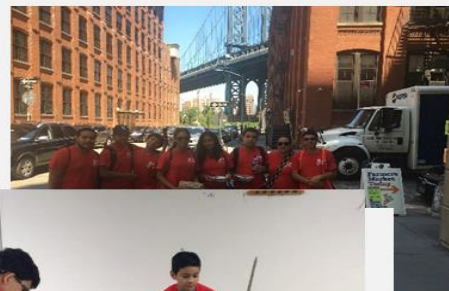


HISPANIC COUNSELING CENTER



2016 ANNUAL REPORT





OUR MISSION

The mission of the Hispanic Counseling Center is to enhance the strengths of Long Island's families and children through bilingual, bicultural counseling, prevention, vocational, and educational services to enrich their lives, foster economic independence, and nurture dreams for the generations to come.



ORGANIZATIONAL PROFILE

Hispanic Counseling Center (HCC) promotes family and community wellness with a fully bilingual/bicultural staff and a network of interrelated services including licensed behavioral health treatment. HCC supports the recovery of the individual, and the entire family system, in a single point of entry. The agency has offices in Hempstead and Bay Shore that provide treatment and prevention for chemical dependency, mental health and many youth and family programs, serving more than 1,500 clients per month in 2016. HCC is the only agency in Nassau County licensed by the New York State to provide these services in a fully bilingual, bicultural setting, for families and individuals working toward a constructive, self-sustaining way of life. Services are available to all, regardless of race, ethnicity, or ability to pay.

HCC was originally established in 1977 by the Nassau County Department of Drug and Alcohol Addiction Services and the Nassau County Youth Board to provide substance abuse treatment services and services for children and adolescents in response to the county's growing Hispanic population. The agency has grown over the years, adding programs to respond to the community's most urgent needs. Through individual, group, and family counseling, educational workshops, case management, support groups, family activities, after-school tutoring and enrichment, summer camp, crisis intervention, and prevention programs for at-risk youth, clients can receive multiple services for themselves and their families. Since its inception, HCC has been a beacon of hope for many immigrants and their families who have come to Long Island seeking to make a better life.



HISTORY OF THE HISPANIC COUNSELING CENTER, INC.

The agency timeline chronicles the growth of the Hispanic Counseling Center, from one program and four staff in a 600 square feet rented office in 1977, to ownership of a 38,000 square foot modern facility with multiple programs and services in 2017.

- 1977** The Hispanic Counseling Center is established by the Nassau County Department of Drug and Alcohol Addiction Services to provide substance abuse treatment services to Nassau County's growing Hispanic population.
- 1979** The Nassau County Youth Board awards funding to the Hispanic Counseling Center for Prevention, Education, and Counseling services to limited English speaking youth and their families.
- 1986** HCC is licensed by New York State to become Nassau County's first bilingual, bicultural alcohol and drug rehabilitation clinic.
- 1987** The Six week Summer Program begins for children ages 7-12.
- 1989** After school homework help and tutoring sessions are available to all school age children.
- 1992** HCC is awarded a second license from New York State, to open a mental health outpatient clinic offering counseling, therapy, and treatment.
- 1993** The Supported Housing Program is inaugurated, to assist mentally ill clients experiencing difficulty in obtaining adequate housing.
- 1994** The English as a Second Language Program is made available to all HCC clients.
- 1995** Respite, a Children and Family Support Services Program, is established to help families who have children with serious emotional problems and who need information, counseling, support, and respite services.
- 1996** The Domestic Violence Program is created in response to an overwhelming demand by the legal system, and to fill a gap in therapeutic services available to both victims and perpetrators.



HISTORY OF THE HISPANIC COUNSELING CENTER, INC.

1998 The HCBS Waiver Program is established to provide in-home services to developmentally disabled adults and children.

The Literacy Program is designed to teach adults how to read and write in Spanish.

The Early intervention Program is initiated which targets children ages 0-3 and their families, for social work services at HCC and in the home.

1999 The Medicaid Service Coordination Program begins which provides assistance to developmentally disabled adults and children ages three and older through case management allowing them to live at home with their families, rather than in an institutional setting.

2001 Ryan White Mental Health Program for People with HIV/AIDS begins.

2003 HCC moves to the new building that will become the agency's permanent home.

The Teen Drop-In Center begins.

2008 HCC purchases the adjacent building to its main site to expand the Mental Health program.

2011 The Kinship program begins to provide support to grandparents and caregivers of children whose parents are incarcerated, deported or hospitalized.

2012 Project Hope starts, providing crisis counseling after Super Storm Sandy.

2014 Super Storm Sandy Program provides multiservice support to storm victims.

2017 Care Coordination under Health Homes begins, to provide case management to clients in need.

2017 Mental Health Clinic Crisis Stabilization Services begins, to provide intensive services for clients in need.



HISPANIC COUNSELING CENTER



Message from the Chief Executive Officer

Once again, in reviewing the year 2016, I am proud to report that the Hispanic Counseling Center (HCC) successfully reached its goals to expand HCC programs and services for children and families on Long Island. During 2016, all programs operated at full capacity and increased their services, and accepted new clients from HCC's many referral sources from across the region. HCC was established in 1977 as a *beacon of hope* for children and families in need, and over the years, the agency has continued in that spirit, while growing in new directions.

Among these new directions in 2016, HCC began a new Health Home initiative, the Care Coordination Program for Adults and Children. Funding for this program is through Northwell Health, and has enabled HCC to hire new staff to meet this critical need in Nassau County. After a planning period, the program will officially begin services in June 2017. Care Coordination connects and creates effective communication among clients and health care providers to ensure that appropriate care is provided, while avoiding unnecessary emergency room visits and hospitalizations. The program will offer children and families the opportunity to receive various concrete services; the program looks forward to serving all eligible referrals from other sources.

Another new direction for the agency was within the Mental Health Clinic. Planning also began in 2016 for another new and important initiative to support the HCC Mental Health Clinic. As in past years, the demand for mental health services has increased significantly from HCC's strong and well established referral network from across Nassau County. In addition to seeing a significant increase in referrals, the agency is seeing increasing referrals of patients presenting with serious mental health conditions which warrant intensive service and stabilization. A major goal for HCC was to provide a separate track for these clients, and through the Northwell Health DSRIP Initiative, HCC began planning for these specialized services, with the program to begin operations in 2017.

While adequate funding is always a challenge, HCC always pursues consideration of all opportunities for new funding, with the main purpose to continue expanding the services or to create new initiatives. The Development Department has been very proactive in bringing external funds to the agency, from public and private sources. Examples of exciting new programs resulting from external sources include a Mentor Program for Teens and a Parent Education Program, among others.

In closing, I wish to express my sincere thanks to the Hispanic Counseling Center Board of Directors for their continued support of the agency and its mission; to our funders whose support helps HCC provide "the extra margin of excellence" in all of our programs; to our volunteers who lend their time, energy, and expertise to help HCC thrive; and to the well qualified and experienced professional staff, including two psychiatrists, all of whom who are always ready to provide the highest level of services for our clients.

Gladys Serrano, LCSW
Chief Executive Officer



HISPANIC COUNSELING CENTER



Message from the President of the Board of Directors

It is my honor to invite you to review the 2016 Annual Report and learn first-hand about the agency's impact, and its significance for the Long Island community. The Hispanic Counseling Center provides a vast and diverse array of services ranging from mental health and substance abuse treatment, to housing, after school programs, and socialization programs.

2016 Board of Directors

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While the year 2016 was one of change and uncertainty for behavioral health, the 2016 program year also brought extraordinary growth to HCC in several program areas, as well as the expansion of new services and program directions. I credit this ability to weather the changing tides in the nonprofit world to extraordinary leadership, coupled with expertise and dedication of the various program professionals who are the driving force behind the success of the agency.

I would like to express deep appreciation to Chief Executive Officer Gladys Serrano for her impeccable service and dedication to the Hispanic Counseling Center, as well as to all the HCC staff, who tirelessly provide superior support to agency clients of different cultures and languages.

It is with gratitude that I acknowledge the many public and private supporters who have so generously funded HCC programs and services in 2016. We look forward to continuing the collaboration with these valued community partners and thank each one for helping HCC to make a difference. Finally, I would like to recognize the HCC Board of Directors, for their commitment of time, and for their generous support and team work.

As has been demonstrated in 2016, the Hispanic Counseling Center will continue to make a difference in people's lives, by providing superior service to those in need.

Cheryl D.M. Vanek
President of the Board

HISPANIC COUNSELING CENTER, INC.

**Mental Health
Outpatient
Clinic**
Children
Adolescents
Adults

- Psychiatric
Evaluation
•Individual,
Group
&Family
Sessions

**Chemical
Dependency
Outpatient Clinic**
Education,
Prevention
Adults, Adolescents,
Families

- Individual, Group,
Family Sessions
- Educational
Series
- Psychiatric
Assessment
- Relapse
prevention group
- Women's Group
- Adolescent Group

**Domestic
Violence
Batters
Intervention**
Evidence Based
Psycho education
Adults

- Individual
- Group
- Women's Group
- Evidenced
Based Domestic
Violence Psycho
Education

**Nurturing
Parenting Program**
Parenting education

- Parenting Group
Program
- Evidence Based
Program

Prevention Program
Evidence Based
Education and
Prevention for
Students

- Group and Individual
education
- Evidence Based
Programs
- Too Good for Drugs
Life Skills

**Care Coordination
Program**
Children and Adults with
qualifying diagnosis
(5 years old & up)

- Help with benefits
and entitlements
- Home Visits
- Advocacy,
Linkages
- Education and
Information

**Medicaid Service
Coordination**
Children 4 years old & up
with Developmental
Disabilities

- Help with benefits
and entitlements
- Home Visits
- Advocacy,
Linkage,
Information

**Family & Children
Program**
Respite for Parents
SED Children

- Individual (Home)
- Group (Agency)
- Parent Advocacy
- Parent Education
- Homework Help
- Socialization Skills

Ryan White Part A/MAI
Mental Health Services for
HIV/AIDS Adult Clients
(Nassau/Suffolk)

- Individual, Group
& Family Mental
Health Services
- Concrete Services
- Advocacy

Supported Housing
Permanent Housing
18 years and up for the
mentally ill (SPWI)

- Permanent Housing
- Home Visits
- Care Coordination
- Life Skills
- Advocacy

**Youth & Family
Program**
Children & Families

Teen Drop-In Center
After School
Ages 12 to 17

- Homework Help
- Socialization skills
- Gang Prevention
Activities
- Life skills
- Parent Workshops
- School Support
- Mentoring
- Crisis Intervention
- Summer Camp



2016 PROGRAM HIGHLIGHTS

CLINICAL SERVICES

- The Chemical Dependency Outpatient Program provided services to more than 500 men, women, and adolescents, providing 12,500 units of service, which included individual, group, education, and relapse prevention counseling sessions. The goal of the program is to assist individuals who abuse substances to achieve sobriety and to live a substance free lifestyle.
- The Mental Health Clinic served 1,858 adults, children, and adolescents, nearly double the number of clients served in 2014. The total number of units of service billed was 17, 842, an increase from 12,338 units of service in 2014. The goal of the program is to enable individuals who have chronic mental illness, or who are suffering emotional distress, to reach the highest level of functioning possible, and to lead productive lives in the community.
- The Children and Family Support Services Respite Program served 47 children with serious emotional difficulties, and their families, with agency-based and home-based respite. These children received 4,236 units of service. The goal of the program is to provide temporary care of children and adolescents, to support families which have children or adolescents with emotional and behavioral issues and who are severely emotionally disturbed, and to reduce family stress, the incidence of hospitalization, and the risk of child abuse.
- The Ryan White Part A/MAI Mental Health Services for People with HIV/ AIDS provided comprehensive mental health services to 58 clients living with HIV/AIDS in Nassau and Suffolk Counties. Ryan White Part A funding serves as the payer of last resort for those who are not eligible for other entitlements.
- Five families and 25 individuals were housed in 30 units through the Supported Housing Program, and received financial assistance for rent and utilities, case management, advocacy, and household necessities. The Supported Housing Program provides permanent housing to individuals who have a serious mental illness and who are experiencing difficulties with housing.

FAMILY SERVICES

- The Youth and Family Program served 425 children, teens, and their families in 2016, nearly double the number of program participants in 2014. The Program provided afterschool education and tutoring, mentoring, socialization and enrichment, gang prevention, and a summer camp.
- The Medicaid Service Coordination Program (MSC) served 312 consumers in 2016, an increase from 200 consumers in 2014. Program staff increased to nine full time staff to address this program surge. The MSC provides an individualized service approach for developmentally disabled individuals, to foster self-sufficiency and independence, and enables clients to reside at home with family rather than in an institutionalized setting.



CHEMICAL DEPENDENCY OUTPATIENT PROGRAM

During 2016, the Chemical Dependency Outpatient Program provided services to more than 500 men, women and adolescents, predominantly of Hispanic origin who, as a result of alcohol/drug use, have been negatively impacted in all aspects of their lives, and have had a negative impact on the lives of their loved ones. In 2016, the program delivered over 12,500 units of service, which included individual, group, educational series and relapse prevention counseling sessions. This is an increase from 10,400 units in 2015.

The goal of the program is to assist individuals who abuse substances to achieve sobriety and to live a substance free lifestyle. Families are provided with services designed to meet the individual treatment needs of each family member. In addition to the program's therapeutic services, clients are provided with educational and prevention services to address the cycle of addiction. All services are delivered within an atmosphere of cultural understanding, and one which recognizes the importance of family involvement. The incorporation of self-help philosophy serves as the basis of maintaining abstinence and achieving sobriety.

Services provided consist of chemical dependence and psychiatric assessments. Individual, group, family, educational series and relapse prevention counseling are an integral part of treatment. In addition, the program provided chemical dependency education and parent/family workshops. During the 2016 year, the Chemical Dependency Program continued to receive referrals from Nassau and Suffolk District Courts, Felony Court, Family Court, Probation Officers and Social Services Agencies. The program continued to receive referrals from the Domestic Violence Courts for individuals struggling with addiction, and explosive behavior.

There is a strong correlation between the use of alcohol/drugs and domestic violence, and there continued to be an increase in the number of referrals for domestic violence treatment. The women's therapeutic support group continued in 2016.

In addition to a focus on the disease model of alcohol/drug dependence, other educational materials are provided to clients and their families. These include information on tobacco use, depression, HIV/AIDS, STD's, tuberculosis, and hepatitis.

The program also provided clients with information and referral services designed to improve their employment opportunities such as referrals to ESL and literacy classes. Presentations were made to the treatment groups by agencies regarding job safety and the importance in maintaining a healthy lifestyle.

Several staff members received training in Evidence Based Treatment modalities such as the Duluth Model for Domestic Violence, Nurturing Parenting Skills, and Anger Management. This training has enhanced the quality of the services that we are able to provide to our clients.

A presentation was made to the group sessions regarding legal immigration rights with respect to current government immigration policies. A Physician provided education to the clients regarding



CHEMICAL DEPENDENCY OUTPATIENT PROGRAM

the importance of the annual physical exam, and the consequences of certain illnesses in relation to substance abuse.

One hundred percent of the program staff is fully bilingual and bicultural. The program is housed within a multi-service agency which allows the program to provide its clients with comprehensive treatment. The program services are designed in a flexible manner in consideration of the time and employment constraints of clients, with sessions available in the morning and in the evening.

CHEMICAL DEPENDENCY PREVENTION PROGRAM

The prevention program served more than 500 children and youth who presented with at-risk behavior, or who were exposed to risk factors which could lead to substance use, violence, truancy, gang involvement, or the use of gateway drugs. In addition, over 1,000 prevention activities were conducted for children and adolescents throughout the year, including tutoring and after-school activities such as theater and creative arts, computer skills, socialization, and various community service projects. Prevention workers continued to present workshops at Hempstead High School and at the HCC Teen Drop-In Center on topics such as drug abuse, self-esteem, creative expression, etc. The Prevention Program continued to provide a series of workshops to middle school students designed to reduce the risk of gang involvement, violence, the use of alcohol and other drugs and other high-risk behaviors, as well as life skills needed for success. Gambling workshops were also conducted by the Prevention Counselors.

One hundred percent of the program's staff is fully bilingual and bicultural. The program is housed within a multi-service agency allowing the program to provide its clients with comprehensive treatment.

DOMESTIC VIOLENCE BATTERERS ACCOUNTABILITY PROGRAM

This 26 week psycho-educational program is designed to educate individuals who are referred by courts and child welfare agencies due to charges stemming from domestic violence and child abuse. The goal of the program is to offer individuals with an opportunity to change learned behaviors through education, to take control and responsibility for their actions and the impact of their actions on victims, and to reduce the potential for family violence.

NURTURING PARENTING SKILLS PROGRAM

This 16 week psycho-educational program is designed to build nurturing parenting skills as an alternative to abusive and neglecting parenting and child-rearing practices. The long term goals are to prevent recidivism in families, to reduce the rate of juvenile delinquency and reduce the abuse of alcohol/drugs, and to stop the intergenerational cycle of child abuse, by teaching positive parenting behaviors.



CHEMICAL DEPENDENCY OUTPATIENT PROGRAM

GOALS FOR 2017

- To increase the number of services provided during 2016
- To design groups for significant others comprised of women, adolescents, and children who are “victims” of the chemical dependency cycle within the family
- To continue the implementation of the Evidence Based Treatment Modalities such as the Domestic Violence model (Duluth Model) and Parenting Skills model
- To continue providing the quality of care that our clients need
- To continue the implementation of Evidence Based Treatment modalities such as “Too Good for Drugs” and to begin the implementation of the Evidence Based Treatment “Life Skills”
- To provide educational activities for the families of clients





CHILDREN AND FAMILY SUPPORT SERVICES PROGRAM: RESPITE PROGRAM

The primary objective of the Children and Family Support Services Program is to provide temporary care of children and adolescents, to support families which have children or adolescents with emotional and behavioral issues and who are severely emotionally disturbed. The program is designed to reduce family stress, the incidence of hospitalization, and the risk of child abuse. The agency provides three hours of respite care per week to families in Nassau County in need of these services.

In 2016, the Respite Program served 47 children and their families in Nassau County. Forty children received on-site group activities and seven families received individual respite services provided in the home. Respite services are provided year round and include summer programming.

All children received tutoring, and socialization and recreational activities, with the overarching goal to improve academic and socialization skills. Children also participated in organized social events including group parties at Halloween, Christmas, and at the end of the school year. The summer session incorporated field trips and recreation, entertainment, and a summer picnic. Family members participated in summer events.

The Parent Advocate and Family Support Groups are essential components of the program. During 2016 the Family Support Group met twice a month; these group meetings engaged parents in discussion about successes and frustrations, and supported parents in advocating for family needs.

Annually, the program offers opportunities for formal parent training. In November 2016, the program held the annual Parent Training Conference at HCC, followed in the spring by the 22th Annual Children's Mental Health Training Conference, sponsored by the New York State Office of Mental Health.

The program coordinator and staff attend trainings and workshops throughout the year that address relevant issues including diagnosis, medication, school advocacy, parent leadership resident legal rights, and navigating the social service systems which may serve program families.

GOALS FOR 2017

- To expand services to additional families in Nassau County
- To continue to provide respite for clients and family members
- To continue to advocate for the needs of the Hispanic community, with the education and mental health system
- To continue to empower parents
- To continue to provide limited case management
- To continue to provide structure and support for children and adolescents
- To continue to provide linkages to appropriate community resources
- To continue to facilitate a smooth transition to Special Education or the mainstream



MEDICAID SERVICE COORDINATION PROGRAM

In 2016, the Medicaid Service Coordination Program (MSC) continued to provide services to adults and children with developmental disabilities. The MSC Program provides an individualized service approach to developmentally disabled individuals, to foster self-sufficiency and independence.

The MSC Program served 312 consumers in 2016, an increase from 197 consumers in 2014, with program services provided on a monthly basis. The MSC Program has nine full time workers, an increase of three new staff to meet the growing number of program referrals.

The MSC Coordinator provides routine monthly review to ensure that all consumers receive all services and benefits to which they are entitled. The Coordinator also advocates on behalf of the program consumers, with the Department of Social Services, Social Security Administration, and local school districts, as well as attends meetings of the Committee on Special Education in local school districts, and refers consumers to other programs as desired.

PLAN OF CARE SUPPORT SERVICES

The Plan of Care Support Services (PCSS) is an alternative form of Medicaid Service Coordination. PCSS provides assistance to individuals who do not require ongoing and comprehensive services. PCSS is delivered by a qualified Medicaid Service Coordinator. The program currently serves 20 consumers whom have elected to transfer from MSC to PCSS. A PCSS worker is assigned to complete two Individualized Service Plan reviews a year, and if necessary, to also provide two additional visits or forms of assistance. The total maximum number of annual units for PCSS is four units.

NON-MEDICAID SERVICE COORDINATION

The Hispanic Counseling Center also provides Service Coordination to developmentally disabled consumers in Nassau County who are not Medicaid-eligible. The Non-Medicaid Service Coordination structure follows the structure of the MSC. Sixteen consumers and their families were served during 2016 in this program.

GOALS FOR 2017

- To continue to expand the program and provide advocacy and support to the developmentally disabled individuals in Nassau and Suffolk County
- To increase the number of consumers served
- To encourage parents to participate in workshops and other activities
- To add additional direct services





MENTAL HEALTH OUTPATIENT PROGRAM

The Hispanic Counseling Center Mental Health Clinic is the only fully bilingual, bicultural mental health program in the region area licensed by the New York State Office of Mental Health. The Mental Health Program provides mental health treatment to children, adolescents, adults, seniors and families in a bilingual, bicultural setting. The goal of the program is to enable individuals who have chronic mental illness, or who are suffering emotional distress, to reach the highest level of functioning possible, and to lead productive lives in the community. Individual therapy, family therapy, group therapy, and couples counseling are provided, as well as crisis intervention for those in need. The Mental Health Clinic has two bilingual, bicultural psychiatrists on staff, one of whom is specialized in child psychiatry.

In the year 2016, there were 1750 applications and screenings for treatment in the Mental Health Program. The total number of clients served was 1,858, nearly double the number of clients served in 2014. The total number of units of service billed was 17,842, an increase from 12,338 units of service billed in 2014.

Children often present at the agency with depression, suicidal thoughts, and/or severe psychiatric features such as hallucinations, and may have experienced severe abuse and neglect in early childhood, or have been exposed to domestic violence in the home. In addition, these children may also have learning disabilities and developmental delays. The HCC Mental Health Program addresses all of these conditions through treatment and through specialized children's groups, such as ADHD groups, adjustment groups, and depression and anxiety groups for children.

Suicide threats, cutting behaviors, explosive outbursts, mood swings, defiance, antisocial conduct, severe phobias—all these symptoms are often found among the adolescents who come to the Mental Health Program. The Mental Health Program addresses both “acting out” behavior and “acting in” symptoms such as suicidality. The Mental Health Program accepts referrals from such agencies as the Department of Probation and Children's Protective Services, to help acting out teens make healthy choices and engage in nonviolent conflict resolution. Committed staff also conduct family sessions, guided by a therapist, to help parents and teens to resolve issues which may have been present since early childhood. These sessions are powerful and HCC has a strong track record of significant family improvement resulting from the sessions.

A bilingual therapist is in a unique position to bridge the gap between an Americanized teenager, and the traditional Spanish-speaking parent who may not have fully assimilated. Bilingual staff support teens in the developmental processes needed by youth who are adapting to the stress of immigration, family reunification, and a culturally different academic and social environment.

The Mental Health Program accepts adults with chronic and severe mental illnesses such as schizophrenia, and also men and women with depression, anxiety, and overwhelming stress. Seniors and elderly often present lonely, dejected, and anxious due to medical and aging concerns, and are especially welcome in the Mental Health Program. Adult children and other relatives are included and involved in the therapy sessions of elderly individuals. Adult children are helped to



MENTAL HEALTH OUTPATIENT PROGRAM

understand the feelings and needs of their aging parents, resulting in restored closeness, responsiveness and respect.

Comprehensive assessment, including a psychiatric evaluation, determines the client's needs. Individuals are involved in every aspect of their services, identifying situations they wish to change, developing realistic plans for change, and transferring acquired knowledge and skills to other areas of their lives. Therapists employ interventions which are evidence-based, empowering the individual or family to use their strengths to achieve their goals. Coordination of services and linkages to other programs, both within the agency and in the community, are an integral part of mental health services. Upon discharge, necessary referrals are made to other programs or self-help groups.

The Mental Health treatment team makes every effort necessary to meet the large and growing number of recipients, many uninsured, in the face of continuing budget constraints. Patient assistance programs and pharmaceutical contacts are utilized to provide medication for the uninsured. On a regular basis, therapists continue to receive training in risk assessment, co-occurring disorders, and evidenced-based practices.

In 2016, the agency was awarded a grant from Newsday through its charitable arm, the McCormick Fund. The project addresses the special mental health needs of bilingual children who have been exposed to domestic violence. The grant involves all family members who have been affected by domestic violence, and builds positive self-esteem, improved behavior at home and school, and overall emotional health.

The Consumer Advisory Board, which meets every three months, enables clients served in the Mental Health Program to participate in the direction of the services, and to provide input on policies and procedures created for the Mental Health Program. Opinions are also elicited via Recipient Satisfaction Surveys on a yearly basis.

The clinic welcomed four college and university social work interns from Adelphi University, Molloy College and Stony brook University. Social work interns, under the guidance and supervision of agency social workers, provide services for clients, expanding the number of clients HCC is able to serve, while gaining first-hand experience in a supervised setting at HCC and at the academic institution

GOALS FOR 2017

- The Mental Health Program will continue to work on reducing the number of high-risk incidents among clients, via the implementation of a comprehensive risk assessment procedure involving suicide and violence risk assessment methods and interventions and safety planning.
- The Mental Health Program will implement measures to foster an integrated health management approach designed to improve medical health needs and mental health needs



MENTAL HEALTH OUTPATIENT PROGRAM

through an integrated approach. The medical director will make recommendations for each individual, in order to ensure that medical care is part of mental health treatment plan.

- Therapists will form new groups for women with depression, victims of domestic violence, and a maintenance group for adult patients, adolescents with anxiety and group for adjustment issues and oppositional behaviors in adolescents.





RYAN WHITE PART A/MAI MENTAL HEALTH SERVICES FOR PEOPLE WITH HIV/AIDS

The Ryan White Mental Health is a federal program that provides comprehensive mental health services to individuals infected and affected by HIV/AIDS in Nassau and Suffolk Counties. At HCC, the program has served this population for the past 15 years and has earned recognition by other providers on Long Island for its quality of service. The program has a continued and strong source of referrals and receives excellent reviews from program clients, and from Site Visits conducted by the program sponsor, United Way of Long Island.

According to federal program requirements, the Ryan White Program serves individuals who are not eligible to any entitlements, since the Ryan White funds serve as the payer of last resort. The goal of the program is to “ensure the provision of mental health services to individuals with HIV/AIDS, in order to maintain them effectively compliant with primary health care”. During 2016, the Ryan White Program served 58 clients.

In 2016 the program coordinator continued to participate on the United Way Planning Council, and served on the Cultural Competency Committee at Winthrop Hospital, as well as on “Ending the HIV Epidemic” committees in Nassau and Suffolk Counties. The program maintained twenty three (23) memoranda of agreement (MOA) with HIV/AIDS services providers, established strong interagency relationships, and increased the number of mutual referrals on behalf of people living with HIV/AIDS.

Program services are vital to each client’s ability to maintain an acceptable level of functioning necessary to live a productive and independent life. The burden of living with a chronic terminal illness, the medical demands on their time management, and the stigma associated with HIV/AIDS are daily challenges which impact mental health.

Many clients face challenges including language barriers, limited basic education, poverty, illiteracy, issues related to immigration status, and difficulties in adhering to medical treatment. With a fully bilingual/bicultural mental health staff, the agency has been able to establish and maintain lasting professional relationships, gain client trust, and successfully help clients understand and accept the importance of treatment.

GOALS FOR 2017

- To continue to expand program outreach efforts in Nassau and Suffolk Counties in order to meet the program’s projected capacity
- To secure additional funding and continue to provide high quality mental health services
- To secure a permanent and more suitable Ryan White mental health site in West Suffolk County and expand program services on the eastern end of Suffolk county
- To improve outreach and utilize the most effective strategies to inform clients about available services and encourage participation in mental health services



SUPPORTED HOUSING PROGRAM

The Supported Housing Program (SHP), sponsored by the Office of Mental Health, provides permanent housing to individuals who are 18 years of age and older, who have serious mental illness and who are experiencing difficulty with housing. The SHP provides financial assistance with rent and utility stipends, based according to individual needs.

The SHP program supports clients in the challenging task of finding appropriate housing opportunities. The program assists clients in locating apartments; intercedes and negotiates with landlords; and pays the apartment security deposit. Furniture and other household necessities are also provided as needed.

In 2016, the SHP continued to function at full capacity, serving five families and 25 individuals, housed in 30 apartments. Eleven apartments housed English-speaking clients, and nineteen units housed Hispanic clients.

Home visits are conducted on a monthly basis to ensure that the apartments are maintained in good condition and to address any emerging client needs.

GOALS FOR 2017

- To provide SHP clients with the best possible housing alternatives in the region
- To secure a positive, safe and healthy environment to the seriously mentally ill
- To advocate for the mental health population, to prevent homelessness and provide permanent housing to those in need





YOUTH AND FAMILY PROGRAM

The Youth and Family Program enables newly arrived families with limited English skills to become integrated members of the community, with greater knowledge of the culture of their new environment, by providing support and developing effective coping mechanisms to deal with familial issues and the acculturation process. The program encourages continued education, helps to build healthy self-esteem, identifies leadership capabilities, promotes academic achievement, helps to prevent school dropout, and provides education on HIV/AIDS, drug and alcohol abuse prevention, teen pregnancy and juvenile delinquency.

In 2016, the program continued its commitment to bridge the generation and culture gaps that exist in immigrant families and provided services to approximately 425 youth, and their families, nearly double the number served in 2014. Participants engaged in a variety of scheduled programs designed to bridge the generation and culture gaps through individual, family and group counseling activities. In addition, the program continued its active role in the school/community collaboration, Hands Across Hempstead.

TEEN DROP-IN CENTER PROGRAM

The Teen Drop-In Center is a program for youth ages 12-17 years of age, and offers teens a safe and supervised after school center. Recreational activities are offered including dance and fitness classes, pool tournaments, movie nights, arts and crafts, computer lab, homework assistance and tutoring, mentoring, and educational evidence based workshops. The educational, evidence based workshops are part of a prevention program to help adolescents cope with daily peer pressure encountered in school and in the community. Field trips are scheduled as part of an incentive plan for scholastic achievement, and community service projects are offered to build character and community pride. The Teen Drop-In Center program provides a safe haven and a positive and productive alternative for youth.

Parents of Teen Drop-In Center participants are instrumental in the success of the program and are encouraged to participate and attend the Parenting Classes.

HANDS ACROSS HEMPSTEAD

Hands Across Hempstead is a comprehensive school/community partnership designed to restructure and mobilize existing resources on behalf of students and their families within the Hempstead School District. The partnership is based on the belief that education extends beyond classroom experiences, and that the coordination of all services fosters education and learning.

GOALS FOR 2017

- To continue to secure funding for the program
- To continue youth development services that focus on building positive self-image and character
- To increase the number of youth served by the Teen Drop-In Center
- To extend the Teen Drop-In Center student advocacy and prevention workshops to elementary schools and the middle school in Hempstead School District



YOUTH AND FAMILY PROGRAM

- To increase participation of parents and guardians in program activities, parenting workshops, and student's academic progress
- To increase the number of youth served by the HCC Summer Camp Program, and to enrich youth through a series of cultural, artistic, and historical field trips
- To continue partnerships with local colleges and universities to engage interns in the youth program
- To establish a mentoring program for adolescents, matching them with an adult professional, to help guide them through high school, post-secondary, and career opportunities





OUR SUPPORTERS

The Hispanic Counseling Center is grateful to the following public and private funding sources, for fiscal support of agency programs and services during 2016:

PUBLIC SUPPORT

- U.S. Department of Health and Human Services, Health Resources Services Administration
- NYS Office of Alcoholism and Substance Abuse Services
- NYS Office of Mental Health
- NYS Office for People with Developmental Disabilities
- NYS Office of Children and Family Services
- NYS Division of Criminal Justice Services
- Nassau County Department of Human Services
- Nassau County Office of Youth Services
- Nassau County District Attorney's Office
- Uniondale Union Free School District
- Village of Hempstead Community Development Agency

CORPORATE AND FOUNDATION SUPPORTERS

- Affinity Health Plan
- Advanced Data Systems Corporation
- Bethpage Federal Credit Union
- Fat Guy Media
- FedEx Corporate Responsibility
- Flushing Bank
- Henry Schein
- Hispanic Federation
- Long Island Community Foundation
- Manhasset Community Fund / Greentree Foundation
- Nassau County Bar Association We Care Fund
- New York Digital
- Newsday Charities / a McCormick Foundation Fund
- North Shore LIJ Connect
- Northwell Health
- Suffolk County National Bank
- Taprogge America, Inc.
- United Way of Long Island
- Winthrop-University Hospital



HISPANIC COUNSELING CENTER

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The Hispanic Counseling Center, Inc. is licensed by: NYS Office of Alcoholism and Substance Abuse Services, NYS Office of Children and Family Services, and NYS Office of Mental Health

The Hispanic Counseling Center is tax-exempt under section 501 (C) (3) of the Internal Revenue Code. Donations are tax-deductible to the full extent allowed by the law.





*Celebrating 40 years of opening doors to the
future for Long Island children and families*