HELPLINE YOUTH COUNSELING, INC.

ANNUAL REPORT

2022-2023

HYC

On Track to a Bright Future



HYCINC.ORG

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MESSAGE FROM THE HYC CHAIR AND EXECUTIVE DIRECTOR

Helpline Youth Counseling, Inc. (HYC) is pleased to present our Annual Report for the 2022-2023 Fiscal Year. This year, our organization served 13,837 children, youth, family members, and community residents, representing an increase of 82% from the prior year and a deepening community need for our programs and services. Far from the impact of the pandemic having resolved, the clients we serve are facing a host of stressors including precarious economic and housing stability, mental health concerns, grieving the losses of family members, friends, jobs and livelihoods, and often daunting family functioning challenges stemming from these intensified pressures and crises. Through it all, HYC has responded to the needs of those we serve by providing comprehensive, integrated, and trauma-informed education, prevention and intervention services focusing on individualized needs and helping clients build their strengths, stability, and life skills.

At the same time that individual households have experienced often daunting challenges, the incidence of community conflict and violence has presented another layer of distress for youth and families. In recognition of this, HYC expanded its scope of service and impact this year through our innovative Dream Resource Centers (DRCs), which we operate as a key component of the LA vs. Hate campaign in partnership with the Los Angeles County Commission on Human Relations, 211LA, Western Justice Center, California Conference for Equality and Justice (CCEJ), Los Angeles County Office of Education (LACOE), and the Norwalk-La Mirada, ABC, Hacienda-La Puente, and Inglewood Unified School Districts.

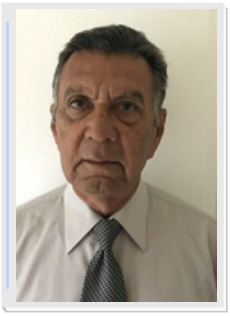
Located on campus at six Los Angeles County high schools and middle schools - Norwalk High School, Artesia High School, Fedde Middle School, La Puente High School, Inglewood High School, and Morningside High School - the DRCs aim to transform pandemic-impacted schools in communities with high levels of hate crimes and community violence to be safe, supportive and healthy spaces for students by addressing the impact of social isolation, building school and community collaboration, and providing services and resources that support, engage and empower youth. Resources available at the DRCs include Community Cupboards with free snacks and school and hygiene supplies, access to computers, printers and wi-fi during the school day and after school, peer mentoring and study support, and peer to peer counseling and conflict mediation to reduce the risk and occurrence of violence.

HYC also continued to operate the on-site Family Resource Center at Liberty Community Plaza in Unincorporated South Whittier, providing a range of support to agency clients and community members including access to food and clothing distributions, baby and toddler items, and linkages to housing, utility, and health care supports. Because our organization provides in-house programs and services encompassing Behavioral Health Services, Family Services, Homeless and Housing Support Services, and Youth Services, we can ensure that children, youth and families in need and with limited resources are comprehensively supported and strengthened.

We could not do our work without our hardworking and talented staff, generous donors, collaborative partner organizations, and outstanding HYC Board members and volunteers. Thank you for your support and community leadership in meeting the needs and changing the futures of children, youth, families, and individuals in Southeast Los Angeles County and Long Beach. With your partnership, HYC will continue to serve as a source of strength, growth, and empowerment for thousands of clients each year. We look forward to continuing the journey with all of you.

Thank you!

Deepak Nanda
Board Chair



Jeff Farber
Executive Director



HYC IMPACT NUMBERS AND LOCATIONS

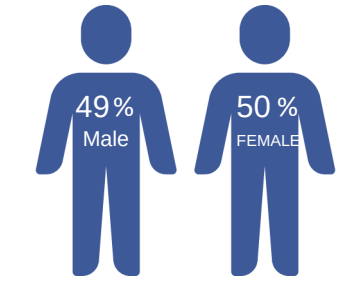


CHILDREN AND FAMILY SERVICES

BEHAVIORAL HEALTH SERVICES	573
FAMILY SERVICES	1,842
HOMELESS AND HOUSING SUPPORT SERVICES	706
YOUTH SERVICES	10,716
TOTAL	**13,837**

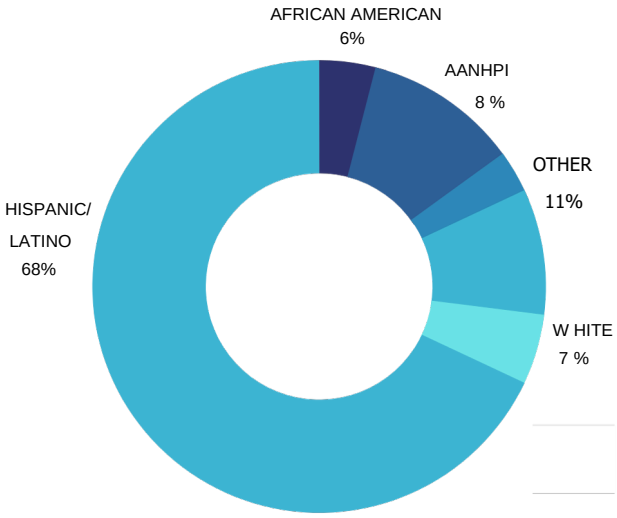
DEMOGRAPHICS OF FAMILIES SERVED

GENDER

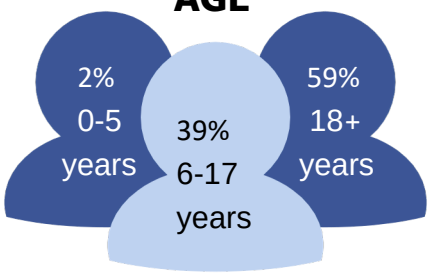


1% Other/Unknown

RACE/ETHNICITY



AGE



HYC OFFICES

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

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

WHITTIER CRC
10750 Laurel Ave.
Whittier, CA 90605

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

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

BEHAVIORAL HEALTH SERVICES

HYC provides evidence-based, trauma-informed individual, family and group mental health services and outpatient substance use disorder treatment 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 323
Wraparound Services 71
Drug Medi-Cal 179

TOTAL 573






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 2022-2023 fiscal year, HYC's on-site Family Resource Center at our Liberty Community Plaza headquarters assisted families with children with support to increase household economic stability and access to community resources.

Programs Include:

Visions Learning Center	22
Southeast Family Preservation Program	943
Child Abuse Reduction Effort	69
CalOES	80
CalWORKS Domestic Violence Services	40
Family Resource Center	688
TOTAL	**1,842**






HOMELESS AND HOUSING SUPPORT SERVICES

Our Homeless and Housing Support Services deliver coordinated housing and service interventions for homeless individuals and families in Bell, Bell Gardens, Commerce, Cudahy, East Los Angeles, Huntington Park, Maywood, South Gate, Vernon and Walnut Park with the goal of achieving permanent housing stability. HYC provides individualized case management, housing navigation, linkages to supportive services, and housing stabilization services including rapid rehousing. We also work in close coordination with partner organizations to ensure that persons experiencing or at risk of homelessness access the care and resources needed to build lives of dignity and safety.

Programs Include:

Homeless Services 642
CA COVID-19 Rent Relief 64

TOTAL 706







YOUTH SERVICES

HYC works with at-risk and high-risk youth and their family members, including youth at risk of or engaging in substance use, who have had or are at risk for justice system involvement, or who have historically been targeted for hate or bias to build life skills, practice pro-social behaviors, and learn to resolve conflicts effectively. Our programs establish a climate of safety and trust for youth and families. HYC Youth Services staff provide substance use prevention, education and early intervention services on school campuses, in community locations and at outreach events. HYC creates, develops, and publishes educational content on the health risks associated with alcohol, marijuana, methamphetamine and/or prescription drug use to be shared via social media platforms or in person.

Programs Include:

Alcohol & Other Drug Prevention Services	5,016
Adolescent Prevention Services	2,818
Gang Intervention Services	78
Youth Services Bureau	734
Youth Diversion Services	55
Juvenile Justice Crime Prevention	10
Elevate Youth California	51
Dream Resource Centers	1,954
TOTAL	**10,716**






SCHOOL SERVED BY HYC

57 Schools in 13 School Districts

ABC Unified School District
Artesia High School
Elliot Elementary School
Fedde Middle School
Juarez Elementary School
Melbourne Elementary School
Niemes Elementary School
Nixon Elementary School
Palms Elementary School
Ross Middle School
Tetzlaff Middle School

Bellflower Unified School District
Mayfair High School

Downey Unified School District
Unsworth Elementary School
Warren High School

East Whittier City School District
Hillview Middle School

El Rancho Unified School District
El Rancho High School
Ellen Ochoa Preparatory Academy
North Park Academy of the Arts
Salazar High School

Hacienda La Puente Unified School District
La Puente High School

Inglewood Unified School District
Inglewood High School
Morningside High School

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

Long Beach Unified School District
Cabrillo High School
Jefferson Leadership Academy
Reid Continuation High School
Rogers Middle School
Stanford Middle School
Stephens Middle School

Montebello Unified High School District
Montebello High School

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

Pacific Baptist School

Whittier City School District
Mill Elementary School
Orange Grove Elementary School

Whittier Union High 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

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
L.A. Care
National Philanthropic Trust

$30,000 - $99,999

Health Net
Orange County Community Foundation
The California Endowment

$10,000 - $29,999

In-N-Out Burger Foundation
Pfaffinger Foundation
PIH Health
The Albert & Bettie Sacchi Foundation

$5,000 - $9,999

Anonymous Corporate Donor
Carl E. Wynn Foundation
Credit Union of Southern California
Evalyn M. Bauer Foundation
Mayfair Lofts LLC
Rose Hills Memorial Park & Mortuaries

Donors

$1,000 - $4,999

Banner Bank
Blue Shield Employees
Blue Shield of California
City of Long Beach
Farmers & Merchants Bank
Human Services Association
Jeffrey Farber and Family
Las Damas of Sun Gold Hills
Long Beach Gives Donors
Nonprofit Finance Fund
Pam and Mark Van Alstyne
Paycom
Raimondo Pettit Group
Target Circle Donors
TeamLogic IT
Water Replenishment District of Southern California
Whiteboard Risk Insurance Solutions

$100 - $999

Aka Ames Inc.
Angela Bolton
Al-Anon
Andrea D. Avila
Anonymous
Anthem, Inc.
Bonnie Watje
Cecilia Gonez
Christopher Barreras
Clifton Larson Allen
Deepak Nanda
Downey Federal Credit Union
Frank Alcaraz
Gina Galasso Rodriguez
Heaven Rivas
Hoffman Brown Company
Jacques and Rita Welche
Janet Landeros
Los Angeles County Employee Giving Campaign
Lynda Sanchez
Martha Dorantes
Neil and Adele Kaplan
Nicole Bonnette
Northgate Market
Orchard Dale Water District
Philatron International
Rebecca Shultz
Rio Hondo College
Robert Pascual
Salim Campos
Sara Pili Jackson
Southwest Water Company
Valley Vista Services
Weingart Foundation
Whittier Area Chamber of Commerce
Year Around Garden Club



HEROES OF HYC 2023 – HONORING EXCEPTIONAL COMMUNITY LEADERS

HYC was thrilled to hold our Second Annual **Heroes of HYC** fundraiser at Liberty Community Plaza on June 8, 2023 to raise funds supporting all HYC agency programs and services. Our staff, Board members, and agency supporters enjoyed this fun and memorable event honoring the exceptional community service of Bruce Lazenby, Executive Director of Business Development for Rose Hills Memorial Park & Mortuaries; PIH Health; Jose Osuna, Housing Justice Manager for Brilliant Corners; and the Honorable Linda T. Sanchéz. The event netted more than $47,000.

The dedicated work of each of our honorees has strengthened our community and support for our events makes it possible for HYC to continue its essential and life-changing work in Behavioral Health, Family Services, Youth Services, and Homeless and Housing Support Services.

Liberty Community Plaza offers accessible and community-centered health and wellness, educational, cultural, social and economic development programs and events open to the community and a park and playground area which is visited by thousands of local Southeast Los Angeles County residents each year. HYC serves as on-site nonprofit operator/manager of Liberty Community Plaza and delivers our agency programs and services to the public.

A collection of photos from the event are on the next page.

We are very much looking forward to **Heroes of HYC 2024** next Spring and hope to see you there!

HEROES OF HYC 2023



















HYC LEADERSHIP TEAM

HYC EXECUTIVE MANAGEMENT TEAM

Rocio Herrera, LMFT
Director of Programs

Jeff Farber, MSW
Executive Director

Yuhadhi Sundaramoorthy
Controller

Paula Tapanes
Director of Administration and Facilities

Salim Campos
Director of Human Resources

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

Andrea D. Avila
Los Angeles County Fire Dept.

Scott Kalagian, CFA
Consultant

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







The HYC Family Resource Center (FRC) meets the needs of Southeast Los Angeles County families at our Liberty Community Plaza (LCP) headquarters. LCP is an innovative community center in Unincorporated South Whittier owned and constructed by the County of Los Angeles in collaboration with Fourth District Supervisor Janice Hahn and operated by HYC. Families in the communities served by HYC are continuing to recover from the multiple health, economic, social and educational impacts of the pandemic. The FRC provides resources and support for families in need.

In Fiscal Year 2022-2023, the FRC served a total of **688** Southeast Los Angeles County children, youth, parents, caregivers, and family members with the following support, based on individualized family needs:

- Basic needs assistance, including resources for food, clothing, and utility payment assistance (gas, electric, water) Diapers, baby wipes, and other baby and toddler care items
- Hygiene supplies Holiday meals for low-income households, including turkey and side dishes
- Individual, couples, and parent/child counseling
- Substance use counseling
- Domestic violence services
- Parenting groups
- Anger management classes
- Youth tutoring
- Free tax preparation assistance









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HELPLINE YOUTH COUNSELING, INC. OFFERS EVIDENCE-BASED PRACTICE (EBP) MODELS FOR CHILDREN AND FAMILIES

Child-Parent Psychotherapy (CPP)

Child-Parent Psychotherapy (CPP) for Infants, Toddlers, and Preschoolers (0-5 years): A trauma intervention to support both the child and caregiver in managing the effects of trauma by strengthening the parent-child relationship.

The Positive Parenting Program (Triple P)

The Positive Parenting Program (Triple P) is for caregivers of children aged 0-18. It aims to prevent behavioral, emotional, and developmental problems by enhancing parents' knowledge, skills, and confidence. Triple P includes five intervention levels for parents, developed through 30+ years of research and found useful by many.

Managing and Adapting Practices (MAP)

Managing and Adapting Practices (MAP) is a system designed for children aged 0-18. It tailors interventions based on individual characteristics and targets anxiety, inattention, autism, depression, disruptive behavior, eating disorders, substance abuse, suicidality, and traumatic stress.

Individual Cognitive-Behavioral Therapy (CBT)

Individual Cognitive-Behavioral Therapy (CBT) is individual therapy aimed at addressing and changing maladaptive thinking patterns to modify behavior and emotional state. It is available for adults experiencing symptoms related to anxiety, depression, or trauma.

Trauma-Focused Cognitive Behavioral Therapy (TF-CBT)

Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) is a short-term therapy for children and teenagers aged 3 to 18 experiencing emotional and behavioral challenges due to trauma. It involves 12-16 sessions with both the child and parent to teach skills for understanding emotions, managing anger, processing trauma, developing safety skills, and improving parenting and communication.

Matrix Model Ages 13-25:

Recognized by the National Institute on Drug Abuse and listed in the National Registry of Evidence-Based Programs and Practices by the Substance Abuse and Mental Health Services Administration

Relapse Prevention

Relapse Prevention for All Ages is a skills-based, cognitive-behavioral approach that involves identifying internal and external situations that increase the risk of relapse. This includes automatic thoughts and external cues associated with substance use.

The 12-step curriculum

The 12-step curriculum teaches acceptance of being "powerless over alcohol," recognition that alcohol has made life unmanageable, and the willingness to change attitudes and reactions to overcome addiction.

Motivational Interviewing (MI)

Motivational Interviewing (MI) for All Ages is a short-term counseling method that helps individuals find motivation to change their behavior. It involves medical professionals and patients working collaboratively to achieve a therapeutic outcome.

Seeking Safety

Seeking Safety is an effective therapy for young individuals (12-20 years) struggling with trauma symptoms and substance abuse. It consists of 25 topics and is designed for group or individual therapy. Developed in the 1990s by a Harvard psychologist, it is supported by research outcome data.

Interpersonal Psychotherapy (IPT)

Interpersonal Psychotherapy (IPT) helps adolescents aged 16 and older with issues like bipolar disorder, eating disorders, depression, and grief. It focuses on improving relationships, reducing depressive symptoms, and helping adolescents communicate their feelings and expectations in relationships.

Healthy Youth Curriculum

Healthy Youth Curriculum for Grades 7-12 covers sexual health, violence prevention, mental health, nutrition, and more to help students make healthy decisions.