HELPLINE YOUTH COUNSELING, INC.

ANNUAL REPORT

2023-2024

HYC

On Track to a Bright Future



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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 2023-2024 Fiscal Year. This year, our organization served **25,754** children, youth, family members, and residents in the communities of Artesia, Bell, Bell Gardens, Bellflower, Cerritos, Commerce, Cudahy, Downey, East Los Angeles, Hawaiian Gardens, Huntington Park, Inglewood, Lakewood, La Mirada, La Puente, Long Beach, Maywood, Norwalk, Paramount, Pico Rivera, Santa Fe Springs, Signal Hill, South Gate, Vernon, Walnut Park, Whittier, and Unincorporated Whittier. In the past two years, the number of clients we have served agencywide has more than tripled, growing from 7,592 in 2021-2022 to 25,754 in 2023-2024, underscoring the escalating need for trauma-informed support in the communities we serve.

Many families in HYC's core communities experience health, mental health, work, income, and basic needs precarity on a daily basis. HYC offers integrated behavioral health (mental health and substance use), youth and family, and homeless and housing support services to effectively address multiple client and community member needs. HYC operates an on-site Family Resource Center (FRC) 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. Usage of the FRC by families with children increased exponentially this year. HYC programs and services focus on protective factors and provide individualized support that meets clients where they are and builds their strengths and support systems.

HYC serves the most vulnerable populations in Los Angeles County and works to make a life-changing difference. New in FY 2023-24 is our Metro homeless engagement team, which provides direct, on-the-ground services to persons identified as in need of intervention on the Blue Line route from Slauson Avenue to Downtown Long Beach. Services include direct referrals to emergency housing, permanent housing, mental health services, substance use treatment, obtaining vital documentation, and other supportive services to help clients achieve housing stability. Last year we provided 187 homeless people, including families with children, with individualized assistance through this innovative program.

HYC's daily work is challenging, demanding, and essential. We bring dedication, skill, empathy, and integrity as we engage with our clients and community members. Our hardworking and talented staff, generous donors, collaborative partner organizations, and HYC Board members and volunteers are an incredible team making a difference in the lives of young people and families, and we appreciate every one of you. With your partnership, HYC will not only continue to meet the needs of the most vulnerable among us, but empower our clients to change their lives and futures. On behalf of the children, youth, families, and individuals we serve, thank you for your support and community leadership.



Deepak Nanda
Board Chair



Jeff Farber
Executive Director

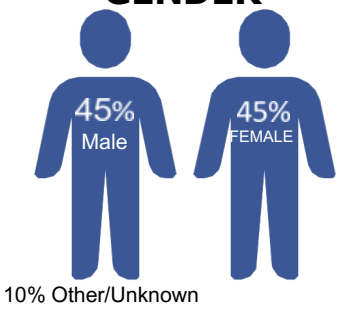
HYC IMPACT NUMBERS AND LOCATIONS

CHILDREN AND FAMILY SERVICES

BEHAVIORAL HEALTH SERVICES	1,130
FAMILY SERVICES	3,862
HOMELESS AND HOUSING SUPPORT SERVICES	516
YOUTH SERVICES	20,246
TOTAL	**25,754**

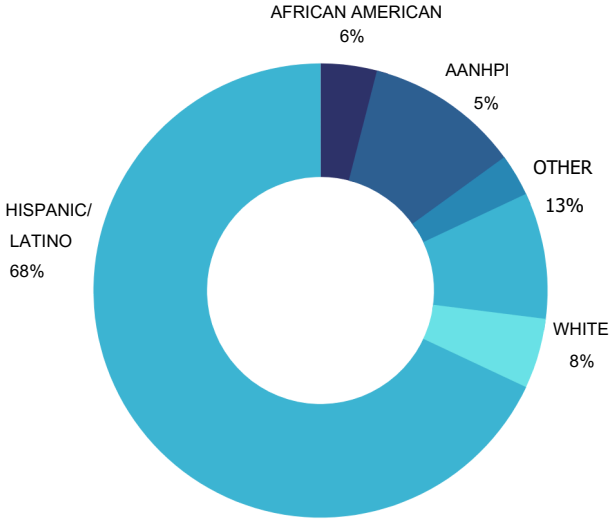
DEMOGRAPHICS OF FAMILIES SERVED

GENDER

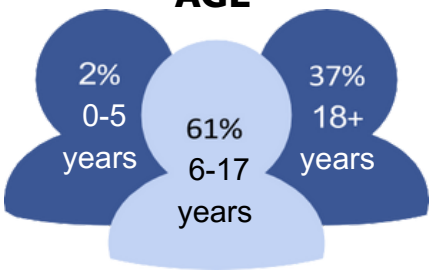


10% Other/Unknown

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

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

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. In the 2023-2024 fiscal year, we expanded services with our Thriving Together project, which provides integrated mental health and substance use counseling and case management tailored to the needs of young adults ages 18-30. HYC can deliver services in person or via telehealth and services are provided free of charge, ensuring equitable access to care.

Programs Include:

Counseling Services 371

Wraparound Services 94

Substance Use Disorder Treatment 150

Whole Person Care Services..... 515

TOTAL 1,130







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 2023-2024 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:

Family Preservation Program 767

Child Abuse Reduction Effort 102

Domestic Violence Services 138

Domestic Violence Housing First 76

Family Resource Center 2,779

TOTAL 3,862







HOMELESS AND HOUSING SUPPORT SERVICES

Our Homeless and Housing Support Services deliver coordinated housing and service interventions throughout Southeast and East Los Angeles communities 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. In the 2023-2024 fiscal year, we launched our Intensive Case Management Services/Metro Street-Based Engagement program on the Metro A Line.

Programs Include:

Intensive Housing Case Management 156

Short-Term Housing Support 62

California Rent Relief 32

Housing Navigation 79

Metro Street-Based Engagement 187

TOTAL 516







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	9,230
Adolescent Prevention Services	6,023
Gang Intervention Services	6
Youth Services Bureau	250
Youth Diversion Services	57
Juvenile Justice Crime Prevention	3
Elevate Youth California	54
Los Padrinos Juvenile Hall	55
Dream Resource Centers	4,568
TOTAL	**20,246**







SCHOOLS SERVED BY HYC

66 Schools in 13 School Districts

ABC Unified School District
Artesia High School
Cerritos High School
Elliot Elementary School
Fedde Middle School
Gahr High 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
Bellflower Middle/High School
Mayfair High School

Downey Unified School District
Unsworth Elementary School
Warren High School

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

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

Hacienda La Punte School District
La Puente High School

Inglewood Unified School District
Inglewood High School
Morningside 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
Dexter Middle School
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

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

Montebello Unified High School District
Applied Technology Center
Montebello 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 - $500,000

Atlas Kardia Foundation
California Community Foundation
Stone Family Fund
United Way of Greater Los Angeles - Capacity Building Grant

$30,000 - $99,999

BCM Foundation
Orange County Community Foundation
Pfaffinger Foundation
Rose Hills Foundation

$10,000 - $29,999

In-N-Out Burger Foundation
The Albert & Bettie Sacchi Foundation
The Audrey & Sydney Irmas Charitable Foundation
The Green Foundation
Venable Foundation

$5,000 - $9,999

Anonymous Corporate Donor
Carl E. Wynn Foundation
Credit Union of Southern California
Evalyn M. Bauer Foundation
PIH Health
Rose Hills Memorial Park & Mortuaries
Vivian & Ivan Ramirez
Health Net
LA Financial Credit Union

Donors

$1,000 - $4,999

Antelope Valley Partners for Health
Banner Bank
Blue Shield of California
California Credit Union
Eide Bailly
Farmers & Merchants Bank
Human Services Association
Jeffrey Farber and Family
Kaiser Permanente/Downey
James & Leigh Kelly
L.A. Care
Los Angeles County Board of Supervisors
Pam and Mark Van Alstyne
Ricardo Mota
TeamLogic IT
Valley Vista Services
Whiteboard Risk & Insurance Solutions
Whittier Union High School District

$100 - $999

Al-Anon
Ames Inc.
Angela Bolton
Angella & Phil Wijmer
Anonymous
Andrea D. Avila
Araceli Gonzalez
Arthur Ramirez
Cassandra Fatourous
Christine Decker
Christopher Barreras
Connie Roa
Craig Realty Group - Citadel
Debbie Guerra
Deepak Nanda
Elaine Louise Alarid Thomas
Frank Alcaraz
Hoffman Brown Company
Jacques and Rita Welche
Jake & Marie Alarid
Kathleen Alarid
Kelly Michiko Huston
Long Beach Gives Donors
Los Angeles County Employee Giving Campaign
Lorelyn Hambelton
Lou Brown
Martha Dorantes
Martha Lomeli Tapia
Mitchell Quintanilla
Nick Aldridge
Nonprofit Finance Fund
Norma Carbajal
Olivia Quintero
Rebecca Shultz
Richard Southland
Robot Rumpus LLC
Rocio Herrera
Salim Campos
Sara Pili Jackson
Scott Kalagian
Smart & Final
Southwest Water Company
Vasin, Heyn & Company
Virginia Ball
Water Replenishment District of Southern California
Wayne Sugita
Whittier Area Chamber of Commerce
Yuhadhi Sundaramoorthy

HEROES OF HYC 2024 – HONORING EXCEPTIONAL COMMUNITY LEADERS

HYC was thrilled to hold our Third Annual Heroes of HYC fundraiser at Liberty Community Plaza on May 16, 2024 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 Don and Julie Knabe (Los Angeles County Supervisor 1996 – 2016) as our Distinguished Leadership Heroes; Whittier Union High School District (WUHSD) as our Visionary Hero; Health Net as our Health Hero; and longtime HYC leadership team member Angela Bolton, MPA as our Community Hero. The event netted more than $39,000.

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.

We are very much looking forward to Heroes HYC 2025 next Spring and hope to see you there!

HYC LEADERSHIP TEAM

HYC EXECUTIVE MANAGEMENT TEAM

Adrian Chavez
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
Eide Bailly LLP

Andrea D. Avila
Los Angeles County Fire Dept.

Scott Kalagian, CFA
Consultant

Pam Van Alstyne, Secretary
Community Member

Pastor Arthur McKibben
Church of the Nazarene

Erica Luna
Banner Bank

Becky Shultz
Whittier City School District (Retired)



LIBERTY COMMUNITY PLAZA

14181Telegraph Road, Whittier, CA 90604







The HYC Community Family Resource Center (CFRC) meets the needs of Southeast Los Angeles County families at our Liberty (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 experience multiple health and economic disparities and stressors that were further exacerbated by the pandemic and continue to persist. The FRC provides resources and support for families to maximize child and family health and well-being.

In Fiscal Year 2023-2024, HYC's FRC worked with community partner organizations and volunteers to serve a total of **2,779** 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
- Youth Art Classes
- Al-Anon
- Chase Bank Financial Literacy workshops
- Co-Dependents Anonymous
- East Side Traffic Running Club
- Frosty Fest
- Garden Club
- GI Forum monthly meetings
- GI Forum Summer Summit (4th of July event)
- Girl Scouts
- Healthy Cooking Classes
- Judo/Jujitsu
- Rio Hondo Painting for Adults Art Class
- Sisters Marketplace
- Spring Egg Hunt
- Stamping Mavens
- Zumba

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