



# **2025 Departmental Achievements**

**Presented to the  
Tompkins County Legislature  
January 2026**



# Administration

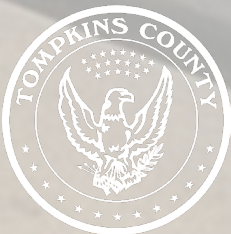
- **Following a successful RFP process, selected Volunteers of America (VOA) as the provider partner in the Cherry Street emergency shelter development.**
- **Successfully coordinated the renovation and opening of the 227 Cherry Street site as the 2025-2026 Code Blue facility with VOA as the service provider. Facilitated active engagement with providers and neighbors to address questions, concerns, and receive ongoing input.**
- **Reviewed and executed 900+ contracts for the County. Implemented new Contracts Management Software.**
- **Budget was modified to simplify departmental budget requests and review.**
- **Developed and launched a Key Performance Indicator (KPI) dashboard to highlight all County departmental KPIs.**
- **Initiated a countywide Equity Indicator process for all County departments.**





# Administration (continued)

- Together with the Department of Emergency Response, stood up a new Countywide Security team to address gaps in employee/client safety planning in County buildings. Strengthened coordination and incident response processes for security incidents impacting County employees.
- Led successful searches for the Commissioner of DSS and Whole Health and the Communications Director.
- Developed and implemented new Communications support request system
- Livestreamed 172 public meetings for 300+ hours, 25,000+ YouTube views
- Provided website support and training to departments on the new website, 253,000+ visitors (since May 2025)
- Drafted and distributed 80+ press releases, legislative highlights
- Completed 48 photo/video shoots, published 3 video projects
- Increased Facebook followers by 12%





# Office for the Aging

- Celebrated 50th anniversary; re-introduced our Senior Living Expo (>150 visitors and >30 vendors).
- Launched the Age-Friendly Business Initiative; 13 businesses certified.
- COFA newsletter reached >3,000 people; Caregiver newsletter >2,600 people.
- Long-Term Care Ombudsman Program provided 4,679 contacts of assistance and 1,184 complaint-related visits in 22 facilities/1,985 beds.
- Client service highlights through November 2025
  - Opened 2 new congregate meal sites; served 82 additional people and 857 more meals.
  - Provided home assistance (case management) to 73 people
  - Increased outreach; interacted with 1,114 clients at 90 events.
  - Home Health Personal Care Aide Program served 31 individuals unserved by other agencies; provided respite for 8 caregivers.
  - Delivered health insurance counseling to 620 people during Medicare Open Enrollment.





# Airport

- Initiated the new ITH Sustainable Airport Master Plan and comprehensive energy assessment.
- Completed the ITH Strategic Business Plan; approved by the Legislature.
- Returned United Airlines service to Washington Dulles (IAD), restoring key hub connectivity.
- Executed the Small Community Air Service Development Grant contract.
- Completed the annual Part 139 Airport Inspection.
- Hosted Airport Day & Preparedness Expo with record community participation.
- Revamped the ITH website, improving accessibility and user experience.
- Completed our first full year with 24-hour airport operations staffing and expanded airport maintenance coverage, resulting in overall cost savings through reduced contracted services.





# Assessment

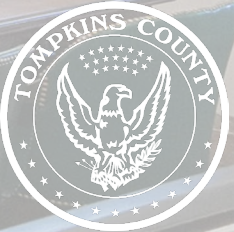
- 26th consecutive year of maintaining a uniform percentage of market value for all properties on the assessment roll.
- 2025 Annual Equity Maintenance Program resulted in 2,151 changes in assessment, with 4.93% of the changes contested.
- Converted public internet application to Beacon.
- Received LGE Grant award of \$324,000 to cover the initial costs of the conversion to Tyler Technologies CAMA Database.
- Preparing to move to a more accessible location for all property owners at 31 Dutch Mill Road in Lansing.





# Assigned Counsel

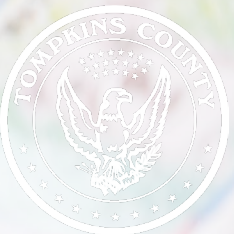
- **Renewal of major state grant funding for program activities, providing an additional \$1 million of state aid to Assigned Counsel program activity through 2028.**
- **Successful recruitment of additional attorneys to the department 18b panel, maintaining and improving quality of representation while also reducing overall age of panel attorneys.**
- **Use of support services and training produced significant positive legal results for program clients in both criminal and family court representation.**
- **Maintained ongoing 18b reimbursement of attorney costs from the state to support panel attorney representation of clients in criminal and family court matters, recouping over 900,000.00 in reimbursements from the State .**





# Board of Elections

- Replaced 125 epoll books and 9 poll print pads using grant funding.
- Collaborated with GIS to develop updated maps for the new legislative districts.
- Redistricted voters in the registration database to reflect the 2026 boundaries.
- Assisted over 100 candidates as they sought ballot access to run for City, Town, and Village municipal offices, as well as County Legislature seats.
- Updated procedures and trained nearly 230 poll workers; 3-day open house .





# Board of Elections (continued)

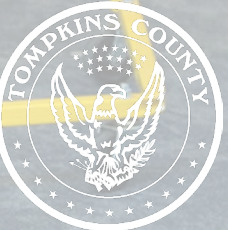
## ■ Elections:

- March 18, 2025 Village Elections – Cayuga Heights, Dryden, and Groton
- April 22, 2025 Lansing Village Election
- May 20, 2025 assisted Dryden, Groton, Lansing, Trumansburg, Newfield and Ithaca City School District with their elections
- June 24, 2025 Primary Elections in City of Ithaca Wards 1, 3 and 5, Caroline, Danby and Newfield on 2026 boundary lines
- June 24, 2025 Special Election in Legislative District 3
- November 4, 2025 General Election countywide on 2026 boundary lines

■ Processed 2,570 voter registrations

■ Processed 3,610 voter registration changes

■ 60,883 active voters as of November 24, 2025

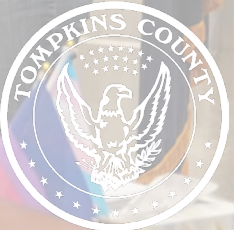




# Clerk of the Legislature & Legislature

## ■ The Legislature and the Office of the Clerk of the Legislature:

- Held 145 public meetings
- Held 10 public hearings
- Considered 307 resolutions for adoption
- Considered 5 local laws for adoption and adopted 4 local laws
- Processed 4 home rule requests
- Presented 21 proclamations or recognitions
- Made approximately 165 advisory board appointments
- Update 4 advisory board bylaws
- Prepared over 20 travel and training arrangements for Legislators





# Clerk of the Legislature & Legislature (continued)

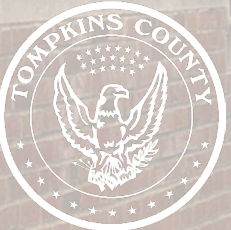
- Continued the transition and implementation of new meeting management software.
- Continued the development of Office of the Clerk of the Legislature procedure and process manuals for succession planning which fully incorporate equitable language.
- Prepared and provided onboarding information and training for 8 newly elected legislators and took the necessary steps to transition to an increased membership of the Tompkins County Legislature.





# County Attorney

- Represented the County in transactional matters central to the County's immediate needs and long-term objectives, such as homeless services, Center of Government, and contracting process and procurement.
- Provided legal support to the Legislature and nearly every County department.
- Uniform success defending the County in civil litigation. Pursued several legal actions, including hotel occupancy tax violations and developing a process to invoke landlord remedies against illicit cannabis sellers.
- Assisted the Legislature and departments in preparing complex resolutions, local laws, and Charter amendments.
- Represented the County in family court on 64 juvenile delinquency matters.
- Completed 482 FOIL requests throughout the year. Selected Just FOIA as the vendor for a new and improved FOIL system to be implemented in 2026.
- Added one new Paralegal Aide and one new Assistant County Attorney to improve processes and help speed up delivery of services.





# County Clerk's Office and DMV

- Continued progress toward a fully paperless office by expanding the use of electronic recording and e-filing systems across land and court records, improving efficiency and reducing reliance on physical documents.
- Partnered with USCIS and local institutions to host three Naturalization Ceremonies, during which 77 new community members were formally welcomed as U.S. citizens.
- Supported international travel readiness for residents by processing more than 900 U.S. passport applications.
- Assisted community members in obtaining REAL ID and Enhanced Driver Licenses ahead of the May 7, 2025 federal air-travel requirements, providing guidance and support.
- Maintained exceptional customer service at the DMV, with public satisfaction consistently ranging from 95% to 100% .





# Department of Emergency Response

- Completed last year of Pilot Rapid Medical Response program – 1,118 calls\*.
- Completed renovations of Primary 911 Center at Brown Rd.
- First full year of Peer Support Program and Critical Incident Stress Management program – 84 PSP and 8 CISM requests\*.
- Completion of 5 Citizen Preparedness Corps events in partnership with NYSOEM and NG, with nearly 200 attendees\*.
- Implementation of County Security program (Mental Health, Legislature/committee meetings).
- Increase in SIREN participation by nearly 3,000 individuals\*.
- Handled a significant increase in discovery recording requests (989) and 14 FOIL requests\*.
- 363 in-house radio programming hours, saving the county and community-based public safety organizations approximately \$85,000.
- Handled over 36,000 911 calls and nearly 90,000 non-emergency calls for a total of over 126,000 calls in the 911 Dispatch Center\*.

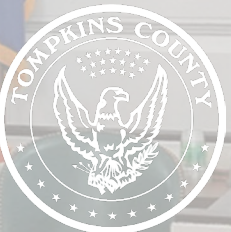
(\* as of Dec. 1)





# District Attorney

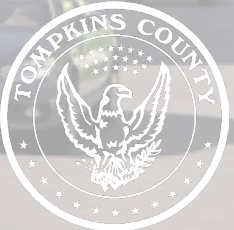
- Successfully prosecuted numerous jury trials, including Criminal Possession of a Controlled Substance, two Rape trials, and DWI.
- Collaborated with the Ithaca Police Department, Tompkins County Sheriff's Office, and New York State Police to implement the Gun Involved Violence Elimination (GIVE) program, resulting in a significant reduction in gun violence in the community.
- Enhanced the efficiency of the Centralized Arraignment Part through direct participation in after-hours arraignments.
- DA participated in Reimagining Public Safety working groups, including Community Justice Center Advisory Board, Community Healing Working Group, Criminal Justice Alternatives to Incarceration Board.
- Continued prioritization of Alternatives to Incarceration through the use of Law Enforcement Assisted Diversion (LEAD) program, treatment court and mental health court.





# Facilities

- **Hired Deputy Facilities Director after 1 year of recruitment.**
- **Successful completion of improvements, in record time, to the former Found Bldg. on Cherry St. for Code Blue Shelter.**
- **HOLT Architects completed SHPO application, space program, and schematic design for the Center of Government project.**
- **Completed abatement and deconstruction design to commence deconstruction of 300 & 308 N. Tioga, and 128 E. Buffalo St. buildings.**
- **Started Phase 2 of the Green Facilities capital project**
- **Completion of the Facilities Cold Storage Building project.**





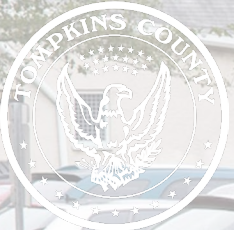
# Finance

## Treasury Division

- Conducted outreach to owners of 213 parcels in pre-foreclosure, 125 parcels in foreclosure, and processed 7 parcels in first online public auction.
- Collaborated with Planning and Information Technology Services to implement an online Short-Term Rental registration system.
- Continued improving processes to maximize interest earnings.

## Payroll Unit

- Collaborated with Human Resources to revamp how disability information is updated in the system.
- Continued implementation of NYSLRS Gold Certification Enhanced reporting.
- Began implementing new accrual logic within Payroll/HR.
- Processed over 31,000 bi-weekly payroll checks.





# Finance (continued)

## Accounts Payable Unit

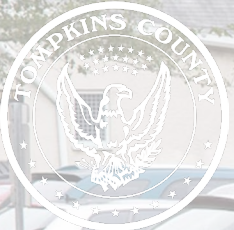
- Processed over 31,000 accounts payable items, paid through more than 6,000 checks and 3,000 EFTs, totaling nearly \$167 million.

## Accounting Unit

- Assisted with revising and creating Administrative Policies.
- Implemented software for debt and debt service tracking.
- Implemented software for lease and SBITA tracking.
- Improved internal processes to produce financial reports more quickly.
- Supported the issuance of an unqualified (clean) audit opinion for 2024.
- Working with County Administration on closing old capital projects.

## Purchasing Division

- Processed 1,861 purchase orders in 2025 (645 in 2024).
- Conducted face-to-face outreach with select departments to strengthen collaboration and better support procurement needs.





# Highway

- 22.35 miles of County roads paved
- 68.42 miles of County roads surface treated
- >1,000 miles of roadside mowing
- 131.32 miles of County roads striped
- 38 crosswalks painted
- 93 stop bars painted
- 2,895 feet of culvert pipes installed
- 1,127 Highway vehicles & equipment serviced
- 539 other County vehicles & equipment serviced

# Weights & Measures

- Visited 183 local establishments
- Inspected and sealed 1,483 devices (gas pumps, pharmacy, and produce scales, etc.)
- 58 samples taken for analysis under the NYS Petroleum Quality Program
- 12 local non-commercial inspections (law enforcement, scholastic sports scales, local municipalities)





# Human Resources

## Civil Service

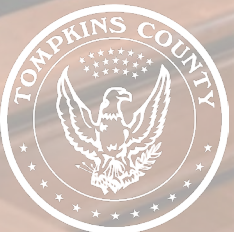
- Continued participation in the NYS Civil Service HELP initiative, 64 approved titles to date, 194 appointments; Reviewed 5,619 employment applications and offered 70 civil service examinations; Engaged county departments and municipal partners, holding 5 Civil Service Lunch & Learns and Hot Topics discussions; Upgraded Applicant and Civil Service systems (NeoGov) to make them more efficient

## Training

- Added a Training & Development Coordinator to the staff; Launched our very first County-run Leadership Development Series (24 participants); Provided training to 87 County staff and managers; Launched monthly HR Newsletter

## Other items

- Automated our verification process to enable instant employee income and employment verifications 24/7 through EmplInfo





# Human Resources (continued)

## Recruitment/Engagement

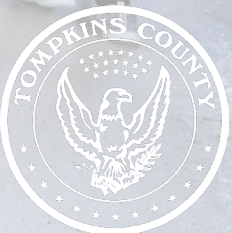
- 16 job fairs, 11 High School presentations and mock interviews, 3 hiring events, 1 presentation for English as a Second Language class; 26 New Employee Orientations, 119 new staff onboarded; 410 Vacancy postings; 2 Commissioner, 15 Director/Deputy, Administrator searches

## Reward and Recognition

- Held the 35th Annual 25-Year-Club dinner, honoring 8 new inductees; Organized the County's employee picnic, 578 RSVP's (County employees and guests), 55 raffle winners; Recognized 89 employees with milestone achievements in 2025 across various departments

## Benefits

- Added a Benefits Specialist to the staff; Continued to enhance the County's benefit program by developing an optional lower-cost health insurance plan for eligible employees; Offered significant savings to participating retirees 65+ through a Medicare Advantage Plan; Expanded dental options for County employees





# Information Technology Services

## Center of Government project support

- Migrated multiple County department workspaces, established new network connectivity across several locations, and advanced the relocation of the downtown Data Center.

## Core technology services

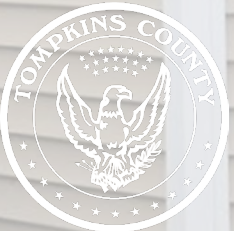
- Responded to over 2,500 Help Desk tickets.
- Implemented cybersecurity tools, system configurations, and NYS Shared Services initiatives to strengthen the County's cyber hygiene, including monthly InfoSec SIG meetings for staff.
- Completed multiple server upgrades and software migrations.
- GIS continued its support for 911 addressing and mapping services, released updated Election District and Polling Site maps, and finalized FEMA flood map data updates.
- Upgraded shared-service Laserfiche servers and expanded process improvement initiatives for County departments.
- Rolled out new and updated existing IT policies to improve governance, security, and operational consistency.
- Monitored and evaluated emerging artificial intelligence technologies.





# Planning and Sustainability

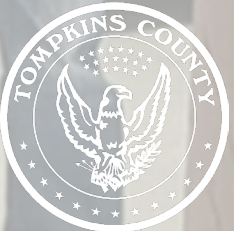
- Updated the bi-annual Housing Snapshot, including the department's first equity indicator, to provide information on factors influencing housing and the cost-burden on residents.
- Executed a contract for the Six Mile Creek Corridor Analysis and Flood Risk Assessment with the state, and worked with the hired consultant to compile existing data.
- Hosted a three-day statewide conference of nearly 30 municipal sustainability staff from around NYS to foster connection, shared purpose, and ways to be more effective through collective advocacy, and adoption of sustainability programs based on best practices.
- Launched the significant refresh of the IthacaTrails.org website by rebranding, rebuilding, and optimizing the site for mobile users.
- Completed the FY2025 Federal Transit Authority's Triennial review of how the County oversees federal dollars spent on transit, with a total of seven deficiencies (down from 38).
- Actively engaged in NYSEG/RGE Gas Planning and Rate Case Proceedings by participating in hearings, workshops, and meetings, and submitting written testimony that represents the County's interests.
- Completed Round 25 of the Community Housing Development Fund with \$1.35 mil in awards to fund projects resulting in 123 housing units, including 11 permanently affordable for-sale homes.





# Probation & Community Justice

- Entire staff received training on the Community Resiliency Model. Further embedded the principles of Procedural Justice (Voice, Transparency, Fairness, and Impartiality) into the practices of the department by removing factors that identify individuals by name or demographic information during screening.
- Engaged in collaborations with Ultimate Re-entry Opportunities, College Initiative Upstate, TST BOCES, Cornell Cooperative Extension, and other local service providers to enhance accessibility to community resources for Probation clients. Expanded engagement with community stakeholders through the Tompkins County Community Justice Center.
- Continued to work collaboratively with law enforcement partners toward the goal of reducing crimes of gun-related violence in Tompkins County (received expanded NYS GIVE grant funding).
- Provided professional development and advancement opportunities toward leadership positions in the department. Engaged in succession planning, staff development, and employee retention.
- Worked to enhance recruiting efforts to engage a more diverse Civil Service candidate pool.
- Began a data analysis study into the longstanding trend of disproportionate negative outcomes for people of color who are placed on criminal court probation supervision. Funding from NYS Department of Criminal Justice Services, and the study will be conducted by partners from SUNY Albany.





# Recycling & Materials Management

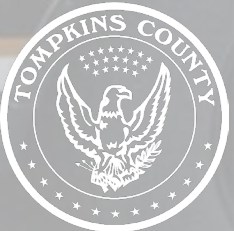
- Finalized the department's local Solid Waste Management Plan, *Rethinking Waste in Tompkins County: Fostering a Local Circular Economy*, which provides for innovative and sustainable programs and services to further reduce waste and lower greenhouse gas emissions for the next 10 years.
- Initiated a *Back-to-Basics* social media campaign to introduce residents to the 4Rs—Reduce, Reuse, Recycle, and Rethink, reminding them of the mechanisms in place to incentivize diversion.
- Realized cost savings while ensuring high-quality customer service for the public at the Recycling and Solid Waste Center through negotiations resulting in a 5-year contract extension for facility operation.
- Conducted work on a USDA-funded project, *Feeding People and Feeding Soils in Tompkins County*, to support whole-hierarchy management of food waste, including coordinating an on-farm composting workshop, supporting a prepared food donation pilot, and developing resources for businesses managing food scraps.
- Implemented strategies to improve customer service while removing barriers to access, including simplifying the permit application process and sending electronic permit renewal reminders.





# Sheriff

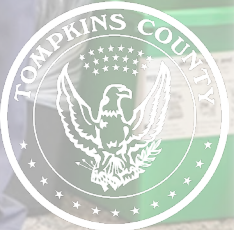
- Instituted our 2nd CARE (Crisis Alternative Response & Engagement) Team, as well as obtained recognition from NYS DCJS, along with funding to study it in partnership with RIT.
- Successfully negotiated and settled a new bargaining agreement with our Corrections Union.
- Maintained and continued work on our Transparency Hub.





# Department of Social Services

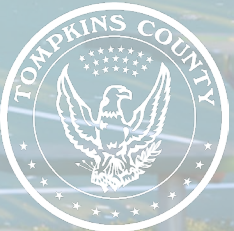
- Promoted 15 employees, supporting staff retention, professional growth, and long-term stability.
- Hired a Senior Caseworker through NYS Family-Centered Case Management Services initiative, helping 25 families transition from shelter to permanent housing.
- Exceeded federal child welfare benchmarks under the Family First Prevention Services Act:
  - 67% of children in foster care are placed in kinship care (e.g. with relatives or close family friends), surpassing the state target of 50%.
  - 7.9% of children in foster care are placed in institutional settings, below the state target of <12%.
- The department's Child Support Unit Attorney presented *Child Support Enforcement Legal Services: Best Practices in Tompkins County* at the 2025 NYS Child Support Conference.
- Coordinated the opening of a Code Blue Shelter and Warming Center at 227 Cherry St, operated by Volunteers of America, providing cold-weather shelter to as many as 55 individuals per night.
- Secured a five-year competitive grant from OCFS to provide supportive services to 70 at-risk young parents (ages 16-26) and their children each year. The initiative aims to prevent child abuse and neglect, and is implemented in partnership with the Advocacy Center, Learning Web, and Cornell Cooperative Extension.





# Veterans Services

- Celebrated staff expansion with the hiring of the department's first dedicated Veterans Service Officer.
- Hosted first program in observance of Veterans Day with focus on women veterans, in collaboration with Ithaca Alumnae Chapter of the Delta Sigma Theta Sorority, Inc., and the Greater Ithaca Activities Center (GIAC).
- Expanded traditional Veterans Resources Fair into the department's first Veterans Expo. Co-sponsored with the Office of NYS Sen. Lea Webb, the expo featured a combination of more than 20 various veteran, state, and community resources.
- "Veterans Week" and its activities in Tompkins County were a featured topic on the podcast by Cornell Community Relations, *"All Things Equal."*
- Veterans Services Director served as a panelist during *"With Duty and Dignity: Veterans' Human Rights,"* a conference sponsored by Cornell Law School's Veterans Law Practicum, Gender Justice Clinic, and NYS Department of Veterans Services.
- Tompkins County and services provided by this department were featured on the social media of the NYS Joseph P. Dwyer Veterans Peer Support Project Coalition.





# Whole Health



## Division of Community Health

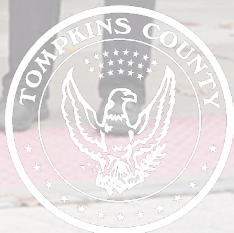
- Increased support of pregnant people and families by co-hosting the first-ever Community Baby Shower and launching free Childbirth Education classes.

## Mental Health Clinic and Division of Psychiatry

- Focused on meeting people where they are and increasing services, including several groups at community centers, supportive housing sites, home visits, senior living, and two new school-based sites.
- Mental health nurses partnered with public health nurses to host a vaccine clinic at one of the supportive housing sites.

## Division of Health Promotion

- Completed the 2025 Whole Health Community Needs Assessment in partnership with Cornell MPH students and local agencies. The process engaged over 1,200 residents and included surveys, focus groups, and stakeholder interviews.





# Whole Health (continued)

## Division of Children with Special Care Needs

- Continued to address the provider shortage in Early Intervention by hiring a Special Instruction Teacher. Increased their impact and exceeded the volume of services delivered in previous years.

## Division of Environmental Health

- Issued 30 boil water orders, rapidly addressed a report of E.coli in a private water system, collaborated with Fingerlakes GrassRoots Festival to ensure a safe and successful mass gathering with no enforcement action required, and conducted lead and copper oversight and education.

## Personalized Recovery-Oriented Services (PROS)

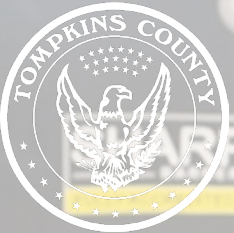
- Hosted an art show with art from PROS participants, which was well attended by participants, staff, and the community, and received very positive feedback.





# Workforce Development

- Partnered with Ithaca Area Economic Development (IAED) to co-develop Tompkins Build from concept through implementation, playing a key role in their \$1.2M Workforce Opportunity for Rural Communities (WORC) grant and celebrating two cohort graduations.
- Launched inaugural Youth Employment Program (YEP), serving 29 youth with work experiences through the GIVE (Gun Involved Violence Elimination) initiative, providing positive alternatives to reduce gun violence.
- Summer Youth Employment Program (SYEP) employed 137 youth across 49 worksites, pumping hundreds of thousands of dollars into the Tompkins County economy while developing future workforce talent.
- Achieved low-risk designation from NYS audits under U.S. Department of Labor oversight, ensuring continued funding stability and upholding the highest national standards of fiscal and programmatic management.
- Chaired the ninth biennial Healthcare Careers Expo with 400+ registered students from 16 schools connecting with 35 healthcare exhibitors and career pathway experts
- Selected for Community Referral Network through the Human Services Coalition and Cayuga Health, leveraging Career Center resources and employment services to advance integrated healthcare, social care, and economic stability for community health equity.





# Youth Services

## Strengthening Homeless and Runaway Youth Services

- Held two community RHY listening sessions with stakeholders to gather qualitative data to inform emergency/crisis housing for youth.
- Developed recommendations for incorporating a youth shelter and young adult section into the county's broader shelter plan using HMIS data, census trends, provider feedback, and national best practices.
- Explored cross-departmental collaborations to address crisis/emergency housing for youth with Probation, Whole Health, and DSS.
- Created RHY resource and referral page on county youth services website.
- Strengthened role in the Continuum of Care (CoC) and provided clarity around departmental roles in the homeless response system
- Provided Technical assistance in bringing the Village at Ithaca closer to compliance with OCFS with the goal of certification.
- Presented to HHS subcommittee regarding youth homelessness with DSS
- Updated annual RHY County Plan





# Youth Services

**Developed cross-sector collaborations with Probation, DSS child services, Whole Health, Community Justice Center, Southside, IPD, Children's Home of Wyoming, and others**

## **Development of the Transformative Youth Justice Hub Grant**

- **Although a grant was not awarded, our department coordinated community and governmental partners across multiple systems, designed a multi-site hub model, and aligned the application with state RFA requirements and county justice planning.**

## **Improvements to the Youth Services website**

- **Updated and expanded data, including town profiles for community youth programs.**

## **Supported Municipal Youth Service System**

- **Assisted Trumansburg/Ulysses in developing monthly reports; presented annual report to JYC municipality boards; created a youth needs survey for Groton.**
- **Participated in interviews for Enfield Program Manager.**
- **Supported CCE RYS programs; advocacy for RYS funding**

**Camp guide updated/website-based function for the first time**

