
HELPLINE YOUTH COUNSELING, INC.

ANNUAL REPORT

2021-2022



Celebrating 50 Years!



HYCINC.ORG

MESSAGE FROM THE HYC CHAIR AND EXECUTIVE DIRECTOR

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.

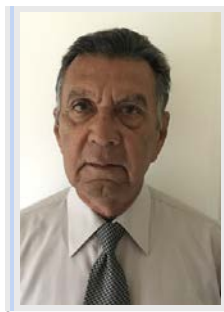
As we have done since the beginning of the pandemic, HYC continued to augment our clinical and program services with basic needs support that families still need at this challenging time. Through the on-site Family Resource Center at our Liberty Community Plaza headquarters, we coordinated food and clothing 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.

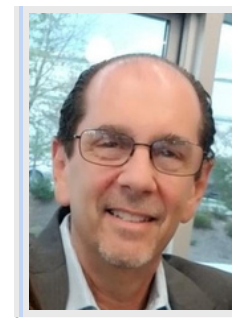
Thank you!



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.



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[@helplineyouthcounseling_hyc](https://www.instagram.com/helplineyouthcounseling_hyc)



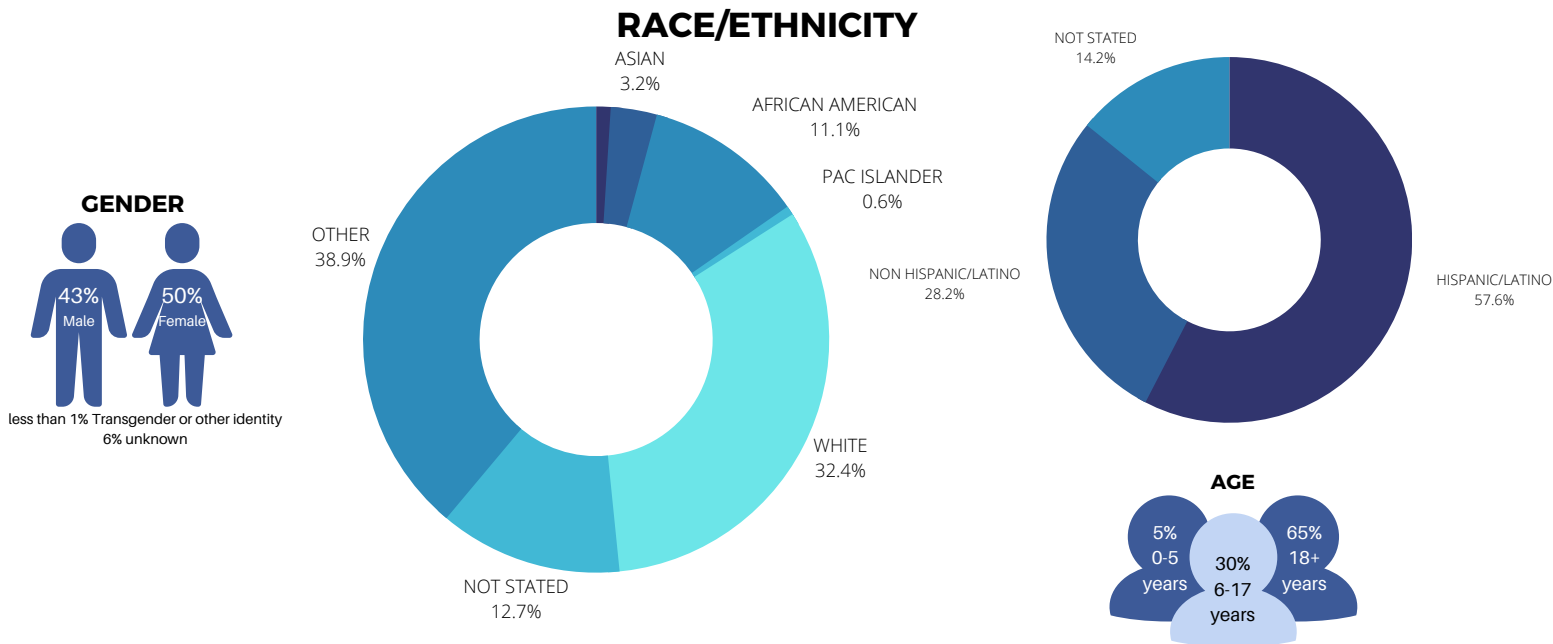
[@HYC_Helpline](https://twitter.com/HYC_Helpline)

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

DEMOGRAPHICS OF FAMILIES SERVED



HYC OFFICE LOCATIONS

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

WHITTIER CRC
10750 Laurel Ave.
Whittier, CA 90605

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

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

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

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

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

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.

BEHAVIORAL HEALTH SERVICES

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*



FAMILY SERVICES

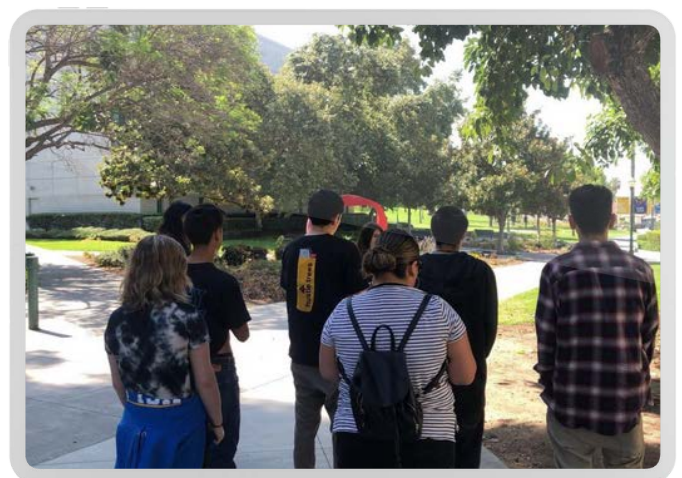
The HYC Family Services programs deliver intake, assessment, counseling, education, individualized case management, and linkage to comprehensive community resources with the goals of improving family functioning, strengthening the family system, reducing child abuse and neglect and increasing child safety, 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.

Programs Include:

Youth Services Bureau.....	151
Gang Intervention Program.....	24
Community Organizing	50
Homeless Services	1,252
CA COVID-19 Rent Relief	372
TOTAL	1,849



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.

YOUTH SERVICES

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

Long Beach Unified School District

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

Los Angeles Unified School District

Dodson Middle School
San Pedro High School
Teresa Hughes Elementary 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

\$100,000 - \$200,000

California Community Foundation
Kaiser Permanente
Weingart Foundation

\$30,000 - \$99,999

Atlas Kardia Foundation
McMillen Family Foundation
Orange County Community Foundation
Pfaffinger Foundation
The Albert & Bettie Sacchi Foundation
The California Endowment
The Ralph M. Parsons Foundation

\$10,000 - \$29,999

In-N-Out Burger Foundation
Mayfair Lofts LLC
The Rose Hills Foundation
Venable Foundation

\$5,000 - \$9,999

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Carl E. Wynn Foundation
Credit Union of Southern California
Evalyn M. Bauer Foundation
PIH Health
Rose Hills Memorial Park & Mortuaries
UCLA-Kaiser Permanente
Vivian and Ivan Ramirez

Donors

\$1,000 - \$4,999

Banner Bank
Blue Shield of California
Downey Federal Credit Union
Farmers & 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

\$100 - \$999

Al-Anon
Andrea D. Avila
Anthem, Inc.
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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
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Raymond Hamada
Rebecca Goltra
Rebecca Shultz
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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



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!

INAUGURAL HEROES OF HYC EVENT HONORING HELPLINE YOUTH COUNSELING'S 50TH YEAR OF SERVICE

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

LIBERTY COMMUNITY PLAZA

14181 Telegraph Road, Whittier, CA 90604

LOS ANGELES COUNTY SUPERVISOR
JANICE HAHN
Fourth 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



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