

2023

**Annual
REPORT**

www.longislandcrisiscenter.org

www.liccpfy.org

LONG ISLAND
Crisis Center
It's OK to ask for help.

PFYSM

creating **success** through pride
A Division of Long Island Crisis Center

Dear Friends of Long Island Crisis Center,

2023 was a year of continued growth for Long Island Crisis Center (LICC). The 988 Lifeline, which LICC answers for Nassau County, is a three-digit number that serves as a direct connection to caring support for anyone in mental health distress. This program expanded its services in 2023 by adding follow-up calls as a service to callers. In addition to answering the 988 Lifeline and offering referrals and linkages to ongoing help 24/7, counselors offer follow-up calls to ensure that callers are successful in connecting with the resources they need. We now have over fifty 988 staff and continue to train more counselors each year to keep up with the increasing requests for help. Answering over 9,000 calls on the 988 Lifeline in 2023, Long Island Crisis Center continues to play a crucial role in New York State's efforts to improve the continuum of mental health care.

LICC's Building Healthy Lives Through Education program also continues to expand and adapt to meet the needs of Long Island students. The effects of COVID are still being felt by students both academically and emotionally. Presenting to over 16,000 students and school personnel, LICC's Community Education staff addressed the unique emerging mental health problems and emotional issues that threaten young people today. Teaching healthy coping skills and information about resources are part of each workshop.

PFY grew a great deal in the past year and now provides a multitude of services to LGBTQ+ individuals of all ages throughout Nassau, Suffolk, and Queens Counties.

The work LICC does is made possible by your support, your philanthropy and your belief that by working together we can have a positive impact on the lives of those in any type of crisis. We look forward to continuing to provide our many services to Long Islanders at critical times in their lives.

Thank you all for being our life-saving partners.

Sincerely,



**Theresa Buhse
Executive Director**



**Lisa Veglia
President, Board of Directors**

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Clockwise from top right: Ultrarunner Christopher LaMagna held his third annual 'Montauk to Manhattan' fundraiser for LICC in January; LICC hotline volunteers gather for an appreciation luncheon in April; Community Educator, Courtney Katon-Donegal, shares information with students at Hofstra University; PFY staff pause for a photo during Pride After Dark; PFY staff participate in Queens Pride.

LONG ISLAND Crisis Center

It's OK to ask for help.

Business Line: 516.826.0244
24/7 Hotline: 516-679-1111
Chat Live: www.chatlive.li
On-line counseling accessible from any device

Our Mission

Long Island Crisis Center provides 24/7, free, high quality, confidential and non-judgmental programs and services to support and empower Long Islanders at critical times in their lives.

Our History

What began in 1971 as a single hotline for college students in crisis has developed into a cadre of programs and services, using evidence-based practices to meet the everchanging needs of the community.

Our Values

- Timeliness
- Empowerment
- Respect
- Innovation
- Transparency
- Integrity

What We Do

24/7 Hotlines and Crisis Chat

Eight hotlines, including the 988 Lifeline, answered 24/7, 365 days a year. Counselors provide crisis intervention, suicide prevention, supportive counseling, and referrals for resources.

Community Education

Building Health Lives Through Education is our community education program that delivers on-site workshops, addressing the needs of students and school professionals. Topics offered include Suicide Prevention, Cyberbullying, Understanding Sexual Orientation and Gender, among others.

PFY

PFY provides programs and services for LGBTQ+ individuals including counseling, social groups, sexual health services, gender-affirming support, and case management.

The H-Line (NYS HIV Hotline)

The H-Line provides HIV, STI, and Hepatitis C education, risk-reduction information, and referrals.

Community Impact in 2023

23,860

**CALLS ANSWERED
ACROSS 8
HOTLINES**

16,217

**COMMUNITY
EDUCATION
ATTENDEES**

16,493

**SERVICES
PROVIDED BY
PFY**

94¢ PER DOLLAR

**WENT DIRECTLY TO
PROGRAMS &
SERVICES**

Why Our Work Matters

- Yearly, about 1 in 5 adults experience a mental health concern.
- Suicide remains the second leading cause of death amongst young people.
- LGBTQ+ youth are at higher risk for suicidal ideation and mental health challenges.
- COVID will have an effect on the community's overall mental health for years to come.

TO LEARN MORE & GET INVOLVED
VISIT WWW.LONGISLANDCRISISCENTER.ORG



OUR MISSION

Our mission is to enhance the health and wellness of the LGBTQ+ community through education, supportive services and personal development - serving Nassau, Suffolk and Queens Counties.

PFY'S IMPACT

- ✓ **31**
Years of Serving and Advocating for Long Island's LGBTQ+ Community
- ✓ **35**
Vital Programs & Services Offered
- ✓ **16,493**
Services Provided Across All Programs



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A Division of Long Island Crisis Center

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2050 Bellmore Avenue
Bellmore NY 11710
(516)679-9000

SUFFOLK OFFICE:
628 Long Island Avenue
Deer Park NY 11729
(631)940-1964

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PROGRAMS & SERVICES



SEXUAL HEALTH SERVICES



GENDER-AFFIRMING SERVICES



INDIVIDUAL & FAMILY COUNSELING



CASE MANAGEMENT



SOCIAL MEETUPS & EVENTS



COMMUNITY EDUCATION & PROFESSIONAL TRAININGS



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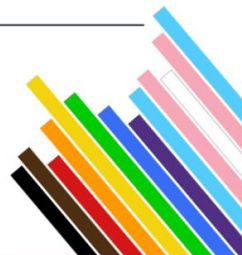
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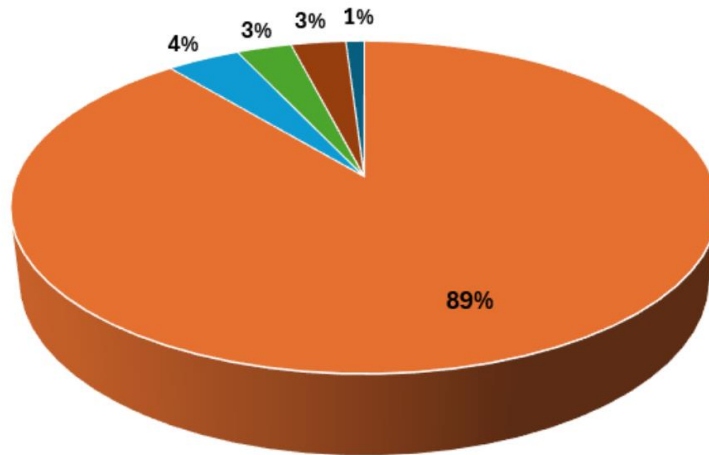


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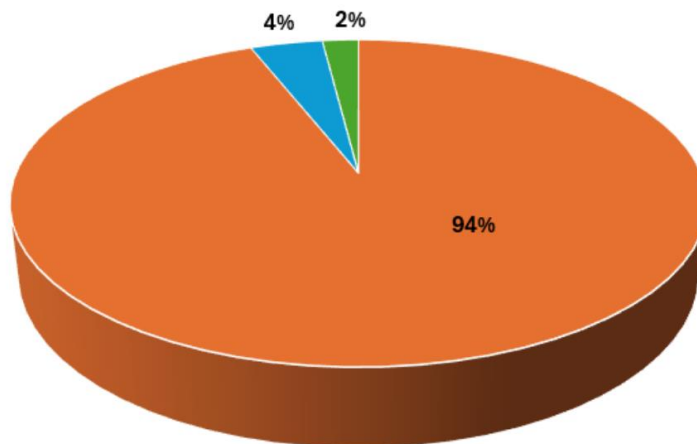
2023 Revenue & Expenses

Year 2023 Revenue



■ Government Grants ■ Foundation Grants ■ Contributions ■ Special Events ■ Interest Income

Year 2023 Expenses



■ Program Services ■ General/Administrative ■ Fundraising

LICC Financial Statements prepared by Nawrocki Smith LLP

Our Fundraising Events



Participants in the 15th Annual 'Let's Walk, Let's Talk' fundraiser for LICC stroll the boardwalk in Long Beach.



2023 Person of the Year, Norman Kay (2nd from r), accepts his award from staff and board members.



Members of the Team for P.S. I Love You Day, who are longtime and consistent supporters of LICC's mission.



2023 PFY Honoree, Maulik Pancholy, gives impassioned speech.



Gala guests were entertained with a night of drag BINGO.



PFY staff celebrate 30 years of providing LGBTQ+ programs and services, along with Pride gala guests.



PFY Honoree, Maulik Pancholy (2nd from l) enjoys the Pride gala cocktail hour with his guests.

Thank You to Our Top Supporters in 2023 Who Gave \$1,000 and Above

Michael Diamond Charitable Foundation
Vishnick McGovern Milizio, LLP
Kimco Realty
VBLI Inc.
Alpern Family Foundation, Inc.
Gilead Sciences, Inc.
Bruce A. Rosen
Nassau Bar Foundation, Inc. We Care
NYCT Foundation
P.S. I Love You Day
Penny Kassel
Rizzo Family Foundation
Steven Griffith
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Planned Parenthood Hudson Peconic
Monica Wood
St. Luke's Episcopal Church
The Edward & Mildred Finch Foundation
The Mudra Foundation: Art for a Cause
Victoria and Hank Bjorklund Fund
W Services Group
Webster Bank

Program Outcomes 2023

Outcome measurement is a core value of Long Island Crisis Center (LICC). We define success as the measurable impact of our services, not just the number of clients served or how many units of service we deliver. Our services are diverse, reach a broad constituency and, in some cases, are tailored to specific underserved populations in our region. We pride ourselves on expanding our services to reach these populations. The Agency's divisions conducted continuous program evaluation and demonstrated a high level of success in 2023.

The Crisis Center

The Crisis Center operates multiple hotline services that are accessed by phone or our mobile-friendly online counseling platform, ChatLIVE Long Island™. These services are a lifeline for young people and adults struggling with suicidal ideation, family crisis, substance use and many other problems. LICC updated its phone system in 2023, allowing the hours of ChatLIVE Long Island to expand to seven days a week from 7AM to 11PM. In 2023, LICC's crisis hotlines and chat served 21,042 individuals.

988 in 2023

The Crisis Center is Nassau County's designated 988 Center. 988 is the new, three-digit number for the National Suicide Prevention Lifeline and is a direct connection to caring support for anyone in mental health distress. In 2023, LICC counselors received 8,807 calls on 988, with an average answer rate of 90%. Suicide lethality (likelihood to attempt suicide) was lowered for fifty-six percents of callers who were thinking about suicide. All callers who had any thoughts of suicide, no matter how low, were offered follow-up calls. 988 counselors were able to deescalate mental health situations and help callers come up with a plan to stay safe without an outside intervention on 99.4 percent of these calls.

Some examples of LICC's life-saving work: (Call details have been redacted or altered to preserve client confidentiality.)

A 29-year-old woman called the 988 Lifeline and shared that she was thinking of killing herself by taking pills. The counselor acknowledged the strength it took to call the hotline and share this information. The counselor supported the caller and got them to agree to place the pills in another room for the remainder of the conversation. The counselor and caller discussed ways to maintain the caller's safety, including hospitalization, which she did not want due to previous hospitalizations and the potential upset of her family. The counselor pointed out that it sounds like the caller's family is very important to her and she agreed. The counselor explored

previous suicide attempts and experience with outpatient treatment. The caller said she had a therapy appointment in three days and intended to go. The caller was receptive to a follow-up call and agreed to give her pills to her stepfather to keep herself safe. Positive outlets and a plan for the remainder of the day were also discussed.

A middle school student (14) called the hotline in extreme distress over a sexually explicit video his friend had sent him. The student went to the Dean of his school and was now worried about what would happen to his friend. The counselor supported the caller for doing what he felt was right. The caller said he felt so guilty that he was thinking about suicide. Through conversation, the counselor found out that the student's plan was to jump off a bridge and that he had attempted suicide before. The student had called from school and agreed to walk to the school Social Worker's office while the counselor stayed on the phone with him. With the support of the counselor, the student told the Social Worker what was going on and a plan was made to keep him safe.

Individuals in Crisis Connect with Immediate Services

LICC counselors answer Nassau County's Behavioral Health Helpline after 4:30PM weekdays and on weekends, holidays, and serve as a backup service during the day. This line serves as the intake department for the county's Mobile Crisis Unit, a service for Nassau County residents ages 5 and over that are experiencing a psychiatric emergency. In 2023, LICC handled 3,228 calls on the Helpline and completed 590 intakes for the Mobile Crisis Unit.

The H Line

The H Line (New York State HIV/STI/Hepatitis C Hotline) provides HIV/STI/HCV education, risk reduction information, referrals, and free condom distribution to NYS residents.

In 2023, the H Line's bi-lingual hotline received 1,776 calls from English and Spanish-speaking individuals seeking information, counseling, and referrals on the topics of HIV, STIs, and Hepatitis C. H Line staff completed 90 follow-up calls to ensure individuals were properly linked to care and resources. In addition, the H Line responded to 318 online chats and Facebook Messages providing the same comprehensive support that is offered on calls. Through its free condom distribution program, the H Line provided safer sex products to 1,955 New Yorkers via discretely mailed packages.

The H Line continues to utilize a Strategic Social Media Plan to target at-risk individuals and engage them in the H Line's services. H Line staff met with 23 individuals and engage them in the H Line's services. H Line staff met with 25

organizations throughout NY state to promote its services. The Resource Coordinator continues to manage the online resource database which contains almost 500 referrals and resources throughout NY State.

Some examples of the H Line's work: (Call details have been redacted or altered to preserve client confidentiality.)

A client reached out concerned that they had an unprotected sexual encounter and was unaware of their partner's HIV status. Although the caller is taking daily PrEP, they were still concerned about their risk of contracting HIV. The Counselor educated the client on PrEP usage and how it lowers your chance of contracting HIV, even during unprotected sex. The Counselor also informed the client that PrEP does not provide protection against STIs and linked the client to a place where they could go for STI testing. The client thanked the Counselor for providing them with peace of mind and for giving them a resource.

Building Healthy Lives Through Education

Building Healthy Lives through Education delivers workshops for elementary, middle, and high school students, as well as parents and professional staff in Nassau and Western Suffolk Counties. These workshops encompass a variety of topics that respond to mental health issues that are affecting young people and present challenging behaviors for classroom teachers. The overall goals of the program are to destigmatize mental health and to make participants aware of the resources available to them.

Building Healthy Lives Through Education expanded its reach in 2023. Partnerships were formed with several new companies to provide professional workshops to their staff and classroom workshops were presented in seven new schools.

Total Community Education Attendees: 22,869 (including Professional Trainings)

Suicide Prevention: 3,144

Managing Emotions: 1,267

Coping with Crisis: 1,737

Cyberbullying: 1,798

Let's Talk Mental Health: 2,815

Figuring Out Our Feelings: 2,762

Understanding Sexual Orientation: 3,439

Understanding Gender: 2,437

Allyship in Action: 359

LGBTQ+ Cultural Relevancy Trainings for Professionals: 3,111

PFY

PFY is a service and an advocate for lesbian, gay, bisexual, transgender, and questioning/queer (LGBTQ+) individuals across Long Island and Queens. Its mission is to improve the health, wellness, and cultural competency of LGBTQ+ individuals through education, support, and personal development. In 2023, 1,100 unduplicated LGBTQ+ individuals benefitted from individualized supportive services such as counseling, case management, social programming, and sexual health services. 52% of those served resided in Nassau County, 36% in Suffolk County, 8% in Queens County, and 4% of clients resided in other counties within the tri-state area. 54% of clients served were LGBTQ+ persons of color. An additional 2,795 students and professionals in the community received education on LGBTQ+ cultural responsiveness. Over 4 million social media users on Facebook, Instagram, Tiktok, and Grindr received digital health messaging campaigns centered on LGBTQ+ health and wellness.

The most significant accomplishment of PFY in 2023 was the outcomes achieved through the program's integrated low-threshold medical health services and the cascade of care provided by the agency's case management program. PFY offers free rapid HIV and syphilis testing both on-site and via community-based testing, which utilizes the agency's fleet of testing vehicles. Community-based testing aims to increase the accessibility of free and rapid testing services to LGBTQ+ community members who cannot access services at one of the agency's brick-and-mortar locations. PFY's case management program aims to support community members facing barriers to achieving optimal health and wellness outcomes.

Throughout the year, PFY staff successfully engaged over 500 community members in testing services and diagnosed 22 new HIV cases, the highest number in the agency's history. Furthermore, PFY's robust case management program was able to successfully support and provide a cascade of supportive services and connect 100% of all newly diagnosed clients into HIV medical care within 24-48 hours of diagnosis - a standout achievement both organizationally as well as regionally.

PFY continued to hear stories and assist clients with housing needs because of unsafe or hostile housing environments due to their LGBTQ+ identities. In 2023, 46% of PFY's clientele comprised Hispanic/Latino LGBTQ+ community members, with 24% of all clients speaking Spanish only. With this significant shift in the agency's client base, PFY saw increased demand for case management services. Critical needs identified surrounded immigration, employment, housing, health literacy, transportation, and benefit navigation support. The demand for PFY's case

management services continues to surge, with staff providing an array of support around asylum/immigration, name and gender marker change assistance, linking newly diagnosed individuals who are living with HIV to medical care and treatment, providing employment assistance, insurance navigation and enrollment, food security assistance, and transportation services to individuals with limited access to get to and from medical and essential support services.

LGBTQ+ individuals will experience an increase in self-esteem: LGBTQ+ individuals report feeling low self-esteem more so than their straight and cisgender counterparts due to a lack of confidence in exploring their sexual orientation and/or gender identity within a society in which they do not feel supported and affirmed. As a result, maladaptive behaviors such as suicide, depression, anxiety, self-isolation, and drug/alcohol abuse are more likely to manifest. When LGBTQ+ individuals feel that others support their identities and are empowered to "have a voice" and live authentically, their self-esteem increases, and they are also more likely to engage in productive social and supportive activities like those offered at PFY. PFY programs increase the self-esteem of attendees by giving LGBTQ+ individuals a safe environment to "be themselves" and connect with peers, empowering them to advocate for their own needs by attending "town halls" that give them autonomy over the space, providing LGBTQ+-affirming education and resources that they can access outside of PFY as needed, and providing individual and drop-in counseling for individuals to process their feelings about what it means to be an LGBTQ+ person. Pride for Parents is also a psycho-educational support group offered at PFY for parents and adult family members of LGBTQ+ youth. The number one positive correlating factor in decreasing maladaptive behaviors in youth is parental and family support. This group teaches them how to support their LGBTQ+ loved ones best and helps to boost their self-esteem.

2023 Client Satisfaction surveys continued to show that PFY positively impacts increasing self-esteem. In particular, 97.5% percent of clients surveyed (+9.5%) reported that PFY's programs helped boost their self-esteem.

Additionally, clients provided written feedback within this year's satisfaction surveys, which included the following statements:

"I just like the togetherness 😊"

"I feel safe and accepted [here]."

"I am forever grateful for everything PFY has done for me. Friends, food, conversation, a sense of community. I am whole here."

Prevention programs and services will identify individuals who are living with HIV and/or syphilis and those who are newly diagnosed and link them to medical care and treatment:

Since 1996, PFY has been at the forefront of ending the HIV/AIDS epidemic on Long Island. Successful sexual health program innovation and adaptation focused on prevention, education, and support has allowed PFY to meet the emerging sexual health needs of gay/bi/queer cisgender men and transgender individuals who have increased risk on Long Island. Through strategic medical partnerships, PFY has successfully leveraged its ability to engage those at highest risk and increase engagement in sexual health medical services such as HIV and Syphilis testing, Pre-Exposure Prophylaxis (PrEP), and Post-Exposure Prophylaxis (PEP). In 2018, the need for PFY to start providing limited medical services independently became more evident than ever before. PFY started witnessing an emerging surge of high-risk individuals who either did not or could not engage (due to socio-economic disparities and overarching accessibility inequities) in much-needed direct medical preventative services. It was in response to this need that, in June of 2019, PFY was able to obtain the independent legal abilities to begin providing community-based HIV and syphilis testing both on-site and off-site.

In 2023, PFY continued to observe significant access barriers in the form of transportation, education, and stigma, which prevented community members from accessing sexual health services. Particularly in Suffolk County, PFY saw how high gas prices, car ownership costs/repairs, and general economic hardship limited the community's access to agency-based testing services. In response to this need, in 2022, PFY purchased its first commercial mobile medical clinic vehicle, which features two medical offices and a wheelchair-accessible lift. This mobile medical clinic will help bridge the gap and increase the accessibility of LGBTQ+ responsive medical services for Suffolk County's most isolated LGBTQ+ community members.

PFY's prevention service line continues to see a significant community need for case management services. Within 2023 alone, PFY's case managers provided 1,958 case management sessions (+52%), which provided a total of 7,425 supportive services (+59%) focused on housing, access to health insurance, social services, HIV/STI testing, PrEP/PEP, HIV/STI treatment linkage, supportive counseling, substance use, and legal support. PFY's client-centered, strengths-based case management program is the agency's most robust and fastest-growing program.

In 2023, PFY distributed a total of 10,125 condoms to sexually active community members across Long Island and Queens.

In 2022, PFY conducted 574 HIV tests and identified 21 newly diagnosed cases.

In 2022, PFY conducted 542 rapid syphilis tests and identified 29 newly diagnosed cases.

Total PFY Clients Seen in 2023:

Coffeehouse: 1,875

Social Spaces: 2,577

GSA Support: 38

Workforce Development (Peer Workers): 173

Supportive Counseling: 819

Case Management: 362

HIV Testing (in-person, mobile, & at-home): 574

Rapid Syphilis Testing (in-person & mobile): 542

PrEP/PEP Support: 187

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www.longislandcrisiscenter.org

24/7 Hotline (516) 679-1111

www.ChatLive.li



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Nassau Office (516) 679-9000

Suffolk Office (631) 940-1964

www.liccpfy.org



1-800-549-2439 (English)

1-800-233-7432 (Spanish)

www.thehline.org
