A strong organization, like a strong community, comes together as a puzzle. All of the pieces must fit seamlessly to make a complete picture. It takes planning and commitment, but the end product is well worth the effort.

During 2008, the Human Services Coalition (HSC) completed its own puzzle by adopting a new Progressive Strategic Plan. With this plan, HSC is now even better able to support efficiently local organizations in the delivery of increasingly critical services in Tompkins County.

At its core, the plan features a realignment of our three programs: Human Service Planning, Health Planning Council and Information and Referral under a more comprehensive administrative, operational and oversight mechanism that binds each sensibly to the Coalition’s mission.

With this realignment in mind, our goals in all three programs focus on community engagement, advocacy, stability, and strong service development and delivery. The plan also considers the responsibility of all Board members to serve the interests of the human service sectors of which they are the stewards. Most importantly, the plan incorporates the rich fabric of this community’s diversity in identifying and addressing human service issues.

In 2009 and beyond, this community will be making difficult decisions about the allocation of scarce resources. We must not lose sight of how the many competing needs must all fit together. Assessments such as COMPASS II-2.0 and the Long Term Care Needs survey that HSC will be conducting in collaboration with others will position HSC to assist the community in finding the right pieces to meet the challenges of the ever changing puzzle facing us all.

Richard Driscoll
Chair, Board of Directors

Kathleen Schlather
Executive Director
We want to thank the following funders for their support of the programs of the Human Services Coalition:

- Tompkins County
- City of Ithaca
- Town of Ithaca
- Town of Groton
- United Way of Tompkins County
- United Way of New York State
- Triad Foundation
- Park Foundation
- Tompkins Charitable Gift Fund

- Legacy Foundation of Tompkins County
- Community Foundation of Tompkins County
- The Service League
- Rotary Club of Ithaca, NY – District 7170
- Ithaca Urban Renewal Agency
- Edna Wiggins Memorial Fund
- NYS Office of Rural Health
- Community Health Foundation of Western & Central New York

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**Program Success**

- **Getting Serious about Asthma Control** was expanded from elementary school to after-school programs to mitigate the effects of asthma. It provided training to school nurses and collaborated with the Tompkins County Health Department to create a website of resources. Materials were distributed to 22 elementary schools.

- **2-1-1 Tompkins** began a collaboration project with Alternatives Federal Credit Union’s Volunteer Income Tax Assistance Program (VITA). Call specialists at 2-1-1 will be screening callers for eligibility and scheduling them for income tax preparation. The 2-1-1 service is seeking other opportunities to assist community programs with information giving and call screening.

- **Urgent Rx** helped 1,100 people fill prescriptions to support their medical treatment; 50% more than last year. Vouchers for 2,502 medications were provided, worth $57,250, to people with no insurance who received care at the Ithaca Free Clinic and Cayuga Medical Center. Participants also benefited from information about health care subsidy programs. Kudos to Urgent Rx partners Cayuga Medical Center, Ithaca Free Clinic, Kinney Drugs, Tompkins Health Network, and United Way of Tompkins County.

- **PMAP** (Prescription Meds Access Program) counseled almost 200 clients about prescription medicines. Assisting people in obtaining free drugs from pharmaceutical companies has saved the community $75,321.

- **2-1-1 Information and Referral** completed its first full year as a 24/7 call center; a successful year of growth and learning. In 2008, calls to 2-1-1 Tompkins were nearly double the 2007 total. 2-1-1 in Tompkins County continues to build a strong service for community residents. Quality assurance measures are consistently positive, and exploration of growth opportunities continues.

**Staff**

Kathy Schlather, Executive Director  
Nancy Burston, Associate Director  
Carol Farkas, Administrative Coordinator  
Jacqui Boda, Financial Manager  
Betty Falcão, Health Planning Council Program Director  
Elizabeth Holmes, Health Planning Council Program Assistant  
Beverly Chin, Health Planning Council Access Coordinator  
Sue Olmstead, Health Planning Council Asthma Project Coordinator  
Edward Swayze, Information & Referral / 2-1-1 Program Director  
Fran Spadafora Manzella, I&R / 2-1-1 Call Center Manager  
Michael J. Brutvan, I&R / 2-1-1 Information Technology Manager

**Consultants**

Beverly Hammons  
Scott Heyman  
Lisa Horn
Replacement of the HSC phone system provided our call center with features needed to track and report phone activity and to provide training support through silent monitoring of I&R Specialists. The phone replacement, along with web server upgrades and outreach materials, were all due to support from the United Way of Tompkins County through the Youth and Philanthropy and T. Merrell Shipherd Flexible Fund.

Over 275 board and staff from over 150 organizations received training in the Board and Management series. Topics included Board Basics, Strategic Planning, Fundraising, Managing Employees, and Board Governance.

2-1-1 Chat Line service launched toward the end of 2008 receives steady usage, and human services staff and the public increasingly use the expanded on-line 2-1-1 Services Directory at www.211tompkins.org.

HSC continued to offer grant support in various capacities, including informing agencies of new grant opportunities, providing grant writing assistance and grant review.
Community Collaborations

- In partnership with community advocates, HPC was successful in adapting Berger Commission findings to meet local needs. Priorities included adding 80 assisted living program beds and a medical adult day care program at Lakeside Nursing and Rehabilitation Center.
- The Health Planning Council staff and committees advocated strongly for the needs of people without health insurance.
- The HSC health and human services listserve ended the year with almost 1,500 subscribers posting about 50 messages a week of interest to the local non-profit community.
- As the lead agency for the Ithaca/Tompkins County Continuum of Care, another successful collaborative effort brought $259,133 into Tompkins County to support the six American Red Cross permanent chronically homeless SROs (Single Room Occupancy), and TCAction’s Chartwell House and Transitional Housing Program for Families.
- HSC Forum Highlights included Heating Tompkins: the 2008-2009 Heating Season; Food Stamp Outreach, including MyBenefits Website; Family Assessment Response: Another Road to Safety; Planning and Implementing Successful Outreach to Underserved Populations; and Moving Tompkins: The Public Policy of Consumer Choices & Sustainable Transportation.
- The Emergency Food & Shelter Program Board (formerly FEMA) distributed $41,410 to local agencies, the largest award ever.
- The Social Service League of Ithaca foundation awarded eleven grants, ranging from $500 to $3,000, for a total of $17,370.

Publications

- Heather Campbell, Binghamton MSW Intern with HSC, developed *When a Client is Facing Eviction: Resources for Tompkins County*.
- 2-1-1 distributed more than 2,000 Community Services Guides and 2,500 Homeless Resource Cards.
- The *Guide to Finding Dental Coverage*, with research and data on dental needs of children was developed and distributed locally.
- The *Sharing Your Wishes* Coalition which encourages and supports advance health care planning, developed a training package with a CD, videos, PowerPoints and handouts. Over 9,000 booklets were distributed.
- Data is complete for our seventh *Salary and Benefits Survey*. Publication of the results is scheduled in early 2009.

Activities

- The HSC Board approved the final Strategic Plan in March of this year, completing an eighteen month process.