

## 2016 HSC Board Members

Christine Barksdale • Dan Brown •  
 Patricia Carey • Diane Cohen (Board Vice Chair) •  
 Sue Dale-Hall • Geoff Dunn (Board Secretary) •  
 David Evelyn • John Lemley • Daniel Longaker  
 • Saoirse McClory (Board Chair) •  
 Schelley Michell-Nunn • Deborah Mohlenhoff •  
 Alicia Plotkin • Ron Provus • Susan Riley •  
 Lenore Schwager (Board Treasurer)  
 • Martha Robertson • Nancy Zahler

## 2016 Volunteers and Interns

Diana Cahill • Carrie Cohen • Alice Damp •  
 Maddie Gerrick • Emem Ikpot •  
 Sarah Johnson • Grace Mitchell •  
 Jade Pinero • Rhoda Posen • Kayla Stammer  
 • Matthew Mayers • Michael Turner

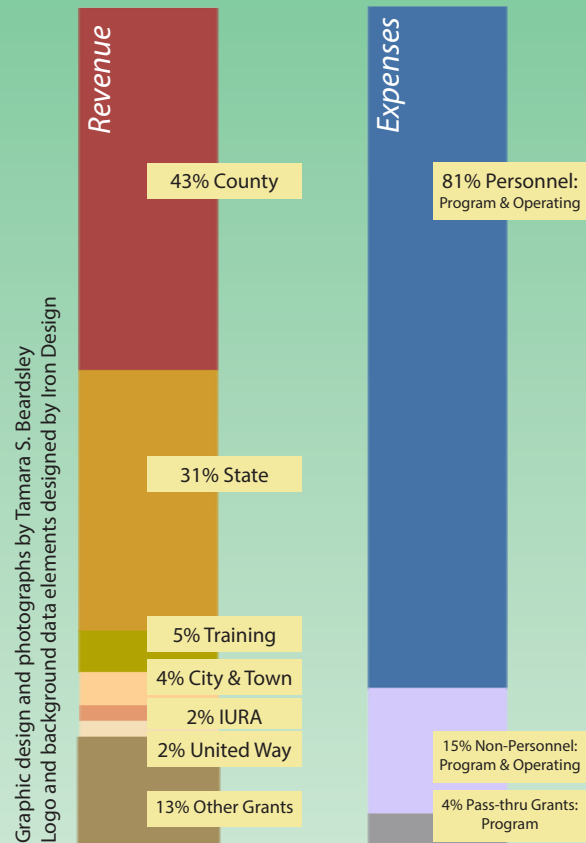
## 2016 Health Planning Council Advisory Board (Board members also serve as the Tompkins Health Network Board)

Edward Bergman • Donna Bugliari • Diane  
 Dawson • William Gilligan • Beth Harrington  
 • Lisa Holmes • Jacqueline Iacovelli • Dale  
 Johnson • Frank Kruppa • Theresa Lyczko •  
 Rhoda Meador • Norbert McCloskey • Chris  
 Payne • Frank Proto • Gail Rhodes • Bill Rusen  
 • Lucia Sacco • Lenore Schwager •  
 Angela Sullivan • Liebe Meier Swain •  
 Stan Wojciechowski  
 Ex-officio members:  
 Kathy Schlather • Martha Robertson



HSC Staff Members (left to right) Cassandra Aikman (past),  
 Matthew Mayers (summer intern), Tierra Labrada, and John  
 Mazzello.

## 2016 Budgeted Financials



## Our Funders

Alternatives Federal Credit Union • City of Ithaca •  
 Community Services Society of NY • Cornell Cooperative  
 Extension • Emergency Food and Shelter Program •  
 Goodwill of the Finger Lakes • Healthlink NY • Ithaca  
 Urban Renewal Agency - CDBG • NYS Developmental  
 Disability Planning Council • NYS Rural Health Network,  
 Park Foundation • Seven Valleys Health Coalition •  
 Tompkins County • Tompkins County Department of  
 Social Services • Town of Ithaca • Town of Groton •  
 United Way of Tompkins County • The U.S. Department  
 of Housing & Urban Development

## Human Services Coalition of Tompkins County

171 E. Martin Luther King Jr/State Street #133  
 Ithaca, NY 14850

Center Ithaca Building, Suite 275

Phone: 607-273-8686 Fax 607-273-3002

[www.hsctc.org](http://www.hsctc.org)

2-1-1 Tompkins/Cortland: dial 2-1-1 or 1-877-211-8667



# Human Services Coalition

## 2016 Connections to the Community

Upon receiving suggestions from HSC Listserv members for free software that her clients could use to practice their skills at home, Ramona Emery of Workforce NY wrote, *"Truly, this listserv is very amazing. The amount of information, talent, and resources that we all have are just super!"*

*"The navigation service is invaluable to the public, because the healthcare system is complex and seldom 'user-friendly'. Elizabeth is knowledgeable, professional, and was of immense help in the entire process. The office runs with the utmost respect for its clients, and I am very grateful for the caliber of service that I received for myself and for my family."*  
 -Health Insurance Navigation Client

A caller with a disability needed a service to help install an air conditioner. Through the referrals given by 2-1-1 staff the caller was able to get help with installation that evening. 2-1-1 staff followed up the next day and the caller was very satisfied with the service and referrals given by 2-1-1.

*"Our staff gained a better understanding of the importance of giving employees a perspective on the part they play in the mission of our organization."*  
 -Bren Hill and Chris Pletcher, Finger Lakes ReUse  
 Regarding the "Dealing With Difficult People" workshop

"The [Meeting Space Directory] is a really great tool! I [was having] a really hard time finding space for our youth fife and drum rehearsals. This is terrific!

- Tanya Morrisett  
 Finger Lakes Fife and Drum Corps

## Creating Solutions Together

## Our Staff

**Caryl Arsenault**  
 Community Services Specialist

**Tamara S. Beardsley**  
 Administrative Coordinator

**Bev Chin**  
 Health Planning Council Program Director

**Roberta Hazzard**  
 Health Access Coordinator

**Elizabeth Hoyt**  
 Health Access Assistant

**Lin Hurd**  
 Community Services Specialist

**Tierra Labrada**  
 Continuum of Care Coordinator

**John Mazzello**  
 Director of Community Services

**Sue Olmstead**  
 Chronic Disease Project Coordinator

**Nicole Roulstin**  
 2-1-1 Call Center Manager/Urgent Rx Coordinator

**Jill Sage**  
 Finance Director

**Ellie Stewart**  
 Community Services Specialist

**Kathleen Schlather**  
 Executive Director

**Cindy Wilcox**  
 Director of Leadership Development and  
 Consulting Services

## Staff we said farewell to this year:

Nancy Burston, Scott Heyman, Cassandra Aikman,  
 Aradhana Gyanwali, and Helene Ballantyne.

**Our mission is to enhance the  
 delivery of health and human services  
 in the Tompkins County area.**



# Human Services Coalition

## 2016 Connections to the Community



Volunteer Carrie Cohen assists callers in our 2-1-1 Tompkins/Cortland Call Center. Volunteers are an essential part of 2-1-1 and it is a great way to learn about our community while helping others. If you are interested in volunteering, contact our call center today!

### Tompkins County's Uninsured Rate for the Under-65 Population

2013

2016



(source: Enroll America/Civis Analytics uninsured model of county-level data)

Our 2-1-1 Call Center incorporated Cortland appointments into the free tax preparation program. This led to an increase of nearly 900 calls for tax assistance over the previous year.

Health insurance navigators assisted over 900 individuals and families with enrollment into plans on the NYS Marketplace. Calls to 2-1-1 for the New York State Health Marketplace/Navigator remained constant, surpassing other needs as our second highest call type for 2016.

The Community Health Advocate program continues to gain momentum as more individuals become insured and need assistance with accessing health services, finding a primary care doctor, and billing issues. 2-1-1 handled 976 calls for the program. Community Health Advocates worked on 584 cases in 2016.

2-1-1 scheduled appointments for free medical and dental procedures for Healthy Cortland, an Innovative Readiness Training program sponsored by the Department of Defense, in summer 2016. The free event saw 1807 patients with a total of 7,613 procedures performed including medical, dental and veterinary services with no residency, income or insurance requirements. 2-1-1 handled 1,050 calls for this event which saved \$851,426 for the community.

Southern Tier Population Health Improvement Program, also known as the HealthlinkNY Community Network completed a regional assessment and planning process related to health disparities and health issues. Based on the assessment and a regional priority-setting event, two focus areas were identified:

- Building stronger connections between health and transportation services, including supporting a regional transportation initiative.
- Creating a toolkit and compiling new and existing resources to support regional efforts to promote empathy and reduce stigma around mental health needs.

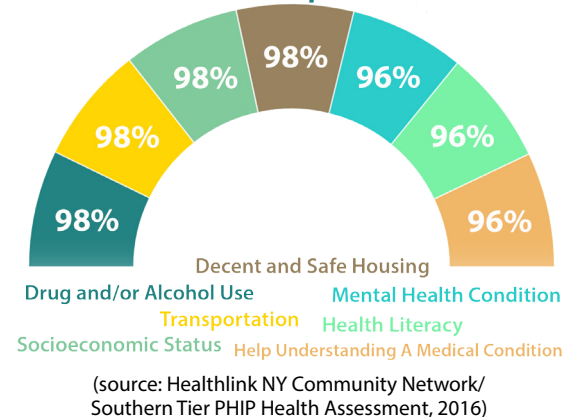
HSC coordinates the Local Board for the Emergency Food and Shelter Program, a FEMA initiative that supports non-disaster food and housing needs. In 2016, seven local organizations received funding, resulting in the equivalent of 22,228 meals and 63 emergency utility bills paid.

The Social Service League (supported by HSC), is a nonprofit foundation that provides grant funding for local human service organizations, especially very new or creative initiatives. In 2016, the Social Service League awarded grants to 16 Tompkins County organizations.

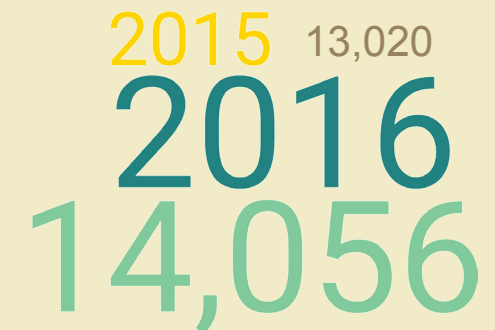
Over one million dollars was distributed to 18 agencies through the County/City funding review process provided by the Human Services Coalition.

Our Health Planning Council program was awarded funding from the Women's Fund of the Community Foundation for Improving Women's Health through Diabetes Prevention.

### Percent of Stakeholders Interviewed Identifying Issues as Contributing to Health Disparities



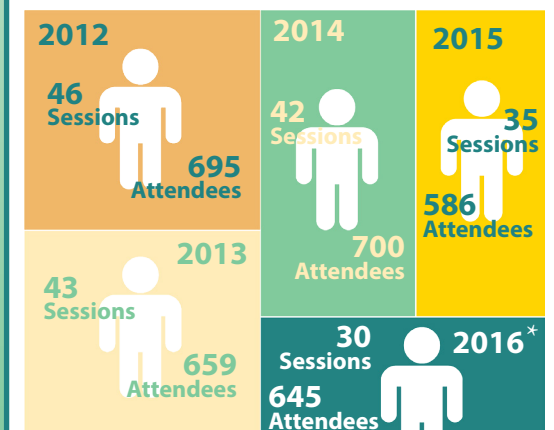
### 2-1-1 Community Contacts Compared to Last Year



The top requests in 2016 were Income Tax Assistance, Health Insurance, Medical Transportation, Health Access, and Financial Assistance.

The Health Planning Council, along with the Bike-Walk Tompkins Coalition, and the Tompkins County Health Department, sponsored Theresa Bowick, RN, founder of Conkey Cruisers, who presented on "Getting Fit, One Person, One Street, One Bike at a Time – Preventive Community Health through Bicycling in a Low-Income African-American Community".

### HSC Workshops Through the Years



\* includes a special 5-session Middle Managers series attracting an average of 27 participants per session.