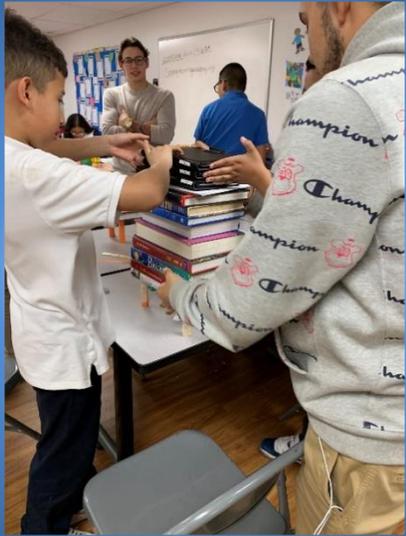
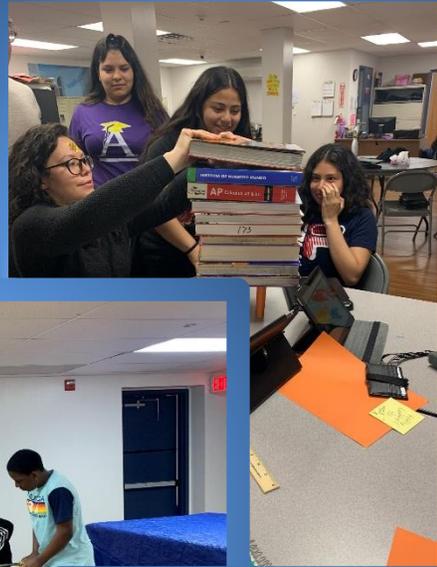


HISPANIC COUNSELING CENTER INC.



2018 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 locations in Hempstead and Bay Shore provide treatment and prevention for chemical dependency, mental health and many youth and family programs, and served more than 1,500 clients a month in 2018. HCC is the only agency in Nassau County licensed by the New York State Office of Mental Health (OMH) and the New York State Office of Alcohol and Substance Abuse Services (OASAS) 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. 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.

The agency has grown over the years, adding programs that respond to the most urgent needs of the community. 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, in one setting.



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 2018.

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



HISTORY OF THE HISPANIC COUNSELING CENTER INC.

- 1998** The Literacy Program is designed to teach adults how to read and write in Spanish.
- 1998** 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.
- 2017** Empire State After School Program begins, to provide after school and Saturday academic and counseling support to youth and their parents.
- 2017** Partners in Prevention (PIP) begins, to provide evidence based drug prevention services in after school settings in Nassau County.
- 2018** ESPRI Community Health Connections Program begins, to provide outreach, linkages, education and referrals to residents of the Village of Hempstead.



MESSAGE FROM THE CHIEF EXECUTIVE OFFICER



Dear Friends of the Hispanic Counseling Center:

I am delighted to bring you the 2018 Annual Report of the Hispanic Counseling Center Inc. (HCC). In 2018 the Hispanic Counseling Center continued to expand and provide much needed services to the Long Island community. During 2018, HCC's many programs served as a vital resource for the children and families who rely on HCC to help improve their lives.

The Mental Health Clinic experienced another growth year with increased referrals from hospitals, other agencies, schools, and courts, including Family Court and the District Court, and other sources, with a sharp increase in referrals of patients presenting with serious mental health problems. Funding from the State for the Mental Health Clinic continued to be extremely limited but because of great need, HCC continued to expand these programs.

The Chemical Dependence Clinic also experienced growth, with increasing referrals from the Nassau County legal system and other Nassau County departments. The Domestic Violence program provided support to the victims of domestic abuse and also a 26 week program for the convicted offender. Other much needed new programs within the Chemical Dependency Clinic included the creation of new activities and groups for teens presenting with alcohol abuse.

The Youth and Family Program continued to be a great resource for middle and high school students who attend the Teen Drop In Center which provides a safe haven for the critical after school hours where students do homework and participate in special tutoring and educational workshops to prevent drug, alcohol gang, and other activities that will put them in danger.

Agency collaborations were strengthened and expanded, such as those with Northwell, United Way, the Hempstead School District, and the Village of Hempstead Community Development Agency. The Development Department is always busy seeking new grants and expanding fund raising activities, such as the Health Home with Northwell in which HCC provides Case Management for adults and children and the 2018 Annual Gala which was attended by over 230 guests.

In closing, I would like to extend special thanks to all the staff of the Hispanic Counseling Center for their professionalism, extraordinary dedication in serving clients, and consistent support that ensures that HCC achieves its goals and continues to be a premier agency in Nassau County. Among the many programs, I wish to acknowledge the MSC Program and all its staff who have provided excellent services for more than 20 years to over 450 OPWDD clients annually. As a result of restructuring at the State level, this and all other MSC programs will be transferred to ACANY, a care coordination organization as of July 1 2019.

My special thanks to the Board of Directors for their support, to our many funding sources for helping HCC to continue offering services, and to all the donors who support the mission of the Hispanic Counseling Center.

Gladys Serrano, LCSW
Chief Executive Officer



**MESSAGE FROM THE PRESIDENT OF
THE BOARD OF DIRECTORS**

2018 Board of Directors

President

Cheryl D.M. Vanek

Treasurer

Elizabeth Alford

Secretary

David H. Stonehill, Esq.

Members

Sonia Berrios Villanueva, MPA

Michael R. Breitman

Carlos M. Hernandez

Jean-Lou Hogu

Henry Holley

Ingrid Izaguirre

Nanette Malebranche

Geevarghese Mathai

Stephanie Meier, FACHE

Judith Quinonez

Janet S. Stern, Esq.

It is with great pride that we invite you to review the Hispanic Counseling Center’s 2018 Annual Report. The Hispanic Counseling Center provides various unique services ranging from mental health and substance abuse treatment, to housing, respite and after school programs.

The Board of Directors would like to commend and thank our CEO, Gladys Serrano and all of the staff at the Hispanic Counseling Center for their invaluable service and dedication to the community.

The Board of Directors extends its sincere gratitude to the many public and private supporters who have so generously funded HCC programs and services in 2018. We look forward to fostering our continued partnerships with you, our valued community partners, and thank each of you for helping HCC to make a difference.

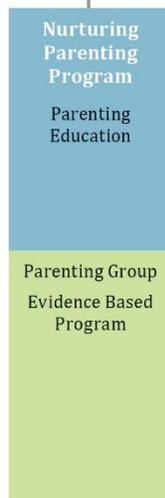
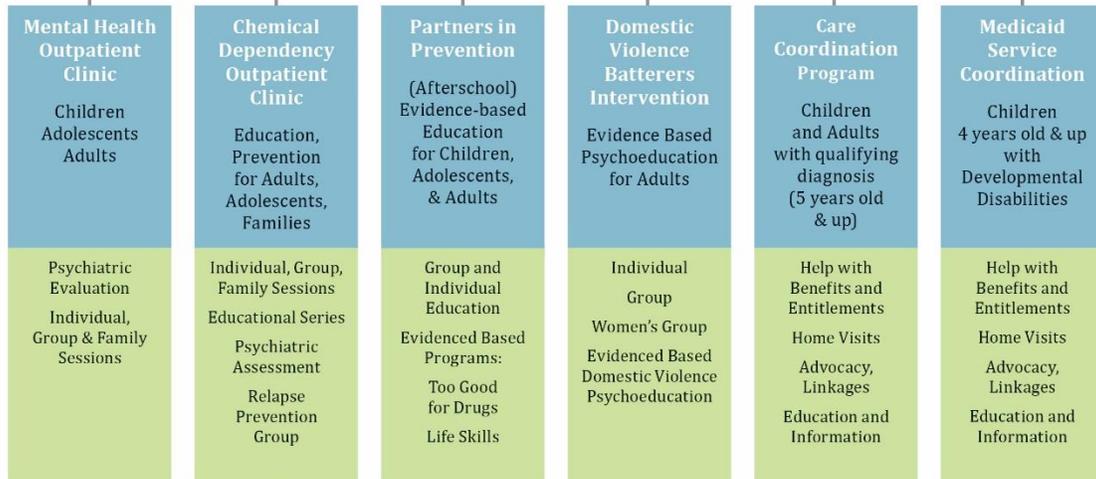
I would also like to acknowledge the Hispanic Counseling Center’s Board of Directors for their commitment of time and generous support.

Cheryl D.M. Vanek



HISPANIC COUNSELING CENTER

HISPANIC COUNSELING CENTER, INC.



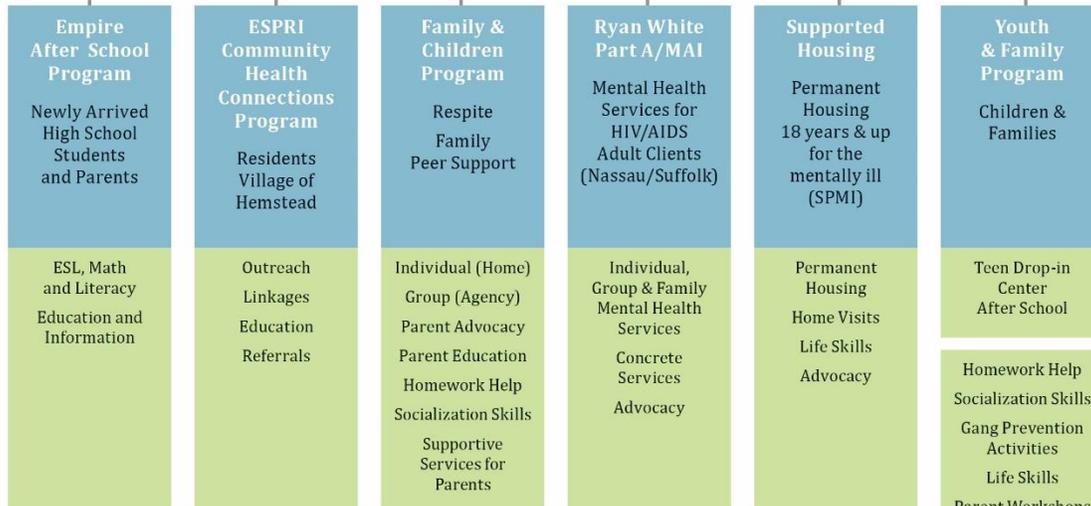
COLLABORATIVE SYSTEMS

- Access VR
- Alcohol and Substance Abuse Clinics (Inpatient, Outpatient, Rehab)
- C.K. Post (Inpatient Rehabilitation Center)
- Center for Rapid Recovery
- Circulo de la Hispanidad
- D.M.V. (Department of Motor Vehicles)
- Education and Assistance Corporation
- EOC of Nassau and Suffolk
- Five Towns Community Center
- Hempstead District Court
- Hempstead Domestic Violence Court
- Hempstead Drug Court
- Hempstead S.T.E.P. (Court Unit)
- Hispanic Brotherhood
- HRH Community Health Centers
- Integrated Domestic Violence Court (Mineola)



HISPANIC COUNSELING CENTER

HISPANIC COUNSELING CENTER, INC.



Kingsborough Addictions Center (Inpatient Rehabilitation Center)
 LGBT Network
 LIISA – Long Island
 Local Government Units
 Local Primary Care Physicians and Pediatricians
 Local State and Private Colleges and Universities
 Long Island Association for AIDS Care (LIAAC)
 Long Island County on Alcoholism and Drug Dependence (LICADD)
 Long Island Jewish Women Coalition – Peninsula chapter
 Mental Health Association of Nassau County
 Mineola Felony Court
 MTA and Able Ride
 Nassau and Suffolk County Adult Protective Services
 Nassau and Suffolk County Child Protective Services
 Nassau and Suffolk County Churches and Places of Worship
 Nassau and Suffolk County Department of Social Services

Nassau and Suffolk County Health Home Case Management
 Nassau and Suffolk County Hospitals
 Nassau and Suffolk County Shelters
 Nassau and Suffolk County Social Security Administration
 Nassau and Suffolk Foster Care
 Nassau and Suffolk Private Attorneys
 Nassau County Adolescent Diversion Program
 Nassau County and Suffolk County School Districts
 Nassau County Department of Mental Health, Chemical Dependency and Developmental Disabilities
 Nassau County District Attorney's Office
 Nassau County Family Court
 Nassau County Group Homes
 Nassau County Office of Youth Services
 Nassau County Youth and Safety Coalition
 Nassau County P.I.N.S. (Person in Need of Supervision) Diversion Program
 Nassau County Parole Department

Nassau County Police Department
 Nassau County Probation Department
 Nassau Suffolk Law Services
 Nassau University Medical Center (Detox program)
 Nassau University Medical Center (LIFQHC)
 Neurologists
 NUHEALTH Centers
 NYS Department of Health
 NYS Office of Mental Health
 NYS Office of Alcohol and Substance Abuse Services
 NYS Office of People with Developmental Disabilities
 NYS Office of Children and Family Services (OCFS)
 NYS Office of Parks and Recreation
 Options for Community Living
 Personalized Recovery Oriented Services Program (PROS)
 Planned Parenthood
 Private Psychiatrists
 SALVA-Domestic Violence Program
 Suffolk Project for AIDS Resource Coordination (SPARC)
 The Safe Center of LI



2018 PROGRAM HIGHLIGHTS

CLINICAL SERVICES

The Chemical Dependency Outpatient Program provided more than 10,000 individual, group, education, and relapse prevention counseling sessions to men, women, and adolescents. The goal of the program is to assist individuals who abuse substances to achieve sobriety and to live a substance free lifestyle.

The Children and Family Support Services Respite Program served 55 children with serious emotional difficulties, and their families, with agency-based and home-based respite reduce family stress, the incidence of hospitalization, and the risk of child abuse.

The Mental Health Clinic served 2,069 adults, children, and adolescents; the total number of units of service billed was 20,464, an increase from 19,062 units of service in 2017. 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 Ryan White Part A/MAI Mental Health Services for People with HIV/ AIDS provided comprehensive mental health services to 59 clients living with HIV/AIDS in Nassau and Suffolk.

Thirty (30) individuals were housed 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 difficulty with housing.

FAMILY SERVICES

The Care Coordination program assisted individuals in monitoring their health, both behavioral and physical, to ensure that they can remain healthy. During 2018 the program served 81 adults primarily presenting with Serious Mental Illness coupled with chronic conditions, and 32 children primarily with Serious Emotional Disturbance.

The Empire State After School Program, in collaboration with Hempstead High School provided academic support to 125 youth, and parent workshops for their families.

The Hempstead Community Health Connections provided community based prevention and information to 79 residents of the Village of Hempstead.

The Medicaid Service Coordination (MSC) Program increased capacity and served 402 consumers in 2018. 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.

The Youth and Family Program served 450 children, teens, and their families in 2018. The Program provides afterschool education and tutoring, mentoring, socialization and enrichment, gang prevention, and a summer camp.



CARE COORDINATION PROGRAM

HCC has been in a partnership with the Northwell DSRIP Care Coordination Program since 2017. The focus of Care Coordination is to assist individuals in monitoring their health, both behavioral and physical, to ensure that they can remain healthy.

Each client is assigned a Care Coordinator who assists the client to obtain medical and behavioral health providers in the community of their choice. Clients are assisted by linkages to appropriate medical providers and or community health organizations. The Care Coordinator also assists in applying for benefits and entitlements, as well as in identifying additional resources for support.

Eligibility guidelines require that the individual must be a Medicaid recipient, and meet either a single qualifying eligibility condition of HIV/AIDS or Serious Mental Illness/Serious Emotional disturbance, or present with two or more chronic conditions.

During 2018 the program served 81 adults primarily presenting with Serious Mental Illness coupled with chronic conditions. Thirty-two (32) children were served, primarily with Serious Emotional Disturbance.

The Care Coordination Program collaborates with mental health providers in the community, medical providers, local Department of Social Services, SNAP, Public Assistance, Emergency Assistance, and local Housing Authorities. Program staff conduct outreach at local health fairs, at other mental health organizations, and at local schools and community centers.

Program staff benefit from ongoing training and support from Northwell regarding chronic conditions, health management, and motivational interviewing techniques to engage the client and help direct their care.

GOAL FOR 2019

- The program goal is to serve a total of 200 clients in 2019



CHEMICAL DEPENDENCY OUTPATIENT PROGRAM

During 2018, the Chemical Dependency Outpatient Program provided chemical dependency services to men, women and adolescents, predominantly of Hispanic origin who, as a result of their alcohol/drug use have been negatively impacted in all areas of their lives, which in some cases result in a negative impact on the lives of their loved ones. The program delivered over 10,000 individual and group counseling sessions in 2018. On a weekly basis, the program offered seven chemical dependency groups, two chemical dependency/domestic violence groups, one chemical dependency/women's group, one chemical dependency/adolescents group, one relapse group, and three educational series groups. A treatment plan is developed for each client with scheduled weekly group sessions, weekly educational series, and biweekly or weekly (as needed) individual sessions, and if there is need, a relapse group. Individual, group and/or psychoeducation is also available to the family or significant other affected by a loved one abuse of drugs or alcohol.

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 therapeutic services, clients are provided with educational and prevention services to address the cycle of addiction. All services are delivered in an atmosphere of cultural understanding which recognizes the importance of family involvement. The incorporation of a self-help philosophy serves as the basis to maintain abstinence and achieve sobriety.

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 clients with comprehensive treatment. Program services are designed in a flexible manner and consider time and employment constraints of clients, with sessions available in the morning and in the evening.

Services consist of chemical dependence assessment, dependence/domestic violence assessment, medical assessment and psychiatric assessment. Individual, group and family counseling are an integral part of treatment. Toxicology screenings are provided on site and sent to a New York State licensed laboratory to be processed. The program also provides chemical dependency education parent/family workshops and a relapse prevention group.

During the 2018 year, the Chemical Dependency Program continued to receive referrals from Nassau and Suffolk District Courts, Felony Treatment Drug Court, Family Court, Probation Officers and Social Service agencies. The program continued to receive referrals from the Domestic Violence Courts for individuals struggling with addiction and explosive behavior.

There continued to be an increase in the number of referrals for domestic violence treatment as a result of the strong correlation between the use of alcohol/drugs and domestic violence. There was also a marked increase in the number of referrals of women struggling with addiction during 2018 as well as a spike in referrals of adolescents experimenting with illegal drugs/alcohol or using them. These referrals were from schools, PINS (Person in Need of Supervision) Diversion, and CPS, among others.

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 and Nurturing Parenting Skills, thus enhancing the quality of the services that are provided to our clients.

PREVENTION PROGRAM

The agency based 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. Over 1,000 prevention activities were conducted for children and adolescents throughout the year, including after-school activities such as theater and creative arts, computer skills, socialization, tutoring 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, and creative expression. 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.

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 an opportunity to change learned behaviors through education which will allow them to take control and responsibility for their actions and the impact of their actions on victims, and to reduce the potential for family violence. Referrals come from the court, the District Attorney's office, and probation, among others.

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. During 2018, the program served an increase in referrals from the Mental Health Program, CPS, and Family Court among others, as a result of the urgent need for these services in the community.

GOALS FOR 2019

- To continue to increase the number of services provided in 2018.
- To design groups for significant others (men, women, adolescents and children) who are victims of the chemical dependency cycle within the family.
- To continue the implementation of Evidence Based Treatment modalities such as MRT (Moral Recognition Therapy) with the adolescent's group
- To continue providing the quality of care needed to best serve the clients.
- To continue the implementation of Evidence Based Treatment modalities such as "Too Good for Drugs" and to institute implementation of the Evidence Based Treatment modality "Life Skills"
- To provide educational activities for the families of the clients.



CHILDREN AND FAMILY SUPPORT SERVICES PROGRAM: RESPITE PROGRAM

The primary objective of the Children and Family Peer Support Services Program is to reduce family stress, reduce the incidence of hospitalization or re-hospitalization, and decrease the risk of child abuse. The intent of the program is to provide respite and family peer support services for families raising a child ages 6 through 21. An eligible child exhibits deficit functioning in one or more of the following areas: self-care, educational achievement, family interactions, socialization, self-control, self-direction, etc. or experiences social, emotional, developmental, and/or behavioral challenges in the home, school, placement, and/or community.

In 2018, the Respite Program served 55 children and their families in Nassau County. Fifty children were provided on-site group activities after school one day a week on Monday, Tuesday, and Wednesday. Five families received individual respite services once a week. All the children received tutoring, socialization and recreation with trained staff. The goal is to have the children improve their academics as well as socialization skills. During school vacation, children participate in various leisure activities such as trips to the movies, bowling, and the park.

The program staff consists of a Family Peer Advocate, three Family Youth Counselors, and a Program Coordinator. The Family Peer Advocate provides support and assistance which is an essential component of the program. The Family Support Group meets monthly, enabling parents to participate in discussions regarding their successes and frustrations. Parents are encouraged to advocate for the needs of the family and children.

During the holiday season a family party was held with many families participating from the monthly support group. Throughout the year families are offered tickets to different events such as the Long Island Children's Museum, and all children receive back to school supplies and holiday gifts donated by Henry Schein Company.

Annually, parents and staff attend the Children's Mental Health Symposium. Held on May 09, 2018 at the Melville Marriott, 'Safety at the Crossroads of Life' featured speakers and workshops which reflected the children's needs. Twenty parents from the program attended and transportation was provided.

GOALS FOR 2019

- To continue expanding the program and provide advocacy and support to families in Nassau County.
- To continue to empower, assist, and support families.
- To continue to conduct groups with families to strengthen social skills, decrease isolation, and provide emotional support.
- To encourage parents to participate in workshops and other activities.
- To transition clients into new appropriate programs.
- To explore professional enhancement opportunities for program staff.
- To link and provide workshops and courses on parenting that are matched to the individual needs of participating families.
- To explore professional enhancement opportunities for program staff



EMPIRE STATE AFTER SCHOOL PROGRAM

The Empire State After School Program (ESAP) in collaboration with the Hempstead School District, assisted 125 newly arrived Hempstead High School students in grades 9 through 12, and their families, by providing academic support (ESL, Literacy, math, science,) and social support. The program develops solutions to the challenges facing the newly arrived student population and encourages collaborative planning to help this target population have greater chances of success. Parents also derive benefits from the program's social and educational workshops, parent support groups, and ENL classes to continue supporting their children at home.

ESAP helps all students have more chances of success through support to meet the learning, social and emotional needs of the students. Academic support is provided in a wide variety of instructional methods, and other educational services and school resources are provided to students to help them meet learning standards and succeed in school. Program teachers design effective lesson plans to help students with homework and support English, math and literacy. The level of literacy demanded by each subject area requires that student literacy development is strengthened to support all subject-based learning. Math support offers practice of mathematical concepts in engaging ways, and builds confidence in student's abilities. Classes are focused on preparing students for the New York State Regents Exams and increasing the number of students who graduate from Hempstead High School.

The extracurricular program helps high school students prepare for success in school, college, and the world of work. The after school program uses enriching and engaging activities such as board games to learn new vocabulary in English and Spanish. Teachers use technology-based materials, calculators, and computers, to help study and practice math skills. Newly arrived students can also benefit from social-emotional support services. Social support is positively related to self-esteem and self-esteem is positively related to academic achievement. Activities encourage students to express themselves about their unique cultural celebrations and experiences as immigrants. By providing support to newcomer's families and students, immigrant students not only develop a sense of belonging but also learn in an environment that fosters respect, success, and achievement for all. Further, it helps students acclimate to the U.S. school system, and develop or strengthen their native language skills. ESAP exposes students to new experiences such as going to a movie theater or eating new foods to become familiar with aspects of the US culture and increase interest and engagement in mainstream participation.

Parents of the high school students benefit through ENL classes and social support services. Parent classes are designed for adults to learn at their own pace, guided by a classroom teacher. ENL covers a wide range of language levels and abilities and social support seeks to ease the acculturation process.

GOALS FOR 2019

- Offer a balanced schedule that includes academic support and social/emotional activities.
- Plan collaboratively to advance student learning and development and maximize resources.
- Continue to help students prepare for the New York State Regents Examinations.
- Support Hempstead High School to increase the number of graduate students.
- Establish collaborative relationships with students and families.
- Parents/caregivers will report continued satisfaction with the program.



HEMPSTEAD COMMUNITY HEALTH CONNECTIONS PROGRAM (HCHC)

The Hempstead Community Health Connections Program seeks to reduce the challenges and barriers between the community and systems of care, by implementing a Community Health Worker (CHW) model. The CHW provides community based prevention and health education activities utilizing local community members trained to act as a natural liaison between neighborhood resources and residents, and mentor and coach residents regarding the system of care that is available to them. The CHW builds individual and community capacity by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, informal counseling, social support, and advocacy. The CHW improves the overall health of the community by linking neighbors to healthcare and social services, by educating peers about disease and injury prevention, and by making available services more accessible.

The program began in October 2018 and hired two full-time Community Health Workers and a part-time Coordinator. The Community Health Workers (CHWs) conduct ongoing outreach and inform residents of the free health-related services offered through this program as well as other programs offered by the Hispanic Counseling Center.

Eligibility criteria for this free program are residency in the Village of Hempstead and characterized by any of the following: experiencing a financial hardship, homeless, youth, sex offenders (males and females), veterans, and senior citizens.

The CHWs promote the ESPRI initiative by conducting outreach at events within the Village of Hempstead, such as Affinity Resource Day, Coordinating Agency for Spanish Americans events, Hempstead Public Library, Circulo De La Hispanidad, WIC, Planned Parenthood, Immigrant Family Unity Forum, Mayfair Center Inc., WORC, Hempstead Urgent Care Center and local businesses throughout Hempstead. The CHWs are present in the following agencies at least once a month: CASA, WIC, LIEOC, WORC, and Planned Parenthood, where they disseminate health-related information and engage with clients in individual sessions.

In 2018 the community health workers reached out to 74 clients and assisted five clients with follow up services at HCC, with further referrals the Village of Hempstead Community Development Agency and the Leadership Training institute.

GOALS FOR 2019

- Continue presentations at all Hempstead Village events.
- Present Diabetes and Obesity Management workshops at various Hempstead agencies.
- Collaborate with other agencies in the village, better serve the clients.
- Serve 400 clients with clients better informed about diseased management and referred as needed to other community resources



MEDICAID SERVICE COORDINATION PROGRAM

MEDICAID SERVICE COORDINATION PROGRAM

The Medicaid Service Coordination (MSC) Program continued to provide services to adults and children with developmental disabilities. The MSC Program is staffed by twelve full time workers, who provide an individualized service approach to Developmentally Disabled individuals to foster self-sufficiency and independence.

In 2018 the MSC Program increased service capacity to 402 consumers served on a monthly basis. Medicaid Service Coordinators assisted clients who reside in Nassau and Suffolk counties. By collaborating with community partners, the Medicaid Service Coordination Program enhances service delivery to MSC consumers. Examples of collaboration at the state, county, city/village levels include:

- Department of Social Services in Nassau and Suffolk Counties
- Social Security Administration
- School Districts in Nassau and Suffolk Counties
- Department of Motor Vehicles
- Courts in Nassau and Suffolk Counties
- Hospitals, clinics, and doctor/specialists in Nassau and Suffolk Counties
- Police Departments in Nassau and Suffolk Counties
- MTA and Able Ride Transportation Services
- NYS Office of Parks, Recreation and Historic Preservation
- Access VR-Support Employment Offices in Nassau and Suffolk Counties
- Immigration Attorneys in Nassau and Suffolk Counties
- Summer Camps in Nassau and Suffolk Counties
- Mental Health Providers in Nassau and Suffolk Counties
- OPWDD and LIDDRO

The MSC Coordinators provided routine monthly contacts to ensure that consumers received the services and benefits to which they are entitled, as well as advocated with the Department of Social Services, Social Security Administration, and school districts. The Coordinators also attended Committee on Special Education meetings in school districts and referred consumers to other programs as desired.

As part of a New York state-wide reorganization of the MSC Program, in July 01, 2018 the HCC MSC Program began to affiliate with Advanced Care Alliance New York (ACANY). The MSC Program will gradually transition completely as a Care Coordination Organization (CCO) under ACANY. Full transition will be completed July 1, 2019, at which time HCC will no longer sponsor the MSC program.

PLAN OF CARE SUPPORT SERVICES

Plan of Care Support Services (PCSS) is an alternative form of Service Coordination and provides assistance to individuals who do not require ongoing and comprehensive services. The PCSS staff member completes two Individualized Service Plan reviews a year, and also provides two other



visits or forms of assistance if necessary. PCSS is delivered by a qualified Medicaid Service Coordinator. The PCSS Program served 15 consumers who elected to be transferred from MSC to PCSS.

NON-MEDICAID SERVICE COORDINATION

The Hispanic Counseling Center also provided Service Coordination to Developmentally Disabled consumers of Nassau County who are not Medicaid- eligible. The Non-Medicaid Service Coordination structure follows the MSC structure; 15 consumers and their families were served during 2018.

GOALS FOR 2019

- To continue to provide advocacy and support to developmentally disabled individuals in Nassau and Suffolk Counties.
- To increase the number of consumers served by this program.
- To encourage parents to participate in workshops and other activities.
- To begin the transition of the MSC Program to ACANY.



MENTAL HEALTH OUTPATIENT PROGRAM

The Hispanic Counseling Center Mental Health Clinic is the only fully bilingual, bicultural mental health program in the region 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 live productive lives within their families and 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 psychiatrists on staff, one of whom is specialized in child psychiatry. On a regular basis, therapists continue to receive training in risk assessment, co-occurring disorders, and evidenced-based practices.

In 2018, there were 2,191 applications and screenings for treatment in the Mental Health Program. The total number of clients served in 2018 was 2,069 individuals. The total number of units of service billed was 20,464, an increase from 19,062 units of service billed in 2017.

Children often present at the agency with symptoms of depression and anxiety, 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. The Mental Health Outpatient Clinic addresses all of these conditions through individual and family therapy and specialized children's groups, treating diagnosis such as ADHD, adjustment disorders, Oppositional Defiant Disorder, Depression and Anxiety among others.

Suicide threats, cutting behaviors, explosive outbursts, mood swings, defiance, antisocial conduct, severe phobias—all these symptoms are often present 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 the Department of Probation and Children's Protective Services, schools, hospitals, and Child Protective services, among others, to help teens make healthy choices and engage in nonviolent conflict resolution. Therapists conduct family sessions to help parents and teens resolve issues and conflicts, and have a strong track record of significant family improvement.

Services continued to be in much demand in the new track instituted in collaboration with Northwell Health and DSRIP in 2017 to provide Mental Health Clinic Crisis Stabilization Services for clients in need of more intensive support, and to avoid unnecessary hospitalizations and emergency room visits.

A bilingual therapist can bridge the gap between an ‘Americanized’ teenager, and a traditional Spanish-speaking parent who may not have fully assimilated. Bilingual staff support teens in the developmental processes in 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 Bipolar Disorder, and also men and women with depression, anxiety and



incapacitating stress. Seniors and the elderly often present as lonely, rejected, and anxious due to medical and aging concerns, and are 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 understand the feelings and needs of their aging parents, resulting in restored closeness, responsiveness and respect.

Comprehensive assessment, including psychiatric evaluation, determines the client's treatment plan and individuals are involved in every aspect of services, identifying situations they wish to change and developing realistic plans for change. Therapists employ interventions which are evidenced-based, such as SBIRT (Brief Screening, Intervention, Referral and Treatment) empowering the individual or family to use personal 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, if needed.

Through generous funding from the Long Island Community Foundation and Newsday Charities/McCormick Foundation Fund, a much needed program was continued in 2018 which targeted the special mental health needs of bilingual children who have been exposed to domestic violence. The program involves all family members affected by domestic violence, and supports positive self-esteem, improved behavior at home and school, and overall emotional health.

The Consumer Advisory Board meets every three months and enables clients served in the Mental Health Program to participate in the direction services, and to provide input on policies and procedures created for the Mental Health Program. Annually, feedback is elicited via Recipient Satisfaction Surveys from all clients.

The Mental Health Clinic continued to serve as a site for interns from college and university social work and mental health counseling programs such as Adelphi University, Molloy College, LIU, Baruch College, and Stony Brook University. Social work interns, under the guidance and supervision of agency social workers, provided services for clients, expanded the number of clients HCC was able to serve, and gained first-hand experience in a supervised setting at HCC and at the academic institution. Currently two active interns from Adelphi University and LIU Post serve clients in the program.

GOALS FOR 2019

- 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 through an integrated approach.
- 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 Hispanic Counseling Center has served individuals infected with, and affected by, HIV/AIDS, since 2001, through the Ryan White Mental Health Program, a federal program that provides comprehensive mental health services to the target population in Nassau and Suffolk Counties. The program has a strong source of referrals and receives excellent reviews from program clients and from Site Visits conducted by United Way of Long Island, the sponsor of the program. HCC's Ryan White Program has also earned the recognition of other providers on Long Island for its quality of service; the Program Policy and Procedures Manual was declared an "excellent document" by United Way.

During 2018, the Ryan White Program served 59 clients. Following federal program guidelines and requirements, the Ryan White Program serves individuals who are not eligible to any entitlements; 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 compliance with primary health care.

Services included: psychosocial evaluation, psychiatric evaluation, individual, family, couples, and group therapy, counseling groups, crisis intervention, home or hospital visits if needed, information on other eligible services, and referrals.

The program maintained 23 memoranda of agreement (MOA) with HIV/AIDS services providers in both Nassau and Suffolk counties, and established strong working relationships with collaborators to increase the number of mutual referrals on behalf of people living with HIV/AIDS. In 2018 the program coordinator continued to participate on the United Way Planning Council; served as member of the Nassau County Steering Committee; was part of "Ending the HIV Epidemic (ETE)" in Nassau and Suffolk Counties, and continued to serve on the Cultural Competency Committee at NYU Winthrop Hospital.

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. 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 2019

- To continue to expand program outreach efforts in Nassau and Suffolk counties 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 western 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 New York State 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, including a utility allowance as allotted by the appropriate Town Housing Authority.

The SHP program supports clients in the challenging task of finding appropriate housing opportunities and assists in securing permanent housing. The program assists clients in locating apartments; intercedes and negotiates with landlords; pays the apartment security deposit/broker fee; and aids in the moving process. Furniture and other household necessities are available as needed to maintain the client in a safe environment or to avoid eviction.

An eligible SHP client is an individual, 18 years of age or older, diagnosed with a current mental illness and experiencing difficulties in finding adequate housing, due to mental illness. In 2018 the program housed 30 clients representing diverse backgrounds, nationalities, gender, and race. Currently SHP houses individuals from six different nationalities and races including White, Hispanic, African American, and Iranian. The units are occupied by nine males and twenty one females, of this number ten are senior citizens, and two clients represent the LGBTQ community. In 2018, the SHP continued to function at full capacity.

The SHP Program collaborated with various agencies to help clients succeed in living independently in the community. In 2018 the agency collaborated with the NYS Office of Mental Health, Nassau County Office of Mental Health, Chemical Dependency and Developmental Disabilities, Mental Health Association, Central Nassau Guidance, and Federation of Organizations, among others.

Home visits are conducted on a monthly basis or as needed to ensure that apartments are safe, habitable, maintained in good condition, and to address any emerging client needs. A support plan review is conducted on a quarterly basis to identify any services or additional support the client may need and an annual survey is completed by clients yearly to document program satisfaction and identify any areas of concern.

GOALS FOR 2019

- Expand the program, pending funding for additional individuals.
- 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.



YOUTH AND FAMILY PROGRAM

The Youth and Family Program supports newly arrived families with limited English skills to become integrated members of the community, with greater knowledge of the culture of their new environment. This is accomplished by providing support in 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 2018, the program continued its commitment to bridge the generation and culture gaps that exist in immigrant families and provided services to 450 youth and their families. Participants engaged in a variety of scheduled programs designed to bridge the generation and culture gaps through individual, family and group counseling activities.

Program collaboration in 2018 included the Nassau County Youth Board, Nassau County Youth and Safety Coalition, Hempstead School District, Hands Across Hempstead, Planned Parenthood, Long Island, Family and Children's Association, LIISA-Long Island, Circulo De La Hispanidad, Hispanic Brotherhood, Henry Schein, and the LI Jewish Women's Coalition- Peninsula Chapter.

TEEN DROP-IN CENTER

The Teen Drop-In Center is a program for youth ages 12-17 years of age, and offers a supervised, safe haven and a positive and productive after school alternative for youth of the community. In 2018 the Teen Drop-In Center served 54 youth, with an average daily attendance of 35 participants. Recreational activities were offered daily and included activities such as Dance Classes, Boxing-Fitness Classes, Yoga, Journaling, Pool Tournaments, Movie Nights, Arts and Crafts, Computer Lab and Educational Evidence Based Workshops, 'Too Good for Drugs' 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 program for scholastic achievement. Community Service projects are another component of the program and are designed to build character and community pride.

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

PARTNERS IN PREVENTION PROGRAM

In 2018 HCC was awarded funding from OASAS for the Partners in Prevention (PIP) Program, a prevention program to help end the heroin epidemic on Long Island. Prevention educators delivered evidence-based prevention services in four unserved and underserved school and community after school settings in Nassau County. The evidence based workshops included Too Good for Drugs, Life Skills, Strengthening Families, and Teen Intervene workshops. The project served 350 youth over the course of a year in the PIP Program.



PAX GOOD BEHAVIOR GAME PROGRAM

In 2018 HCC was awarded funding from OASAS for the PAX Good Behavior Game (GBG), a set of strategies to help students learn important self-management skills while collaborating to make their classroom a peaceful and productive learning environment. Centered on the Good Behavior Game, PAX makes managing classrooms easier but is not a classroom management program. The PAX Good Behavior Game (GBG) incorporates science from the youth violence prevention program called Peace Builders, a good behavior game, and other approaches. This program was implemented in two after school programs, Empire and My Brother's Keeper located in the Hempstead School District serving over 200 students.

HANDS ACROSS HEMPSTEAD

In 2018 the program continued its active role in the school/community partnership, Hands Across Hempstead, 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.

PROGRAM ACHIEVEMENTS

- The 2018 summer program expanded to include elementary school aged children, in addition to the Teen Drop in Student Summer Program.
- The HCC Holiday Party on December 15, 2018 brought delight to more than 200 children who received gifts and visited with Santa.
- Over 100 youth received back to school outfits and supplies through the combined generosity of the Henry Schein Back To School Program and the Long Island Jewish Women- Peninsula Chapter Back2School.

GOALS FOR 2019

- To continue funding the program
- To continue youth development services that focus on building positive self-image, life skills and character
- To increase the number of children served by the Teen Drop In Center
- To extend the Teen Drop In Center student advocacy and prevention workshops to the Hempstead School District elementary and middle schools
- To increase participation of parents and guardians in program activities, parenting workshops, and student academic progress
- To increase the number of youth served by the HCC Summer Program, and to enrich youth through a series of field trips focused on culture, the arts, and history
- To continue partnerships with local colleges and universities to engage interns in the youth program
- To partner with Long Island Cares Nutrition Program for participants of the Teen Drop-In Center and the Summer Camp
- To partner with Hofstra University to implement weekly STEM workshops



OUR SUPPORTERS

The Hispanic Counseling Center is grateful to the following public and private funding sources, for support of agency-wide programs and services during 2018:

PUBLIC SUPPORT

- U.S. Department of Health and Human Services, Health Resources Services Administration
- NYS Department of Education
- NYS Office of Alcoholism and Substance Abuse Services
- NYS Office of Children and Family Services
- NYS Division of Criminal Justice Services
- NYS Office of Mental Health
- NYS Office for People with Developmental Disabilities
- Nassau County Department of Human Services
- Nassau County District Attorney's Office
- Nassau County Office of Youth Services
- Research Foundation for Mental Hygiene
- United Way of Long Island
- Village of Hempstead Community Development Agency
- Hempstead School District

CORPORATE AND FOUNDATION SUPPORTERS

- Affinity Health Plan
- Advanced Data Systems Corporation
- Bethpage Federal Credit Union
- Community Care Rx
- Crest Hollow Country Club
- Edward Smith Mineola Lions Club
- EIHAB Human Services
- Fat Guy Media
- FedEx Express – US Operations
- Fidelis Care
- Healthfirst
- Henry Schein
- Hispanic Federation of NY
- Lerner, Arnold, Winston, LLP
- Nassau University Medical Center
- National Grid
- NYU Winthrop Hospital Women's and Children Services
- Newsday Charities / A McCormick Foundation Fund
- Northwell Health
- People's United Bank
- TCI Technologies
- Wellcare Health Plan



HISPANIC COUNSELING CENTER INC.

344 Fulton Avenue
Hempstead, NY 11550
(516) 538-2613

Website: www.hispaniccounseling.org

Email: Info@hispaniccounseling.org

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