

2011 Annual Conference Report

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

Executive Director

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

Vision

IHS 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.



From the IHS Executive Director

As you may have noticed, we are introducing a new IHS logo and organizational diagram in this annual report. We have a unique, growing portfolio of services and programs at IHS, provided by a diverse team of professionals with wide ranging education, experience and talents. Although IHS services individually help achieve improved Communication, Collaboration, or Capacity Building for our member agencies, it is really in the intersection of all our departments, together, that we reach our mission – and help you fulfill yours.

Over the past six months we have been analyzing how to further integrate our skills in a shared services environment.

As we move into the 2011-2012 IHS membership year, all of us face the repercussions of fiscal and political challenges in our state and in our nation. We will continue to hone our professional services and collaborative efforts to deliver even greater rewards to the nonprofit and public organizations that serve the people of our region.

And in 2010, the IHS had an impact far beyond the Southern Tier. We provided board training and consulting services for the AIRS national association as well as 32 state associations. Our innovative use of 2-1-1 HELPLINE as the contact center for Mobility Management has become a national model following presentations at the Community Transportation Association of America annual conference in California and national headquarters in Washington D.C. In addition, several IHS staff serve on regional, state and national boards and workgroups.

The following reports from the Institute's various departments are only very brief highlights of the many significant accomplishments and the impact our capacity building, communication and collaboration services have had in our community in 2010.



Community Impact



In 2010, **2-1-1 HELPLINE** handled 28,081 calls, assessing needs and connecting people with services and volunteer opportunities.

The top three categories of problem needs expressed by callers were Income Support (31.3%), Criminal Justice/Legal Services (23.1%) and Basic Needs (17.2%) for which referrals were made to nearly 300 individual local agencies.

2-1-1 also updated 100% of agency records in part because of an efficient data collection tool programmed by IHStech. The 2-1-1 Finger Lakes Collaborative successfully achieved a five year re-designation, by 2-1-1 New York. The contracted services and funded projects of 2-1-1 included scheduling for facilitated enrollment in Medicaid, Child Health Plus, Family Health Plus, and the Medicaid Buy-In for Working People with Disabilities; appointments for free income tax preparation for three counties (and preparations for adding a fourth in 2011); and assistance with the Continuum of Care Point in Time survey. The 2-1-1 website expanded its services by adding Teen Helpline, chat, and Facebook.

A large accomplishment achieved in 2010 included implementing the **Give Help** volunteer management website. This website enables organizations to more effectively recruit and utilize volunteers in their programs and services. Agencies are able to go to the site to promote volunteer opportunities, post news articles, spotlights, and run reports for volunteer management. In 2010 the 2-1-1 HELPLINE Give Help website had over 100 local agencies join and 135 opportunities posted.



The **AmeriCorps Kids First Initiative** continues to serve communities by placing members in local human service agencies, schools and libraries in Steuben, Chemung, Yates, Schuyler, and Allegany counties. Members work primarily full-time with at-risk youth and families in need. In 2009 - 2010, 29 members (100% enrollment) earned an education award through their work at 24 local agencies and provided a total of 37,992 hours of services.

Steuben Coordinated Transportation

In 2010 **SCT-Volunteer Program** helped the elderly and disabled remain independent by providing transportation to attend medical and other necessary appointments. Volunteer drivers donated 2,992 hours of service, driving 66,178 miles and serving 595 unduplicated individuals (a 33% increase from 2009). 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.

SCT-Mobility Management provided a single-focus effort to improve transportation options for low-income, elderly, and disabled individuals. Through SCT-MM, IHS coordinate the efforts of 5 public transit providers, nonprofit transportation and volunteer services in order to provide the most effective use of resources. In addition, IHS provides a unique "One Call" service through its 2-1-1 HELPINE to simplify access to transportation information and referral services to consumers.

Healthy Families Steuben, a collaborative initiative of the Institute and Kinship Family and Youth Services, provides preventive services to almost 300 families throughout Steuben County annually, using nationally accredited best practices and research-based approaches. Healthy Families New York programs have enjoyed great success over the past year as research results continue to roll in. Latest outcomes reinforce that Healthy Families prevents child maltreatment, supports positive parenting, improves birth outcomes, and promotes success at school.

The Institute's **Resource Planning and Development** services secured over \$1.6 million for funded projects for its three collaborative development groups in 2010. Examples of projects developed through the Institute's RP&D efforts include an award from the Appalachian Regional Commission for efficiencies planning for Chemung-based agencies; securing resources to support Youth Employment Counselors in Bath, Corning, Hornell, and Watkins Glen; and \$1.1 million in federal dollars received for projects through the Homeless/Housing Continuum of Care, a four-county collaborative that added a fifth county to its planning efforts at the end of the year. With these efforts and another contract to assist Steuben agencies in youth substance abuse prevention planning, the RP&D department remains a focal point of regional services planning and grant writing.

The **Steuben Rural Health Network (SRHN)** is a collaboration of over 45 health and human service organizations working toward improving the health and wellness of rural New Yorkers. In 2010, SRHN continued to offer the Stanford University Chronic Disease Self-Management Program (locally known as Living Healthy Steuben) to individuals living with a chronic condition and their caregivers at three Senior Centers in Steuben County. In the fall, SRHN oversaw the expansion of the Chronic Disease Self-Management Program to Chemung County through start-up funds from the Community Health Foundation of Western and Central New York.

The Steuben Teen Pregnancy Prevention Task Force, an initiative of SRHN, hosted its 2nd Annual Adolescent Health & Wellness conference with an attendance of over 120 parents and professionals from all over Western New York. As a follow up to the conference, the Network hosted a professional development workshop on coalition building presented by Tom Klaus (Advocates for Youth, Washington, D.C). In addition, SRHN project development services in 2010 submitted 12 applications on behalf of the Network and its partners.

In 2010, **IHS Technology Services (IHStech)** provided a "Virtual IT Department" for nonprofit organizations of all sizes, and performed network management and website services for 12 nonprofit/public service organizations across five counties in the Southern Tier (including development of the ReadySteuben.com website for Steuben County Emergency Services). Organizations 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 through cost effective technology configuration and remote administration and support.

This year IHStech introduced an enhanced Managed Server and Network Support Service that enabled our members to use technology to better serve their communities and maintain a stable and secure technology infrastructure. Through this remote monitoring and service, staff proactively identified issues that avoided unnecessary downtime, ensured proper data backup and provided all server update services and virus protection. The technology staff also continuously reviews advances in technology, software and services by evaluating the effectiveness and implementing proper solutions in the organizations IHStech serves.

The initiatives described above are but a small part of the ongoing management support and lead agency services provided by IHS. We continually research, develop, and lead new initiatives designed to improve programs, services, and resources for member organizations. Please go to our website at www.ihsnet.org and view the individual program page and resource links.

IHS Staff

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

VALERIE HOLLAND
Executive Assistant

KELLI MANNON, M.S.M.
Director, Steuben Rural Health Network
IHS Communication, Education & Membership Services

BILL CAUDILL, M.S.
Director, Resource Planning and Development

MICHAEL MANN, M.P.A.
Director, AmeriCorps Kids First Initiative

CAROL WOOD, M.P.S., M.B.A.
Director, 2-1-1 HELPLINE

ALLISON PAYNE, CIRS
Director, Steuben Coordinated Transportation

SEAN MCKINLEY, B. TECH
Director, IHS Technology Services

KEVIN WILLIAMS, M.A.
SRHN Director of Planning and Development

POLLY FAY, C.I.R.S., C.R.S.
Senior Resource Specialist

PATTI QUEST, B.A., C.I.R.S.
ACKF Administrative Assistant/ 2-1-1 HL I&R Specialist

CHARLOTTE ERSKINE
2-1-1HL Information and Resource Specialist

LINDA SLACK
2-1-1 Helpline/SCT Assistant

SHANNON SEELEY
CMCM Case Manager

JANE DAVIS, M.S.M.
Mobility Manager, Steuben Coordinated Transportation

AARON SABATINI, B.S.
SCT/SRHN Assistant

ROBERT DEVAUL, B.TECH
IHStech Website Development and Network Support

SAMANTHA GOLDTHWAIT, B.S.
Communication & Outreach Specialist

CHRISTINE BULLARD, B.S.
SRHN Assistant/ACKF Member

15 Member Agency Contract Employees

Board Committee

Executive Committee
Mark R. Alger, Chairperson

Finance/Audit Committee
David F. Hill, Chairperson

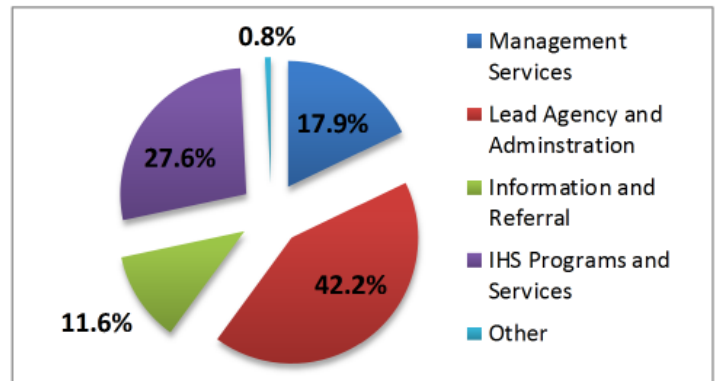
Governance Committee
Jeffrey E. Eaton, Chairperson

Personnel Committee
Barbara S. Fairbanks, Chairperson

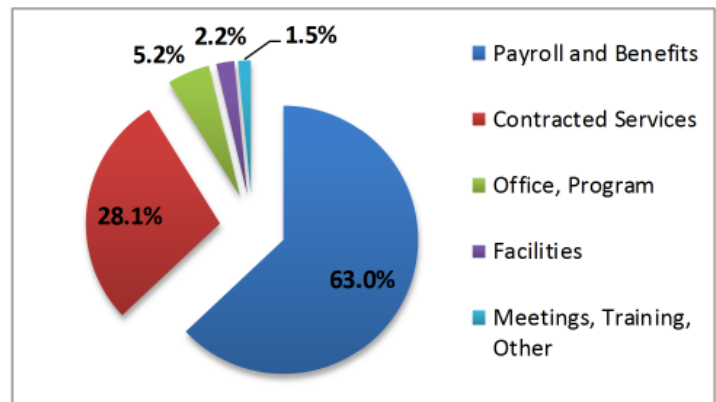
2010 Financial Report

IHS continues to successfully pursue revenue diversification strategies. Our goal is to maintain a diverse portfolio of services that will provide financial sustainability in challenging environments. We look across the nonprofit and profit-based sectors to identify and implement best practices in financial management and capacity building. In 2010 we had a net income over expense of 1.31%

2010 Revenue \$2,531,341



2010 Expense



Become an IHS Member Agency

The IHS 2011-2012 membership year is April through March. 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, Healthy Families Steuben, Steuben Coordinated Transportation, and the AmeriCorps Kids First Initiative receive generous support from the United Way of the Southern Tier.

