THE POWER OF OUR CONNECTEDNESS

ANNUAL REPORT

Serving the Nonprofit Sector Since 1984.

2022


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As we prepare to move into a new year, it’s important to reflect on our journey. In 2022, the nonprofit sector faced increased demand to improve overall effectiveness, efficiency, and capacity to better meet the ever-changing needs of the communities we serve. The Institute strives to provide meaningful services year over year through data driven decisions that ensure we remain aligned with our Mission, Vision, and Values. The Institute accomplished its 2022 goals through collaboration, effective communication, capacity building, and technology improvements.

I am pleased to present the 2022 Annual Report on behalf of The Institute for Human Services (IHS) Board of Directors, staff, and volunteers. This year’s annual report reflects on several programmatic achievements while remaining committed to continuous improvement, focusing on emerging community needs, trends, and best practices in the nonprofit sector.

In 2022, the Institute focused on three primary organizational goals:

- To be a regional leader in nonprofit information and communication.
- To be the first point of contact for nonprofit support and advancement.
- To be a catalyst for regional collaboration among nonprofit and community partners.

The Institute’s successes are a direct result of multifaceted expertise and dedication of The Institute’s board, staff, and volunteers. Their team approach, dedication to the work they do, and the ongoing support of its members, collaborative partners, and funders is unmatched.

Belinda Hoad

We look forward to a year of innovative, quality programming, and offering progressive strategies to forge greater connectivity among the nonprofit sector.
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. 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.
PRESIDENT

Mark R. Alger
Steuben County Representative

VICE PRESIDENT

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

SECRETARY

Jeffery E. Eaton
CEO
Arbor Housing & Development

TREASURER

Bernard Burns
Executive Director
Arc of Steuben

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

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

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

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

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

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Steuben County Representative

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Arc of Steuben


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FINANCIAL REPORT

2022 REVENUE

$2,036,482

- Management Services: 24.5%
- Information and Referral: 11.3%
- IHS Programs and Services: 62.0%
- Other: 2.2%

2022 EXPENSE

$1,858,657

- Payroll and Benefits: 66.8%
- Contracted Services: 24.8%
- Office, Program and Planning: 3.3%
- Facilities and Technology: 4.4%
- Meetings, Training, Other: 0.7%
Our Team

Sharon Willis, CRS
Nick Pavio
Amanda Wiley
Karen Henry, CRS
Sherry Pierce
Heather Bohlayer
Eddie VanStine
Laurie Mault
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, the Administration of Aging, and 2-1-1 HELPLINE.

There were thirty veteran volunteer drivers and two new volunteer drivers during 2022.

Volunteer Drivers

- 16,254 donated hours

2022 CTS/VP Total

- 2,882 clients on 8,078 trips
- 579,569 miles, 9,602 units of service

Department of Social Services Transportation Statistics

- 4,962 units of service, IHS volunteer drivers assisted with 223 units of service.

One ride can make a difference.

"If I didn't have IHS transportation of which I depend, I would not be able to get to my doctor." -Client

WELCOME

Allison Pierce
Director since 2001

Kristina Robbins
Transportation Manager

Bobi Stratton
Transportation Specialist

Sharon Willis
Transportation Specialist

Anthony Pavio
New York State Public Health Corps Fellow
Mobility Management is a strategic approach for managing and delivering coordinated transportation services. It emphasizes leveraging the services of multiple transportation providers, making visible improvements to the effectiveness, efficiency, and quality of all transportation services being delivered.

**Human Service Needs**
- 193 individuals were provided 369 tokens.

**Medical Services**
- 174 individuals were provided 407 tokens.

**Food Services**
- 133 individuals were provided 240 tokens.

**Non-Medicaid Medical Services**
- 38 individuals were provided 92 tokens.

**DSS Transportation**
- 40 individuals were provided 70 tokens.

**Employment**
- 59 individuals were provided 175 tokens.

**Secure Housing**
- Provided 4 cards to 4 people to secure housing.

**Medical Services**
- Provided 27 cards to 24 people for health care appointments.

**Food Services**
- Provided 5 cards to 5 people for visits to food pantries.

**Non-Medicaid Medical Services**
- Provided 85 gas cards to 79 people.

**DSS Transportation**
- Provided 4 cards to 4 people to go to Department of Social Services.

**Human Services**
- Provided 12 cards to 12 people for various Human Service related needs.
Girls on the Run of the Southern Tier received $5,581.00 from Guthrie Wineglass Marathon to help support participant scholarships for the 2022 spring season. In addition, 36 supporters of the program volunteered at Mile 25.5 water station for the 2022 Guthrie Wineglass Marathon.

The Community Impact Project allows girls to work together to make decisions about what they’re interested in and how they can make an impact in the community.

- Created appreciation cards for teachers and nurses
- Bottle drive & raised $195 for Catholic Charities
- Cards and pictures colored for Veterans
- Created posters for the Horseheads Animal Shelter

“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, GOTRST Participant
Two volunteers and two IHS staff became peer leaders of Chronic Disease Self-Management program.

15 participants attended a CDSMP workshop at Clyde F. Simon Lakeview Apartments.

15 participants in grades 9th -12th at Hornell Area Concern for Youth and 18 students at Hammondsport CSD, decreased stress, anxiety and depression as well as improved their healthy lifestyle behaviors by participating in COPE2Thrive in the Spring of 2022.

116 posters were delivered to Horseheads CSD and Corning-Painted Post Middle School.

Seventy-five 211 Teen Helpline magnets were distributed at Bath CSD.

Steuben County Office for Aging; AmeriCorps Seniors; NY Connects; ProAction Senior Nutrition Program; American Heart Association; HP2; Smart Steuben; Steuben Prevention Coalition; Strong Kids Safe Kids Chemung; Strong Kids Safe Kids Steuben; and more.
2-1-1 is a free, confidential referral service with tens of thousands of local health and human service programs in its database. AIRS accredited service that provides information and referrals to local community-based organizations based on the needs of the clients.

Starting summer of 2022, 2-1-1 Helpline transitioned from iCarol to allco, a closed-loop referral database. We have also been active participants in the Social Impact Pilot Program through Care Compass Network.

Information and Referral for Allegany, Chemung, Schuyler, Steuben & Yates Counties.
COMMUNICATIONS

- Our website served as information for 26,000 individuals with 79,917 pageviews.
- 23 Provider editions were sent with an open rate of 5,903.

MEMBERSHIP

- IHS welcomed five new members.
- New memberships included: BoardStrong, allco, Care Compass Network, and Pivital Health Partnership

NEW PARTNERSHIPS

New partnerships included: BoardStrong, allco, Care Compass Network, and Pivital Health Partnership

PROFESSIONAL DEVELOPMENT

- Recharge 3.0: month of virtual professional development opportunities to our members in the month of June
- There were 282 registered participants for all professional development offerings, which totaled 11 trainings.
- A total of 156 attendees

RESOURCE DEVELOPMENT

COORDINATED TRANSPORTATION SERVICES
- OASAS: $120,000
- 5310

STEUBEN RURAL HEALTH NETWORK
- American Heart Association: $10,000
- Community Foundation of Elmira-Corning Finger Lakes Mini Grant: $500
- Community Foundation of Elmira-Corning Finger Lakes Mini Grant: $1,500
- Keuka Area Funds: $2,500
- Elmo Royce Grant: $1,500

2-1-1 HELPLINE
- SOR II: $9,400 extended into 2023 totaling: $13,022
THANK YOU MEMBERS!

171 Cedar Arts  
A Reflection of You Counseling & Support Services, LLC  
Addison Youth Center  
AIM Independent Living Center  
American Red Cross Southern Tier Chapter  
Arbor Housing and Development  
Arc of Steuben/Allegany  
Arc of Chemung/Schuyler  
Bath Area Family Resource Center  
Bridges for Brain Injury  
CareFirst  
CASA  
Catholic Charities of Steuben/Livingston  
Catholic Charities of Chemung/Schuyler  
Chemung County Child Care Council  
CIDS  
Community Dispute Resolution Center  
Community Foundation of Elmira-Corning  
Cornell Cooperative Extension of Steuben County  
Corning Area Chamber of Commerce  
Corning Community College  
Corning Incorporated Foundation  
Corning Meals on Wheels  
Corning Paratransit Services, Inc.  
CSS Workforce NY  
Dormann Library  
Economic Opportunity Program  
Faith in Action Steuben  
Family Service Society, Inc.  
Finger Lakes Boating Museum

Food Bank of the Southern Tier  
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.  
Meals on Wheels of Chemung County  
Pathways, Inc.  
Pro Action of Steuben and Yates, Inc.  
Ready, Set, Grow Child Care Center  
Salvation Army  
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