

# Tompkins County Departmental Achievements

Year in Review | 2022



1/17/2023



*2022 Employee Picnic  
& Values Launch*

# Office for the Aging

- Implemented Innovations from NYSOFA to address social isolation and strengthen our caregiver resources and supports.
- Programmatic highlights:
  - Awarded a Caregiver respite grant *Pause for Parkinson's* in Aug 2022, & second grant in September 2022 to expand our previous years' work called *Generations of Care*
  - New Home Health Aide Program served 15 clients
  - Increased Personal Emergency Response System machines in homes by 5 % and over 200% increase in GPS units
  - LTCOP program returned to 100% coverage in facilities and added 4 more fully certified volunteer Ombudsman.
- Acquired 1 fully electric and 1 hybrid vehicle.
- Hosted Older American's Month Open House and created informational short video highlighting our office in collaboration with County Communications team.



# Human Rights

- Organized Your Voice, Your Vote: Civic Engagement Coalition program and a launch event at Southside Community Center.
- Held programming addressing Critical Race Theory, civic engagement; kick-off event for Pride Week; Black perspectives on what Ithaca needs in a new Mayor; Juneteenth events.
- Facilitated research of Cornell students enrolled in an Applied Economics and Management (AEM) course with Richard Rivera, which OHR and Engaged Cornell will use to apply for a 2023 Mellon Foundation grant addressing racism, migration and dispossession.
- Director served as co-president of Executive Exchange which provides support for nonprofit leaders. Helped create mission, vision and values statements through facilitated discussions with organizational development experts.



# DSS

- Transitioned Department Leadership structure following retirements of 4 Division Leaders, 30+ years of service each.
- OCFS Family First Goals Achieved:
  - 60% of foster children are in Kinship Care (30% required),
  - 6.7 % of foster children are in Institutions (target <12%)
- 98.6% success rate with OCFS Annual foster care casework contact requirements (federal standard is 95%).
- STEHP Rapid Rehousing: 30 adults and 13 (24 households) children were enrolled in STEHP-Rapid Rehousing
  - 34 people (89%) exited to permanent housing
- ESG Rapid Rehousing: 61 adults and 27 children (55 households) enrolled. 47 people (77%) exited to permanent housing
  - 91% of households were in the emergency shelter or place not meant for habitation prior to entering



Department of  
Social Services

# Public & Mental Health

- Implemented Community Health Worker program and secured DOH 5-year grant of \$255K per year.
- Implemented Strategic Plan, merged departments.
- Communicable disease management, incl. COVID-19, Monkeypox, and flu. Distributed 89,180 COVID 19 self-test kits, 486,250 KN95 Masks.
- Returned mental health clinic to open access, improved managing clinician caseload and same day intake.
- Implementation of a comprehensive training plan to improve care delivery addressing co-occurring disorders, diversity, equity and inclusion, suicide prevention, and trauma informed care.
- Received very positive licensure audit results for mental health clinic and PROS program with many strengths noted.
- Implemented staff retention strategies that have resulted in being nearly fully staffed, unique among NYS departments.



# Youth Services

- Worked with Family and Children's Services of Ithaca to reopen the Open Doors Runaway and Homeless Youth Program in 2022.
- Worked with the Towns of Newfield and Danby to create two brand-new Youth Commissions.
- Worked with each Youth Commission or Community Council within the Municipal Youth Services System (MYSS) in 2022 to introduce and implement a new Vitality Checklist annual planning and goal setting tool.



# Veterans Services

- Collected retired flags for the annual POW/MIA Watchfire.
- Co-hosted welcome back event and coffeehouse for area Veterans.
- Presented names of Tompkins County's fallen sons from the Vietnam War during the tribute ceremony of the Moving Wall Exhibition in Elmira.
- Spearheaded expansion of Veterans Day into a weeklong observance, collaboration with planning partners.
- Organized dedication event at the Airport for the Military Courtesy Lounge, informational kiosk, introduction of the Vietnam War commemorative plaque, and the first gathering of the County's Gold Star families from recent conflicts.
- Secured \$100,000 grant under the state's PFC Joseph P. Dwyer Peer Support Program.
- New ETS Sponsorship program, training volunteer sponsors to help welcome and guide new Veterans to Tompkins County who are separating from active-duty military service.



Department of  
**Veterans Services**



2022 Departmental Achievements

# DoER

- First Annual Departmental Awards, Zach Guidi receiving National and regional recognition for his outstanding service to the community.
- Completed a 911 Center staffing assessment, development of a 4-year staffing plan for the 911 Center.
- Completed the 1st phase of the Backup Center Project, which included updating the emergency services radio system, and adding system redundancy.
- Transitioned from Swift911 Mass Notification System to SIREN (Rave Mobile Safety).
- Partnered with Public Health Preparedness to hold first ever Emergency Preparedness and Safety Resource Fair as part of National Preparedness Month.
- Developed the Cayuga Lake Task Force (CLTF), a coordinated response for emergencies on the lake.



**Department of  
Emergency  
Response**



# District Attorney

- Successfully prosecuted six felony jury trials in Tompkins County Court in 2022, all serious cases such as Rape, Burglary, Assault or Sex Abuse, under more difficult circumstances due to COVID-19 precautions.
- Established email newsletter.
- Promulgated Conviction Review Protocol.
- DA participated in the *Beyond Big Cities* program by the Institute for Innovation in Prosecution at John Jay College. Prosecutors from around the country shared best practices for progressive prosecution in smaller jurisdictions.
- Fully supported alternatives to prosecution such as the Law Enforcement Assisted Diversion (LEAD) program, and alternatives to incarceration such as Felony Treatment Court, Ithaca City Treatment Court, and Wellness and Recovery (mental health) Court.



**District  
Attorney**

2022 Departmental Achievements

# Probation

- Restored operations of the Day Reporting Program, served 102 people totaling 693 program days in 2022.
- Piloted community service hours as a Restorative Justice practice in the Orders and Conditions of Probation for all cases deemed appropriate resulting in 3231 hours of Community Service ordered by Courts since July. Over 1,000 hours of service performed.
- Admin Unit completed a project re-opening hundreds of old Restitution cases to comply with guidance from the NYS Comptroller's Office recommended best practices for restitution collection and Victim advocacy .
- Enhanced officer safety by drafting and instituting policy and protocols to become active on police radio system for all field work officers. Worked with TCSO & DoER.



- 4 officers completed an 80-hour NYS DCJS Instructor Development Course, becoming certified on law enforcement topics. One officer is now the Department's first NYS certified Defensive Tactics Instructor.
- All staff completed probation-specific "Trauma Informed Agency" training.
- Revised and resumed provision of DWI-Victim Impact Panels.



# Sheriff's Office

- Completed *One Mind Pledge*, committing to strategies for successful interactions between law enforcement community around mental health and disabilities.
- Implemented Centralized Arraignment Part Court.
- Implemented TCSO Unarmed Clerk Pilot Program under RPS.
- Providing telehealth services in the jail with Reach Medical, distributing healthy transition bags upon release.
- Undersheriff Olin graduated from FBI National Academy – 10-week program.



# Assigned Counsel

- Secured state grant for early intervention Family Court representation. One of 15 counties in New York awarded this competitive grant and considered one of the strongest applicants.
- Expanded use of program e-voucher system to all local justice courts in Tompkins County.
- Received State approval and implementation of years 4 and 5 of the Statewide HH Expansion grant which will provide an additional \$1,526,414 to support mandated representation in the criminal component of department programming.



## Assigned Counsel

# Weights & Measures

- Ordered, received, and had certified, a new 150 Gallon Prover used for Vehicle Tank Meter accuracy delivering home heating oil.
- Sold insufficient capacity 100 Gallon Prover at auction.
- Sold both outdated Department vehicles at auction.
- Development of Laserfiche Database with ITS for inspection data.



# Highway

- 18.3 Miles of County Road Resurfaced
- 30.5 Miles of County Road Preserved
- Installed a total quantity of 3,422 total feet of culvert pipe. (2,351 feet of plastic pipe, 981 feet of corrugated pipe, and 90 feet of steel pipe).
- Completed construction on Etna Lane Bridge, Coddington/German Cross intersection, and Game Farm Road safety improvements.



# Airport

- Airport operations successfully completed our third zero discrepancy part 139 inspection. The inspection tests 29 sections of the Airport Certification Manual (ACM) – such as paint markings, fire and emergency response, training records, pavement and safety areas, lights and signs, wildlife, etc.
- The Legacy Café has been in operation for a full year, providing outstanding customer service and amazing food.
- Installation of LED Taxiway lighting project was completed this year, which are more cost efficient and effective!
- New service to JFK airport beginning in January 2023 was announced – two flights a day with great connections!



# Facilities

- Commenced Green Facilities project, includes energy improvements at all facilities. Installed and upgraded EV 4 charging stations.
- Modified offices at ITS, Court House, DoER, and Social Services to accommodate additional staff, secured main entrance at DoER.
- Added security cameras to the Library, Human Services, DMV, Public Works, and Mental Health buildings.
- Constructed a Judges podium for centralized arraignments at the Public Safety building, refurbished 150-year-old main entrance doors at Governor Tompkins building.
- In floor radiant heating installed in Highway work bays (photo).
- Completed four elevator upgrade projects.
- Contracts approved for Public Safety Building Upgrades. Work to commence 2023.





# Workforce Development Board

- Reconstituted the Services to Individuals with Disabilities Committee.
- Updated the In-Demand Occupations list to share with higher education and community-based organizations.
- Served 139 youth under the Summer Youth Employment Program.
- Created department vision statement, logo.
- Developed transferable skills curriculum in partnership with TST BOCES.



Workforce  
Development  
Board

# Workforce NY (OET)

- ~40 participants received funding to pay for employment trainings and certifications.
- Summer Youth Employment Program, 44 youth employed at 18 local businesses.
- Joined Healthy Workforce Network in partnership with Alcohol and Drug Council.
- JobLink program partnered with local juvenile residential centers to offer living wage employment to young adults in the correctional system.
- Collaborated with Open Doors English to provide free language tutoring to customers placed in transitional jobs who need enhanced, job-related language support.
- Email newsletters were opened by over 5,600 recipients in the community.



## Events & Job Fairs:

- National Manufacturing Day (MADE) event at TC3, 8 high schools & 127 total students in attendance
- World of Skills Job Fair (with FLIC) saw record attendance
- First annual Green Careers Expo held at TST BOCES
- Employment education workshops and mock interviews were provided to the Spring, Summer, and Fall cohorts of the Hospitality Employment Training Program (HETP)
- Special employer recruitment events for the YMCA and Tompkins Community Action
- Training Funding Expo and the CDL Expo saw over 100 attendees combined

# Recycling

- 10 year Waste Reduction and Recycling Plan, to be delivered by March 2023 for Legislature and public comment before NYSDEC review.
- Paving upgrade project completed, on time, within budget.
- Developed and implemented a plan in May for a separate glass collection at the RSWC residential drop off for glass to be made into new bottles. Approximately 10 tons of glass will be sent to TOMRA by year end.
- Additional food scrap drop spot at the T-burg Farmers Market, now 16 throughout the County. It is anticipated that 600 tons (1.2 million pounds) of food scraps will be composted at Cayuga Compost from 94,000 drops.
- Hired two additional Waste Reduction and Recycling Coordinators. Department staff roster is now complete.



# Planning & Sustainability

- Disbursed aid through the County-administered Community Housing Development Fund to support construction of 130 affordable housing units.
- Completed the Resiliency and Recovery Plan and associated interactive website to position the community to recover more quickly after a disaster event.
- Updated the County's Green Fleet policy and supported 8 County departments in creating vehicle replacement plans, including purchasing 18 new electric vehicles and installing 5 electric vehicle charging stations on County-owned property.
- Assisted 8 new construction or major remodeling projects to be more energy efficient and use less fossil fuel through the Business Energy Advisors Program.



Department of  
Planning &  
Sustainability

2022 Departmental Achievements

# Assessment

- 23rd consecutive “Excellence in Assessing” award from NYS. Tompkins is the only assessing unit in New York State to have achieved this award all 23 years it has been awarded.
- 2022 Annual Equity Maintenance Program resulted in 23,503 changes in assessment.
  - Only 6% of the changes contested the new assessment which is the lowest percentage ever (next lowest is 8.71%).
- Total Assessed Value rose \$740 million to a total county valuation of just above of \$15.25 billion (\$9.28 billion taxable value).



# Finance

- P-Card: Established procedures for monitoring the submission of receipts in order to process and pay P-Card charges on time.
- Updated the travel and training policy.
- Financed capital projects; maintained the County's Aa1 credit rating.
- Completed 5 audits; maintained County's Unqualified Opinion in financial audit report.
- Began investing with NY Class; interest in 2022 around \$75,000.00.
- Treasury foreclosed on 105 parcels in Tompkins County for non-payment of real property taxes and 92 of them were redeemed and 13 went to public auction.



# Board of Elections

- Ran 5 Village Elections and worked with several school districts to help them run their elections.
- Administered 4 County-wide elections - including two in one day!
- Implemented a new law requiring any absentee ballot received prior to four days before Election Day to be opened and tabulated, and that the vote totals for those ballots be included with the results that we reported on Election night.
- Worked with the Communications staff to produce several training videos for poll workers.



**Board of  
Elections**

# ITS

- Managed a 41% Increase in work order volume
- Completed internal cyber security advancements, participated in new statewide Endpoint Detection and Response (EDR) program, held tabletop exercise with NYS Department of Homeland and Emergency Services, managed data classification schema and inventory system.
- Planned and budgeted for 2023 Centralized Computer Procurement
- Completed network expansions at backup dispatch center and DMV, expanded security camera and digital video recorders, upgraded storage area network, and installed 20 additional conference room audio/video systems.
- Supported over 150 electronic forms and processes on Laserfiche, including HR/, Weights & Measures, migration of Highway Fuel Master to cloud.
- GIS – piloted new tax map interface, address management, data and software migration to cloud.





# Human Resources

- Enhanced forms, actions, workflows for approval routing, and onboarding documents.
- Developed and implemented a “Buddy” system for new hires.
- Redesigned orientation presentation to enhance DEI focus.
- Completed Blue 4 U program across 3 bargaining units.
- Contracted to facilitate ACA reporting to IRS
- Civil Service Administration for 55 civil divisions, supporting ~2,000 positions, reviewed 4541 employment applications, conducted 103 Civil Service examinations.
- 11 Executive level searches conducted or facilitated by HR, attended 6 In-person Job Fairs, 5 Virtual Job Fairs.
- 60 employees received career development, leadership, and other training opportunities through County-wide training fund.
- Hosted annual employee picnic, over 415 attendees.



Department of  
Human Resources

2022 Departmental Achievements

# 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 \$19.4 million in revenue for NYS, Tompkins County, and Towns – helping to offset property taxes.



Office of the  
County Clerk



Department of  
Motor Vehicles

# Administration

- Engaged MRB Group to administer \$6.53 million Community Recovery Grant Program.
- Negotiated Transportation Services Agreement between TCAT, City of Ithaca, Cornell and Tompkins County.
- Conducted 20 building site visits to update County's workplace violence prevention plans; centralized employee health and safety in Administration.
- Surveyed local stakeholders and submitted plan to NYS to identify and address threats of domestic terrorism and targeted violence.
- Developed 2023 operating and capital budgets; procured new budget software.



- Negotiated Community Justice Center contract with City of Ithaca for Reimagining Public Safety; Hired Data Analyst.
- Updated/Established 10 policies in Administrative Policy Manual.
- Published County branding guidelines; increased reach to 40,000 individuals through expanded departmental use of GovDelivery newsletters.



# Attorney

- Collected in excess of \$200,000 in room tax arrears.
- Brought over 50 petitions to family court to provide services to youth and protection to the community.
- Completed 237 FOIL requests.



Office of the  
County Attorney

# Clerk of the Legislature

- Legislature and its standing and special committees :
  - Held over 150 meetings
  - Held 8 public hearings
  - Adopted 276 resolutions
  - Adopted 5 local laws
  - Made approximately 150 appointments to advisory boards
- Welcomed and onboarded 5 new legislators.
- Successfully transitioned duties and responsibilities of the Clerk of the Legislature following Cathy Covert's retirement after 36 years.



**Legislature**

# Legislature

- Community Recovery Fund.
- Passage of 2023 Budget.
- Local redistricting.
- Taking a firm stand on supporting the people of Ukraine continuing to fly their flag in our chambers.
- Welcoming five new legislators.
- Juneteenth became a County paid holiday, and another successful year of honoring the date and Black history in our County.
- Kickoff of the Green Facilities capital project, passage of Green Fleet policy.
- Lisa Holmes appointed County Administrator.
- Advocacy on childcare issues.



- Moving Reimagining Public Safety Work forward.
- Accepted Food Systems Plan.
- Transportation Agreement negotiated and signed.
- Charter revision merging Public and Mental Health.
- Discussed EMS services and the challenges they face, approved a coordinator position.





*Thank you.*