



Helpline Youth
Counseling, Inc.



**A safe place for youth and families
to get the help they need.**



Visit Our Website
www.hycinc.org



About HYC

Helpline Youth Counseling (HYC) was founded in 1967 by a group of parents who were concerned about the increasing levels of juvenile delinquency, drug and alcohol use, gang affiliation, violence, and child abuse. The organization was incorporated in 1971 with the primary purpose of providing counseling and assistance to at-risk, low-income children, youth, and their families. Ever since its establishment, HYC has been helping its clients by eliminating barriers and creating opportunities. The organization offers a comprehensive and holistic array of programs to support and strengthen families and their resources, enabling them to enhance their resiliency and attain self-sufficiency.

Our Mission

The mission of Helpline Youth Counseling (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, person-centered prevention, early intervention, education, and treatment services.



HYC Fact Sheet

Education

Our educational services for high school students on probation, skill-building for youth and families, recreational activities, mentoring, tutoring, gang induction prevention, gang intervention, and substance abuse prevention.

Therapeutic Interventions

We offer on-campus school counseling, in-office counseling for individuals, families, and groups, case management, child abuse prevention and intervention, substance abuse counseling, and domestic violence counseling for survivors.

Community Building

Services offered include outreach for homeless individuals, assistance with healthcare insurance enrollment and management, and community organizing for parents of at-risk youth.



On Track to Family Health and Well-being

The HYC aids more than 13,000 clients annually. The organization operates from five offices, serving 27 communities and cities in Los Angeles County. HYC also offers on-site services at 54 schools in 15 school districts.

Family Resource Center

HYC's Family Resource Center, located at our Liberty Plaza headquarters, offers household items, hygiene supplies, formula, school supplies, and community service information to families. Our Family Services programs are available at our offices, in-home, and community locations.

Behavioral Health

HYC offers evidence-based, trauma-informed behavioral health services for individuals, families, and groups at different locations. We also provide substance abuse counseling for adults and youth aged 12-17 through our "Starting Point" program.

HYC Departments

Youth Services Programs

- Dream Center
- Youth Service Bureau
- Gang Intervention Program
- Prevention Education Program
- Elevate Youth California
- Diversion
- Stop the Hate
- Community Collaboration Program
- HCAI – Wellness Coach

Family Services Programs

- **CAPIT**
- **CalOES – Housing First**
- **Community Service Block Grant (CSBG)**
- Family Preservation
- **Domestic Violence American Rescue Plan**

Behavioral Health Services Programs

- Wraparound
- **Outpatient Mental Health Services**
- **Thriving Together NonMC**
- **School Based NonMC**
- **CalAIM – ECM/CS**
- **DMC (Drug Medi-Cal)**
- **ProjectTREE – Prevention SUD NonMC**

Homeless & Housing Support Services Programs

- Housing Navigation
- Metro Street-Based Outreach
- Intensive Case Management Services
- Time Limited Subsidy Program
- Pathway to Home

Youth Services

Dream Resource Centers

HYC operates six Dream Resource Centers within Los Angeles County (La Puente High School, Norwalk High School, Artesia High School, Fedde Middle School, Inglewood High School, and Morningside High School). The six Dream Resource Centers are designated areas on each campus that are safe spaces for students to obtain resources and support in various areas, which include tutoring, help with homework assignments, and various youth-supporting clubs. All six Dream Resource Centers have hygiene and snacks for all students and host various culture-focused events.

Stop The Hate (STH)

Stop The Hate seeks to enhance the services offered at the Dream Resource Centers by participating in Community Safety Planning Meetings led by the Office of Violence Prevention to support the development of Community Safety Plans. Stop the Hate will enhance the Dream Resource Centers' community capacity-building efforts to implement art-based/cultural work at six school-based Dream Resource Centers. Art-based and cultural work across racial groups and other Hate crime-impacted populations will strengthen alliances and promote understanding among various racial and cultural groups.

Youth Services Bureau (YSB)

The YSB program is funded through the Los Angeles Probation Department. This program targets at-risk youth to improve their behavior and attendance in school. YSB offers Anger Management and Life Skills classes for individual and/or group sessions. YSB staff work collaboratively with various school districts and provide Anger Management and Life Skills to identified students.

Behavioral Health Services

DMH Outpatient Program

The DMH outpatient program provides a variety of specialized mental health therapies, such as individual and family counseling, targeted case management, and crisis intervention services. Our primary objective is to assist children and caregivers in developing coping mechanisms and tailored support networks to meet their needs. Mental health services are accessible via telehealth, in-school, in-home, or in-office, based on the client's preferences.

CalAIM - ECM/CS

CalAIM provides a range of services to manage and improve the health and well-being of Medi-Cal beneficiaries. These services are included in the Medi-Cal benefits. Medical assistance includes finding doctors, including specialists, scheduling appointments, coordinating care from providers, understanding prescription medication, arranging transportation to medical appointments, and following up after leaving the hospital. Community support involves connecting to local community resources and assisting with applying for social services, such as linking to local food banks and housing support.

Wraparound

Wraparound is a specialized process of care that is tailored to meet the needs of youth and families who have experienced trauma and require complex care. It is an individualized and intensive approach that utilizes a strength-based methodology. Families are assigned to intervention teams of various support personnel, including trained clinicians, paraprofessionals, patient partners, community partners, advocates, caregivers, and county personnel.

Drug Medi-Cal (DMC)(SUD Counseling)

Our Drug Medi-Cal Programs focus on youth and adults who have been referred to us because of a potential issue or use of drugs and/or alcohol. We provide multiple services; which include, assessment, treatment planning, case management, counseling or mental health services.

Family Services

CAPIT

We provide child abuse prevention and treatment services through our CAPIT program. Our counseling services are available in English and Spanish for families, couples, and parents. We offer professional and respectful services tailored to meet our client's unique needs and help them access relevant resources for further support.

Housing First

Our Housing First program offers financial assistance to survivors of domestic violence. This includes a deposit, up to three months of rent, case management services, childcare, and utility assistance. We aim to support survivors as they navigate their path towards healing and recovery. We are dedicated to making a positive impact in their lives.

Community Service Block Grant (CSBG)

Our Community Services Block Grant (CSBG) program offers services, including individual counseling, family counseling, and parenting classes to assist individuals and families in need.

Family Preservation

The Department of Children and Family Services (DCFS) has referred some participants to the family preservation program. This program is aimed at focusing on the family and their strengths. The family is involved throughout the plan's development, and the ultimate objective is to keep children safe in their homes, thus avoiding the need for them to be placed outside of their homes.

Domestic Violence American Rescue Plan

Our organization is committed to offering comprehensive support to individuals affected by domestic violence. We provide educational resources to raise awareness about this pervasive issue and individualized case management services to assist those in need. Additionally, we work to connect individuals with relevant community resources to help them navigate and overcome the challenges they face.

Youth Services

Prevention Education Program (PEP)

The Prevention Education Program (PEP) is funded through the Los Angeles County Department of Public Health. The PEP program focuses on raising awareness of the dangers associated with the use and misuse of substances, including marijuana, alcohol, methamphetamine, and prescription medication. The PEP program facilitates groups on various school campuses and follows Botvin's Life Skills Curriculum with a substance use component. Our PEP team participates in various SUD Prevention workgroups within SPA 7 and works alongside other agencies in different SUD prevention and educational community campaigns. The PEP program has social media platforms to expand its range in providing substance abuse education.

Elevate Youth California (EYC)

The EYC program is a Youth-led and youth-centered Leadership and Development Program that serves at-risk youth in Long Beach. Participating youth learn leadership and advocacy skills, peer support, community organizing, and communications media skills they can teach their peers. The EYC program aims to educate the Long Beach community on community issues that impact the lives of young adults, such as substance use and abuse. With the EYC program, young adults will assist other young adults in making a larger-scale community impact through messaging focused on stigma reduction, harm reduction, stress management, and available community resources to prevent youth substance use.

Youth Services

Diversion

The Los Angeles County Office of Youth Development funds the Diversion Program. HYC partners with various law enforcement agencies that refer youth for diversion services to divert them from the criminal justice system. Those youth referred to HYC receive Case Management services and develop various goals and an implementation plan for their goals. HYC's Case Managers work collaboratively with the youth and their families to ensure they meet their identified goals and are provided with the needed services.

Juvenile Justice Crime Prevention Act (JJCPA)

Funded through the Los Angeles Probation Department, the JJCPA program provides youth leadership skills to students at the Juvenile Day Reporting Center (JDRC) that the Los Angeles County Department of Probation operates.

Community Collaboration Program (CCP)

The Community Collaboration Program (CCP) is funded through the Los Angeles County Department of Public Health. Under the CCP contract, HYC is the lead agency in the SPA 7 Coalition that focuses on reducing youth access to marijuana, alcohol, methamphetamine, and prescription medication. CCP leads other agencies in our efforts to raise awareness and community knowledge of the dangers associated with the use and misuse of illicit substances. CCP hosts an annual youth summit available to youth within the SPA 7 community. CCP partners with various community sectors in our prevention efforts.

Homeless & Housing Support Services

Housing Navigation

Our housing navigation program assists those experiencing homelessness at the Salvation Army Bell Shelter in finding permanent housing solutions. Navigators connect individuals with transportation, documentation support, unit viewings, and other housing-related services to ensure a safe and stable living environment.

Metro Street-Based Outreach

Our outreach team provides on-the-ground assistance to connect people experiencing homelessness to hot meals, identification documents, shelter referrals, and mental health/substance use disorder services. We operate on the Blue Line route from Slauson to downtown Long Beach every day of the week.

Intensive Case Management Services

Our Intensive Case Management Services offer housing retention and support to chronically homeless individuals with disabilities. Our case managers assist with housing retention, income, medical care, benefits, and mental health linkage to help people obtain and maintain stable housing.

Time Limited Subsidy Program

Our TLS program provides ongoing case management and financial assistance to help recently housed individuals maintain housing. Our housing navigators identify ways to increase their income and obtain long-term subsidy support.

HYC's Strategic Plan for 2022–2025



To ensure effective leadership and valuable services, HYC's organizational priorities for 2022–2025 are:

- Develop a Strategic Sustainability Plan for agency leadership, including formalized training, executive mentoring, and increased interaction with the Board of Directors.
- Develop a formal Employee Recruitment and Retention Plan, including incentives/bonuses and educational support.
- Enhance data collection efforts, including the use of Salesforce.
- Implement an agency-wide intranet for improved communication of policies, events/activities, and professional development opportunities



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Thank You

Any Questions?



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