

2025 Annual Report

A Message from Our Leadership

Dear Friends of Long Island Crisis Center,

Every day on Long Island, someone reaches out for help in a moment of darkness, and LICC'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 55th 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. What began as a single hotline for students at Adelphi University now includes multiple 24/7 hotlines, online chat counseling, in-classroom education for students, and PFY, our division serving the LGBTQ+ community since 1993.

This year, we helped 25,957 individuals through our hotlines and chat services and reached over 11,000 Long Island students and professionals through our Building Healthy Lives Through Education program.

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

Sincerely,



Theresa Buhse
Executive Director



Lisa Veglia
Board President

LICC's Impact

Our Mission

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

Our History & Values

Founded in 1971 as a single college crisis hotline, LICC has grown into an array of evidence-based programs guided by Timeliness, Respect, Transparency, Empowerment, Innovation, and Integrity.

What We Do

- **24/7 Hotlines & Crisis Chat** — Multiple hotlines including 988, plus ChatLIVE online chat; crisis intervention, suicide prevention, and referrals.
- **Building Healthy Lives Through Education** — Onsite workshops for students and professionals on suicide prevention, cyberbullying, managing emotions, and more.
- **PFY** — Counseling, social groups, sexual health, gender-affirming support, and case management for LGBTQ+ individuals.
- **The H-Line** — HIV, STI, and Hepatitis C education, risk-reduction, and referrals across New York State.

Community Impact in 2025

Measure	2025
Individuals helped across all hotlines and chat	25,957
Building Healthy Lives Through Education participants	11,021
Total number of services provided by PFY	7,004
Of every dollar went directly to programs & services	93¢

Why Our Work Matters

- Yearly, about 1 in 5 adults experience a mental health concern.
- Suicide is the second leading cause of death for young people age 15 – 24.
- LGBTQ+ youth are at higher risk for suicidal ideation and mental health challenges.

PFY's Impact

Uplifting Long Island's LGBTQ+ Community Since 1993

PFY's mission is to enhance the health and wellness of the LGBTQ+ community through education, supportive services, and personal development across 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

- 33 years of serving & advocating for LGBTQ+ communities
- 693 LGBTQ+ individuals received one or more support session in 2025

Community Centers

Nassau:

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

Suffolk:

628 Long Island Avenue,
Deer Park NY 11729
(631) 940-1964 |

www.liccpfy.org



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

**Donated \$5,000 or more*

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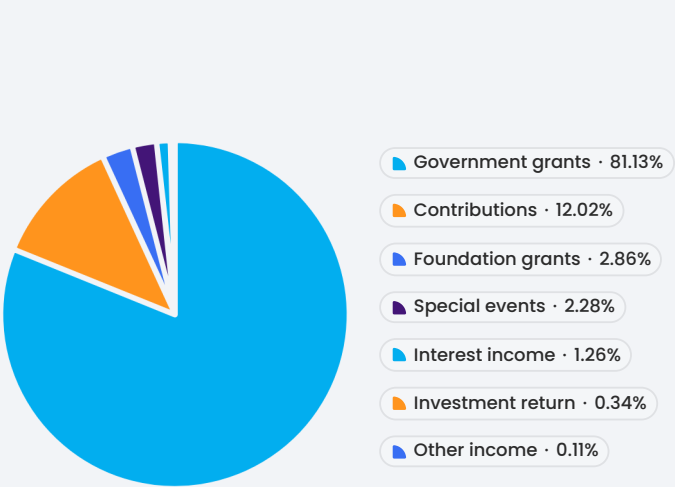
Revenue & Expenses

From LICC's audited Financial Statements, year ended December 31, 2025 (Nawrocki Smith LLP).

✓ Ninety-three cents of every dollar went directly to programs and services in 2025.

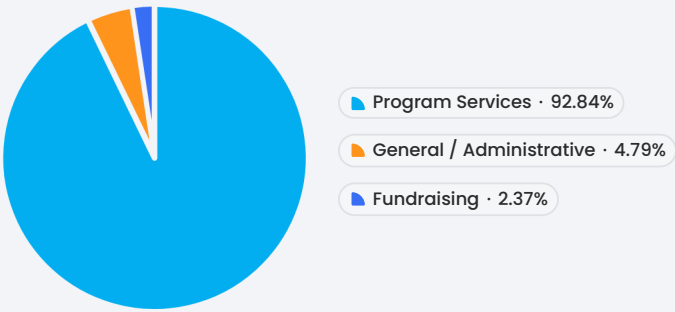
2025 Revenue — \$7,022,960

Source	Amount	%
Government Grants	\$5,697,639	81%
Contributions	\$843,876	12%
Foundation Grants	\$201,141	3%
Special Events	\$159,893	2%
Other	\$120,411	<2%



2025 Expenses — \$6,019,566

Category	Amount	%
Program Services	\$5,588,292	93%
General / Admin	\$288,527	5%
Fundraising	\$142,747	2%



Program Outcomes 2025

Outcome measurement is a core value of LICC. In 2025, all divisions conducted continuous program evaluation and demonstrated a high level of success.

Long Island Crisis Center

Operates multiple hotline services and ChatLIVE Long Island, our mobile-friendly online counseling platform — supporting individuals struggling with suicidal ideation, family crisis, substance use, and more.

25,957

Hotline & Chat Users

2,830

Behavioral Health Helpline Calls

495

Mobile Crisis Unit Intakes

988 Suicide & Crisis Lifeline

Since July 2022, LICC has served as Nassau County's designated 988 center — connecting individuals of all ages with trained Crisis Counselors by phone or text for suicidal ideation, relationship, housing, and other distress.

11,463

Calls Answered

94%

Average Answer Rate

A man took medication in an attempt to end his life when he picked up the phone and dialed 988. A trained Crisis Counselor answered — and from that first moment, met him with compassion rather than judgment. The man shared that he had gone to a local hospital earlier, desperate for help, only to be turned away too soon. He felt invisible, frustrated, and without hope. The counselor listened and supported the caller's strength in reaching out to 988. The counselor offered to call emergency services on his behalf. The caller readily provided his address. While waiting for emergency services to arrive on the scene, the counselor continued to listen to the caller and help him sort through his feelings, ensuring the caller remained responsive and present. Once it was confirmed that help had arrived, the conversation ended.

Building Healthy Lives Through Education

Building Healthy Lives Through Education delivers workshops for students and professional staff across Nassau and Western Suffolk Counties, addressing mental health issues affecting young people, destigmatizing mental health, and connecting participants to resources. In 2025, the program deepened ties with Nassau County districts and reconnected with past partners; an additional part-time Community Educator was hired to meet demand.

Workshop	Participants
Suicide Prevention	2,589
Managing Emotions	1,814
Coping with Crisis	1,710
Cyberbullying	2,124
Let's Talk Mental Health	2,705
Professional Trainings	79
Total	11,021

A school counselor shared an email from a parent whose family had lost two members to suicide. In the past, her son became upset when peers made light of the topic, but he found our Suicide Prevention workshop valuable. The parent wrote to thank LICC for addressing such an important subject and for supporting students' mental well-being.

H-Line & PFY Program Outcomes

H-Line (NYS HIV/STI/Hepatitis C Hotline)

The H-Line provides education, risk-reduction information, referrals, and support across New York State for individuals seeking guidance on prevention, testing, treatment, and care. In 2025, H-Line served 1,404 clients by phone and online, with 36% of interactions resulting in direct referrals. The program maintains a comprehensive statewide resource database and ran a strategic social media campaign that reached 604,044 individuals, plus outreach at 20 events statewide.

A caller contacted the H-Line after condomless sex to ask about Post-Exposure Prophylaxis (PEP). The counselor explained the importance of starting PEP quickly, how it prevents HIV, and provided referrals to nearby clinics and patient-assistance programs to ease cost concerns. On a follow-up call the next day, the caller reported they had reached the referral, received care, completed testing, and successfully started PEP — relieved to learn financial assistance was available.

PFY

PFY is a service and advocate for LGBTQ+ individuals across Nassau, Suffolk, and Queens, improving health, wellness, and cultural competency through education, support services, and personal development. In 2025, 693 LGBTQ+ individuals received one or more support session across social programming, supportive counseling, case management, PrEP/PEP support, and HIV/STI testing and treatment.

Project Open Doors, which PFY launched in 2025, is a workforce development program designed specifically for LGBTQ+ clients ages 17 – 30. The program empowers young people to reach their full potential in the workplace, providing them with the skills, knowledge, and confidence they need to succeed. One of our clients, Jayden, attended Project Open Doors where he developed his resume and learned how to prepare and market himself for the workforce. Through the process, he ultimately determined that he wanted to work in a field that allowed him to help and give back to the LGBTQ+ community. Jayden was hired as our full-time Community Engagement Specialist and has been thriving in his role.

Our Fundraising Events

Your support empowers us to continue providing life-saving services and fostering healthier communities. Here is a look at our fundraising events that helped us make a tangible difference.



Annual Suicide Prevention Walk

September 2025

Let's Walk; Let's Talk is our annual walk and fundraiser. Since 2009, this beloved community tradition has brought people from across Long Island together to raise awareness and break the silence around suicide.

This year, we raised over 75K, which directly supports our 24/7 crisis hotlines and counseling services, ensuring help is always available.



Pride Gala: A PFY Event

June 2025

PFY's 2025 Pride Gala, **Now More Than Ever**, was held at the Westbury Manor on June 4th. We raised approximately \$80k and had nearly 200 attendees.

This year, we honored Juli Grey-Owens, Executive Director of Gender Equality New York, and Marsha Silverman, former Glen Cove Councilperson.



Contact Us



Long Island Crisis Center

(516) 826-0244
24/7 Hotline: (516) 679-1111
longislandcrisiscenter.org

PFY

Nassau: (516) 679-9000
Suffolk: (631) 940-1964
liccpfy.org

The H-Line

English: 1-800-549-2439
Spanish: 1-800-233-7432
thehline.org