

# 2023

## Together Toward Tomorrow



# TABLE OF CONTENTS

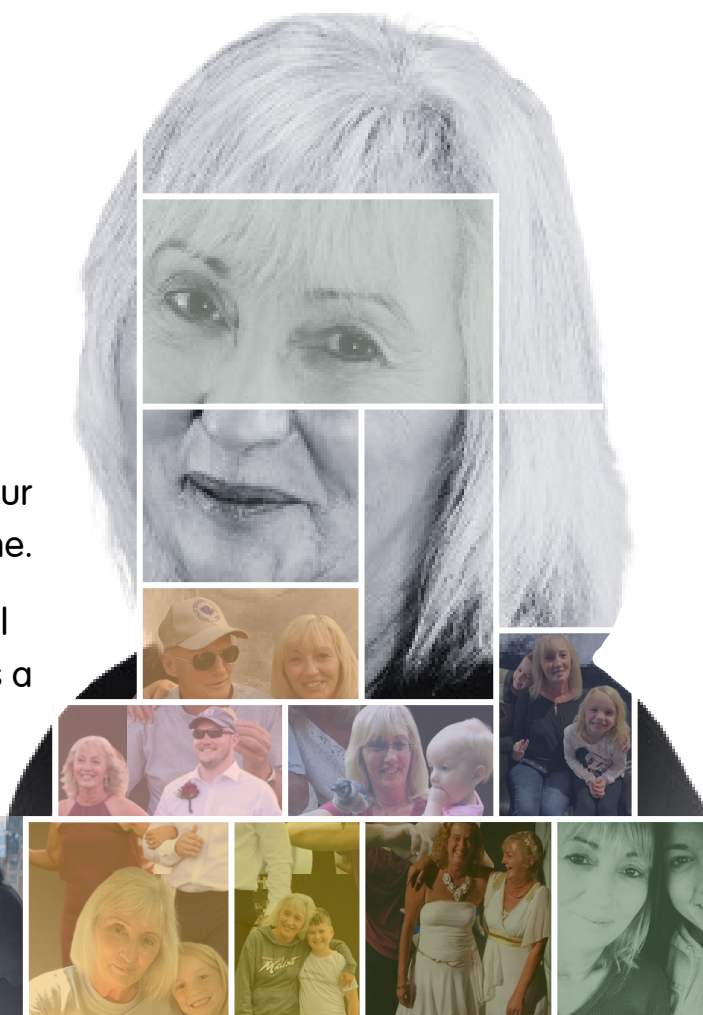
IN MEMORY	1
MISSION & VISION	2
EXECUTIVE DIRECTOR MESSAGE	3
BOARD OF DIRECTORS	4
FINANCIAL REPORT	5
MEET OUR TEAM	6-7
STEBEN COUNTY MOBILITY MANAGEMENT	8
COORDINATED TRANSPORTATION SERVICES	9
211 HELPLINE OF THE FINGER LAKES REGION	10
STEBEN RURAL HEALTH NETWORK	11
GIRLS ON THE RUN OF THE SOUTHERN TIER	12
COMMUNITY RELATIONS	13
RESOURCE DEVELOPMENT	14
PROFESSIONAL DEVELOPMENT	15

# In loving memory of Allison Pierce

It is with heavy hearts that we share the unexpected and deeply saddening news of the passing of our esteemed colleague, Allison Pierce, IHS Director of Transportation Services. Allison left us on Wednesday, November 22, 2023, leaving a void that will be felt by all who had the privilege of working with her.

Allison dedicated 23 years of service to our organization, clients, and volunteers. Her impact on our organization, clients, and volunteers was immeasurable. Her commitment, passion, and unwavering dedication to excellence in her role were truly commendable. Allison's leadership and expertise played a pivotal role in shaping the success of our transportation services program. As we come to terms with this unexpected loss, we extend our heartfelt condolences to Allison's family and loved ones. Our thoughts and prayers are with them during this difficult time.

Allison will be sorely missed by all of us and her legacy will continue to inspire us in our work. Let us come together as a team to support one another during this challenging time.



Director of Transportation Services

9.25.1964-11.22.2023



# MISSION

---

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



# 2023

# VISION & VALUES

---

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

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 assist under-served communities and at-risk populations by providing them with programs ranging from health and human services information and referral, transportation, and health programs for youth who otherwise might not have opportunities; thus, 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.

# EXECUTIVE DIRECTOR

## MESSAGE



Dear Esteemed Members and Stakeholders,

Our Mission, Vision, and Values remain in the forefront of our minds throughout each year of service delivery. Last year marked a significant milestone for the Institute as we celebrated our 39th year of dedicated service. Through a strategic focus on collaboration, effective communication, capacity building, data driven decisions, and technological advancements, we achieved our goals and solidified our position as a regional leader in the nonprofit sector.

Key Achievements in 2023:

- **Regional Leadership:** The Institute stands as a beacon of nonprofit information and communication, utilizing the exceptional expertise of its highly skilled employees to effectively respond to the ever-changing needs of the community.
- **First Point of Contact:** Serving as the primary resource for nonprofit support and advancement, the Institute facilitated connections and provided invaluable assistance to organizations seeking to enhance their impact.
- **Catalyst for Collaboration:** The Institute played a pivotal role in strengthening the collective impact of the sector by advancing regional collaboration among nonprofit and community partners.

In the upcoming year, the Institute pledges to pursue enhancement and proactively meet the evolving needs of the community.

Our focus areas for 2024 include:

- **Needs Assessment and Service Development:** Uncovering the needs of the nonprofit sector, bridging service gaps, and cultivating strategic partnerships to enhance our community outreach.
- **Membership Feedback:** Harnessing member feedback to sculpt the development of services and deliver personalized support that empowers nonprofits in advancing their missions.
- **Professional Development:** Providing avenues for improved communication, fostering capacity building, and facilitating dialogues that optimize funding opportunities and leverage inter-agency relationships to their fullest potential.

As we advance into our 40th year of service delivery, the Institute envisions a year of cutting-edge, top-notch programming and visionary strategies aimed at enriching connectivity within the nonprofit sector. Our 2023 achievements were made possible through the unwavering dedication of our board, staff, volunteers, collaborative partners, and funders. We express our heartfelt gratitude for your ongoing support and eagerly anticipate another year of making a meaningful impact. Thank you for being an integral part of the Institute's remarkable 40-year journey.

In Collaboration,

*Belinda M. Hoad, MBA*

Executive Director

# BOARD OF DIRECTORS

2023

PAMELA COLOMAIO

Assistant Vice President/Branch Manager  
Chemung Canal Trust Company

TABITHA BREWSTER

Chief Executive Officer  
Catholic Charities of Steuben & Livingston Counties

PATRICIA A. BAROODY

Director  
Steuben County Office for the Aging

TYRE BUSH

Director of Academic Pathways for Workforce  
Development  
Corning Community College

JOSEPH L. RUMSEY

Superintendent  
Bath Central School District

KRISTOPH KOCAN

Chief Executive Officer  
Hornell Area Family YMCA

TESS MCKINLEY

Chief Executive Officer  
Cornell Cooperative Extension of Steuben County

JEANNIE WHEELER, LCSW

School/Community Liaison  
Bath Central School

SUSAN BULL

Chief Executive Officer  
Arbor Housing and Development

**MARK ALGER, PRESIDENT**

Steuben County Representative

**LAURA ROSSMAN, VICE PRESIDENT**

Executive Director  
Pro Action of Steuben and Yates, Inc.

**ROBERT W. ANDERSON, SECRETARY**

Director, Allegany County  
Department of Community Services

**MICHAEL DAMIANO, TREASURER**

Executive Director  
The Arc of Allegany-Steuben

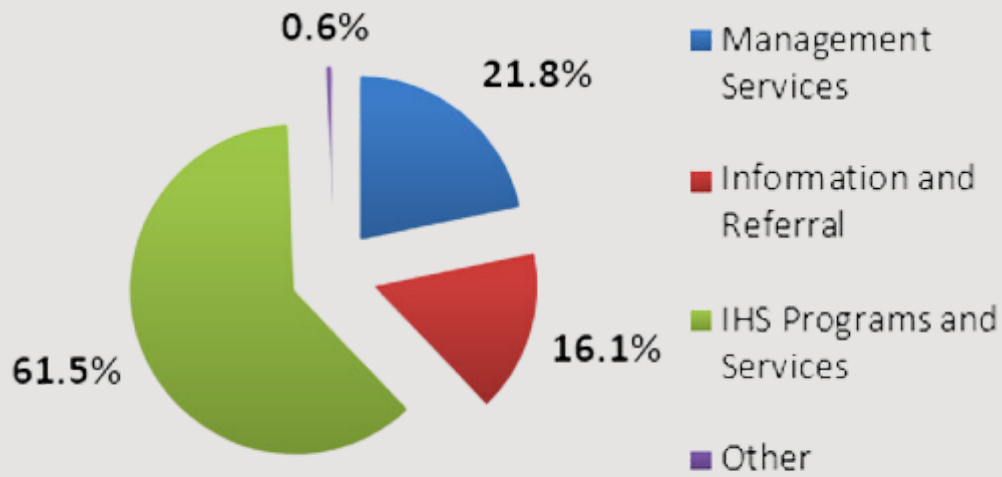
**KATHRYN MULLER, MEMBER AT LARGE**

Commissioner, Steuben County  
Department of Social Services

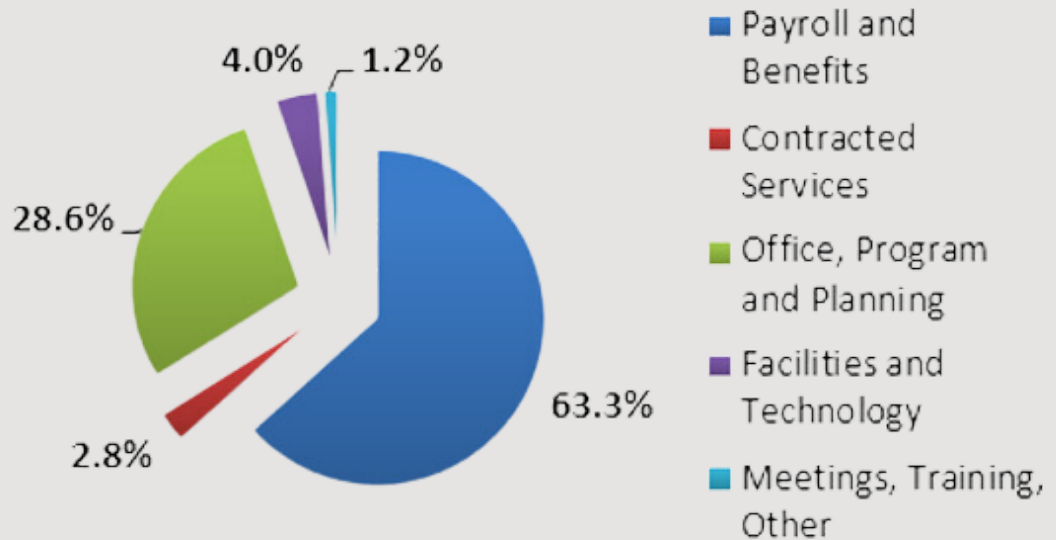
# FINANCIALS REPORT

2023

## 2023 Revenue \$2,386,957



## 2023 Expense \$2,216,803



# MEET OUR TEAM



Belinda Hoad ----- Executive Director  
Kelsie Acor ----- Operations Manager  
Krystle Blencowe -- Director of Community Relations  
Allison Pierce ----- Transportation Director



Eddie Vanstine ----- Mobility Manager  
Amanda Wiley ----- 211 Call Center Manager  
Laurie Mault ----- SRHN Program Coordinator  
Ella Johnson ----- MHFA Program Coordinator  
Tammy Vanvleck --- Community Health Worker



# MEET OUR TEAM



Polly McDaniels ----- Database Curator, NYSPHC Fellow  
Karen Henry ----- 211 Resource Database Manager  
Angel Litwiler ----- 211 CIR Specialist  
Heather Bohlayer ----- 211 CIR Specialist  
Sherry Pierce ----- 211 CIR Specialist

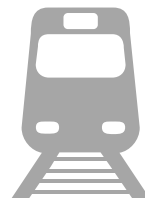


Nick Pavio --- Transportation Specialist, NYSDOH Fellow  
Kristina Robbins ----- Transportation Manager  
Bobi Stratton ----- Transportation Specialist  
Terri VonHagn ----- Transportation Specialist  
Sharon Willis ----- Transportation Specialist



# MOBILITY MANAGEMENT

## STEUBEN COUNTY



HUMAN SERVICES  
TOKENS

401

238

#  
SERVED

MAS  
TOKENS

389

170

#  
SERVED

FOOD SERVICES  
TOKENS

271

174

#  
SERVED

EMPLOYMENT  
TOKENS

136

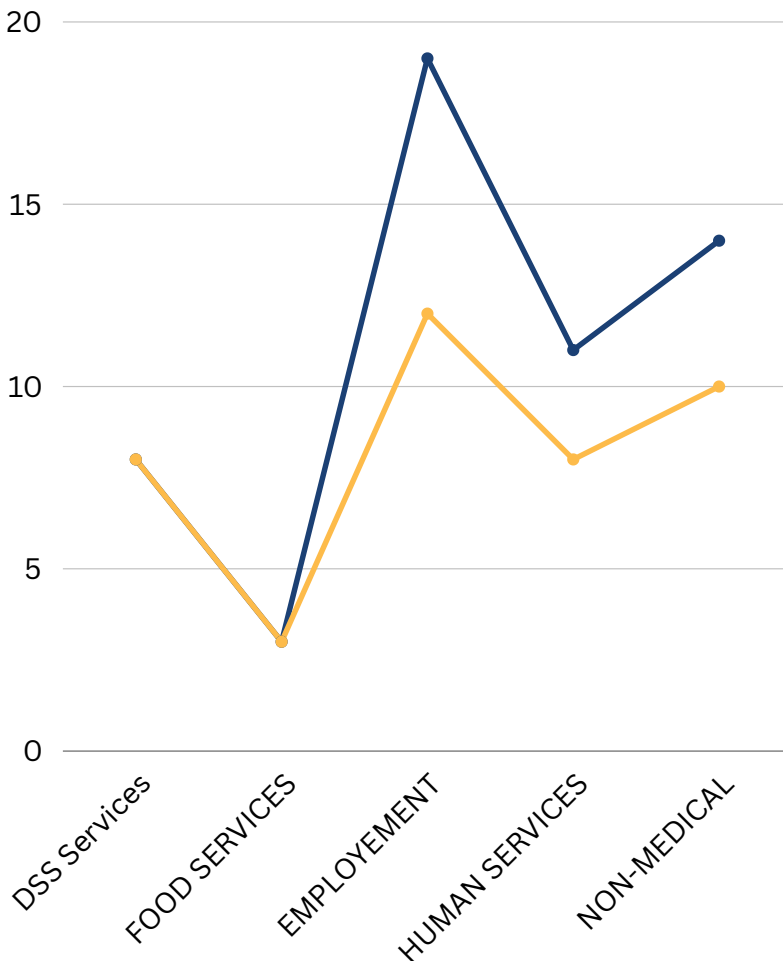
49

#  
SERVED

### Gas Cards Distributed

■ # of Gas Cards Provided

■ # of people served



NON-MEDICAL  
TOKENS

120

53

#  
SERVED

DSS  
TOKENS

109

69

#  
SERVED

VETERANS  
SERVICES  
TOKENS

20

6

#  
SERVED

HOUSING  
TOKENS

8

5

#  
SERVED

A total of 1,454 bus tokens were provided.  
A total of 764 people served.

# COORDINATED TRANSPORTATION SERVICES

## STATISTICS

IHS Coordinated Transportation connects individuals to transportation services for non-emergency medical related visits and other necessary services. Coordinated Transportation Services is provided through a partnership of: Steuben County Office for the Aging, NYS Office for the Aging, and 2-1-1 HELPLINE.

41 VOLUNTEER DRIVERS



9 NEW DRIVERS



18,817  
HOURS TRANSPORTING

UTILIZING  
DSS  
TRANSPORTATION

UNITS=1 WAY TRIP

UTILIZING  
VOLUNTEER  
DRIVERS

3,967 UNITS

10,349 UNITS

TOTAL MILES DRIVEN

610,488 miles and 10,349 units of service



# WHO ACCESSED 211

## STATISTICS



### INFORMATION AND REFERRAL FOR ALLEGANY, CHEMUNG, SCHUYLER, STEUBEN & YATES COUNTIES

#### TRANSPORTATION SERVICES

- Non-Emergency Medical
- Local Bus Transit Services
- Gas Money
- Bus Fare
- Automobile Payment Assistance

1,146

#### INCOME SUPPORT/ASSISTANCE

- Tax Preparation Assistance
- Temporary Assistance
- Child Care Expense Assistance
- Financial Counseling
- First Time Home Buyer Programs

1,064

#### UTILITY ASSISTANCE

- Electric Service Payment Assistance
- Gas Service Payment Assistance
- Utility Bill Payment Plan Assistance
- Discounted Utility Services
- Water Service Payment Assistance

567

#### LEGAL & INFORMATION SERVICES

- General Legal Aid
- Lawyer Referral Services
- Social Security/Disability
- State Attorney General
- Public Defender

514



10,667

Food Related Services

4,361

Housing Support

1,805

Healthcare Related Calls

256

Mental Health SUD

#### PERSONAL NEEDS

- Diapers
- Thrift Shops
- Clothing
- Furniture
- Appliances

213

#### VOLUNTEER

- Diaper Donation Programs
- Clothing Donation Programs
- Medical Supplies Donation Programs
- Food Donation Programs
- Animal Food/Supplies Donation Programs

73

#### EMPLOYMENT

- Job Readiness
- On the Job Training
- Job Search Resource Centers
- Immigrant / Refugee Employment Programs
- Homeless Employment Programs

18

#### EDUCATION

- Scholarships
- Student Financial Aid
- School Supplies
- GED Information
- Head Start

21

### 6.6% UNMET NEEDS

211 identifies gaps in services by capturing unmet needs. An unmet need is an identified need of a help seeker where a service or program isn't available, accessible, or all available options have been exhausted.



# STEBEN RURAL HEALTH NETWORK

SRHN

SRHN established The Institute for Human Services, Inc. **Cardiac Emergency Response Plan and Emergency Action Plan** in partnership with the American Heart Association that became **effective July 1, 2023**.

83 Hands-ONLY CPR presentations were completed.

3 staff became certified CPR instructors, in partnership with Steuben County Office for Aging

## Course Implementation

December 15, 2023, 7 participants.

December 18, 2023, 37 participants.



## Living Healthy of the Southern Tier

Workshop 2/21/2023 **8** participants

After taking this workshop, participants reported:

- continued to exercise;
- talked to a family member or friend about my health;
- talked to a healthcare provider about how I can better manage my chronic condition;
- started or continued to participate in or plan to participate in another health-related or exercise program in my community.

Workshop 8/31/2023

**8** participants

100% of participants reported that they will continue to use:

- Action Planning and decision-making techniques that were practiced during the workshop.

“ I really loved the workshop. I have learned many things to help me move forward to eat better, to exercise, to relax and reduce stress. And the friendship I have made and know they will be those to talk to.”  
-Workshop Participant

On November 1st, Legislature proclaimed November 16th as National Rural Health Day in Steuben County.

## COPE 2 THRIVE

The 7-session program was presented to 58 6th graders at Canisteo-Greenwood CSD. The 15-session program was presented to 30 participants from Hornell Area Concern for Youth. The participants learned to decreased stress, anxiety and depression as well as improved their healthy lifestyle behaviors.

Partnership with  
Hornell Area  
Concern for Youth



# GIRLS ON THE RUN OF THE SOUTHERN TIER

## SPRING 2023 PROGRAM

As we plan for the year ahead, we remain deeply committed to our mission to build confidence, fuel a love for physical activity, and nurture emotional health in girls. And in today's challenging times, programs like Girls on the Run are proving to be more essential than ever.



**141** **UNSTOPPABLE GIRLS**



**23**

**DEDICATED COACHES  
AND VOLUNTEERS**



**11**

**WELCOMING  
SITES**



**\$5,009**

**WINEGLASS  
DONATED**



**22.7%**

**IN SCHOLARSHIPS  
FOR GIRLS**

**97%**

**OF OUR PARTICIPANTS LEARNED ESSENTIAL LIFE SKILLS THROUGH GIRLS ON THE RUN - INCLUDING MANAGING EMOTIONS, RESOLVING CONFLICT, HELPING OTHERS, OR MAKING INTENTIONAL DECISIONS - THAT THEY CONTINUE TO USE AT HOME, AT SCHOOL, AND WITH THEIR FRIENDS.**

**98%**

**OF OUR PARTICIPANTS SAID THAT THEY CAN BE THEMSELVES AT GIRLS ON THE RUN.**



**held on June 4, 2023**

First year since 2019 that all our teams were able to be together in one place.



**131** **RUNNING BUDDIES**



**131** **PARTICIPANTS**



**71** **VOLUNTEERS**

Approximately 550 people attended.

# COMMUNITY RELATIONS

## COLLABORATION

### SOR II

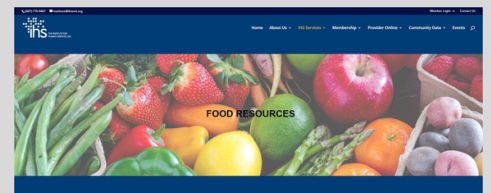
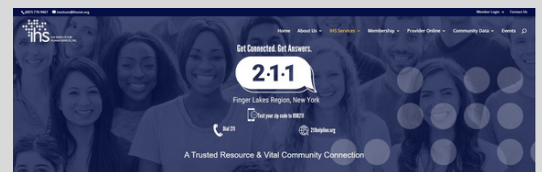
The provision of Narcan Emergency Wall Units in partnership with the Steuben Prevention Coalition/Opioid Committee marks a substantial step forward in our commitment to community well-being. This initiative aligns with our mission to address critical public health issues and underscores the power of collaboration in creating a safer, more resilient community. Twenty-three Emergency Narcan Wall Units were distributed throughout Steuben County.

The collaborative billboard campaign between the 211 Helpline and Coordinated Transportation during the month of October has proven to be an effective strategy in advancing our mission of connecting individuals with the services they need.

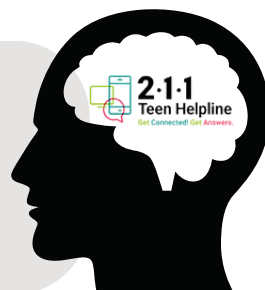


## 211 HELPLINE OF THE FINGER LAKES REGION

In the fiscal year 2023, the 211 Helpline landing page on the IHS website underwent a comprehensive redesign to enhance user experience and provide a more efficient platform for accessing vital information. This initiative aimed to improve the overall accessibility of services, streamline agency information updates, and introduce a specialized assistance request form for substance use disorder in collaboration with Unite Us and SOR II, and SOR III OASAS.



PILOT PROGRAM  
MENTAL HEALTH FIRST AID  
Teen Mental Health First Aid  
Youth Mental Health First Aid



## NONPROFIT NEWS

26 Provider editions were sent to 26,996 contacts.



# RESOURCE DEVELOPMENT

2023

## 211 HELPLINE

- Goodwill of the Finger Lakes
- Finger Lakes Community Health
- Community Health Care Association of NYS
- Food Bank of the Southern Tier
- United Way of the Southern Tier
- Steuben County Department of Social Services

## TRANSPORTATION

- OASAS Transportation
- Office for the Aging Transportation
- Department of Social Services Scheduling
- 5311 NYS DOT Grant
- 5310 NYS DOT Grant

## SRHN

- Office of Rural Health Development Program
- American Heart Association
- NYS Health Foundation
- ACL Living Healthy
- Legislative Appropriation

## IHS

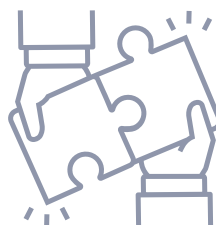
- Care Compass Network
- SOR III
- Jack Lisi Youth Award

## GIRLS ON THE RUN

- Keuka Area Fund
- Community Foundation Mini Grant
- Elmo M. Royce Fund
- FLX Gives
- ALDI Cares Community Grant



COMMUNICATION



COLLABORATION

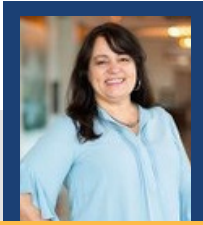


CAPACITY BUILDING



# IHS PROFESSIONAL DEVELOPMENT

## MONTH OF JUNE



**BETH LOONEY**

Leath HR Group

"Effective Delegation Skills"

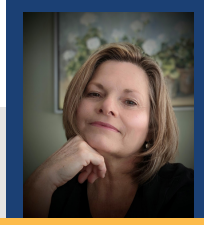
21 attendees

"Leading Across Culture"

18 attendees

"Sensitive Topics with Staff"

22 attendees

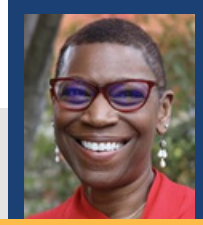


**CONNIE TERRY**

Steuben Prevention  
Coalition

Narcan Training

22 attendees



**JUDY ROWE**

Judith A. Rowe  
Consulting

"Try Mindfulness"

16 attendees

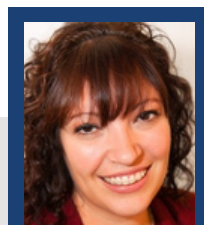


**AMEY RUSAK**

Pro Action of  
Steuben & Yates

"Adult Mental Health First Aid"

10 attendees

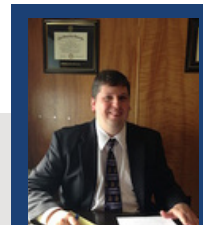


**REBEKAH CARROLL**

STATEMENTS  
Accounting, LLC.

"Financial Budgeting"

12 attendees



**PATRICK ROTH**

Roth Elder Law, PLLC.

"Estate Planning vs. Trusts"

6 attendees

"Protect Your Assets"

3 attendees



**TAWYNA HUGHES**

Pro Action of  
Steuben & Yates

"Youth Mental  
Health First Aid"

14 attendees

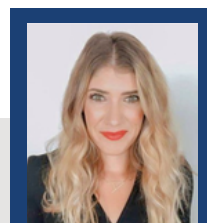


**LAURIE MAULT**

Steuben Rural  
Health Network

"Hands-Only CPR"

3 attendees



**AMY CONWAY**

Leath HR Group

"Balancing Priorities"

18 attendees

# Thank You

