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# HELPLINE YOUTH COUNSELING, INC.

# ANNUAL REPORT

## 2019-2020



**HYCINC.ORG**

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# MESSAGE FROM THE HYC CHAIR AND EXECUTIVE DIRECTOR

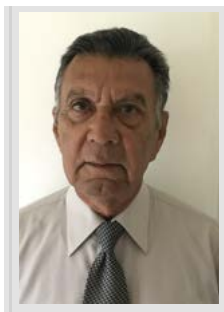
Helpline Youth Counseling (HYC) is pleased to present this Annual Report for the 2019-2020 Fiscal Year that unfolded unlike any other we have ever experienced. Our work on behalf of at-risk and low-income children, youth and families is made possible by our dedicated, skilled, and caring team of therapists, case managers, peer counselors with lived experience, and outreach, family support, and administrative staff. Every day, we help clients and community members to know that they are supported, they can take steps to heal from trauma, and that we are there to help build greater health, well-being, prosperity and equity in their lives. In March 2020, a sudden change came that affected every one of our lives - the COVID-19 pandemic. We are beyond proud and grateful that our agency staff, generous donors and supporters, civic and community partners, and HYC Board members have been steadfast in caring, giving, and adapting during these most challenging times!

Together, we rapidly implemented secure telehealth counseling and supportive services that will meet the needs of our participants into the future. We strengthened our organizational infrastructure and expanded agency services to responsively meet basic needs for families suffering under heavy economic and health pressure and intensified our prevention work to ensure households at risk avert increased trauma including homelessness. Together, we worked to ensure that HYC will uninterruptedly serve participants in Southeast Los Angeles, East Los Angeles, and Long Beach communities among the hardest hit by COVID-19 throughout Los Angeles County. We can only do this together, and your partnership has meant everything to those we serve!

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.*

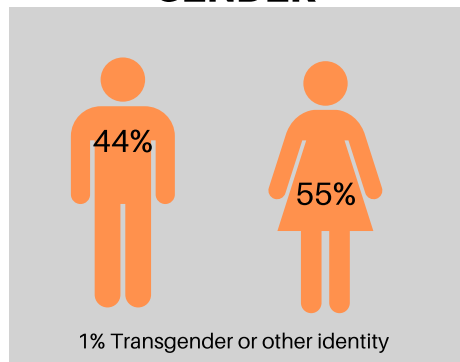
# HYC SERVICES AND LOCATIONS



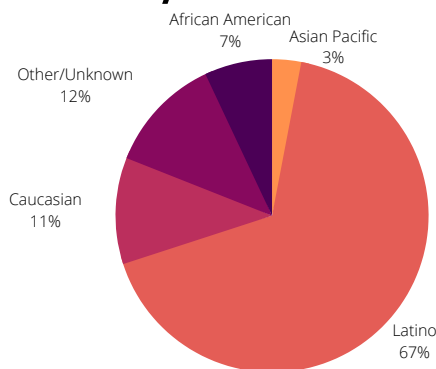
## CHILDREN AND FAMILY SERVICES

MENTAL HEALTH SERVICES.....	324
FAMILY SERVICES.....	2,267
COMMUNITY AND HOMELESS SERVICES.....	1,233
SUBSTANCE USE SERVICES.....	1,339
<b>TOTAL.....</b>	<b>5,163</b>

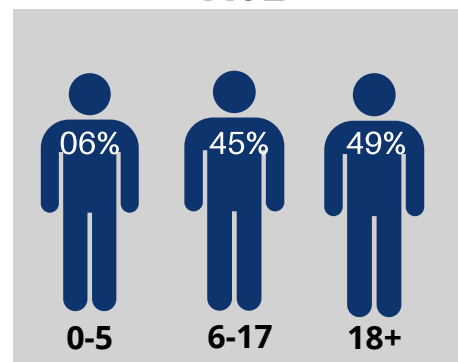
### GENDER



### DEMOGRAPHICS 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

### HEADQUARTERS

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

### NORWALK

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

### LONG BEACH

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

### HAWAIIAN GARDENS

21409 S. Elaine Ave.  
Hawaiian Gardens, CA 90716

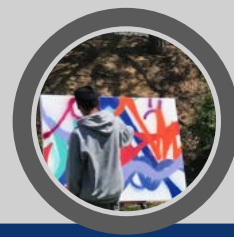
### EAST LA

4055 E. Olympic Blvd., #205  
Los Angeles, CA 90023

In the 2020-2021 Fiscal Year, HYC East LA office will be moved to our new Commerce location.



# 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 **53%** decrease in depression related symptoms.
- After participating in Individual Cognitive Behavioral (IND-CBT) treatment services, clients reported a **38%** overall improvement in their symptoms and behaviors.
- For clients that were referred due to experiencing significant trauma, clients reported a **15%** overall improvement in their symptoms related to Post Traumatic Stress Disorder.



## COMMUNITY AND HOMELESS SERVICES

- **24** clients were placed in permanent housing during the 2019-2020 fiscal year, bringing our total to **475** individuals housed since we began our partnership with the Gateway Cities Council of Government Housing Program.
- **100%** of clients we placed in permanent housing are assisted with housing stabilization and supportive services for one year.

## FAMILY SERVICES

- **88%** of domestic violence clients participated in self-sufficiency activities to gain employment skills and **30%** have gained employment.
- **86%** of participating family caregivers in the Family Preservation Promotora Program, self-reported improvement in emotional well-being and/or family functioning.
- **81%** of participating family caregivers in the Family Preservation Promotora Program demonstrated increased understanding and practice of self-care activities related to improvements in mental health.



## HYC SUBSTANCE USE PROGRAMS

- **30%** of program participants successfully completed treatment services based upon their treatment plans and goals.\*
- Based on a community survey result through HYC's Alcohol and Other Drug Prevention Services (AODPS), there is limited knowledge by the public on how to dispose of prescription medications. As a result of this survey result, HYC plans on providing more infographics for community awareness on safe storage and proper disposal to display at a local pharmacy.
- HYC's AODPS program presented information to over 600 students on the laws, regulations, and risks of vaping.



\* Reflects a completion rate consistent with the Substance Abuse and Mental Health Services Administration Treatment Episode Data Sets 2017 national average within the margin of error

# 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.....	205
Wraparound Services.....	119
<b>TOTAL .....</b>	<b>324</b>

*Johnny\*, a 10-year-old client, was referred to Helpline Youth Counseling by his mother after showing aggression, peer problems, anger, irritability issues, and poor academic performance.*

*Johnny began attending therapy with an HYC counselor to identify triggers and work on positive coping skills and problem-solving strategies to manage his anger and avoid conflicts resulting in physical aggression. The counselor utilized positive behavior contracts, rewards, and reinforcements to treat and cope with efficient communication skills.*

*After months of treatment, Johnny significantly reduced his aggression towards family members and school mates. Johnny now utilizes the positive coping skills that he learned when triggered.*

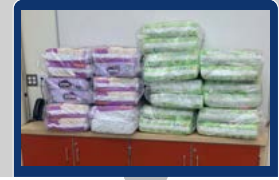
*Johnny has a bright future as he continues to use his positive behavior and coping skills.*

*\*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 2019-2020 fiscal year, HYC continued the Promotora Program as a component of in-home Family Preservation services, with plans to expand this program to augment additional HYC Family Services programs. 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:

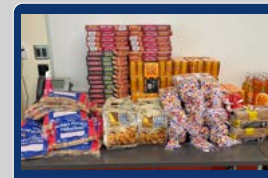
Visions Learning Center .....	28
Southeast Family Preservation Program .....	963
Child Abuse Reduction Effort.....	83
CalOES.....	82
Domestic Violence Program.....	112
Prevention & Aftercare Services.....	999
<b>TOTAL .....</b>	<b>2,267</b>

*Leanna\*, 18-year-old single mother of a 10 month old baby girl found herself in a hard situation when her mother and stepfather split and she was left to live with her stepfather without any resources. Leanna had no means of transportation, and no job to support her and her child. She was struggling to find employment due to her lack of experience and was unsure how she would be able to provide for her child. Our Promotora Program assisted her by providing transportation to DPSS appointments and aiding in forms required to apply for essential services. Thankfully, Leanna is now receiving financial assistance through CalWorks and CalFresh in addition to attaining part-time work to support herself and her child. Currently, she is working towards obtaining her driving license.*

*\*Name changed*



# 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:

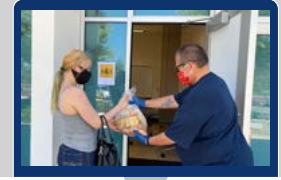
Youth Services Bureau .....	511
Whittier Gang Alternative Program .....	148
Community Organizing .....	29
Gang Intervention Program .....	76
Empowerment Program .....	87
Homeless Services .....	382
<b>TOTAL .....</b>	<b>1,233</b>



*"My accomplishments through the Empowerment Program have included getting help in order to become a stronger person and help others in my community. I was able to graduate a year early because I learned that staying out of trouble and becoming a better person who is kind and responsible will prepare me for my future and help me stay on track in life. Because of all of the support from HYC Staff and the many guest speakers I have been introduced to, I have stayed off of probation, out of jail, and off drugs which has changed my life around. There has been love and kindness shared through the Empowerment Program and I feel like the program and people have changed me for better."*

~ Quote from 18 year old female client

# SUBSTANCE USE SERVICES



The HYC Substance Abuse Education and Treatment Program provides direct outpatient substance abuse counseling to youth ages 12-17, 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 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 Program .....	521
Drug Medi-Cal Outpatient Treatment Program .....	144
Adolescent Prevention Services .....	674
<b>TOTAL .....</b>	<b>1,339</b>

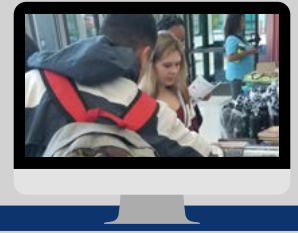
*Lucy\*, 23-year-old client, was struggling with homelessness and substance abuse when she was referred to Helpline Youth Counseling. Lucy had attempted various rehabilitation programs in the past and continued to have difficulties progressing with her sobriety and goals. After joining our program and receiving treatment with HYC, Lucy was able to join Transitional Age Youth (TAY) housing and practice sober living as she started community college. Lucy has shown tremendous effort and has worked extremely hard to excel in her education and push herself to reach her goals. She was accepted to CSULB, CSUF, and Cal Poly Pomona. She plans to continue to work towards a BA in Journalism and has high hopes for her future as she continues to stay sober and utilize her skills learned at HYC.*

*\*name changed*





# SCHOOLS SERVED BY HYC



## 55 Schools in 15 School Districts

### **ABC Unified School District**

Artesia High School  
Benito Juarez Elementary  
Cerritos High School  
Gahr High School  
Fedde Middle School  
Faye Ross Middle School  
Niemes Elementary School  
Whitney High School

### **Bellflower Unified School District**

BAE (Bellflower Alternative Education) Center  
Bellflower High School  
Mayfair High School  
Somerset High School

### **Downey Unified School District**

Unsworth Elementary School  
Downey High School  
Warren High School

### **El Rancho Unified School District**

Ellen Ochoa Prep Academy  
North Park Middle School  
North Ranchito Elementary 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**

Beach High School (JDRC)  
Cabrillo High School  
Long Beach Poly High School  
Reid Continuation High School  
Wilson High School

### **Montebello Unified High School District**

Montebello High School

### **Norwalk - La Mirada Unified School District**

Benton Middle School  
Corvallis Biddle School  
D. D. Johnston Elementary School  
El Camino Continuation School  
Glen High School  
Hutchinson Middle School  
La Mirada High School  
Los Alisos Middle School  
Los Coyotes Middle School  
Nette L. Waite Middle School  
Norwalk High School

### **Paramount Unified School District**

Buena Vista High School  
Paramount Adult School  
Paramount Community Day School  
Paramount High School

### **South Whittier School District**

Carmela Elementary School  
Graves Middle School  
Lake Marie Elementary School

### **Whittier City School District**

Orange Grove Elementary School  
Sorenson 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 Alternative High School  
Whittier High School

### **Youth Build Charter School**

San Gabriel Valley Conservation Corps



# THANK YOU TO OUR GENEROUS DONORS



## Major Donors and Sponsors

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

### **\$100,000 - \$200,000**

California Community Foundation  
Weingart Foundation

### **\$30,000 - \$99,999**

BCM Foundation  
McMillen Family Foundation  
Orange County Community Foundation  
The Albert & Bettie Sacchi Foundation  
United Way of Greater Los Angeles

### **\$10,000 - \$29,999**

Evalyn M. Bauer Foundation  
Orchard Dale Water District  
Pfaffinger Foundation  
Sunair Children's Foundation  
The Rose Hills Foundation

### **\$5,000 - \$9,999**

Anonymous Corporation  
Banc of California  
Goodwin Family Memorial Trust  
In-N-Out Burger Foundation  
Kaiser Permanente - Downey Medical Center  
PIH Health  
Venable Foundation

### **\$1,000 - \$4,999**

Auto Expert  
Credit Union of Southern California  
Carl E. Wynn Foundation  
Triangle Distributing Company  
Walmart -La Mirada

### **\$100 - \$999**

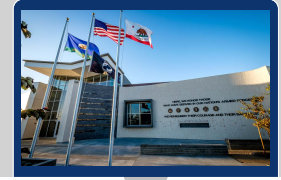
Bolton & Company  
Farmers & Merchants Bank  
Options for Recovery/The Lundquist Institute  
Pam and Mark Van Alstyne  
Phil and Angela Wijmer  
REACH  
Rob Marin Realty  
Suburban Water Systems  
Ted Lindberg  
The Norwalk Patriot  
Whittier Hearing Center  
Zion Business System, Inc.



*Thank!  
You!*

*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!*

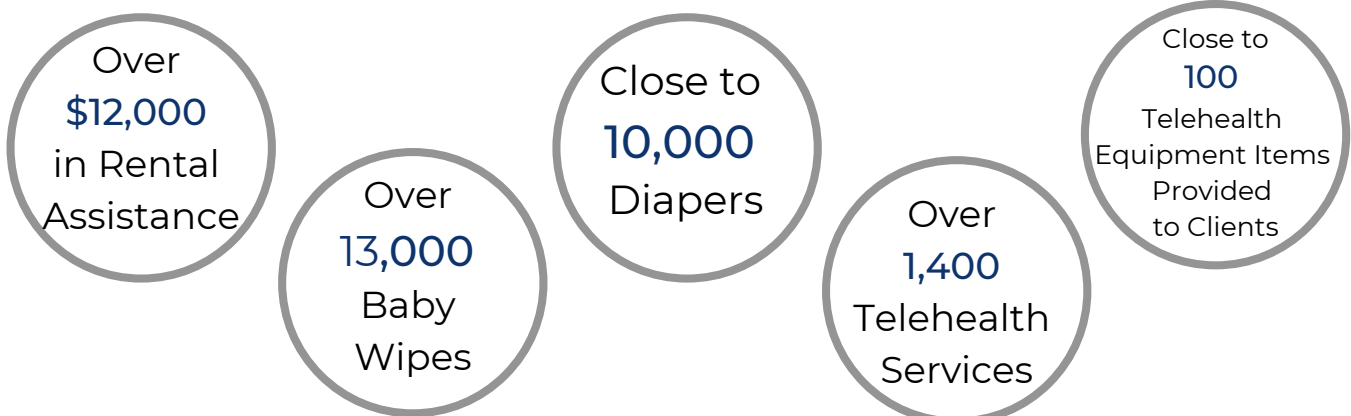
# HELPING FAMILIES IN CRISIS



## HYC continued to serve families during a pandemic....

The 2019-2020 fiscal year for HYC has brought us unprecedented times with the COVID-19 pandemic. It has impacted everyone but some in more ways than others, such as those who have experienced employment loss and who now face immense financial hardships. Without a doubt, it has been a year of challenges and has affected the mental health and overall well-being of families and individuals. HYC has been committed to serving children, youth, individuals, and families during this pandemic. We have been unwavering in our work during this crisis to ensure that we continue to provide vital counseling, treatment, and support services. In response to the pandemic, HYC added telehealth and teleconference services to ensure family and staff safety. The demand for basic needs support has increased as families have been impacted during the crisis.

Since the Safer-At-Home order started in March, HYC has assisted families with the following during the 2019-2020 fiscal year:



HYC is extremely grateful for the support and partnerships that have enabled us to provide these emergency and basic needs! Community is what we are about, and together we can continue making an impact in the lives of children, youth, individuals, and families.

## Your support makes this possible!

To make a financial contribution, please visit [www.hycinc.org/donations](http://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 LEADERSHIP TEAM



## HYC EXECUTIVE MANAGEMENT TEAM

**Rocio Herrera, LMFT**  
Director of Programs

**Jeff Farber, MSW**  
Executive Director

**Jane Wu**  
Controller

**Angela Bolton, MPA**  
Director of Development

**Paula Tapanes**  
Director of Administration  
and Facilities

**Salim Campos**  
Director of Human Resources

**Mary Garcia**  
Manager of Community Partnerships

**Nicole Santamaria, LMFT**  
Manager 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**  
The Service Connection

**Scott Kalagian, CFA**  
Consultant

**Jose Luevano**  
California Credit Union

**Erica Luna**  
Banc of California

**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 and operated by Helpline Youth Counseling, Inc. (HYC). Through this innovative public and private partnership, we at HYC are working in collaboration with 4th District Supervisor, Janice Hahn, and the County of Los Angeles to design and implement daily programs, community events and activities.

Since its founding in June 2015, LCP has been a vibrant community hub that offers free or low-cost enrichment opportunities for youth and families in the South Whittier area to become involved in. Whether an individual is looking for a well-kept park to exercise at or a new computer class to join, LCP is currently the only community center of its kind in unincorporated South Whittier where community members can participate in an array of activities onsite in a clean and welcoming environment. During the challenging times of the COVID-19 pandemic, LCP has acted as a community hub for emergency resources for families and individuals. HYC, along with Supervisor Janice Hahn and L.A. County, have helped LCP grow into the facility that it is today. From sponsoring events, to assisting local Veterans and implementing new and beneficial community programming, our neighbors at LCP can thank the leadership of HYC and the County of Los Angeles for these incredible resources.

## In 2019-2020 we had a total of...

- **20,508 Guests**
- **2,801 Hours of Programming**
- **734 Events and Activities**
- **168 Community Programs**
- **50 Partnering Agencies**

## Key Areas of Focus

- Youth Empowerment
- Career Education
- Technology Advancement
- Health and Wellness Resources
- Track and Park
- Veteran Services
- HYC Client Services
- Los Angeles County Resources
- Educational Programming
- Private Event Space
- Community Engagement Events
- Energy Conservation



LIBERTYPLAZA.ORG