

**THINGS  
ARE**

**HAPNING**

**Health Action Priorities Network**

**AT HSC**

**2015**

Human Services Coalition  
of Tompkins County  
Report to the Community

Our mission is to enhance the delivery of  
health and human services in the Tompkins County area.

# Executive Director

Health Care is a hot topic these days. Whether being discussed in the Presidential debates, or in the many initiatives surrounding Medicaid reform, it is clear that how we deliver health care is getting a good hard look.

One of the most promising developments in this conversation is the growing understanding of how social and economic factors affect people's health. To be "healthy" not only must we have access to medical care, but also we must have safe housing, adequate nutrition, employment, educational, and recreational opportunities, a strong support network and similar components that all add to our quality of life.

We at the Human Services Coalition are excited about this development. It has opened new opportunities to coordinate and expand our health and human services planning and is impacting all of our programs. Our Health Care Navigators help residents understand their coverage options. Our 2-1-1 Call Specialists and Community Health Advocates answer questions about how to access their medical care and other community resources. And our new Population Health Improvement Program brings together nonprofit organizations, civic groups, and healthcare providers to identify the disparities in our local system and to fashion innovative responses that will address these challenges.

We here at the Coalition look forward to working together with the skilled, dedicated professionals in our network who are committed to making change happen for a stronger "healthier" community.



**Executive Director Kathy Schlather**



**Marcia Fort, Audrey Cooper, and HSC Board Member Schelley Michell-Nunn congratulate Amy Somchanhmvong as she receives the Anne T. Jones Award for Community Service at our 2015 Annual Luncheon. Photograph by Tamara S. Beardsley**

# Our People

## HSC Staff

**Cassandra Aikman**  
Health Access Programs Coordinator

**Caryl S. Arsenault**  
2-1-1 Community Services Specialist

**Helene Ballantyne**  
2-1-1 Community Services Specialist

**Tamara S. Beardsley**  
Administrative Coordinator

**Nancy Burston**  
Associate Director

**Beverly Chin**  
Health Planning Council Program Director

**Scott Heyman**  
Director of Education and Training

**Liz Hoyt**  
Health Access Assistant

**Lin Hurd**  
2-1-1 Community Services Specialist

**Tierra Labrada**  
Continuum of Care Coordinator

**John Mazzello**  
Population Health Coordinator

**Sue Olmstead**  
Chronic Disease Project Coordinator

**Nicole Roulstin**  
2-1-1 Call Center Manager/  
Urgent Rx Coordinator

**Ellie Stewart**  
2-1-1 Community Services Specialist

**Jill Sage**  
Finance Director

**Kathleen Schlather**  
Executive Director



*HSC's Director of Education and Training, Scott Heyman, shows off his Lifetime Achievement Award at the 2015 Nonprofit Awards sponsored by BizEvents. Photograph by Tamara S. Beardsley*

## 2015 HSC Board Members

Christine Barksdale  
Dan Brown  
Patricia Carey  
Diane Cohen  
Sue Dale-Hall, Board Chair  
Geoff Dunn  
David G. Evelyn, MD, MPH  
John T. Lemley  
Daniel Longaker  
Saoirse McClory, Board Secretary  
Schelley Michell-Nunn  
Deborah Mohlenhoff  
Alicia Plotkin  
Ron Provus, Board Vice-Chair  
Lenore Schwager, Board Treasurer  
Peter C. Stein  
Nancy Zahler

## 2015 Health Planning Council Advisory Board

(Board members also serve as the Tompkins Health Network Board)

Edward Bergman	Rhoda Meador
Donna Bugliari	Chris Payne
Diane Dawson	Frank Proto
William Gilligan	Gail Rhodes
Beth Harrington	Susan Romanczuk
Erin Hildreth	Bill Rusen
Lisa Holmes	Lenore Schwager
Shari Hutchison	Nancy Spero
Jacqueline Iacovelli	Angela Sullivan
Dale Johnson	Liebe Meier Swain
Frank Kruppa	Peter Stein
Theresa Lyczko	



*Members of the Youth Farm Project staffing a mobile food cart outside of Pete's Grocery. This initiative provides the community with easier access to healthy produce. Photograph by Mary Buehler*



*IT Student Worker Michael Turner (Cornell University, Class of 2017) helps sort out our mouse problem. Photograph by Tamara S. Beardsley*

## 2015 Volunteers & Interns

Thank you! to the many volunteers and interns that helped us throughout the year.

Our special thanks to the 100+ volunteers and activity organizers that made Streets Alive! 2015 possible.

Tyler Angulo	David Janeczek	Rhoda Possen
Nick Bower	Sarah Johnson	Alexander Powell
Diana Cahill	Alizah Lalani	Anthony Stanish
Carrie Cohen	Susan Lesser	Caitlin Stroup
Alice Damp	Susan MacKay	Gabrielle Sullivan
Audia Denton	Jonathan Meigs	Carsten Thue-Bludworth
Felicia Edwards	Grace Mitchell	Michael Turner
Nicole Felty	Jade Pinero	
Maris Hansen		

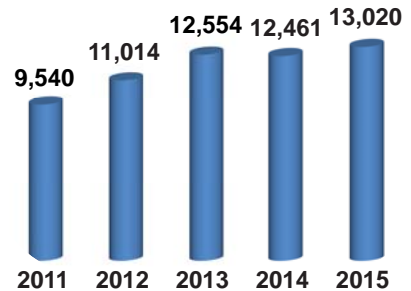
# Highlights of 2015

## Connecting People to Community Services



The 2-1-1 Helpline continues to help people with needs such as housing assistance, free tax preparation appointments, ride requests for medical transportation, appointments for health insurance through the New York State of Health Marketplace, and much more. If you need help, you can reach a community services specialist by calling 2-1-1 or 1-877-211-8667.

- 2-1-1 Tompkins/Cortland launched an all new database software at the beginning of the year. It was a difficult transition but our call specialists handled it with poise and confidence.
- We completed a new database containing programs specific to individuals with developmental disabilities. Programs that are already in the 2-1-1 database were vetted to meet the criteria and an advisory committee was formed to provide expert guidance on user friendliness. The new webpage can be seen at [www.hsctc.org/211ddinfo](http://www.hsctc.org/211ddinfo).
- In 2015, the call center assisted 2,946 callers with income tax assistance, mainly scheduling appointments for the Alternatives Federal Credit Union's Volunteer Income Tax Assistance Program. 1,983 original appointments were scheduled and other calls included confirmations, reschedules, and requests for information.
- Call Specialists took 1,121 ride requests for the FISH volunteer medical transportation program.
- Callers in 2015 identified over 3,594 health related needs to the 2-1-1 call center. Most were health insurance appointments, medical transportation, doctor/clinic information and medication disposal.



Total call center contacts via calls, walk-ins, email, and online chat.

### Top Requests in 2015

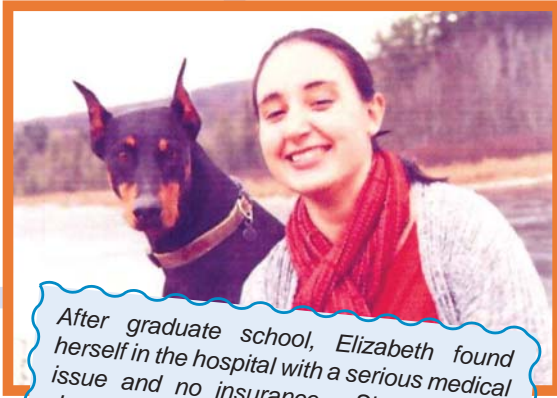
1. Income Tax Assistance
2. Medical Transportation
3. Health Insurance
4. Health Access
5. Financial Assistance



Our 2-1-1 Tompkins/Cortland Call Center thanked the community for donations received through the "Giving is Gorges" Campaign. Photograph by Tamara S. Beardsley

# Diabetes Prevention Program

HSC was the first organization in New York to achieve “full recognition” from the Centers for Disease Control and Prevention for its National Diabetes Prevention Program (NDPP). Full recognition is granted when the sponsoring organization meets specific criteria for documenting client participation and for meeting weight and physical activity goals. In addition to this accomplishment, Sue Olmstead served on a national committee to review the new NDPP curriculum and to review best practices.



*After graduate school, Elizabeth found herself in the hospital with a serious medical issue and no insurance. She spent 11 days in the hospital with bills totaling over \$10,000. A Community Health Advocate (CHA) at HSC helped Elizabeth organize her bills and apply for financial assistance. After a year of help from her CHA, the bills were reduced to less than \$500.*  
*Photograph provided by Elizabeth C.*

## Healthcare Access

- HSC completed its second year providing navigator services to Tompkins County residents looking for health insurance. Under Cassandra Aikman’s leadership and support from navigators Liz Hoyt and Linda Yannone, almost 1,100 were served in 2015.
- HSC renewed its contract to provide community health advocate (CHA) services to individuals and families needing help with using their health insurance and accessing community services. More than 650 individuals received assistance under this program.
- Urgent Rx continued its role of assisting people without health insurance fill prescriptions for urgent care needs from the Ithaca Free Clinic and Cayuga Medical Center. Over 900 vouchers were issued for free generic medicine.

## New Initiatives

- Health Planning Council staff participated in the nine-county regional planning process of the *Delivery System Reform Incentive Payment (DSRIP)* program.
- HSC was awarded the Tompkins County PHIP (also called HAPN) subcontract and hired John Mazzello as the new Population Health Coordinator in May (p7).



## Farewell Creating Healthy Places

2015 was the fifth and final year of Creating Healthy Places to Live, Work and Play. By the end of the grant year in September, HSC participated in its last Streets Alive! with Bike Walk Tompkins and Way2Go, continuing its coordinating role. Worksite wellness concluded with the establishment of the new Tompkins County Worksite Wellness Coalition and its county-wide worksite event, “Put Fruit to Work Week”. Many of the Creating Healthy Places achievements will continue with support from its project partners, Cornell Cooperative Extension and Tompkins County Health Department.

*“Streets Alive!” and “Bike to Work Day” photographs by Victoria Armstrong*

"[Streets Alive!] makes me feel much more a part of the Ithaca Community."

On May 3rd, 2015 Streets Alive! entered its third year and hosted its sixth event in the Fall Creek Neighborhood in partnership with Cultura's Cinco De Mayo event. Over 5,000 people joined the fun! Bike Walk Tompkins will coordinate future events.



# Healthy is HAP<sup>N</sup>ing in Tompkins County

In 2015, the Health Planning Council joined with partners across five counties to launch HAPN, the Health Actions Priorities Network. This new initiative is part of New York State's Population Health Improvement Program (PHIP), which identifies, shares, and helps implement strategies to improve the health of our communities.

HSC received the contract to manage Tompkins County's participation in the Southern Tier PHIP region in early 2015, working closely with the lead regional contractor, Binghamton-based HealthLink NY. Project Coordinator John Mazzeo was hired in May and quickly began work on the Tompkins County portion of a regional health assessment focused on health disparities, or health differences linked to social, economic, or environmental disadvantages.

HAPN officially launched in the fall, with a busy 2016 in store. Results from the regional health assessment will guide health planning efforts in Tompkins, Tioga, Broome, Chenango, and Delaware Counties, and new efforts to address major health disparities will begin in the spring.

## Meet John Mazzeo

Population Health Coordinator John Mazzeo joined the Human Services Coalition in May. John has spent his entire career in the nonprofit sector, including service with health, human service, and environmental organizations. His background includes program development and evaluation, resource development, event management, and information technology. John holds a BA from the University of Rochester and a Master of Public Administration degree from Iowa State University.

John and his spouse, Erika Mudrak, reside in Ithaca. Their daughter, Mariana, was born on September 25, 2015.



Photograph by Tamara S. Beardsley

## The Next Piece of Her Puzzle: Betty Falcão Retires



Photograph by Kelly Yu

Betty Falcão retired from the Human Services Coalition in October 2015 after 20 years of service as Program Director of the Health Planning Council. Under Betty's leadership, the Health Planning Council participated in and led a variety of community initiatives and expanded the Health Planning Council's activities beyond planning, education, and advocacy to introduce new programs and collaborations to the community.

Betty brought together a diversity of stakeholders with strong perspectives about health and health services, but still managed to maintain the Health Planning Council's neutral role in the community.

The Human Services Coalition staff, Health Planning Council Advisory Board, committee members, and broader community celebrated Betty's retirement and gave her a rousing farewell on September 21<sup>st</sup>. The event concluded with a heartfelt speech from Betty recognizing the many individuals she worked with over the years and the stalwart support of the Legislature.

*We will all miss Betty!*

## Education & Training for Non-profit Board and Staff Members



- In 2015 we provided 35 opportunities for non-profit board and staff members to learn and grow through our HSC Workshop Series. We had 586 attendees for an average of 16.7 attendees per workshop.
- As in past years, the Tompkins County Public Library co-sponsored all of our workshop sessions, but in 2015 we also collaborated with the Diversity Consortium and with Family and Children's Service to present some of our sessions. F&CS sessions offered CEUs (Continuing Education Units) to licensed social workers and to human resource professionals.
- A year and a half in planning, the first presentation of our five-day Middle Managers Training Series is scheduled for March/April/May of 2016. The series is self-sustaining and is sold out.
- Scott Heyman provided consultations to 28 area non-profits to help them to carry out their work more effectively.

### HSC coordinates and develops educational programs for four ongoing affinity groups:

- Finance Officers Association of Tompkins County (FINZ)
- Non-profit Chief Executives Association (EXEX)
- 52 Alums of the 6-day "Leading With Impact" Senior Leadership Training Series
- Chairs of non-profit boards of directors



## Funding to Local Agencies

- 17 organizations applied for support through the County/City review process facilitated by HSC. The County Legislature approved a total of \$1,148,373 in funding for the year.
- The Social Service League of Ithaca, with support from HSC, awarded \$16,209 to 15 agencies. The League continues *Filling in the Gaps* Since 1904.
- HSC facilitates the Emergency Food and Shelter Program process in Tompkins County. In the last phase, \$36,457 was distributed to 7 local organizations that serve food pantries, congregate meals, and household utilities.



**HSC Board Member Ron Provus presents a check from the Social Service League of Ithaca to Lesley Greene, Associate Producing Director of the Kitchen Theatre Company. The money helped the theatre provide wireless assisted listening devices to its patrons. Photograph by Jeff Furst**

## Continuum of Care

- The Ithaca/Tompkins Continuum of Care, representing 25 organizations providing housing and services for the homeless, received \$236,200 in HUD funding for TCAction and Lakeview Mental Health supportive housing.
- An average of 48 people attended each of the Homeless and Housing Task Force meetings to network, share information, and discuss topics such as the Community Outreach Worker and the results of the Independent Living Survey for Youth.

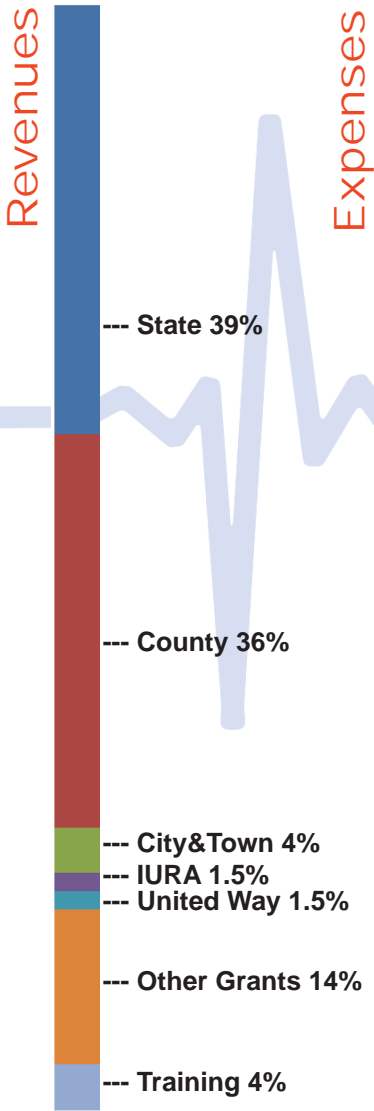
## Other Resources for Non-profits

- 167 total attendees came to 7 meetings of our HSC Forum this year. Topics included immigrant services, youth results, local hunger, funding sources, housing initiatives, and transportation.
- HSC completed the 9th *Salary and Benefits Survey* report with 63 respondents. Each participating agency received an individualized report that shows how each organization's compensation package compares to other agencies of similar size. The full report is available on our website at [www.hsctc.org/salary](http://www.hsctc.org/salary).
- The HSC Listserv currently has 3,324 subscribers and more than 4,600 postings came across our listserv in 2015. Formed to facilitate easier communication and a sharing of resources between agencies, posts ranged from job openings, community events, household and office donations, to many more.

*"[The How to Ask for a Lot of Money!] workshop was excellent. It re-energized us and confirmed we are on the right path. My co-director, who attended with me, is feeling much more confident. We were very glad we came!"*

*- Jenn Foy, Greensprings Natural Cemetery Preserve*

# 2015 Budgeted Financials



## Our Funders

- Alternatives Federal Credit Union
- City of Ithaca
- Community Services Society of NY
- Cornell Cooperative Extension
- Emergency Food and Shelter Program
- Excellus BlueCross BlueShield
- Goodwill of the Finger Lakes
- Health Link NY
- Ithaca Urban Renewal Agency - CDBG
- NYS Department of Health
- NYS Developmental Disability Planning Council
- NYS Health Foundation
- NYS Rural Health Network
- Park Foundation
- Seven Valleys Health Coalition
- Tompkins County
- Tompkins County Dept. of Social Services
- Town of Ithaca
- Town of Groton
- United Way of Tompkins County



*Our many thanks to the agencies and entities that provide funding to help us further our mission!*



## Human Services Coalition of Tompkins County

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Graphic design by Tamara S. Beardsley