
HELPLINE YOUTH COUNSELING, INC.

ANNUAL REPORT

2019-2020



HYCINC.ORG

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 uninterrupted 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.



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[@HYC_Helpline](https://www.twitter.com/@HYC_Helpline)

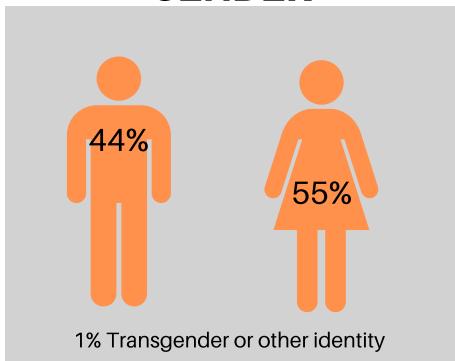
HYC SERVICES AND LOCATIONS



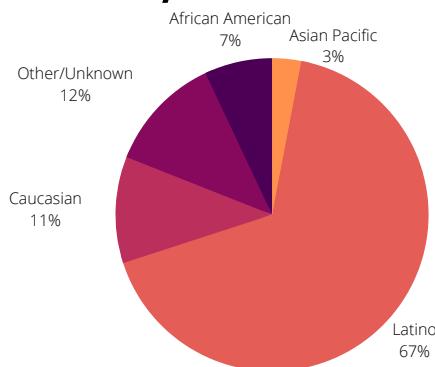
CHILDREN AND FAMILY SERVICES

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

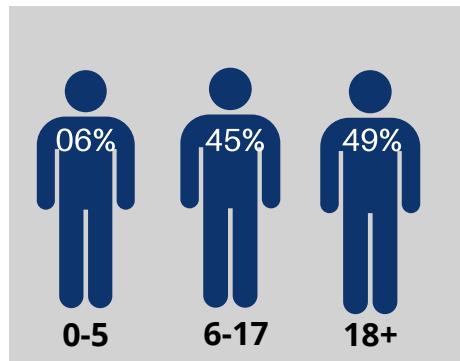
GENDER



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

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

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
TOTAL	324

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 Promotoras 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
TOTAL	2,267

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 Promotoras 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
TOTAL	1,233



"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
TOTAL	1,339

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!

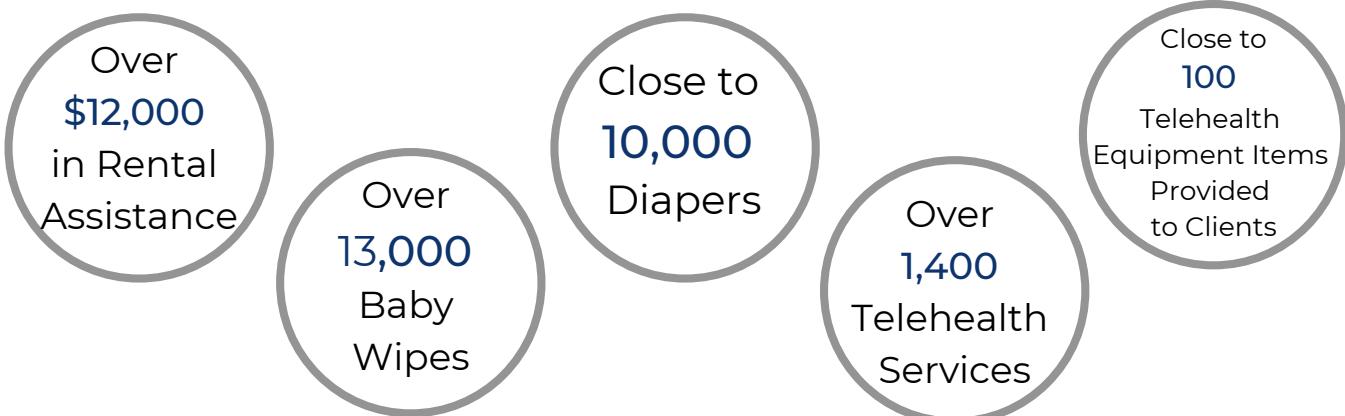
HELPING FAMILIES IN CRISIS



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

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

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
Manager of Quality Assurance

HYC BOARD OF DIRECTORS

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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**

LOS ANGELES COUNTY SUPERVISOR
JANICE HAHN
Fourth District



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