looking in Saratoga Springs often have different priorities than buyers searching in Clifton Park, Ballston Spa, Glenville, Schoharie County, or Washington County.

"Local market knowledge completely changes the way we market a property because no two communities in the Capital Region attract the same buyer," Kozlowski explained.

Instead of using a one-size-fits-all strategy, the team studies buyer behavior, inventory levels, pricing trends, school districts, commuting patterns, and the lifestyle each community offers. Depending on the property, marketing may highlight walkability to downtown Saratoga Springs, lake access, acreage, privacy, or equestrian opportunities.

Because Sterling Real Estate Group is locally owned and based in Saratoga County, Kozlowski says the company also understands where buyers are coming from and how they search for homes, allowing the team to create messaging aimed at the most qualified audience.

Preparing Early Makes a Difference

Kozlowski believes homeowners planning to sell within the next six to twelve months should begin preparing long before the listing goes live.

Her first recommendation is to meet with a local real estate professional early in the process to determine which improvements are worth making, discuss pricing strategy, and develop a marketing plan tailored to the home's location.



She also encourages homeowners to address deferred maintenance, complete small repairs, and begin decluttering well in advance of listing.

"The sellers who typically have the most successful experience aren't necessarily the ones with the most expensive homes—they're the ones who plan ahead," Kozlowski said. "Giving yourself six months instead of six weeks provides time to make informed decisions, avoid unnecessary stress, and position your home to make the strongest possible first impression when it goes on the market."

As technology continues to reshape the real estate industry, Mandie Kozlowski and the team at Sterling Real Estate Group in Saratoga County believe successful home sales will continue to rely on a combination of thoughtful preparation, local expertise, and marketing strategies designed for how today's buyers actually search for their next home. ■



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#1

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#2



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Glens Falls

Scan Today to
Get Started!

Looking for trusted CPA services in Warren or Washington County? Whether you're in Glens Falls, Lake George, Queensbury, Hudson Falls, Fort Edward, Granville, Greenwich, Cambridge, Whitehall, or anywhere in between, explore this curated list of top-rated accounting professionals. They deliver expert tax preparation, financial planning, bookkeeping, and business support with the local knowledge and personalized service that individuals and businesses throughout the region rely on.

#2

★★★★★
5.0 Excellent

The logo for Allen B. Powers CPA, featuring a stylized green and white icon of a person sitting at a desk with a laptop, above the text 'Allen B. Powers CPA' in a bold, black, sans-serif font, and 'CERTIFIED PUBLIC ACCOUNTANT' in a smaller, black, sans-serif font below it.

allenpowers.com
518-761-6054
Glens Falls

✓ Years of experience with small-business clients in the region

✓ Proactive tax planning reduces your long-term liabilities

✓ Clear communication turns accounting jargon into plain language

✓ Trusted advisor relationships foster reliable financial decision-making

#3

★★★★★
4.0 Great

The logo for WDR CPAs & Business Advisors, featuring the letters 'WDR' in a large, bold, blue, sans-serif font, with 'CPAs & Business Advisors' in a smaller, blue, sans-serif font below it, and 'WHITTEMORE, DOWEN & RICCIARDELLI, LLP' in a smaller, black, sans-serif font below that.

wdr CPA.com
518-584-0770
Saratoga Springs

✓ Full-service audit, tax, advisory team covers broad needs

✓ Partner-led engagement ensures senior oversight on every job

✓ Strong reputation built on integrity and long time service

✓ Scalable solutions support clients from startup through growth

#4

★★★★★
3.7 Good

The logo for CMJ Certified Public Accountants, featuring the letters 'CMJ' in a large, bold, black, sans-serif font, with 'CERTIFIED PUBLIC ACCOUNTANTS' in a smaller, black, sans-serif font below it.

cmjllp.com
518-798-3330
Queensbury

✓ Forward-looking firm uses technology to streamline processes

✓ Comprehensive financial reviews help identify growth opportunities

✓ Collaborative team culture means multiple experts support you

✓ Holistic view of your business improves decision-making outcomes

#5

★★★★★
3.7 Good

The logo for MMB+CO Business Advisors and CPAs, featuring the letters 'MMB' in a large, bold, blue, sans-serif font, with '+CO' in a smaller, blue, sans-serif font to the right, and 'BUSINESS ADVISORS AND CPAS' in a smaller, black, sans-serif font below it.

mmbaccounting.com
518-798-3330
Rochester • Elmira • Canandaigua
Latham • Queensbury

✓ Over 50 years of distinguished regional accounting

✓ Delivers high-quality audit and tax services to corporations

✓ Consulting excellence for businesses and individuals statewide

✓ Modern-minded firm adopts cloud accounting for real-time visibility

TOP 5 Janitorial Service Providers

From the NY Capital Region to the Adirondacks

#1

4.6 Excellent



Get a **FREE Estimate** for Your Cleaning Needs!



- ✓ **CIMS Green Building Certification with Honors and Sustainability**
- ✓ **Noticeable, measurable results through a client-focused approach.**
- ✓ **Serving Albany and the surrounding areas since 2011.**
- ✓ **Combining proven cleaning practices with modern technology.**

Why Daigle Cleaning Systems Is Our Top Local Pick

Founded in 2011, Daigle Cleaning Systems has built a strong reputation throughout Upstate New York for delivering high-quality commercial cleaning, office cleaning, janitorial services, floor care, and post-construction cleaning. Daigle Cleaning Systems also holds the CIMS Green Building Certification with Honors, a nationally recognized designation awarded through the Cleaning Industry Management Standard (CIMS). This certification recognizes cleaning companies that demonstrate excellence in quality systems, service delivery, health and safety practices, environmental stewardship, and sustainable cleaning operations. The “with Honors” distinction reflects an additional commitment to green cleaning principles and environmentally responsible practices.

daigleclean.com
518-363-7887
Albany • Saratoga
Queensbury & More



Scan Today to
Get Started!

Looking for reliable janitorial services in Albany, Glens Falls, Gansevoort, or the surrounding Capital Region communities? Explore this curated list of trusted commercial cleaning companies and janitorial service providers delivering professional office cleaning, floor care, disinfecting services, and facility maintenance throughout Upstate New York.

#2



3.4 Good



northcountryjanitorial.com
518-793-8750
Glens Falls

- ✓ Operated in Glens Falls and the surrounding areas since 1974.
- ✓ Provides superior work at affordable rates.
- ✓ Emphasizes continued growth that does not compromise quality.
- ✓ Offers free estimates on building maintenance.

#3



4.4 Great



New York State Certified
Service-Disabled Veteran-Owned Business
518whitegloveservice.com
518-741-8046
Glens Falls

- ✓ Dependable, high-quality commercial cleaning tailored to your business.
- ✓ Serves homeowners and renters across the greater Glens Falls region.
- ✓ Exceeds expectations, using cutting-edge techniques for spotless results.
- ✓ Offers a “Make It Right Guarantee” to assure customer satisfaction.

#4



4.9 Excellent



actscleaningservices.com
518-847-2819
Albany

- ✓ Live, personalized pricing for your service, location, date, and time.
- ✓ Rigorous training to ensure the highest level of security and safety.
- ✓ Gives customers a healthy and safe space without a costly expense.
- ✓ Use only plant-based products to deliver excellence without harmful chemicals.

#5



4.5 Great



allprorestorationhelp.com
518-793-5311
Gansevoort

- ✓ 35+ years serving from Albany to the Adirondacks.
- ✓ Handles the complete scope from emergency water extraction.
- ✓ IICRC-certified emergency response team available 24/7.
- ✓ Protects your property, your health, and your insurance claim.

FIVETOWERS

M E D I A

The *Gateway 8* keeps adventurers moving.

Made to celebrate the trails, peaks, and paddles of the southern ADKs—this digital challenge connects people to the outdoors year-round.

Check it out at adkgateway8.com



This is just *one example* of the work we do at Five Towers Media.

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Facilitating the growth and development of Blue Collar businesses. We will showcase REAL Blue Collar businesses in interviews, and use these stories to help educate and empower the next generation of trades workers to become Blue Collar business owners.



EPISODE 132

How Better Onboarding Creates Better Employees

In this episode, Mike Nelson and Derek Foster sit down with Bill Tansey Jr. of The OpEx Shop to discuss employee onboarding, mentorship, training systems, accountability, retention, and how process-driven businesses build stronger teams. Bill shares practical strategies for creating competency-based onboarding programs, reducing costly mistakes, improving employee retention, and scaling operations without sacrificing standards. Whether you're a contractor, trades business owner, or entrepreneur managing a growing team, this episode offers actionable insights you can implement immediately.



SCAN TO LISTEN!



EPISODE 133

The Industrial Athlete Mindset Every Tradesperson Needs

What separates top-performing tradespeople from everyone else? Scott McKenna, Stacy Spector, and Jason Spector of Catamount Consulting explain why today's skilled trades professionals should think of themselves as "Industrial Athletes" and how mindset, movement, recovery, and leadership reduce injuries while improving performance on and off the job. Learn practical strategies for preventing burnout, strengthening mental resilience, and building a longer, healthier career in construction and the skilled trades.



SCAN TO LISTEN!



EPISODE 134

Buying a \$1.7M Electrical Business With No Experience

What happens when you buy a \$1.7 million electrical company without ever working for an electrical contractor? Zack Mutnik shares how he and his wife acquired, rebranded, and rapidly grew Mutt's Electric, covering SBA financing, hiring, leadership, recurring revenue, marketing, company culture, and scaling a trades business. Whether you're thinking about buying a business, growing your contracting company, or leading a team, this episode is packed with practical advice for blue-collar entrepreneurs.



SCAN TO LISTEN!



EPISODE 135

Why Wrestlers Make Amazing Trade Workers

In this episode, Scotti Sentes from the Wrestlers in Business Network joins Mike Nelson and Derek Foster to discuss bridging the gap between student-athletes and skilled trades. Learn how wrestling builds the discipline, grit, and work ethic required to excel in blue-collar careers. Discover how innovative AI matching technology connects high-performing athletes directly with trade employers struggling to find reliable hires. Tune in to see why skilled trades offer a high-earning pathway without the burden of traditional college debt.



SCAN TO LISTEN!

LISTEN ON





Saratoga, Warren, and Washington County have no shortage of fantastic goods & services to offer! In this podcast, our host Mike Nelson will clue you in on the gems hidden **in your very own community!**



EPISODE 81

How Saratoga Changed the American Revolution

Join us as Bill Teator, Executive Director of Campaign for Saratoga 250, dives into America's monumental 250th anniversary and the pivotal role the Battles of Saratoga played in the Revolutionary War. Discover how the new Saratoga Revolutionary Experience app uses augmented reality to bring local history to life, connecting families with the courageous figures who shaped our nation.



SCAN TO LISTEN!



EPISODE 82

Pelvic Floor Therapy Explained with Emily Dumont

Emily Dumont, owner of Poppy Physical Therapy, joins Buying Local to explain pelvic floor therapy, common symptoms people ignore, why pelvic floor dysfunction affects both women and men, and how personalized treatment can improve quality of life. Learn why leaking, pelvic pain, back pain, hip pain, and other symptoms are not simply “part of life” and what treatment options are available.



SCAN TO LISTEN!



EPISODE 83

How David Globerson Built a Career as an Illustrator

Meet David F. Globerson, founder of DFG Illustration, as he shares how he built a full-time career creating custom pet portraits, fine art, brewery labels, children's book illustrations, and more. He also discusses the future of artists in an AI-driven world, why human-made artwork still matters, and how relationships helped grow his business in Upstate New York.



SCAN TO LISTEN!



EPISODE 84

How 2 Local Business Owners Fed 600 Families

Discover how local entrepreneurs Ryan Holderman and Chris Mastantuono turned a grassroots Thanksgiving food drive into a massive community movement that fed over 3,000 people. In this episode, host Mike Nelson explores the inspiring launch of their brand-new nonprofit, 518 Great, a charity dedicated to providing year-round hope for the community. Tune in to uncover the chaotic logistics behind their massive giving efforts and learn about their upcoming charity Color Run and Back to School backpack drive.



SCAN TO LISTEN!

Condense Your Operations. Starting at \$29/Month.



Fractional firms across the Capital Region are moving off three tools and onto one.

Hourglass is taking over the day-to-day operations of firms that were running time tracking, CRM, and project management as separate tools.

Why firms are switching:

- One platform instead of three
- Free unlimited client portal seats
- Unlimited billing types in one system
- Pre-paid block management with low-balance alerts
- Audit-ready, payroll-ready, client-ready
- Built for fractional CFOs, bookkeepers, agencies, & nonprofits.

Solo

\$29
per month

1 User

Most Popular

Growing Practice

\$99
per month

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Founding Rate: First 250 accounts lock in at \$99/month. After that, 5+ users is \$149/month.

Small Team

\$59
per month

2-4 Users

Lock in founder pricing before it's gone.

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Built in Saratoga Springs. Made for firms that sell time.

