

2024

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,

Every hour of every day, someone reaches out in crisis. And every hour, Long Island Crisis Center's dedicated team is here to offer immediate, life-saving support to individuals experiencing suicidal thoughts, mental health struggles, and emotional distress.

Now in our 54th year, LICC continues its mission to provide 24/7 free, high-quality, confidential and non-judgmental programs and services to support and empower Long Islanders at critical times in their lives. Beginning as a single hotline for students on the campus of Adelphi University, we currently answer six different 24/7 hotlines and offer online Chat counseling. Our Community Education program provides in-classroom workshops to LI students on topics that respond to emerging mental health problems that are threatening young people. PFY, a division of LICC that started in 1993 as a direct result of calls we were receiving on our hotline, provides a variety of programs and supportive services for LGBTQ+ individuals.

This year, we helped almost 25,000 hotline callers and reached nearly 12,000 Long Island students through our Community Education program.

Thank you for sharing in LICC's commitment to reducing stigma around suicide and mental health. Your support enhances our work in so many ways. Every dollar raised, every person who hears about LICC's services, every caller that reaches out for help matters.

Sincerely,



Theresa Buhse
Executive Director



Lisa Veglia
President, Board of Directors

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Clockwise from top right: Two of LICC's youngest supporters attend the annual Walk event; Long Beach High School's Marching Band kick off the Walk; GLAAD President, Sarah Kate Ellis, accepts honorees award from Tawni J. Engel and Bruce Castellano at the PFY Pride Gala; PFY staff pose for a photo in the newly-added wing at the Bellmore location; LICC hotline volunteers pose with ultra-runner and fundraiser, Christopher LaMagna, at their annual appreciation party.

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

Six hotlines, including the 988 Lifeline, answered 24/7, 365 days a year. Additionally, a chat option is available. 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 2024

24,685

CALLS ANSWERED
ACROSS ALL
HOTLINES

11,971

COMMUNITY
EDUCATION
ATTENDEES

9,027

INDIVIDUALS
SERVED
BY PFY

93¢ 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



UPLIFTING LI'S LGBTQ+ COMMUNITY SINCE 1993!

Our Mission

To enhance the health and wellness of the LGBTQ+ community through education, supportive services and personal development in Nassau, Suffolk, and Queens Counties.

Programs & Services:

- SEXUAL HEALTH SERVICES
- GENDER-AFFIRMING SERVICES
- INDIVIDUAL & FAMILY COUNSELING
- CASE MANAGEMENT
- SOCIAL MEETUPS & EVENTS
- COMMUNITY EDUCATION & PROFESSIONAL TRAININGS
- GSA SUPPORT SERVICES

Our Impact:

- ✓ 32 YEARS OF SERVING & ADVOCATING FOR LGBTQ+ COMMUNITIES
- ✓ 35 VITAL PROGRAMS & SERVICES OFFERED
- ✓ OVER 9,000 INDIVIDUALS SERVED ACROSS ALL PROGRAMS LAST YEAR



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Stay Connected:

- [@prideforyouth](https://www.instagram.com/prideforyouth)
- [Facebook.com/prideforyouth.pfy](https://www.facebook.com/prideforyouth.pfy)
- [@prideforyouth](https://www.twitter.com/prideforyouth)
- www.liccagy.org

Community Centers:

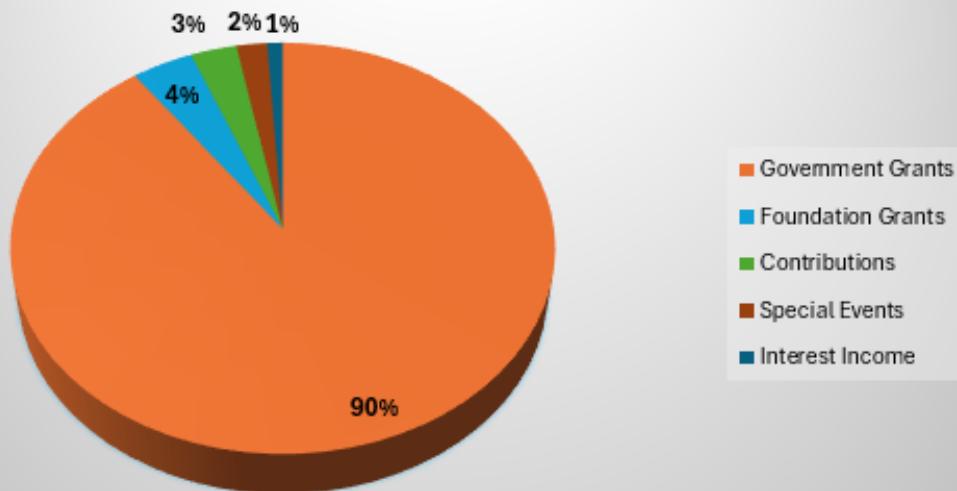
NASSAU OFFICE:
2050 Bellmore Avenue
Bellmore NY 11710
(516) 679-9000

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

WWW.LICCPFY.ORG
24/7 Crisis Hotline:
(516) 679-1111

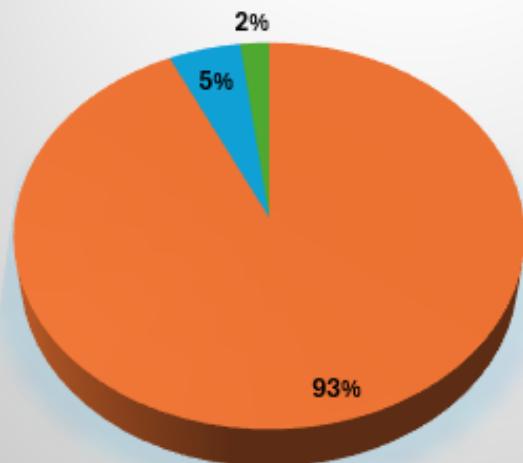
2024 Revenue & Expenses

Year 2024 Revenue



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

Year 2024 Expenses



- Program Services
- General/Administrative
- Fundraising

Our Fundraising Events



Community member showing their support of LICC on the Long Beach Boardwalk.



LICC's 16th Annual "Let's Walk, Let's Talk" event is kicked off by Long Beach High School's Marching Band.



LICC's 2024 Persons of the Year, the Michael Diamond Foundation, present the agency with a \$10,000 check.



LI Pride Lions receive their honoree award during PFY's Pride Gala.



PFY Pride Gala attendees dance the night away!



PFY Honoree, Rev. Lana Hurst (l.), receives her award from Tawni J. Engel and Aiden Kaplan.

Thank You to Our Top Supporters in 2024

Who Gave \$1,000 and Above

Alpern Family Foundation, Inc.
American Medical Association Foundation
Anthony Campanile
Christine Kaiser
Dr. Eric Weiselberg
Elizabeth Steckler
Erik Wind
Fidelis Care
Franklin Templeton
Health Care Advocates International
James Turansky
Jamie and Carol Loeb
Jeanine Heller Foundation
Kathryn Berthold Charitable Fund
Lisa Dresner, MD
Long Island Pride Lions
Long Island Pride Sports Association Inc.
M&T Bank
Madison Planning Group
Maspeth Federal Savings
Michael Berube Foundation
Michael Diamond Foundation
Morgan Stanley
Mr. & Mrs. Glenn Rufrano
Mr. & Mrs. Hernan & Fran Poza
Mr. Bruce Castellano
Mr. Joel Katzman
Mr. Reid Fishler
Mr. Thomas Verni
Ms. Amy Boots
Ms. Christine Arnouse
Ms. Danielle Barretta
Ms. Monica Wood
Nassau Bar Foundation, Inc. We Care
Nationwide-360
Nicole Helmus
Northwell Health Islip
Penny Kassel
Planned Parenthood Hudson Peconic
P.S. I Love You Day
Rashti and Rashti
Robert Carbalal
Ryan Rizzo
Scott Clodfelter
St. Luke's Episcopal Church
Steven Griffith
Suffolk County Bar Association
Trellus
United Church of Christ of Rockville Centre
VBLI Inc.
ViiV Healthcare
Vishnick McGovern Milizio LLP - Attorneys at Law
W Services Group
Walmart
Webster Bank

Program Outcomes 2024

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 or expanded to serve specific underserved populations in our region. The Agency's divisions conduct continuous program evaluation and demonstrate a high level of success.

Long Island Crisis Center

The Crisis Center operates multiple hotline services that are accessed by phone and a mobile-friendly online counseling platform, ChatLive LI. These services are a lifeline for young people and adults struggling with suicidal ideation, family crisis, substance use and many other issues. In 2024, 24,685 individuals got help from one of our counselors.

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

Caller (38-year-old female) started by saying she is going to kill herself as she feels tired and can't do it anymore. Caller stated that she knows how to use guns or might jump off someplace high so she will only have a couple of seconds to think about her life. She is alone, has no children or husband. Caller shared that she is a first-responder, is currently in therapy and taking anti-anxiety medication. Caller had recently experienced significant loss and also had a previous suicide attempt. Counselor explored self-care, reminding her that her job is not easy and it can take an emotional toll. Counselor explored what works best to help her feel calm. Counselor reminded caller that grieving is not linear, that it is different for everyone, encouraged her to take all the time she needs to heal and reminded her that it's ok to cry. Counselor let the caller know that she could call us 24/7 if she starts to have suicidal thoughts or feels overwhelmed or sad. Caller thanked counselor several times and told her that "you took me off a ledge," "you helped me see things differently, you saved my life."

Individuals in Crisis Connect with Immediate Services

In conjunction with Nassau County staff, LICC counselors answer Nassau County's Behavioral Health Helpline. 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 2024, LICC handled 3,242 calls on the Helpline and completed 528 intakes for the Mobile Crisis Unit.

988 in 2024

In July of 2022, LICC was part of the launch of 988 (the three-digit phone number for the National Suicide Prevention Lifeline). 988 connects callers with highly-trained crisis counselors who can help with a wide variety of presenting concerns, including suicidal ideation, relationships, housing, homicidal ideation and many other potential areas of distress. In 2024, LICC's 988 Crisis Counselors received 11,459 calls from individuals with an answer rate of 91% (calls that were not answered were routed to a back-up center). These numbers reflect a 30% call increase and 2% answer rate increase from 2023.

The increase in call volume in 2024 led to changes in programmatic and administrative needs resulting in the addition of a Project Administrator, as well as additional Shift Supervisors to provide 24-hour supervisory support and access.

Examples of 988 calls (details have been redacted or altered to preserve client confidentiality):

A high school senior called 988, feeling overwhelmed and depressed due to academic stress and bullying. The caller disclosed that she was not thinking about suicide but was calling to avoid self-harm. The counselor validated the caller and allowed her space to share her feelings. Together, they explored coping skills, motivating factors to avoid self-injury and more adaptive ways to address challenging emotions. By the end of this 20-minute interaction, the caller expressed his feeling calmer and was able to identify additional coping skills that could be utilized once the call ended.

A 25-year-old male contacted the hotline expressed feeling hopeless and helpless because of the end of a relationship. The caller was calling from a train station, where he was considering ending his life. The counselor was able to build a rapport with the caller and he agreed to move away from the train platform while the conversation continued. The caller disclosed a history of emotional difficulties and abuse, as well as challenges faced as a result of his questioning his sexuality. The counselor validated the difficulty of feeling isolated and misunderstood by loved ones and offered several referrals. The counselor was able to help the caller identify connections to life and additional coping skills he could potentially utilize to avoid attempting suicide. The caller eagerly accepted referrals and agreed to immediately drive to a walk-in mental health facility for evaluation. He also agreed to a follow-up call from a 988 counselor. When this call was made a couple of days after the initial call, the caller shared that he was on his way to a therapy appointment and that he was doing "much better" since his initial call.

Building Healthy Lives Through Education

Building Healthy Lives through Education delivers workshops for elementary, middle, and high school students and staff, as well as parents and professionals 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 presenting 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, including Long Island Crisis Center.

In 2024, Building Healthy Lives Through Education strengthened its ties with school districts across Nassau County and made inroads into several new districts. To keep up with increasing demand for workshops, LICC hired an additional part-time Community Educator in September 2024.

The Building Healthy Lives Through Education curriculum is continually updated based on feedback received throughout the school year.

Total Community Education Attendees: 11,971

Suicide Prevention: 2,103

Managing Emotions: 1,509

Coping with Crisis: 841

Cyberbullying: 1,277

Let's Talk Mental Health: 2,979

Figuring Out Our Feelings: 163

Understanding Sexual Orientation: 706

Understanding Gender: 667

Allyship in Action: 62

YHA Sexual Health Workshops: 163

Professional Trainings: 1,501

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 2024, 1,145 LGBTQ+ individuals benefitted from social programming, supportive counseling, case management, HIV/STI testing and treatment services. This is a 4% increase over 2023.

PFY will increase the accessibility of free HIV/STI testing through integrated HIV-status neutral program services:

Free rapid HIV and syphilis testing is offered on-site in both Nassau and Suffolk locations as well as via community-based testing through use of the agency's

testing vehicles. PFY continued to observe significant barriers around transportation, education, and stigma, which prevented community members from accessing sexual health services. PFY's commercial mobile medical clinic vehicle, which features two medical offices and a wheelchair-accessible lift, helps bridge the gap and increase the accessibility of LGBTQ+ responsive medical services for Suffolk County's most isolated LGBTQ+ community members.

In 2024, PFY provided over 1,000 free HIV/STI tests to community members throughout Nassau, Suffolk, and Queens Counties, diagnosing 15 new HIV and 26 syphilis cases regionally.

PFY will increase the awareness and cultural responsiveness towards the LGBTQ+ community:

LGBTQ+ individuals oftentimes report experiencing high levels of both macro and micro-aggressions. PFY's community education and professional training workshop series seeks to enhance education and awareness of general community members and professional providers when it comes to LGBTQ+ identities and experiences.

In 2024, PFY provided 82 free workshops to professionals and community members, reaching a total of 3,057 individuals. 68% of the workshops, focusing on understanding gender and sexual orientation, occurred within a school setting. 82% of the free professional training workshops were conducted within a hospital/medical setting, reaching over 1,000 medical providers.

PFY will increase LGBTQ+ access and linkage to services that address the social determinant of health needs of the community:

The LGBTQ+ community disproportionately faces higher rates of food and housing insecurity, lack of employment opportunities, negative health outcomes, experiences of violence, and discrimination. PFY hosts a free food pantry, insurance navigation, access to gender confirming services, housing support, employment and academic support services, and free individual counseling.

In 2024, PFY's case management program served 483 LGBTQ+ individuals, providing over 1,400 case management sessions. This client-centered, strengths-based case management program is PFY's most robust and fastest-growing program with 50% of those served being between the ages of 20-30 years old.

In 2024, PFY's free counseling program served 94 LGBTQ+ individuals, providing 300 free counseling sessions.

Total Number of Unduplicated PFY Clients Seen in 2024 by Category:

Coffeehouse - 1,744

Social Groups - 349

Supportive Counseling - 108

Case Management - 447

HIV Testing - 632

STI Testing - 561

PrEP/PEP Support - 184

Social Determinants of Health Services - 132

Community Events - 555

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Office (516) 826-0244

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