The mission of the Human Services Coalition is to identify information and service needs, to provide planning and coordination, and to enhance the delivery of health and human services in the Tompkins County area.

The Human Services Coalition

Operating Revenues

**REVENUE**
- County: 417,265
- City/Towns: 44,239
- State: 170,709
- United Way: 27,607
- ODBG/211: 42,000
- Contracts/Grants and Programs: 177,705
- Interest/Sales/Annual Meeting: 3,392
- **TOTAL**: 882,917

**EXPENSES**
- Personnel: 604,899
- Operating: 274,906
- Depreciation: 3,122
- **TOTAL**: 882,917

We would like to give thanks to our funders:

- Tompkins County
- The Ithaca Urban Renewal Agency
- City of Ithaca
- The Department of Social Services
- Town of Ithaca
- Tompkins County Department of Health
- Town of Groton
- Howland Foundation
- United Way of Tompkins County
- Triad Foundation
- Park Foundation
- Legacy Foundation of Tompkins County
- Tompkins Charitable Gift Fund
- Community Foundation of Tompkins County
- The Community Health Foundation of Western and Central N.Y.
- NYS Office of Rural Health

We believe that diversity is essential to organizational success. We are committed to diversity and cultural competency in our programming, employment, and governance practices. We use the term diversity broadly to encompass differences in the attributes of both individuals and groups. Representation from a broad spectrum ensures that we will be informed about the issues that concern different sectors of our community. Moreover, we believe that differences in thought, background, and experience strengthen our ability to reach the most innovative and effective solutions to the challenges facing our community.

Our goal is to provide an environment where:
- all people are valued and included,
- individuals feel free to express their opinions and engage in open, honest discussion,
- outreach to and engagement with underrepresented and disenchanted groups is integrated into all aspects of our work.

We use our diversity to help us:
- understand our clients and contribute to interdisciplinary and interprofessional teams,
- identify and develop solutions that are effective and equitable,
- reach and serve all people, and
- ensure that all people in our community are provided with services.

Commitment
2009 was both an exciting and challenging year for the Human Services Coalition. Like most agencies, the Coalition was faced with an increased need for services and diminishing resources. I am proud of all that we accomplished this past year. Through innovation and hard work HSC was able to provide the level of service that the community has come to expect. My thanks go out to the staff, HSC Board, volunteers, interns and community partners for the many hours spent making all of this possible.

- The Human Services Coalition launched its new and improved website www.hsctc.org.
- 2-1-1 screened and scheduled 1,350 appointments for Alternatives Federal Credit Union’s Volunteer Income Tax Assistance program.
- With support from the Park and Legacy Foundations, and working with five after-school programs, local schools, and medical providers, the Asthma Action Coalition was launched. Work included a brochure on asthma resources in Tompkins County, a new Asthma Action Plan and asthma refresher workshops for school nurses.
- Partnering with CoC partners TCDSS, TCAction, Catholic Charities and Neighborhood Legal Services, HSC helped bring $2.4 million in housing relief funds assistance to Tompkins County. 2-1-1/IR’S web based call screens gathered pre-screening information and provided project partners with web enabled access to data, reducing duplication in information gathering. 471 households were screened for assistance for the Housing First Program by the end of December.
- HSC published the seventh edition of the Salary and Benefits Survey providing a comprehensive study and analysis of compensation within TC not-for-profit organizations.
- The United Way’s T. Merrell Shipheard Flexible Fund awarded $2,189 to support Voice Over Internet Protocol technology allowing 2-1-1 to operate remotely in the event of an emergency.
- Facilitated by HSC, The Emergency Food & Shelter Program (formerly FEMA) awarded $52,985 of regular funds and $24,903 in ARRA funding to local organizations in support of food, shelter, and utility assistance.
- Representative Michael A. Arcuri’s office announced a $50,000 appropriation to assist our local 2-1-1/IR’S efforts.
- The NYS Office of Temporary and Disability Assistance and Cornell’s ILR program on Disability awarded 2-1-1/IR’S a grant to provide outreach, screening and referral to the DDS Medicaid Office of people with a disability who are working, or wish to work, and are potentially eligible people for The Medicaid Buy-In program.
- HSC coordinated the Compass II-2.0 project for the United Way of Tompkins County. The Compass II-2.0 Interim Report, released in October, contained indicator information plus survey data from 989 phone, on-line and in-person interviews and responses from 105 key informants. The final report will be published in 2010.
- PMAP (Prescription Meds Access Program) counseled almost 200 clients about prescription medicines and assisted in obtaining free medications from pharmaceutical companies for qualifying applicants.
- HSC’s 2009 Workshop Series provided 22 sessions attended by 332 persons. Trainings built skills in the areas of strengthening boards of directors, improving staff skills in human resources and fiscal management, and in general topics such as managing time, meetings, teams and conflict.

A Note from
Kathleen Schlather, Executive Director

Human Services Coalition
100 West Seneca Street, Ste 300
Ithaca, New York 14850

2009 Board of Directors
Karen Billings
James A. Brown
Susan Dale-Hall, Board Treasurer
Lee Dillon, Board Chair
Richard Driscoll, Immediate Past Board Chair
David G. Evelyn, MD
Jim Hall
John T. Lemley
Saroise McClory
Deborah Mohlenhoff
Shawn Martel Moore, Board Vice-chair
Alicia Plotkin
Jonathan Plotkin
Ron Provus
Martha Robertson
Teresina Robinson
Ken Schlather
Lenore Schwager
Rev. Philip Snyder
Cal Walker
Shel Watters
Nancy Zahler
Joel Zumoff

Review Committee
Al Carvell
Danielle Conte
Renée Farkas
Marnie Johnson
John Lemley
Eugene A. Lovelace
Cindy Martin
Ron Provus

Staff
Kathy Schlather, Executive Director
Nancy Burston, Associate Director
Carol Farkas, Administrative Coordinator
Betty Falciano, Health Planning Council Program Director
Beverly Chin, Health Planning Council Access Coordinator
Elizabeth Holmes, Health Planning Council Program Assistant
Sue Olmstead, Health Planning Council Asthma Project Coordinator
Edward Swayne, Information & Referral / 2-1-1 Program Director
Fran Spadafora Manzella, 16-R / 2-1-1 Call Center Manager
Michael J. Brutvan, 16-R / 2-1-1 Information Technology
Matthew Jacobus, IT Assistant

Consultants
Beverly Hammons
Scott Heyman
Lisa Horn

Volunteers and Interns
Jackie Aranda
Caryl S. Arnson
Mary Jo (MJ) E. Austin
Helene Ballantyne
Lucy Ilyumihla
Barzunuk
Russell Bourne
Emma Berwott
Madeleine Dukow
Brenda Chang
Jon Culver
Vi Curran
Viviana Drogalis
Sarah Evelyn
William R. Ewing
Jenny Frank
Winnie Reeves
William Ewing
Christel Trutmann
Christel Trutmann

www.hsctc.org