

Tompkins County

Departmental Achievements

2023



Integrity,
Accountability,
Respect,
& Equity.

Tompkins County Administration

Lead Strategic Operations Plan efforts incl. community and staff input

Continue to complete reporting and administration requirements of the Community Recovery Fund and ARPA

Ushered Downtown Facilities plan forward

Developed 2024 operating and capital budgets; implemented new budget and data publication software.

Community Resource Hubs launched by CJC

Negotiated successful Blue Collar CBA

Spearheaded the restructuring of Transportation Planning, Weights & Measures and Workforce Development to promote organizational efficiency

Convened Shared Services Panel and submitted 2024 plan, including pilot EMS Rapid Response Program



Tompkins County Administration

JEDI Core Equity Team resurrected and will continue to ensure that we live our diversity statement

Launched Equity Exchange Newsletter in Oct. 2023

Updated/Established 15 policies in Administrative Policy Manual

Implemented enhanced security measures at the HSB

Convened staff and partners to plan for shelter beds expansion

Progressed centralized grants administration work, delivered audit, recommendation, and prospectus with consultant

Convened and briefed community partners and staff to prepare for potential asylum seeker arrival

Utilized system enhancements to increase efficiency of payroll and other organizational processes



Administration

2023 Tompkins County Departmental Achievements

Tompkins County Administration

Convened County Task Force to negotiate 5-year agreement with IAED for Economic Development services

Began the implementation of compensation analysis results in collective bargaining to ensure salaries remain competitive

Led team to analyze and restructure Solid Waste Fees for colleges and educational institutions

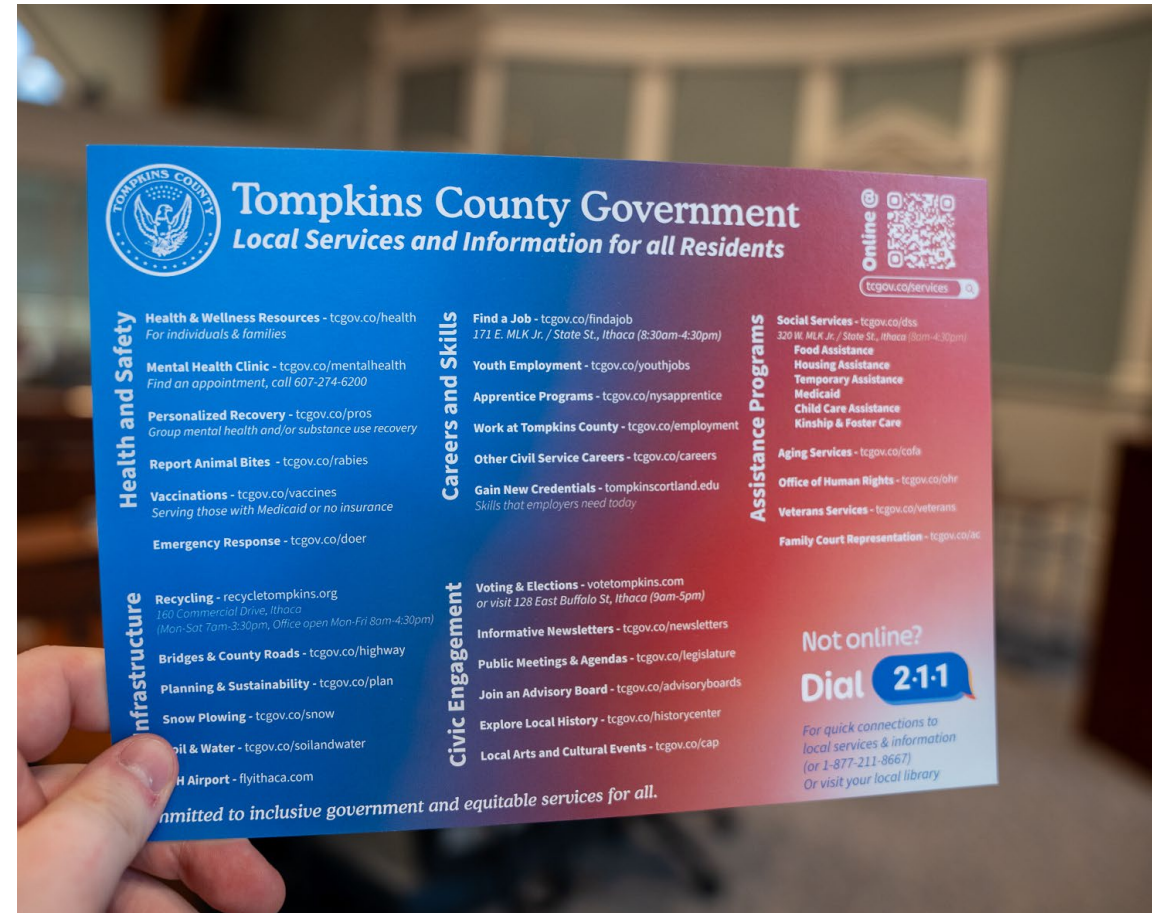
Conducted performance evaluations of all Department Heads; ensured a process of performance evaluation of all County employees in 2023

Engaged in 11 executive level searches

Developed comprehensive County Services and Resident Checklist documents, delivered mailer to all residents

Completed phase one of Legislature streaming upgrades

Convened data analysis & publication staff across organization, developed first Data Publication Policy



Health & Human Services



Administration

2023 Tompkins County Departmental Achievements

Office for the Aging

2 Staff completed CAPS (Aging in Place Specialist) Certification and completed 75% more home visits than 2022

Spoke with 954 clients at 102 events, an increase of 66% over 2022.
Newsletter subscribers grew to 2,463 (+634) in 2023

Home Health/Personal Care Aide regularly served 25 individuals unserved by other agencies

Clients Served through November 2023

- 468 people with 97,695 home delivered meals
- Provided in home assistance (Case management) to 97 people
- Delivered support programs and Benefit programs to 2193 people
- Assisted Residents of LTC facilities with 606 units of Information and directly assisted 354 cases.

Managed staff transitions including 3 new team members

Successfully completed 3 onsite evaluation/audits from the NYSOFA

Furthered our Age Friendly Livable Communities Across the Lifespan Goals with assistance from Cornell classes, researched and developed future materials



TOMPKINS COUNTY
OFFICE FOR THE AGING

Aging Better, Together

2023 Tompkins County Departmental Achievements

Human Rights

Joint awardee of \$25,000 Cornell Just Futures Engagement Grant to develop 3 programs addressing racism, dispossession and migration and develop a documentary on this initiative

Your Voice & Your Vote civic engagement coalition held first annual Democracy Fest in August

Sponsored programming:

- Contemporary applications of Dr. King's antipoverty legacy
- Reflections on the legacy of Dr. James Turner
- Next steps in the struggle for reproductive rights
- Human rights, climate change and media coverage
- Protecting Asian American/Pacific Islanders from hate and violence
- Viewing of a documentary on Lorraine Hansberry
- Citizen rights regarding fair housing, co-sponsored with CNY Fair Housing and the NYS Division of Human Rights
- Aging and human rights
- County/City Juneteenth celebration

Director engaged in several public activities representing the Office and Tompkins County



Social Services

Child Welfare programs successfully met Family First Prevention Service Act requirements: 53.3% of foster children are in kinship care (target is 30%), 10% of foster children are in congregate care settings (target is under 12%)

99.7% of Child Welfare Casework contact requirements were met (target is 95%)

Child Support collected \$5,732,405 (through November 2023) to provide care and support of children and families

80-88% of families assisted by a homelessness prevention or rapid re-housing program at Social Services have entered permanent housing in 2023.

Continued DEIA initiatives with 170+ staff at Social Services engaging in training, discussions and planning in the areas of: Disability at Work, Understanding and Undoing Implicit Bias, Gender Based Violence Awareness, LGBTQ+ Cultural Awareness and Supporting Race Equity in Child Welfare



Department of
Social Services

Whole Health

Completed merged department rebrand to Whole Health

Launched mental health/law enforcement co-response CARE Team in partnership with TCSO

Facilitated the Legislature (\$700,000 and Community Services Board (\$800,000) Opioid Settlement funds processes

Expanded Children and Youth Mental Health Services by increasing staffing and presence in local school districts



Youth Services

Newfield Youth Commission established, held first official meeting in April '23. Advocated during 2024 budget process for increased Town funding for program educator

Held MYSS Networking & Recognition Event in October

Reinstated training series, after several years of being on hold or reduced due to COVID

Completed assessment of department; reorganization plan; decided on what staff position to hire in that best suits the current needs of the department

Secured Operating Certificate from OCFS to officially open Host Homes to provide respite care for the RHY from Open Doors



Veterans Services

Celebrated the department's first staff expansion

Several inaugural departmental events:

- County Veterans Resource Fair
- Watch Party for the annual Army-Navy Football Game
- Launch of Cornell University Law School's Veterans Law Clinic
- Veterans Day observance at Longview

Began hosting bi-monthly meetings of the VA Clinic's Veterans Advisory Council

Presented to several entities around the county including Ithaca Rotary Club (Veterans Day), Dryden Memorial Day Parade, Sons of Union Veterans of the Civil War (Memorial Day), New York National Guard – Ithaca Armory, Society for Human Resource Management of Tompkins County (SHRMTC), and Cornell University Undergraduate Veterans Program



Department of
Veterans Services



Public Safety



Administration

2023 Tompkins County Departmental Achievements

Emergency Response

Held public events and trainings engaging over 250 residents and 26 agencies

Presented inaugural County EMS and Fire Service Awards honoring individuals and agencies for their accomplishments and service to EMS and Fire.

Department Award recipients

American Red Cross Real Heroes Award Travis Collins, Lauren Dickenson, Eldon Stevens and Zack Guidi
APCO Atlantic Chapter Dispatcher of the year, Travis Collins
Jessica Verfuss, Certified Emergency Manager designation.

Back Up Dispatch Center variance received, work is continuing along with final instillation of upgraded 911 phone system

Creation of Critical Incident Stress Management Team and Peer Support Group for First Responders



Department of
Emergency
Response

District Attorney

Successfully prosecuted numerous jury trials including Murder, Burglary in the First Degree, and Perjury by a law enforcement officer in 2023

Published DA Data Dashboard

DA participated in Reimagining Public Safety working groups including Community Justice Center Advisory Board, Community Healing Working Group and Data Working Group

Continued prioritization of Alternatives to Incarceration through the use of Law Enforcement Assisted Diversion (LEAD) program, treatment court and mental health court with the goal of using incarceration as the last resort when necessary in the interests of public safety



**District
Attorney**

Probation

Applied for and received a grant to participate in the GIVE-X program to address Gun Involved Violence in Tompkins County

Enhanced partnerships and collaboration with Tompkins County and New York State law enforcement partners

Successfully implemented radio use procedures to enhance Probation Officer communication and safety

Updated multiple policies and procedures to reflect evidence-based best practices

Completed 12-month Community Service pilot project which resulted in a 300% increase in community service engagement over 2021 and 2022



Sheriff's Office

Implemented the Crisis Alternative Response & Engagement (CARE) Co-Response Team

Achieved re-accreditation for the Corrections Division through the NYS Sheriff's Association

Completed and implemented model policies and training for Law Enforcement Division accreditation, assessment anticipated in 2024

Obtained Gun-Involved Violence Elimination (GIVE) funds from NYS to combat violent crime within Tompkins County and the City of Ithaca. Implemented a task force, and Flock Safety equipment

Implementation of the SHIELD team (stop hate, interrupt extremism, link disciplines) to prevent targeted violence and acts of domestic terrorism



Assigned Counsel

Successful development and implementation of procedures for 18b rate reimbursements with the State. Tompkins County was one of the earliest counties to submit and receive 18b reimbursement monies from the state

Support during Schuyler County's reorganization through our inter-municipal agreement in providing coverage for mandated representation

Successful and improved recruitment of new attorneys to the department 18b attorney panel, improving access to representation for program clients

Ongoing successful implementation of existing ILS grants, development and approval of new grant



Assigned Counsel

Facilities & Infrastructure



Administration

2023 Tompkins County Departmental Achievements

Highway

20 Miles of County Road Resurfaced
34 Miles of County Road Preserved

Installed 1,400 feet of guide rail

Installed a total quantity of 1,651 total feet of culvert pipe. (1,451 feet of plastic pipe, 100 feet of corrugated pipe, and 100 feet of steel pipe.)

Completed construction on 5 precast concrete culverts

Brought Weights & Measures into Highway Department, hired new Director



Highway
Department

Airport

All Airport Operations staff fully trained

Achieved a successful Part 139 Airport Inspection

Created and filled new Airport Marketing position

Received grants to help gain new & additional airline service

Provided ground transportation opportunities for students from campus to ITH during school breaks, filling in gaps

Working with NYSERDA to explore additional nonairline revenue (incl. solar panels)

Finalized updated contracts with current and potential airlines, completing a many-year project



Facilities

Completed conversion to Geothermal at the Public Works Facility

Completed major HVAC upgrades, which included the replacement of all 6 roof top units, at the Tompkins County Public Library

Completed replacement of 50+ heat pumps with variable refrigerant flow (VRF) units at the Mental Health Building

Construction of short-term improvements underway at the Public Safety Building

Completed deconstruction of the former Baker Dental Building

Started initial planning phases for the Center of Government Building project



**Facilities
Department**

Planning, Energy, & Environmental Quality



Administration

2023 Tompkins County Departmental Achievements

Planning & Sustainability

Coordinated a comprehensive outreach campaign for the preliminary updates of the FEMA Flood Maps

Successfully addressed concerns identified by the Federal Transit Administration's 2022 review of transit operations through close collaboration with transit partners

Completed the Expanding Broadband Access Plan, mapping out areas where businesses and households lack access to fiber or coaxial broadband services

Achieved the highest distinction of Silver and a record-breaking 360 points in the Climate Smart Communities recertification process

Disbursed \$395,000 in funding through the County-administered Community Housing Development Fund, directly supporting the construction of 48 affordable housing units



Department of
Planning &
Sustainability

Recycling

Established a formalized system to engage local organizations about the reusable bag distribution program, distributing over 2,800 bags to the community through 16 organizations

Completed facility projects, including addition of a second customer service window, emergency replacement of outbound scale, generator replacement, and scale house bathroom renovation

Maintained a high level of customer service and programmatic delivery while providing advancement opportunities for new and existing employees, with changes in over 50% of the department's staff roster

Delivered a draft 10-year Local Solid Waste Management Plan for public comment and review

Participated in a process to update the structure of the Solid Waste Annual Fee



Housing & Economic Development



Administration

2023 Tompkins County Departmental Achievements

Workforce Development

Restructure of Workforce Development Board and the Office of Employment and Training

Summer Youth Employment included 113 participants at 44 sites

Developed strategic partnerships with IAED Direct to Work, CCE's Green Career Pathways, Hospitality Employment Training Program Healthy Workforce Network, Ulysses Civic Engagement Work Program, and Groton Schools Career Center

Disability Resource Coordinator program provided employment supports to 135+ individuals with disabilities, 24% gaining unsubsidized employment within 3 months



- Over 1,700 visits to the Tompkins Workforce NY Career Center
- Over 165 customers enrolled in programs, 50% in youth programs
- 39 trainings and certifications to gain sustainable employment
- 48 supportive work experiences for youth program participants
- 41 supportive services, 63% addressing transportation barriers to training or employment
- 25+ businesses provided hiring supports, job seeker referrals, and information on available employee training services

Budget, Capital, & Personnel



Administration

2023 Tompkins County Departmental Achievements

Human Resources

Established an Unemployment Insurance Online Service Account to expedite responses to claims

Processed 277 Tompkins County new hires. 149 JTPA, Election Workers, Project Assistants

Civil Service Administration for 55 civil divisions, supporting more than 2,000 positions. Reviewed over 5262 employment applications. Conducted 118 Civil Service examinations

Training & Experience pilot program for Corrections Officers – 42 applicants and tested 23 and appointed 15 (11 permanent appointments and 4 provisional pending agility testing this month)

Hiring Emergency Limited Placement program (HELP program) for titles and appointments approved to date for Tompkins County:

- Licensed Clinical Therapists – 5 appointments.
- Emergency Services Dispatcher Trainee – 8 appointments
- Environmental Health Specialist – 2 appointments
- Caseworker – 2 appointments

Performed 461 (391 in 2022) recruitment efforts, 12 Executive level searches (11 in 2022), 8 In-person Job Fairs (6 in 2022), 14 High School/College Presentations, 4 Mock Interview Sessions with Local Schools

County-wide training fund provided 90 employees with career development, leadership, and other training opportunities (60 in 2022)



Finance

Treasury Unit reached out to owners of 77 parcels that went into foreclosure, successfully redeeming 70 and processing the 7 that went to Public Auction

Accounts Payable and Payroll Unit issued over 30,000 payments

Worked with Administration to update & develop Procurement, Fiscal, Cash Management and Investment, Fund Balance, and Reserve policies

Accounting Unit coordinated implementation of the new governmental accounting standard for recording of leases (GASB 87)

Treasury Unit invested in Certificates of Deposits and worked with our banking partners to maximize current interest earnings

The County had a successful external audit for year ending 2022 with the issuance of an unqualified, or clean, audit opinion



**Finance
Department**

Government Operations



Administration

2023 Tompkins County Departmental Achievements

Board of Elections

Administered 3 County elections

Ran 5 village elections and worked with 5 school districts to help run their elections

Received two grants to assist with absentee postage and equipment upgrades

Onboarded and trained over 100 new poll workers

Hosted three public demonstrations of new voting systems and contracted with Clear Ballot to provide new voting machines for elections beginning in 2024



**Board of
Elections**

Assessment

Completed 24th consecutive year of maintaining a uniform percentage of market value for all properties on the assessment roll. (The state stopped issuing the excellence in assessing awards...)

2023 Annual Equity Maintenance Program resulted in 26,131 changes in assessment (and only 5.6% of the changes came in to contest the change)

Total Assessed Value rose \$886 million to a total county valuation of just above \$16.1 billion (\$6 billion tax exempt)



Information Technology

Coordinated and hosted the inaugural Cyber Readiness Workshop for Tompkins County and local Municipal leaders

Deployed new layers of Cybersecurity policies and practices for all County employees, Administration and Legislators. Implemented initial phase of a NYS Cyber Information Sharing and Collaboration

Initiated a comprehensive upgrade and replacement project for critical infrastructure devices supporting all County departments and facilities, resulting in improved performance and reliability

Deployed over 200 end-user devices to further compliance with cyber best practices, utilizing new centralized procurement process

GIS completed redistricting and 2023 local election map and data update. Implemented data and mapping enhancements for County 911 CAD systems and Tompkins County Youth Camp guide. Internal updates including Assessment Tax Mapping, Simple Parcel Viewer, NRI Reporter, address and BOE Lookups. Participated in local Shared Service 911 addressing study



**Information
Technology
Services**

Clerk / DMV

Advanced goals of a paperless office by increasing e-recording of land records and e-filing of court records

Assisted customers with REAL ID or Enhanced licenses prior to federal deadline for domestic air travel requirements

DMV has consistently been rated between 95% and 100% approval rating by customers at our Happy or Not machine

Collected over 18.7 million in revenue for NYS, Tompkins County, and Towns – helping to offset property taxes



Office of the
County Clerk



Department of
Motor Vehicles

Attorney

Handled over 60 family court cases, plus successfully responded to 2 appeals which were upheld in our favor

Processed 292 FOIL requests

Reorganized office to be more efficient within a smaller space

Effectively handled increased caseloads and demands of the office with half the staff of prior years



Office of the
County Attorney

Clerk of the Legislature

Legislature and its standing and special committees:

- Held over 150 public meetings
- Held 11 public hearings
- Adopted over 300 resolutions
- Adopted 4 local laws
- Made approximately 125 advisory board appointments

Welcomed and onboarded a new Legislator and new Deputy Clerk

Established an updated Advisory Board Policy and further worked to streamline the advisory board appointment process

Began the process of moving to a new meeting management software to simplify the meeting management process and enhance transparency



Legislature

Legislature

Oversaw Community Recovery Fund, granting \$6.53 million to community organizations and small businesses

Passed 2024 Tompkins County Budget and Capital Program amidst EFMAP challenges

Stimulated development of Rapid EMS Response program, budgeted funds for 2024 pilot

Set program priorities and granted \$700,000 in Opioid Task Force funding

Initiated Downtown Facilities Committee to usher Center of Government development process

Maintained Aa1 Credit Rating

Initiated and funded several purpose-driven reserve funds, including unfunded mandate and insurance funds



Legislature



Thank you.

