

Human Services Coalition of Tompkins County 2006 Annual Report

Human Services:
Supporting Individuals,
Enriching Communities,
Building Hope

*"What we do for ourselves dies with us. What we do for others
and the world remains and is immortal." - Albert Pine*

Human Services Coalition of Tompkins County, Inc.
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Ithaca, NY 14850-4138
(607) 273-8686
(607) 272-9331 Information & Referral Assistance
www.hsctc.org
A United Way Agency



"...the free HSC Calendar and HSC List Serve provide ways to share information about our agency, market our agency's events, and request volunteers. This highly used web-based service makes the Tompkins County Human Services community one of the most informed & connected counties that we deal with." Renee De Marco, Mothers & Babies Perinatal Network

"The non-profit organization exists to bring about a change in individuals and society." Peter Drucker

"The world is my country, all mankind are my brethren, and to do good is my religion." Thomas Paine

"When a good man is hurt, all who would be called good must suffer with him."
Euripides

"Our society must make it right and possible for old people not to fear the young or be deserted by them, for the test of a civilization is the way that it cares for its helpless members." Pearl Buck

"HSC has developed grants or otherwise found opportunities that have brought many of our agencies everything from computers and printers to office desks, bookcases, and filing cabinets - all at minimal cost to us."

"In an era of global abundance, our world has the resources to reduce dramatically the massive divides that persist between rich and poor, if only those resources can be unleashed in the service of all peoples." Kofi Annan

"The Human Services Coalition Forum has provided staff with valuable information that assists us with our everyday tasks. The Information and Referral Service is one on which many of our consumers rely on to find us as well as other agencies that can assist them." Lenore Schwager, Executive Director, Fingerlakes Independence Center

"Ideologies separate us, dreams and anguish bring us together."
Eugene Ionesco

"True kindness is not always convenient, but its effects are constant and flowing like a mighty river."
K.S. Wilkinson

"...the moral test of government is how that government treats those who are in the dawn of life, the children; those who are in the twilight of life, the elderly; those who are in the shadows of life; the sick, the needy and the handicapped." Hubert Humphrey

"As the people in charge of human service agencies, we depend on the Human Services Coalition to help us with grant opportunities, to provide training workshops, to assist in setting up networks, and to help with planning that emphasizes efficiency and discourages duplication of effort."

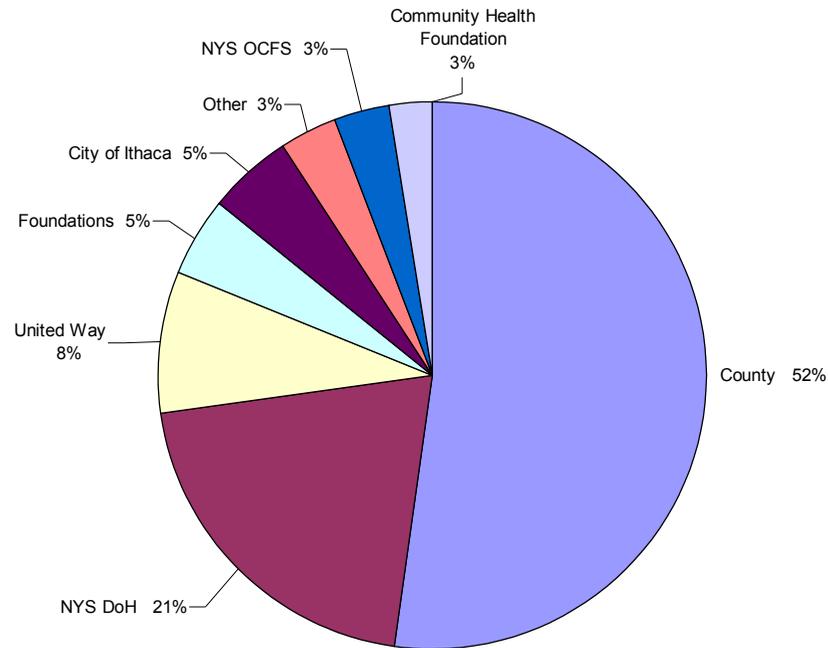
"I always considered their commitment to the community and resourcefulness as praiseworthy and admirable; I truly looked up to them as community leaders." Allein Sabel, Cornell Intern 2003-04; Univ. of Virginia, JD 07

"For over 20 years, HSC has been consistently providing Cornell students with valuable volunteer and work study opportunities that have helped them develop as student leaders while engaging in activities that provide valuable skills and experiences while addressing quality of life issues for the entire community." Leonardo Vargas-Méndez, Director & Renee Farkas, Associate Director, Cornell Public Service Center

"Where justice is denied, where poverty is enforced, where ignorance prevails, and where any one class is made to feel that society is in an organized conspiracy to oppress, rob, and degrade them, neither persons nor property will be safe."
Frederick Douglass

Human Services Coalition

2006 Operating Revenue: \$ 699,334



Foundations include:

- | | |
|-------------------------------|---|
| Park Foundation | Tompkins County Foundation |
| Triad Foundation | Community Foundation of Tompkins County |
| Tompkins Charitable Gift Fund | First Presbyterian Church |

From the Executive Director

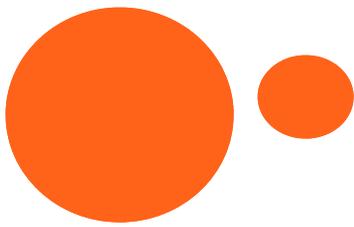
As I finish up my first full year as Executive Director of the Human Services Coalition, my appreciation for the value added to the community by our non-profit service providers continues to grow.

Imagine the impact on Tompkins County if there were no food pantry for the parent whose cupboards are bare by the end of the month or if there were no affordable daycare for that same parent to enable him or her to hold a job. What if there were no literacy program for the resident who wants and needs to work but whose inability to read prevents employment? And what would be the effect if there were no home delivered meals or transportation for the senior who no longer has that level of independence? These services and others add both to the health and well-being of our citizenry and to the economic vitality of our community. We at the Coalition are honored to be part of this web of non-profit organizations that contributes so much to the quality of life in Tompkins County.

-M. Kathleen Schlather



Photo by Kim Van Norman

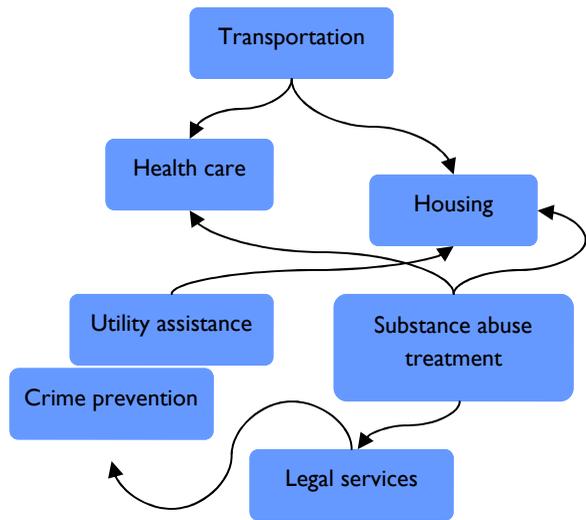


Human Service Planning

2006 was a busy year for Human Service Planning (HSP). The 6th edition of the **Salary and Benefits Survey** was completed. This widely used publication compiles valuable information on compensation levels for non-profit organizations. A record 54 agencies participated. Some of the results of the survey included:

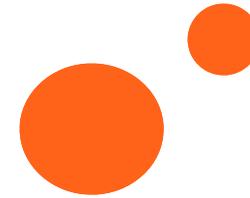
- Modest salary increases across most job categories, but salaries are not keeping pace with inflation.
- Staff size of most organizations is decreasing or staying the same – several organizations report laying off employees, combining jobs/reducing hours, and holding off filling positions due to financial difficulties.
- Organizations are utilizing various strategies to try to deal with increasing health insurance costs by switching plans, increasing employee premium contributions and co-pays, and increasing deductibles.
- Retirement benefits are offered in only 63% of organizations – this was the benefit most organizations identified as wanting to offer their employees.

Accounting 101, a workshop by Duane Shoen, CPA, was presented to familiarize executive directors, financial managers, bookkeepers, board treasurers, and finance committee members to the changing financial landscape for non-profits.



Lisa Horn joined the staff in June as our **Organizational Support Specialist**. The goal of the position is to identify funding opportunities, to facilitate collaborative efforts around funding applications, and to work in conjunction with Cooperative Extension to develop organizational strengthening resources for agencies. A collaboration of local funders, including Tompkins County, Park Foundation, Triad Foundation, Tompkins Charitable Gift Fund, Tompkins County Foundation, the Community Foundation of Tompkins County, and the United Way came together to make this position possible as a resource for agencies.

The **Human Services Coalition List-Serve** now has over 1,000 subscribers, allowing human service professionals to share information in a quick, efficient manner while reducing costs and duplication of effort. The list-serve has provided a venue to allow for communication among professionals in a manner that was previously impossible.



Staff

“There is no higher religion than human service. To work for the common good is the greatest creed.” Woodrow Wilson

Kathleen Schlather, Executive Director

Nancy Burston, Associate Director

Betty Falcão, Health Planning Council Program Director

Edward Swayze, Information & Referral Program Director

Carol Farkas, Program Assistant

Kathy Russell, Financial Manager

Bev Chin, Access Coordinator

Beverly Hammons, Special Projects Coordinator

Elizabeth Holmes, Health Planning Council Assistant

Lisa Horn, Support Specialist



Photo by Kim Van Norman

Thank You

Human Service 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 2006.

Interns & Volunteers

Helene Ballantyne	Meghan B. Kappus
Lindsay Bober	Jacqueline Kelly
Russell Bourne	Tom Klingman
Megs DiDario	Amanda Linnertz
Jonathan Fersh	Monica Molina
DuWayne Fish	Joan Packard
Jennifer Gildea	Leanne Polachek
Rima Grunes	R.J. Rowland
Helen Howland	Lena Smith
Adam T. Hymans	Dennis Vilorio

Consultants

Michael J. Brutvan
Lisa Kendall
Marilyn Kinner
Madeline McDonough-Maher

*“One can pay back the loan of gold, but one dies forever in debt to those who are kind.”
Malayan Proverb*

The **Human Services Coalition Forum** averaged 42 attendees at its monthly meetings this past year, giving agency personnel an opportunity to network, share information, and coordinate activities over a wide range of planning areas. Topics included “*Collaboration: Developing Inter-Agency Policies to Meet a Common Goal*”; “*Tompkins County Management Diversity Plan and County-wide Workforce Diversity and Inclusion Initiatives*”; “*County-wide Affordable Housing Needs Assessment*”, “*County-wide Transportation Planning*”; and “*Support Services Available to Immigrant Populations in Our Community?*”

Thanks to George P. Ferrari, Jr. for facilitating the Forum with panache and to Cooperative Extension for hosting the meetings.

“The Human Services Coalition has always been the planning agency for human services in the county.....The review of agencies that the Coalition does saves the County staff, legislators, and residents endless hours, and is cost-effective by making the hardest choices for funding before budgets ever cross [legislators'] desks.” Mary Call, Former Chair, Tompkins County Board of Representatives (1985-86) & Barbara Mink, Former Chair, Tompkins County Board of Representatives (1998-2002)

“In terms of housing, Human Services Planning has been the ‘glue’ and primary agency to organize and coordinate countywide efforts to address housing needs for the homeless and those at risk of being homeless.” Nels Bohn, Director of the Ithaca Urban Renewal Agency



Photo by Kim Van Norman

\$908,195 in County and City funding was allocated to 16 agencies through the **HSC Review Process**. Many thanks go to the nine committee members who volunteered their time and talents to evaluate applications and advise the county legislature on recommended levels of funding.

Health Planning Council

The Health Planning Council (HPC) has continued to be a leader in identifying needs and coordinating and implementing new initiatives in Tompkins County.

The **UrgentRx** pilot program was launched by HPC and its partners in February, 2006. This unique program offers vouchers for urgently-needed generic medications to uninsured patients at Cayuga Medical Center's Emergency Room and its Urgent Care facility on Warren Road. In addition to the free medication, patients receive information about other health care subsidy programs. Also, through the follow-up phone calls to these clients, we have been able to gather valuable data on the uninsured in our area. In the first year of operation, 1,267 prescriptions valued at about \$21,000 have been provided to over 750 people. *Hats off to our Urgent Rx partners: Cayuga Medical Center, Kinney Drugs, Tompkins Health Network, and United Way of Tompkins County for a \$25,000 United Way challenge grant and to the Park Foundation for a \$10,000 development grant for UrgentRx. A gift from the Brooks Family Foundation to United Way made Urgent Rx possible.*

TompkinsRx, a free card for prescription discounts, continues to be distributed to medical offices, pharmacies, human service agencies, and individuals. Since January, 2005, more than 750 users a month have saved an average of 23% - a total savings of more than \$421,928. Thanks to the County Legislature for bringing this program to Tompkins County at no cost to the taxpayer.

The **Prescription Meds Access Program (PMAP)**, funded through the Tompkins Health Network, continues to offer important support to Tompkins County residents. Since its inception, PMAP has counseled over 500 clients about finding resources for prescription medicines and health coverage. In 2006, PMAP helped over 40 people apply to free medicine programs to fill their prescriptions. The value of their medication was estimated at \$30,000.



Photo by Kim Van Norman

Committees

HSC Review Committee:

Danielle Conte
 Reneé Farkas
 Marnie Johnson
 John Lemley
 Cindy Martin
 Leslie Myers
 Jonathan Plotkin
 Ron Provus

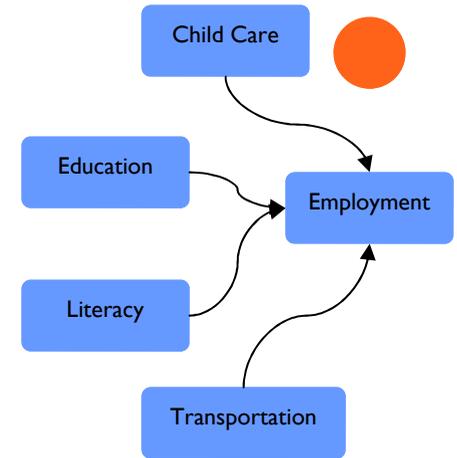
I&R Advisory Committee:

James A. Brown
 Reneé Farkas
 Kathy Garner
 Ann Gifford
 Will Kay
 Larry Roberts
 Lynne Whetzel

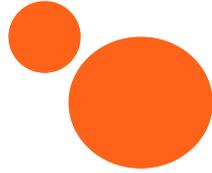
HPC Advisory Board

Suzanne Aigen
 Dick Bucklin
 Alice Cole
 Robert De Luca
 George Ferrari, Jr.
 Bill Gilligan
 Bill Hawley
 Scott Heyman
 Marnie Johnson

Christine Klotz
 Theresa Lyczko
 Joan Murphy
 Liz Norton
 Diane Paolangeli
 Chris Payne
 Laurie Roberts
 Lenore Schwager
 Jeff Shepardson
 Nancy Spero



"It is impossible to imagine the universe run by a wise, just and omnipotent God, but it is quite easy to imagine it run by a board of gods." H.L. Mencken



2006 Board of Directors

Michelle Berry
 James A. Brown
 Robert De Luca
 Lee Dillon – Board Secretary
 Richard Driscoll – Board Vice Chair
 Michael Hattery
 Jim Hull
 Marnie Kirchgessner
 John T. Lemley
 Deborah Mohlenhoff
 Shawn Martél Moore
 Alicia Plotkin

Jonathan Plotkin – Board Treasurer
 Teresa Robinson
 Ken Schlather
 Lenore Schwager
 Larry Shinagawa
 Irene Stein
 Gary Stewart
 Sherl Walters
 Cathy Webb – Board Chair
 Rev. Nathaniel Wright
 Nancy Zahler



“Leadership is the capacity to translate vision into reality.” Warren G. Bennis

Photo by Kim Van Norman

“This program was an absolute lifesaver.”
 UrgentRx User



In November, HPC honored **Home Health Aides** in a community-wide gala event. Participants were treated to remarks about “HHAs – Key to our Community’s Future,” a performance by the Health Department singers, and skits of home care scenarios. HPC developed a booklet on home care employment and training to help with recruitment. *Thanks to the Wiggans Fund and the many businesses and agencies for their support of the Home Health Aide Gala Recognition.*

HPC has led the “**Sharing Your Wishes**” Coalition to encourage and support advance health care planning. Through these efforts, the skills of more than 46 health care professionals and volunteers have been enhanced; over 3,000 booklets have been distributed; and many presentations, including “Talking with your family about your wishes” have been conducted for senior groups and employers.



“This program saved me from being admitted to the hospital with pneumonia because I never would have been able to buy the medicine I was prescribed without it.” UrgentRx User

HPC is partnering with the emerging **Single Point of Entry** for long term care in the County and will collaborate on a needs assessment in 2007.

Other HPC Accomplishments:

- Publicized the effects on health care services of budget changes in the County and State; advocated for adequate funding.
- Organized presentations on the Ithaca Free Clinic, electronic medical records system at Cayuga Medical Center, mental health care services and trends, and pandemic influenza preparedness.
- Participated in the “Future of Rural New York Symposium,” sponsored by the NYS legislature.
- Shared strategies and best practices with other Rural Health Networks in the State. Helped plan a conference on the health needs of agricultural workers.
- Adopted a “No Thanks Tobacco” policy to decline funding from tobacco companies as part of the T-Free Zone coalition.
- Participated in the Planning Advisory Board and other groups, and in raising funds to extend the Cayuga Waterfront Trail from Cass Park to the Farmer’s Market.

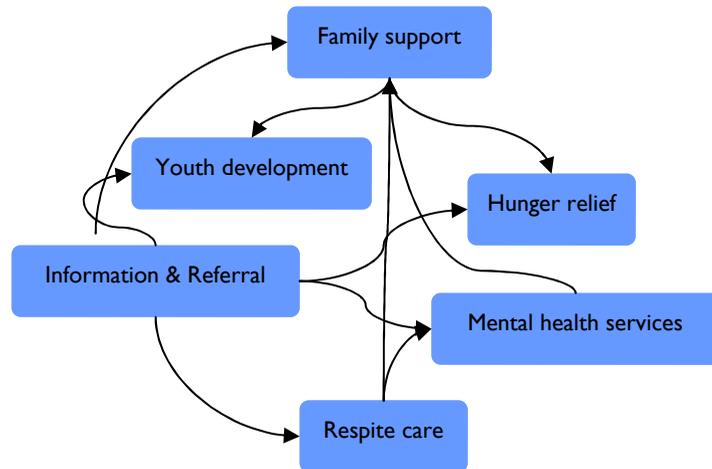
Special appreciation goes to the Tompkins County Legislature for their ongoing support of the Health Planning Council.

Information & Referral

2006 saw funding and regulations come together to finalize plans for the implementation of **2-1-1** services in Tompkins County. 2-1-1 is an easily remembered telephone number that connects people with important community services and volunteer opportunities. Community Development Block Grant (CDBG) funds were awarded to HSC from the City of Ithaca to help with Information Technology issues and marketing. The CDBG funds enabled I&R to retain the services of a half-time "Information Technology Consultant" who has been busy researching database software and telephone services, and working with our web site developers on interim upgrades to the existing database.

After much lobbying, the NYS Assembly and NYS Senate included \$6.9 million in funds to support the development of 2-1-1 information services systems across New York which will allow our agency to bring its Information and Referral Service into compliance with AIRS (Alliance of Information and Referral Systems) and 2-1-1 New York requirements. This will include reconfiguring of staffing, office space, training, and technology.

The I&R Director participated in numerous regional and state level meetings while serving on the New York State Alliance of Information and Referral Systems (NYS AIRS) Board of Directors and the 2-1-1 New York Policy Board. I&R is working closely with NYS United Way allies and NYS AIRS to secure 2-1-1 funds from New York State for 2007.



Beyond our efforts to implement 2-1-1, I&R continues serving Tompkins County through the **Help Line** and **Website**. I&R volunteers, interns and staff fielded thousands of calls from people all over the county for a variety of issues.

In addition to the Help Line, thousands more visited the on-line version I&R directory on the HSC website (www.hsctc.org). In 2006, the **Human Services Resource Directory** was updated and published. This valuable directory provides current information on services available in Tompkins County.



"Working at HSC has helped me to develop life and professional skills that have helped me succeed post-graduation. Most importantly, it has taught me the importance of giving back to the community and how we can all make a difference." Wendy S. Takeguchi, former Cornell intern at HSC, 2001-03

Volunteer Tompkins, a collaboration of I&R, Ithaca College, Cornell University, On-Site Volunteers and Retired Senior Volunteer Program (RSVP), continues to connect volunteers with non-profits.

I&R is very excited to welcome Call Center Manager, Fran Spadafora Manzella in March of '07. This appointment is made possible by state funds for 2006 and raises the professional capacity of I&R exponentially.