

2018 HSC Board Members

Josephine Allen • Christine Barksdale • Dan Brown • Diane Cohen • Andrew DeFran • Geoff Dunn • Amie Hendrix • Lisa Holmes • Anna Kelles • John Lemley • Sharon MacDougall • Schelley Michell-Nunn • Deborah Mohlenhoff • Alicia Plotkin • Susan Riley • Joe Sammons • Lenore Schwager

"I especially appreciated the diversity of perspectives in the room and the flexibility facilitators showed in engaging them all."

-HSC Workshop Participant

2018 Volunteers and Interns

Carrie Cohen • Rebecca Fu • Deana Gonzales • Garry Griffith • Luciano Hamel • Emem Ikpot • Sarah Johnson • Lizzie Lee • Rhoda Possen • Tiffany Ross • David Sickler • Courtney Xu

2018 Health Planning Council Advisory Board

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

Edward Bergman • Donna Bugliari • Caryn Bullis • Amanda Champion • Barbara Ganzel • William Gilligan • Ramona Gonzales • Beth Harrington • Samantha Hillson • Lisa Holmes • Dale Johnson • Frank Kruppa • Jan Lynch • Emily Mallar • Norbert McCloskey • Michelle McElroy • Caroline Moore • Frank Proto • Mary Ann Reeter • Bill Rusen • Lucia Sacco • Lenore Schwager • Lindsay Bentley (Speicher) • Sue Ellen Stuart • Angela Sullivan

Ex-officio member: Kathy Schlather



Our incredibly skilled summer interns, Deana Gonzales and Lizzie Lee, have applied their efforts to meaningful projects this year including homeless initiatives, 2-1-1 outreach, and our County/City funding review process.

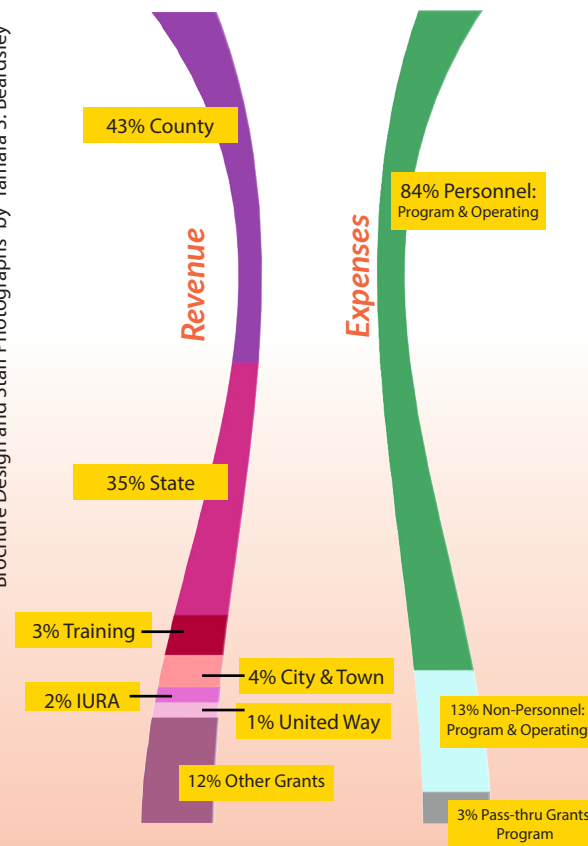
Our Funders & Partners



Alternatives Federal Credit Union • Care Compass Network • City of Ithaca • Community Services Society of NY • Cornell Cooperative Extension • Emergency Food and Shelter Program • Goodwill of the Finger Lakes • Healthlink NY • Ithaca Urban Renewal Agency - CDBG • NYS Office of Rural Health • 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

2018 Budgeted Financials

Brochure Design and Staff Photographs by Tamara S. Beardsley



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www.hsctc.org

2-1-1 Tompkins/Cortland: 2-1-1 or 1-877-211-8667



2018

Connections to the Community



Human Services Coalition

Our Mission:

To enhance the delivery of health and human services in the Tompkins County area.

HSC Staff Members

Liddy Bargar

Coordinator of Housing Initiatives

Tamara S. Beardsley

Administrative Coordinator

Carolyn Beyers

Health Planning Council Project Coordinator

Bev Chin

Health Planning Council Program Director

Fenice Coleman

Community Services Specialist

JD Drader

Community Health Outreach Specialist

Roberta Hazzard

Health Access Coordinator - Consumer Assistance

Elizabeth Hoyt

Health Access Coordinator - Health Insurance

"I love 2-1-1! I always get what I need."

-2-1-1 Tompkins Cortland Client

John Mazzeo

Director of Community Services

Nicole Roulstin

2-1-1 Contact Center Manager

Jill Sage

Finance Director

Kathleen Schlather

Executive Director

Emily Sinton

Community Services Specialist

Ellie Stewart

Community Services Specialist

Cindy Wilcox

Director of Leadership Development and Consulting Services

Ellen Mary Woods

Community Services Specialist

In 2018 we bid farewell to staff members Tierra Labrada, Cassandra Landes, and Kate Laux, who moved on to other agencies.

Finger Lakes Region, New York





I want to take this last opportunity to brag a bit about the work we do here at the Human Services Coalition. First, let me say that this type of organization does not exist in most communities. We are here because a few farsighted community leaders saw the need for

an independent agency to work alongside the expanding number of nonprofits.

These leaders wanted to assure that there would be community wide planning and collaboration in the deployment of expertise and resources. They wanted opportunities for networking, and for sharing concerns, ideas and program information. They wanted to assure a strong nonprofit community, so we expanded our services to offer organizational support, capacity building, and help obtaining and using health insurance. For services to be effective, people first must be able to identify them. Therefore, we make sure that there is up-to-date information available 24/7 for those in need. Most importantly, we continue to do what was asked of us over forty-five years ago - to advocate for a comprehensive network of services that meet the needs of the residents of Tompkins County.

I have had the privilege of directing this agency for the past fourteen years. I cannot imagine a better job. The people I have met and worked with over the years have enriched my life immensely.

My thanks to you all,

Kathy



2018 Connections to the Community

- 2-1-1 responded to approximately 13,000 requests for assistance in 2018. These included 4,000 contacts related to the VITA (volunteer tax preparation) program and 1,744 referrals to FISH (volunteer medical transportation services). Transportation needs increased approximately 29% this year compared to 2017.
- We began accepting requests for help by text message over the summer of 2018! To contact 2-1-1 by text message, simply text your zip code to 898211 (TXT211) during business hours (M-F, 9am - 4pm). Call 2-1-1 (1-877-211-8667) 24/7, stop by our office, or visit us online at 211tompkins.org as well.
- As part of a five-county collaboration, we received funding from Care Compass Network to launch "Supports for Health," a transportation voucher program for Medicaid beneficiaries to help with non-medical transportation needs that have a health benefit. This pilot project will run through 2019.
- 2-1-1 Tompkins Cortland was selected as one of only eight organizations nationwide to be "mentored" by 2-1-1 San Diego, a leader in using 2-1-1 data to drive community health improvement.
- The Health Planning Council (HPC) completed its fifth year as the Community Health Advocates (CHA) program serving Tompkins County. CHA provides assistance with accessing healthcare services, solving medical billing or insurance coverage problems, and educating consumers about their rights. 655 cases were opened in 2018, with almost half involving individuals and families with low income.
- Our Health Insurance Navigators assisted over 950 individuals with enrollment on the NYS Marketplace in 2018.
- HPC co-coordinated the event, "Food is at the Heart of Home Care: A Home Health Aide Celebration and Education Event" to heighten awareness about the value and shortage of home health aides while providing education on nutrition needs. This was a collaborative effort of Long Term Care Committee members from multiple agencies and community volunteers.
- Multiple agencies and the Cayuga Health System partnered with HPC for the *Stay Steady Fall Risk Screening*. *Over 75 participants learned about their individual fall risks. Special thanks to Anne Reilly, geriatric-certified PT.*



2-1-1 Tompkins Cortland, with the creative assistance of HSC Intern Deana Gonzales, developed several beautiful new ads soon to be seen on TCAT buses.

We envision a community that embraces the dignity and well-being of all people, supported by a vibrant non-profit sector.

- We completed our thirteenth year as the administrator for Urgent Rx, a local voucher program funded through the United Way. Urgent Rx enables Tompkins residents to get their critical one-time medications for free at partner pharmacies. In 2018, 583 vouchers were issued for 887 prescriptions.
- HSC remains an active participant in the HealthlinkNY Community Network, the Population Health Improvement Program for the five-county region including Tompkins. In 2018, the network enhanced its data analysis and visualization capabilities and can offer local partners assistance in collecting, understanding, and tracking health and other data, especially around social determinants of health. Contact us to learn more.
- The Coordinated Assessment Team, which coordinates housing among providers of homeless services, assisted 333 people into housing in 2018 (both private and program provided) and assessed another 215 people for services such as food stamps, health insurance, and other types of public assistance.
- Our Continuum of Care was chosen to be one of five communities across the country to participate in the *100-Day Challenge* on youth homelessness in 2019.
- HSC provided 47 hours of consulting services in support of 20 organizations in 2018. The most prevalent areas of assistance involved board roles and responsibilities, strategic planning, and fundraising planning.

Our almost 3,100 HSC Listerv members came together once again when Longview posted asking for locals willing to visit and discuss all things physics-related with a resident who is a retired physicist. Resident Services Manager Kim Owen posted "I want to thank everyone for the gracious response. It's as if all sorts of little command centers throughout the community jumped into action to link Longview to the physics world."

- The HSC Workshop Series presented 23 sessions in 2018 serving 345 participants. Our most popular topics were *Mindful Leadership*, *Succession Planning for Boards*, and *Sexual Harrasment Prevention*. We also received \$35,000 in funding to support the *Executive Leadership Academy*, a 5 day learning retreat for new executive directors which will take place in fall of 2019.
- 180 attendees learned about topics such as the *Mobile Crisis Team* and the *Child Nutrition Collaborative* at HSC Forum meetings in 2018, a 62% increase from 2017.
- HSC administers the Tompkins County Emergency Food and Shelter Program Local Board, which distributes approximately \$40,000 in funds for housing, food, and related services to organizations in Tompkins County.
- HSC supported the Social Service League of Ithaca (SSL), which provides grants for local human service organizations. In 2018, the SSL provided grants to ten projects, including assistive technology for children with communication challenges and educational materials for people studying to become citizens.