

Program Outcomes

Long Island Crisis Center is committed to using evidence-based practices to deliver the highest quality services possible. We understand that there is a difference between *providing services* and making a real difference in the lives of those who depend on us for help. Our services are evaluated continuously so that we can determine which strategies work most effectively and adjust our approach accordingly. We are proud to report a high level of success in 2005.

Crisis Center

The Crisis Center operates multiple hotline services that can be accessed by phone, walk-in or the Internet. Our main hotline – Middle Earth – is a lifeline for young people and adults struggling with suicidal ideation, family crisis, and drugs and alcohol among many other problems. Over 10,000 callers received help in 2005.

Callers will be less likely to commit suicide.

Approximately 18 percent of Middle Earth callers reported suicidal ideation, varying from low to high lethality. High lethality means that the intention to die was imminent, often because the person had already taken a means to end their life, such as swallowing pills.

Of the hotline's suicidal callers, about 80 percent reported reduced ideation at the time the call was ending. In cases of high lethality, the counselors arranged for emergency interventions to save a life. In situations where suicidal ideation did not decrease but immediate intervention was not warranted, follow-up services by L.I.C.C.'s Suicide Outreach Team were offered. In one situation, the mother of a 14 year-old girl who received counseling from our Suicide Outreach Team called back to tell us how helpful we were and that her daughter was now getting counseling.

Isolated individuals will connect with needed services.

Many young people and adults call us because they feel they have nowhere else to turn. Reaching out to an anonymous hotline is the first step in getting the help they need to resolve their problems and beginning to lead a healthier and happier life.

Fifty percent of hotline callers received referrals to services in their community for more sustained forms of help. Because most of these clients were anonymous, we cannot track their follow-through with referrals. But as an indicator of our success, we received several calls from clients who were directed to services. One man, who walked in for counseling services, called us back a week later to thank us for taking the time to find him the appropriate agencies that would accept his Medicare and Medicaid insurance and help him with his mental health needs.

Pride for Youth

Pride for Youth is a service and advocate for lesbian, gay, bisexual and transgender (LGBT) youth. Its mission is to improve the health, wellness and cultural competency of LGBT young people through education, support and youth development. One thousand youth benefit from services each year, and nearly 5,000 students and adults receive LGBT-sensitivity training.

LGBT youth will achieve greater self-acceptance.

Self-acceptance is a key indicator of the positive development of LGBT youth. Youth who feel comfortable about being LGBT are much less likely to engage in self-destructive behaviors such as suicide, substance abuse and unsafe sexual activity.

Through periodic Client Surveys, we determined that 70 percent of Pride for Youth's clientele experienced greater self-acceptance through participating in programs like the Coffeehouse, support groups and counseling. These surveys show even more dramatic improvements in related areas like social isolation (88%), self-esteem (88%), and coming out to others (79%).

More young gay and bisexual men will know their HIV status.

HIV continues to impact the LGBT community, and recent studies have shown alarming rates of HIV among young gay and bisexual men, particularly those of color. Many of these young men do not know they are carrying the virus. Early detection can reduce the spread of HIV and improve the lives of infected individuals through early treatment.

In 2005, Pride for Youth helped 158 young men find out about their HIV status through on-site counseling and testing and facilitated referrals to off-site providers. Thankfully, none of these clients tested positive but they were empowered to take greater control over their health and given the knowledge of how to stay negative. An additional 800 received in-depth HIV prevention education. Sixty participated in one-to-one risk reduction counseling.

Street Outreach Project

The Street Outreach Project utilizes a mobile outreach team to identify and assist street-involved youth, especially those who are runaways or homeless and/or gang-involved. Workers reach large numbers of youth – over 11,000 in 2005, and while contact may be brief due to the transitory nature of the population, we analyzed the impact of the program along the following dimensions.

Runaway/homeless youth will transition into safer, more stable living situations.

The Street Outreach Project helped fifty young people move from living on the street to safer settings such as emergency shelter, returning home or living with relatives and friends. Workers provided follow-up support to help youth adjust to their new environment, and one month later, ninety-four percent remained off the street.

Street outreach is a gradual process and targets young people who have lost trust in adults due to victimization. While the number cited above reflects only a fraction of youth encountered by the project, many more received services such as survival aid, nutrition and case management that will put them on a healthier path, including getting off the streets.

Youth will choose alternatives to gang involvement.

One of the Street Outreach Project's chief goals is to reduce the number of youth engaging in a gang lifestyle that contributes to such negative outcomes as violence, incarceration and death. The Project has been particularly successful working with girls at high risk for gang involvement due to academic failure and family dysfunction, and conducts periodic evaluations with clients to assess their progress.

In 2005, 79 percent of girls receiving group support reported that they were less likely to affiliate with gangs after six months of participation. Groups also helped these young women build self-esteem, stay in school, and interact with peers without physical conflict.

Community Education

Many of Long Island Crisis Center's services intervene with troubled young people at a time when they feel they have nowhere else to turn. An additional goal of the agency is to reach young people *before* they experience a crisis so that they are informed of their available options and can take better control of their lives. Therefore, a community education component is included in each of our 3 divisions. Long Island Crisis Center's Community Educators provided workshops to over 10,000 young people in 2005, addressing such vital topics as Suicide Prevention, Runaways/Child Abuse, Homophobia, Self-Injury and Anger Management.

Youth will recognize the signs and symptoms of suicide.

Eighty percent of participants that attended the Suicide Prevention Workshop demonstrated greater knowledge of teen suicide after attending this workshop. The curriculum dispels myths about suicide, explains how a young person can get to the point where they think about suicide, informs youth of alternatives to dealing with stress in self-destructive ways, and empowers teens to help a friend who is struggling with suicidal feelings.

Schools will be safer, more welcoming places for lesbian, gay, bisexual and transgender students.

Our *Understanding Homophobia workshop* has an extraordinary track record of success changing negative attitudes and behaviors that can lead to anti-gay violence and harassment in school settings. Students leave the workshop with a much more sophisticated understanding of human sexuality (an increase in knowledge of 25 percent) and a greater comfort level with LGBT people (20 percent decreased intention to avoid or shun LGBT people). Furthermore, these in-class programs have led to long-term changes in the school climate such as increased visibility of LGBT students and teachers, the establishment of Gay-Straight Alliances and the incorporation of LGBT issues into many schools' curricula.