

# Hispanic Counseling Center



## 2024 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.

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## 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 youth and family programs and in 2024 served more than 1,850 clients a month. HCC is the only agency in Nassau County licensed by both 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 2024. 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 established by the Nassau County Department of Drug and Alcohol Addiction to provide substance abuse treatment services to growing Hispanic population in Nassau County
- 1979** Nassau County Youth Board awards funding for prevention, education, and counseling services to limited English speaking youth and families
- 1986** HCC licensed by New York State to become first bilingual, bicultural alcohol and drug rehabilitation clinic in Nassau County
- 1987** 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 awarded license from New York State for mental health outpatient clinic
- 1993** Supported Housing Program inaugurated for mentally ill clients in need of housing
- 1994** English as a Second Language Program available to all HCC clients
- 1995** Respite Program established to provide services for children having serious emotional problems
- 1996** Domestic Violence Program created to fill a gap in services for victims and perpetrators
- 1998** HCBS Waiver Program established to provide in-home services to developmentally disabled adults and children
- 1998** Literacy Program instituted to teach adults how to read and write in Spanish
- 1998** Early Intervention Program created to provide social work services at HCC and in the home
- 1999** Medicaid Service Coordination Program begins for developmentally disabled adults and children to provide case management to live at home rather than an institutional setting
- 2001** Ryan White Mental Health Program begins for People with HIV/AIDS
- 2003** HCC moves to 344 Fulton Avenue Hempstead, the new building owned by the agency
- 2003** Teen Drop-In Center begins
- 2008** HCC purchases 336 Fulton Ave Hempstead to expand the Mental Health program





## HISTORY OF THE HISPANIC COUNSELING CENTER INC.

- 2011** Kinship program begins to provide support to grandparents/caregivers of children whose parents are incarcerated, deported or hospitalized
- 2012** Project Hope starts after Super Storm Sandy to provide crisis counseling
- 2014** Super Storm Sandy Program provides multiservice support to storm victims
- 2017** Care Coordination to provide case management
- 2017** Mental Health Clinic Crisis Stabilization Services begins, to provide intensive services
- 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 begins, to provide evidence-based drug prevention services
- 2018** Community Health Connections Program begins for residents of the Village of Hempstead
- 2019** Partnerships established with LI Cares Kids Cafe and Hofstra University STEM Program
- 2020** HCC Suffolk County Mental Health Clinic opens in Bay Shore
- 2020** Regional Prevention and Support Services in partnership with Northwell Health begins, to provide intensive case management to decrease the risk of HIV infection
- 2020** Project Hope begins, to provide COVID-19 related crisis counseling and referrals
- 2020** Nassau Mental Health Clinic expands services for children affected by domestic violence with funding from Mother Cabrini Health Foundation
- 2021** State Opioid Response II Program begins, a multi-year prevention program in partnership with AHN and other agencies and organizations
- 2022** COMHPS Program evolves from NY Project Hope
- 2023** HSD Middle School After-School Program begins with funding from the Mother Cabrini Foundation to provide academic and counseling support
- 2024** The Amplify partnership between HCC and Northwell Health seeks to enhance mental health awareness through training and support for teens and adults
- 2024** HSD Middle School After-School Program continues with funding from the U.S. Department of Education to provide academic and counseling support



## HISPANIC COUNSELING CENTER



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

Dear Friends of HCC:

On behalf of the Board of Trustees and the entire HCC staff, it is my pleasure to share with you the Hispanic Counseling Center's 2024 Annual Report. The Hispanic Counseling Center has been well respected as a pillar in the community for over 48 years for the services it provides, many of which are exclusive programs. The agency has grown and expanded since 1977, adding programs to respond to the community's most vital needs, including educational workshops, summer camp, respite, and housing and after school tutoring, as well as an additional location in Suffolk County.

My connection with HCC started as a member of the Fundraising Committee. This was such a gratifying experience that I became a Board Member to more actively contribute to the success of HCC. I am grateful to serve as Board President for the past five years. I am proud to actively volunteer for this extraordinary organization which provides distinctive and vital services to all members of the Long Island community.

The Board of Directors would like to express our sincere gratitude of CEO, Claudia Boyle. Since assuming her position as CEO in July of 2021 Claudia has been a catalyst of change and a visionary for growth and transformation to meet the current needs of the community.

On behalf of the Board of Directors I would like to extend our sincere appreciation to all of our sponsors who have so generously funded HCC programs and services in 2024. We thank you for being the champions who make it possible for HCC to impact the lives of our clients. We look forward to fostering our relationships with you as our respected community partners.

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

We invite you to learn more about HCC's programs and services which have so successfully transformed lives since 1977.

Nanette Malebranche  
President



## HISPANIC COUNSELING CENTER

### MESSAGE FROM THE CHIEF EXECUTIVE OFFICER



Dear Friends of the Hispanic Counseling Center,

Reflecting on this past year, I find myself filled with deep appreciation and hope. The year 2024 was a year of connection, compassion, and community—and I couldn't be prouder of everything we've accomplished together here at the Hispanic Counseling Center.

Every day, I witness firsthand the courage of the individuals and families who walk through our doors. I see parents doing their best to build a better future for their children. I see young people working hard to heal, grow, and thrive. And I see our incredible staff showing up—day after day—with open hearts and unwavering commitment.

This year, we made great strides in reaching more people and offering even more support where it's needed most. We expanded our Community Mental Health Promotion and Support (COMHPS) Program, creating more spaces where people can talk openly about their struggles and access the help they deserve. We deepened our work in local schools and communities, helping families navigate tough transitions with dignity and strength.

I'm especially proud of the growth in our after-school and youth programs, which now serve even more middle school students, many of whom are newly arrived and adjusting to life in a new country. These programs offer more than homework help—they provide a sense of belonging and the message that every child matters.

Our behavioral health clinics also saw continued growth, with a noticeable increase in referrals for children, teens, and young adults. We're seeing more complex cases, and we're responding with more tailored care—blending clinical support with cultural sensitivity, family involvement, and a true commitment to healing.

None of this would be possible without the people who make Hispanic Counseling Center what it is. To our staff: you are the heart of this agency. Your empathy, professionalism, and deep respect for our clients inspire me every single day. To our Board: thank you for your guidance and belief in our mission. And to our donors and partners: your support is not just appreciated—it's felt in every life we touch.

This work is personal to all of us. Because we know that behind every number is a name, and behind every challenge is a story of resilience. Thank you for standing with us in 2024. Together, we're creating a stronger, healthier, more connected community—one filled with possibility and promise.

With heartfelt gratitude,

Claudia M. Boyle, LMHC  
Chief Executive Officer



## HISPANIC COUNSELING CENTER

### **THE IMPACT OF THE HISPANIC COUNSELING CENTER EXPRESSED IN THE WORDS OF HCC PROGRAM CLIENTS**

#### In the words of a COMHPS client:

"I am happy to belong to the MAPAS support group. In these group meetings, we learn to strengthen emotional well-being. It guides us, provides us with tools, like setting boundaries, to face the daily challenges of a full and productive life. Our guides, Diana and Carolina, listen to us and look for ways to help us. They connect us when we need support for our problems. In my daily life, I put into practice the teachings of this group both at home and in my community. Thank you for creating this space where mental health is essential, helping us face stress, anxiety, depression, and improve personal relationships."

#### In the words of a Mental Health Clinic client:

"I'm someone who has been receiving mental health therapy. When I first heard that word, I thought to myself, "Well, I'm not crazy." That's what many of us think when we don't have any information about the topic. But the truth is, we have no idea how important it is to overcome certain stages in our lives. I started therapy about a year ago. Honestly, it was really hard for me to accept that I urgently needed it. Like many people who come to this country looking for a better future, we leave everything behind and go through very tough and unfair situations—situations we often can't talk about or face, whether out of fear, shame, or even threats. And so, we stay silent.

Now I know—and I live it—that life is beautiful when there's peace and love inside of us. I still go to therapy. I'm no longer the same. I'm focused on new things, motivated because I know I can. Now, I can cry from happiness, and I thank God and all those people who have the gift of offering help. I'm very grateful to my therapist, and I always tell her—and will keep telling her—thank you for listening to me when I needed it the most!"

#### In the words of Respite clients:

"The Respite program has been a true blessing for our family. My child has grown more confident and social since joining. I feel at peace knowing they are in a safe, supportive environment."

"The Respite program has taken us on so many trips that I never could've done on my own. My kids got to experience things I never imagined they would, and my family and I made moments we'll never forget. I'm so thankful for everything they've done for us."

"Every week, the Respite program brings me clothes, food, and things I need for my home. I'm so grateful for everything they do. I always look forward to that knock on my door—they never forget about me. I would truly be in need if they didn't come. I also love going on the activities and trips with my kids. We get to bond and enjoy time together in ways we normally wouldn't. One of our favorite trips was Cirque du Soleil—it was an experience we'll never forget. We really appreciate everything the program has done for us."







# HISPANIC COUNSELING CENTER

## HCC SERVICES AND PROGRAMS AT A GLANCE

### BEHAVIORAL HEALTH PROGRAMS

#### **Mental Health Outpatient Program**

Treatment services for children ages five and older, adolescents, adults, seniors, and families:

- ♦ Individual, family, and group therapy
- ♦ Psychiatric evaluations
- ♦ Medication management
- ♦ Services for victims and children exposed to domestic violence

#### **Substance Use Outpatient Program**

Treatment services for individuals recovering from drug and alcohol related problems:

- ♦ Individual, family, and group counseling
- ♦ Crisis and family intervention
- ♦ Psycho-educational series
- ♦ Psychiatric evaluations, toxicology exams, and medical screenings
- ♦ Prevention services and education

#### **Community Mental Health Promotion and Support (COMHPS)**

Provides short-term counseling in order to establish, maintain, and improve individual and community mental health and wellness:

- ♦ Free and confidential
- ♦ Referrals to licensed MH professionals
- ♦ Brief counseling and emotional support
- ♦ Individual and group support

#### **State Opioid Response (SOR) IV Program**

Program for at risk youth and their families to increase awareness of opioid and substance use problems:

- ♦ Evidence-based prevention workshops
- ♦ Prevention information and referrals
- ♦ Tools and strategies to avoid drug use

#### **Ryan White Mental Health Program**

Provides treatment services for those who are affected by HIV/AIDS and are not eligible for other insurance:

- ♦ Individual and family counseling
- ♦ Referrals for evaluation and medication

#### **Domestic Violence Batterer's Intervention Program**

Serves individuals who are referred by courts, child welfare agencies, and other sources due to charges stemming from domestic violence and child abuse:

- ♦ Twenty-six week psycho educational program to reduce potential for family violence
- ♦ Education on legal implications and the effect of violence on family members





# HISPANIC COUNSELING CENTER

## HCC SERVICES AND PROGRAMS AT A GLANCE

### SUPPORT SERVICES PROGRAMS

#### **Health Home Care Coordination for Adults**

Provides case management services to adults with serious behavioral and/or physical issues:

- ♦Helps individuals navigate the health care system
- ♦Services include support for financial, health, housing, and educational needs

#### **Regional Prevention and Support Services Initiative**

Provides services to individuals who are at risk of, or are living with HIV/AIDS:

- ♦HIV/STI/Hep-C prevention and support
- ♦PrEP/PEP education and screening
- ♦Informal counseling, education on HIV related issues, and other assistance

#### **Supportive Housing Program**

Provides advocacy for adults with a serious mental illness diagnosis to prevent homelessness and provide permanent housing:

- ♦Financial assistance with rent, utilities and home furnishings
- ♦Referrals to community resources necessary to maintain independent living

### YOUTH AND FAMILY SERVICES

#### **Family Peer Support and Respite Services**

Provides weekly temporary care of children with emotional and behavioral issues to give parents and caretakers a period of rest in care-giving:

- ♦Family and peer support
- ♦Parent educational workshops and advocacy
- ♦Social skills and recreational activities for children

#### **Youth and Family Program/Teen Drop-In Center (TDIC)**

Serves youth ages 12-17 and offers supervised informal learning during the critical after-school and early evening hours:

- ♦Homework help, computer literacy, peer mentoring, counseling, and prevention workshops
- ♦Educational workshops for parents

#### **Empire After-School Program**

Program offered in collaboration with Hempstead High School for newly arrived students and their parents:

- ♦ESL/ENL, math and literacy tutoring
- ♦Education and information
- ♦Informal counseling and support

#### **Parenting Education Program and Greentree Foundation "Good Neighbor" Fund**

Program for parents to maintain a healthy relationship and improve parenting skills, and overall communication with their children:

- ♦Education on respect, communication, effective discipline skills, self-esteem, and more
- ♦Child abuse and neglect education
- ♦Evidence-based program





# HISPANIC COUNSELING CENTER

## BEHAVIORAL HEALTH PROGRAMS

### MENTAL HEALTH OUTPATIENT REHABILITATIVE SERVICE

The HCC Mental Health Outpatient Treatment and Rehabilitative Service (MHOTRS) Program is the only fully bilingual, bicultural mental health program in the region licensed by the New York State Office of Mental Health (OMH) to provide treatment for children, adolescents, adults, and families in a bilingual bicultural setting. The goal of the program is to enable individuals who have chronic mental illnesses or who are suffering emotional distress to achieve their highest level of functioning within their families and community. Services provided by the MHOTRS Program include individual, family, and group therapy, psychiatric services, medication management, and crisis intervention for those in need.

The MHOTRS Program staff includes two bilingual psychiatrists, one psychiatric nurse practitioner, thirteen full-time therapists, and four Fee-for-Service therapists. MHOTRS Program therapists participate in ongoing training on risk assessment, co-occurring disorders, evidenced-based practices, HIPPA, sexual harassment and corporate compliance regulations, and other topics.

#### Nassau County:

In 2024, the Nassau County Mental Health Clinic, located in Hempstead, received 1,639 applications and screenings for treatment. The total number of clients served in 2024 was 1,554 individuals. The total number of units of service billed was 20,164. The clinic accommodated new referrals, especially a large number of children and adolescents

In 2024, therapists continued to provide individual, family, and group therapy via telehealth platforms including Zoom, Doxy.me, and telephone, to ensure that clients received appropriate treatment. A large percentage of clients are seen in the office for in-person individual/family/group therapy sessions and psychiatric sessions. In-person appointments resulted in an increase in services and cancellations decreased.

#### Suffolk County:

In 2024, the Suffolk County Mental Health Clinic, located in Bay Shore, developed and expanded relationships with the community, including the Brentwood School District, Central Islip School District, and Suffolk County Community College. The Suffolk Clinic also sees clients in person and via telehealth.

The Suffolk Clinic successfully accommodated all referrals, especially a large number of children and adolescents. In 2024, The total number of clients served was 709, and 9,688 units of service were billed.



# HISPANIC COUNSELING CENTER

## BEHAVIORAL HEALTH PROGRAMS

### SUBSTANCE USE DISORDER PROGRAM

The Substance Use Disorder (SUD) Program assists adults, adolescents, and youth achieve sobriety and live a substance-free life through therapeutic services. Educational and prevention services address the cycle of addiction and incorporate a self-help philosophy as the basis for maintaining abstinence and achieving sobriety. The program recognizes the importance of family involvement and provides services designed to support the family members. Program staff are fully bilingual and, as needed, referrals are made to other HCC programs and services. Services are designed to consider time and employment constraints of clients, with sessions available in the morning and in the evening.

Referrals are made to the SUD program by Nassau and Suffolk District Courts, Felony Treatment Drug Court, Family Court, Probation Officers, Social Service agencies and attorneys. Domestic Violence Courts refer individuals struggling with addiction and explosive behavior. CPS and PINS (Person in Need of Supervision) Diversion refer adolescents involved in use of substances and/or alcohol. The program had a significant admission of adolescents and youth experimenting with alcohol, other substances, and tobacco products.

The Substance Use Disorder Program has continued to provide services to adults, adolescents, and children predominantly of Hispanic origin, who as a result of their alcohol/drug use have been negatively impacted in many areas of their lives. The program provided mostly in-person services in the year 2024 (group sessions, individual sessions and intake assessments), with very few services conducted via telehealth. The Substance Use Disorder Program continued to receive referrals from Nassau and Suffolk District Courts, Felony Treatment Drug Court, Family Court, Probation Officers, Social Service agencies and community attorneys. The program continued to receive referrals from the Domestic Violence Courts for individuals struggling with addiction and explosive behavior, and received an increase in referrals from schools, CPS and PINS (Person in Need of Supervision) Diversion regarding adolescents involved in experimentation or full use of substances and/or alcohol.

In 2024, the program delivered nearly 8,000 individual, group and family counseling sessions, with a significant admission of adolescents and children as young as 10 years of age who are beginning to experiment with alcohol and other substances including tobacco products. Weekly, the program offered seven substance use disorder groups, a domestic violence/substance use disorder group, a substance use/women's group, a substance use/adolescents group, a relapse group, a coping skills group, and three educational series groups. A treatment plan was developed for each client with scheduled weekly group sessions, weekly educational series, and individual sessions, and, if needed, a relapse group. Individual, group and/or psycho-education were also available for the family or significant other affected by a client's abuse of drugs or alcohol.



## BEHAVIORAL HEALTH PROGRAMS

### COMHPS PROGRAM

The Community Mental Health Promotion and Support Program (COMHPS), funded by the NYS Office of Mental Health (NYS OMH), officially began on December 13th, 2022, to continue the vital services provided by NY Project Hope Coping with COVID that ended statewide on December 12th, 2022.

The COMHPS Program is an outreach based initiative to provide community engagement, mental health wellness promotion, individual screenings for mental health conditions, brief counseling, and as indicated, referrals to the HCC Mental Health clinic or other licensed mental health professionals.

Using U.S. census data, staff identified the towns and villages with the highest Hispanic population in Eastern Nassau and Western Suffolk counties. This information helped to establish a catchment area and provided the basis for in-person outreach to inform the community of program services and identify clients. Program staffing includes one team leader and six Community Wellness Specialists. Throughout the year, Community Wellness Specialists received required training through the NYS OMH, the Center for Practice Innovation (CPI), the Mental Health Association in New York State, Inc. (MHANYS), the Institute for Natural Resources (INR), the Mental Health Technology Transfer Center Network (MHTTC), the National Council for Mental Wellbeing, and the National Child Traumatic Stress Network. In addition, Community Wellness Specialist's participated in Learning Collaborative sessions conducted by the NYS OMH training team.

In 2024, the program served 1,071 community members in individual/family sessions; and 4,480 community members in educational/support group sessions in both Nassau and Suffolk counties. In addition, the COMHPS team participated in 153 community events sharing program information and resources with over 8900 participants.

Program accomplishments include establishing partnerships with organizations within the communities served, establishing trust and rapport with community members, and successfully serving target populations. The COMHPS Program will continue to support individuals with mental health needs and establish, maintain, and improve individual and community mental health and wellness.





## BEHAVIORAL HEALTH PROGRAMS

### STATE OPIOID RESPONSE IV PROGRAM

The State Opioid Response (SOR) IV program funded by OASAS serves vulnerable youth and families at risk of opioid and substance use. Program services were delivered in-person and via Zoom. The SOR IV program implemented 'Evidenced Based Practices' (EBP) as part of this New York State prevention initiative to reduce opioid consumption and deaths by overdose. Each EBP promotes healthy coping mechanisms and seeks to develop resiliency in program participants. As needed, referrals were made for mental health services within the agency. In 2024, a total of 261 clients were served.

In 2024, SOR IV utilized several evidence-based Programs with successful outcomes in all settings and for all client groups:

Psychological First Aid (PFA) and Skills for Psychological Recovery (SPR): PFA is a brief intervention for people with acute distress symptoms such as anxiety, irritability, grief, emotional ups and downs, poor sleep, poor concentration, etc. SPR is used in combination with PFA to teach clients lifelong skills such as managing reactions, promoting helpful thinking, and problem solving. These two evidence-based programs were offered at three Family Service Association shelters in Nassau County and to all programs in HCC. In addition, the program collaborated with the Nassau County Victims Advocate Office to facilitate services to victims of crime and partnered with the Teen Center at the Hempstead High School to assist students in need of psychological support. During 2024, a total of 94 clients received these programs via Zoom and in-person.

Parenting Wisely Teens and Young Children (3-11): These two online programs promote effective parenting skills for parents of teens and younger children. With the guidance of a counselor, and through program videos, parents learned important concepts to promote mutual respect, good communication, and unity in the family. Parents were referred by the Mental Health Clinic, and typically children and teens were receiving mental health services at the Clinic. Sessions were conducted via Zoom or in-person at the parent's convenience. During 2024, 122 parents participated in the Parenting Wisely program.

Pre-Venture (youth 12-17): This evidence-based prevention program uses personality targeted interventions to promote mental health and skill development and delay youth substance use. Pre-Venture helps youth to learn better coping mechanisms, weigh the consequences of their actions, make healthy decisions, set long-term goals and more. A total of 45 students were served in 2024.



# HISPANIC COUNSELING CENTER

## BEHAVIORAL HEALTH PROGRAMS

### RYAN WHITE PART A/MAI

### MENTAL HEALTH SERVICES FOR PEOPLE WITH HIV/AIDS

The Ryan White Mental Health Program is a federally funded program that provides care and treatment services to people living with HIV who are uninsured or under-insured. The program also specifically addresses the needs of minority communities disproportionately impacted by HIV/AIDS. The program serves clients in Nassau and Suffolk counties and provides support from bilingual program staff, and mental health services from a psychiatrist and licensed clinical social workers.

During 2024, the Ryan White program served 66 clients with a wide range of services including psychosocial evaluation, psychiatric evaluation, individual and group therapies, counseling groups, crisis intervention, home and hospital visits when needed, and information and referrals. The Ryan White program provides telehealth mental health treatment by telephone and/or video conferencing when clients are unable to attend sessions in-person and accommodate to client needs. Additional program services are offered, such as: linkages to other resources such as food pantries and employment information.

Increasingly in 2024, clients utilized technology, advocated for themselves, and attended medical appointments with minimal assistance.



## HISPANIC COUNSELING CENTER

### BEHAVIORAL HEALTH PROGRAMS

#### DOMESTIC VIOLENCE BATTERERS INTERVENTION PROGRAM

The Batters Intervention Program is a 26-week psycho-educational program designed to educate men and women referred by courts probation and child welfare agencies, among others, due to charges stemming from domestic violence and child abuse. Participation in the program is court mandated as a consequence of an individual's arrest and a charge of domestic violence. In 2024, 28 individuals registered for the program.

The goal of the program is to offer individuals an opportunity to change learned behaviors through education, challenging clients to take responsibility for their actions, recognize the impact of their actions on victims, control violent impulses, and reduce the potential for further family violence.

Clients may have little understanding of the U.S. judicial system, perceive the program as punishment and a legal requirement to fulfill, and may be resistant at the outset of the program. The Batters Intervention Program provides support and guides clients to analyze their actions and attitudes, leading to more positive behavior. Developing a positive dynamic between the counselor and client is paramount to successful completion of the program and clients respond when this open communication is established.





## SUPPORT SERVICES PROGRAMS

### CARE COORDINATION

HCC Care Coordination, a partnership with Northwell Health, has been in operation since 2017. The focus of Care Coordination is to assist individuals in monitoring their health, both behavioral and physical, to 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 their choice. As necessary, clients are assisted with referrals to appropriate medical providers and community health organizations.

Care Coordination provides services to individuals aged 21 or older. Ninety percent of the HCC Care Coordination client base is senior citizen, male and female, and predominantly Hispanic. The program seeks to provide enhanced services to the client and each Care Coordinator develops a six-month care plan that identifies strengths and barriers for the client. Interim target dates are set as well as assessments to ensure better quality of health.

In 2024, Care Coordination provided case management support services to a total of 147 clients. Care Coordination continued to assist clients with filing for unemployment, social services, SNAP benefits, housing re-certifications, U.S. Naturalization, Metro Cards, food pantries and medical appointments. The Care Coordination team continues to work closely with other HCC programs, Northwell Health, and other organizations.

In 2024, Care Coordination staff worked with the HCC Teen Drop-In Center to arrange for children of mutual clients to receive gifts during the holidays. Care Coordination also continued to work closely with Long Island Cares food bank and provided food to many care coordination clients in need.



# HISPANIC COUNSELING CENTER

## SUPPORT SERVICES PROGRAMS

### RPSSI – REGIONAL PREVENTION AND SUPPORT SERVICES INITIATIVE PROGRAM

The Regional Prevention and Support Services Initiative Program (RPSSI) provides case management to individuals who register in the program. The program focuses on decreasing the risk of new HIV infections and targeting people at risk of contracting HIV, Hepatitis C, and sexually transmitted infections. Access to clients and awareness on the use of PEP (Post-exposure Prophylaxis) which means, taking medication to prevent HIV after a possible exposure and PrEP (Pre-exposure prophylaxis) for HIV prevention for individuals at risk, continued to be offered to clients. These services are offered in Nassau County. The purpose of RPSSI is to reach as many community members and inform, educate and provide information/material on HIV and STD prevention/testing and connect them to services.

During 2024, HCC began year four of the RPSSI program in partnership with Northwell Health and the North Shore University Center for AIDS Research and Treatment (CART). HCC is proud to be a partner in this multi-organization effort implemented by hospitals, clinics, and community based organizations in Nassau County. In 2024, 274 clients received RPSSI services.

The RPSSI is a much needed program in the community. It allow us to educate and reach the community to prevent the spread of HIV/STD infectious diseases. The implementation of the RPSSI in the community will allow to continue to build relationships with medical providers, case managers and continue the referral process for testing and other services.



## SUPPORT SERVICES PROGRAMS

### SUPPORTIVE HOUSING PROGRAM

The Supportive Housing Program (SHP) provides permanent housing to eligible adults with a serious mental illness diagnosis and is the only program in Nassau County in which clients reside in secure, safe, affordable housing in individual apartments. The goal of the SHP is to help clients maintain housing and assist clients with additional community resources to achieve fully independent lives.

In 2024, the Supportive Housing Program served 29 clients diagnosed with Serious Mental Illness. In 2024, the SHP actively engaged with clients, resulting in 963 contact units. Clients completed 10,960 units of residence in the program.

Clients consist of sixteen females, twelve males and two LGBTQ individuals. Client racial and ethnic composition is: 16 Hispanic, six African American (non-Latino), six white (non-Latino) and one other race. Fifteen clients are 45 to 64, 13 clients are 65 or older, and one client is 25 to 44. Housing units are scattered throughout Nassau County in the following communities: Hempstead (16), Freeport (six), Rockville Centre (two) and 2 Glen Cove (two), Baldwin (one), Mineola (one), and Sea Cliff (one).

The program provides clients with services needed to maintain fully independent lives including services from HCC Care Coordination and the Mental Health Clinic. Other services were provided including financial assistance, resolving landlord tenant issues, budget training, transportation support, crisis management, SNAP and other benefits, and referrals to other agencies. Tenancy Support Services was provided including community integration and skill building skills, stabilization services, individualized needs assessment, treatment planning, independent living skills training, community resource coordination, and crisis planning and intervention.





## YOUTH AND FAMILY SERVICES

### YOUTH AND FAMILY PROGRAM

The Youth and Family Program provides a safe haven for teens during the after-school hours where youth are more likely to engage in risky behaviors. The program provides services to students who attend Hempstead High School and Middle School.

In 2024, twenty-five students enrolled in the after school program, with average daily attendance of nineteen students. Teen Drop-In Center's (TDIC) staff members provided mentoring, tutoring, and emotional support and students participated in a variety of educational activities including boxing, self-defense, yoga, and Cornell Cooperative Extension workshops. Fifteen students with good progress reports and report cards participated in special field trips which are an incentive for the students to maintain and improve grades every quarter.

The program also supports families of the program youth through resources and referrals to HCC and other programs. The student advocate assisted the parents in navigating the school system and continued to be an intricate part of the program.

In December 2024, the Youth and Family program spearheaded the Annual HCC Children's Christmas Event for more than 250 families who received holiday gifts and a family photo with Santa Claus. HCC makes every effort to secure substantial donations to fulfill each child's 'wish list'.

In July and August of 2024, HCC held its Summer Camp program for HCC clients and the community. Twenty-one children registered and attended camp daily to enjoy fun and educational field trips, STEM workshops, art and science workshops, as well as fitness activities facilitated by Cornell Cooperative Extension workshops.



## YOUTH AND FAMILY SERVICES

### FAMILY PEER SUPPORT SERVICE (FPSS) AND RESPITE PROGRAM

The goal of the program is to provide family peer support services and respite 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. The primary objective of the Family Peer Support Services and Respite Program are to reduce family stress, reduce the incidence of hospitalization or re-hospitalization, and decrease the risk of child abuse.

In 2024, the Respite Program served 65 children/adolescents and 37 families in Nassau County. The program continued to work with the Office of Mental Health Long Island Field office on an array of services to children and families through Child and Family Treatment Support Services, as well as Respite Services.

Group activities are offered after school hours at HCC four days a week from Monday through Thursday. In 2024, all children also received tutoring, socialization, and recreational time with trained staff with the goal of children improving their academic as well as social skills. During school breaks, children were also provided with various leisure activities such as trips to the movies, bowling, and to the park.

During 2024, families were offered tickets to events to Radio City Music Hall (The Rockettes), UBS Arena (Encanto, Frozen, Cirque du Soleil, and Monster Jam) as well as cultural and educational excursions. These outings, arranged by the Respite Program, allowed families to enjoy enriching experiences at museums, historical sites, and other venues.

As needed, through webinars, Zoom meetings, and weekly contact, parents and families were provided with resources and referrals such as food banks, Department of Social Services assistance, healthcare assistance, external agencies, and other HCC programs.



## YOUTH AND FAMILY SERVICES

### EMPIRE STATE AFTER-SCHOOL PROGRAM

The Empire State After-School Program, in partnership with the Hempstead School District, assists newly arrived Hempstead High School students and their families by providing social and academic support during the school year and summertime. The program offers support to youth who have recently arrived in the United States, or newcomer students, who are from a variety of educational and linguistic backgrounds and diverse social and emotional needs. The program develops solutions to the challenges faced by newcomer students and encourages collaborative planning to help students succeed. Parents are offered educational workshops and parent support groups.

In 2024, the program supported 150 students and their families in the Hempstead School District by providing support in their adaptation to a new school system and a new culture. Assistance continued to be provided in English and Spanish.

The program used a variety of educational activities to assist students to pass courses and Regents exams, and to graduate. Students participated in structured and supervised educational services after-school including tutoring, youth development, and school resources, to help meet learning standards and be successful in school. Program teachers designed effective lesson plans to assist students in academic subjects, English as a New Language, and provided students who may have experienced interrupted or inconsistent formal education, SIFE students, with reading and writing in their native language.

The program also provided social and emotional support for students and their families. This included making referrals to the HCC Mental Health Clinic, the Substance Use Disorder Program, and other appropriate support services for those who experienced trauma or emotional stress in the country of origin, on their trip to the U.S., or adapting to a new culture and the pandemic. The program referred and provided information to more than 140 students and their families to service providers in Nassau County, such as the Nassau County Office of Hispanic Affairs, Nassau County Department of Social Services, Island Harvest, The Salvation Army and other agencies.



# HISPANIC COUNSELING CENTER

## YOUTH AND FAMILY SERVICES

### PARENTING EDUCATION PROGRAM

The Parenting Education Skills Program is a 16-week psycho-educational program designed to build nurturing parenting skills as an alternative to abusive and neglectful parenting and child-rearing practices. In 2024, classes were offered to 41 clients from Nassau and Suffolk counties who attended groups based on the age of their children.

The program was originally created to help women who were victims of domestic violence with their parenting skills, it now includes both men and women who are striving to be better and more responsible caregivers. The program is offered free of charge to parents willing to accept this challenge. Referrals are made to the program by a variety of sources including the HCC Mental Health Clinic, CPS, Family Court, and other agencies in response to the urgent need for these services among many families.

### GREENTREE FOUNDATION "GOOD NEIGHBOR" FUND

The Greentree Foundation "Good Neighbor" Fund supports a parent education program implemented in the Port Washington School District to serve immigrant parents of the Town of North Hempstead. The project improves the lives of adults and families by developing and delivering workshops to build strong parenting and life skills for immigrant parents of English Language Learners (ELL) and "new arrival/newcomer" immigrant youth, regardless of home language. The workshop sessions are conducted in person in the school district and via Zoom.

Outreach and enrollment of parents is coordinated by the program social worker in collaboration with the school district. Various topics of interest to parents are addressed in biweekly group meetings with a target of seven to nine topics in fall and in spring.

Three focus areas guide the parent workshop program: 1) Academic Success: strengthening immigrant parents' capacity to support academic achievement by increasing their awareness of instructional programs and ways they can support their child's learning; 2) Advocacy and Decision-Making: strengthening parents' understanding of how to advocate for their child and participate in decisions to improve learning for their child; and 3) Awareness and Use of Resources: strengthening parents' awareness of resources available in the school and community and how to access them to support their child's well-being as well as their own personal growth.

Workshops vary in length and content and follow topics identified by informal needs assessment and workshop participant composition.







## COLLABORATIVE SYSTEMS

- Access VR
- Colleges and Universities:
  - Adelphi University
  - Fordham University
  - Hofstra University
  - Long Island University
  - Molloy University
  - Nassau Community College
  - Suffolk Community College
  - SUNY College at Old Westbury
  - SUNY Farmingdale State College
  - SUNY Stony Brook University
- D.M.V. (Department of Motor Vehicles)
- Education and Assistance Corporation
- EOC of Nassau and Suffolk
- Family and Children's Association
- Harmony Healthcare
- Hempstead District Court
- Hempstead Domestic Violence Court
- Hempstead Drug Court
- Integrated Domestic Violence Court
- Long Island Association for AIDs Care (LIAAC)
- Long Island Attorneys
- Long Island Cares
- Long Island Churches and Places of Worship
- Long Island County on Alcoholism and Drug Dependence (LICADD)
- Long Island Foster Care Services
- Long Island Hospitals and Physicians
- Long Island Libraries
- Long Island School Districts
- Mental Health Association of Nassau County
- MTA and Able Ride
- Nassau and Suffolk CPS/APS
- Nassau and Suffolk County Department of Social Services
- Nassau County Adolescent Diversion Program
- Nassau County Office of Mental Health, Substance Use, and Developmental Disabilities
- Nassau County District Attorney's Office
- Nassau County Family Court
- Nassau County Office of Hispanic Affairs
- Nassau County Office of Youth Services
- 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 (NUMC)
- Northwell Health
- NYS Department of Health
- NYS Office of Mental Health (OMH)
- NYS Office of Addiction Services and Supports (OASAS)
- NYS Office of Children and Family Services (OCFS)
- Options for Community Living





## OUR SUPPORTERS

The Hispanic Counseling Center is grateful to these funders and to all others for supporting these and all other agency-wide programs and services during 2024:

### PUBLIC SUPPORT

- Hempstead Union Free School District
- Nassau County Community Development Agency
- Nassau County Department of Human Services
- Nassau County District Attorney's Office
- Nassau County Office of Youth Services
- NYS Department of Health
- NYS Office of Addiction Services and Supports
- NYS Office of Children and Family Services
- NYS Office of Mental Health
- NYS Research Foundation for Mental Hygiene
- U.S. Department of Education
- U.S. Department of Health and Human Services, Health Resources Services Administration
- Village of Hempstead Community Development Agency

### CORPORATE AND FOUNDATION SUPPORTERS

- FedEx Express
- Henry Schein Inc.
- Hispanic Federation
- Hofstra University
- Northwell Health
- M & T Bank
- United Way of Long Island

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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

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*Celebrating 48 years of opening  
doors to the future for Long Island  
children and families*