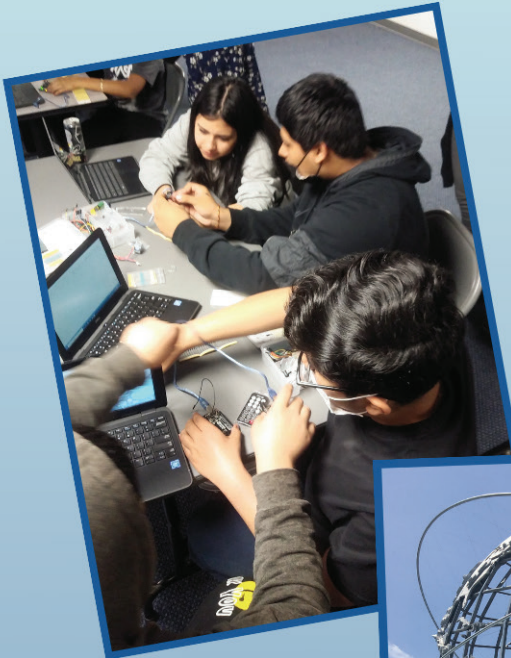


Hispanic Counseling Center



2022 Annual Report





HISPANIC COUNSELING CENTER

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, at 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 2022 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 feet rented office in 1977, to ownership of a 38,000-square-foot modern facility with multiple programs and services in 2022. HCC is proactive in developing programs that respond to the most urgent needs of the community through individual, group, and family counseling, educational workshops, case management, support groups, family activities, after-school tutoring and enrichment, summer camp, crisis intervention, and prevention programs for at-risk youth, clients are able to receive multiple services in one setting.



HISPANIC COUNSELING CENTER

HISTORY OF THE HISPANIC COUNSELING CENTER INC.

- 1977** The Hispanic Counseling Center was established by the Nassau County Department of Drug and Alcohol Addiction to provide substance abuse treatment services to the 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 was licensed by New York State to become the 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 a license from New York State for mental health outpatient clinic
- 1993** Supported Housing Program was 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 information, counseling, support, and respite services for families with children having serious emotional problems
- 1996** Domestic Violence Program was 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 for children ages 0-3 and families 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 in 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



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- 2003** Teen Drop-In Center begins
- 2008** HCC purchases 336 Fulton Ave Hempstead to expand the Mental Health program
- 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 re-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 (SOR) II Program begins, a multi-year prevention program in partnership with AHN and other agencies and organizations
- 2022** COMHPS Program evolves from FEMA NY Project Hope to OMH project to provide short-term counseling and social support and behavioral health resources



HISPANIC COUNSELING CENTER

MESSAGE FROM THE PRESIDENT OF THE BOARD OF DIRECTORS

Dear Friends of HCC:



2022 Board of Directors

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Michael A. Jaime

Veronica Lopez

Nadja Searchwell

Yesenia Vazquez

On behalf of the Board of Trustees and the entire HCC staff, it is with much enthusiasm that we share with you the Hispanic Counseling Center’s 2022 Annual Report. The Hispanic Counseling Center is well respected in the community for the services it provides including many unique programs. Since 1977 the agency has grown and expanded, adding programs to respond to the community’s most urgent needs. Client services include educational workshops, summer camp, respite, housing, and after school tutoring. These services are available to all, regardless of race, ethnicity, faith, sexual orientation, or ability to pay.

My involvement started as a member of the Fundraising Committee. Being part of HCC was so rewarding that I became a Board Member. For the past three years I have been honored and proud to serve as Board President. I am humbled to actively volunteer for this extraordinary organization that provides much needed and vital services to the Long Island community.

The Board of Directors would like to recognize and express our appreciation of CEO, Claudia Boyle. Claudia has done a remarkable job since assuming her position in 2021. We would also like to recognize the HCC staff. Our success comes from their commitment and hard work to provide an invaluable service to the community.

I would like to extend our sincere appreciation to the many public and private supporters who have so generously funded HCC programs and services in 2022. 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.

I would also like to acknowledge the Hispanic Counseling Center’s Board of Directors for their commitment to time, leadership, 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



Dear Friends of the Hispanic Counseling Center:

I am pleased to present the annual report for the Hispanic Counseling Center for the year 2022. It is with great pride that I reflect upon the accomplishments and positive impact HCC continues to make in the lives of countless individuals and families. Over the past year, the Hispanic Counseling Center has remained steadfast in its commitment to providing excellence in service to the Long Island community. We have continued to embrace our mission of empowering individuals, fostering resilience, promoting emotional well-being, and transforming lives.

HCC continues to be a pillar of hope in the community providing outstanding service. A highlight of 2022 was the expansion of outreach programs to reach even more individuals in need. Through outreach, HCC has worked diligently to eliminate barriers and reduce the stigma surrounding mental health in the Long Island community. Through community partnerships, we have raised awareness to ensure that our services are accessible to those who need them most.

New initiatives in 2022 include COMHPS, Community Mental Health Promotion and Support, previously NY Project Hope funded by FEMA to serve the community after COVID. COMHPS is now funded by NYS OMH and is redesigned to promote mental health and to support those affected by mental health concerns. This redesign has allowed HCC to engage those in need in the community, and educate, support, and connect individuals in need with appropriate services.

HCC's behavioral health clinics have steadily experienced growth this year. The number of referrals of children, adolescents, and young adults with serious mental health and substance use issues continues to increase as a result of not only the pandemic but also as a result of HCC's increased outreach efforts and education in the community. The Youth and Family programs continued to be valuable resources for students in middle school through high school. These programs provide a safe haven in the critical and often unsupervised after school hours, and engage youth with activities and educational workshops to learn new skills and prevent involvement in negative behavior that may affect their well-being.

Agency collaborations continued to be strengthened and expanded, and through these collaborations, HCC provided much needed services and support. We continued to collaborate and expand our partnerships with multiple agencies, associations, hospitals, and school districts in Nassau and Suffolk counties.

My special thanks to the Board of Directors for their continued support. To our varied funding sources and generous donors, HCC expresses deep gratitude: because of your support, we can continue to offer innovative and needed services and to realize our mission. I would like to especially thank the dedicated staff of the Hispanic Counseling Center for their remarkable and tireless work, professionalism, and unwavering support. Without the important contributions of each individual, HCC would not be the successful agency it is serving the Long Island community.

Claudia M. Boyle, LMHC
Chief Executive Officer

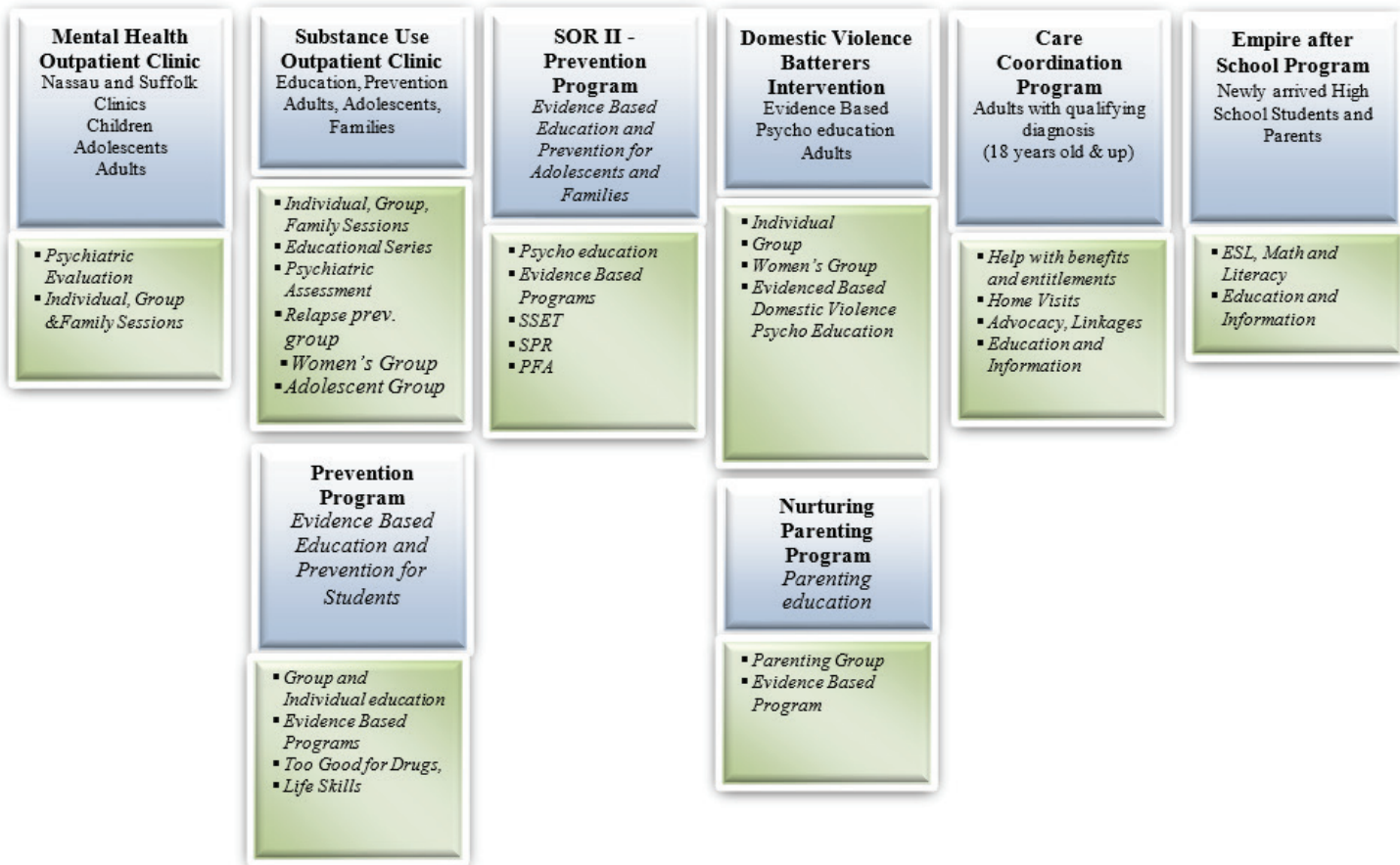






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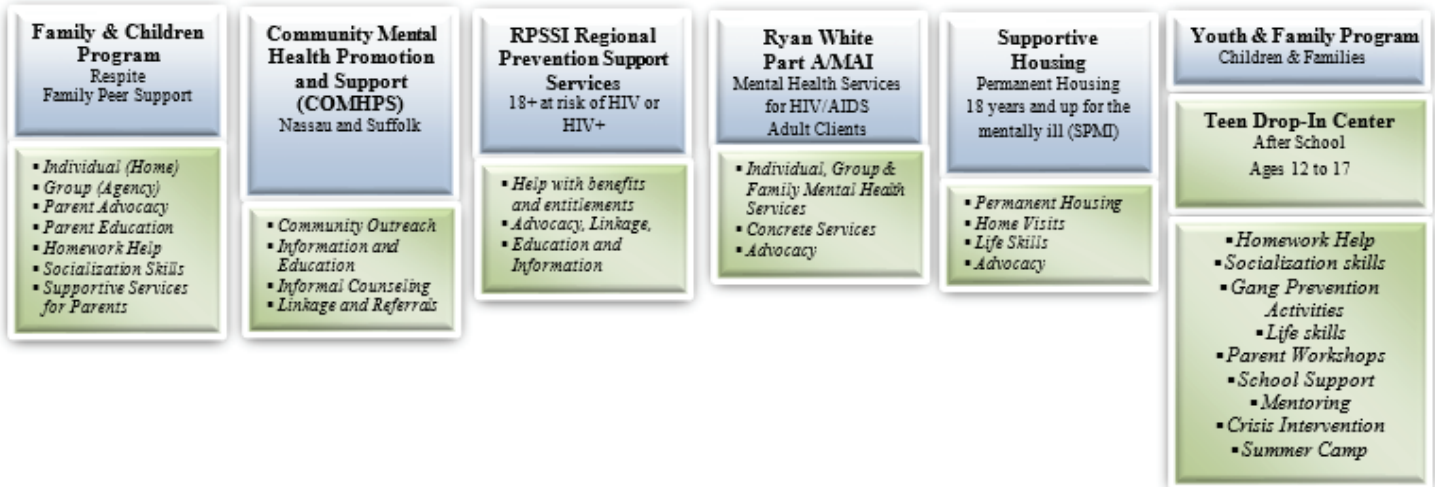
HISPANIC COUNSELING CENTER INC. 344 Fulton Avenue, Hempstead NY 11550



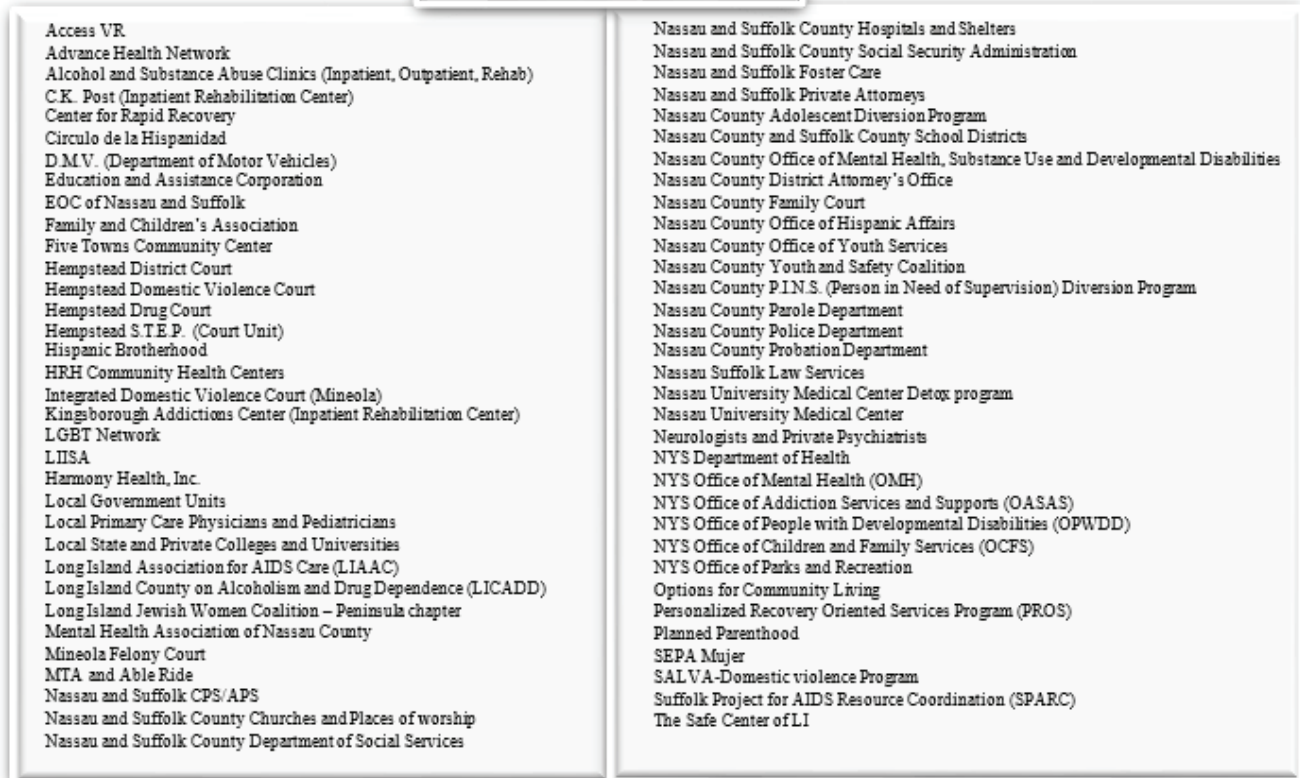


HISPANIC COUNSELING CENTER

HISPANIC COUNSELING CENTER INC. 344 Fulton Avenue, Hempstead NY 11550



Collaborative Systems





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

In the words of COMHPS Program Clients:

- “The COMHPS program ‘has impacted my life in a very special way, I have met many people and I have learned many new things like making different flowers, picture frames, and some painting. The group means making new friends, receiving useful information, and staying active within my own community.”
- “The COMHPS program has impacted my life in a positive way. I was a victim of a hate crime and because of that, I started having panic attacks and feeling extreme distrust of everyone around me. But now thanks to the support of the COMHPS program counselors I have regained my self-confidence and have opened up to socialize more and re-integrate into the community in a positive way. As a result, I feel very relaxed, and eager to succeed, and I am confident that nothing can stop me from achieving my goals. The COMHPS program for me means support, trust, and love.”

In the words of a Greentree Foundation Program Client:

- “In the process of my daughter that receives help with Andrea Ortiz, I have seen changes in her. Now she is a girl who can participate in the group, give her opinion, and has bettered her emotions with the help given by Andrea. She is past being a timid and quiet girl and is now more cheerful and happy. She enjoys the little things about life like going to the park and being around other children. When she joined this program she had many fears and problems with communication but little by little with the help she is receiving she has been a lot better. All I want to say now is thank you Hispanic Counseling Center, thank you very much.”

In the words of a Mental Health Outpatient Clinic Client:

- “The Hispanic Counseling Center has helped me tremendously. When I first met my therapist I was nervous because I have never been in therapy before. In our first appointment she made me feel comfortable and I could tell that she was truly listening to me. I was in a rough situation at home. My therapist has helped me realize my worth. I feel that I am now more independent, I have found a job and I am currently working on getting a new place for me and my son. My therapist has introduced me to meditation and has shown me the importance of expressing my feelings. My therapist has also referred me to women’s groups, which has motivated me to share my story. I am very thankful for my therapist and the Hispanic Counseling Center.”



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In the words of Respite Program Clients:

- “I want to express how grateful I am for the Respite program that has had a huge impact on my child's life. My child has been dealing with bullying at school... however, since going to the Respite group, I've noticed a remarkable change in their confidence, social skills, and overall well-being. The Respite program has created a safe and supportive place where my child can freely express themselves and connect with other kids who are going through similar challenges. Being part of a group has been really helpful in helping my child overcome their fear and anxiety about bullying. They feel like they belong and realize they're not alone in what they're going through.”
- “I would like to express my gratitude to the Respite program for being an incredible support for my family. I have four children, and one of them has special needs and requires a lot of support. Without the guidance of the Respite program, I would have never been as knowledgeable about my son's diagnosis as I am today, and I wouldn't have been able to maintain a balance in my home. The Respite program has been there for my family during our toughest times. They consistently provide us with donations of food, clothes, and even furniture when we need them. My children are always thrilled to attend the group because it's their chance to have fun, and I can also have some personal time. I am truly grateful for the Respite program's support and assistance. They have lifted my family up and made a significant difference in our lives.”

In the words of an RPSSI Program Client:

- “I want to thank this program which has been a blessing to me and my family as they have been of great support. As immigrants, most of the time we do not know of resources or where to go for medical attention and treatment. This program has helped me and my family in many ways.”

In the words of a SOR II Program Partner: Staff Member, Family, and Children's Association

- “The Hispanic Counseling Center has been such an incredible support system for my residents here at FCA's runaway and homeless youth programs. Alejandra and Andrea always reach out to see if any residents need support and it is so greatly appreciated. Several residents have participated in Skills for Psychological Recovery and Psychological First Aid and it has helped them gain the tools they need to cope with difficult emotions. We also have a resident who has enrolled in therapy and psychiatry at HCC and she enjoys having support from professionals who understand her language and her cultural background. The residents speak so highly of the team at HCC and they are always looking forward to meetings. “Thank you” simply isn't enough to express how appreciated you guys are. You are all amazing!”

In the words of a Supportive Housing Program Client:

- “I give thanks to the Hispanic Counseling Center for all the help that for 30 years they are helping everyone in the community. I give thanks to my Housing Coordinator Ingrid for visiting me every time and seeing how I'm doing.”



CARE COORDINATION

HCC Care Coordination is a partnership with Northwell Health and 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-five percent of the HCC Care Coordination client base is senior citizens, 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 a better quality of health.

In 2022 Care Coordination continued to conduct in person visits. In 2022, Care Coordination provided case management support services to a total of 130 clients. Care coordination continued to assist clients with filing for unemployment, DSS SNAP benefits, Metro Cards, food pantries, and medical appointments. The Care Coordination team continued to work closely with other HCC programs and partners at Northwell Health and other organizations.

In 2022, Care Coordination staff worked with the HCC Teen Drop in Center to arrange for the children of clients to receive gifts during the holidays. Care Coordination also continued to refer clients for assistance with naturalization applications and renewals of residency cards and collaborated with United Way to provide clients with free Metro cards. Care coordination also worked with mobile crisis centers to provide services to clients who were in emotional distress and needed additional support.



DOMESTIC VIOLENCE ACCOUNTABILITY PROGRAM NURTURING PARENTING SKILLS PROGRAM

DOMESTIC VIOLENCE BATTERERS ACCOUNTABILITY PROGRAM (BAP)

The 26 week psycho-educational Domestic Violence Batterers Accountability Program (BAP) 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 responsibility for their actions, recognize the impact of their actions on victims, control violent impulses, and reduce the potential for family violence. Referrals come from the Courts and Probation, among others.

Participation in the BAP program is a court mandated as a consequence of being arrested and charged with domestic violence. Many clients have little or no understanding of the U.S. judicial system and laws and have further challenges due to language and cultural barriers. There is often resistance from clients at the outset of the program. Developing a positive dynamic between the counselor and client is paramount to the successful completion of the program. Clients respond to the program when this positive communication is established and they understand the program is not one of judgment but one of support.

Nineteen (19) clients from Nassau and Suffolk Counties registered for the 26-week program and 15 successfully completed the program.

NURTURING PARENTING SKILLS PROGRAM (NPP)

The 16-week Nurturing Parenting Skills Program (NPP) is a psycho-educational program designed to build nurturing parenting skills as an alternative to abusive and neglectful parenting and child-rearing practices. In 2022, the classes returned to in person meetings which promoted greater exchange and support between the presenters and the clients, and among the clients themselves.

Many of the clients are mandated or referred by the HCC Mental Health Clinic, CPS, Family Court, and other agencies in response to the urgent need for these services in the community. While the program was created to help women who were victims of domestic violence, it now includes men and women who seek to be better and more responsible caregivers. The program is offered free of charge to any parent interested in improving parenting skills.

In 2022, 29 clients from Nassau County attended the parenting classes; 27 clients successfully completed the program.



EMPIRE STATE AFTER SCHOOL PROGRAM

The Empire State After-School Program (ESAP), in partnership with the Hempstead School District, assists newly arrived Hempstead High School students and their families by providing academic and social support. ESAP offers support to children who arrive in the United States from other countries, ‘newcomers’, who represent a variety of educational and linguistic backgrounds and varying educational, 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 2022, the program supported 120 students and their families residing in the Hempstead School District. During 2022 ESAP continued to serve as a source of support for students and their families in their adaptation to the changes after the pandemic. In 2022, the school year and the summer program were conducted fully in-person and assistance continued to be provided in English and Spanish regarding vital resources related to COVID-19.

The program provided academic support to help students pass their subject and Regents exams to graduate in 2022. Students participated in structured and supervised educational services after school including tutoring, youth development, and school resources to help meet learning standards and to be successful in school. Program teachers designed lessons that support in-class assignments to assist students in all academic subjects and English as a New Language. Students who may have experienced interrupted or inconsistent formal education received assistance in reading and writing in the 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 120 students, and their families, to service providers in Nassau County, such as the Nassau County Office of Hispanic Affairs, Island Harvest, The Salvation Army, and other agencies.



FAMILY PEER SUPPORT SERVICES AND RESPITE PROGRAM

The program intends 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 who experience social, emotional, developmental, and/or behavioral challenges in the home, school, placement, and/or community. The primary objective of the 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 program continued to work with the OMH Long Island Field office on an array of services to children and families through the Child and Family Treatment Support Services as well as Respite Services. In 2022, the Respite Program served fifty-five (55) children and adolescents from thirty (30) families in Nassau County. Activities included group activities once a week after school from Monday through Thursday. Five families (5) received individual respite services one time per week. In 2022, all children participated in tutoring, socialization, and recreation, to improve their academic and socialization skills. During school breaks, children participated in various leisure activities such as trips to the movies and park, and bowling.

Throughout 2022, families were offered tickets to activities such as the Long Island Children's Museum and culture and educational tours. The Respite Program arranged family trips to museums, historical sites, and cultural destinations. These tours provided educational and enriching experiences for families to learn together about history, art, science, and other subjects.

In 2022, parents and families were also provided with resources such as food banks, Department of Social Services assistance, healthcare assistance, and children and their families continued to be connected to health resources, SSI, and educational services, and self-care through webinars, Zoom meetings, and weekly contact. The program collaborated with outside agencies and other HCC programs through referrals as needed.



GREENTREE FOUNDATION ‘NEW NORMAL’ SUPPORT PROGRAM

The ‘New Normal’ Support Program, an initiative funded by the Greentree Foundation, targeted clients in need of COVID-19 relief by providing evidence-based educational tools and strategies to address the symptoms many immigrants and community members experienced as a result of the pandemic. The support groups, provided at no cost, were offered to clients in cycles of ten weekly sessions for each of three different age groups: children (8-11 yrs.), youth (12-17 yrs.), and adults (18+). The adult group was conducted in the evenings and children and youth groups were conducted on Saturdays via Zoom. The support groups informally promoted mental health education and healthy coping mechanisms, in addition to regularly scheduled HCC Mental Health Clinic sessions.

Each group successfully offered children, youth, and adult clients of the Hispanic Counseling Center a safe space to express their concerns, be heard, and not feel isolated among group members who provided emotional support and advice. After a 10 week cycle participants were offered the opportunity to continue a second cycle if desired. Evidence-based mental health assistance tools were tailored for each age group to help children, youth, and adults express experiences and emotions and create individual solutions through group support. The ‘New Normal’ Support Groups were of special benefit to community members without medical insurance, and as needed, referrals were made within HCC and to external organizations.

The ‘New Normal’ Support Group sessions conducted a total of 253 units of service in 2022. Throughout the cycles, it was observed that participants were better able to address feelings or symptoms of loneliness, depression, anxiety, grief, negative intrusive thoughts, and stress when it was expressed by participants within a group setting. Overall, the groups exhibited an improved sense of control towards negative feelings within daily living, generating relief and comfort for individual participants.



HISPANIC COUNSELING CENTER

MENTAL HEALTH OUTPATIENT CLINIC

The HCC Mental Health Clinic (MHC) is the only fully bilingual, bicultural mental health program in the region licensed by the New York State Office of Mental Health to provide treatment for children, adolescents, adults, and families in a bilingual bicultural setting. The goal of the clinic 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 MHC include individual, family, and group therapy, psychiatric services, medication management, and crisis intervention for those in need.

The MHC staff includes four bilingual psychiatrists, two of whom specialize in child psychiatry, six full-time therapists, and two Fee for Service therapists. MHC therapists participate in ongoing training on risk assessment, co-occurring disorders, evidence-based practices, HIPPA, sexual harassment and corporate compliance regulations, and other topics.

The Mental Health Clinic accepts referrals from the Department of Probation, Child Protective Services, schools, hospitals, and immigration detention centers, and works in partnership with the Northwell ER Clinic for referrals in need of urgent attention, among others. The Mental Health Clinic and other HCC programs cross-refer clients as necessary for optimum client outcomes and as needed clients are referred to community services and resources such as food distribution centers, housing/rental assistance, and school services for children. MHC youth and children benefit from the Respite Program and the Teen Drop-in Center for academic support and the development of socialization skills. In 2022, the Mental Health Clinic also continued to provide clients with education on COVID-19 vaccines.

The Mental Health Clinic also participates as a field placement site for Masters level social workers and mental health counseling students from local colleges and universities including Hofstra University, Adelphi University, LIU, Fordham University, Molloy University, and Stony Brook University. Field placement students receive guidance and supervision from MHC program coordinators and gain skills and experience while providing clinical services and expanding the number of clients HCC is able to serve. These collaborative partnerships between universities and the MHC benefit clients, the community, and field placement students who, after graduation, have the opportunity to be hired as full-time employees at the agency.

Annually the Mental Health Clinic conducts a telephone client satisfaction survey to assess client-perceived outcomes of therapy. A sample of clients is selected at random and the survey is conducted by agency staff other than MHC therapists to increase response rate. Results from completed surveys indicate that more than 50% of clients reported improvement over presenting psychiatric symptoms and/or depression and family relationships.

Nassau County Mental Health Clinic:

In 2022, the Nassau Clinic received 1,036 applications and screenings for treatment. The total number of clients served in 2022 was 1,366 individuals. The total number of units of service billed was 18,431. Despite challenges and limitations including limited psychiatric staff, the clinic accommodated new referrals, especially a large number of children and adolescents.

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HISPANIC COUNSELING CENTER

Mental Health Outpatient Client continued

In 2022, 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 in the circumstances presented by the pandemic. Strong engagement skills from the therapy team guided unfamiliar and hesitant clients through telehealth despite technical limitations and/or lack of access to smartphones. Therapists were also able to bring a large percentage of clients back to the office for in-person individual/family/group therapy sessions and psychiatric sessions. Clients were educated on clinic guidelines such as the importance of utilizing PPE, taking temperature, and completing COVID-19 questionnaires before entering the building. As a result of returning to in-person appointments, the number of units of services increased and cancellations decreased.

Suffolk County Mental Health Clinic:

In July 2022, the HCC Suffolk Mental Health Clinic located in Bay Shore, NY, celebrated its one year anniversary. The Suffolk Clinic developed and expanded relationships with the community, including the Brentwood School District and the Suffolk County Mental Health Clinic. The Suffolk HCC MHC saw clients via telehealth and in person while maintaining COVID-19 safety protocols (proper PPE, temperature-taking, COVID-19 questionnaire, etc.).

The HCC Suffolk clinic successfully accommodated all referrals, especially a large number of children and adolescents. In 2022, the HCC Suffolk Clinic received 524 applications and screenings for treatment. The total number of clients served in 2022 was 580 and 6,896 units of service were billed.



NY PROJECT HOPE CRISIS COUNSELING COMPHS PROGRAM

NY Project Hope: Coping with COVID Crisis Counseling Program was a federally funded, supplemental program administered by the US Department of Homeland Security and the Federal Emergency Management Agency (FEMA). The Center for Mental Health Services (CMHS) within the Substance Abuse and Mental Health Services Administration (SAMHSA) worked with FEMA through an interagency agreement to provide technical assistance, consultation, grant administration, program oversight, and training for state mental health authorities in implementing this program.

Program staffing included a coordinator, two team leaders, and twelve crisis counselors. All counselors initially completed four FEMA-approved training sessions. As the program developed, crisis counselors received additional training provided through the Center for Practice Innovation (CPI). In addition, crisis counselors participated in a weekly statewide Learning Collaborative conducted by the NYS OMH training team.

As an outreach-based crisis counseling program, Project Hope was designed to assist individuals and communities who were directly impacted by COVID-19, COVID-19 survivors, individuals who lost a family member due to COVID-19, and individuals who lost their homes, jobs, and property due to COVID-19. The program supported short-term interventions that assisted community members to understand the COVID-19 crisis and manage their reaction to the crisis. In addition, the project sought to mitigate stress, develop coping strategies, provide emotional support, and encourage linkages with other individuals and agencies that helped community members in the recovery process. Since its inception on September 17th, 2020 to December 12th, 2022, the program served over 4900 community members in individual sessions; and over 7000 community members in group sessions in both Nassau and Suffolk counties.

When NY Project Hope Coping with COVID ended statewide on December 12th, 2022, the NYS Office of Mental Health identified funding to continue the vital services underway through NY Project Hope and for select regions. NY OMH established funding for Community Mental Health Promotion and Support (COMHPS) teams. The COMHPS Program officially began on December 13th, 2022 with program staffing of a team leader and six outreach workers. The HCC COMHPS team provided 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. The COMHPS Program will continue to support individuals with mental health needs and establish, maintain, and improve individual and community mental health and wellness.



HISPANIC COUNSELING CENTER

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

Ryan White Mental Health Part A/MAI (Ryan White) is a federally funded program that provides care and treatment services to people living with HIV who are uninsured or underinsured. The Minority AIDS Initiative (MAI), a component of Ryan White, addresses the needs of minority communities disproportionately impacted by HIV/AIDS. The program has been in operation since 2001 to assist the most vulnerable who are ineligible for any entitlements and who reside in Nassau and Suffolk Counties. The HCC Ryan White outpatient comprehensive mental health services program is conducted by bilingual and bicultural staff and specialized mental health services are provided by a psychiatrist and licensed clinical social workers.

During 2022, the Ryan White program served 52 clients from Nassau and Suffolk County and continued to provide a wide range of services including psychosocial evaluations, psychiatric evaluations, individual, and group therapy, counseling groups, crisis intervention, home and/or hospital visits, information on other eligible services, and referrals. The Ryan White program continued to provide telehealth mental health treatment via telephone and/or video conferencing. Staff modified schedules in order to have flexibility to accommodate clients who lacked privacy for telehealth visits. Client challenges in utilizing technology continued to be resolved with staff support and assistance. Clients used the Ryan White Hotline for support communicating with medical providers and others. Additional program services included linkage to other resources, gift card distribution, food pantries referrals, and employment information. Occasional home visits continued to be conducted to secure required signatures and meet new clients.

In 2022, while the agency began to see clients in person, individual and group sessions were made available in person and via Zoom, to meet client comfort levels.

Regional Prevention and Support Services (RPSSI)

In 2022 HCC continued with Year 3 of RPSSI, in partnership with Northwell Health and the North Shore University Center for AIDS Research and Treatment (CART). The program provided intensive case management to decrease the risk of new HIV infections in people at risk of contracting HIV, Hepatitis C, and sexually transmitted infections and expanded access and awareness of PEP and PrEP for individuals at risk. The program goal is to 1) enroll individuals in the program and provide intensive case management to decrease the risk of new HIV infections of people at risk for contracting HIV, Hepatitis C, and sexually transmitted diseases and 2) expand access and awareness of PEP and PrEP for individuals at risk. In 2022, 86 clients were provided services.

HCC is proud to be a partner in this multi-organization effort implemented by hospitals, clinics, and community based organizations in Nassau County such as HCC.



THE STATE OPIOID RESPONSE (SOR) II PROGRAM

The State Opioid Response (SOR) II program funded by OASAS serves vulnerable youth and families at risk of opioid and substance use. In 2022, a total of 191 clients were served. Program services were delivered in person and via Zoom. The SOR II program implemented evidence-based programs (EBPs) 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 2022 SOR II utilized the following EBPs 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. During 2022 a total of 67 clients received these programs via Zoom and in person. The evidenced-based programs were offered at three Family Service Association shelters in Nassau County and to all programs in HCC. In collaboration with the Nassau County Victim's Advocate Office services were facilitated for victims of crime. In partnership with the Hempstead High School Team Center, services were delivered to students in need of psychological support.

Parenting Wisely Teens and Young Children (3-11): These online programs promote effective parenting skills for parents of teens and younger children. During 2022, 86 parents participated in the Parenting Wisely program via Zoom and/ or in person. 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 HCC Clinic. Sessions were conducted via Zoom or in person.

Positive Action: This school based curriculum promotes the philosophy that "we feel good about ourselves when we do positive actions and there is always a positive way to do everything". This program is implemented weekly during the school year at the HCC Teen Drop In Center. The program served 25 students from middle through high school. Students showed a special interest in the program and learned strategies to build a positive identity and self-concept while writing journals, playing games, and practicing self-evaluations.

Support for Students Exposed to Trauma: SSET is a 10-week support group for students ages 12 to 17 who have experienced PTSD symptoms or anxiety due to being exposed to a traumatic event. In 2022, a total of 13 students participated. Referrals were received from The HCC Mental Health Clinic and Hempstead High School. Participants learned the common reactions to trauma and learned how to normalize their emotions. Parents identified improvement in their children after completing the sessions.



SUBSTANCE USE DISORDER (SUD) PROGRAM

The goal of the Substance Use Disorder (SUD) Program is to assist individuals who abuse substances to achieve sobriety and live a substance free lifestyle. Families are provided with services designed to meet the individual treatment needs of each family member. In addition to the program's therapeutic services, clients are provided with educational and prevention services to address the cycle of addiction. All services are delivered 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.

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

The Substance Use Disorder Program 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 their lives. During 2022, as appropriate, the SUD Program continued to use versatility and innovation to deliver services via Zoom and Doxy.me, with the program returning to in-person services for group sessions, individual sessions, and intake assessments. 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 Diversion regarding adolescents involved in experimentation or full use of substances and/or alcohol. This increase of primarily adolescents, and children as young as 10 years of age, is a result of individuals beginning to experiment with alcohol, tobacco, and other substances at younger ages.

In 2022 the program delivered nearly 11,000 individual and group counseling sessions. Every week, the program offered seven (7) substance use disorder groups, one (1) domestic violence/substance use disorder group, one (1) substance use/women's group, one (1) substance use/adolescents group, one (1) relapse group, one coping skills group, and three (3) educational series groups. A treatment plan was developed for each client with scheduled weekly group sessions, weekly educational series, biweekly or weekly individual sessions, and as needed, a relapse group. Individual, group, and/or psychoeducation were also available for the family or significant other affected by a loved one's abuse of drugs or alcohol.



SUPPORTIVE HOUSING PROGRAM

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

In 2022, the Supportive Housing Program served 29 clients with serious mental illness, 16 females, 11 males, and 2 LGBTQ. The SHP population is composed of 16 Latinos, 6 black non-Latino, 6 white non-Latino, and 1 other race. The client's age groups include one client between the ages of 18-44, 15 clients between the ages of 45-64, and 13 clients who are 65 years of age or older. The program housed 28 single clients and 1 family. The housing units are scattered throughout Nassau County with 20 clients living in Hempstead, five in Freeport, two in Rockville Centre, and two in Glen Cove.

The Supportive Housing Coordinator participated in training in 2022 to further enhance the knowledge and skills needed to deliver the highest level of service to SHP clients. Training included: Cultural Competency in Mental Health settings, LGBTQ and Latinx Culture, Assessing Medical Care, and Preventing Debt and Fair Housing.

The SHP continued to provide clients with services needed to maintain fully independent lives including services from HCC Care Coordination and the Mental Health Clinic. In addition, the SHP provided the following services: financial assistance/stipend to help pay for rent and other household items, resolved landlord/tenant issues in a timely matter, trained clients on how to budget money, provided metro cards for transportation, helped clients deal with crisis, made referrals when appropriate to other agencies and helped clients with benefits forms and letters. SHP continued to assist clients with any COVID-19 related questions or concerns.

In 2022 the SHP collaborated with the following external agencies/organizations for assistance to help clients become more independent in the community: HCC Care Coordination for medical-related assistance, Nassau Mental Health Association for financial management and guidance, Federation of Organizations, Sail Act Team, Central Nassau Guidance via the MRS Teams for additional support services/respite housing, Nassau County Mobil Crisis Team, Saint Vincent de Paul Society, Catholic Charities, Nassau County Meals on Wheels, and Fidelis Care

In 2022, the SHP recorded 909 contact units with clients where case management and other support were delivered. Clients reported positive feedback via anonymous surveys regarding tenant/landlord issues, home visits schedule, staff satisfaction, and delivery of services.



YOUTH AND FAMILY PROGRAM

The Youth and Family Program Teen Drop In Center (TDIC) continued to provide a safe haven for teens during the critical after school hours when unsupervised youth may engage in risky behavior. The TDIC continued to provide academic support services, mentoring, tutoring, and informal counseling and support for students attending the Hempstead School District middle school and high schools. The program also continued to support families by providing referrals to other HCC programs.

In September 2022, 25 students participated in the TDIC, with daily attendance between 15 to 17 students. During the academic school year, the program provided students a variety of educational workshops. These workshops were facilitated by Spring Board, Cornell Cooperative Extension, and HCC staff members with topics that included bullying, self-esteem, Zumba, yoga, fitness, and nutrition. Cornell and Springboard provided STEM workshops that covered topics in math, science, and technology, and engineering. A student advocate assisted parents in navigating the school system and continued to be an intricate part of the program. Part of the program's success is due to parental involvement which is an integral part of the children's education.

During the 2022 school year, 17 students with good progress reports and report cards participated in field trips, an incentive for students to maintain and improve grades every quarter. The overarching goal of the program is to support students to do their best and achieve graduation and higher education.

In December 2022 HCC held the Annual Children's Holiday Party, an HCC tradition for children, youth, and families served by the agency. More than two hundred families received holiday gifts donated to HCC and all children had a picture taken with Santa Claus. The Christmas Party is always important to the children and their families, and for many children, the HCC Christmas Party gift may be the only gift received during the holiday season. The Youth and Family Program therefore makes every effort to secure donations to fulfill each child's 'wish list'.

In the summer of 2022, HCC conducted the HCC Summer Camp program for 15 children who attended daily camp activities in July and August. The program included fun and educational field trips, STEM workshops, art and science workshops, as well as fitness workshops facilitated by Cornell Cooperative Extension. The summer camp program was a success and highly rated by both parents and children.



OUR SUPPORTERS

In 2022 HCC continued to receive funding to implement several innovative programs. HCC's partnership with Northwell Health to conduct Year 3 of RPSSI continued to expand HIV/AIDS prevention and education. HCC also began a partnership project with Northwell, funded by the Chan Zuckerberg Initiative, that will study community participation in medical trials. FEMA-funded NY Project Hope continued to provide much needed COVID-19 related counseling and referrals, and in December 2022 when FEMA funding ended, the program concept was continued through grant funding from the NYS Office of Mental Health. HCC continued a collaborative partnership grant with the Advanced Health Network (AHN) and other agencies in a multi-year project to increase awareness of the opioid and substance abuse problem on Long Island.

The Hispanic Counseling Center is grateful to these and all other funders, for supporting these and other agency-wide programs and services during 2022:

PUBLIC SUPPORT

- FEMA Federal Emergency Management Agency
- U.S. Department of Health and Human Services, Health Resources Services Administration
- NYS Department of Health
- NYS Division of Criminal Justice Services
- 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
- Nassau County Community Development Agency
- 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 Union Free School District

CORPORATE AND FOUNDATION SUPPORTERS

- Chan Zuckerberg Initiative
- FedEx Express
- Greentree Foundation
- Henry Schein Inc.
- Hispanic Federation
- Mother Cabrini Health Foundation
- Northwell Health
- M&T Bank
- United Way of Long Island



HISPANIC COUNSELING CENTER

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