

INSTITUTE FOR HUMAN SERVICES, INC.



Serving the Nonprofit Sector Since 1984

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Thank You

Who We Are

OUR MISSION, VISION AND VALUES



The Institute for Human Services, Inc.

The Institute for Human Services is a nonprofit management support organization founded in 1984. The Institute provides management support, information and referral, organizational development, and research services to planners, funders, and providers serving the Southern Tier of New York State.

Mission

We strive to advance nonprofit and community partners in the region through innovative, collaborative, and responsive solutions to address community needs.

Vision

To build strong and united nonprofits and partners, helping the community to thrive.

Values

The Institute for Human Services Inc. (IHS) and its affiliated programs are equal opportunity service providers and do not discriminate on the basis of race, color, nationality, religion, disability, sex or other protected class, status or condition.

The Institute for Human Services Inc. is an inclusive and diverse workplace dedicated to freedom from harassment or other unprofessional conduct. Equality is the principle that guides our organization to serve under-served communities and at-risk populations by providing them with programs ranging from transportation for the aging and infirmed, to health programs for youth who otherwise might not have opportunities and expanding access points to human services agencies that can change the lives of people in need for the better, regardless of class, status, or condition.

Diversity and inclusion are the hard-and-fast principles that inspire team building, generate leadership abilities, fuel innovation, and chart the future for our organization. IHS is committed to compliance with all state and federal policies governing non-discrimination and provides clearly communicated policy, employee training, monitoring of community need, and undertakes regular review of policies and procedures for improvement and compliance.

A Message From the Executive Director

BELINDA HOAD, MBA

RESILIENCY THROUGH COLLABORATION

On behalf of the Institute for Human Services, Inc. (IHS) Board of Directors and staff, I am pleased to present the 2020 Annual Report. This year the nonprofit sector faced growing pressures to improve effectiveness and efficiency, better meet the diverse needs of those served, and achieve greater results while conserving scarce resources.

The annual report reflects on several programmatic achievements and lays out a pathway to continuous improvement, a focus on emerging community needs, trends, and best practices in the nonprofit sector.

In 2020, IHS sought to be a regional leader in nonprofit information and communication; to be the first point of contact for nonprofit support and advancement; and to be a catalyst for regional collaboration among nonprofit and community partners.

The successes of IHS would not be possible without the multidisciplinary expertise and resiliency of the IHS staff and volunteers, their team approach, dedication, and the ongoing support of members, collaborative partners, and funders.

Looking forward, the Institute will focus its efforts on identifying nonprofit sector needs, service gaps, and partnerships. The Institute plans to provide professional development opportunities to enhance communication, build capacity, and facilitate conversations that maximize funding and leverage inter-agency relationships.

We look forward to innovative, quality programming and offering forward-focused strategies to IHS membership and forging greater connectivity among the nonprofit sector.



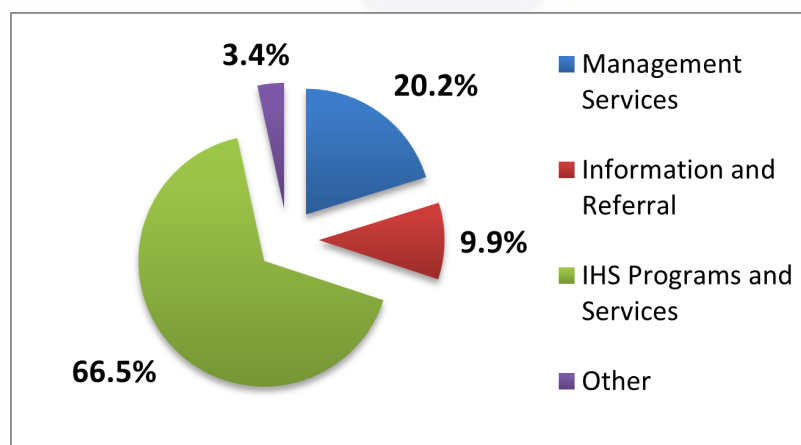
**BELINDA HOAD, MBA
EXECUTIVE DIRECTOR**

Finance Report

2020 GROSS REVENUES AND EXPENSES



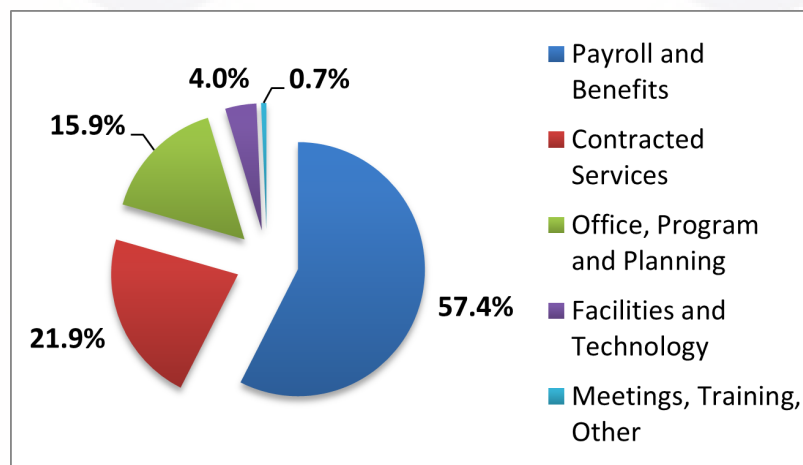
2020 REVENUE \$2,373,298



FOR THE YEAR 2020

The Institute achieved a 3.52% reduction in income over expense in 2020 and has a 10 year average annual operating margin of 2.6%. 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.

2020 EXPENSES \$2,459,897



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.

2021 FINANCIAL OUTLOOK

"We expect to see a stabilization of revenue as IHS services return to full capacity following adjustments for COVID-19."

IHS Executive Director Belinda Hoad, MBA

Board of Directors

2020 OFFICERS & MEMBERS



BOARD OFFICERS

Mark R. Alger, President
Steuben County Representative

Laura Rossman, Vice President
Executive Director
Pro Action of Steuben & Yates, Inc.

Jeffery E. Eaton, Secretary
CEO
Arbor Housing & Development

Bernard Burns, Treasurer
Executive Director
Arc of Steuben

Thank You!

BOARD MEMBERS

Pamela Colomaio
Assistant Vice President/Branch Manager
Chemung Canal Trust Company

Tyre Bush
Director of Academic Pathways for Workforce
Development
Corning Community College

Robert Anderson, Ph.D.
Director
Allegany County Department of Community Services

Joseph L. Rumsey
Superintendent
Bath Central School District

Tabitha Brewster
Chief Executive Officer
Catholic Charities of Steuben & Livingston Counties

Kristoph Kocan
Chief Executive Officer
Hornell Area Family YMCA

Kathryn Muller, LCSW-R
Commissioner
Steuben County Department of Social Services

Tess McKinley
Chief Executive Officer
Cornell Cooperative Extension of Steuben County

Patricia A. Broody
Director
Steuben County Office for the Aging

Jeannie Wheeler, LCSW
School/Community Liaison
Bath Central School

Our Team

IHS STAFF



Belinda Hoad, MBA



Kelsie Acor, MS



Krystle Belncowe, MS



Allison Pierce, CIRS



Jason Jordan



Charlotte Erskine, CIRS



Christina Walden



Lisa Mosher



Amanda Wiley



Sherry Pierce



Terri Von Hagn



Karen Henry, CIRS



Sharon Willis



Kristina Robbins

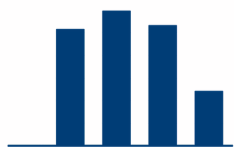
Coordinated Transportation Services



Access to transportation is vital for the quality of life for residents in rural communities and impact the on important social determinants of health. The availability of reliable transportation impacts a person's ability to access appropriate and well-coordinated healthcare, purchase nutritious food, and otherwise care for him or herself.

The rural populations most likely to need transportation services to maintain their health and well-being include: the elderly, people with disabilities, low-income individuals, families, veterans and people with special healthcare needs, who often must travel long distances to access care.

2020 VOLUNTEER DRIVER IMPACT



DESPITE COVID-19,
VOLUNTEERS LOGGED
AN AMAZING **484,519**
MILES.



54 VOLUNTEERS SERVED
2,306 UNIQUE CLIENTS.



GAVE **15,285 HOURS OF**
THEIR TIME.



EMBARKED ON
4,882 TRIPS.



COMPLETED **9,470 UNITS OF**
SERVICE.



DSS Transportation

2,960 one-way trips took place thanks to five county transporters and 207 transports were made by utilizing volunteers that traveled 28,645 miles.



Mobility Management

Mobility Management is a strategic approach for managing and delivering coordinated transportation services. We leverage the services of multiple transportation services and multiple transportation providers to make the most effective decision as to what mode of transportation a person may use, whether it may be a volunteer driver program, public transportation, or a gas card.



COMING IN 2021

NEW PARTNERSHIPS

NEW COLLABORATIONS

NEW LEADERSHIP

NEW MODES OF OPERATION

4,394

Bus Tokens Distributed

Provided through our partners at Catholic Charities.

1873

People Served

With facilitated Trips.

50

Gas Cards Distributed

For medical and work-related trips.

STRENGTH IN REGIONAL APPROACHES

Challenges posed by COVID-19 were met with increased inter-agency collaboration. When finding rides to fill service gaps became hard, the department doubled-down on outreach and stretching resources, joining forces with Steuben Rural Health Network on priorities and spearheading collaboration through NYSAAM and the regional Move Together committee.

2-1-1 HELPLINE



Finger Lakes Region 2-1-1 HELPLINE manages a database of community resources consisting of health and human service providers, nonprofits, educational programs, support & civic groups, and local, city, and county services for a five-county area that includes Allegany, Steuben, Chemung, Schuyler and Yates Counties. 2-1-1 HELPLINE serves as a hub for thriving human services partnerships that are accessible to the public 24-hours a day, 7-days a week.

2-1-1 HELPLINE 2020 IMPACT



37,391

PHONE REQUESTS
FOR HELP



10,040

WEBSITE SEARCHES
FOR HELP



7,549

TEXT REQUESTS
FOR HELP



174

WEB CHAT REQUESTS
FOR HELP

Making Connections for Healthier Communities



19,243

Connections to
Income Support,
Housing
and Utilities
Assistance



4,207

COVID-19 Related
Calls



3,373

Connections to
Physical or
Mental
Health
Resources



2,602

Connections to
Legal and
Information
Services



1,491

Connections to
Transportation
Services

Unmet Needs Data

4.3% =

“ I NOW HAVE HOPE.
I CALLED 2-1-1 AND
A RESOURCE
SPECIALIST LED ME
TO THE RESOURCES
I NEEDED. ”



Steuben Rural Health Network



Girls on the Run of the Southern Tier

Girls on the Run envisions a world where every girl knows and activates her limitless potential and is free to boldly pursue her dreams. GOTR inspires girls to build confidence and make intentional decisions, while fostering care and compassion for self and others. Trained coaches use physical activity and dynamic discussions to build social, emotional and physical skills in every girl while encouraging healthy habits for life.



SPRING 2020

PROGRAMMING
PARTICIPANTS



192

SITES



13

VOLUNTEERS



153

SCHOLARSHIPS



50

WWW.GOTRST.ORG

Significant Achievement Despite COVID-19 Barriers

GOTR at Home provided fun and interactive lessons that girls could do at home, giving girls of all abilities an opportunity to learn and grow, just as they would have at their scheduled practices. The twice weekly, interactive lessons allowed girls and their grown-ups to participate together, from March 23 - June 1.

Easing Family Burdens in 2020

During the 2020 season it was free to families to participate and additional resources were made available to families locally through weekly updates.



“

Girls on the Run is not just about running. It is about meeting new friends, showing care for people, and learning how to succeed in life. After Girls on the Run, I realized I have the power to help change people's lives.

-Paula

#GOTRVoices



#GOTRGotYourBack

2-1-1 Teen HELPLINE

New look for 2021: During COVID-19, a new logo was designed for 2-1-1 Teen Helpline for a more connective and inclusive look for the next generation of service users. A campaign to announce and reveal the new logo, alongside a new course of programming - Cope 2 Thrive is scheduled for 2021's back-to-school season.



2.1.1
Teen Helpline
Get Connected! Get Answers.

NEW

Communications & Member Services



The PROVIDER

NONPROFIT NEWS FROM THE INSTITUTE FOR HUMAN SERVICES, INC.

With fostering communication, collaboration and capacity building at the center of what we do, the Institute for Human Services fulfills the communications needs of member agencies through The Provider Network, a multi-platform approach to connecting and educating nonprofit professionals. The Provider delivers the most up to date information on nonprofit news, jobs, events, and professional development opportunities.

USERS
16,425

PAGEVIEWS
36,887

SESSIONS
20,917

AN UPDATED FAMILY OF CONSULTING SERVICES

In 2020, IHS re-examined its consultation offerings and redeveloped several programs, including our risk and sustainability and capacity building assessments with the help of MBA candidates from the University of Notre Dame.

The department looks forward to better serving the diverse needs of our members in the coming year by further easing communication and improving services.



PROFESSIONAL DEVELOPMENT

IHS remains committed to providing professional development opportunities bi-quarterly. Informed by our member survey, workshops, seminars and lectures aim to share industry knowledge, build leadership skills and provide the tools to overcome obstacles to organizational capacity.

Unfortunately, our marquee event our annual conference, was cancelled in 2020 due to COVID-19.

OUR RELATIONSHIP WITH NYCON CONTINUES



Enhancing member benefits and expanding services is an ongoing goal of the Communications & Member Services Department. In 2020, we announced the continuation of our association with the New York Council on Nonprofits (NYCON), giving IHS members automatic dual enrollment.



Planning & Resource Development

2020 Department Goals

Consolidate Services

Improve Request Process

Build Resource Development Community

In 2020, IHS turned its planning and development focus to aiding member organizations in navigating the challenges of COVID-19 by seeking out emergency funding for the technology needed to make nonprofit and human services mobile.

We continued our efforts to reorganize and streamline our Planning and Resource Development services to improve communications and build a community around common grant-funding priorities.

STEUBEN
RESOURCE
DEVELOPMENT
GROUP

C-RED
CHEMUNG
RESOURCE
DEVELOPMENT

IHS PRD &
MEMBER SERVICES
CONSULTATIONS

IHS RESOURCE
DEVELOPMENT
GROUP

Grants



In 2020 IHS continued an astounding 80 percent success rate, continuing the department's now 20-year history of outstanding service to nonprofits. In addition to offering grant writing and research services, the department also assisted several agencies in long-term planning initiative.

Why Consult With IHS?

Our History

Facilitating Nonprofit Needs since 1984.

Our Track Record

We've secured tens-of-millions of dollars for clients.

Our Ability to Scale to Your Needs

There's no problem too big or small.

IHS Member Agenices

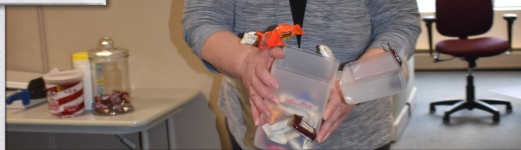
MEMBERSHIP THAT MAKES A DIFFERENCE!

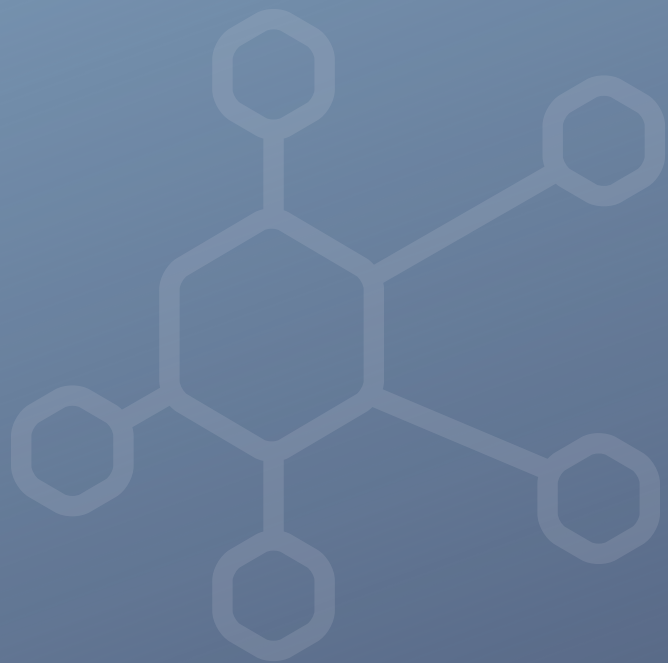


171 Cedar Arts
A Reflection of You Counseling & Support Services, LLC
AIM Independent Living Center
American Red Cross Southern Tier Chapter
Arbor Housing and Development
Arc of Steuben/Allegany
Arc of Chemung/Schuyler
Bridges for Brain Injury
CareFirst
Catholic Charities of Steuben County
Chemung County Child Care Council
Chemung County Habitat for Humanity
Community Dispute Resolution Center
Community Foundation of Elmira-Corning
Comprehensive Interdisciplinary Developmental Services, Inc.
Cornell Cooperative Extension of Steuben County
Corning Area Chamber of Commerce
Corning Incorporated Foundation
Corning Meals on Wheels
Corning Paratransit Services, Inc.
CSS Workforce NY
Dormann Library
Faith in Action Steuben
Family Services of Chemung County, Inc.
Family Service Society, Inc.
Finger Lakes Boating Museum
Glenn H. Curtiss Museum of Local History, Inc.
Hornell Area YMCA
Hornell Area Concern for Youth
Horseheads Family Resource Center
Jack Lisi Youth Award
Legal Assistance of Western NY, Inc.
NY Planned Parenthood Sexual Assault Resource Center
Pathways, Inc.
Person Centered Services CCO, LLC
Pro Action of Steuben and Yates, Inc.
Ready, Set, Grow Child Care Center
Schuyler Headstart
Southeastern Steuben County Habitat for Humanity
Southern Tier Library System
Southern Tier Tobacco Awareness Coalition
Southside Community Center (Elmira)
Tanglewood Nature Center & Museum
The Friends of the Addison Youth Center
The Salvation Army
United Way of the Southern Tier
Wellness G.I.F.T.S. Inc.
YWCA of Elmira and the Twin Tiers

Looking Forward in Gratitude

THANK YOU MEMBERS, PARTNERS AND FUNDERS!





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