



**Program Year 2021
HUD Entitlement Grant Program
FUNDING APPLICATION**

PUBLIC SERVICES PROJECTS

SUMMARY INFORMATION

Total Public Services funding will be limited to approximately \$100,200 (15% of CDBG entitlement grant), for all projects.

GENERAL INFORMATION

Applicant Legal Name:	Human Services Coalition of Tompkins County, Inc.
Project Name:	2-1-1 Information and Referral Helpline
Funding Amount Requested:	\$25,000.00

PROJECT INFORMATION

Project Location(s):	118 North Tioga Street, Suite 304, Ithaca, NY 14850			
Project Goal(s) <i>(be specific and succinct):</i>	This project will provide at least 3,375 low- and moderate-income individuals with information and referral services to address their needs.			
<u>Priority Need(s)</u> Which Project Will Address (Consolidated Plan):	#18 Information & Referral (High): Meet Essential Needs for Food, Shelter & Safety			
Total Number of People to Be Served:	15,000	% City of Ithaca Residents:	>50% est.	% Below 80% AMI: >60% est.
Characteristics of People to Be Served (i.e., youth, elderly, disabled, formerly incarcerated, homeless, etc.):	2-1-1 Helpline services are available to any resident of Ithaca and Tompkins County, but primarily support individuals with low or moderate incomes. Specialized services target older adults, people with housing or food insecurity, people with transportation or other access barriers, and more.			
Proposed Use of Requested Funds (i.e., staff salaries, materials, participant stipends, etc.):	Staff salaries to provide sufficient contact center coverage to meet community needs.			
Total Project Cost:	\$347,690.00	Total Budgeted Matching Funds:	\$119,720.00	

CONTACT INFORMATION

Head of Agency Information	
Name:	Kathleen Schlather
Title:	Executive Director
Address:	118 North Tioga Street, Suite 304, Ithaca, NY 14850
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Application Contact Information	
Name:	John Mazzello
Title:	Director of Community Services
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PROJECT DESCRIPTION

In the space below, provide a clear project summary that contains a description of the proposed project, including services and activities that will be provided. Include the Census tract number in which the project will be located (see Application Instructions).

The proposed project will provide at least 3,375 low- and moderate-income individuals with information and referral services to address their needs through the 2-1-1 Community Services Helpline. The Human Services Coalition (HSC) office is located in the City of Ithaca in Census tract #1, but services are available to any City or County resident. The 2-1-1 Helpline is a comprehensive information and referral program for individuals who are seeking assistance. Support is available to individuals by phone or through our searchable online database 24 hours per day, and by email, text message and online chat on weekdays during business hours.

The core of 2-1-1 is our team of trained Community Service Specialists, who field calls and other inquiries from community members seeking help. Community Service Specialists are thoughtful and compassionate, and provide individualized assistance to each person who contacts 2-1-1. Often, the needs a person identifies when they contact 2-1-1 are secondary to a deeper underlying challenge; 2-1-1 staff are skilled at helping think through these challenges and at providing referrals to appropriate services in response.

Supporting the 2-1-1 team is our database of more than 1,700 programs and services at the local, state, and federal level that support the full range of individual and family needs. Our database is categorized by organization, individual program or service, and by the types of needs that each program addresses. In addition to making it simpler to find the right options for each need, this system also allows us to easily track and share the types of requests and kinds of needs that people are reporting when they contact 2-1-1. This information is helpful for funders, partners, and planners to understand the issues facing people in our community.

In 2020, 2-1-1 fielded a total of 17,637 requests for assistance—including 14,612 requests from Tompkins County residents, a 47% increase over 2019 levels. Of these, 63% of requests were from City of Ithaca residents. Through late February 2021, contacts to 2-1-1 are up an additional 30% over the same period last year, in large part due to the COVID-19 pandemic. 2-1-1 has taken on a number of additional services during the crisis, including serving as the general COVID Contact Center on behalf of the Tompkins County Health Department—responding to non-clinical questions about COVID-19; testing; transportation to the testing site; and, most recently, vaccination eligibility and appointment questions. We also receive many calls related to the economic and other impacts of the pandemic, including unemployment, housing concerns, food needs, and more. In addition, starting in January 2021 we have partnered with the Food Bank of the Southern Tier to serve as the telephone registration center for mobile food pantry distributions open to Tompkins County residents (so far, regular distributions are scheduled at the West Village Apartments and in Groton). Also, we have partnered with the United Way of Tompkins County to create the United Way/2-1-1 COVID-19 Response Program. It provides up to \$500 in financial assistance to low and moderate income individuals and families for expenses related to car repairs or insurance, childcare, rent or utility assistance, and other areas. 2-1-1 staff work with clients to ensure that they seek assistance from other programs for which they might be eligible first, before accessing support through this program.

While the pandemic continues, 2-1-1 continues to offer a number of specialized services in partnership with local organizations. We serve as the Contact Center for Alternatives Federal Credit Union's VITA income tax preparation program, book rides and schedule volunteers for FISH (Friends in Service Helping, the volunteer medical transportation program), and serve as the first-line Contact Center for Way2Go, a transportation education and mobility management program based at Cornell Cooperative Extension-Tompkins County.

In 2021, the Human Services Coalition is partnering with the Ithaca Urban Renewal Agency, Cornell Law School, LawNY, the Tenants Legal Hotline, and other groups to offer the Ithaca Anti-Displacement/Eviction Defense Project, which focuses specifically on City of Ithaca residents at risk of eviction or displacement. This project, funded by a \$1 million 15-month grant, will significantly expand legal support, informational materials, and other resources for people with housing insecurity in Ithaca. As part of this project, 2-1-1 will be hiring a housing specialist, as a lead expert in housing resources and related supports. They will work with program participants, individuals with cases moving through housing court, and others to provide deeper assistance and regular follow-up to reduce the risk of eviction or housing displacement out of the City.



INSERT EXCEL BUDGET SPREADSHEET(S) IMMEDIATELY AFTER THIS PAGE.

PUBLIC SERVICES PROJECT BUDGET

SOURCES Total 2021 2-1-1/I&R Budget

FUNDING SOURCE TITLE		AMOUNT SECURED*	AMOUNT UNSECURED**	% OF TOTAL BUDGET
1.	PY2021 Community Development Block Grant (CDBG)		\$25,000.00	7.56%
2.	Tompkins County	\$99,720.00		30.16%
3.	City of Ithaca(\$9692) & Town of Ithaca (\$1100)		\$10,792.00	3.26%
4.	STEHP (1/1 -9/30/21 Secured)	\$7,500.00	\$2,500.00	3.02%
5.	211NY/Goodwill of the Finger Lakes(1/1-8/31/21 Secured)	\$17,676.00	\$3,535.00	6.41%
6.	United Way(1/1 - 6/30/21 Secured)	\$5,000.00	\$5,000.00	3.02%
7.	Seven Valleys/Cortland		\$20,000.00	6.05%
8.	FISH		\$26,983.00	8.16%
9.	Enterprise Community (new grant)		\$77,000.00	23.29%
10.	Other-VITA,Supp. For Health,Way2Go		\$29,978.00	9.07%
TOTAL SECURED & UNSECURED FUNDING		\$129,896.00	\$200,788.00	100.00%
TOTAL PROJECT BUDGET		\$330,684.00		100%

LEVERAGE OF SECURED FUNDING PERCENTAGE	39.28%
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* Supporting documentation is required for amounts listed as secured.

** Please be sure to list all unsecured funding amounts (e.g., funding applied for, but not yet received).

USES - Total 2021 2-1-1/I&R Budget

PERSONNEL EXPENSES: POSITION TITLES	PROPOSED CDBG AMOUNT (SALARY/WAGES + FRINGE)	PROPOSED OTHER	TOTAL
2-1-1 Contact Center Manager	\$12,500.00	\$46,600.00	\$59,100.00
2-1-1 Community Service Specialist FT	\$7,500.00	\$31,500.00	\$39,000.00
2-1-1 Community Service Specialists 3 PT	\$5,000.00	\$28,264.00	\$33,264.00
2-1-1 Anti-Displacement Coord. - New Grant FT		\$35,100.00	\$35,100.00
2-1-1 Admin Support(Portion of 3 FT & 1 PT Staff)		\$71,606.00	\$71,606.00
Payroll Taxes & Fringe Benefits		\$58,420.00	\$58,420.00
			\$0.00
A-TOTAL PROPOSED PERSONNEL BUDGET	\$25,000.00	\$271,490.00	\$296,490.00

NON-PERSONNEL EXPENSES: LINE ITEM/TYPE	PROPOSED CDBG AMOUNT (SALARY/WAGES + FRINGE)	PROPOSED OTHER	TOTAL
Supplies & Other Program Expenses		\$7,250.00	\$7,250.00
Publications/Printing		\$300.00	\$300.00
Rent/Lease (Project Operations) (Incl Contracts & Repairs)		\$26,250.00	\$26,250.00
Insurance		\$1,160.00	\$1,160.00
Utilities - Included in Lease Agreement			\$0.00
Communications		\$3,280.00	\$3,280.00
Stipends			\$0.00
Other Expenses (list below)			
Travel & Staff Development & Meetings		\$900.00	\$900.00
Professional Services		\$8,220.00	\$8,220.00
Miscellaneous		\$2,440.00	\$2,440.00
Depreciation		\$1,400.00	\$1,400.00
B-TOTAL PROPOSED NON-PERSONNEL BUDGET	\$0.00	\$51,200.00	\$51,200.00
(A+B) TOTAL PROPOSED PROJECT BUDGET	\$25,000.00	\$322,690.00	\$347,690.00

PROJECT DESCRIPTION (cont.)

Explain how the amount of funding requested is justified, taking into account other available sources of funding for the project type. Explain how and when the cost estimates for the project were prepared. Provide the name, title, company/organization name, and qualifications of the individual who prepared the cost estimates.

The Human Services Coalition understands that Public Services funding is limited and we appreciate the past support for this program. The 2-1-1 Helpline strives to diversify its funding, including grants, government contracts, and fee-for-service contracts with other nonprofit organizations for specialized Contact Center support. This allows us to support 2-1-1's basic information and referral mission while offering our unique Contact Center services, when appropriate, to other partners in the community. Current specialized partnerships include serving as the contact center for the VITA (Volunteer Income Tax Assistance) program at Alternatives Federal Credit Union, the FISH volunteer medical transportation service, the Way2Go transportation assistance program, and Food Bank of the Southern Tier mobile food pantry registrations in Tompkins County, among others.

Our request for funding is reasonable, but significant for our ability to provide high quality services to our clients. Public services funding through this application would represent less than 8% of the program budget, but contacts to 2-1-1 associated with this project would represent 22% of our total estimated contacts over the program year.

The cost estimates and budget for the program were developed by HSC Executive Director Kathy Schlather and Finance Director Jill Sage, a CPA. The current annual budget was prepared in late 2020 by staff and reviewed by the Administration and Budget Committee (finance committee). The final 2021 budget was approved by the HSC Board of Directors on December 11, 2020.

Does the project require coordination with, or participation of, another entity or organization? If so, how will you ensure the project's successful and timely completion?

Partnering with other health and human service agencies is vital to the success of the 2-1-1 Helpline, for both sustainability and operational capacities. Therefore, 2-1-1 has maintained long-standing partnerships that provide benefits to the community. For more than a decade, 2-1-1 has partnered with Alternatives Federal Credit Union to provide free tax appointment scheduling services to income qualified individuals and families. This history allowed us to work together to adapt to immediate pandemic-driven changes to the service; appointments now are limited to intake and drop off only, along with a virtual option for assistance, rather than the traditional in-person appointments. Another long time partnership is 2-1-1's support of FISH (Friends in Service Helping) operations, including ride booking, driver scheduling, and support of their board of directors. Most recently, 2-1-1 assisted FISH in modifying its procedures to meet new safety and COVID screening requirements. Cornell Cooperative Extension's Way2Go program is another long-term partnership. In addition to working together to respond to immediate individual needs, we also work together to add capacity to the transportation system, such as around efforts to enhance volunteer driver recruitment.

Our partnership with Goodwill of the Finger Lakes, which runs the 2-1-1 program in Rochester, is also critical. We are able to keep our local program costs reasonable by engaging with Rochester's 2-1-1 to field evening and weekend 2-1-1 contacts from our service area. We work closely with their administrative staff to share the latest updates from Tompkins County to best support people contacting 2-1-1 at any time, especially during the pandemic.

Finally, the COVID-19 pandemic has also brought the need for a number of new partnerships. The Contact Center works very closely with the Tompkins County Health Department, now serving as the designated general information hotline for COVID information, transportation to testing, and most recently, vaccine information and registration. 2-1-1 has also partnered with the United Way of Tompkins County to offer the new COVID-19 response program. We have been regular participants in the Tompkins County COVID Food Task Force and have been called on to share 2-1-1 needs data with funders and other planners.

While collaborations are important to our ability to deliver accurate and timely information to our clients, we have demonstrated that active engagement, frequent communication, and clear and updated expectations allow us to manage these partnerships both for the long term and as community needs and options change quickly.

POPULATION SERVED & PROJECT IMPACT

Describe the population the project will serve, being sure to include income levels (i.e., 30% AMI, 50% AMI, 80% AMI), and any special needs characteristics (e.g., disabled, elderly, homeless). How has the project been designed to address the specific needs of this population?

Because we are a comprehensive program, 2-1-1 serves a range of individuals from low to higher AMI. By the nature of our core services, however, we tend to serve people at low to moderate income levels who are seeking assistance or referrals to community programs. As described below, through our 2-1-1 database, we have flagged programs that specifically address the needs of LMI individuals (using 80% AMI guidelines). Specialized services that we provide also meet the needs of individuals with low to moderate incomes. The VITA income tax preparation program reaches individuals and families ranging from 0-80% AMI levels. FISH guidelines state that their medical transportation services target low income individuals. The program does not have a set income limit, but the majority of participants fall under 50% AMI. The United Way/2-1-1 COVID Response program aims to reach low- to moderate-income individuals and families. The United Way defines income limits using their ALICE ("Asset Limited, Income Constrained, Employed") thresholds, which were developed through regional studies of household survival budgets. ALICE family income limits fall around 80% AMI or below, depending on the household composition.

2-1-1 services are available to all individuals. Our services include partnerships that target individuals with special needs including older adults through programs like FISH medical transportation and free tax assistance. 2-1-1 also considers the unique needs of people with disabilities when providing referrals for a variety of needs. One example could be when a person calls for accessing food resources. When the 2-1-1 specialist searches for referrals, they would ask the caller if special accommodations are needed to access the service--does the person require transportation to the food, or need the food delivered due to physical or medical limitations? Careful consideration is important for 2-1-1 when giving information on services as the right referrals and options meet the needs and constraints of the individual.

Explain the project goal(s). How will each goal be measured and documented to confirm whether or not it has been met?

The goal of this project is to provide at least 3,375 low- and moderate-income individuals with information and referral services to address their needs. This goal is in support of the Consolidated Plan's high-priority goal, #18 Information & Referral: Meet Essential Needs for Food, Shelter & Safety.

As described above, the 2-1-1 Helpline utilizes a database program, iCarol, that allows us to maintain our listing of community services, track incoming contacts and the needs reported by individuals seeking help, and connect the two together. This allows each program or service to be marked with the need(s) it supports and for each contact to 2-1-1 to be matched to the best referrals that may help to address that need. This categorization is done according to the national 2-1-1 standard known as the Alliance for Information and Referral Systems Taxonomy, used by 2-1-1 programs around the country.

In addition, our system also allows us to tag services of particular relevance to this project--programs specifically serving people of low to moderate incomes as defined in the CDBG eligibility requirements. This system enables us to identify the contacts to 2-1-1 that are eligible to be part of this project, and lets us monitor and document our progress toward meeting our goal.

Based on historic averages, we estimate that, conservatively, at least half of Tompkins County 2-1-1 contacts are from the City of Ithaca and that at least 60% of contacts are from individuals with low or moderate incomes. The COVID-19 pandemic and the increased services we are providing have expanded the pool of individuals who are contacting 2-1-1, but our experience so far is that these assumptions have held.

While it is not a goal specific to this project, it is important to note that HSC has made one of its internal goals for 2021 an examination of each of our programs, including 2-1-1, through an equity and diversity lens. We will specifically be exploring our processes, undertaking additional data collection, and engaging with outside assistance as needed as we strive to improve equity and access to services in our programs and the human service system overall.

POPULATION SERVED & PROJECT IMPACT (cont.)

Will your project advance the City's goal of ending and preventing homelessness? How?

Yes. In the City's Consolidated Plan, one major strategy is to "Help low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families who are likely to become homeless after being discharged from a publicly funded institution or system of care, or who are receiving assistance from public and private agencies that address housing, health, social services, employment, education or youth needs." For this strategy, 2-1-1 plays a vital role in connecting individuals to crucial social services to meet their needs. Often, when an individual is released from an institution or other system of care, they do not know which services to connect with, or even where to start. By getting connected with 2-1-1, they reach our Community Services Specialists, who do an assessment and make appropriate referrals that cater to the individual's needs, frequently connecting them with specialized referrals in areas such as mental health or re-entry programs.

2-1-1 also has a long partnership as the front door assessment for STEHP, (Solutions To End Homelessness Program), a program also described in the city's Consolidated Plan. Individuals at risk of eviction that meet minimum income qualifications are referred by 2-1-1 staff to STEHP either through the Tompkins County Department of Social Services or through Tompkins Community Action. Both programs offer rapid rehousing and ongoing financial support for individuals to prevent homelessness. 2-1-1 serves as a continued means of support for individuals in the STEHP program, providing additional referrals for other assistance programs to meet additional needs such as food, transportation, and employment resources.

As described elsewhere, 2-1-1 is also an active participant in other initiatives aimed at preventing and addressing homelessness, including the Ithaca/Tompkins County Continuum of Care's Coordinated Entry/Coordinated Assessment process and the new Ithaca Anti-Displacement/Eviction Defense Project. These initiatives not only provide an avenue for 2-1-1 to reach individuals who can benefit from our services but also keep our program updated with the changing mix of services supporting people with housing insecurity in Ithaca and Tompkins County.

Will your project advance the City's goal of moving people out of poverty? How?

Yes, this project advances the City's goal of moving people out of poverty. The 2-1-1 program model is based on the philosophy that helping people to understand the services and supports available to them will help them to address the needs they are facing. While the 2-1-1 Helpline is a comprehensive information and referral service (our program database and records cover the wide range of human needs), most contacts to 2-1-1 are usually from individuals with low or moderate incomes.

In the Consolidated Plan, the City has identified six strategies for reducing the number of families in poverty. One of these, "link those in poverty with existing programs and services that are available to assist with basic needs," is closely tied to the activities of 2-1-1. As the community's central resource referral and health and human service information provider, 2-1-1 delivers these links daily.

While the past year has been atypical due to the pandemic, many of the top non-COVID needs expressed to 2-1-1 have related directly to challenges faced by individuals and families in poverty, including transportation assistance, food-related requests, homelessness, health insurance, financial benefit programs, and rental assistance. Even many COVID-related needs reported by 2-1-1 callers are acute for people in or at risk of moving into poverty: job loss and unemployment, food or meal delivery, and transportation to testing sites have all been major concerns.

2-1-1 has taken on new services with an eye toward helping move people out of poverty or even helping them avoid moving into poverty at all. For example, our partnership with the United Way of Tompkins County on the COVID-19 Response Program provides limited financial support to individuals and families with low to moderate incomes for a set of immediate needs (e.g., car repairs, child care payments, utility assistance, and more) under the understanding that it is better to help someone with a pressing but surmountable need rather than wait until that need has mushroomed into a longer-term barrier. Similarly, 2-1-1's participation in the new Ithaca Anti-Displacement/Eviction Defense Project will allow us to better support individuals with resources to help keep them housed, rather than responding after they have lost their housing.

PROMOTION OF FAIR HOUSING

How will your project address any of the factors contributing (“Contributing Factors”) to fair housing issues and problems in the City of Ithaca? Refer to: [Explanation of IURA Assessment of Fair Housing Contributing Factors](#) document.

2-1-1 seeks to support individuals in the City of Ithaca by providing relevant information and timely referrals to other services that can help to meet their needs. Specifically, 2-1-1 can assist in addressing the factors contributing to fair housing issues and problems, including:

Displacement of residents due to economic pressures - The 2-1-1 Helpline assists individuals who need support to meet basic needs such as food, utility assistance, and transportation that can affect their ability to maintain housing costs. Our help can provide them with options that may help to stretch limited incomes further or provide them with benefits for which they may be eligible. Frequently, 2-1-1 staff work with clients to identify options to assist them with staying in their homes, such as rental assistance programs and other resources. Besides external programs, 2-1-1 also supports individuals directly through the United Way/2-1-1 COVID Response Program, providing short-term urgent assistance to alleviate pressing financial needs faced by low and moderate income families, including rental and utility assistance or unanticipated major expenses like car repairs, which can quickly compound into much bigger barriers. This program particularly has become a lifeline for people who cannot get other rent assistance, for instance because they are ineligible due to their participation in the Section 8 program.

Lack of access to opportunity due to high housing costs - 2-1-1 staff provide information and resources on a number of relevant options, including housing waiting lists, subsidized housing, housing case managers, and others.

Location and type of affordable housing - 2-1-1 is part of the Coordinated Assessment/Coordinated Entry process, managed by the Ithaca/Tompkins County Continuum of Care, which ensures that individuals who are homeless or at risk of homelessness are supported in a fair and equitable way. Our program is one of several gateways into the Coordinated Assessment system, which uses a consistent assessment tool to prioritize available housing, regardless of which agency an individual contacts seeking help.

Lack of affordable in home or community based supportive services - 2-1-1 supports individuals with disabilities as well as others in need of community based supportive services. We connect individuals with New York Connects for deeper assistance with long-term care needs, and provide resources to local and other services for short- or longer-term needs.

In addition, the new Ithaca Anti-Displacement/Eviction Defense Project will provide us with additional avenues to address the Contributing Factors. The new 2-1-1 housing specialist position will focus on housing-related services and other supports that people facing housing insecurity may face. Specifically, this position will connect with individuals referred by project partners, individuals who are party to cases going through housing court, and others who are at high risk of eviction and/or displacement from the City. The housing specialist will maintain a caseload of clients and work with them regularly over the course of the project to ensure their needs are being met, while at the same time serving as 2-1-1's "expert" for housing-related inquiries. Finally, this position will support enrollment of participants in the Housing Stability Supplement Program, which will provide limited financial assistance for participants to address rental arrears or other expenses. As part of this project, 2-1-1 will address Contributing Factors such as Displacement of residents due to economic pressure, lack of public fair housing enforcement, and lack of resources for fair housing agencies and organizations.

ORGANIZATIONAL CAPACITY

Describe your organization's experience in successfully implementing projects of similar scope and comparable complexity to the proposed project.

HSC has managed information and referral programs in Tompkins County since the 1980s, and has been designated as the community's 2-1-1 provider since 2007. Being housed at HSC allows 2-1-1 to take advantage of the many organizational partnerships and connections, helping us to keep abreast of the changing human services system and to provide the most up-to-date information to our clients. Connections within HSC, such as the Continuum of Care, the Health Planning Council, Affordable Care Act Navigators and Community Health Advocates, mean that we can quickly and easily make internal connections as appropriate. In recognition of HSC's history and ongoing role in supporting individuals, other organizations, and the human services sector, we were named the 2019 Tompkins County Chamber of Commerce Nonprofit of the Year.

2-1-1 has partnered with local organizations and implemented projects of similar scope for many years. Other projects, such as our partnerships with Alternatives and FISH, require us to provide services to a targeted number of individuals in order, and we have been successful at meeting program goals. Our funding through the United Way's Community Care Fund similarly requires us to address the needs expressed by specific groups in the community. Finally, we believe our ongoing success in securing new partnerships is a testament to our ability to deliver on our program commitments. When determining the scope of any project, 2-1-1 plans, sets reasonable goals, and attempts to proactively consider any prospective challenges in order to meet or exceed expectations.

Describe your staffing plan for the proposed project. Indicate what percentage of each staff member's time will be allocated to this project and how many other projects, in addition to the one proposed, each staff member will be responsible for. *If you are requesting funds to pay staff salaries, please explain how the proposed project will be impacted, if full funding is not awarded.* If the project is collaborative, explain how participating organizations will work together and who will be the lead.

The total staffing of the 2-1-1 Helpline program is currently 3.92 Full-Time Equivalent (FTEs). Inquiries from community members are fielded by a full-time Contact Center Manager, a full-time Community Service Specialist, and another three part-time Community Service Specialists (0.91 FTE total). Program management is provided by HSC's Director of Community Services (0.30 FTE allocated to 2-1-1). Portions of HSC's administrative staff are assigned to 2-1-1, including the Administrative and Technology Coordinator (0.25 FTE), Finance Director (0.33 FTE), and Accounting Assistant (0.13 FTE). Besides 2-1-1, administrative staff also have responsibilities to HSC's two other programs, Human Services Planning and Health Planning. This spring, HSC will be hiring an additional full-time 2-1-1 housing specialist as part of the Ithaca Anti-Displacement/Eviction Defense Project. In the first half of 2021 we have taken on part-time temporary staff to assist with COVID vaccination-related contacts fielded on behalf of Tompkins County; these temporary positions are expected to end prior to the start of this project.

The key staff, for whom resumes are provided, are Director of Community Services John Mazzello, and Contact Center Manager Nicole Roulstin. Mazzello has been program director for the 2-1-1 Helpline since 2016 and Roulstin has managed the contact center since 2014.

2-1-1 is a relatively lean program, and the significant increase in contacts fielded since early 2020 have been handled without a major permanent increase in staffing. Local support, including through this funding, is critical for allowing us to respond to community needs in a timely manner. If full funding is not awarded, our ability to respond to the individuals contacting us will be impacted, especially at peak times.

As described earlier, 2-1-1 collaborates with many partners, including several through specialized services and formal programmatic relationships. For these partnerships, 2-1-1 maintains memorandums of understanding or contracts specifying the responsibilities of each party. Typically, 2-1-1 develops Contact Center procedures for specialized services through planning with partners around the type of information to be shared or collected, the format for tracking information, and the level of customer service needed to support program participants.

PAST IURA FUNDING

If your organization received funding from the IURA in the past two program years, please complete the following table(s):

2019 Project Name:	Project #13, 2-1-1 Information & Referral		
Amount of Funding Awarded:			\$15,000
Amount Expended to Date:			\$15,000
Total Number of Unduplicated Clients to Be Served:			2,025 CDBG-eligible contacts
Total Number of Unduplicated Clients Served to Date:			2,025 CDBG-eligible contacts

2020 Project Name:	Project #12, 2-1-1 Information & Referral		
Amount of Funding Awarded:			\$20,000
Amount Expended to Date:			\$16,133.92
Total Number of Unduplicated Clients to Be Served:			2,700 CDBG-eligible contacts
Total Number of Unduplicated Clients Served to Date:			979 reported CDBG contacts 8/1/20-12/31/20

PROJECT SCHEDULE

Month	Specify Project Milestone/Actions Completed	Cumulative Amount of CDBG Funds Expended	% of Project Budget
November 2021	Receive 250 eligible CDBG contacts	\$1,852.50	7.41%
December 2021	Receive 250 eligible CDBG contacts	\$3,705.00	14.82%
January 2022	Receive 375 eligible CDBG contacts	\$6,482.50	25.93%
February 2022	Receive 375 eligible CDBG contacts	\$9,620.00	37.04%
March 2022	Receive 250 eligible CDBG contacts	\$11,110.00	44.44%
April 2022	Receive 313 eligible CDBG contacts	\$13,425.00	53.70%
May 2022	Receive 312 eligible CDBG contacts	\$15,740.00	62.96%
June 2022	Receive 250 eligible CDBG contacts	\$17,592.50	70.37%
July 2022	Receive 250 eligible CDBG contacts	\$19,445.00	77.78%
August 2022	Receive 250 eligible CDBG contacts	\$21,297.50	85.19%
September 2022	Receive 250 eligible CDBG contacts	\$23,147.50	92.59%
October 2022	Receive 250 eligible CDBG contacts	\$25,000.00	100.00%
November 2022			
TOTAL:		\$25,000.00	100.00%

① **Note:** Assume contracts will be executed by NOVEMBER 1, 2021, so that funds may be drawn that month.

CERTIFICATION & SUBMISSION REQUIREMENTS

By checking this box and providing the following information, I certify the statements made in this application are true and correct, and I am authorized to submit this application on behalf of my organization.

McKathler Schlueth _____ Date 2/25/2021
Name
Human Services Coalition of Tompkins County, Inc. Executive Director
Organization Title/Role
kschlather@hsctc.org (607) 273-8686 x228
E-Mail Address Phone Number

Is your organization a 501(c)(3)? Yes No

Federal Tax ID: 16-1036873

DUNS #: 16-740-9200

Required Attachments:

- Excel budget page
- Resumés of key staff and/or consultants who will be responsible for this activity
- List of your organization's current board members
- Letter(s) of commitment from any other individuals or entities (outside your own organization) whose participation is required for project completion
- Evidence of commitment for any funds indicated as "secured" in your project budget
- Most recent Form 990 or tax returns for applicant entity (only 1 copy needed)

Optional Attachments:

- Letters of support
- Program materials (e.g., brochures, program guidelines, outreach materials)

IMPORTANT: Unlike prior years, all application materials are to be submitted *electronically*, by e-mailing Charles Pyott, Contracts Monitor, at: cpyott@cityofithaca.org . Call (607) 274-6565 for questions/assistance.

ALL PROJECT CATEGORIES

FUNDRAISING INITIATIVES

Regarding the secured vs. unsecured funding section of your Excel budget application form, please describe in detail below what fundraising initiatives your organization has undertaken over the past year and/or plans to undertake in the year ahead, to identify/secure additional funding and ensure the financial viability of your project/program (even if you have pursued funding that was declined by the time of your IURA application). The IURA is interested in knowing what your organization does on an ongoing basis to support the program/project.

The Human Services Coalition seeks to support the 2-1-1 Helpline program through a range of sources, including government contracts, grants, and contracts with other nonprofit or community organization partners. As a nonprofit contact center, 2-1-1 is often a desirable partner for other organizations developing initiatives with a customer service or telephone component. We explore these new partnerships as they arise and thoughtfully consider participation.

For the unsecured funding listed in the budget form, the following activities have taken place or will take place:

Every year, 2-1-1 seeks funding from Tompkins County, the City of Ithaca, and the Town of Ithaca through their annual budget processes. While the contract for Tompkins County funding for 2021 has been executed, the final agreements with the City and Town of Ithaca have not yet been completed.

2-1-1 receives funding through the Tompkins County Dept. of Social Services for participation in the Solutions To End Homelessness Program (STEHP). This funding is provided on a fiscal year basis, ending September 30. The overall STEHP program includes a multi-year commitment to supporting 2-1-1, so we are confident in a renewal of funding.

As described above, we are part of the 2-1-1 New York system, and we work closely with the lead 2-1-1 provider for the Finger Lakes region, Goodwill of the Finger Lakes. New York State funding for 2-1-1 comes from the Office of Children and Family Services and flows through Goodwill to us locally. Funding has been secured for this fiscal year, but the budget process for the upcoming fiscal year is currently in progress. As part of the effort, we have participated in virtual "2-1-1 Day" with legislative staff in Albany. While this looks to be a challenging budget year, the 2-1-1 system has been in frequent contact with the governor's office and with key legislative contacts, especially around the extensive support that 2-1-1 programs have provided state residents during the pandemic.

United Way of Tompkins County funding was most recently renewed in summer 2020 for a two-year period. The second year begins in July 2021 pending completion of our interim reporting.

Funding for our services that cover Cortland County are coordinated by our partner, Seven Valleys Health Coalition, from funders in that community. The 2021 funding is in the process of being finalized.

Funding for our support of FISH (Friends in Service Helping) is provided through Tompkins County Special Community Mobility Program funding. Applications to this program are submitted in the fall.

Funding from Enterprise Community Partners will support the new 2-1-1 Housing Navigator position as part of the Ithaca Eviction/Displacement Defense Project. HSC will serve as the lead agency for the entire project, and while funds have been awarded, we are still completing the contract signing process.

Payments from Alternatives Federal Credit Union toward VITA income tax prep registration contacts come at the completion of tax season, according to the number of contacts handled by 2-1-1.

Finally, 2-1-1's contract with Cornell Cooperative Extension for Way2Go transportation education program customer service is expected to be finalized later this spring as they receive their annual overall program funding.