# HELPLINE YOUTH COUNSELING, INC.

# ANNUAL REPORT

## 2020-2021

HYC

On Track to a Bright Future




HYCINC.ORG

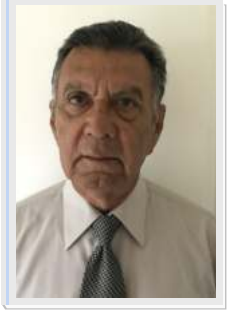
# MESSAGE FROM THE HYC CHAIR AND EXECUTIVE DIRECTOR

Helpline Youth Counseling (HYC) is pleased to present our Annual Report for the 2020-2021 Fiscal Year. Using a client-centered, strength-based service philosophy and trauma-informed approach, HYC's integrated counseling, education, prevention and intervention services assist children, youth, and families to heal from trauma including child abuse, family and domestic violence, family functioning challenges, substance use and homelessness. The voices of clients we have helped this year are in these pages through their success stories. What we may not always hear from these brave children, young adults, mothers, and family caregivers as they work to rebuild their lives from substance use, mental health challenges, and overcome obstacles to self- sufficiency is the pain, often anguish, behind the scenes.

Success stories show the incredible courage and resiliency of families who so often only show a brave face to the world, but who, especially in this last year, have needed a safe place to turn for sustenance and support. During the COVID-19 pandemic, HYC has been there for the families we serve, moving beyond our core programs and the clinical supports needed for emotional health and well-being. Our staff worked to ensure household stability by directly providing food, baby items, clothing, hygiene supplies, and Personal Protective Equipment to clients and community members, assisted families to obtain rent and utility assistance, hosted on-site COVID testing and vaccination to meet community need, and provided health information in the communities we serve that have been hard-hit by the health and economic impacts of the pandemic. We are deeply grateful to our staff, generous donors and supporters, civic and community partners, and HYC Board members for your caring and generous contributions during this challenging time. And, we are truly inspired by our courageous clients who have accepted our outstretched hand – thank you for arriving at our safe place and taking the journey to greater strength, well-being, and stability.

Thank you!

Deepak Nanda
Board Chair



Jeff Farber
Executive Director



## MISSION STATEMENT

*The mission of Helpline Youth Counseling, Inc. (HYC) is to help build individual, family, and community health, well-being, prosperity, and equity. HYC serves clients and community members with trauma-informed, strength-based prevention, early intervention, education, and treatment services.*

Facebook.com/Helplineyouthcounseling @helplineyouthcounseling_hyc @HYC_Helpline

# HYC IMPACT NUMBERS AND LOCATIONS

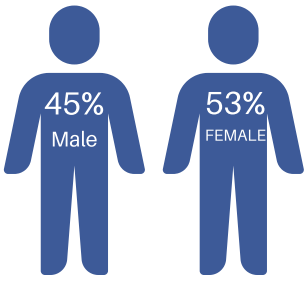


## CHILDREN AND FAMILY SERVICES

| | |
|---|---|
| MENTAL HEALTH SERVICES | 359 |
| FAMILY SERVICES | 1,735 |
| COMMUNITY AND HOMELESS SERVICES | 1,605 |
| SUBSTANCE USE SERVICES | 2,242 |
| **TOTAL** | **5,941** |

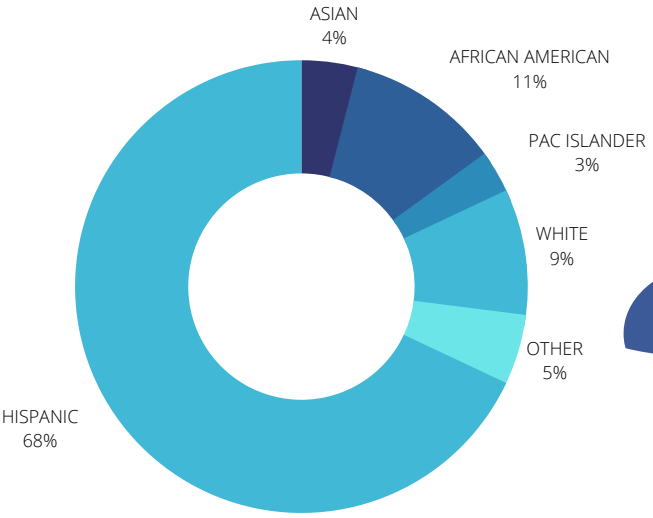
## DEMOGRAPHICS OF FAMILIES SERVED

### GENDER

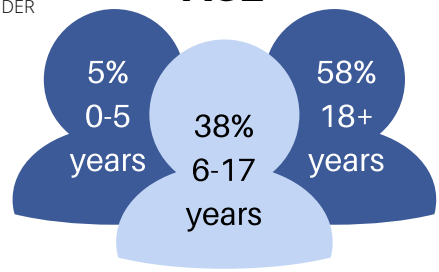



less than 2% Transgender or other identity

### RACE/ETHNICITY




### AGE




## HYC OFFICE LOCATIONS

**HYC has six office locations throughout Southeast Los Angeles County**
(Service Planning Area 7) and Long Beach (Service Planning Area 8)

**WHITTIER CRC**
10750 Laurel Ave.
Whittier, CA 90605

**LONG BEACH**
920 Atlantic Ave., #101 & 102
Long Beach, CA 90813

**HEADQUARTERS**
**LIBERTY COMMUNITY PLAZA**
14181 Telegraph Rd.
Whittier, CA 90604

**HAWAIIAN GARDENS**
21409 S. Elaine Ave.
Hawaiian Gardens, CA 90716

**NORWALK**
12440 E. Firestone Blvd. #316
Norwalk, CA 90650

**COMMERCE**
5400 Olympic Blvd., #225
Los Angeles, CA 90022

# HYC PROGRAM HIGHLIGHTS



## HYC MENTAL HEALTH SERVICES

HYC provides evidence-based, trauma-informed individual, family and group mental health services that address symptoms including anxiety, depression, nightmares, fear, anger, irritability, and mood swings.



- After participating in Interpersonal Psychotherapy Model (IPT), clients reported a **95%** decrease in depression related symptoms.
- After participating in Individual Cognitive Behavioral (IND-CBT) treatment services, clients reported a **63%** overall improvement in their symptoms and behaviors.
- For clients that participated in Managing and Adapting Practice (MAP) care, clients reported **70%** overall improvement in their symptoms and behaviors.

## COMMUNITY AND HOMELESS SERVICES

- Through our South Gate Homeless Prevention Program, **73** household members were able to retain housing.
- **10** clients were placed in permanent housing during the 2020-2021 fiscal year, bringing our total to **484** individuals housed since we began our partnership with the Gateway Cities Council of Governments Housing Program.
- The HYC Homeless Services team operated Project Room Key sites at the Mayfair Hotel and Lincoln Hotel ensuring that **606** homeless people at greatest risk of contracting COVID had safe shelter, food, and resources.



## FAMILY SERVICES



During the challenging time of the COVID-19 pandemic, families persevered and showed improvement in the following areas:

- **60%** of Family Preservation Program families in the 2020-2021 fiscal year successfully completed the program, building family protective factors.
- **75%** of participating family caregivers in the Family Preservation Program demonstrated increased understanding and practice of self-care activities improving their mental health.

## HYC SUBSTANCE USE PROGRAMS

- HYC's Alcohol and Other Drug Prevention Services (AODPS) provided virtual psychoeducational workshops to over **1,000** High School students with ABC Unified; the workshops covered topics such as: marijuana, vaping, methamphetamine and prescription medications.
- AODPS hosted its first Drive-Thru Resource Fair promoting a smoke free and healthy summer. Over 190 community members attended and received a wide variety of resources. Participating vendors included: PIH Health, Kaiser Permanente, The National Guard, Compadres for Tobacco Free Los Angeles County, and SPIRITT Family Services.
- AODPS created a survey to collect data on alcohol consumption during the COVID-19 pandemic; the survey was open to the community and revealed that (based on the survey participants) there was an increase in alcohol consumption during the COVID-19 pandemic and the stay-at-home order.



# MENTAL HEALTH SERVICES



HYC provides evidence-based, trauma-informed individual, family and group mental health services in our offices, on school campuses, in community locations and in client homes. We deliver compassionate care to children, youth and adults with mental health, dual diagnoses and trauma histories, utilizing Los Angeles County-approved evidence-based practices including Seeking Safety; Interpersonal Therapy for Depression; Nurturing Parenting; Triple P Parenting; Aggression Replacement Training; Individual Cognitive Behavioral Therapy; Trauma Focused Cognitive Behavioral Therapy; Child Parent Psychotherapy; Managing and Adapting Practices; Interpersonal Psychotherapy ; Matrix Model for Youth; Towards No Drugs; Botvin's Life Skills Training; and Crisis Oriented Recovery Services.

**Programs Include:**

Counseling Services..... 157

Wraparound Services..... 202

TOTAL ..... **359**

*Jessica*, a thirteen-year-old client, was referred for counseling for displaying depression symptoms such as low self-esteem, sadness, and lack of interest. Jessica was resistant to treatment in the beginning. As sessions progressed, Jessica became more talkative, engaged, expressed her feelings, and began to build up her self-esteem. During treatment, Jessica participated in Zoom meetings to connect with friends to increase her motivation and continue working on her treatment goals during the COVID-19 pandemic. Jessica shared with her counselor that she now feels more confident and can manage stressful situations, especially during this crisis. She was thankful for the help she received and the positive changes she was able to accomplish during her treatment.*

*Name changed



# FAMILY SERVICES



The HYC Family Services programs deliver intake, assessment, counseling, education, individualized case management, and linkage to comprehensive community resources with the goals of improving family functioning, strengthening the family system, reducing child abuse and neglect and increasing child safety, and building protective factors within families. In the 2020-2021 fiscal year, HYC continued the Promotora Program as a component of in-home Family Preservation services assisting families with children throughout Southeast Los Angeles County. Promotoras provide culturally based mental health support to caregivers to reduce mental health stigma, improve family coping skills, and link families with accessible services.

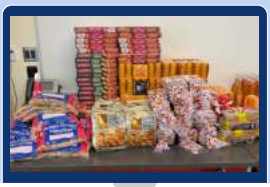
**Programs Include:**

| | |
|---|---|
| Visions Learning Center | 11 |
| Southeast Family Preservation Program | 810 |
| Child Abuse Reduction Effort | 136 |
| CalOES | 35 |
| Domestic Violence Program | 64 |
| Prevention & Aftercare Services | 679 |
| TOTAL | **1,735** |

*"The COVID-19 pandemic has impacted my family greatly. Since it started my boyfriend was put out of work so that income was lost. I was also put out by my doctors because of my high risk pregnancy. After I had my baby, I was on Maternity leave for 8 weeks. I returned back to work, and I'm still struggling financially to catch up to pay all my bills with just one income. I really appreciate HYC helping me with last month's utility bills, that was a big help to my family and me. Thank you so much!"*



# COMMUNITY AND HOMELESS SERVICES



In our Community Services Programs, HYC works with at-risk and high-risk youth and their family members, including youth on probation or who are at risk of justice system involvement, to build life skills, practice pro-social behaviors, and discover constructive alternatives to delinquency. HYC program staff serve as positive adult role models, give youth one-on-one attention, and establish a climate of safety and trust for youth and families. Our Homeless Services Program delivers one-on-one street outreach and coordinated housing and service interventions for homeless individuals and families living on the streets in Vernon, Bell, Bell Gardens, Commerce, Cudahy, Huntington Park, Maywood and South Gate, with the goal of achieving permanent housing stability.

**Programs Include:**

| | |
|---|---|
| Youth Services Bureau | 70 |
| Whittier Gang Alternative Program | 64 |
| Gang Intervention Program | 65 |
| Community Organizing | 7 |
| Homeless Services | 1,216 |
| CA COVID-19 Rent Relief | 183 |
| TOTAL | **1,605** |




*John*, a 45-year-old single father with three children, was referred to our Homeless Prevention Program through an internal referral from the HYC Family Preservation Program. John's children were ages 17, 15, and 10 years old. The COVID-19 pandemic impacted John due to the restaurant he worked at closing during this difficult time. John struggled financially, just as so many others struggled during this time, trying to make ends meet to keep a roof over his family's head. He tried to make ends meet by working other jobs, such as Uber Eats, but it wasn't enough to pay the bills. HYC was able to assist John with two months of rental payments and utilities for his family. This support helped him tremendously, allowing him more time to find other employment to support his family.*

**Name changed*

# SUBSTANCE USE SERVICES



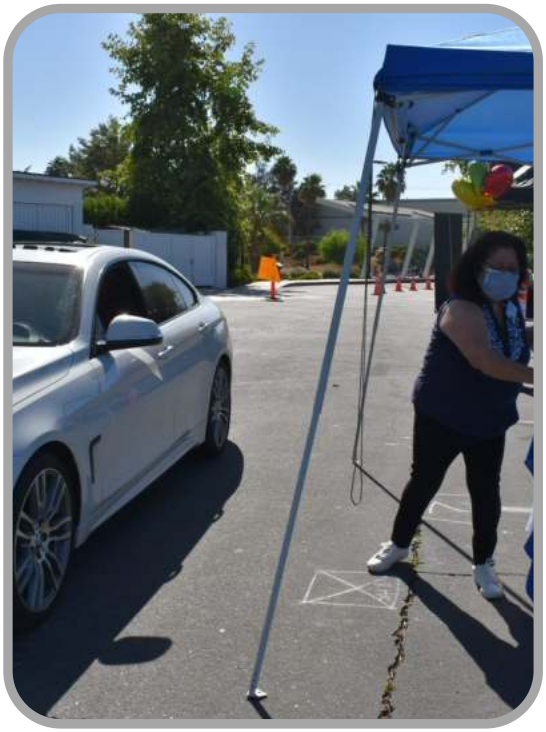
The HYC Substance Abuse Education and Treatment Program provides direct outpatient substance abuse counseling to youth ages 12-17 and adults, many of whom have co-occurring mental health disorders, and their family members. HYC is also contracted to provide Drug Medi-Cal outpatient drug-free substance use treatment services. Through these services, HYC assists youth in their local communities and school districts to address their substance use issues, access care, and attain sobriety. HYC provides direct individual, group and family counseling, crisis intervention, urinalysis testing, and case management services for clients and their family members impacted by substance use and abuse. For participants in need of residential treatment services, HYC maintains an extensive network of partner organizations to which we refer as needed.

**Programs Include:**

| | |
|---|---|
| Alcohol & Other Drug Prevention Services | 1,747 |
| Drug Medi-Cal Outpatient Treatment Program | 269 |
| Adolescent Prevention Services | 226 |
| TOTAL | **2,242** |

*Brian*, a youth client, began treatment for cannabis use. Brian struggled initially due to many personal issues, including health issues. As treatment progressed, Brian started to attend every individual session with his therapist. He enrolled in two youth groups and only missed one group session due to a family emergency. Brian's mother reported that she has seen a positive difference and is a lot happier at home. Brian shared with his therapist that he has not used any substances since he enrolled in services. Brian is very engaged, open, and honest with his therapist. He recently re-enrolled in school at Visions Learning Center to catch up on his credits. Brian's goal is to make up his school credits and enroll in his regular high school. Brian has a positive outlook on his future and is progressing towards his goals.*

**Name changed*



# SCHOOLS SERVED BY HYC



## 55 Schools in 17 School Districts

**ABC Unified School District**
Artesia High School
Fedde Middle School
Gahr High School
Niemes Elementary School
Palms Elementary School
Patricia Nixon Elementary School
Venn W. Furgeson Elementary School

**Baldwin Park Unified School District**
Opportunities for Learning

**Bellflower Unified School District**
Lindstrom Elementary School
Mayfair High School

**Compton Youth Build Charter School**

**Downey Unified School District**
Unsworth Elementary School
Warren High School

**El Monte Union High School District**
Arroyo High School

**El Rancho Unified School District**
Durfee Elementary School
Rio Vista Elementary School
Rivera Elementary School
Ruben Salazar Continuation School

**Fullerton School District**
Buena Park High School

**Hacienda-La Puente Unified School District**
Valley Alternative High School

**Los Angeles County Office of Education (LACOE)**
Visions Learning Center

**Long Beach Unified School District**
Bryant Elementary School
Cabrillo High School
Lakewood High School
Long Beach Poly High School
Pacific Baptist Elementary School
Reid Continuation High School

**Los Angeles Unified School District**
Assurance Learning Center
Dodson Middle School
Jonas Salk Community Day School
Mission Academy
San Pedro High School
Teresa Hughes Elementary School

**Montebello Unified High School District**
La Merced Intermediate School
Montebello High School

**Norwalk - La Mirada Unified School District**
Chavez Elementary School
Corvallis Middle School
D. D. Johnston Elementary School
Eastwood Elementary School
Escalona Elementary School
Foster Road Elementary School
Glazier Elementary School
Hutchinson Middle School
Los Alisos Middle School
Moffitt Elementary School
Morrison Elementary School
Waite Middle School

**St. Paul High School**

**The Scranton School District**
Penn Foster Online High School

**Torrance Unified School District**
Shery High School

**Whittier City School District**
Orange Grove Elementary School
Sorenson Elementary School

**Whittier Union High School District**
Mills Elementary School
Orange Grove Elementary School
Santa Fe High School



# THANK YOU TO OUR GENEROUS DONORS



*THANK YOU to the generous foundations, corporations, and individuals who supported HYC's mission and fundraising events!*

## Major Donors

### $100,000 - $200,000
California Community Foundation

### $30,000 - $99,999
CALICO Center
Kaiser Permanente - Downey Medical Center
Ladybug Foundation
Orange County Community Foundation
Sierra Health Foundation
The California Endowment

### $10,000 - $29,999
Christ-Centered Ministries
Josephine S. Gumbiner Foundation
Pfaffinger Foundation
Sunair Children's Foundation
The Albert & Bettie Sacchi Foundation
The Green Foundation

### $5,000 - $9,999
Evalyn M. Bauer Foundation
In-N-Out Burger Foundation
PIH Health
Venable Foundation

## Donors

### $1,000 - $4,999
Anonymous Corporation
Banc of California
Banner Bank
Blue Shield of California
Carl E. Wynn Foundation
Credit Union of Southern California
Jeffrey Farber and Family
Jacques and Rita Welche
Jose and Sandra Luevano
Farmers & Merchants Bank
Hoffman Brown Company
Long Beach Interfaith Community Organization
Pam and Mark Van Alstyne
Suburban Water Systems
Teamsters Local Union #572
Whiteboard Risk
Water Replenishment District

### $100 - $999
ACRO Printing, Inc.
Adriana Carrillo
Air-Tro, Inc.
Alan Cook
Anonymous Donor
Arthur McKibben
Angela Bolton
California Credit Union
Christine Van Horn
Christopher Puertas
Craig Fulfer
Craig Gott
Dale Weaver
David Soto
Debbie Contreras
Deepak Nanda
Douglas Staine, Ed.D.
Downey Federal Credit Union
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Elizabeth Diaz
Elvia Torres
Florence Buchanan
Gina Galasso
Gloria Cardenas
Henry and Christina Bouchot
Janet Van Diest
Jamie Johnson
Juan Lopez Solorio
Kay Sheth
Lagunas Insurance Agency
Malak Mansor
Marilee and Gordon Stefenhagen
Martin Calderon
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New Frontier Technologies
Nicole Santamaria Cuevas
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Paula Tapanes
Phil and Angella Wijmer
PRL Glass Systems, Inc.
Raimondo Pettit Group
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Rebecca Shultz
Renett and Vince Banagas
Richard Balue
Rob Marin
Rolinda Shaw
Rose Hills Memorial Park & Mortuary
Salim Campos
Sara Pili
Scott Kalagian
Talley Inc.
TeamLogic IT
The Norwalk Patriot
Waste Management
Wayne Sugita
Whittier Area Chamber of Commerce
Whittier Hearing Center




*Thank you very much to the numerous individuals and businesses who made a monetary or in-kind donation throughout the year to support our events, drives and fundraisers!*

# COMMUNITY SUPPORT THROUGH A CRISIS

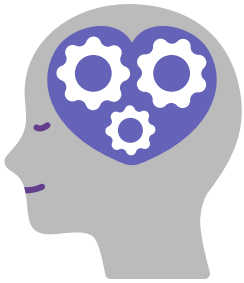


## Resilience and Recovery

The 2020-2021 fiscal year for HYC continued to be a challenging time as we still faced many difficulties from the COVID-19 pandemic. We started to look towards hope and began to see some healing and recovery but without a doubt, the pandemic affected the overall health and well-being of families and individuals. We kept our doors open on a continuous basis throughout the pandemic, offering our clients a combination of in-person and telehealth services. HYC provided our comprehensive continuum of prevention, early intervention, and treatment services to more than **5,900** people in the fiscal year ending June 30, 2021. Basic needs and housing support continued to be a great need for families that have been impacted during the crisis.

- During this time, HYC provided **124** families with a total of **$24,790.88** in direct assistance including food, clothing, diapers, personal care items, and household supplies. In addition, we provided **42** families with **$11,609.12** in direct utility assistance that helped families prevent utility shut off due to financial hardship intensified by COVID-19.
- Our partnership with Baby2Baby has allowed us to distribute over **20,000** diapers and over **50,000** wipes to the community during the COVID-19 crisis! Through the generosity and collaboration with Baby2Baby and Boys and Girls Club of Whittier, we received **$39,843** in in-kind donations of diapers, wipes, and clothing.
- HYC operated Project Room Key sites at the Mayfair and Lincoln Hotels ensuring that over **606** homeless people at greatest risk of contracting COVID had safe shelter, healthy food, and resources. We also served as a California COVID-19 Emergency Rent Relief agency assisting **183** families to stay in their homes.








**Your support makes this possible!**

To make a financial contribution, please visit www.hycinc.org/donations
Or you can mail your contribution to:
Helpline Youth Counseling
14181 Telegraph Road, Whittier, CA 90604
For more information, call (562) 273-0722.

# HYC RECEIVES CARF ACCREDITATION

Helpline Youth Counseling, Inc. (HYC) achieved the highest standard of recognition in 2021 awarded by the Commission on Accreditation and Rehabilitation Facilities (CARF). CARF accreditation is a public seal of trust and commitment to quality based on internationally accepted standards. Achieving this accreditation demonstrates HYC's commitment to exceptional, personalized care. An organization receiving the highest level of CARF accreditation has undergone a detailed peer review process and has demonstrated to a team of surveyors, during an on-site visit, its commitment to providing programs and services of the highest quality. We are now CARF accredited in the following areas:

- Intensive Family-Based Services: Mental Health (Adults)
- Intensive Outpatient Treatment: Substance Use Disorders/Addictions (Adults)
- Intensive Outpatient Treatment: Substance Use Disorders/Addictions (Children and Adolescents)
- Outpatient Treatment: Mental Health (Children and Adolescents)
- Outpatient Treatment: Substance Use Disorders/Addictions (Adults)
- Outpatient Treatment: Substance Use Disorders/Addictions (Children and Adolescents)

As HYC approaches 50 years of service to the community, we are extremely proud of this recognition and look forward to upholding the high standards and expectations of quality service to children, youth, individuals, and families in the community.

The mission of CARF is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of persons served. For more information regarding CARF Accreditation please visit their website at: http://www.carf.org/home/.

# HYC LEADERSHIP TEAM




## HYC EXECUTIVE MANAGEMENT TEAM

**Rocio Herrera, LMFT**
Director of Programs

**Angela Bolton, MPA**
Director of Development

**Mary Garcia**
Manager of Community Partnerships

**Jeff Farber, MSW**
Executive Director

**Paula Tapanes**
Director of Administration and Facilities

**Jane Wu**
Controller

**Salim Campos**
Director of Human Resources

**Nicole Santamaria, LMFT**
Director of Quality Assurance

## HYC BOARD OF DIRECTORS

**Deepak Nanda**, Chair
Southern California Edison (Retired)

**Jacques Welche, C.P.A.**, Treasurer
Raimondo Pettit Group

**Pam Van Alstyne**, Secretary
Community Member

**Henry Bouchot**
Praccess

**Scott Kalagian, CFA**
Consultant

**Jose Luevano**
California Credit Union

**Erica Luna**
Banner Bank

**Pastor Arthur McKibben**
Church of the Nazarene

**Becky Shultz**
Whittier City School District

**Douglas Staine, Ed.D.**
Bonsall Unified School District



# LIBERTY COMMUNITY PLAZA

## 14181 Telegraph Road, Whittier, CA 90604







Liberty Community Plaza (LCP) is a state-of-the-art community center in Unincorporated South Whittier owned and constructed by the County of Los Angeles in collaboration with 4th District Supervisor, Janice Hahn and operated by HYC.

During the challenging times of the COVID-19 pandemic, LCP acted as a community hub for emergency resources and became a place of hope for families and individuals. During the pandemic at LCP we expanded our services to meet the needs of the community and provided the following in fiscal year 2020-2021:

- Emergency food distributions for close to **2,000** households.
- COVID-19 testing for over **3,000** individuals.
- Over **300** backpacks and school supplies for children and youth in the community.
- The HYC Stop & Shop Event where we served **90** families with over **1,000** articles of clothing.
- California COVID-19 Emergency Rent Relief assistance for **183** households to stay in their homes.
- Hosting a voting center so **5,000** residents could exercise their right to vote in a crucial election.
- Offering an e-waste event to the community allowing close to **900** households the opportunity to discard their hazardous household items in a safe way.

HYC is extremely grateful for the support and partnerships that have enabled us to meet these emergency and basic needs! Together with HYC program services and community outreach we served over **11,000** individuals. Community is what we are about, and together we can get through this and continue making an impact in the lives of families.










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