

A photograph of a wooden boardwalk made of weathered planks, leading straight through tall, green grass towards a bright sunset over the ocean. The sky is a mix of orange, pink, and blue, with wispy clouds. The sun is a bright, glowing orb on the horizon, casting a long, soft shadow of the boardwalk onto the grass.

# A pathway to HOPE

**Cn** guidance &  
counseling services

**2015 ANNUAL REPORT**



## Board President's LETTER

**James O'Brien**

Dear Friends,

As a Board, we are vested with many responsibilities.

The **financial strength** of Central Nassau Guidance & Counseling Services is a key priority, and the Board Finance Committee meets monthly, reviewing detailed financial reports regarding the Agency and its programs. The financial health of our Agency enables the behavioral health and strength of our community.

**Oversight** is another role for the Board of Directors, and at regular monthly meetings, reports are received from the CEO and the Chairs of the various Board sub-committees as to the events that have affected the Agency.

Another responsibility of the Board is to assist in **securing revenues**. No longer can a not-for-profit rely on government support to meet all the financial needs of an Agency. No longer can an Agency continue to exist without expansion in infrastructure. The current landscape/climate requires developing new and additional sources of funding.

In 2015, the Agency made tremendous strides in securing new funding. The administration and staff have been diligent in increasing grants, developing programs, innovating, and creating different synergies to increase revenues.

An area in which the Board can best serve is that of **fundraising**.

Currently, there are three (3) major annual fundraising events:

- 1) Barbara Bartell Memorial Runday, held on the Saturday of Memorial Day Weekend, is a combination of 5K and 10K runs that begin and end on the Agency's grounds.
- 2) Annual CN Guidance & Counseling Services' Golf Outing and/or Dinner, held on the third Monday of July, at the Tom Fazio-designed Town of Oyster Bay Golf Course. This year's Golf event (the 17th Annual) will occur on July 18, 2016.
- 3) *Taste of Hope* Annual Gala – a time to enjoy food, drink, music, and community, which this year (2016) takes place at the NYIT de Seversky Mansion in Old Westbury on Thursday, October 27th.

These events are essential for the continuance of the Agency. The Board is extremely involved in each of these events, generously giving both time and financial support. These events are opportunities for all people to connect with and support the mission of the Agency and to ensure continued service to our communities and clients.

The foundation for fundraising success is **commitment**.

We, as an Agency, are dependent on support and assistance of *all*, and we welcome anyone who cares about the Agency to help.

All you need is to call, email, or contact the Agency, and the rest will take care of itself.

Central Nassau Guidance and Counseling Services has always been about helping people. Remember: each life matters.

With appreciation and commitment,

James F. O'Brien

Dear Friends:

In a rapidly changing healthcare landscape, CN Guidance in 2015 took actions to strengthen and deepen the agency's core services, while adding new capacities to benefit more clients across a wider spectrum of needed behavioral health and support services. In a year that saw the failure of large and small human service nonprofits and programs, CN Guidance served over 4,700 clients as a result of organizational strengthening that included: (1) the pursuit and receipt of major new grants/contracts; (2) improved efficiency through staff development and training; and (3) greater service integration and cost sharing across our programs. In 2015, CN Guidance leveraged the work of nearly 300 employees who kept a client-centered focus while the healthcare reimbursement landscape around them changed at high speed.

In 2015, in response to our strategic and aggressive pursuit of funds from a wide variety of federal, state, county, foundation, and private donor sources, CN Guidance attracted more than \$7.7 million in new revenue streams and built capacity for future support. CN Guidance established its first-ever funding relationship with the Substance Abuse and Mental Health Services Administration (SAMHSA), garnering \$400,000 of federal monies annually through 2019 to fuel our capacity to provide integrated care (uniting behavioral health services with key primary care/medical components). Likewise, CN Guidance's historic 2015 grant award from the federal Administration for Children and Families (ACF) will bring over \$950,000 annually to CN Guidance and partners (through 2020) to enable our clients to address root causes of instability linked to unhealthy interpersonal relationships.

Beyond these multi-year federal grants, CN Guidance built or expanded recurring funding streams with New York State agencies including the Office of Mental Health and with county agencies such as the Nassau County Department of Human Services.

As the behavioral healthcare landscape undergoes seismic shifts causing many providers to close their doors or shut specific programs, CN Guidance has been gradually, steadily strengthening itself. The result: In 2015 we began to thrive, taking on some of the services left behind by those organizations not willing or able to do so. From health home care management to supported housing to mental health care coordination, we are increasingly being experienced by the community (by government, other providers, and the public) as a 'can do' force and as enduring experts in our field. In the years ahead, we will work hard to further fortify this capacity and to enhance our sustainability as we continue our focus on helping families to experience self-sufficiency, security, wellness, hope, and success as they address mental health and substance use disorders.

In 2016, we will continue to take all of the reasonable steps, collectively and individually, to create, nurture, and fortify our solid foundation and our strong current practices, so that together we can continue to provide vital services to the most vulnerable in our community. We are well positioned to consciously weather these unpredictable and unprecedented times, while keeping the vast majority of our attention on serving our community in the way that only CN Guidance can.

Sincerely,

*Jeffrey Friedman, CEO*



## Chief Executive Officer's LETTER

**Jeffrey Friedman**



# Mission Statement

*The mission of CN Guidance & Counseling Services, Inc., a nonprofit organization, is to provide clinical treatment, rehabilitation, housing opportunities, social and support services, counseling and guidance to individuals, families and the community affected by mental illness, developmental disabilities, psychological difficulties, addiction and/or dependency problems.*

## Our Programs

- Health Home Care Management
- Counseling Center
- Residential Services
- Addiction Recovery Treatment Services
- Integrated Care Program
- Mobile Residential Services
- Stability at Home
- Personalized Recovery-Oriented Services (PROS)
- Assertive Community Treatment

### Health Home Care Management

This program coordinates an array of services for clients who face a combination of mental health/substance use and chronic medical conditions. As CN Guidance's fastest-expanding program, it serves as the "hub of the wheel" across services for many clients.

This program:

- Outreaches into the community to find and engage people who need help
- Helps people enroll in a State-recognized "Health Home," to receive coordinated care
- Manages people's care across various services to improve their health outcomes

In 2015, we reached 4,668 people with this service, including 1,789 new individuals. Fewer than 5% of Health Home clients were hospitalized for psychiatric, medical, or substance use services.

### Counseling Center

The cornerstone of CN Guidance services (beginning in 1972), the Counseling Center is a state-licensed mental health clinic enabling clients to receive outpatient psychiatric treatment and psychological counseling, while residing at home in the community.

This program:

- Provides individual, family, and group therapy sessions to adults and children
- Offers counseling, medication management, and other supports
- Promotes recovery from co-occurring mental health and substance use disorders

In 2015, we reached 3,197 people with this service, including 506 new individuals receiving screenings and 292 new individuals admitted to clinic programs. Fewer than 9% were hospitalized for psychiatric, medical, or substance use services.

### Residential Services

CN Guidance enacts a "Housing First" model: Stable housing is among the most critical ingredients in any client's recovery from mental health and/or substance use disorders.



This program offers:

- *Community Residences (with 24-hour supervision)*
- *Supported Housing (helping clients rent their own apartments)*
- *Services that help people build and improve their daily living skills*

In 2015, across Nassau and Suffolk Counties, our residential programs served a total of 160 people.

## Addiction Recovery Treatment Services

Addiction Recovery Treatment Services (ARTS) is a state-licensed program enabling clients to receive comprehensive outpatient substance use treatment and support, while residing at home.

This program:

- *Serves adults, adolescents, and families affected by substance abuse*
- *Uses individual treatment and support group formats to address varying needs*
- *Provides clinical support enabling people to reclaim their lives from addiction*
- *Saves lives by preventing overdoses and coordinating with mental health services*

In 2015, we served over 400 people with this program, including “detox” services. More than 145 clients who were discharged from the program in 2015 had discontinued substance use.

## Integrated Care Program

The CN Guidance Wellness Center / Integrated Care program addresses mental and physical health together, recognizing the interrelationship among conditions and medications and the need to treat each person holistically.

This program:

- *Screens people with mental health and/or substance use issues for medical conditions*
- *Helps reduce risk associated with diabetes, obesity, and high blood pressure*
- *Prevents medical crises that cause people with serious mental illness to die, on average, 25 years younger than other people*

In 2015, CN Guidance served over 233 people with this program. Over 76% served by this program screened positive for – and are being treated for – one or more medical condition or risk (e.g., diabetes, obesity, high blood pressure).

## Mobile Residential Services

This program helps people living in supported housing to build self-sufficiency while avoiding escalations leading to hospital visits or admission into expensive inpatient/institutional settings.

Through a range of “we come to you” services, this program:

- *Helps clients with mental health and physical disorders manage their medications*
- *Provides transportation and support so clients can keep their doctors’ appointments*
- *Links clients to job training, childcare, substance use treatment, and other programs*

In 2015, CN Guidance served 34 people with this program, rendering over 163 face-to-face visits.

## Stability at Home

CN Guidance offers residents of our community with serious mental illness, including those recently released from inpatient treatment, a range of supports to help them remain healthy.

This program provides:

- *Mobile and hotline-enabled crisis intervention, de-escalation, and prevention services*
- *Support to family members and caregivers as well as help managing medication*
- *Instant linkages to “Health Home” care management and needed social/other services*

In 2015, Stability at Home served 126 people, and prevented emergency room visits and/or inpatient admissions (compared to clients’ use of these services pre-participation).

## Personalized Recovery-Oriented Services (PROS)

PROS is a five-day-per-week program that helps people with psychiatric conditions who require more structure to improve their functioning, reduce inpatient and emergency room use, increase employment, attain more education, and secure preferred housing.

This program especially helps clients:

- *Manage their psychiatric symptoms with focused structure, supervision, and support*
- *Develop needed skills (medication management, good nutrition/exercise, daily living)*
- *Improve emotional, cognitive, and social functioning*

Among 260 clients served during 2015, more than 9 of 10 clients avoided even one visit to the emergency room.

## Assertive Community Treatment

This team-based service provides especially acute attention to people facing the most serious and persistent mental health disorders such as schizophrenia—often with co-occurring substance use. The program works with people living in some of Long Island’s most distressed communities and often serves those experiencing court-ordered or mandated individual treatment.

This program helps clients:

- *Receive and remain in needed mental health and substance use treatment*
- *Manage their medication and help avoid crises*
- *Connect to and enroll in needed social/other services*
- *Develop and act upon individualized plans for their recovery*

In 2015, CN Guidance’s core ACT program served more than 80 people. Of ACT clients who were released from hospitalization, fewer than 1 in 5 were re-admitted to the hospital within 30 days. Of those who graduated from the ACT program, 78% reported stability 90 days later.

## Starry Night Café

The Starry Night Café is a safe and stimulating environment in which individuals with developmental and mental health disabilities can socialize and express themselves. It is also a unique social (nonprofit) enterprise in its 15th year, operated by consumers themselves, under CN Guidance staff supervision. This special community spot enables employees and the many guests who visit to learn new skills, showcase and develop their creative talents (music, art, poetry), or simply serve or order a beverage and enjoy it in the presence of others who are supportive.



# Fundraising/Community-Building Events



## “Runday” 2015

Men, women, and children of all ages participated May 23rd in CN Guidance’s annual Barbara Bartell Memorial “Runday.”

The event raised \$24,858 for the organization.

(L to R): Jeffrey Friedman, Zachary Friedman, Carl Grossbard, Rose Walker, CNG Race Runner, Nancy Manigat

## Golf Outing 2015

Nearly 100 local golfers of all skill levels and several corporate and small business sponsors rallied on Monday, July 20th to raise over \$75,000 to support core community services for individuals suffering from mental health and substance use disorders.

(L to R): Jason Miller, James O’Brien, Sean Degaray, Stephen Degaray



## Taste of Hope First Annual Gala

Featuring Chef Jonathan Scinto and others, this inaugural annual gala event gathered community members from across Long Island to support the work of CN Guidance.

The event raised \$52,650.

The Second Annual Taste of Hope Gala is set for Thursday, October 27th, 2016. Join us!



(L to R): Chef Jonathan Scinto and Chef Lenny Messina



## What our Clients say about CN Guidance:

“I just wanted to thank you for all of the help you’ve given me through such a hard time.

When I was down, you had a way of encouraging me and lifting my spirit.”

“We owe our health and happiness to Central Nassau Guidance and Counseling Services.”

“Thank you for your kindness and for being there when I needed you most. You have no idea how much this means to me.”

## What our Employees say about CN Guidance:

“CNG is an awesome team! I love that we all work together to help our clients reach their goals”

“I love improving the lives of my clients by helping them. I love seeing them smile.”

“The work everyone does is amazing. Thanks for saving lives together every day. I feel so excited about the path this agency is on.”

“Great people & all working together to make positive changes in people’s lives”

“CN Guidance rocks – love working here”

“The people who work at CN Guidance are amazing! Supportive and caring – the best around!”

“All I do is:  
See **Miracles In Life Everyday**”

## Success Story

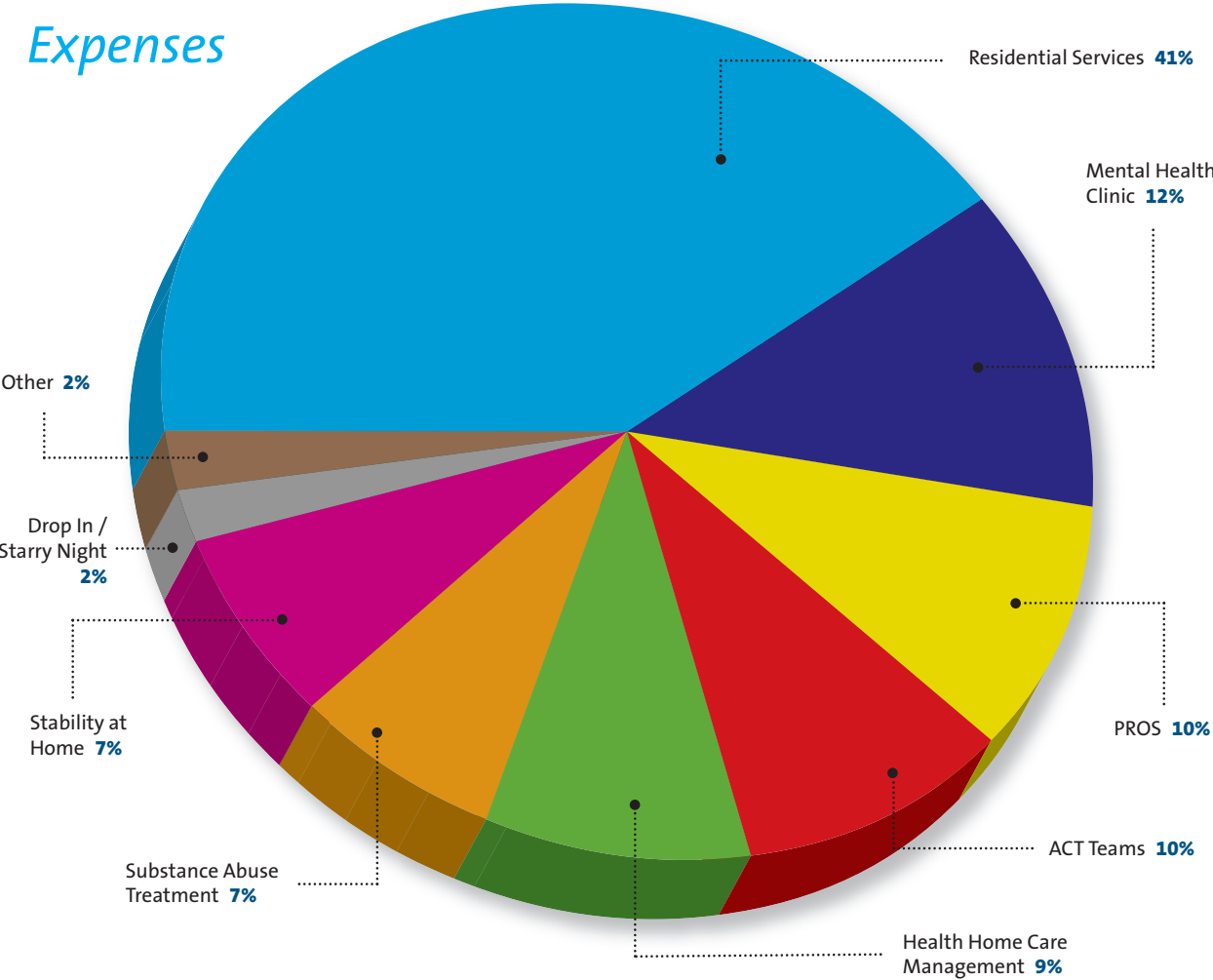
CN Guidance has numerous success stories as a result of the hard work and dedication demonstrated by the staff. This is an example of just one client who has succeeded as a result of being enrolled in our services.

When we began working with Matt, he was very depressed. He was also homeless and living in a shelter, not happy about his situation. Matt was able to get himself sober, which was an enormous feat and recognized as a great accomplishment, but now needed assistance to get his life back together. Matt was clearly suffering as he was losing weight from the stress of living at the shelter. He desired a place to live that would be a good fit for him and his situation. Matt met with his Care Coordinator almost daily regarding housing and his living conditions, requesting assistance to make a positive change. As a result of this tireless work, he was referred to OASAS housing. This proved to be an obstacle as Matt struggled, trying to obtain records indicating his substance abuse history. When he was finally approved for OASAS Supported Housing, through the perseverance he and the Care Coordinator displayed, he expressed gratitude and a sense of accomplishment.

Matt is now a graduate of the CNGCS Mental Health program and reports he does not need medication any more as a result of his successes. He has also been working steadily at a cab company to make his own income and continues to live in his Supported Housing. Matt remains sober and uses community AA meetings as his support. As a result of his accomplishments, Matt no longer receives Care Coordination, but knows he is welcome back any time he may need the assistance.



Expenses

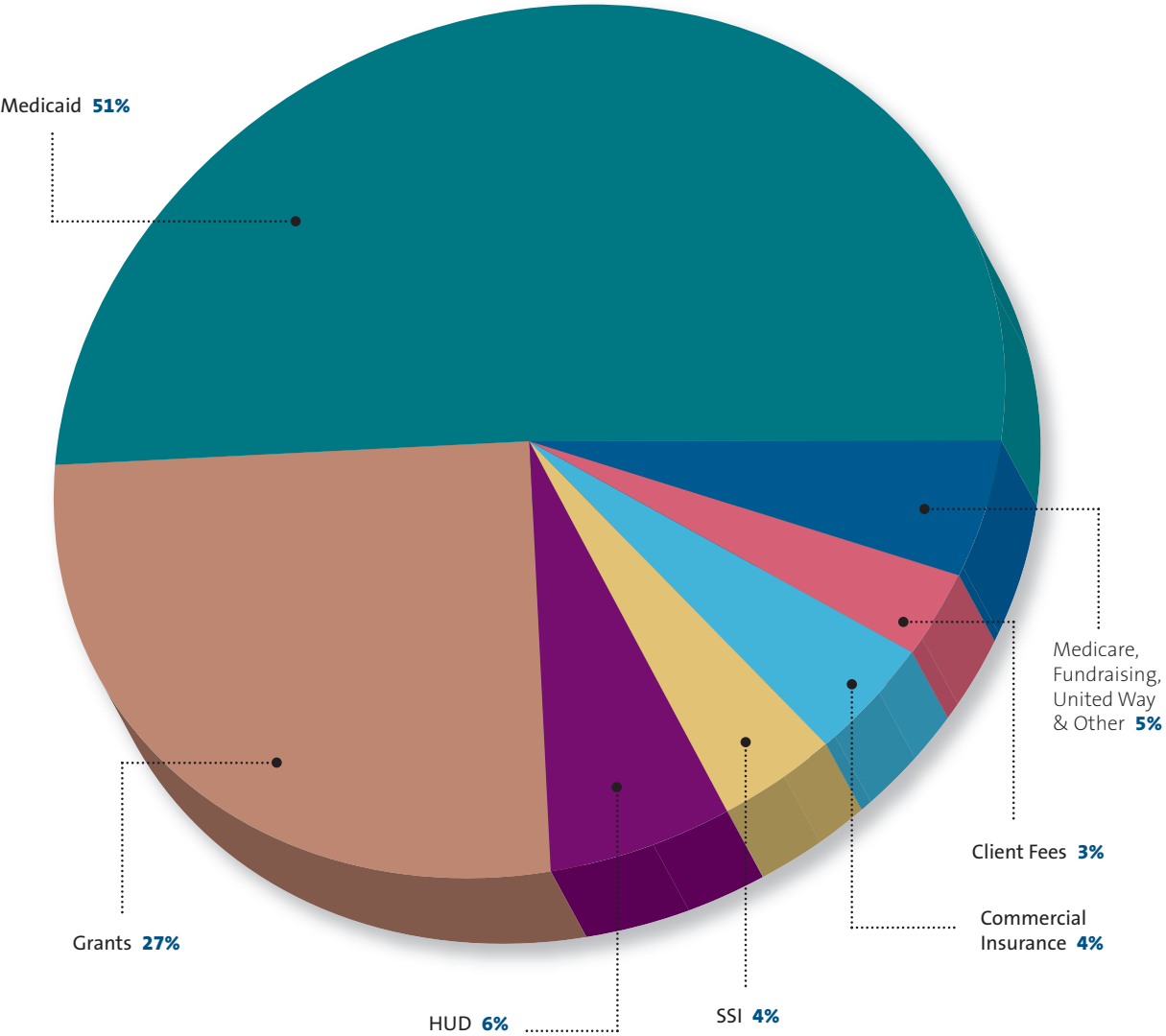


2015 Consolidated Statement of Functional Expenses

|  |            |
|--|------------|
| Residential Services                     | 6,850,383  |
| Mental Health Clinic (Counseling Center) | 1,987,678  |
| PROS                                     | 1,732,806  |
| ACT Teams                                | 1,679,097  |
| Health Home Care Management              | 1,567,401  |
| Stability at Home                        | 1,137,336  |
| Substance Use Treatment (ARTS Program)   | 1,104,263  |
| Other*                                   | 396,622    |
| Drop In / Starry Night                   | 279,762    |
| Total                                    | 16,735,347 |

\*Other category includes:  
Hurricane Sandy Support Svcs  
Integrated Care Management  
Fundraising  
Thrift Shop  
LICF  
AWS Suffolk  
Abilities  
Project FORWARD  
SAMSHA

Revenues



Revenue (and Associated Sources)

|   |            |
|---|------------|
| Medicaid                                  | 9,047,649  |
| Grants                                    | 4,765,915  |
| HUD                                       | 1,046,759  |
| Medicare, Fundraising, United Way & Other | 847,987    |
| SSI                                       | 822,309    |
| Commercial Insurance                      | 705,525    |
| Client Fees                               | 517,738    |
| Total                                     | 17,753,882 |



# 2015 Highlights



**Top row:** *Accepting a food donation* (Jaclyn Skoblicki (top), Kate Skoblicki(left bottom), Martine Ritter (right bottom)); *Adelphi Students award photo* (from left to right holding award, Jeffrey Friedman - CEO Central Nassau Guidance, Andrew Safyer, PhD. Dean School of Social Work Adelphi, Debbie Mullarkey - Development Director Central Nassau Guidance, Adelphi Students all around)

**2nd row:** *HHCM Turkey Donation* - HHCM Staff; *Mental Health Awareness Fair* (Dana Legrande, Cheryl Rogers); *October Awareness Board* (Mary Silberstein)

**3rd row:** *Mental Health Month May* (CNG Staff); *School Supply drive to help the LI Coalition for the Homeless* (from left to right, Alex Sauer, Ariel Coffman, Michael Solana); *School Supply Drive Box* (from left to right, Maryanne Forte, Ariel Coffman, Kristie Schwarz)

**Left:** *Shining Star Award at CNG Staff Day 2015* (from left to right Nancy Manigat, Martine Ritter – awardee honored for her service, Jeffrey Friedman)



**Top row:** *Wearing Purple for Domestic Violence Awareness Month* (CNG Staff); *CNG Golf Outing 2015 Host* – Jamie Stuart, Sports Anchor News 12

**2nd row:** *CNG Golf Outing 2015*

**3rd row:** *Taste of Hope* – Honoree Lou Basso with CEO Jeffrey Friedman; *Taste of Hope* – raffles (from left to right, Kate Skoblicki, Jaclyn Skoblicki, Sabrina Atkins)

**4th row:** *Taste of Hope* – (from left to right Victoria Miller, Kristie Schwarz, Ariel Coffman); *Taste of Hope* – CNG Board of Director member Paul Tusa & wife Karen Tusa



## STAFF DIRECTORY

### Chief Executive Officer

Jeffrey A. Friedman

### Chief Program Officer

Nancy Manigat, MBA, LCSW

### Chief Financial Officer

John Angelone

### Medical Director

Asma Ejaz, M.D.

### Director of Residential Services

Cynthia Longo, LCSW-R

### Division Director, Integrated Care and Behavioral Health Treatment Services

Mary Silberstein, LCSW-R, CASAC(g), CADC

### Director of Personalized Recovery Oriented Services (PROS), Pathways to Recovery & Roads to Recovery

Sherri Kaplan, LCSW-R, CASAC (t)

### Director of Health Home Care Management

Jaclyn Skoblicki, LMHC, CASAC

### Director of Assertive Community Treatment Team (ACT)

Michelle Scantlebury, LCSW, CASAC

### Director of Forensic Assertive Community Treatment Team (FACT)

Susan DiVito, LCSW-R, CASAC

### Program Director, Stability At Home

Kristie Schwarz, MA

### Director of Human Resources

Maryanne Forte

### Compliance Officer

Ariel Coffman, LMSW

### Network Administrator

Ronaldo Landas

### Manager of Quality Assurance and Special Projects

Stephanie Tipping, MHC-LP

### Director of Development

Debbie Mullarkey



# A Special Thank You

## Visionary \$10,000+

Adelphi University  
Barbara Slifka  
Bethpage Federal Credit Union  
Cook Maran & Associates, Inc.  
Long Island Community Foundation  
New York Community Bank  
Foundation  
United Way of Long Island

## Benefactor \$5,000+

Alcott HR  
Jackson Lewis P.C.  
Melrose Credit Union  
United Fund of Manhasset

## Sponsor \$2,000-\$4,999

Doctor Print Inc.  
Executive Planning Group  
JMS Management & Construction  
Inc.  
Knockout Pest Control, Inc.  
M&T Bank  
M&T Charitable Foundation  
Milton and Fannie Brown Family  
Foundation  
REM Property Services  
Seafield Center  
The Edwin and Shirley Woldar  
Family Foundation Inc.  
The Law Offices of James F. O'Brien  
Tusa & Associates CPA, P.C.  
Utility Enterprises  
Wilbur Kranz

## Champion \$1,000-\$1,999

CHI Contracting Inc.  
Duncan & Sue MacDonald  
Empire National Bank  
Farrell Fritz, P.C.  
Great Eastern Management, Inc.  
Lamb & Barnosky, LLP  
Linda Karales  
LMJ Management &  
Construction Inc.  
Lorenz Schneider Co. Inc.  
Maple Group LLC  
Mutual of America  
Nawrocki Smith LLP  
Shiel Laboratories  
Steven Cohn  
Total Management Corp.  
Watral Brothers Inc.

## Advocate \$500-\$999

A Woman's Way Gynecology  
A1 Reliable Industries, Corp.  
Albrecht, Viggiano, Zureck & Co., P.C.  
Amvets Memorial Post 88 Inc.  
AWS Mechanical Corp.  
Bravo Construction Corp.  
Brent Mako Real Estate Group  
CondeBoyce, LLP  
D.F. Stone Contracting, Ltd.  
Donna Autuori  
Enterprise Fleet Management  
Envirotrac  
Kathryn Mandeli  
Massapequa Kiwanis  
Foundation Inc.  
Mitropoulos Architects  
Ocean Group  
Pamela Driscoll  
Patricia Fenchak  
Sklar, Heyman, Hirshfield & Kantor  
The B&G Group, Inc.

## Donor \$250-\$499

Aetna  
Borneman & Associates CPA, P.C.  
Campolo, Middleton &  
McCormick, LLP  
Duck Island Bread Company  
Essential Training  
Garfunkel Wild, P.C.  
Gregory Basso  
Img Audit  
Janice Talento  
Jewish Funders Network  
Katherine O'Brien  
Mark Seiden  
Massapequa Jr Womens Club  
Maureen DiBernardo  
Mell Goldman  
Michael Daly  
Miracle Wash Towel Supply Inc.  
Nancy Manigat  
Premier Commercial Real Estate  
Pyramid Air Conditioning, Inc.  
Richard Dina  
Richard J. Caron Foundation  
(Caron Treatment Centers)  
Robert Landry  
Roni Rathgeber  
Sara Berkowitz  
Susan Altamore Carusi  
Thermo King of Long Island  
Universal Plumbing

# ...to our generous sponsors for 2015

## Friend \$100-\$249

Ada Shapiro  
Allan and Madeline Larsen  
Allied Service Systems  
B&R Mechanical  
Barbara Groff  
BJV Plaza Inc.  
California Pizza Kitchen  
Carl Grossbard  
Carolyn McNulty  
Charles Rich  
Christine Mann  
Cleary Custom Cabinets  
Condos Brothers Construction  
Corp.  
Cynthia Longo  
Daniel Pavese  
Debbie Mullarkey  
Diam-N-Blu Mechanical Corp.  
Evelyn Robertson  
Fiduciary Partners Retirement  
Group, Inc.  
Focus Rx  
George Isaac  
Glen Mahnken  
Great American Property  
Management, Inc.  
Harriet Libstag  
Herbert Kaufman  
Jaclyn Skoblicki  
Jeffrey Friedman  
Jeffrey O'Neill  
Jeffrey Reynolds  
John Angelone  
Kim Cronin  
Kreinik Associates LLC  
Kristine Rappa  
Latoya Deans  
Lee Komitor  
Lisa McCarthy  
Long Island Geese Control, Inc.

Lynn Collins  
Margaret Devaney  
Margot Razziano  
Marilyn Angello  
Michael Solana  
Mostransky Financial &  
Insurance Solutions  
Richard Waxman  
RLR Industries  
Rudy and Nancy Winkler  
Sharon Amari  
Sherri Kaplan  
Steven and Carrie Buckley  
Steven Rutter  
Strike Force Maintenance Corp.  
Susan Melnick

## BOARD of DIRECTORS

**PRESIDENT**  
James F. O'Brien, Esq.

**VICE PRESIDENT**  
Carl Grossbard

**VICE PRESIDENT**  
Audie Kranz

**TREASURER**  
Paul Tusa, CPA

**SECRETARY**  
Anthony Pisano

**DIRECTORS**  
Elaine V. Close  
Wilbur Kranz  
Daniel Lewis  
Harriet Libstag  
Leonard Parness  
Charles A. Rich  
Steven Rutter  
Mark Seiden  
Ada Shapiro  
Brian Strouse



# Cn guidance & counseling services

950 South Oyster Bay Road

Hicksville, NY 11801-3510

(516) 822-6111 • Fax (516) 396-0553

**[www.cnGuidance.org](http://www.cnGuidance.org)**

Central Nassau Guidance & Counseling Services, Inc. is licensed and funded by the N.Y.S. Office of Mental Health; Nassau County Office of Mental Health, Chemical Dependency and Developmental Disabilities Services; N.Y.S. Office of Alcoholism and Substance Abuse Services; N.Y.S. Office of People with Developmental Disabilities; Suffolk County Community Mental Hygiene Services; U.S. Department of Housing and Urban Development (HUD). CN Guidance & Counseling Services is a member agency of the United Way of Long Island, Hicksville Chamber of Commerce, the Long Island Association, and The Health and Welfare Council of Long Island.

