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
Tomkins 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

171 East Martin Luther King Jr./State Street #133, Ithaca, NY 14850
Main Office Phone: 607-273-8686 • Fax: 607-273-3002 • www.hsctc.org
2-1-1/Information & Referral Phone Line: dial 2-1-1 or toll free 1-877-211-8667
HSC Staff

Vikki Armstrong  Creating Healthy Places Program Associate
Caryl S. Arsenault  Community Services Specialist
Helene Ballantyne  Community Services Specialist
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Edward Swayze  2-1-1/Information & Referral Program Director
Melinda Veley  Financial Manager
Mike Wells  Urgent Rx Assistant

2012 HSC Board Members

Christine Barksdale
Dan Brown
Patricia Carey
Susan Dale-Hall  Board Vice-chair
Jim Dennis
Lee Dillon
David G. Evelyn, MD, MPH  Board Treasurer
John T. Lemley
Saoirse McClory
Deborah Mohlenhoff
Shawn Martel Moore  Board Chair
Alicia Plotkin
Ron Provus  Board Secretary
Teresa Robinson
Lenore Schwager
Rev. Philip Snyder
Nancy Zahler

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.
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HSC Workshop Series Attendees:

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<td>314</td>
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<td>715</td>
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</tr>
<tr>
<td># of workshops</td>
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<td>11</td>
<td>19</td>
<td>36</td>
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“Excellent info, insight, and advice!”
-HSC Workshop Series Participant
Provide Planning and Coordination ...

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- 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.

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- Streets Alive! Participant

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• 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.

From the Desk of Our 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.

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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
- Renee Farkas
- Sue Kittel
- John Lemley
- Ron Provs
- Ayana Richardson
- Rev. Philip Snyder

Health Planning Council Advisory Board
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- Jackie Iacovelli
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- Rob Mackenzie
- Rhoda Meador
- Joan Murphy
- Chris Payne
- Bob Riter
- Lenore Schwager
- Nancy Spero
- John Turner
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.

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 preparation-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: 2,565 4,086 7,497 8,822 9,554 11,014
E-mail: 2007 2008 2009 2010 2011 2012
Internet chat: 2007 2008 2009 2010 2011 2012

Top Requests in 2012
1. Consumer Services & Tax Preparation
2. Family/Community Supports
3. Housing
4. Health Care
5. Transportation

Interns and Volunteers

| Fariha Ahsan | Edward Lin |
| Ambrielle Army | Howard London |
| Matthew Bonta | Jessica Lovesky |
| Robin Botie | Annalise MacLeod |
| Russell Bourne | Gillian McNeil |
| Joseph Y. Chai | Jonathan Meigs |
| Clifford Chou | Monica Molina |
| Alice Damp | Joan Murphy |
| Bavo DeGroote | Michelle Phillips |
| Susan Dunlop | Lily Picon |
| Andrew Dunn | Ashley Popp |
| Bryce Evans | Rhoda Posser |
| Qiming Fang | Nicole Roulstin |
| Emily Fitcher | Michael Schaff |
| Heidi Goldstein | Joan Schnappper |
| Lisa Gould | Danny Sexton |
| Matthew Hall | Shanna Shaked |
| Beverly Hammons | Ellie Stewart |
| Tammia Hubbard | Anna Susmann |
| Lisa Kendall | Lisa Todzia |
| Will Kiffer | William Kip Zeiter |
| Adam Kleinberger | Edward Lin |
| Talia Landes | Howard London |
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HSC Interns Bavo DeGroote (left) and Lily Picon (right) participate in the Downtown Ithaca Office Olympics Relay.
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