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PATRICK J. ROGERS, ED.M, M.B.A.
Executive Director

2010 Annual Conference Report

The Institute is a 501(c)3 nonprofit management support organization founded in 1984. We provide organizational development and administration services, information and referral, technology administration and capacity building for the regional nonprofit human services and health care sector.

Mission

The mission of the Institute is to improve the quality of life in the Southern Tier by increasing our member agencies' capacity for success.

Vision

The Institute will serve as a model for excellence in nonprofit management and will be recognized in the Southern Tier as the first point of contact for management solutions by Planners, Funders and Providers in the nonprofit sector.

Principles

Provide leadership and vision in the regional nonprofit sector by continually monitoring and researching management issues and trends in the local, state and national nonprofit environment, identifying regional needs and opportunities, and communicating relevant information to member agencies on a timely basis.

Provide the most effective administration of services through the development, implementation and evaluation of sound strategic, operating, fiscal and technology plans, the effective utilization of the skills and resources of highly qualified management and support staff, and a continual focus on improving organizational performance.

Maintain neutrality and provide all services with impartiality and integrity in order to bring together member organizations and assist them to function as a comprehensive and coordinated network of Planners, Funders and Providers and to fulfill the Institute's role as the "agencies' agency."

Goals

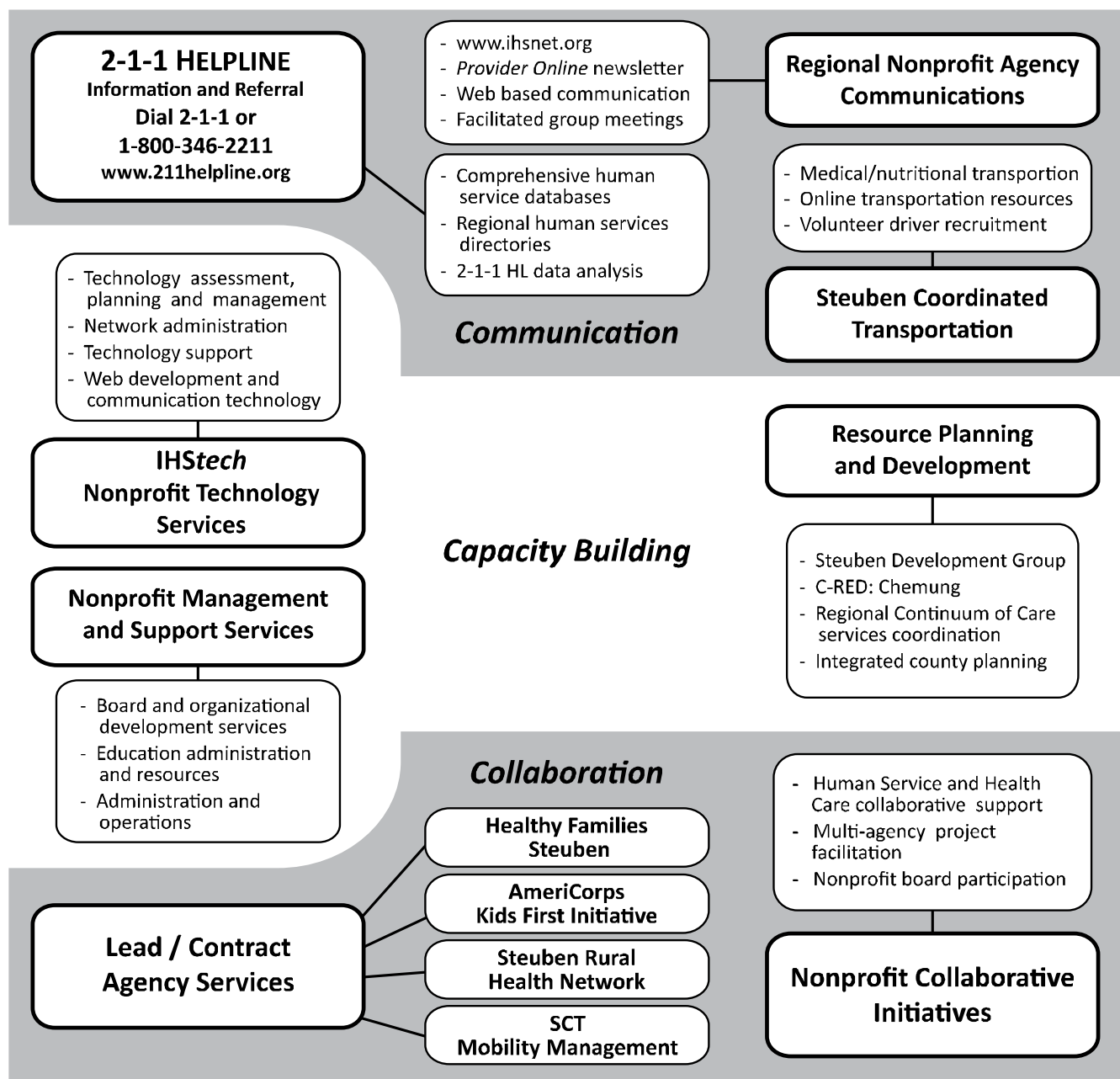
Communication: Provide comprehensive information and referral to the general public and the human service and public sectors, facilitate interagency communication and represent the nonprofit sector in the community.

Collaboration: Organize and administer collaborative efforts between the Nonprofit, Public, Education and Business sectors and enable the most effective utilization of resources to address regional needs through strategic alliances, coordinated interagency initiatives, integration of services, and reduced duplication of efforts.

Capacity Building: Provide professional management support, education, technology, knowledge management, and development services that increase our member agencies' abilities to build sustainable organizations that fulfill their missions.

Sustainability: Engage stakeholders to ensure the long term success of the programs that effectively support and advance the regional nonprofit and public human service organizations and networks.

Institute Programs and Services



From the Executive Director

During the 2009-2010 membership year the Institute continued to enhance and expand the capacity building services that enables us to better meet our member agencies' needs. A few of the highlights in the administration of the Institute in the past year include:

- Expanding the benefits for member agencies available through our Associate Member partnership with the New York Council of Nonprofits, utilizing NYCON affiliated Council Services Plus to restructure our own health insurance coverage and implementing a health reimbursement account to provide enhanced coverage and significant cost saving for employees and the Institute.
- Implementing higher capacity server hardware and a new commercial web hosting service, upgrading to Exchange Server 2010 and the operating systems of all machines to the new Windows 7, which the IHStech staff had tested in pre-release form.

The following page includes very brief highlights of the many significant accomplishments in each of the Institute's service areas.

2009 IHS Program Review and Update



In 2009, **2-1-1 Helpline** provided information and referral in 28,984 calls – a 15% increase over calls in '08, and nearly double the calls from '07.

Leading the requests were calls for *Income Security* (at 11,082 and including facilitated enrollment insurance calls and transfers to DSS), *Criminal Justice and Legal* (at 5,857 and including calls to schedule CA\$H tax preparation assistance) and *Basic Needs* (at 5,564). During a single day, 2-1-1 Helpline receives a wide variety of requests. For a snapshot: on 2/11/09 (the 1st anniversary of 2-1-1's launch and the 25th year since Helpline was established), callers' requested information about tax preparation, homeless services, health clinics, legal aid, weatherization, medical transportation, prescription assistance, food stamps, and an elementary school – among 194 other calls.

In 2009, **Steuben Coordinated Transportation – Volunteer Program**, which helps the elderly and disabled remain independent by providing individuals without transportation the means to attend medical and other necessary appointments, volunteer drivers donated 2,995 hours of service, driving 66,679 miles to serve 448 individual clients (a 4.4% increase in clientele from 2008). In addition, SCT convened the Steuben Coordinated Transit committee of public and private transportation providers, to develop two state grant applications whose awards created a Mobility Management coordinator. In 2010, this position will provide a single-focus effort to improve transportation options for low-income, elderly, and disabled individuals.



Healthy Families Steuben a collaborative initiative of the Institute and Kinship Family and Youth Services, will celebrate its 15th anniversary in 2010. HFS provides preventive services to almost 300 families throughout Steuben County annually, using nationally accredited best practices and research-based approaches. Over the past year, Healthy Families Steuben was successful in increasing their prenatal enrollment rate. This became an important goal after research showed that pregnant women enrolled in a Healthy Families New York program had significantly less risk of delivering a low birth weight baby than those not in Healthy Families.



The **AmeriCorps Kids First Initiative** continues to serve communities by placing members in over 20 human service agencies and schools in Steuben, Chemung, Yates, Schuyler, and Allegany counties. Members work full-time with at-risk youth and families in need. In the 2008 - 2009 program

(ACKF cont.) year, 29 members (100% enrollment) performed service that made ideals a reality, contributing to our community, by providing 37,483 hours of direct services at 21 partner agency sites.

The **Steuben Rural Health Network's** 2009 partnerships increased to 45+ health and human service providers in Steuben County. SRHN led over 45 health and wellness initiatives, including piloting the Stanford University Chronic Disease Self-Management program through start-up funds from the Community Health Foundation of Western and Central New York. Identified by the foundation as a best practice model, SRHN was invited to start and maintain a state-wide learning community for workshops forming in other areas across the region. In addition, SRHN project development services in 2009 garnered nearly \$600,000 in new funding to Network partners, including projects integrating school and mental health services in the Bath schools, as well as funds to develop a Drug-Free Communities initiative in Steuben.



The Institute's **Resource Planning and Development** services secured over \$3.1 million for funded projects for its three collaborative development groups in 2009, the largest amount secured in a single year. Examples of projects funded through the Institute's RP&D efforts include \$1.2 million in federal stimulus funds for homelessness prevention and domestic violence, two successful transportation applications that secured over \$300,000 for Steuben County's mobility management initiative, a Family Literacy program and funding for underage drinking law enforcement efforts in Steuben and Chemung Counties. Staff continued to facilitate regional Continuum of Care planning to address homelessness, expanding to a four-county application with over \$1.1 million received to date.



In 2009, **IHStech**, serving as a "Virtual IT Department" for nonprofit organizations of all sizes, performed network management and website services for seven nonprofit organizations and four rural health networks across five counties in the Southern Tier. The organizations we served saved on average over 40% from other for-profit vendors for state of the art network implementation and website development, plus dramatically reduced ongoing support cost through effective technology configuration and remote administration and support. With the new technology integration at the Institute, we are now rolling out the latest technology enhancements to those agencies using our technology and network services.

The initiatives described on the previous page are but a part of the ongoing management support and lead agency services provided by the Institute. We continually research, develop and lead new initiatives designed to support the efforts and enhance the sustainability of our member agencies. To learn more about our individual programs, services and resources for member organizations, please go to our website at www.ihsnet.org and view the individual program pages and resource links.

INSTITUTE STAFF

Executive Director

Patrick J. Rogers, Ed.M., M.B.A.

Executive Assistant

Valerie Holland

Director, Resource Planning and Development

Bill Caudill, M.S.

Director, AmeriCorps Kids First Program

Michael Mann, M.P.A.

Director, 2-1-1 HELPLINE

Carol Wood, M.P.S., M.B.A.

DIRECTOR, STEUBEN RURAL HEALTH NETWORK

Kelli Mannon, B.S.

Director, Steuben Coordinated Transportation

Allison Payne, CIRS

IHStech Net. Administrator/Web Development

Sean McKinley, B.Tech

SRHN Dir. Project Planning and Development

Kevin Williams, M.A.

2-1-1 HELPLINE I&R / Resource Specialist

Polly Fay, C.I.R.S., C.R.S.

2-1-1 HELPLINE I&R / ACKF Assistant

Patti Quest, B.A., C.I.R.S.

2-1-1 HELPLINE I&R

Amanda Matteson

2-1-1 HELPLINE I&R

Linda Slack

CMCM Case Manager

Shannon Seeley

Mobility Manager - Steuben Coordinated Transit

Robin Gaige

SCT Transportation/SRHN Assistant

Lisa Morey

IHStech Website Development and Network Support

Robert DeVaul

15 Member Agency Contract Employees

BOARD COMMITTEES

Executive Committee

Mark R. Alger, Chairperson

Finance/Audit Committee

David F. Hill, Chairperson

Governance Committee

Jeffrey E. Eaton, Chairperson

Personnel Committee

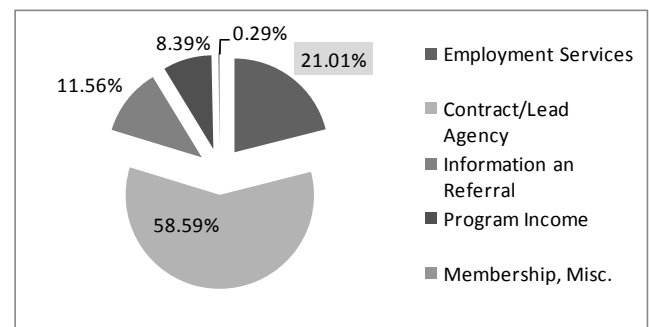
Barbara S. Fairbanks, Chairperson

2009 FINANCIAL REPORT

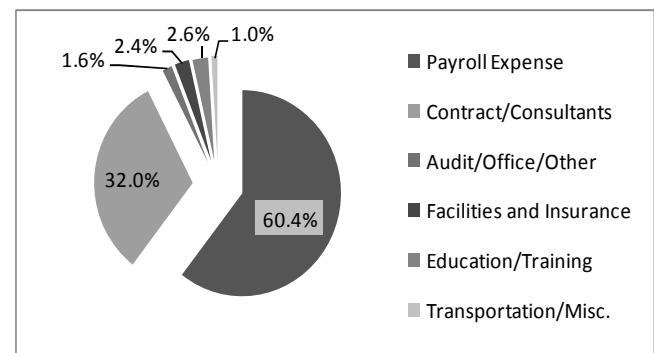
The Institute continues to successfully pursue revenue diversification strategies. We accomplish this by providing a diverse portfolio of services and programs, and looking across the nonprofit and profit-based sectors to identify and implement best practices in organizational management and capacity building.

2009 Operating Revenue

\$2,449,556



2009 Operating Expense



Become an IHS Member Agency

The Institute 2010-2011 membership year is April 2010 through March 2011. For information about the Institute, the benefits of organizational membership or to join online, please visit our website at www.ihsnet.org. For further information, please call 607.776.9467, ext.1 or email us at institute@ihsnet.org.

2-1-1 Helpline, Steuben Coordinated Transportation and the AmeriCorps Kids First Initiative receive generous support from the United Way of the Southern Tier.

