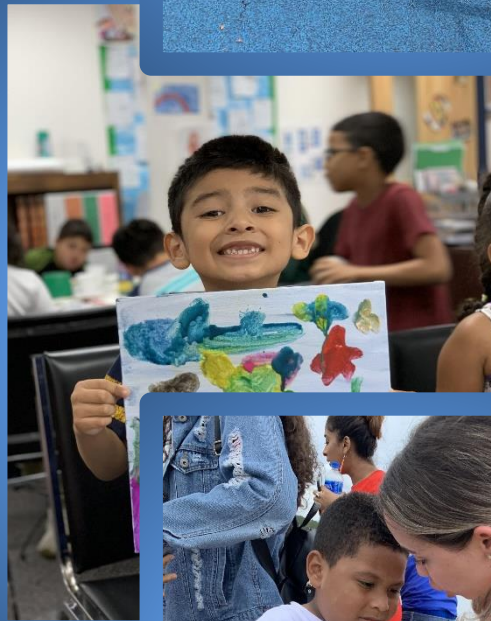


# HISPANIC COUNSELING CENTER INC.



**2019 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

The 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 in 2019 served more than 1,500 clients a month. 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 Addiction Services and Supports (OASAS) to provide these services in a fully bilingual, bicultural setting for families and individuals who are 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 from one program and four staff in a 600 square foot rented office in 1977, to ownership of a 38,000 square foot modern facility with multiple programs and services in 2019. HCC is proactive in developing programs that respond to the most urgent needs of the community and 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 are able to receive multiple services in one setting.



## HISTORY OF THE HISPANIC COUNSELING CENTER INC.

- 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
- 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





## HISTORY OF THE HISPANIC COUNSELING CENTER INC.

- 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
- 2003** 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
- 2019** New partnerships are established with LI Cares Kids Cafe and the Hofstra University STEM Program to enhance the Teen Drop In Center



### MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

Dear Friends of the Hispanic Counseling Center:

I am very pleased to present the 2019 Annual Report of the Hispanic Counseling Center. In 2019, HCC continued to provide vital services to clients, in Nassau and Suffolk counties, who look to HCC for professional care and assistance to alleviate problems or concerns and improve their lives. The pressing needs of our clients help guide the agency to develop new initiatives and expand needed services for clients and also for their families and children.

With this in mind, during 2019 HCC continued seeking and securing additional funding to continue expanding programs and activities. The Mental Health Clinic served more than 1,500 clients in 2019 and HCC continued to increase the number of Mental Health Clinic clinicians to meet the constant demand for services from clients and from a wide range of referral sources that constantly seek HCC's services.

The Chemical Dependency program also continued to increase services and activities. In most cases, clients are mandated to participate in the Chemical Dependency program due to use of alcohol and substance abuse. Nonetheless, evaluation feedback is very positive from these clients who consistently complete treatment with very successful results. Their testimonials during the Annual Meeting attest to how significantly lives have been changed as a result of HCC's services.

The Teen Drop In Center is a much needed program with a focus on helping children and youth to improve their academic skills and self-esteem. In addition to homework help and academic support, the program offers workshops which address gang involvement, drugs and alcohol, and violence. The program emphasizes family involvement through a variety of parent workshops and informal gatherings for parents and their children. The overall impact of this program is improved school performance and grades for youth and for parents, stronger parental involvement in their children's education.

The Office of Development continued to raise much needed funds which improved programs and services. Important collaborations have been strengthened and created with other agencies, hospitals, universities, and the Hempstead School District.

One of the major goals for 2020 is to establish Mental Health services in Suffolk County in response to pressing needs expressed by clients, hospitals, and other referral sources requesting these services.

In closing, I would like to express special thanks to all of the HCC staff for their exemplary work and dedication in providing excellent care to the clients, to the funding sources which help make possible our services, and to all the supporters and friends of HCC for their strong participation in our fundraising activities. My special thanks go to the HCC Board of Directors, for their consistent support and guidance to advance HCC's goals.

Gladys Serrano LCSW  
Chief Executive Officer



## MESSAGE FROM THE PRESIDENT OF THE BOARD OF DIRECTORS

### 2019 Board of Directors

#### President

Nanette Malebranche

#### Vice President

Dilcia Granville, Ph.D.

#### Treasurer

David H. Stonehill, Esq.

#### Secretary

Graciela Elizabeth Alford

#### Members

Henry Holley

Stephanie Meier, FACHE

Judith Quinnonez

George Santiago, Jr, Ph.D.

Cheryl D. M. Vanek

Sonia Berrios Villanueva, MPA

Dear Friends of HCC:

On behalf of the Board of Trustees and the entire HCC staff, I am proud to present the 2019 Annual Report. In 2019, the Hispanic Counseling Center (HCC) continued, and expanded, a wide range of services and programs, responding to critical and emerging needs in Nassau and Suffolk counties.

I would like to extend our sincere appreciation to the many public and private supporters who so generously funded these much needed and vital HCC programs and services in 2019. We look forward to fostering our continued partnerships with you, our valued community partners. We thank each of you for helping HCC to continue to impact the lives of our clients and to be a beacon of hope for the community.

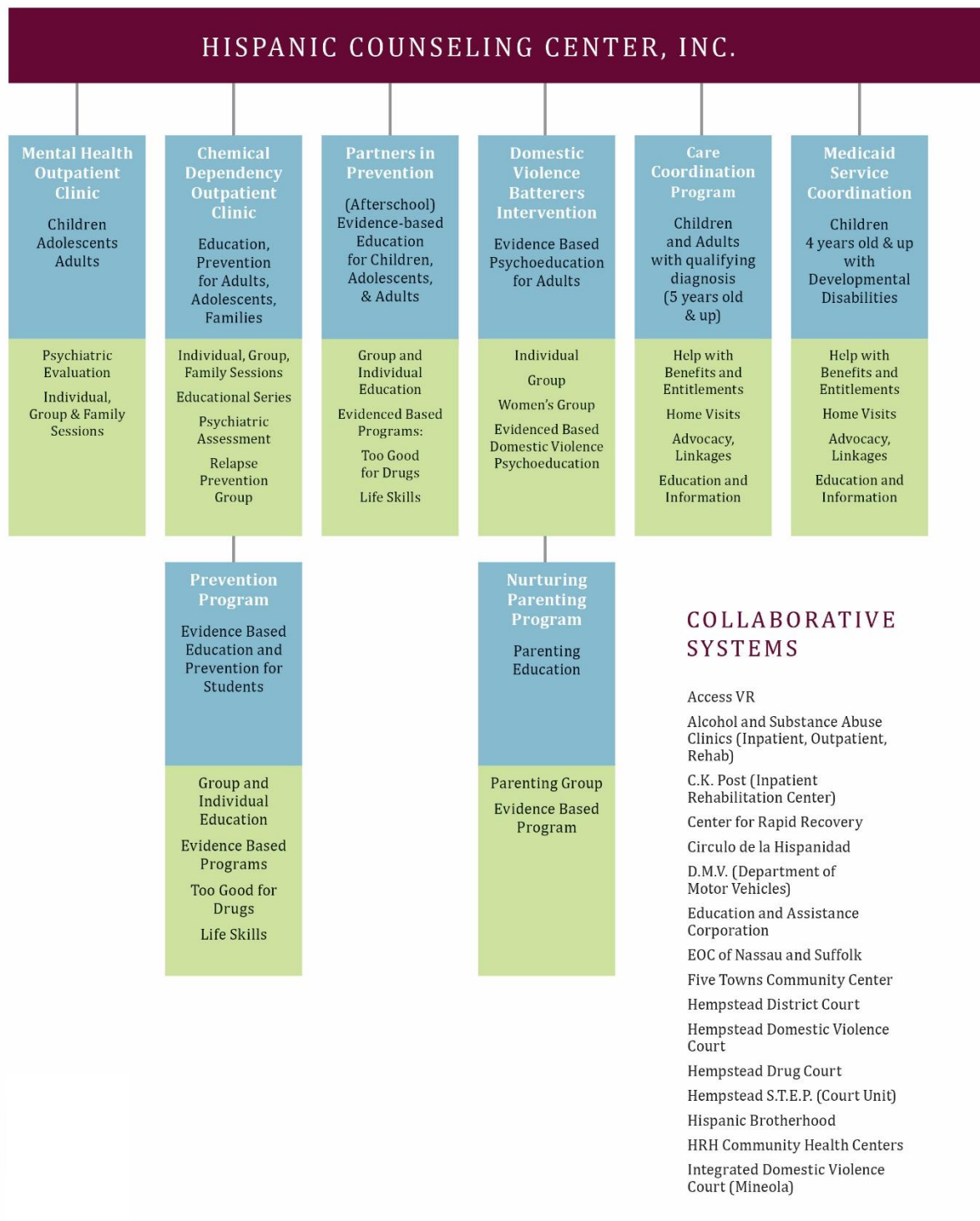
The Board of Directors would like to commend and thank our CEO, Gladys Serrano. We hold the highest regard for Gladys and the entire HCC staff, all of whom are dedicated and work on a daily basis to provide an invaluable service to the community. I also would like to acknowledge the Hispanic Counseling Center's Board of Directors for their commitment of time, leadership, and generous support.

I invite you to learn more about HCC and its programs and services which have so successfully changed lives and improved futures for residents of Long Island since 1977.

Nanette Malebranche  
President



# HISPANIC COUNSELING CENTER







# HISPANIC COUNSELING CENTER

## HISPANIC COUNSELING CENTER, INC.

Empire After School Program	ESPRI Community Health Connections Program	Family & Children Program	Ryan White Part A/MAI	Supported Housing	Youth & Family Program
Newly Arrived High School Students and Parents	Residents Village of Hemstead	Respite Family Peer Support	Mental Health Services for HIV/AIDS Adult Clients (Nassau/Suffolk)	Permanent Housing 18 years & up for the mentally ill (SPMI)	Children & Families
ESL, Math and Literacy Education and Information	Outreach Linkages Education Referrals	Individual (Home) Group (Agency) Parent Advocacy Parent Education Homework Help Socialization Skills Supportive Services for Parents	Individual, Group & Family Mental Health Services Concrete Services Advocacy	Permanent Housing Home Visits Life Skills Advocacy	Teen Drop-in Center After School
					Homework Help Socialization Skills Gang Prevention Activities Life Skills Parent Workshops School Support Mentoring Crisis Intervention Summer Camp
Kingsborough Addictions Center (Inpatient Rehabilitation Center)	Nassau and Suffolk County Health Home Case Management		Nassau County Police Department		
LGBT Network	Nassau and Suffolk County Hospitals		Nassau County Probation Department		
LIISA – Long Island	Nassau and Suffolk County Shelters		Nassau Suffolk Law Services		
Local Government Units	Nassau and Suffolk County Social Security Administration		Nassau University Medical Center (Detox program)		
Local Primary Care Physicians and Pediatricians	Nassau and Suffolk Foster Care		Nassau University Medical Center (LIFQHC)		
Local State and Private Colleges and Universities	Nassau and Suffolk Private Attorneys		Neurologists		
Long Island Association for AIDS Care (LIAAC)	Nassau County Adolescent Diversion Program		NUHEALTH Centers		
Long Island County on Alcoholism and Drug Dependence (LICADD)	Nassau County and Suffolk County School Districts		NYS Department of Health		
Long Island Jewish Women Coalition – Peninsula chapter	Nassau County Department of Mental Health, Chemical Dependency and Developmental Disabilities		NYS Office of Mental Health		
Mental Health Association of Nassau County	Nassau County District Attorney's Office		NYS Office of Alcohol and Substance Abuse Services		
Mineola Felony Court	Nassau County Family Court		NYS Office of People with Developmental Disabilities		
MTA and Able Ride	Nassau County Group Homes		NYS Office of Children and Family Services (OCFS)		
Nassau and Suffolk County Adult Protective Services	Nassau County Office of Youth Services		NYS Office of Parks and Recreation		
Nassau and Suffolk County Child Protective Services	Nassau County Youth and Safety Coalition		Options for Community Living		
Nassau and Suffolk County Churches and Places of Worship	Nassau County P.I.N.S. (Person in Need of Supervision) Diversion Program		Personalized Recovery Oriented Services Program (PROS)		
Nassau and Suffolk County Department of Social Services	Nassau County Parole Department		Planned Parenthood		
			Private Psychiatrists		
			SALVA-Domestic Violence Program		
			Suffolk Project for AIDS Resource Coordination (SPARC)		
			The Safe Center of LI		



## 2019 PROGRAM HIGHLIGHTS

### CLINICAL SERVICES

The Chemical Dependency Outpatient Program conducted nearly 12,000 individual and group counseling sessions to assist individuals who abuse substances to achieve sobriety and to live a substance free lifestyle through educational and prevention services. Weekly, the program offered seven chemical dependency groups, two domestic violence groups, one chemical dependency/women's group, one chemical dependency/adolescents group, one relapse group, and three educational groups.

The Children and Family Support Services Respite Program served 50 children with serious emotional difficulties, and their families, with agency-based and home-based respite to reduce family stress, the incidence of hospitalization, and the risk of child abuse. Forty-five (45) children received on-site after school group activities once a week and five families received individual respite services once a week.

The Mental Health Clinic received 1,320 applications and screenings for treatment in the Mental Health Program. The total number of clients served in 2019 was 2,029 individuals. The total number of units of service billed was 19,346. 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.

The Supportive Housing Program provides permanent housing to individuals who have a serious mental illness and who are experiencing difficulty with housing. Thirty (30) individuals were housed through the Supportive Housing Program, and received financial assistance for rent and utilities, case management, advocacy, and household necessities.

### FAMILY SERVICES

Care Coordination assisted individuals in monitoring their health, both behavioral and physical, to ensure that they remain healthy. During 2019 the program served 65 adults primarily presenting with serious mental illness coupled with chronic conditions. As a result of the high demand of clients in need of these services, in 2019 the program staffing increased to three Care Coordinators.

The Empire State After School Program is designed specifically to help newly arrived students to the US improve their chances for success in a new educational system. The program served 105 newcomer students to Hempstead High School students in grades 9 through 12, and their families. After school and summer activities conducted by HCC at Hempstead High School provided opportunities for newly arrived youth to engage in learning and prepare for college and careers.

Hempstead Community Health Connections provided community based prevention and information to 508 residents of the Village of Hempstead, assisted 217 new clients in the office, and referred 174 clients to additional community resources. The program provides health education activities and increases health awareness through outreach, community education, informal counseling, social support, and advocacy.

The Youth and Family Program provided afterschool education, tutoring, mentoring, socialization and enrichment, gang prevention, a summer camp, parent education, and a variety of programs designed to bridge the generation and culture gaps to 400 youth and their families. The HCC Holiday Party entertained more than 200 children, and 100 youth received school clothing and supplies as part of back to school activities.



## CARE COORDINATION

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

Each client is assigned a Care Coordinator who assists the client to obtain medical and behavioral health providers in the community of the client's 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 2019 the program served 65 adults primarily presenting with Serious Mental Illness coupled with chronic conditions. As a result of the high demand of clients in need for these services, the program has increased to a staff of three Care Coordinators in 2019.

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

### **GOAL FOR 2020**

- To serve 150 clients in 2020



### CHEMICAL DEPENDENCY OUTPATIENT PROGRAM

During 2019, the Chemical Dependency Outpatient Program provided chemical dependency services to adults 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. In some cases this may also result in a negative impact on the lives of their loved ones. Since HCC is a multi-service agency, comprehensive treatment services are available to all clients. The program schedule is designed to be flexible regarding employment constraints of clients, with sessions available in the morning and in the evening.

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.

A treatment plan is developed for each client with scheduled weekly group sessions, weekly educational series, and biweekly, or more frequently, individual sessions, and if needed, a relapse group. Individual, group and/or psychoeducation is also available to the family or significant other affected by a loved one's abuse of drugs or alcohol.

In 2019 the program delivered nearly 12,000 individual and group counseling sessions. 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.

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

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; a marked increase in the number of referrals of women struggling with addiction; and a spike in referrals of adolescents experimenting with, or using, illegal drugs/alcohol. These referrals were from local school districts, PINS (Person in Need of Supervision) Diversion, and CPS, among others.

In addition to a focus on the disease model of alcohol/drug dependence, clients and their families are provided educational materials, including information on tobacco use, depression, HIV/AIDS, STDs, tuberculosis, hepatitis and other communicable diseases, with on-site testing services provided by Circulo de la Hispanidad, and Northwell Health for HIV/AIDS. Guest presentations provided clients with information regarding job safety and the importance in maintaining a healthy lifestyle and referrals to ESL and literacy classes.





In 2019 staff received training in Evidence Based Treatment modalities such as the Duluth Model for Domestic Violence and Nurturing Parenting Skills, to enhance the quality of the services that are provided to the clients.

### 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. 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 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 courts, the District Attorney, 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 neglectful child-rearing and parenting practices. During 2019, the program served an increase in referrals from the HCC Mental Health Program, CPS, and Family Court among others, as a result of the urgent need for these services in the community.

### GOALS FOR 2020

- To continue to increase the number of services provided in 2019
- To design groups for significant others (men, women, adolescents and children) who are victims of the chemical dependency cycle within the family unit
- 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 implementation of Evidence Based Treatment 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: RESPIRE 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, who 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 2019, the Respite Program served 50 children and 40 parents and their families in Nassau County. Forty-five children received on-site after school group activities once a week and five families received individual respite services once a week. Trained staff provide tutoring, socialization, and recreational activities that support the growth and improvement of academics and socialization. During school vacations, children have the opportunity to participate in leisure activities such as movies, bowling, and outdoors.

Program staff consists of a Family Peer Advocate, a Youth Peer Advocate and Skill Builder/ Youth Counselor, and a Program Coordinator. The Family Support Group meets monthly, enabling parents to participate in discussions regarding their successes and frustrations and the Family Peer Advocate provides support and assistance, a much needed component for parents, who are encouraged to advocate for their families and children's needs.

The Program Coordinator and staff regularly participate in trainings and workshops to keep current with resources for this population, provided by the Office of Mental Health and by other experts. Topics address diagnosis, medications, school advocacy, parent leadership, resident legal rights, and pertinent information on navigating the various systems that interact with the families.

#### **GOALS FOR 2020**

- To expand the program and provide advocacy and support to families in Nassau County
- To conduct groups to strengthen social skills, decrease isolation, and empower families
- To link and provide workshops and courses on parenting that are matched to the individual needs of participating families
- To refer and transition clients to new programs as needed



### EMPIRE STATE AFTER SCHOOL PROGRAM

The Empire State After School Program (ESAP) is conducted by HCC in collaboration with Hempstead High School to provide after school academic support for students newly arrived in the United States. The goals are to help newcomer high school students improve their grades, have higher graduation rates, and be better prepared for college and the world of work. Students receive academic support in ESL, Literacy, math, and science, and social support, and parents have the opportunity to participate in educational workshops, parent support groups, and ENL classes.

In 2019 ESAP provided services to 105 newly arrived Hempstead High School students in grades 9 through 12, and their families. Structured, supervised after school and summer activities at Hempstead High School provide opportunities for newly arrived youth to engage in learning and prepare for college and careers. The program is designed specifically to meet newcomers' needs and helps improve students' chances for success in a new educational system. Newcomer students develop a sense of belonging in an informal after school setting that fosters respect, success, and achievement for all. The program helps students acclimate to the U.S. school system, and develop or strengthen their native language skills.

Academic support is provided through varied instructional methods and program teachers design effective lesson plans to help students with homework support in English, math and literacy. Enriching and engaging activities are utilized such as board games to learn new vocabulary in English and Spanish, technology-based materials, calculators, and computers.

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. All support is focused on skills that prepare students to be successful on the New York State Regents Exams and that increase the number of students who graduate from Hempstead High School.

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

#### **GOALS FOR 2020**

- To plan with classroom teachers to advance student learning and maximize resources
- To continue to help students prepare for the New York State Regents Examinations
- To increase the number of students who graduate from Hempstead High School
- To maintain collaborative relationships with students and families



### **HEMPSTEAD COMMUNITY HEALTH CONNECTIONS PROGRAM**

The goal of the Hempstead Community Health Connections Program is to reduce the challenges and barriers between the community and systems of care, by implementing a Community Health Worker (CHW) model.

Eligibility criteria for this no cost program includes residency in the Village of Hempstead and any of the following: financial hardship, homeless, youth, veterans, and senior citizens.

The program provides community based prevention and health education activities and builds individual and community capacity by increasing health knowledge and self-sufficiency through outreach, community education, informal counseling, social support, and advocacy. Outcomes include improved overall health of the community by linking individuals to healthcare and social services, educating the community regarding disease and injury prevention, and by making available services more accessible. The program conducted health and wellness workshops on diabetes and obesity management as well as Kids Nutrition for Parents. All workshops were conducted in English and Spanish.

In 2019 the community health workers assisted 217 new clients in the office, interacted with 508 members of the community, and referred 174 clients to additional community resources which included CARECEN, Catholic Charities, Casa, LIOC, Center for Community Change, and the Leadership Training institute.

HCHC conducted outreach at events and other agencies within the Village of Hempstead such as the Coordinating Agency for Spanish Americans, Hempstead Public Library, Circulo De La Hispanidad, WIC, Planned Parenthood, Immigrant Family, WORC, Hempstead Urgent Care Center and local businesses throughout Hempstead. The Community Health Worker participated in various events through the year in the village of Hempstead. Some of the events including Hofstra University student fair and Hempstead Charter school parent night, among others.

#### **GOALS FOR 2020**

- To continue presentations at appropriate Village of Hempstead events
- To present workshops on diabetes and obesity management for various Hempstead agencies
- To collaborate with other agencies in the Village of Hempstead to better serve clients
- To educate clients better about disease management and make referrals as needed to other community resources





### 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 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. The Mental Health Program provides individual therapy, family therapy, group therapy, couples counseling and crisis intervention for children, adolescents, adults, seniors and families in a bilingual, bicultural setting. The Mental Health Clinic has three bilingual psychiatrists on staff, one of whom is specialized in child psychiatry. On a regular basis, therapists receive training in risk assessment, co-occurring disorders, and evidenced-based practices.

Comprehensive assessment, including psychiatric evaluation, determines client needs and individuals are involved in every aspect of the services. Therapists employ interventions which are evidenced-based, such as SBIRT (Brief Screening, Intervention, Referral and Treatment) 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, if needed.

In 2019, there were 1,320 applications and screenings for treatment in the Mental Health Program. The total number of clients served in 2019 was 2,029 individuals. The total number of units of service billed was 19,346.

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 diagnoses such as ADHD, adjustment disorders, Oppositional Defiant Disorder, Depression and Anxiety among others.

The Mental Health Program accepts referrals from the Department of Probation and Children's Protective Services, schools, hospitals, Immigration detention centers, among others, to help teens make healthy choices and engage in nonviolent conflict resolution. Suicide threats, cutting behaviors, explosive outbursts, aggression, mood swings, defiance, antisocial conduct, severe phobia are also found in adolescents who come to the Mental Health Program, which addresses both "acting out" behavior and "acting in" symptoms such as suicidality. Therapists conduct family sessions to help parents and teens resolve issues and conflicts, with a strong track record of significant family improvement and family sessions help adults and couples with interpersonal and/or relationship problems.

The Mental Health Program accepts adults with chronic and severe mental illnesses such as schizophrenia and Bipolar Disorder, depression, anxiety and overwhelming stress. Seniors and elderly often present lonely, rejected, and anxious due to medical and aging concerns and adult



children and other relatives are involved in the therapy sessions of elderly individuals to understand the feelings, diagnosis and needs of their aging parents, resulting in restored closeness, responsiveness and support.

Generous funding in 2019 from Newsday Charities helped expand a much needed program for the special mental health needs of bilingual children exposed to domestic violence. The program engages all family members affected by domestic violence, and supports positive self-esteem, improved behavior at home and school, and overall emotional health.

The Mental Health Program Consumer Advisory Board meets quarterly for clients to participate in the direction of the Mental Health Program and to provide input on policies and procedures created for the Mental Health Program. On an annual basis, feedback is elicited from all clients via a Recipient Satisfaction Survey

The Mental Health Program continued to partner with local college and university social work and mental health counseling programs including Adelphi University, Molloy College, LIU, Baruch College, and Stony Brook University for social worker intern placements. Under the guidance and supervision of agency social workers, upper level and graduate students provide client services and gain valuable experience in a supervised setting at HCC and at the academic institution. In 2019, interns from Adelphi University and Baruch College were placed at the Mental Health Program

### **GOALS FOR 2020**

- To continue to implement a comprehensive risk assessment, suicide and violence risk assessment tools, interventions, and safety planning to reduce high risk incidents
- To implement measures that foster an integrated health management approach designed to improve medical and mental health needs
- To implement group services for women with depression, victims of domestic violence, and adolescents with anxiety/ adjustment issues, and a maintenance group for adult patients
- To utilize Advanced Health Network Recovery Health Solutions (AHN /RHS) to improve the client referral process



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

The HCC Ryan White Mental Health Program has served individuals infected with, and affected by, HIV/AIDS, since 2001, through the federal Ryan White Mental Health Part A/MAI Program. The HCC Ryan White Mental Health Program is an outpatient program that provides comprehensive mental health services for individuals who are ineligible for other resources and who reside in Nassau and Suffolk counties. The goal of the program is to provide mental health services to individuals with HIV/AIDS, to help maintain compliance with primary health care.

Services are provided by bilingual/ bicultural licensed clinical social workers and psychiatrist and include psychosocial evaluation, psychiatric evaluation, individual, family, couples, and group therapy, counseling groups, psychotropic, crisis intervention, home and/or hospital visits as needed, and information and referral to other eligible services. Program staff coordinate with medical and other case managers, and other HIV service providers in Nassau and Suffolk.

During 2019, the Ryan White Program served 59 clients in Hempstead and Bay Shore. The program has a strong source of referrals and receives excellent reviews from program clients and site visits conducted by United Way of Long Island, the sponsor of the program.

The HCC Ryan White Program has earned the recognition of other providers on Long Island for its quality of service and in 2019 Teresa Maestre, Program Coordinator, received the 'Distinguished Provider of the year Award' for the second time in an 18 year career leading the HCC Ryan White Program.

The program maintained 23 memoranda of agreement (MOA) with HIV/AIDS service providers in 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. 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, and these 23 MOA help ensure that clients receive the best possible services.

#### **GOALS FOR 2020**

- To expand program outreach efforts in Nassau and Suffolk counties to meet the program's projected capacity
- To expand program services on the eastern end of Suffolk County
- To utilize the most effective strategies to inform clients about available services and encourage participation in mental health services



### **SUPPORTIVE HOUSING PROGRAM**

The Supportive Housing Program (SHP), is sponsored by the New York State Office of Mental Health and 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.

In 2019, a change in name by the NYS Office of Mental Health from Supportive Housing Program to Supportive Housing Program indicates clients in need of additional assistance and services beyond housing.

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/brokers fee; and aids in the moving process.

Apartments are fully furnished and clients are responsible for replacing furniture that is damaged or breaks due to wear and tear. On a case, by case basis, household necessities or furniture may be available as needed to maintain the client in a safe environment or to avoid eviction. The program also assists clients with concerns and makes appropriate referrals when necessary.

In 2019, the program functioned at full capacity housing 30 clients representing diverse backgrounds, nationalities, gender, and race. In 2019 the program provided housing for white, Hispanic, African American, and Iranian clients; apartments were occupied by ten males and twenty females. Eighteen clients were seniors and two clients represented the LGBTQ community.

Home visits are conducted monthly to ensure that apartments are safe, habitable, maintained in good condition, and to address emerging client needs. A support plan review is conducted quarterly to identify any needed services or additional supports. Clients also complete an annual survey to document program satisfaction and identify any areas of concern.

#### **GOALS FOR 2020**

- Expand the program, pending funding, to serve additional referrals
- To provide clients with the best possible housing alternatives in the region
- To secure a positive, safe and healthy environment for 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. Support is provided to develop 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 2019, the program continued its commitment to bridge the generation and culture gaps that exist in immigrant families and provided services to 400 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 2019 included the Nassau County Youth Board, Nassau County Youth and Safety Coalition, Hempstead School District, Hands Across Hempstead, Planned Parenthood, Henry Schein Inc., LI Cares Kids Café Program, FedEx, Hofstra University, and National Grid.

### TEEN DROP IN CENTER

The Teen Drop In Center is a program for youth ages 11-17 years of age which offers a supervised, safe haven and a positive and productive after school alternative for youth. In 2019 the Teen Drop-In Center served 50 youth, with an average daily attendance of 25 to 30 participants. Recreational and leisure activities include boxing-fitness classes, journaling, pool tournaments, movie nights, arts and crafts, computer ab and Educational Evidence Based Workshops, “Too Good for Drugs” & “Life Skills conducted by HCC prevention workers.

Field trips are scheduled as part of an incentive program for scholastic achievement and Community Service projects are designed to build character and community pride.

Parents of the Teen Drop In Center participants are instrumental to the success of the program and participate in monthly parenting classes.

### HANDS ACROSS HEMPSTEAD

In 2019 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 coordinated services foster education and learning.

### PARTNERS IN PREVENTION PROGRAM

In 2019 HCC continued to provide services under the PIP program in four unserved and underserved school and community after school settings. This OASAS funded program conducted evidence-based workshops such as Too Good for Drugs, Life Skills, Strengthening Families and



Teen Intervene workshops in afterschool settings throughout Nassau County. OASAS was unable to continue funding of this program beyond April of 2019.

### Program Achievements in 2019

- The summer program continued to serve elementary school aged children, in addition to the Teen Drop in Student Summer Program
- The HCC Holiday Party on December 14, 2019 brought joy to more than 200 children who received gifts, and visited and took photos with Santa
- Over 100 youth received back to school outfits and supplies through the generosity of the Henry Schein Back To School Program
- HCC developed a partnership with LI Cares Kids Café Program to provide after school meals to Teen Drop In Center participants
- As a result of a generous donation by FedEx Express, 50 iPads were donated for the after-school program
- HCC developed a partnership with Hofstra University to implement weekly STEM workshops

### GOALS FOR 2020

- To increase the number of students served by the Teen Drop In Center
- To collaborate with local colleges and universities to engage interns in the youth program
- To continue youth development services that focus on building positive self-image, life skills and character
- To expand existing partnerships and build new ones to enhance the resources available for the Teen Drop In Center



## 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 2019:

### **PUBLIC SUPPORT**

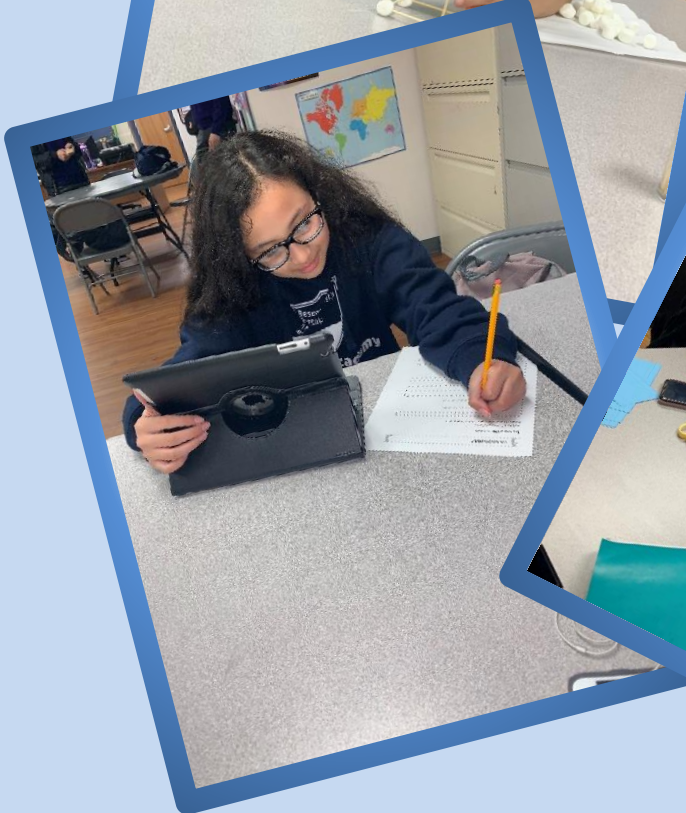
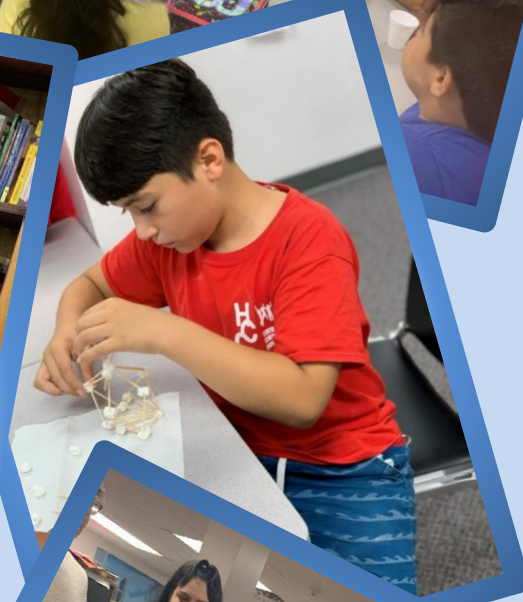
- U.S. Department of Health and Human Services, Health Resources Services Administration
- NYS Department of Education
- NYS Office of Alcoholism and Substance Abuse Services
- NYS Office of Children and Family Services
- NYS Division of Criminal Justice Services
- NYS Office of Mental Health
- NYS Office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

### **CORPORATE AND FOUNDATION SUPPORT**

- Research Foundation for Mental Hygiene, Inc.
- Northwell Health
- United Way of Long Island
- Newsday Charities
- FedEx Services Global Citizenship
- FedEx Express
- FedEx Office
- Hispanic Federation
- People's United Bank
- Henry Schein Inc.

### **COMMUNITY SUPPORT**

- Advanced Data Systems
- Centene Management Company
- Cold Spring Country Club
- Community Care Rx
- Crest Hollow Country Club
- Delmont Medical Care
- EIHAB
- Engineers Country Club
- Fat Guy Media
- Healthfirst
- Hofstra University Public Health Programs
- Hofstra University School of Health Professions and Human Services
- Lerner, Arnold, Winston, LLP
- Long Island EOC
- Long Island FQHC, Inc.
- NYU Winthrop Hospital
- Public Health Solutions
- SUNY Old Westbury
- TCI Technologies
- Truetox Laboratories







## HISPANIC COUNSELING CENTER

### HISPANIC COUNSELING CENTER INC.

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

Website: [www.hispaniccounseling.org](http://www.hispaniccounseling.org)

Email: [Info@hispaniccounseling.org](mailto:Info@hispaniccounseling.org)

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

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



*Celebrating 43 years of opening doors to the future  
for Long Island children and families*