

A photograph of a child wearing a helmet and a dark jacket, riding a skateboard down a paved road. The child is positioned in the center of the frame, facing away from the camera. The road has a yellow double line in the center. In the background, there are trees, utility poles, and other people walking on the sidewalk. The overall tone of the image is slightly desaturated with a blue tint.

# **HUMAN SERVICES COALITION**

*of Tompkins County*

**HSC**

# **2012**

*Report to the Community*



## HSC Staff

**Vikki Armstrong** Creating Healthy Places Program Associate  
**Caryl S. Arsenault** Community Services Specialist  
**Helene Ballantyne** Community Services Specialist  
**Tamara S. Beardsley** Administrative Coordinator  
**Nick Bower** Project Assistant  
**Michael J. Brutvan** 2-1-1/Information and Referral Technology Manager  
**Nancy Burston** Associate Director  
**Beverly Chin** Health Planning Council Access/Worksite Coordinator  
**Emily Coon** Program Assistant  
**Betty Falcão** Health Planning Council Program Director  
**Scott Heyman** Workshop Coordinator  
**Jeanne Leccese** Creating Healthy Places Coordinator  
**Sue Olmstead** Chronic Disease Project Coordinator  
**Kathleen Schlather** Executive Director  
**Fran Spadafora Manzella** 2-1-1/Information & Referral Call Center Manager  
**Edward Swayze** 2-1-1/Information & Referral Program Director  
**Melinda Velej** Financial Manager  
**Mike Wells** Urgent Rx Assistant



*Staff members  
 (counterclockwise from top):  
 Vikki Armstrong,  
 Michael J. Brutvan, and Scott Heyman*

## 2012 HSC Board Members



*Ithaca Mayor, Svante Myrick  
 and HSC Board President,  
 Shawn Martel Moore*

**Christine Barksdale**  
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**Patricia Carey**  
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**Rev. Philip Snyder**  
**Nancy Zahler**

# From the Desk of Our Executive Director



*Kathleen Schlather*  
*Executive Director*

2012 was a big year for the Human Services Coalition. We moved from our home of fifteen years at the Women's Community Building to new offices in Center Ithaca. Like any major transition, moving was both a disruption and a chance for growth and realignment. Moving allowed us to take a fresh look at our operations, to rid ourselves of what was no longer useful, and to determine exactly what we needed to best do our jobs.

The nonprofit community also is experiencing a lot of changes and is adjusting its focus to take advantage of new opportunities. In working to provide a more sustainable community, we have shifted our way of thinking in everything from energy and housing to transportation and food. The increased use of technology and the regionalization of services have changed both how we access information and services and how we as professionals connect with clients. Changes now underway in the health care system have shifted our view of medicine away from a curative model to one that places greater emphasis on preventative care. For many of us, all of this is being accomplished with the reduced resources that have become our reality.

We are all looking for ways to make life better for our community and for those we serve. That is why identifying new ways to connect, to provide support, and optimize efforts will always be the way we do our jobs.

## Councils and Committees

### *Review Committee*

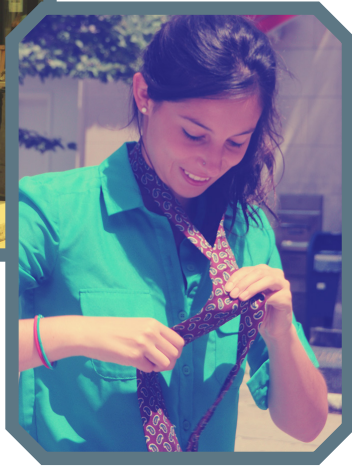
Danielle Conte  
Renée Farkas  
Sue Kittel  
John Lemley  
Ron Provus  
Ayana Richardson  
Rev. Philip Snyder

### *Health Planning Council Advisory Board*

Diane Dawson	Theresa Lyczko
Pat Deptula	Rob Mackenzie
Bill Gilligan	Rhoda Meador
Beth Harrington	Joan Murphy
Lisa Holmes	Chris Payne
Shari Hutchison	Bob Riter
Jackie Iacovelli	Lenore Schwager
Dale Johnson	Nancy Spero
Christine Klotz	John Turner
Frank Kruppa	

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.

## Interns and Volunteers



*HSC Interns Bavo DeGroot (left) and Lily Picon (right) participate in the Downtown Ithaca Office Olympics Relay*

Fariha Ahsan  
Ambrielle Army  
Matthew Bonta  
Robin Botie  
Russell Bourne  
Joseph Y. Chai  
Clifford Chou  
Alice Damp  
Bavo DeGroot  
Susan Dunlop  
Andrew Dunn  
Bryce Evans  
Qiming Fang  
Emily Fatcher  
Heidi Goldstein  
Lisa Gould  
Matthew Hall  
Beverly Hammons  
Tammia Hubbard  
Lisa Kendall  
Will Kiffer  
Adam Kleinberger  
Talia Landes  
Colleen Lee  
Susan Lesser

Edward Lin  
Howard London  
Jessica Lovesky  
Annelise MacLeod  
Gillian McNeil  
Jonathan Meigs  
Monica Molina  
Joan Murphy  
Michelle Phillips  
Lily Picon  
Ashley Popp  
Rhoda Possen  
Nicole Roulstin  
Michael Schaff  
Joan Schnapper  
Danny Sexton  
Shanna Shaked  
Ellie Stewart  
Anna Susmann  
Lisa Todzia  
William Kip Zeiter

# Identify Information and Service Needs...

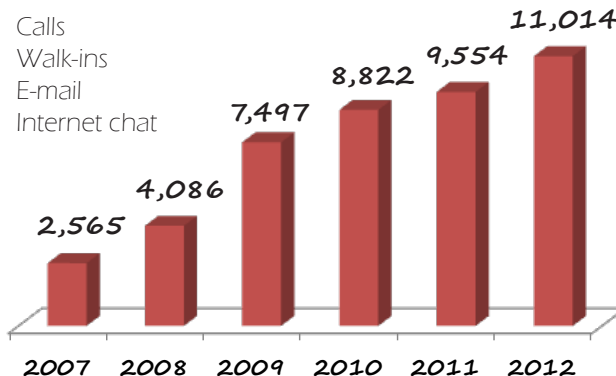
- The 2-1-1 Tompkins Cortland Call Center responded to 11,014 requests for assistance in 2012.
- The Call Center took over 2,458 tax prep-related calls, about a 4% increase from 2011.
- 2-1-1 I&R staff, interns, volunteers, and Health Planning Council staff responded to requests for assistance from 262 downstate residents in the aftermath of “super storm Sandy,”
- 2-1-1 service to Cortland County became “official” at the end of July. The Tompkins-Cortland database now contains data on almost 2,000 programs.
- In the fall, thanks to funding from the Service League and Tompkins County, 2-1-1/I&R updated and began distributing 10,000 laminated pocket-size food and shelter resource cards targeted to Ithaca and eight rural communities.

## Transportation

- In October, 2-1-1 Specialists began taking medical transportation requests for FISH (Friends in Service Helping). 2-1-1 processed 379 FISH ride requests by year's end.
- 2-1-1 I&R produced a web-based tool for professionals working with clients with critical in and out of county transportation needs to develop effective transportation plans for their clients.

## 2-1-1 Tompkins/Cortland Contacts

Calls  
Walk-ins  
E-mail  
Internet chat



## Top Requests in 2012

1. Consumer Services & Tax Preparation
2. Family/Community Supports
3. Housing
4. Health Care
5. Transportation

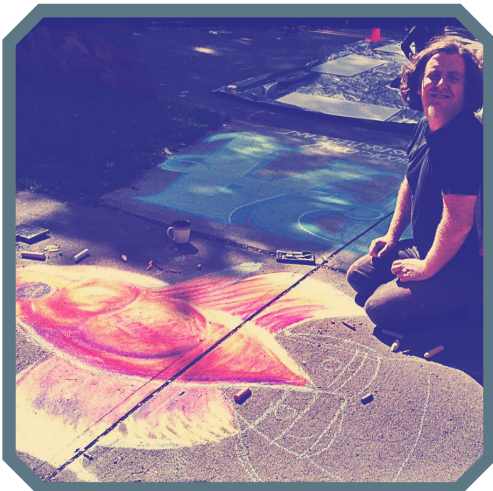
## Provide Planning and Coordination ...

- 353 people attended 7 Forums throughout the year. Topics included the ever popular Funders Panel, and an opportunity for nonprofits to give feedback on the City Comprehensive Plan.
- 193 people attended 6 Homeless and Housing Task Force Meetings to share information on topics such as How to Help Your Clients Faced with an Eviction Notice, to commenting on the Draft Affordability Needs Assessment.
- The listserv now has 2,334 registered members. People use this valuable community service every day to share information, post jobs, and find needed resources for their clients.



*"I wish Streets Alive could be every Sunday!"*

*-Streets Alive! Participant*

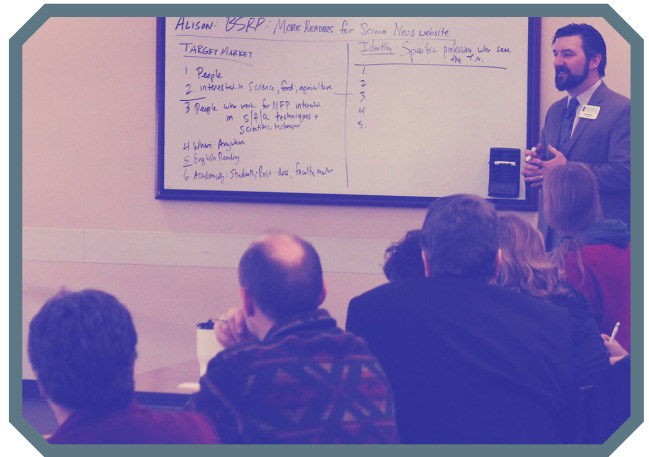


- Creating Healthy Places led the coalition which designed and launched Streets Alive! on Sept. 23. Cayuga Street was closed to cars. The 1,800+ participants biked, walked, ran, skated, hula hooped and interacted along the way.
- Continued collaboration with Creating Healthy Places worksites to introduce wellness initiatives including Community Supported Agriculture pilot programs, implementation of tobacco free policies, physical activity programs, healthy lunch days, and healthy meeting and event policies.



# Enhance the Delivery of Health and Human Services ...

- 17 agencies received \$995,647 in County/City funding through recommendations from the HSC Board and Citizens Review Committee.
- HSC received \$19,700 from the Park Foundation to develop a web-based meeting room directory searchable by specific fields.
- The Continuum of Care was awarded \$233,292 in HUD funding to support homeless services.
- Delivered *Living Healthy Tompkins* workshops to 84 people with various chronic diseases as well as a diabetes-focused workshop to 57 people.
- Urgent Rx served more than 1,100 people with no health insurance and provided vouchers which paid for 3,074 prescriptions worth about \$67,419.
- Implemented Falls Prevention for older adults. Projects include increasing strength and balance classes (Lifelong); programs at senior residences and community venues (Finger Lakes Independence Center); training home health aides (Visiting Nurse Services); home safety assessments and outreach (County Office for the Aging); and distributing materials to those who fall frequently (TC Dept. of Emergency Response).



David Makar leading a workshop at the Tompkins County Public Library

## HSC Workshop Series Attendees:

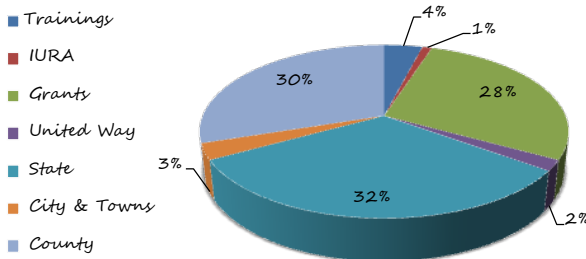


2007	2008	2009	2010	2011	2012	
154	349	314	561	715	695	# of participants
3	11	19	36	40	46	# of workshops

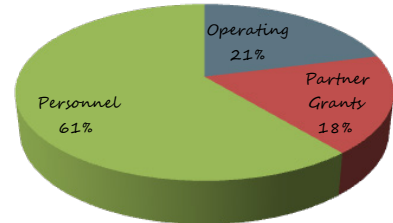
*"Excellent info, insight, and advice!"*  
*-HSC Workshop Series Participant*

# 2012 Financials

Revenue: \$1,227,512



Expenses: \$1,241,166



## Our Sponsors



Tompkins County • City of Ithaca • Community Foundation of Tompkins County  
Health Foundation for Western and Central NY • NYS Dept of Criminal Justice Services  
Excellus BlueCross / BlueShield • Ithaca Urban Renewal Agency • NYS Dept of Health  
Park Foundation • Town of Ithaca • Town of Groton • Tompkins Charitable Gift Fund  
Tompkins County Department of Social Services • Triad Foundation  
United Way of Tompkins County • T. Merrell Shipherd Flexible Fund • 2-1-1 Finger Lakes  
Seven Valleys Health Coalition • Cornell Community Partnership Board • Cayuga Radio Group  
Tompkins County Strategic Tourism Planning Board

## Human Services Coalition of Tompkins County

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Main Office Phone: 607-273-8686 • Fax: 607-273-3002 • [www.hsctc.org](http://www.hsctc.org)  
2-1-1/Information & Referral Phone Line: dial 2-1-1 or toll free 1-877-211-8667

