HELPLINE YOUTH COUNSELING, INC.

ANNUAL REPORT
2021-2022

HYC
On Track to a Bright Future

Celebrating 50 Years!

HYCINC.ORG
Helpline Youth Counseling (HYC) is pleased to present our Annual Report for the 2021-2022 Fiscal Year. Using a client-centered, strength-based service philosophy and trauma-informed approach, HYC’s integrated counseling, education, prevention and intervention services assist children, youth, and families to heal from trauma including child abuse, family and domestic violence, family functioning challenges, substance use and homelessness. Throughout the year, the COVID-19 pandemic continued to have a significant impact in the lives of our clients, their families, and the Southeast Los Angeles County and Long Beach communities we serve. For more than two years, youth and families have endured great change, loss, and isolation. The life-changing impact of these stressors has been evident every day as we have helped youth and families find support, build resilience, increase health and well-being, and move forward, often after experiencing tremendous hardships. We assisted people who are among the most at risk in our communities with compassionate care as we operated a Project Roomkey site providing 653 vulnerable Los Angeles community members experiencing homelessness and health conditions with safe housing to minimize their risk of COVID-19.

As we have done since the beginning of the pandemic, HYC continued to augment our clinical and program services with basic needs support that families still need at this challenging time. Through the on-site Family Resource Center at our Liberty Community Plaza headquarters, we coordinated food and clothing distributions, provided needed baby and toddler items to families, and helped families stabilize financially through rental and utility assistance. We conducted a Stakeholder Survey of our clients, community members, and other agency stakeholders to ensure our responsiveness to current service needs as well as to plan future programming. We are responding to feedback received in the Survey with continued expansion of family safety net services and educational resources for youth, including tutoring, life skills support, and leadership development. We will also continue and prioritize our work to provide substance use prevention and education services. In 2021-2022, we provided 2,731 school age youth with substance use prevention and education services during a time when drug overdose deaths of youth nationwide have risen dramatically due in large part to the illicit use of fentanyl.

We are deeply grateful to our staff, generous donors and supporters, civic and community partners, and HYC Board members for your continuing support. Thank you for your partnership in ensuring that children, youth and families are safe, healthy, and supported with the programs, services and resources we share in the HYC 2021-2022 Annual Report.

Thank you!

Deepak Nanda
Board Chair

Jeff Farber
Executive Director

MISSION STATEMENT
The mission of Helpline Youth Counseling, Inc. (HYC) is to help build individual, family, and community health, well-being, prosperity, and equity. HYC serves clients and community members with trauma-informed, strength-based prevention, early intervention, education, and treatment services.

Facebook.com/Helplinetyouthcounseling  @helplinetyouthcounseling_hyc  @HYC_Helpline
**HYC IMPACT NUMBERS AND LOCATIONS**

**CHILDREN AND FAMILY SERVICES**

- **BEHAVIORAL HEALTH SERVICES** ................................................................. 770
- **FAMILY SERVICES** .................................................................................. 2,010
- **COMMUNITY AND HOMELESS SERVICES** ........................................... 1,849
- **YOUTH SERVICES** .................................................................................. 2,963
- **TOTAL** ....................................................................................................... 7,592

**HYC OFFICE LOCATIONS**

HYC has six office locations throughout Southeast Los Angeles County (Service Planning Area 7) and Long Beach (Service Planning Area 8)

**GESNDR MNE**

- **43% Male**
- **50% Female**
- **less than 1% Transgender or other identity**
- **6% unknown**

**ORHER**

- **38.9%**

**RACE/ETHNICITY**

- **NOT STATED** 12.7%
- **ASIAN** 3.2%
- **AFRICAN AMERICAN** 11.1%
- **PAC ISLANDER** 0.6%
- **NON HISPANIC/LATINO** 28.2%
- **WHITE** 32.4%
- **HISPANIC/LATINO** 57.6%

**AGE**

- **65% 18+ years**
- **30% 6-17 years**
- **5% 0-5 years**

**HYC OFFICE LOCATIONS**

- **WHITTIER CRC**
  10750 Laurel Ave.
  Whittier, CA 90605

- **LONG BEACH**
  920 Atlantic Ave., #101 & 102
  Long Beach, CA 90813

- **HEADQUARTERS**
  LIBERTY COMMUNITY PLAZA
  14181 Telegraph Rd.
  Whittier, CA 90604

- **HAWAIIAN GARDENS**
  21409 S. Elaine Ave.
  Hawaiian Gardens, CA 90716

- **NORWALK**
  12440 E. Firestone Blvd. #316
  Norwalk, CA 90650

- **COMMERCE**
  5400 Olympic Blvd., #225
  Los Angeles, CA 90022

HYC ANNUAL REPORT 2021–2022
HYC PROGRAM HIGHLIGHTS

BEHAVIORAL HEALTH SERVICES

HYC provides evidence-based, trauma-informed individual, family and group mental health services that address symptoms including anxiety, depression, nightmares, fear, anger, irritability, and mood swings.

- After participating in Interpersonal Psychotherapy Model (IPT) treatment services, clients reported a 94% decrease in depression related symptoms.
- After participating in Individual Cognitive Behavioral Therapy (IND-CBT) treatment services, clients reported a 72% overall improvement in their symptoms and behaviors.
- After participating in Managing and Adapting Practice (MAP) treatment services, clients reported a 75% overall improvement in their symptoms and behaviors.

FAMILY SERVICES

Our client families worked to nurture and increase well-being for children at risk of abuse and neglect, demonstrating improvement during this challenging time:

- 64% of Family Preservation Program families in the 2021-2022 fiscal year successfully completed the program, building family protective factors.
- 52% of participating family caregivers in the Family Preservation Program demonstrated increased understanding and practice of self-care activities, improving their mental health.

COMMUNITY AND HOMELESS SERVICES

- HYC served 107 persons through our Recovery Re-Housing Program, including 43 clients housed with financial assistance and 41 clients housed with community resources.
- Through our South Gate Homeless Prevention Program, 25 households were able to retain housing.
- The HYC Homeless Services team operated a Project Room Key site at the Mayfair Hotel providing 653 people experiencing homelessness with safe shelter, food, and resources.

YOUTH SERVICES

- Our Alcohol and Other Drug Prevention Services (AODPS) team hosted HYC’s in-person Frosty Fest event in December 2021 to promote a safe and healthy holiday season, with over 130 community members in attendance.
- AODPS collaborated with the California Department of Alcoholic Beverage Control (ABC) to promote the Merchant Committed Framework to over 15 liquor stores in the cities of Norwalk and Hawaiian Gardens to combat alcohol sales to underage youth.
- AODPS hosted a virtual substance use prevention education presentation attended by over 90 parents in the Whittier Union High School District.
- During National Prevention Week, AODPS hosted an Information Resource Fair at Belvedere Park in collaboration with the Los Angeles County Department of Public Health, Substance Abuse Prevention and Control Division (SAPC) which was attended by over 100 youth and community members.
HYC provides evidence-based, trauma-informed individual, family and group mental health services and outpatient substance use disorder treatment services in our offices, on school campuses, in community locations and in client homes. We deliver compassionate care to children, youth and adults with mental health, dual diagnoses and trauma histories, utilizing Los Angeles County-approved evidence-based practices including Seeking Safety; Interpersonal Therapy for Depression; Nurturing Parenting; Triple P Parenting; Aggression Replacement Training; Individual Cognitive Behavioral Therapy; Trauma Focused Cognitive Behavioral Therapy; Child Parent Psychotherapy; Managing and Adapting Practices; Interpersonal Psychotherapy; Matrix Model for Youth; Towards No Drugs; Botvin’s Life Skills Training; and Crisis Oriented Recovery Services.

Programs Include:
Counseling Services........................................................................................................................................ 524
Wraparound Services........................................................................................................................................ 246

TOTAL .......................................................................................................................... 770

HYC serves communities that have been deeply affected by the COVID-19 pandemic, including the illnesses and deaths of family members. Sarah*, age 11, was referred to HYC for mental health services by her school after experiencing a loss in her family. At first, Sarah held back from disclosing her feelings during counseling, but as treatment progressed, her HYC counselor successfully built trust and rapport through therapeutic games and art activities. Sarah began to communicate more effectively, to recognize when she was experiencing sadness, and to utilize coping skills. Sarah made progress toward disclosing her feelings in a safe environment and adjusting to the loss in her family.

*Name changed
The HYC Family Services programs deliver intake, assessment, counseling, education, individualized case management, and linkage to comprehensive community resources with the goals of improving family functioning, strengthening the family system, reducing child abuse and neglect and increasing child safety, and building protective factors within families. In the 2021-2022 fiscal year, HYC’s on-site Family Resource Center at our Liberty Community Plaza headquarters assisted families with children with support to increase household economic stability and access to community resources.

Programs Include:

Visions Learning Center ..................................................................................................................... 21
Southeast Family Preservation Program ............................................................................... 818
Child Abuse Reduction Effort......................................................................................................... 152
CalOES........................................................................................................................................................... 40
Domestic Violence Services.............................................................................................................. 61
Prevention & Aftercare Services..................................................................................................... 888
Community Service Block Grant................................................................................................... 30

TOTAL ............................................................... 2,010

Before beginning individual and group counseling and the Visions Learning Center at HYC, 16-year-old Danny*, who was referred by his probation officer, had been expelled from his district school due to behavior difficulties. Danny's school had transitioned to Zoom classes during the pandemic and he was not logging into class. Danny was guarded and would not participate in HYC services, and as a result was terminated. However, after a couple of months, he asked his probation officer if he could return to HYC. Danny made a dramatic change after this second chance, demonstrated high service participation and consistency, and was released from probation.

*Name changed
COMMUNITY AND HOMELESS SERVICES

In our Community Services Programs, HYC works with at-risk and high-risk youth and their family members, including youth on probation or who are at risk of justice system involvement, to build life skills, practice pro-social behaviors, and discover constructive alternatives to delinquency. HYC program staff serve as positive adult role models, give youth one-on-one attention, and establish a climate of safety and trust for youth and families. Our Homeless Services Program delivers one-on-one street outreach and coordinated housing and service interventions for homeless individuals and families living on the streets in Bell, Bell Gardens, Commerce, Cudahy, East Los Angeles, Huntington Park, Maywood, South Gate, Vernon and Walnut Park with the goal of achieving permanent housing stability.

<table>
<thead>
<tr>
<th>Programs Include:</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Youth Services Bureau</td>
<td>151</td>
</tr>
<tr>
<td>Gang Intervention Program</td>
<td>24</td>
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<tr>
<td>Community Organizing</td>
<td>50</td>
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<tr>
<td>Homeless Services</td>
<td>1,252</td>
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<tr>
<td>CA COVID-19 Rent Relief</td>
<td>372</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>1,849</strong></td>
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</table>

HYC served 107 people in our Recovery Re-Housing Program this year. Their stories are diverse and their successes - with the help of HYC Homeless Services staff - are incredible. A couple, both over the age of 55, were homeless on the streets for two years and signed a lease to move into safe housing. A female client was also homeless for two years in an encampment near the LA River and moved into an inpatient program to receive counseling and assistance. Another client was homeless for four years and the HYC Homeless Services team made contact with him on the street. Through a team effort between HYC and our partner agencies, he attained sobriety, returned to work and school, and has the goal to become a social services counselor.
HYC's prevention staff provides substance use prevention education and life skills training on school campuses, community locations and at outreach events. HYC creates, develops, and publishes educational content on the health risks associated with alcohol, marijuana, methamphetamine and/or prescription drug use to be shared via social media platforms or in person. HYC also works in partnership with local cities and organizations in Service Planning Area 7 of Los Angeles County to host, participate in, and attend National Prescription Drug Take Back events and also promotes Merchant Committed programs to decrease advertising and sales of alcohol to underage youth at retail settings.

**Programs Include:**

- Alcohol & Other Drug Prevention Services ................................................................. 2,731
- Adolescent Prevention Services .................................................................................... 232

**TOTAL .......................................................................................................................... 2,963**

_HYC's Alcohol and Other Drug Prevention Services team offer Substance Use Education, Information and Resources at a local Southeast Los Angeles County park providing over 100 youth and community members with vital prevention services._
SCHOOLS SERVED BY HYC

54 Schools in 15 School Districts

ABC Unified School District
Artesia High School
Fedde Middle School
Furgeson Elementary School
Gahr High School
Niemes Elementary School
Nixon Elementary School
Palms Elementary School

Assurance Learning Academy

Bellflower Unified School District
Lindstrom Elementary School
Mayfair High School

Compton YouthBuild Charter School

Downey Unified School District
Unsworth Elementary School
Warren High School

El Monte Union High School District
Arroyo High School

El Rancho Unified School District
Durfee Elementary School
Rio Vista Elementary School
Rivera Elementary School
Salazar Continuation High School

Fullerton Joint Union High School District
Buena Park High School

Hacienda-La Puente Unified School District
Valley Alternative High School

Los Angeles County Office of Education (LACOE)
Jonas Salk Community Day School
Visions Learning Center

Los Angeles Unified School District
Dodson Middle School
San Pedro High School
Teresa Hughes Elementary School

Long Beach Unified School District
Bryant Elementary School
Cabrillo High School
Lakewood High School
Long Beach Poly High School
Reid Continuation High School

Mission Academy

Montebello Unified High School District
La Merced Intermediate School
Montebello High School

Norwalk - La Mirada Unified School District
Chavez Elementary School
Corvallis Middle School
D. D. Johnston Elementary School
Eastwood Elementary School
Escalona Elementary School
Foster Road Elementary School
Glazier Elementary School
Hutchinson Middle School
Los Alisos Middle School
Moffitt Elementary School
Morrison Elementary School
Waite Middle School

Opportunities for Learning

Pacific Baptist School
Penn Foster Online High School
St. Paul High School
Torrance Unified School District
Shery High School
Whittier City School District
Mill Elementary School
Orange Grove Elementary School
Sorensen Elementary School
Whittier Union High School District
Santa Fe High School
THANK YOU TO OUR GENEROUS DONORS

THANK YOU to the generous foundations, corporations, and individuals who supported HYC's mission and fundraising events!

**Major Donors**

<table>
<thead>
<tr>
<th>Amount Range</th>
<th>Donors</th>
</tr>
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<tbody>
<tr>
<td>$100,000 - $200,000</td>
<td>California Community Foundation, Kaiser Permanente, Weingart Foundation</td>
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<tr>
<td>$10,000 - $29,999</td>
<td>In-N-Out Burger Foundation, Mayfair Lofts LLC, The Rose Hills Foundation, Venable Foundation</td>
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<tr>
<td>$5,000 - $9,999</td>
<td>Anonymous Corporate Donor, Carl E. Wynn Foundation, Credit Union of Southern California, Evalyn M. Bauer Foundation, PIH Health, Rose Hills Memorial Park &amp; Mortuaries, UCLA-Kaiser Permanente, Vivian and Ivan Ramirez</td>
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<td>Banner Bank, Blue Shield of California, Downey Federal Credit Union, Farmers &amp; Merchants Bank, GoodCoin Foundation, Hoffman Brown Company, Jeffrey Farber and Family, L.A. Care, LA Financial Credit Union, Long Beach Gives Donors, Pam and Mark Van Alstyne, Paycom, Raimondo Pettit Group, Year Around Garden Club</td>
</tr>
<tr>
<td>$100 - $999</td>
<td>Al-Anon, Andrea D. Avila, Anthem, Inc., Auto Expert, Blue Shield Employees, California Credit Union, Caren Glines Spilsbury, Christine Decker, Cristina Ramirez, Dale Weaver, Deepak Nanda, Erica Luna, Henry and Christina Bouchot, Human Services Association, Jacques and Rita Welche, Kelly Michelle Huston, Los Angeles County Employee Giving Campaign, Nancy Gaines, Neil and Adele Kaplan, Norwalk-La Mirada Plumbing, Heating and Air Conditioning, Om and Harpreet Nagpal, Paul Sharma, Ram N. Kumar, Raymond Hamada, Rebecca Goltra, Rebecca Shultz, Renett and Vince Banagas, Rita Mediratta, Robert Pascual, Rocio Herrera, Ruben Valencia, Santa Fe Springs Chamber of Commerce, Scott Kalagian, Southwest Water Company, TeamLogic IT, Vanessa Nunez, Wayne Sugita, Whittier Area Chamber of Commerce, Whittier Hearing Center</td>
</tr>
</tbody>
</table>

Thank you very much to the numerous individuals and businesses who made a monetary or in-kind donation throughout the year to support our events, drives and fundraisers!
The inaugural Heroes of HYC fundraiser, held at our Liberty Community Plaza headquarters on May 12, 2022, was a memorable day celebrating our agency's 50 years of service to children, youth, and families. We were honored to host our guests, supporters, and honorees on this wonderful afternoon which raised more than $60,000 supporting all HYC programs and services!

Heroes of HYC was an inspiring and fun in-person event highlighting milestones in service for our organization over the years, including the opening of Liberty Community Plaza in 2015 in partnership with the County of Los Angeles. It was fantastic to get together with friends, family members, colleagues and supporters after more than two years of not holding in-person fundraisers due to COVID-19!

Liberty Community Plaza offers accessible and community-centered programs and events open to the community and a park and playground area which is enjoyed by thousands of visitors each year. HYC serves as on-site nonprofit operator/manager of Liberty Community Plaza and delivers our agency programs and services to the public.

Our 50th Year Event Title Sponsor was Kaiser Permanente and more than 25 other organizations and individuals supported the event through sponsorships. Our event honorees included Los Angeles County Supervisor Janice Hahn, Kaiser Permanente, Jake and Marie Alarid - American G.I. Forum Past Commander (Posthumous), and Andrea D. Avila, Former Deputy to Supervisor Don Knabe (Retired).

A bench on the Liberty Community Plaza premises was dedicated in memory of the Alarids, and the outstanding contributions to HYC, Liberty Community Plaza, and the community by each one of our honorees were highlighted. Photos from the event are on the next page.

We are very much looking forward to Heroes of HYC 2023 next Spring and hope to see you there!
INAUGURAL HEROES OF HYC EVENT
HYC LEADERSHIP TEAM

HYC EXECUTIVE MANAGEMENT TEAM

Rocio Herrera, LMFT
Director of Programs

Jeff Farber, MSW
Executive Director

Yuhadhi Sundaramoorthy
Controller

Paula Tapanes
Director of Administration and Facilities

Salim Campos
Director of Human Resources

HYC BOARD OF DIRECTORS

Deepak Nanda, Chair
Southern California Edison (Retired)

Jacques Welche, C.P.A.
Treasurer
Raimondo Pettit Group

Pam Van Alstyne, Secretary
Community Member

Andrea D. Avila
Los Angeles County Fire Dept.

Scott Kalagian, CFA
Consultant

Jose Luevano
California Credit Union

Erica Luna
Banner Bank

Pastor Arthur McKibben
Church of the Nazarene

Becky Shultz
Whittier City School District

Douglas Staine, Ed.D.
Bonsall Unified School District
The HYC Family Resource Center (FRC) meets the needs of families at our Liberty Community Plaza (LCP) headquarters. LCP is an innovative community center in Unincorporated South Whittier owned and constructed by the County of Los Angeles in collaboration with Fourth District Supervisor Janice Hahn and operated by HYC. Families in the communities served by HYC are still recovering after more than two years of the health, economic, social and educational impacts of the COVID-19 pandemic. The FRC provides resources and support for families in need.

In Fiscal Year 2021-2022, the FRC served a total of 1,166 Southeast Los Angeles County children, youth, parents, caregivers, and family members with the following support, based on individualized family needs:

- Basic needs assistance, including resources for food, clothing, and utility payment assistance (gas, electric, water)
- Diapers, baby wipes, and other baby and toddler care items
- Hygiene supplies, including masks and hand sanitizer, to protect from COVID-19
- Holiday meals for low-income households, including turkey and side dishes
- Individual, couples, and parent/child counseling
- Substance use counseling
- Domestic violence services
- Parenting groups
- Anger management classes
- Youth tutoring
- Free tax preparation assistance