At IHS, we believe that a healthy nonprofit sector is vital to maintaining the quality of life in a community. We also believe that nonprofit organizations are most effective when working together, sharing and leveraging resources, and continually striving to improve how they do their work.

2014 marked the 30th Anniversary of the Institute for Human Services and it is amazing to reflect back and see the progress and changes that have taken place that have brought us to where we are today. As we move forward, we continue to focus on evolving needs, trends, and best practices in the nonprofit sector and align our services and resources across the organization to address the four IHS organizational goals:

**Be the regional leader in nonprofit information and communication.**

**Be the leader in providing structure and services to enhance regional collaboration.**

**Be the first point of contact for regional nonprofit capacity building.**

**Be a model for nonprofit organization sustainability through effective governance, leadership, and management.**

2015 brings all of our Member Agencies new challenges - as well as new opportunities. We anticipate that funding for the services that we all provide will continue to tighten as the needs for the work that we do continues to increase. As a community of nonprofit and public sector organizations, we have to continually assess what we do, how we do it, and who we can collaborate and partner with to improve the effectiveness, efficiency, and sustainability of our work and organization. IHS will continue to provide professional communication, collaboration, and capacity building services that strengthen our regional nonprofit organizations and build awareness of the role and impact that our members have in the community.

We always appreciate the skills, professionalism, and dedication of our Member Agencies, as well as the impact they make in the community. We look forward to 2015 and working with you in furthering our mission of “improving the quality of life in the Southern Tier by increasing our member agencies capacity for success.”

Thank you!

Patrick J. Rogers, Executive Director
The Institute achieved a 0.68% income over expense in 2014 and has a 10 year average annual operating margin of 0.74%. We have accomplished this by continually making critical resource decisions - allocating time, talent, and financial resources to services that best address our mission and that have the greatest impact on our member organizations.

By leveraging staff skills and resources, income is generated from the integrated services and activities through diverse funding streams. We look across the nonprofit and profit-based sectors to identify and implement best practices in organizational management and capacity building.
During 2014, 32,899 calls were met with 36,089 referrals, categorized below. In some instances, there is no appropriate referral for a particular need; the most common “unmet needs” were housing/shelter, transportation, health supportive services and material goods. Website sessions, tracked separately, reflected searches including housing/shelter, food/meals, mental health, and health care.

2-1-1 HELPLINE is a partner in the 2-1-1 Finger Lakes Collaborative; the Finger Lakes region encompasses 13 counties and our partners are Goodwill of the Finger Lakes and the Human Services Coalition of Tompkins County.

Affordable Care Act Information and Appointments

The health insurance marketplace first opened in October 2013, continued through April 2014, and open enrollment started in November. 2-1-1 HELPLINE helps people connect with health insurance programs such as Medicaid, Child Health Plus, and the marketplace. Partnerships: AIM Center for Independent Living and S2AY Rural Health Network.

Steuben and Chemung Transportation Information & Referral

2-1-1 HELPLINE provides specialized transportation-related information & referral, and collects information on unmet needs in Steuben and Chemung Counties. Partnerships: Steuben Coordinated Transportation, Elmira-Chemung Transportation Council, Steuben and Chemung Mobility Management.

VITA/CA$H/AARP Tax Preparation Assistance

Free tax preparation is available to residents of Steuben, Chemung, Allegany, Schuyler and Yates Counties through three programs, a number of coalition agencies and trained/certified volunteers. Call volume for these programs peaks in early February, and we screen the callers, schedule appointments and provide additional referrals related to financial literacy or tax preparation. Partnerships: CA$H Coalition, Yates County Office for Aging (Pro Action), Allegany County United Way.

New York State Developmental Disabilities Planning Council Project

Each 2-1-1 New York region is developing a specialized website for accessing programs and services for those with developmental or intellectual disabilities. In our case, the project has been incorporated into a redesign/restructuring of the entire 2-1-1 HELPLINE website. Partnerships: NYS Developmental Disabilities Planning Council, 2-1-1 New York providers, NYS Council on Children and Families.
The 2-1-1 Give Help program works to increase civic engagement in the Southern Tier. Give Help assists organizations with their volunteer needs by actively maintaining a directory of hundreds of opportunities to give back at nonprofits throughout our region. The program, supported by the United Way of the Southern Tier, also partnered with the United Ways of Broome County and Tompkins County in 2014, collaborating as providers of the Regional Volunteer Center of the Southern Tier.

Volunteer Opportunities

More than 1,200 active volunteer opportunities at 657 organizations are available within our database. With over 8,294 visits to the website and 25,604 unique pageviews in 2014, the connection to local volunteer opportunities was abundant throughout the region. The database is updated regularly and the volunteer management software, Hands On Connect, is available to any participating organization to help manage volunteers, volunteer hours, and other information.

Volunteer Training

In addition to the regional conference held in November, a series of professional development training sessions were offered throughout 2014. Topics included “Using Technology to Manage, Train, and Engage Volunteers,” “The Legalities of Volunteering,” “Managing Episodic Volunteers,” and “Engaging a Diverse Group of Volunteers While Maintaining Productivity for Your Organization and Its Mission.” The Volunteer Managers Annual Conference provided an opportunity for regional networking, skill building, and idea sharing for attendees throughout upstate New York.

Mini-Grants

Through Volunteer Generation funding, the Regional Volunteer Center of the Southern Tier awarded mini-grants to agencies throughout the region to participate in civic engagement activities and events surrounding Martin Luther King, Jr. Day, National Volunteer Week, and 9/11 Day of Service and Remembrance. Each involved significant numbers of volunteers and allowed recipients to celebrate through community service, volunteer recognition, and education.

Disaster Volunteer Management Project

The Southern Tier Regional Volunteer Center (STRVC) partners, United Way of Broome County, The Institute for Human Services (a United Way of the Southern Tier Community Partner), and United Way of Tompkins County, developed a comprehensive disaster volunteer management plan. The project involved consultation with county emergency managers and analysis of community agencies’ disaster volunteer management capacity.

This project was funded by the New York State Office of National and Community Service with additional coordination and technical support provided by the New York State Division of Homeland Security and Emergency Services (DHSES).
The Steuben Rural Health Network embarked upon a challenging and progressive work plan in 2014, with initiatives supported by the Charles D. Cook Office for Rural Health, NYSDOH. With IHS serving as the lead agency with 40+ collaborating Network Partners representing Southern Tier Healthcare and Human Service Organizations, SRHN successfully met and/or surpassed all goals outlined in the annual work plan.

**Chronic Disease Self-Management**

With a focus on prevention and health education, the Steuben Rural Health Network continued to offer the Stanford Chronic Disease Self-Management Program and the Diabetes Self-Management Program, locally known as Living Healthy Southern Tier, at sites throughout Steuben and Chemung Counties. Partners included the Arnot Health System, Chemung County Public Health Department, Town Community Center, and Health on Demand at Arnot. The National Diabetes Prevention Program, a 16 week weight-loss and activity program through the CDC, was offered in Steuben County as a worksite wellness program through IHS for employees and family members.

**Girls on the Run of the Southern Tier**

SRHN expanded Girls on the Run, an experience-based empowerment program, to 14 sites throughout Steuben, Chemung, Schuyler and Yates Counties in 2014. The 5k Celebration hosted by the Campbell-Savona School District brought in over 400 runners and 1,000+ spectators cheering on the girls and their adult running buddies. Over 100 5k volunteers and 45 coaches supported the program along with numerous community sponsors to include Guthrie, the Wineglass Marathon, and the Southern Tier Running Club. Plans are currently underway to expand the program to Allegany County in 2015.

**INSPIRE Adolescent Health & Wellness**

The INSPIRE Symposium was a six-part series offered to professionals and parents working with youth throughout the region. Nationally known subject matter experts were invited to speak at the symposium, where professionals could engage the experts in an interactive dialogue on issues and trends impacting rural youth.

The unveiling of the INSPIRE website took place in the Spring of 2014, along with a social media campaign highlighting e-health news. Additionally, the Teen Parent Panel consisted of 10 teen parent professionals who presented to hundreds of students in the Southern Tier on their personal experiences with parenthood.

The INSPIRE documentary series premiere took place in the Fall of 2014 and featured four short stories highlighting local teens who have successfully overcome adversity, as well as a teen panel discussing issues and trends that rural youth encounter. The documentary series is now featured on YouTube and is available to professionals to use with their youth consumers. Over 2,000 people have viewed the series in the last quarter of 2014.

**Project Planning & Resource Development**

IHS Project Planning and Resource Development works with key partners and with individual agencies to build capacities to meet critical community health and human service needs. In 2014, the department developed and submitted 28 projects to federal, state, and local funders. To date, with 14 of these still under review, the 8 funded projects yielded $2.4 million in new funds to community partners for both single- and multi-year projects.

Of special note were a multi-county special-needs housing development project (led by C-RED partners), a federal grant for Steuben DSS to upgrade food stamp application technology, and reauthorization of funding for Arbor Housing and Development’s domestic violence and crime victim assistance services.
Operating as regional jurisdiction under the auspices of the U.S. Department of Housing and Urban Development, the NY-501 Regional Continuum of Care (CoC) represents a collaborative of 57 member organizations. The purpose of the CoC is to provide public policy, funding, supportive services, and housing to those at risk of or experiencing homelessness in Steuben, Allegany, Livingston, Schuyler, and Chemung Counties—and the City of Elmira.

In 2014, the Institute for Human Services, as Lead Agency for the CoC, secured and will monitor $2.7 million dollars in combined Fiscal Year 2013/2015 U.S. Department of Housing & Urban Development funding which will directly operate support services, over 350 units of housing, leverage funding for two domestic violence programs, and enable regional strategic planning and administrative efforts.

The CoC has seen success with its SAMHSA SSI/SSDI Outreach, Access, and Recovery (SOAR) Initiative—a program to fast track eligible SSI/SSDI applications for clients in less than 85 days. The CoC operates the “Southern Tier Entry to Programs & Services” (STEPS) data entry system that provides a Coordinated Assessment intake and case management process for homeless clients from first call through permanent housing.

Additionally, the NY-501 CoC conducts an annual Point In Time Count—a community based survey of homeless individuals, veterans, and families. In 2014, the PIT Count identified a total of 414 people, including 68 families. This survey data is used by local, state, and federal policy makers to assist with planning and funding to end homelessness in our service region.

### Steuben Coordinated Transportation

#### Volunteer Driver Program

In 2014, the utilization of the SCT Volunteer Driver Program increased by over 300%! In addition to helping the elderly and disabled remain independent by providing transportation to attend medical and other necessary appointments, SCT was enlisted by New York State to provide Non-Emergency Medicaid Transportation. Thirty seven volunteer drivers donated 11,475 hours of service in 2014, driving 283,058 miles.

In addition, SCT purchased 1,976 tokens and distributed them to the 3 satellite offices of Catholic Charities Turning Point for individuals unable to pay for public transit to services, providing an additional 54,000 miles of transportation. SCT also works with the Steuben County Department of Social Services to provide Transportation Scheduling Services, and scheduled over 5,000 client transports by Steuben County drivers in 2014.

#### Mobility Management

The Mobility Management program focuses on coordinating county transportation resources in order to provide efficient and accessible services for all individuals. IHS leads the Steuben Coordinated Transportation Advisory Committee, bringing together key stakeholders to work on solutions to address unmet needs and transportation barriers that individuals living in our communities face.

The 511NY Southern Tier Rideshare project was launched in July 2014 to provide carpooling information for employers and job seekers. Additionally, IHS developed a Travel Training Program to assist and advise people in using public transit systems to promote mobility options for seniors to remain mobile and active in their communities.

A new Tri-County map was designed to provide a visual aid to show all public transit services running through the county. The Need-A-Ride website (www.needaride.info) provides schedules and route information for accurate transit services. IHS also provides unique “One Call” service through 2-1-1 HELPLINE for transportation information.
AmeriCorps Southern Tier Opportunity Corps (STOC) is a collaborative effort of local human service agencies in Steuben, Chemung, Tompkins, and Allegany Counties that offers needed services to economically disadvantaged individuals and families in the area. Awarded through the NYS Regional Economic Development Councils competition, this new AmeriCorps grant went into effect in March 2014. Service sites for AmeriCorps members include participating Workforce Development agencies, Department of Social Services, and human service agencies - all providing critically-needed employment and housing support to low-income clients.

In 2014, 11 AmeriCorps members committed to providing a year of service to local organizations. Members served at eleven local sites and provided a total of 8,954 hours of service in 2014.

AmeriCorps members’ work in the employment focus area encompassed GED and other needed educational development. Working with clients to complete job assessment and readiness testing, providing individual and group training resources, and mentoring them as they carried out needed job search activities to secure employment, the work of AmeriCorps members contributed to outcomes of improved readiness for employment & employability.

In 2014, AmeriCorps members served 666 individuals, who completed a variety of targeted employment search/preparation activities designed to make them ready for employment opportunities.

AmeriCorps members also worked with local human service agencies in the housing focus area to help individuals, including the homeless, find resources to support use of appropriate housing, as well as assisted individuals in accessing housing. To assist clients in finding safe and affordable housing, AmeriCorps members identified their key housing issues, formulated service plans to resolve these issues, and utilized appropriate community resources to successfully implement such plans.

All of these activities focused on achieving the outcome of transitioning clients to safe, affordable housing. This more intensive, individualized area of service resulted in members providing 89 individuals and/or families with counseling to find safe and affordable housing.

Healthy Families Steuben

Healthy Families Steuben, a collaborative of the Institute for Human Services, Inc. and the Kinship Division of Catholic Charities of Steuben County, provides support and education to families with young children. This preventive program uses nationally accredited best practices and research-based approaches to support positive parenting, encourage healthy habits, and increase community connections for new and expectant parents in Steuben County.

In 2014, the program served 220 families and completed 3,130 home visits. Of these families, 63% entered the program prenatally, 67% had fathers engaged in services, and 85% were employed, or enrolled in an educational or job training program, by the time their child was 1 year old. Healthy Families Steuben consistently meets the performance targets set forth by New York State Office of Children and Family Services and had 21 families graduate last year.

Healthy Families Steuben will celebrate a milestone year on July 10, 2015, joining in recognizing 2015 as the 20th Anniversary of Healthy Families.
Communications

The Institute for Human Services, Inc. serves as a source of local agency news and resources for nonprofit organizations throughout the Southern Tier region. With a focus on increasing outreach via multiple outlets in 2014, IHS streamlined communications across all channels, distributing content through websites, e-newsletters, social media, press releases, and more.

In 2014, the 6 websites managed by IHS had over 54,000 visits total. The Provider weekly e-newsletter served as a central source of regional nonprofit news, reaching more than 2,000 professionals in 2014. In honor of the milestone 30th Anniversary celebrated in 2014, The Provider was redesigned to prioritize the inclusion of capacity building articles and resources, management support tips, and Member Agency news, spotlights, and job opportunities.

Social media played an imperative role in IHS communications, strengthening the promotion and outreach of various programs. Across the 11 social media accounts managed by IHS, campaigns were created and implemented throughout the year to develop engagement and brand recognition. Such campaigns included #MemberMonday, Nonprofit Awareness Month, National Rural Health Day, and #211Tuesday features.

Education & Professional Development

IHS offers high quality, cost effective, and relevant professional development opportunities throughout the year to meet the educational demands of the local nonprofit sector. Educational opportunities vary from trainings for frontline staff and middle managers to opportunities for executive directors, board members, and volunteer managers.

IHS professional development offerings are designed to share knowledge, build leadership skills, and provide unique tools and techniques for local nonprofits.

Conferences

- IHS Annual Conference
- INSPIRE Adolescent Health & Wellness 6-Part Symposium
- Volunteer Managers Annual Conference

Southern Tier Nonprofit Executive Directors (STNED) Group

- Emerging Nonprofit Leaders
- Delivery System Reform Incentive Payment Program (DSRIP) & Nonprofit Community Partners
- Organizational Capacity Building Symposium - Year in Review
- Holiday Networking Event

Workshops & Trainings

- “There has to be an easier way...” Using Technology to Manage, Train, and Engage Volunteers
- NYCON Member Benefits Orientation
- Gracious Space, Courageous Collaboration
- Health Homes - Update and Report for Rural Counties
- Power of Email Marketing/Social Media Marketing Made Simple
- Because I Said So! How to Use Evidence-Based Techniques to Get Your Youth Consumers to Listen to You and Even Want to Talk to You
- The Legalities of Volunteering
- Managing Episodic Volunteers
- Promoting a Positive Self-Image for Youth with Disabilities
- Engaging a Diverse Group of Volunteers While Maintaining Productivity for Your Organization and Its Mission
- Stronger Together: What Upstate New York Can Learn from Kisumu, Kenya
Membership

IHS constantly works to enhance the benefits we offer our members in order to better serve their diverse needs. Becoming an IHS member will provide your organization the opportunity to be part of a regional community of nonprofit agencies committed to innovation, collaboration, and best practices.

Our Member Agencies include:

- AIM Independent Living Center
- Arbor Housing & Development
- Amot Health
- Bath Area Family Resource Center
- Bridges for Brain Injury, Inc.
- Capabilities, Inc.
- CareFirst
- Catholic Charities of Chemung & Schuyler Counties
- Catholic Charities of Steuben County
- Chemung County Administration
- Chemung County Department of Mental Hygiene
- Chemung County Department of Social Services
- Chemung County Historical Society
- Chemung County Humane Society & SPCA
- Chemung, Schuyler, Steuben Workforce New York
- Child Care Aware of Steuben and Schuyler
- City of Hornell Housing Authority
- Community Dispute Resolution Center, Inc.
- Community Foundation of Elmira-Corning and the Finger Lakes
- Comprehensive Interdisciplinary Developmental Services
- Cornell Cooperative Extension - Steuben County
- Corning Classic Charities
- Corning Community College
- Corning Community YMCA
- Corning Meals on Wheels
- Corning Paratransit Services, Inc.
- Council on Alcohol & Substance Abuse of Livingston County, Inc.
- Databranch, Inc.
- Dormann Library
- Economic Opportunity Program, Inc.
- Elmira College - Office of Continuing Education & Graduate Studies
- Family Service Society, Inc.
- Family Services of Chemung County, Inc.
- Finger Lakes Parent Network
- Finger Lakes SPCA
- Foster Grandparent Program of Livingston, Steuben, and Wyoming Counties
- Friends of the Addison Youth Center
- Geneseo Parish Outreach Center, Inc.
- Glove House, Inc.
- Health Ministry of the Southern Tier
- Healthy Community Alliance, Inc.
- Home Helpers and Direct Link of Elmira
- Hornell Area Concern for Youth
- inCommand Technologies
- Jennie Mose Family Resource Center
- Keuka Insurance Group, Inc.
- Komen Twin Tiers
- Legal Assistance of Western New York, Inc.
- Medical Solutions, Inc.
- Meals on Wheels of Chemung County, Inc.
- Nonprofit Research and Management Services
- Pathways, Inc.
- Pro Action of Steuben and Yates, Inc.
- Second Genesis Music Arts After School Program
- Southeastern Steuben County Habitat for Humanity
- Southern Tier Library System
- Southern Tier Tobacco Awareness Community Partnership
- Southside Community Center
- Steuben County Administration
- Steuben County Department of Public Health
- Steuben County Department of Social Services
- Steuben County Department of Special Children’s Services
- Steuben County Community Mental Health Center
- Steuben County Office for the Aging
- Steuben County Youth Bureau
- St. Paul’s Anglican Church
- Tanglewood Nature Center & Museum
- The Arc of Chemung
- The Arc of Steuben
- The First Tee of Corning
- Tioga County Council on Alcoholism and Substance Abuse
- Trillium Health
- Trinity of Chemung County
- United Way of the Southern Tier, Inc.
- Wellness G.I.F.T.S.
- YWCA of Elmira and the Twin Tiers
Thank You to Our Supporters!

Steuben County Department of Social Services
United Way of the Southern Tier
Allegany County United Way
Chemung County Department of Social Services
Steuben County Office for the Aging
Chemung County Department of Mental Hygiene
New York State Department of Transportation
New York State Department of Health
New York State Office of the Attorney General
New York State Office of Children and Family Services
New York State Office of Rural Health
New York State Developmental Disabilities Planning Council
Corporation for National and Community Service
New York State Commission on National and Community Service
Steuben County Office of Emergency Services
Steuben County Youth Bureau
Lead Agency Services/Partner Agencies
Institute for Human Services, Inc. Member Agencies

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