

Human Services Coalition of Tompkins County, Inc.

2004 Annual Report



Human Services Coalition of Tompkins County, Inc.
100 West Seneca Street, Suite 300
Ithaca, NY 14850-4138
(607) 273-8686
(607) 273-3002 (Fax)
(607) 272-9331 Information & Referral Service
www.hsctc.org

A United Way Agency

*Human Services Planning
Health Planning Council
Information & Referral*

**Human Services Coalition
2004 Board of Directors**

Kathy Schlather	At Large; Chair
Marsha Eger	At Large; Vice Chair
Nancy Zahler	At Large; Secretary
Cathy Webb	At Large; Treasurer
Irene Stein	Immediate Past Chair

Naomi Arndt	At Large
Michelle Berry	City of Ithaca
James A. Brown	United Way
Robert DeLuca	At Large
Lee Dillon	At Large
Richard Driscoll	At Large
Marsha Eger	At Large
Marnie Kirchgessner	Town of Ithaca
John T. Lemley	Review Committee
Deborah Mohlenhoff	At Large
Fred Noteboon	Town of Ithaca
Alicia Plotkin	Forum Liaison
Jonathan Plotkin	At Large
Martha Robertson	Tompkins County
Teresa Robinson	Town of Groton
Ken Schlather	At Large
Roger Sibley	At Large
Gary Stewart	At Large
Leonardo Vargas-Mendez	At Large
Sherl Walters	At Large

*Human Services Coalition
of Tompkins County*

Throughout the years, the Human Services Coalition has served as a resource in Tompkins County: By fostering connections between service providers and the public, providing networking opportunities for agencies, advising community funders, and coordinating with outside agencies, HSC works hard to promote and support our community. This report details the many ways in which HSC has made a positive impact in 2004.

2004 Human Services Coalition Staff

Margaret Ferretti Dill	Executive Director
Nancy Burston	Assistant Director
Betty Falcão	Health Planning Council Program Director/ Tompkins Health Network Director
Carol Farkas	Program Assistant
Edward Swayze	Information & Referral Program Director

Forging Links

Working year round with the larger plenary **Homeless and Housing Task Force**, a smaller action-oriented group, the **Continuum of Care Subcommittee (COC)** identifies gaps in the system and strives to design a strategy that will provide for the needs of homeless individuals and families and to reduce the incidence of homelessness in our community. The Human Services Coalition took the lead in submitting a successful coordinated grant application on behalf of the community to the **US Department of Housing and Urban Development**.

HOT OFF THE PRESS!!

This year, the award to Unity House/Green Street and Tompkins Community Action was for **\$484,878**. A thank you is due to Patricia Carey, Tompkins County Commissioner of Social Services and her staff, as well as to the Tompkins County Legislature, for entering into a contractual agreement with Unity House to support an in-kind match.

The Human Services Coalition (HSC) remains enthusiastic about its collaboration with the **Council of Community Services of New York State (CCSNY)**. Fifteen workshops were presented last year. Some of the topics were: *Elements of a Good Set of Bylaws; Leadership Issues for Executive Directors; Board Roles and Responsibilities; Non-Profit Marketing for Maximum Results; Strategic Collaborations, Subsidiaries and Mergers; and Consumer Driven Health Care*. More than 180 individuals attended from more than 35 organizations. In addition to training workshops, HSC provided one on one assistance to many organizations on not-for-profit governance issues.

The **Homeless and Housing Task Force** is a well-coordinated, large inclusive group that meets bi-monthly, bringing together service providers, planners and elected officials to share information, program changes, services statistics and other concerns particularly the needs of the homeless. This year the Homeless and Housing Task Force worked closely with the **Ithaca Urban Renewal Agency** and contributed valuable information to The Community Development Block Grant Five

Review Committee

Reneé Farkas
John Lemley
Frank Satterly

Lisa Holmes
Cindy Martin

Marnie Johnson
Leslie Myers

I&R Services/2-1-1 Advisory Committee

Barbara Barners
Cristy Brown
Larry Carey
Ann Gifford
Paul Rehbock
Colleen Ruffino

Amy Bonn
James Brown
Reneé Farkas
Beth Jenkins
Larry Roberts
Deborah Sam

Carol Booth
Courtney Campbell
Reed Flaschen
Chuck Nocera
Nancy Rosen
Lynne Whetzel

HPC Advisory Board

Suzanne Aigen
Robert De Luca
William Gilligan
Christine Klotz
Robert MacKenzie, M.D.
Diane Paolangelì
Lenore Schwager

Richard Bucklin
Marsha Eger
Scott Heyman
Theresa Lyczko
Joan Murphy
Ellen Plaisted
Nancy Spero

Alice Cole
George Ferrari
Marnie Johnson
Valerie Lyon
Liz Norton
Micaela Salort-Corazon
Irene Stein

In the spirit of cooperation, which makes this community so special, we would like to thank all the organizations and individuals that have contributed in-kind services to us throughout the year.

Thank You

Human Services Planning, the Health Planning Council, and the Information and Referral Service would like to thank the many volunteers and members of boards and committees who generously donated their time in 2004:

Volunteers, Interns, Student Assistants, & Consultants

Erin Archie	Russell Bourne	Diana Boyer
Kathryn Boyles	Bill Chapp	Lizzie Clarke
Diana De Los Rios	Carmen Dockry	(Miles) Ryan Fisher
Roberta Frost	Natalie Gingerich	Josh Goldstein
Rima Grunes	Lisa Horn	Helen Howland
Tom Klingman	Christine Klotz	Joe Lee
Kathy Russell	Allein Sabel	Chris Szlezak
Betty Wien	Kimberly Blair Wigger	Leah Wittman
Zain Yousaf		

In Remembrance

We must sadly inform the community of the death, in late 2004, of long-time marketing and publications assistant Dorothy Littlehale. Dorothy came to I&R many years ago through the Office for the Aging. She brought to us her wide experience as a publishing and public relations professional. Over the years, Dorothy was involved in most of I&R's marketing and publicity efforts helping with logo design early on and continuing with many other projects right up to her passing. Dorothy was my "legs" on many projects. She spent a great deal of time selling ads in the Human Services Resource Directory and, with her knowledge of printing processes, negotiating with printers and monitoring the output of the book to insure its quality. She will be impossible to replace both as a helper and as a friend. *Ed Swayze, I&R Director*

Year Comprehensive Plan. At each meeting, various topics were presented such as: *Gimme Shelter: Update on Federal Housing Policy with Dan Lamb, District Representative, Office of US Congressman Maurice Hinchey; A Dialogue on Discharge Planning; Independent Living Panel: Understanding Youth Homelessness in Tompkins County; and a panel addressing the issue of chronic homelessness.*



The Human Services Coalition, in collaboration with the Ithaca Youth Bureau and the Tompkins County Youth Services Department, co-sponsored a workshop entitled *Finding Hidden Treasure: Unlocking the Secrets of Federally Funded Technical Assistance Programs for Human Services Organizations*, presented by Paula Younger.

HSC's website hosts the not-for-profit interactive **Web Calendar** and also the highly popular **Health and Human Services List Serve**. Both of these resources link agencies in the community. Each functioned very successfully in 2004 with many more postings on the calendar (www.hsctc.org) and over 750 individuals subscribing to the List Serve. The List Serve also facilitated donations from individuals and businesses. Agencies and individuals consistently praise the existence of the List Serve.



In 2004, the Health Planning Council (HPC) actively participated in several collaborative efforts. HPC reviewed the new American Red Cross program on training for **Family Caregivers** and purchased videos, CDs and booklets for loan. HPC also contracted with the Finger Lakes Independence Center to promote safety awareness practices among Tompkins County's older adults and to increase the use of assistive medical equipment offered through area loan closets. Additionally, HPC participated in the **End-of-Life Care Coalition** to enhance quality of choices about medical care; contributed to the Tompkins County Workforce Development Task Force on the recruitment /retention of health care workers and; provided health care expertise to the Community Dispute Resolution Center "**Wise Talk**" Steering Committee on expanding mediation services to seniors.



NYSAIRS • United Ways of New York State Information & Referral (I&R) continues its participation in creating the 2-1-1 system. Eventually, everyone in the United States will only need to remember one three digit number, 2-1-1, to get connected and get answers through their local I&R providers. The opportunity to achieve that for the 1.4 million residents of the Finger Lakes region is now. The 2-1-1 Fingerlakes Memorandum of Understanding was signed and delivered to the Finger Lakes Collaborative in July. 2-1-1 Finger Lakes began taking 2-1-1 calls on December 1, 2004 serving 5 counties in the Greater Rochester region. Tompkins County is working to join the region in 2005. The **I&R Director** was elected to a seat on 2-1-1 New York Collaborative Policy Board in December. The **2-1-1 / I&R Advisory Group** offers invaluable guidance to the I&R staff in planning for 2-1-1 service in Tompkins County.

Improvements to the **Volunteer Tompkins Partnership website** (volunteertompkins.org) were finalized in November 2004 to make the site and data more useful to the partner agencies. These upgrades will reduce a great deal of duplicative effort in the individual organizations.



The **I&R Director** has been a member of the NYSAIRS Board (New York State Alliance of Information and Referral Systems) since its inception in 1995, and is currently the Treasurer of the Board.

Finances

Human Services Coalition 2004 Operating Revenue: \$493,744

The Human Services Coalition would like to acknowledge and thank its funders for their continued support:

- Tompkins County - \$282,970
- City of Ithaca - \$32,257
- United Way of Tompkins County - \$22,055
- Town of Ithaca - \$4,000
- Social Service League of Ithaca - \$2,250
- Town of Groton - \$700
- New York State Office of Rural Health - \$130,000

We would also like to thank the following for contributing grants for special projects:

- The Park Foundation
- The Triad Foundation
- United Way of Tompkins County Youth and Philanthropy Council
- Rotary Club of Ithaca
- Alternatives Federal Credit Union Round Off Program

Special Projects

Other HPC accomplishments included: gathering local comments to provide expert testimony about a proposed “**Single Point of Entry**” into the Long Term Care system which is being considered as part of NYS Medicaid Reform strategies; promoting awareness about **health careers** to address staffing shortages; and supporting training in “Exploring the Health Professions” curriculum for eight adults who work with youth.



The I&R **Help Line** continues to be a valuable resource in the county. The estimated number of web contacts in 2004 was 5,000 and more than 2,500 calls were received on the help line, which is operated by community volunteers. Over 3,200 hours were donated by 15 I&R volunteers in 2004. The most frequent reasons for contacting I&R were finding out general information about community services, and for the following need categories: health care, criminal justice and legal services, housing, income security, individual and family life, mental health care and counseling, and temporary financial aid.

The **I&R VISTAs** coordinated a wide distribution of I&R outreach materials, including activities at rural festivals and ongoing distribution at food pantries. I&R was also present at many tabling events, during which presentations on use of the websites (both I&R and VolunteerTompkins) were conducted and informational materials distributed. I&R’s participation in the Ithaca Downtown Partnership “*In the Bag*” program which distributed 2,000 tote bags to staff at local businesses resulted in the distribution of 8,000 pieces of I&R informational material.



Four hundred sixty five copies of the popular **Human Services Resource Directory** and several thousand of the **Community Services Resource Guides** were distributed to local organizations and individuals.



The Human Services Coalition lent the expertise of its interns to assist with the interviews for the United Way Hunger and Food Insecurity Report that will soon be published.

The Health Planning Council launched the **Tompkins Health Network** (THN) in 2004. The program is funded through the Office of Rural Health, NYS Department of Health. The Tompkins Health Network enhances the health care system so that Tompkins County residents have better access to health care services; knowledge of available health care choices; and support for healthy lifestyle behaviors. HPC secured \$130,000 for implementation projects to:

- increase access to prescriptions and health care
- improve health care staffing shortages
- support design of interactive health promotion project

Through THN, HPC hired 5 temporary, part-time staff: Bev Chin, Prescription Access Coordinator; Beverly Hammons, Special Projects Coordinator; Melissa Hern, Program Assistant; Aliza Porth, Program Assistant; and Christianne White, Health Career Awareness Coordinator.

HPC also launched the **Prescription Meds Access Program (PMAP)**. Thus far, staff has spoken with 125+ individuals who had difficulty affording **prescription medicines** and helped 69 of them obtain drugs, valued at more than \$18,300, free or at low-cost from pharmaceutical companies. There are over 50 additional applications currently in process. *Thanks to Information and Referral volunteers for fielding the PMAP calls.*



The Human Services Coalition embarked on several **Conversations with the Towns**. Marge Dill gave presentations to more than **nine** municipalities to discuss the Human Services Coalition Programs and the outcomes of COMPASS II’s community-wide assessment. These presentations were warmly received and we urge other agencies to take the time and opportunity to bring information about their programs to the many municipalities outside of the City of Ithaca.

The Coalition published a **Not-for-Profit Salary and Benefit Survey** that presented an analysis of fifty agencies salaries and benefits in categories of small, medium and large groupings. This year HSC also presented each agency with an individual profile showing their standing within the whole world of the fifty agencies that replied. A workshop was held to assist the agencies in the use of the document.

Beginning in October 2004, I&R implemented **Web Directory Usage Reports**, a reporting tool to track visitors to its web based directory of services. People who link to the site are now asked to voluntarily give I&R some simple demographic information. From mid October to year's end 1,414 visitors came to the I&R web directory. Sixty-five visitors identified themselves as organizations and 276 as individuals. The top five agencies explored by web visitors were the Tompkins County Department of Social Services, Mental Health Services, Advocacy Center, Mental Health Association, and Tompkins County Health Department.



In 2004, the Human Services Board, with the assistance from the staff, undertook the substantial task of updating its bylaws. The effort was difficult, but rewarding.

Marge Dill, the Executive Director of the Human Services Coalition, was elected as a Board Member of the **National Associations of Planning Councils**. The Health Planning Council was honored with the **Trailblazer Award** for help in raising matching funds to bring the Cayuga Waterfront Trail up to the Farmers' Market.

Assistance & Information

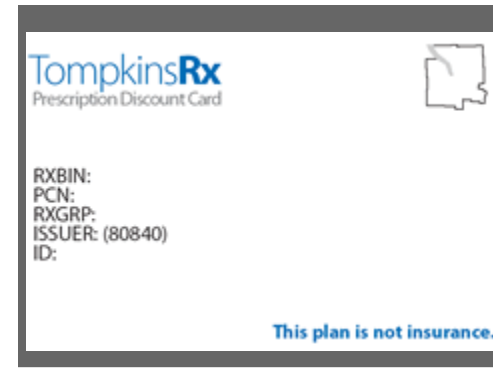
The traditional **Human Services Coalition Forum** is a unique monthly gathering across all service areas. Its membership grows steadily in numbers and breadth of organizations averaging more than forty people per month from the public and not-for-profit sectors, private citizens, elected officials, the arts and sciences, and foundation representatives. Forum topics included presentations on: *The County Public Safety Building; Capacity Building Needs of Not-for-Profits; Child Health Plus; The Tompkins County Department of Social Services Three Year Plan; University-Community Partnerships; a local Funders Panel; and Workforce Development: Creating a Competitive Advantage in Tompkins County.*

Human Service Planning provides one-to-one technical assistance to agencies at the request of their boards and funders. We provide agencies with letters of support for grant writing and link them with others who are considering writing grants for similar purposes.

The **HSC Citizen Review Committee** is charged with reviewing non-profit agencies and making funding recommendations to the County and allocating City Sales Tax County for a share of local county revenue and a portion of City sales tax revenue. HSC also oversees the distribution of Federal Emergency Food and Shelter Program funds and the Social Service League of Ithaca Foundation grants. The Coalition is frequently requested to assist both private and public funders in reviewing general funding situations in terms of service duplication and cost of service delivery.



The Health Planning Council provided information and support to the Tompkins County Legislature in their development of a prescription discount card that is free for all residents. **TompkinsRx** started in mid-January. A \$6,500 grant was secured for outreach on the card. *Many thanks to the Tompkins County Health and Human Services Committee for their leadership on TompkinsRx.*



The Health Planning Council developed "Tips on Finding Lower-Cost Prescriptions" which included a report about Canadian sources. The document is posted on the Coalition website, www.hsctc.org. HPC also created the "**Guide to Potential Eligibility for Selected Human Service Programs**" compiling data about income eligibility criteria, local contacts and websites for more than 35 different programs, including health care.