

ANNUAL REPORT

2024-2025

HYC

On Track to a Bright Future

Executive Message

The past year at Helpline Youth Counseling (HYC) has been one of growth, challenge, and service. In April 2025, we launched the Southeast Los Angeles Emergency Medical Services (EMS) workforce development program in partnership with Public Works Alliance and East LA College. EMS provides opportunities for Whittier-area young adults ages 18 – 26 who have experienced personal trauma and/or economic challenges to enter in-demand fire and healthcare careers.

The program is free of charge and includes classroom and physical fitness training, ridealongs, an earned monthly stipend, community college credit, career exposure, life coaching, mentorship, and job placement. We are proud to share that our first EMS cohort graduated in September and there will be four upcoming cohorts.
This year we also launched a Pathway Home site in East Los Angeles in partnership with the Los Angeles Homeless Services Authority (LAHSA) and PATH (People Assisting the Homeless) to bring unsheltered residents indoors. Services provided to help participants remain stably housed included facilitating reunification with family members, help with obtaining essential documents, and linkages to mental health, substance use treatment, educational and employment resources.

Our sincerest thanks to the outstanding supporters, staff, volunteers, and community members who are partners in our success! We are pleased to share this 2024-2025 Annual Report highlighting our impact this year – thank you for your interest in our work!



Deepak Nanda, Board Chair



Jeff Farber, Executive Director

Strengthening Communities

24,148

Individuals and families throughout Southeast Los Angeles County benefited from HYC's services.

67%

Children and youth represented 67% of the total individuals served, underscoring HYC's continued focus on supporting young people and families across our communities.

$1,754,549

HYC provided rental and basic needs assistance to families experiencing homelessness and those impacted by child abuse, domestic violence, human trafficking, and related crises, including support for essential items such as furniture, clothing, and baby supplies to promote safety, stability, and long term success.

55

HYC expanded its workforce by welcoming 55 new employees this year, strengthening organizational capacity and enhancing service delivery across programs to meet growing community needs.

MISSION

The mission of Helpline Youth Counseling (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, person-centered prevention, early intervention, education, and treatment services.

VISION

HYC seeks to bring transformation to our clients and the communities we serve by consistently delivering programs, services, and life skills training that build resilience and empower youth, adults, and families to achieve long-term self-sufficiency, financial independence and behavioral health wellness.

VALUES

We, the employees, managers and Board of Directors of HYC are committed to providing our services and working with each other in an environment of mutual respect and understanding. We promote honesty and integrity with open communication and encourage feedback and input to keep us true to our mission and vision. The organization's core values are: • Accountability • Integrity • Professionalism • Respect For Diversity, Inclusion, Equity, and Belonging • Collaboration • Commitment • Efficiency • Teamwork

New Programs





Emergency Medical Services

HYC successfully launched its Emergency Medical Services (EMS) program this year and enrolled its first cohort of 20 young adults from Southeast Los Angeles, creating new career pathways into EMS. Within the first two months, the inaugural cohort demonstrated strong outcomes, achieving a 100% CPR certification rate and a 94% pass rate in advanced trauma life support training. As the program progressed, students advanced to Pre-Hospital Trauma Life Support (PHTLS), one of the most rigorous components of EMS training. Of the 18 students who remained enrolled, 17 successfully passed PHTLS certification, resulting in a 94.4% pass rate. Notably, the youngest participant was 18 years old and on track to graduate from high school shortly after the program began, thus highlighting HYC's ability to engage youth at a critical transition point into meaningful career opportunities.



Pathway Home

Through the Los Angeles County Homeless Initiative, HYC opened the Pathway Home site in East Los Angeles and provided supportive services to assist residents in transitioning from temporary shelter to permanent housing.



Financial **Performance**

Yuhadhi Sundaramoorthy - Controller

$13,716,550

HYC maintained a strong operating budget to deliver essential services and supports to children, youth, and families across the communities we serve.

24%

HYC achieved a 24% increase in its overall budget, strengthening our capacity to expand programs and better serve the community.

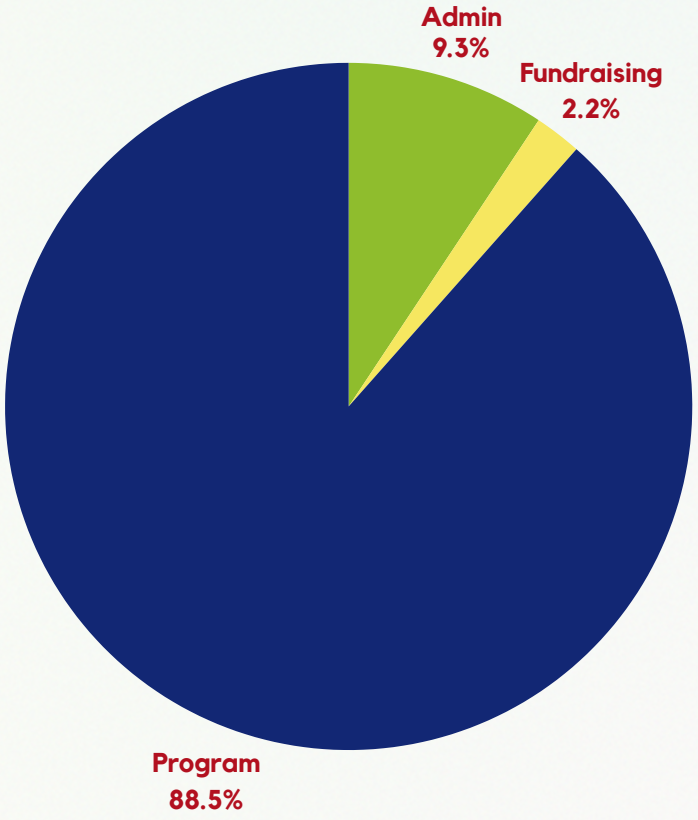
49

HYC manages a total of 49 active contracts across local, county, state, and private funding sources, supporting a comprehensive range of services.

Investing in Programs and Services

$.88

From every dollar received, 88 cents fund program and community services.





Department of Behavioral Services

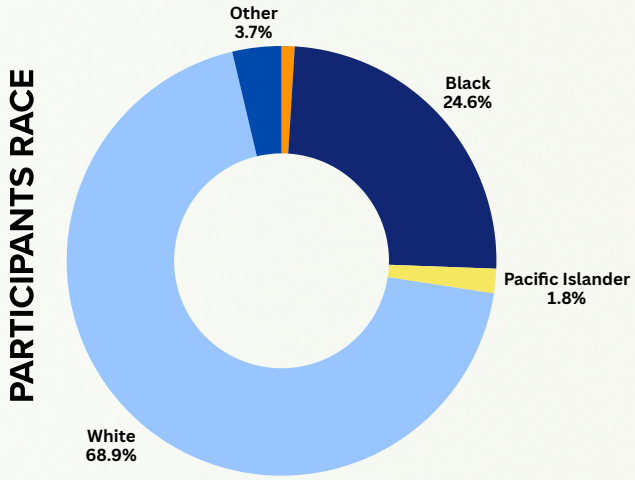
Brianna Monroy - Director of Behavioral Health Services

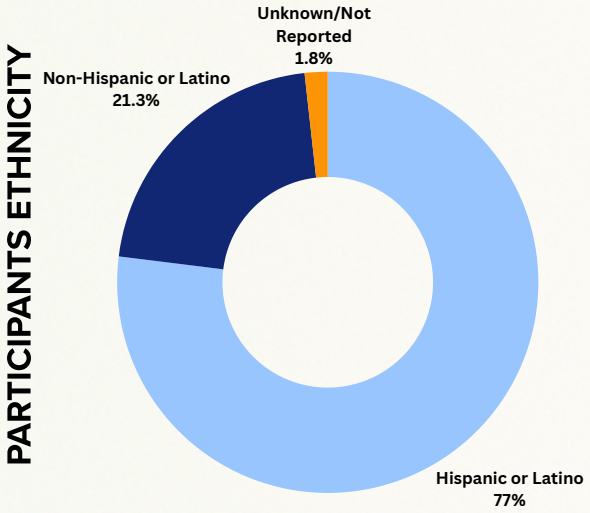
2,880 Clients Served

Services included outpatient mental health, substance use disorder treatment, and case management.

Mental Health Services

HYC's outpatient mental health program serves a diverse community, reflecting our commitment to equitable, culturally responsive care for individuals and families across the populations we serve.

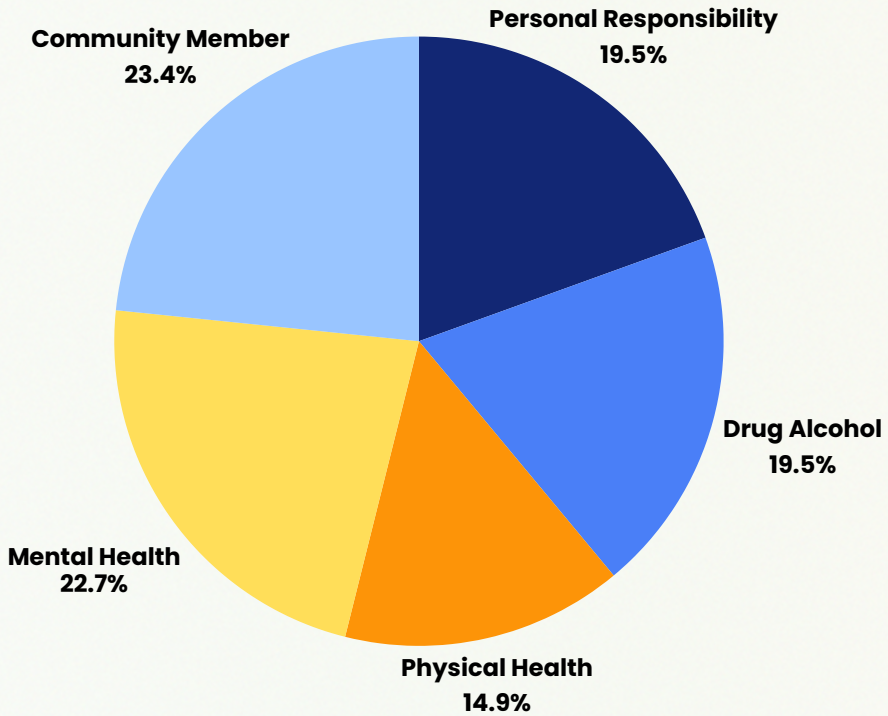




Substance Use Disorder Services

147 Successful Discharges

HYC's Starting Point program, an intensive outpatient program, recorded 147 discharges this year. The graph below highlights treatment effectiveness, showing the percentage of participants who demonstrated improvement in personal responsibility, substance use, physical health, mental health, and community functioning.



57%

HYC's Starting Point program achieved strong outcomes this year, with 57% of adult and youth clients demonstrating positive compliance at discharge, reflecting meaningful progress toward stability and personal goals.

35%

HYC's Starting Point program also supported continued engagement in care, with 35% of adult and youth participants successfully completing treatment during the year.

Department of Family Services

Joseph Torres - Director of Family Services

$651K

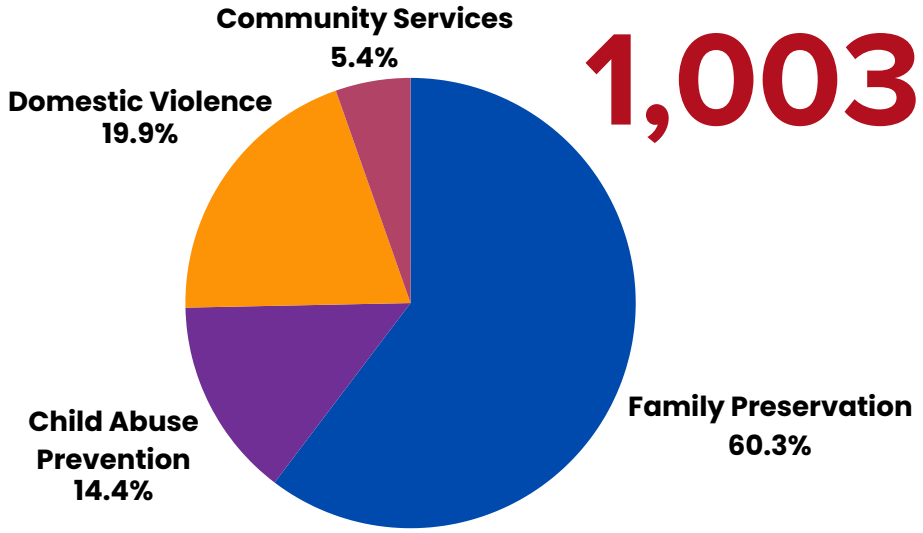
HYC provided critical rental assistance and support with utility costs and basic needs such as food, furniture, clothing, and essential household items to families experiencing crisis. By helping stabilize households facing child abuse, domestic violence, and other hardships, this support reduced immediate stressors and strengthened family safety.

835

HYC distributed donated baby essentials to 835 families, including diapers, clothing, baby wipes, and other critical supplies, helping caregivers meet the immediate needs of infants and young children.

HYC's Department of Family Services served 1,003 children and families through a range of prevention and intervention services, including counseling, parenting education, domestic violence support, life skills development, and financial assistance.

1,003



27%

Children ages 0-5 accounted for 27% of individuals served by HYC's Family Services Department, highlighting the importance of early intervention and support during critical developmental years.



Department of Homeless and Housing Services

Celina Barela - Director of Homeless and Housing Services

653

Unhoused & At-Risk Individuals Assisted In 2024-2025

344

METRO

HYC's Metro program served 344 individuals along the Blue Line and expanded its reach with the addition of a new outreach team. Participants received hygiene kits, support with scheduling vital appointments, assistance obtaining critical documents such as birth certificates and identification, and coordinated family reunification efforts, including reunifications across state lines.

178

ICMS

HYC's Intensive Case Management Services (ICMS) program assisted 178 households, representing a 66.7% increase over the previous year. More than half of participants (55.97%) achieved permanent housing, while the proportion of clients in interim housing declined significantly from 37.04% in July 2024 to 11.76% by June 2025, reflecting improved housing stability. Throughout the year, the number of active households served increased, with clients receiving support to obtain and sustain Medi-Cal coverage and secure monthly income at or near the SSI rate.

78%

Housing Navigation

Seventy-eight percent of participants successfully graduated from Housing Navigation into permanent housing, with 44% achieving this outcome within six months of program enrollment. Upon graduation, participants had secured earned income, Social Security income, or disability benefits, and 75% of participants were connected to ongoing housing subsidies, supporting long term housing stability.

285

Individuals were supported to secure and sustain both permanent and interim housing

65

TLS

HYC's Time Limited Subsidy (TLS) program supported strong housing stability outcomes this year, with 65 clients connected to ongoing subsidies or maintaining housing independently. Participants also advanced toward self-sufficiency through employment, income benefits, and restored family connections.



Department of Youth Services

Martha Dorantes - Director of Youth Services



16,764

Youth Served

Environmental Scans

HYC conducted 51 environmental scans to assess emerging community needs, service gaps, and local trends impacting children, youth, and families.

75%

Conflict Resolution

Of the 134 Dream Resource Center students who received conflict resolution support, 75.4% reported feeling comfortable using conflict resolution strategies to navigate challenges more effectively.

102

HYC's Prevention Team conducted 102 community outreach events to expand awareness, education, and access to resources for children, youth, and families across the communities we serve.

Through innovative programs and community partnerships, HYC's Department of Youth Services served 16,764 youth in prevention, early intervention, diversion, gang intervention, school-based Dream Resource Centers, juvenile hall programming, substance use prevention, and community capacity building.

28 Schools

HYC's Substance Use Disorder (SUD) Prevention programs reached multiple schools, districts, and community sites this year, expanding prevention education and support services to youth and families across Los Angeles.

5 Dream Centers

Operating on five middle and high school campuses across Los Angeles County, the Dream Resource Centers support youth at risk for hate- and bias-related incidents by providing a safe environment, restorative justice practices, trauma-informed services, expressive arts activities, counseling referrals, and connections to community resources.

5 Coalitions

HYC led or co-led five youth-focused coalitions on prevention and substance use, bringing together young people and community partners to collaborate on strategies, education, and initiatives that support healthy youth development.

School **Campuses**

67

HYC delivered prevention, early intervention, and treatment services to students across 67 schools in 12 school districts, strengthening mental health, substance use prevention, and overall well-being for children and youth in the communities we serve.

ABC Unified School District
Artesia High School
Cerritos High School
Elliot Elementry School
Fedde Middle School
Gahr High School
Juarez Elementry School
Melbourne Elementary School
Niemes Elementary School
Nixon Elementary School
Palms Elementary School
Ross Elementary School
Tetzlaff Middle School
Kennedy Stem Academy

Bellflower Unified School District
Bellflower Middle/High School
Mayfair High School

East Whittier School District
Ceres Elementary School
Granada Middle School
Hillview Middle School
Mulberry Elementary School

Hacienda La Puente School District
La Puente High School

Inglewood Unified School District
Inglewood High School
Morningside High School



Long Beach Unified School District
Cabrillo High School
Hoover Middle School
Jefferson Leadership Academy
Reid Continuation High School
Rogers Middle School
Stanford Middle School
Stephens Middle School
MacArthur Elementary School
McKinley Elementary School
Charles Evans Hughes Middle School

Los Angeles Unified School District
Charles W. Barrett Elementary School
Murchison Street Elementary School
Belvedere Middle School
Harrison Elementary School
Lawndale Elementary School
Will Rogers Middle School

Montebello Unified School District
Inglewood High School
Morningside High School



Norwalk Unified School District
Corvallis Middle School
D.D. Johnston Elementary School
Dulles Elementary School
Edmondson Elementary School
Foster Road Elementary School
Glazier Elementary School
Jogn Glen High School
Hutchinson Middle School
La Mirada High School
Los Alisos Middle School
Los Coyotes Middle School
Moffitt Elementary School
Norwalk High School
Nuffer Elementary School
Sanchez Elementary School
Southeast Academy High School
Waite Middle School
Escalona Elementary School
Morrison Elementary School

South Whittier School District
Carmela Elementary School
Loma Vista Elementary School
Los Altos Elementary School

Whittier City School District
Dexter Middle School
Mill Elementary School
Orange Grove Elementary School

Whittier Union School District
California High School
Frontier High School
La Serna High School
Pioneer High School
Santa Fe High School
Sierra Vista HIgh School
Whittier High School

HYC Events & Activities





Annual Frosty Fest

HYC's annual Frosty Fest brought families and community members together for an evening of holiday celebration, family connection, mental health awareness, substance use prevention, and access to community resources.



Annual Suicide Walk

Through its Annual Suicide Awareness Walk, HYC created a meaningful space for reflection, community connection, and renewed hope while promoting the importance of suicide prevention and healing.



Annual Mental Health Fair

Over 500 community members attended HYC's annual Mental Health Fair, connecting all to resources, screenings, and supports that promote wellness.



Annual Backpack Giveaway

HYC distributed 963 new backpacks filled with school supplies to students who attend local elementary, middle and high schools.



Anti-Vaping Texting Campaign With Local Youth

In partnership with Azusa Pacific University, HYC's Project TREE program implemented a mobile texting campaign to increase awareness and education around the risks of vaping among youth. Designed to be accessible and youth centered, the campaign monitored changes in knowledge, attitudes, and behaviors through brief surveys. Participants ages 12 to 24 received a $5–$10 gift card for completing each survey, supporting engagement while gathering valuable prevention data.

Investing In Our Communities
Organizational Donors

$100,000+

Atlas Kardia Foundation

California Community Foundation

L.A. Care

$30,000 - $99,999

BCM Foundation
Kaiser Foundation Hospitals
Los Angeles County Board of Supervisors
Orange County Community Foundation
Pfaffinger Foundation

$10,000 - $29,999

Evalyn M. Bauer Foundation
In-N-Out Burger Foundation
The Albert and Bettie Sacchi Foundation
The Audrey & Sydney Irmas Charitable Foundation
The Green Foundation
Venable Foundation

$5,000 - $9,999

Anonymous Corporate Contributor
Antelope Valley Partners for Health
Anthem
Carl E. Wynn Foundation
Credit Union of Southern California
Farmers & Merchants Bank
Health Net
Paycom
PIH Health
Rose Hills Memorial Park & Mortuary

$1,000 - $4,999

Al-Anon
Banner Bank
Blue Shield of California
Children's Services Foundation
Eide Bailly LLP
Human Services Association
ICO Development
Pio Pico Womans Club
TeamLogic IT
Water Replenishment District
Whiteboard Risk & Insurance Solutions
Whittier Union High School District

$100 - $999

Acrisure West Division
Athens Services
Beneficial State Bank
Best of Whittier Community Magazine
California Grill & Bar
City National Bank
Kelly Family Foundation
Long Beach Gives
Molina Healthcare
My eWaste Dropoff LLC
Pledgeling Foundation
The White Family of White Emerson Mortuary
United Way Orange County
Whittier Area Chamber of Commerce

Investing In Our Communities **Individual Donors & Partners**

$1,000 - $4,999

Isaac Ramirez
Jacques Welche
Jeff Farber & Family
Karina Ortiz
Michael Chen
Pam Van Alstyne
Yuhadhi Sundaramoorthy

$100 - $999

Alexis Baez
Andrea Avila
Angela Bolton & Family
Angella Wijmer
Anonymous
Pastor Arthur McKibben
Catalina Gonzalez
Celina Barela
Christine Decker
Christine Van Horn
Cynthia Ahuinaga
Dana Porter
Deanna Williams
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Deepak Nanda
Elizabeth Apodaca
Elvia Torres
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Fernando Centeno
Frank Alcaraz
Graham Espley-Jones
Irma Tirado
Jessica Gonzalez
Juan Gallardo
Kathleen M. Alarid
Liliana Alonso
Linda Bustamante
Lisa Esparza
Lorelyn Barboza
Los Angeles County Employees
Marilee Stefenhagen
Mayor Joseph Vinatieri
Orange County Employees
Patrick Alarid
Paula Tapanes
Philip Webb
Rebecca Shultz
Richard & Rebecca Decker
Salim Campos
Scott Kalagian
Tracy Wallace
Wayne K. Segura

State Level Key Partners

California Office of Emergency Services
California Department of Health Care Services

Los Angeles County Key Partners

Department of Children and Family Services (DCFS)
Department of Health Services (DHS)
Department of Mental Health (DMH)
Department of Public Health (DPH)
Los Angeles Homeless Services Authority
Probation Department



Board of Directors

HYC's dedicated Board of Directors are members of our communities who are fully committed to our journey, guiding us with their expertise, vision, and leadership. With their leadership, HYC continues to grow as a trusted community partner, delivering compassionate care and lasting impact across the communities we serve.

Board Chair
Deepak Nanda
Southern California Edison (Retired)

Treasurer
Jacques Welche
C.P.A. (Retired)

Secretary
Pam Van Alstyne
Community
Volunteer

Andrea D. Avila
Administration
Los Angeles County Fire Department

Scott J. Kalagian, CFA
Consultant

Erica Luna
VP, Community Outreach Officer
Banner Bank

Pastor Arthur McKibben
Church of the Nazarene

Becky Shultz
Whittier City School District (Retired)

HYC Management Team

Jeff Farber, Executive Director

Department of Administration
Paula Tapanes
Karina Pulido

Department of Finance
Yuhadhi Sundaramoorthy
Dilan Tillekeratne
Malak Mansor
Agnes Lung

Development Department
Angela Bolton
Frank Alcaraz
Rocio Herrera
Tracy Wallace

Department of Human Resources
Salim Campos

Adrian Chavez, Director of Programs

Department of Behavioral Health
Brianna Monroy
Brenda Acevedo
Brenda Garcia
Rocio Quezada

Department of Family Services
Joseph Torres
Anthony Vasquez
Breeanna Rodriguez

Department of Clinical Services
Cecilia Pla

Department of Homeless and Housing Services
Celina Barela
Aleida Reyes
Elizabeth Garcia
Jesse Macareno
Lorraine Arsola

Department of Youth Services
Martha Dorantes
Cathy Ayala
Cristian Perea
Jocelyn Escobar
Martha Alcaraz
Manuel Cortez







HYC Accreditations

Charity Navigator FOUR-STAR

carf ACCREDITED

Gold Transparency 2025 Candid.

Heroes of HYC



Dream Resource Center Students

HYC celebrated its 4th Annual Heroes of HYC Awards on May 29, 2025 at Liberty Community Plaza, bringing together partners, supporters, and community leaders for an evening of recognition and celebration. More than 200 guests joined us to honor the outstanding organizations and individuals who have demonstrated exceptional commitment to strengthening youth, families, and neighborhoods across Los Angeles County.

The event featured remarks from HYC leadership, a warm welcome from event emcee Megan Telles of KTLA 5, and meaningful moments recognizing the positive impact each hero has made on the lives of those we serve. Surrounded by supporters, partners, and award recipients, the evening highlighted HYC's strong community partnerships and ongoing commitment to creating brighter futures for all.



Megan Telles

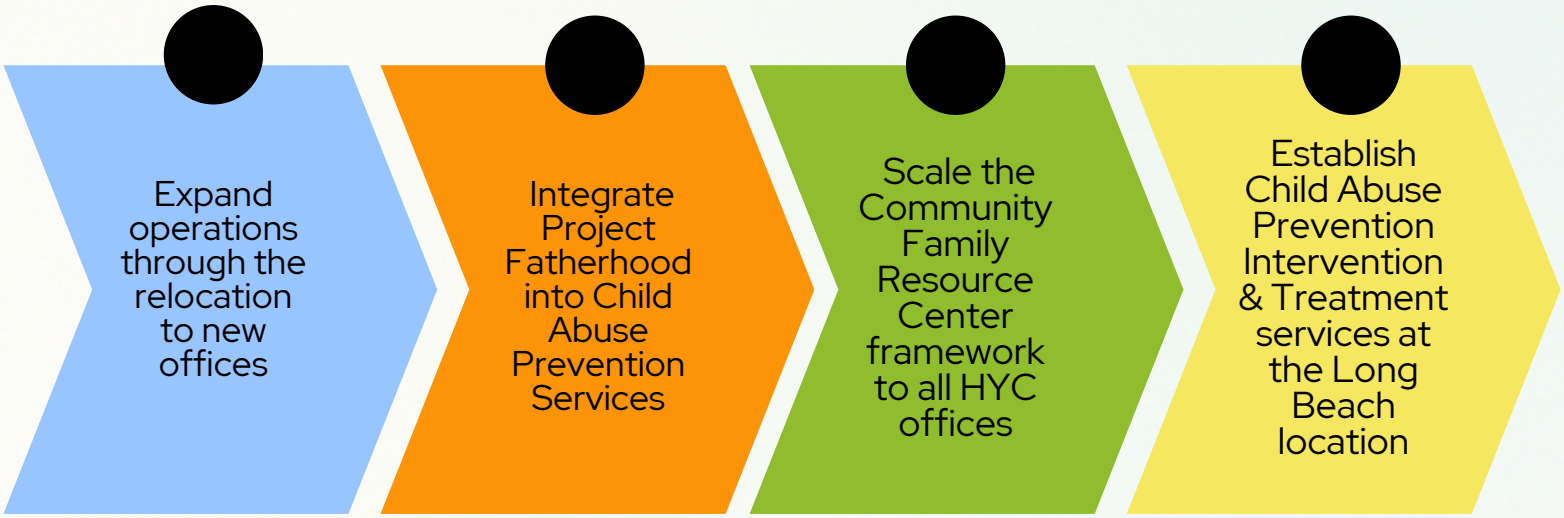


Terri Villa-McDowell

The HYC Dream Resource Centers received the Visionary Hero Award in recognition of their impact and innovation. The award was accepted by Terri Villa-McDowell, a longtime friend of HYC and one of the strongest advocates for the Dream Resource Centers. We honor Terri's memory and remain deeply grateful for her leadership, partnership, and unwavering commitment to the young people and communities we serve.


TAG US ON SOCIAL MEDIA!
SCAN ME
HYC

Looking **Ahead**



During the 2025-2026 year, HYC will look ahead with a bold commitment to deepen and expand our impact across the communities we serve. Through the relocation to new facilities, the integration of Project Fatherhood into Child Abuse Prevention Intervention and Treatment Services, and the expansion of the Community Family Resource Center framework across all HYC offices, we are strengthening our ability to support families in meaningful and lasting ways. The establishment of Child Abuse Prevention Intervention and Treatment Services at our Long Beach location will further extend access to comprehensive, family centered care where it is needed most.

Final **Thoughts**

As HYC looks ahead, we remain firmly grounded in our mission and responsive to the evolving needs of the communities we serve. Guided by strong partnerships, data driven practice, and a deep commitment to prevention, healing, and equity, we will continue building on our progress while adapting to meet emerging challenges. Together with our dedicated staff, partners, and community members, HYC will advance a shared vision of healthier, safer, and more resilient families and neighborhoods.

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hycinc.org