2016 Connections to the Community

Upon receiving suggestions from HSC Listserv members for free software that her clients could use to practice their skills at home, Ramona Emery of Workforce NY wrote, “Truly, this Listserv is very amazing. The amount of information, talent, and resources that we all have are just superb!”

“The navigation service is invaluable to the public, because the healthcare system is complex and seldom ‘user-friendly’. Elizabeth is knowledgeable, professional, and was of immense help in the entire process. The office runs with the utmost respect for its clients, and I am very grateful for the caliber of service that I received for myself and for my family.”

-Health Insurance Navigation Client

A caller with a disability needed a service to help install an air conditioner. Through the referrals given by 2-1-1 the caller was able to get help with installation that evening. 2-1-1 staff followed up the next day and the caller was very satisfied with the service and referrals given by 2-1-1.

“Our staff gained a better understanding of the importance of giving employees a perspective on the part they play in the mission of our organization.”

-Bren Hill and Chris Pletcher, Finger Lakes ReUse

Regarding the “Dealing With Difficult People” workshop -Tanya Morrisett

Finger Lakes Fife and Drum Corps

“Dealing with difficult people is a major skill in the fife and drum community. The training was informative and very hands-on. It gave me an understanding of how to deal with some of the more difficult people that I will encounter when interacting with the public.”

-Nancy Burston, Scott Heyman, Cassandra Aikman, Aradhana Gyanwali, and Helene Ballantyne.

Creating Solutions Together

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

2016 Budgeted Financials

<table>
<thead>
<tr>
<th>Revenue</th>
<th>Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>43% County</td>
<td>81% Personnel: Program &amp; Operating</td>
</tr>
<tr>
<td>31% State</td>
<td>15% Non-Personal: Program &amp; Operating</td>
</tr>
<tr>
<td>5% Training</td>
<td>4% Pass-thru Grants: Program</td>
</tr>
<tr>
<td>4% City &amp; Town</td>
<td></td>
</tr>
<tr>
<td>2% IURA</td>
<td></td>
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<tr>
<td>2% United Way</td>
<td></td>
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<tr>
<td>13% Other Grants</td>
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</tbody>
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Our Funders

Alternatives Federal Credit Union • City of Ithaca • Community Services Society of NY • Cornell Cooperative Extension • Emergency Food and Shelter Program • Goodwill of the Finger Lakes • HealthlinkNY • Ithaca Urban Renewal Agency - CDBG • NYS Developmental Disability Planning Council • NYS Rural Health Network, Park Foundation • Seven Valleys Health Coalition • Tompkins County • Tompkins County Department of Social Services • Town of Ithaca • Town of Groton • United Way of Tompkins County • The U.S. Department of Housing & Urban Development

Our Staff

Caryl Arsenault Community Services Specialist
Tamara S. Beardsley Administrative Coordinator
Bev Chin Health Planning Council Program Director
Roberta Hazzard Health Access Coordinator
Elizabeth Hoyt Health Access Assistant
Lin Hurd Community Services Specialist
Tierra Labrada Continuum of Care Coordinator
John Mazzello Director of Community Services
Sue Olmstead Chronic Disease Project Coordinator
Nicole Roulinst 2-1-1 Call Center Manager/Urgent Rx Coordinator
Jill Sage Finance Director
Ellie Stewart Community Services Specialist
Kathleen Schlather Executive Director
Cindy Wilcox Director of Leadership Development and Consulting Services

Staff we said farewell to this year:

Nancy Burston, Scott Heyman, Cassandra Aikman, Aradhana Gyanwali, and Helene Ballantyne.

-Bev Chin
Our 2-1-1 Call Center incorporated Cortland appointments into the free tax preparation program. This led to an increase of nearly 900 calls for tax assistance over the previous year.

Health insurance navigators assisted over 900 individuals and families with enrollment into plans on the NYS Marketplace. Calls to 2-1-1 for the New York State Health Marketplace/Navigator remained constant, surpassing other needs as our second highest call type for 2016.

The Community Health Advocate program continues to gain momentum as more individuals become insured and need assistance with accessing health services, finding a primary care doctor, and billing issues. 2-1-1 handled 976 calls for the program. Community Health Advocates worked on 584 cases in 2016.

2-1-1 scheduled appointments for free medical and dental procedures for Healthy Cortland, an Innovative Readiness Training program sponsored by the Department of Defense, in summer 2016. The free event saw 1807 patients with a total of 7,613 procedures performed including medical, dental and veterinary services with no residency, income or insurance requirements. 2-1-1 handled 1,050 calls for this event which saved $851,426 for the community.

Southern Tier Population Health Improvement Program, also known as the HealthlinkNY Community Network completed a regional assessment and planning process related to health disparities and health issues. Based on the assessment and a regional priority-setting event, two focus areas were identified:

- Building stronger connections between health and transportation services, including supporting a regional transportation initiative.
- Creating a toolkit and compiling new and existing resources to support regional efforts to promote empathy and reduce stigma around mental health needs.

HSC coordinates the Local Board for the Emergency Food and Shelter Program, a FEMA initiative that supports non-disaster food and housing needs. In 2016, seven local organizations received funding, resulting in the equivalent of 22,228 meals and 63 emergency utility bills paid.

The Social Service League (supported by HSC), is a nonprofit foundation that provides grant funding for local human service organizations, especially very new or creative initiatives. In 2016, the Social Service League awarded grants to 16 Tompkins County organizations.

Over one million dollars was distributed to 18 agencies through the County/City funding review process provided by the Human Services Coalition.

Our Health Planning Council program was awarded funding from the Women’s Fund of the Community Foundation for Improving Women’s Health through Diabetes Prevention.