

HUMAN SERVICES COALITION

OF TOMPKINS COUNTY

2010

ANNUAL REPORT



A MESSAGE FROM THE EXECUTIVE DIRECTOR

Kathleen Schlather



Each year at our annual luncheon we focus on one of our programs. This year we are delighted to showcase our newest collaborative project *Creating Healthy Places*. We know that a healthy lifestyle is both smart and economical and that healthy living encompasses not just how much we eat or exercise, but our whole environment. Creating Healthy Places means examining and making changes in our homes, parks, neighborhoods, work sites and our local markets.

Reports show that Tompkins County residents are relatively healthy. Yet obesity and diabetes have emerged here, as elsewhere, as two of our most critical public health threats, reducing quality of life, increasing health care costs and lowering productivity in the work place. People are living longer and want to remain healthy and active. We at HSC along with our partners are excited to be working with neighborhoods and businesses throughout Tompkins County to create initiatives that will add to the health and well being of our community members for years to come.

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Jeanne Leccese
Creating Healthy Places
Coordinator



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Worksite Coordinator

Creating Solutions Together

Building Coalitions

- Secured Creating Healthy Places grant for Tompkins County, receiving funding of \$240,000 per year to help reduce obesity and prevent type 2 diabetes through environmental strategies which support physical activity and improved nutrition. Will work in the community and selected worksites. Core partners are Cornell Cooperative Extension, Tompkins County Health Department and community leaders.
- A web-based system was developed for tracking, screening, and referring households for the Housing First initiative and referred 392 households for assistance in 2010. This collaborative project, headed up by Tompkins County Department of Social Services included, HSC, TCAction, Catholic Charities of Tompkins/Tioga, and Neighborhood Legal Services. \$2.4M in federal stimulus dollars funded the project. This unique initiative assisted households with rental arrears, ongoing rent assistance, utility arrears, security deposits, and moving assistance.
- \$10,000 was received from the Community Health Foundation of Western and Central New York to lead a coalition of local agencies in the development of a multi-dimensional plan to prevent falls in older adults. Successful completion of the plan makes Tompkins County eligible for an additional \$100,000 to fund implementation of falls prevention initiatives.



Roundtable strategizing on community plan to reduce falls in older adults.



Schelley Michell-Nunn, President, Social Service League of Ithaca presenting foundation award to Deb Dietrich, Executive Director of OAR (Opportunities, Alternatives and Resources).



Ed Swayze
2-1-1/I&R Program Director

Connecting People to Resources

- 2-1-1 Tompkins provided screening and scheduling for the Alternatives Federal Credit Union Volunteer Income Tax Assistance Program (AFCU/ VITA). Our Call Specialists fielded 1,900+ requests for tax preparation assistance.
- Received rural pilot funding for eligibility screening and referral of people with disabilities who are working or wishing to work to increase enrollment for Medicaid Buy-In.

"To management and staff of Ithaca 2-1-1, I would like to extend our most sincere thank you and praise to the staff of Ithaca 2-1-1."

Two shining stars in the program are Mike and Marjorie. They are people to praise. They are helpful, friendly and polite and professional. I would like to extend our sincere gratitude for the service."

- Urgent Rx vouchers were issued to support medical treatment for 1,623 patients without insurance who received care from Cayuga Medical Center and Ithaca Free Clinic. Vouchers were provided for 3,027 medications worth about \$69,752. Made follow-up outreach phone calls and mailings about other supported services to all Urgent Rx voucher recipients.

"This program was fabulous, a lifesaver. I got a voucher for an antibiotic and I really needed it."



Fran Spadafora Manzella, Call Center Manager works with 2-1-1/I&R volunteer

- 2-1-1 call center saw a 20% increase in calls, chats, emails, and walk-ins with over 8,800 contacts in 2010. The service provided more resources, in more formats, to households and professionals. Inquiries have increased every year since the introduction of the 2-1-1 dialing code in 2007.
- Received 269 calls for information on health insurance for prescription drug access. Callers were directed to manufacturer patient assistance programs for free medicine and were helped to secure prescription drugs totaling \$45,000.

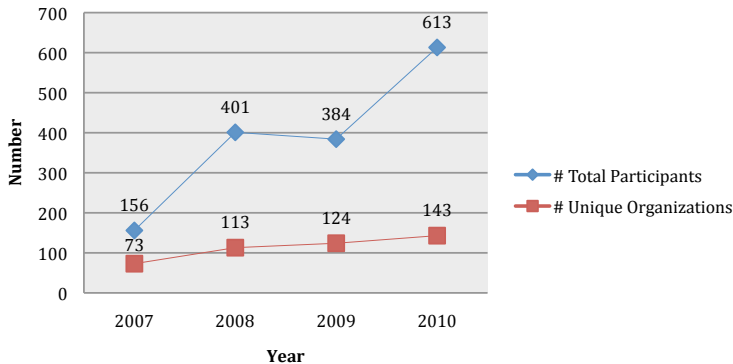
"To all who work for 2-1-1 Tompkins, I want to thank you all for being there!"

I called... looking for a FREE mammogram because I am uninsured. (2-1-1 referred me) to the Cancer Resource Center... From there I went directly to Planned Parenthood... Within less than 48 hours, I had the results of the mammogram...it was all good and I was free of all worry.

How did all that happen so fast? 2-1-1 is an incredible tool for our community... I am truly grateful and thankful. 2-1-1 is truly a gift!! Thank you!"

HUMAN SERVICES COALITION 2010 HIGHLIGHTS

HSC Workshop Attendance



Strengthening Community Programs/Services

- 36 capacity building workshops provided training for 613 participants representing 143 organizations in 2010. Planning for the continuing series of workshops draws on instructional needs identified by participants. Topics included strengthening boards, improving supervisory and workplace skills, human resource regulations, cultural competency, grant writing, fundraising, financial management, and social entrepreneurship among others.



Scott Heyman and Carol Farkas, workshop coordinators

".....I think all of the HSC sponsored workshops have been tremendously beneficial for several of us at our organization, at both the staff and board level. We also found the Financial Mgmt & Planning workshop to be very helpful - and really helped highlight what we need to work on. Keep up the great work, and thanks for sharing all these great resources!"

- As the lead agency for the Ithaca/Tompkins Continuum of Care (CoC), \$228,930 in HUD funding was secured to support Chartwell House, TCAction Transitional Supportive Housing, and Lakeview Mental Health's SRO housing.
- Over a million dollars in funding was distributed to area agencies through the County/City funding process, the Emergency Food and Shelter Program, and the Social Service League of Ithaca foundation.



Kirby Edmonds leads HSC workshop

Data Driven Planning

- The Compass II - 2.0 work report was completed for the United Way of Tompkins County. Over 1,000 interviews with community members documented areas of both local strength and concern. This valuable tool informs direction for program emphasis and for securing resources.
- Publicized recommendations and priorities of the 2010 Long Term Care Needs Assessment, including exploration of Eden at Home and the Green House concept.
- Provided 2-1-1 service inquiry reports to assist local, state and federal legislators in identifying areas of increasing need, and gaps in available services.

Sharing Information

- The Healthy and Active Living workshops, a chronic disease self-management program, were offered at locations in Dryden, Cornell campus, Danby, and Trumansburg. In 2011 workshops on diabetes will be added.

"I would highly recommend this program to anyone with any kind of ongoing or chronic health conditions as well as patients who only need some positive reinforcement to living a healthy lifestyle."

- Information was provided on health care reform (the Affordable Care Act) to consumers and agencies working with the uninsured. Changes included expanding the dependent age to 26, NYS Bridge Plan for pre-existing conditions, and new measures implemented in 2010.
- 194 distinct health and human service professionals, local officials and community members attended the HSC Forums. Those in attendance heard information on topics including transportation, immigration reform, Early Head Start, the County Budget process and homelessness. (Over 300 attendees.)
- 87 members of the Homeless and Housing Task Force met throughout the year to discuss topics such as the importance of assuring an accurate census count, discharge planning, the point-in-time-count, run away and homeless youth, and Magnolia House.

Top 2-1-1 Requests for Services

Consumer Services/Tax Preparation

Housing

Health Care

Organizational/Community Services

Criminal Justice and Legal Services

Income Security

Individual and Family Life

Utilities

Mental Health Care and Counseling

Transportation

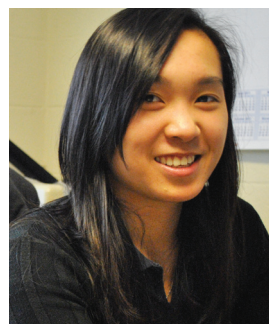
Material Resources/Food



Tommy Miller, Recipient of 26th Annual Ruth Pettengill Award for Excellence in Community Service.

VOLUNTEERS AND INTERNS

Rachel Anderson	Paul Helm	Marjorie Proctor
Jackie Aranda	Eoin Hudson	Melissa Reichwage
Caryl S. Arsenault	Marilyn Kinner	Sylvia Sable
Helene Ballantyne	Flor Larios	Michael Schaff
Lucy Lyudmila Baranyuk	Susan Lesser	Saraiya Solomon
Alexandria Bray	Daniel Lopez	Ellie Stewart
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Emma Brewster	Jonathan Meigs	Anna Sussman
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Vi Curran	Tamara Movsesova	Leslie Ungberg
Qiming Fang	Teresa Ober	Thomas Verlizzo
Jenny Frank	Rhoda Possen	Mike Wells



Anita Suen
HSC Intern

REVIEW COMMITTEE

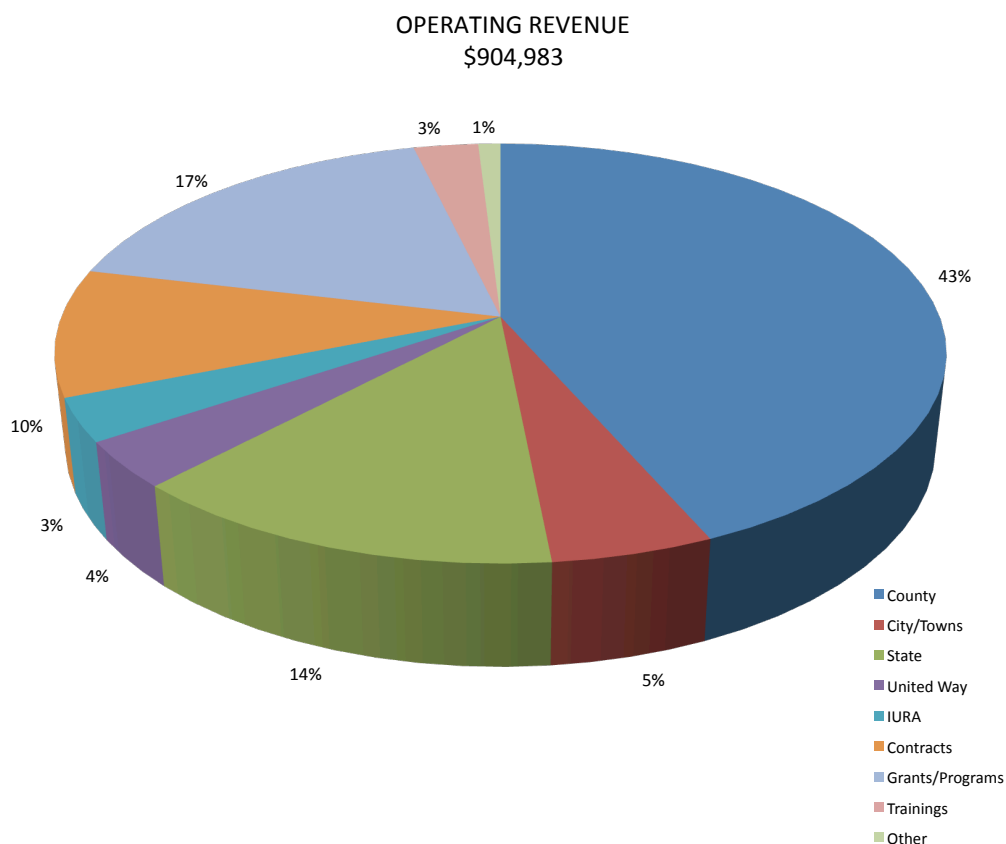
Al Carvill
Danielle Conte
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Marnie Johnson
John Lemley
Ron Provus

THANKS TO OUR 2010 SUPPORTERS

City of Ithaca
Community Foundation's Tompkins Today and Tomorrow Fund
Community Health Foundation of Western and Central New York
Congressman Michael Arcuri
Division of Criminal Justice Services
Excellus BlueCross BlueShield
IBM Corporation, Corporate Citizenship and Corporate Affairs
Ithaca Urban Renewal Agency
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THE HUMAN SERVICES COALITION MISSION

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.

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