

OF TOMPKINS COUNTY

FORN

REPORT TO THE COMMUNITY



Cassandra Aikman

Health Access Navigator

Vikki Armstrong

Creating Healthy Places Program Associate

Caryl S. Arsenault

Community Services Specialist

Helene Ballantyne

Community Services Specialist

Tamara S. Beardsley

Administrative Coordinator

Michael J. Brutvan

2-1-1/Information & Referral

Technology Manager

Nancy Burston

Associate Director

Beverly Chin

Health Planning Council Access/

Worksite Coordinator

Betty Falcão

Health Planning Council Program Director

Scott Heyman

Workshop Coordinator/Board Consultant

Davi Mozie

Creating Healthy Places Coordinator

Sue Olmstead

Chronic Disease Project Coordinator

Nicole Roulstin

Community Services Specialist/Health

Navigator/UrgentRx Coordinator

Jill Sage

Finance Manager

Kathleen Schlather

Executive Director

Fran Spadafora Manzella

2-1-1 Information & Referral Program Director



2-1-1 Call Center Staff Members Helene Ballantyne (left) and Fran Spadafora Manzella (right) with Call Center Volunteer Ellie Stewart (middle).



Our staff and spring semester interns enjoying an evening of bowling. Back row from L to R: Scott Heyman, Danny Sexton, Joseph Chai, Annelise MacLeod, and Tamara Beardsley. Front row from L to R: Nancy Burston, Melinda Veley, Emily Fletcher, and Ashley Popp.

OUR EXECUTIVE DIRECTOR

The Human Services Coalition is celebrating its 40th anniversary this year. HSC was conceived back in 1974 by a group made up of representatives of all the major human service agencies and County human service planning bodies. This group saw a need for an entity to coordinate county-wide planning activities so HSC was born. The agency started small with only two staff dedicated to Human Services Planning. One of the first tasks the new agency took on was reviewing funding requests for City and County revenue, a service we continue to provide today.

Along the way programs that were a logical fit were added including Information and Referral in 1981 and the Health Planning Council in 1987. These programs, along with the original Human Services Planning, remain the backbone of the Coalition. Together they provide our community with planning, coordination, and up-to-date information on services and programs.



Kathy Schlather, Executive Director

We now have sixteen full and part time staff and our three programs have expanded to encompass services like 2-1-1, Creating Healthy Places, The Diabetes Prevention Program, the Continuum of Care, Tompkins Health Network, and the popular HSC Workshop Series. All of these additions enhance our ability to connect people around issues important to our community. We look forward to our next forty years and to working with the nonprofit community to do what we all do best *Creating Solutions Together.*

2013 BOARD MEMBERS

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



2-1-1 volunteer Audia Denton and HSC Board Member Christine Barksdale dance during the "One Billion Rising" flash mob on Valentine's Day 2013.

COUNCILS & COMMITTEES



photograph by Dave Davies

Health Planning Council Advisory Board

(Board members also serve as the Tompkins Health Network Board)

Edward Bergman
Diane Dawson
William Gilligan
Beth Harrington
Lisa Holmes
Shari Hutchison
Jacqueline Iacovelli
Dale Johnson
Frank Kruppa
Christine Klotz
Theresa Lyczko
Rhoda Meador

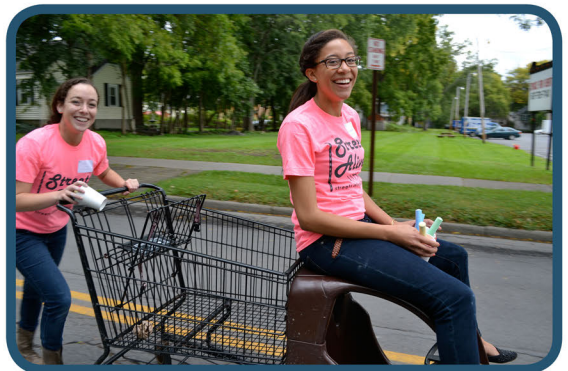
Joan Murphy
Chris Payne
Frank Proto
Gail Rhodes
Bill Rusen
Susan Romanczuk-Smelcer
John Turner
Lenore Schwager
Nancy Spero
Angela Sullivan
Kathy Schlather *Ex-Officio Member*
John Rudd *Ex-Officio Member*

VOLUNTEERS & INTERNS

Thank you! to the many volunteers and interns that helped us throughout the year. Our special thanks to the 100+ volunteers and activity organizers that made Streets Alive! 2013 possible.

Kelsey Alford
Tyler Angulo
Ambrielle Army
Hannah Brockhaus
Joseph Chai
Clifford Chou
Alice Damp
Audia Denton
Andrew Dunn
Emily Futchter
Diana Glattly
Hazel Guardado
Matthew Hall
Jorge Huayhuaca
Tammia Hubbard
Sarah Johnson
Mary Jordan
Natasha Khodykina

Adam Kleinberger
Colleen Lee
Susan Lesser
Edward Lin
Annelise MacLeod
Jonathan Meigs
Isabella Mu
Jessica Obioha
Michelle Phillips
Ashley Popp
Rhoda Possen
Nicole Roulstin
Danny Sexton
Ellie Stewart
Michael Turner
Laurie Wade
William "Kip" Zeiter



Streets Alive! Volunteers; photograph by Dave Davies

Connecting People to Community Services

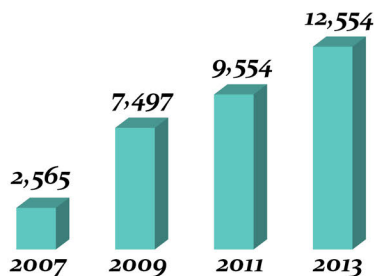
Connecting individuals with housing services, free tax preparation, employment support, youth services, health insurance information, recreational activities, medical transportation, and much more, is all in a day's work for the community services specialists at the 2-1-1 Tompkins/Cortland call center.



The 2-1-1 Tompkins/Cortland Community Services Helpline connects people in need of assistance or information with services available in the community. No question is too big or too small. Individuals can dial 2-1-1 or 877-211-8667 to be connected with a community services specialist.

Top Requests in 2013

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



Total call center contacts via calls, walk-ins, email, and internet chat.

- In 2013 the call center helped 2,632 callers with tax related issues including scheduling free income tax appointments for Alternatives Federal Credit Union, allowing them to prepare over 1,800 tax returns resulting in over \$3.8 million in refunds.
- Call Specialists also took 1,062 ride requests for the FISH volunteer medical transportation program via 872 calls.
- 2-1-1 responded to 3,813 calls for health related needs; most were about health insurance and medical transportation.



Sign-boards designed and painted by HSC interns Kelsey Alford and Hannah Brockhaus as part of the renovation project on the Ithaca Commons.

Healthcare & Navigators

- UrgentRX, a Health Planning Council (HPC) project, served more than 1,100 people. Vouchers paid for 2,750 prescriptions worth \$65,000. Kudos to our UrgentRx partners: Cayuga Medical Center, Ithaca Free Clinic, Kinney Drugs, Wegmans, Green Street Pharmacy, Tompkins Health Network, and United Way of Tompkins County.
- HSC became part of a Statewide network of navigator agencies under the Community Service Society of New York with funding for assisting individuals with enrollment into health insurance exchange plans. Since October over 140 adults received assistance with health insurance counseling and enrollment into benefit plans offered through the NYState of Health Marketplace (nystateofhealth.ny.gov).
- HPC conducted in-person outreach about the NYState of Health Marketplace to local organizations and presented at events reaching over 1,200 individuals.
- HPC hosted presentations on emerging structures of care: regional health information organizations (RHIO), Cayuga Area Plan's clinically integrated network, and Medicaid health homes.
- HPC participated in the Tompkins County Health Department's Community Health Assessment and Community Health Improvement Plan which identified top priorities of *Promoting Mental Health and Preventing Substance Abuse* and *Preventing Chronic Disease*.



Cassandra Aikman
HSC Health Access Navigator.

Diabetes and Other Chronic Diseases

- Through a pilot grant from the Community and Member Health Initiatives grant from Excellus BlueCross/BlueShield, HPC provided four Diabetes Prevention Programs (DPP); results show a decrease in blood sugar levels and general improvement in well-being of participants.
- HPC increased the local capacity to provide DPP by hosting a regional DPP Coach's Training. In partnership with Tompkins County Health Department and the YMCA of Ithaca and Tompkins County, three additional Lifestyle Coaches were trained for Tompkins County.
- HPC secured a grant from the New York State Health Foundation to expand the DPP; we will be working with medical providers, employers, and insurers.

"It was wonderful having somebody who would listen to me."

- 2-1-1 Tompkins/Cortland Caller

Community Projects & Outreach



- The Creating Health Places Program (CHP) supported worksites with wellness initiatives focused on healthy eating and increased physical activity. CHP introduced the delivery of Community Supported Agriculture shares to worksites, physical activity challenges, biometric screenings using community resources, incentivized health risk assessments, and physical activity opportunities at work.

• CHP continued as the lead organization in a strong collaborative effort for Streets Alive! Over 5,000 people participated in two events: in the spring on Cayuga & Court Street, and in the fall in Southside on Plain & Clinton Streets. Numerous new and returning partner organizations played key roles and broadened the network for safer streets year round.

- The role of CHP with the startup of Friends of Stewart Park continued as we aided their organizational development and fundraising efforts. Plans to redo the current playground and construct a highly attractive All Children's Playground (for children of all abilities) are underway.
- Cornell Cooperative Extension continued its work with CHP to establish and promote five neighborhood community gardens and pop-up markets at convenience stores.
- CHP worked closely with the Tompkins County Tourism Program to write the Tompkins County Priority Trails Strategy Paper which envisions and makes clear the next steps to complete a county-wide multi-use connected trails network.
- CHP continued to support the growth of Active Transportation in Tompkins County by serving on the steering committee of a new bike/walk advocacy network that will build on the projects and momentum that have been initiated.



*photographs by
Dave Davies*



Funding to Local Agencies

- 17 agencies received \$1,024,080 in County/City funding through the 2014 Review Process. Many thanks to Gladys Brangman, Mary Pat Dolan, Renée Farkas, Sue Kittel, Lisa Lunas, Ron Provus, and Rev. Phillip Snyder for all of their hard work over a three month period in reviewing applications and making funding recommendations.
- 10 agencies received grants from the Social Services League of Ithaca in 2013. The Social Service League was founded in 1904 to provide support to local families and to respond to the needs of

the growing immigrant population. Funding came from the sale of two homes, proceeds from which formed the endowment of annual grants to local service agencies for projects. Some of this year's projects were furniture and AV equipment for the Advocacy Center, job training uniforms for Historic Ithaca, and the Child Development Council's transportation project. Members of the Social Service League Board included Jeff Furst, Andrew DeFran, Pat Johnson, Ron Provus, Amber Alpizar, Paul Hesler, Laura Day, and Alene Wyatt.

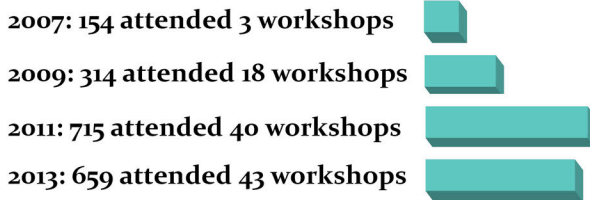
- \$34,707 was distributed to 7 local agencies for phase 31 of the Emergency Food and Shelter Program (EFSP), established in 1983. The Local Board is responsible for recommending agencies to receive these funds, with special emphasis on assistance to the elderly, families with children, Native Americans, and veterans.

Workshops & Other Resources

- During 2013, the HSC Workshop Series presented 43 sessions with 659 attendees. Now in its seventh year, about half of our sessions are first-time topics including: *Using LinkedIn to Advance Your Mission*, *Promoting Teamwork Through Employee Engagement*, and *Strategic Thinking*.



HSC Workshop Series Attendees Through Time



- This year, for the first time, HSC offered no-cost, in-house consultations to area non-profit boards of directors to help them identify, organize, and gain a better understanding of their work. Scott Heyman provided assistance to 21 boards during 2013.
- During 2013, the Coalition helped organize area non-profit and governmental finance officers to create a professional association for networking and inservice education. The group has met monthly since September and has had growing attendance. They call themselves "FINZ: Finance Officers Association of Tompkins County."



photographs - top: Trainer Ray Weaver teaches a session on crowdfunding with PEAKS.
bottom: Scott Heyman received recognition from Ithaca Neighborhood Housing Services as the 2013 recipient of the Lucy J. Brown Leadership Award; honoring his distinguished career and outstanding contribution to our community.

- The *HSC listserv* now has 2,638 registered members. People continue to use this valuable community service every day to share information, post jobs, and find needed resources for their clients.
- In 2013 the *HSC Meeting Space Directory* was reimagined as an online, searchable database with the assistance of Cornell Cooperative Extension. Released in July, over 774 users visited the site in its first six months; 33% of those being repeat customers. Need a room or have a room available for meetings or events? Visit www.hsctc.org/rooms to find a space or add yours to the directory.

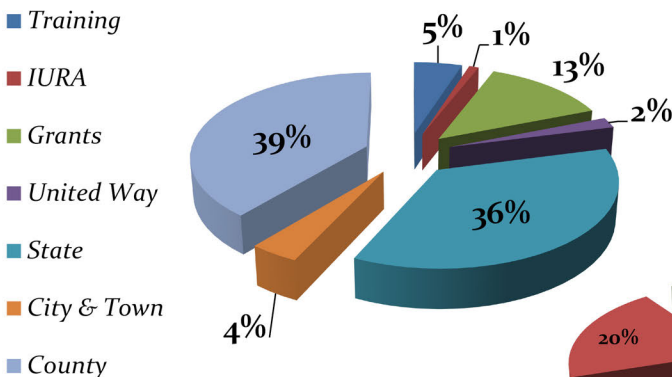
Thanks for the meeting space directory; it's very handy!

Susan Smith-Jablonski
Tompkins County Public Library

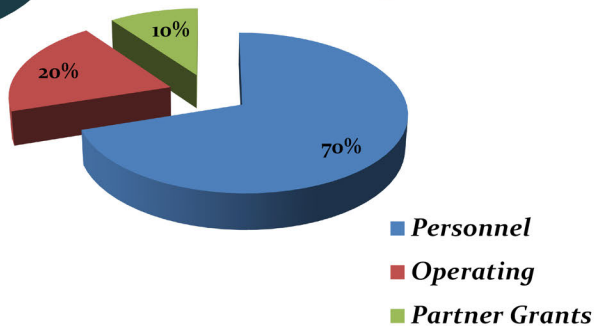
- 264 people attended 9 Forums throughout the year including a dialogue on what agencies should do in preparation for emergencies, the *Tompkins County Comprehensive Plan*, and the *New Grants Development Management Center* website.
- 186 people attended 5 Homeless & Housing Task Force meetings in 2013 to share information on such topics as *Assessing Needs for the Ithaca Urban Renewal Housing Project* and *Discharge Planning*.

2013 BUDGETED FINANCIALS

Revenues



Expenses



OUR SPONSORS

Our many thanks to the agencies and entities that provide funding to help us do what we do!

Tompkins County
Alternatives Federal Credit Union
Community Foundation of Tompkins County
Community Services Society of NY
Health Foundation of Western and Central NY
Excellus BlueCross/BlueShield
Rotary Club of Ithaca
Legacy Foundation
NYS Department of Health
Office of Children & Family Services
Park Foundation
Social Service League of Ithaca
Town of Ithaca
Town of Groton
Tompkins Charitable Gift Fund
Tompkins County Department of Social Services
United Way of Tompkins County
2-1-1 Finger Lakes
Seven Valleys Health Coalition
Tompkins County Strategic Tourism Planning Board



photograph by Dave Davies

“Just the act of bringing all of us together had a positive impact on the community.”

- Leadership Training Participant

Credits: Graphic design and photographs by Tamara S. Beardsley (unless otherwise noted); cover word art generated with the help of www.tagxedo.com

HUMAN SERVICES COALITION OF TOMPKINS COUNTY

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