



HOPE STARTS HERE



2018

ANNUAL REPORT

Cn guidance &
counseling services



Innovating Behavioral Healthcare



"CN Guidance has helped me in so many ways. I was able to get back the relationships I lost with my family and work on my sobriety. The staff and people here are so caring. They helped me to get my life back."



To Our Community:

Even as healthcare and reimbursement are changing in rapid and unpredictable ways, CN Guidance in 2018 once again served a record number of clients (approaching 7,000) with over 231,000 activities across its behavioral health and related programs. The agency now employs 360+ people and engages dozens of dedicated volunteers.

Taking a proactive approach toward client health outcomes and long-term agency sustainability, we strengthened our capacity in 2018 by: **(1) improving** same-day access and increasing the intake / enrollment of clients into our programs by 34%, significantly reducing wait times by 40%; **(2) saving** lives of people who have overdosed through our partnership with Northwell Health and the Project CONNECT program—engaging people while they are in a crisis (such as a near-death emergency room visit), building longer-term trust, recovery, and support pathways; **(3) keeping** more people out of hospitals with our blossoming Crisis Respite program; **(4) mobilizing** (literally)—going out into the community to give treatment and vital information to people *where they are* with our Centers of Treatment Innovation (COTI) program, Mental Health First Aid trainings, and behavioral health services partnership with The Inn soup kitchen, on-site, in Hempstead.

This multi-pronged approach has resulted in improved, integrated physical and behavioral health protocols and outcomes for our clients; these include: increased screenings for BMI (body mass index), tobacco use, cholesterol, and diabetes—with ongoing clinical support toward reducing these risk factors; reductions in ER usage and hospital readmissions; increased adherence to vital medications; increased engagement with substance use treatment; and elevated feelings of wellness, ability to deal with problems effectively, and success in obtaining employment.

All these great service innovations and outcomes are due to the fantastic work of our dedicated and skilled staff.

And we're not done yet. In early 2019, we launched a Mobile Recovery Unit providing substance use disorder treatment out in high-needs areas of Nassau. And acknowledging many people's comfort with technology, we will be delivering treatment via telemedicine (secure video and audio) to reach more people in need who otherwise would have no access to care. We have also—as a result of 2018 efforts—secured new grant funding to begin a multi-year project to improve clients' and staff's ongoing experience via an updated parking lot, enhanced entrance and reception area, and improved air flow system throughout the building. Our emphasis on quality and ongoing adaptation spans the larger and smaller aspects of our presence and services in the community.

Stay tuned! And thank you for your support.



James F. O'Brien
Board President
James O'Brien



Jeffrey Friedman
Chief Executive Officer
Jeffrey Friedman



CNG by the Numbers (2018)

40% Reduction this year in avg. client wait time between first request and face-to-face clinical help.



231,703

Number of distinct CN Guidance staff activities delivered to nearly 7,000 individuals served.

72,000

U.S. residents who died in one year from drug overdose (Car deaths/yr = 37,133. Vietnam war total = 58,200)

373 Number of people receiving housing-related services via CN Guidance.

1,605 Number of clients served by our Health Home Care Management (HHCM) program.

25 *Average* number of years younger than the general U.S. population that people with serious mental illness die when untreated. This **unacceptable** number drives CN Guidance's work.

87 Percentage of clients in our Crisis Respite program who avoided going back to the hospital within 30 days after discharge.



What We Do

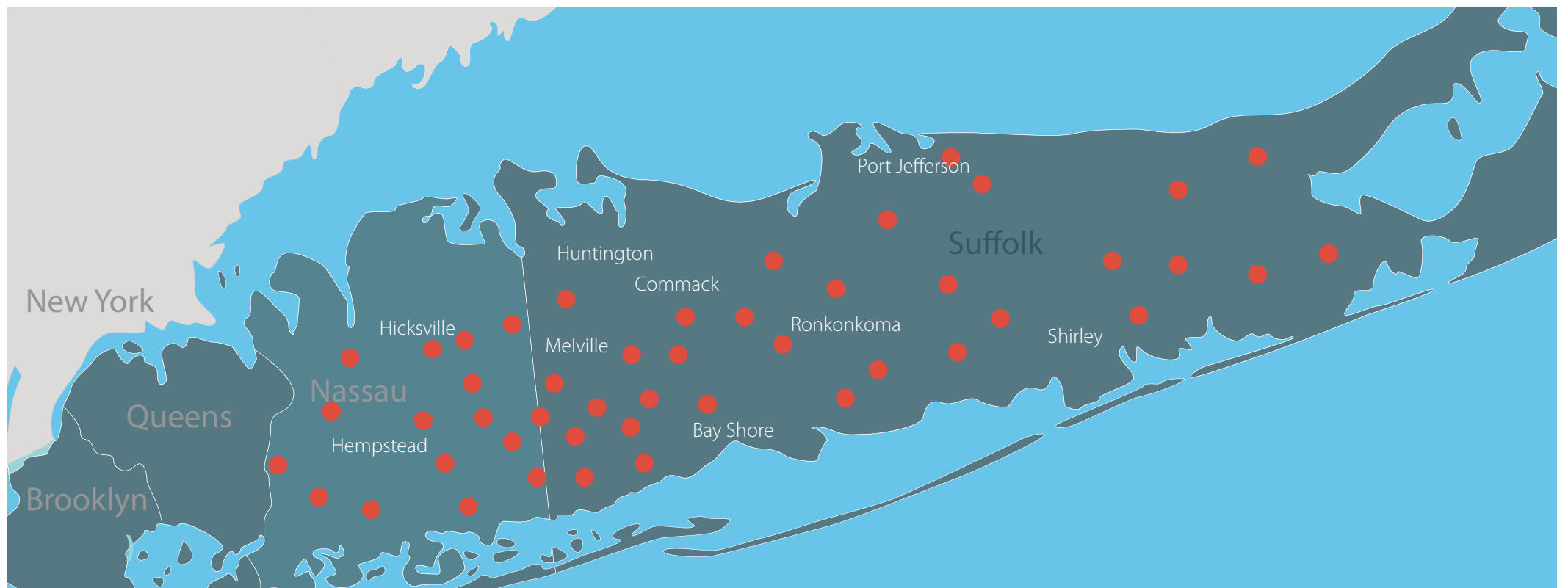
CN Guidance & Counseling Services is a nonprofit organization that improves the quality of life for individuals and families on Long Island affected by mental health and/or substance use disorders.

We have been serving the community since 1972.

We believe in the ability of every individual to recover.



Where We Are: Long Island

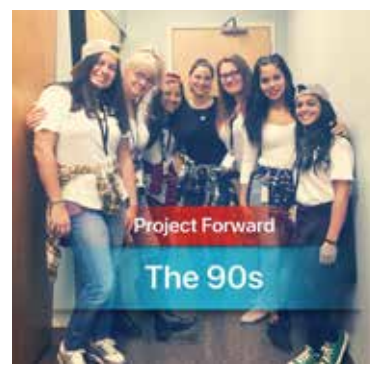




Who We Are 360+staff

Each person **stepping up** to **lead** and innovate in making healthcare more accessible.

"...I have never worked in such an uplifting, motivating, inspiring company. Although I am young and have only had so much experience, I am not sure how much more supportive an environment can get! Hard work and dedication does not go unnoticed and I am so excited to see where this agency takes me with my career."



"CNG leadership is about a vision in getting the best results for our clients and spreading our passion for the empowering work we do."
– Carol Otero, Director of Human Resources

"I am honored to be a Clinical Program Assistant here at the PROS program and part of an integrated team who truly work together to foster this roadmap of positive change that I see every single day."



Innovating with Pioneering Programs...

The only **Certified Community Behavioral Health Clinic (CCBHC)** on Long Island

One of only
113
across the
United States



Key pillars of this comprehensive outpatient program are:

- **Mental health** counseling and treatment
- **Substance use** counseling and treatment
- **Primary care** screening and monitoring

Sampling of CCBHC Service Features

- ✓ Same-day access to care
- ✓ Individual, family, and group therapy
- ✓ Medication-assisted treatment
- ✓ Medication management
- ✓ Detoxification ("detox")
- ✓ Case management
- ✓ Crisis mental health services including:
 - 24/7 mobile crisis team
 - Emergency crisis intervention services
- ✓ Evidence-based practices (proven effective)
- ✓ Targeted treatment for veterans and members of the armed services

New Programs Started/ Offered in 2018

During 2018, CN Guidance was able to expand access and impact by delivering services in ways that extend beyond the four walls of our CCBHC facility.



MOBILE SERVICES:

The Centers for Treatment Innovation (COTI) program provides substance use disorder treatment across Nassau County via a mobile recovery unit with telepsychiatry capabilities.



Launched: state-of-the-art RV staffed by a registered nurse, case worker, and two clinicians. With three treatment rooms, this unit delivers specialized services and life-saving education in high-needs neighborhoods. Onboard video monitors enable our mobile team to connect patients directly with doctors (psychiatrists) at our Hicksville headquarters.

"I was not aware I could meet with a team that would be able to come to me and provide services in the community."

"The mobile team treated me like a human being and did not judge me."

"This was the first time I have maintained sobriety after overdosing many times in the past."

NARCAN TRAINING: As a registered Opioid Overdose Prevention Program in NYS, CN Guidance's Narcan-trained staff provided Naloxone/Narcan Training (which helps people survive some types of overdoses) to 173 individuals, spanning community members, CNG staff, and our own Board of Directors.



PROJECT CONNECT: In collaboration with Northwell Health, this program saves lives by intervening on the spot when crisis strikes: through action-plans for treatment, referrals, and appointments for patients who have very recently overdosed and been treated in the ERs at Southside and Huntington Hospitals. Starting in April 2018, 130 clients have been served (and engaged at nearly 5 times the national average).

MENTAL HEALTH FIRST AID: We train members of the public who serve on the front lines—teachers, first responders, veterans, medical and social service staffers—to identify and de-escalate mental health crises and refer people to needed treatment.

Celebrities including Lady Gaga and Brandon Marshall support **Mental Health First Aid** and use it as a platform to talk about their own mental health conditions.

SERVICES AT THE INN: In 2018, CN Guidance began working in Hempstead with The INN (Interfaith Nutrition Network)—which provides many services to housing-unstable guests, who come to The INN's soup kitchen and receive a warm lunch daily and often a brown-bag dinner. CN Guidance provides on-site assessments and ongoing counseling to the guests who may be struggling with homelessness, mental health distress, and substance use disorders.

"I am happy that I can get counseling while I come to the INN for a meal."

"I like coming to talk to you about my problems."





Other Core Programs (2018)

CARE MANAGEMENT SERVICES (“HEALTH HOME”)

Coordination of care. Helping individuals with multiple chronic conditions connect to needed services.

In 2018, this program served 1,605 clients, with 81% reporting high adherence to their medications.

RESIDENTIAL SERVICES

Group homes, supportive housing, crisis respite, and family housing.

“I could have lived with my daughter and her father, but the services here are keeping me alive. This is my bridge back to Life again.”



“I feel like this is a healthy house to live in. I like it here and I feel safe.”

HOME AND COMMUNITY-BASED SERVICES (HCBS)

Empowerment/peer supports, individual employment services, and educational support services.

PERSONALIZED RECOVERY-ORIENTED SERVICES (PROS)

A comprehensive structured program for individuals with serious mental illness.

83% of PROS clients feel better able to deal with crises; report that they are getting along better with family; and report that they are doing better in social situations

“The program is a lifesaver and encourages socialization, as isolation is a major issue as you get older.”

“PROS is not only a safe haven, but a community of survivors who fight for their recovery every single day. At PROS you can expect a friendly smile as you walk to your next group, a wave from the front lobby of someone wishing you a warm day ahead, or a quick hello at your office just so a client can proudly share the highlight of their week. The way the clients inspire each other through their groups and the friendships they have created with one another is the heart of this program.”



ASSERTIVE COMMUNITY TREATMENT (ACT/FACT)

Mobile psychiatrist, social worker, nurse, and peer specialist serving high-risk individuals out in the community, using a mobile and team-based approach. FACT works with those interacting with the criminal justice system.

ACT/FACT served a total of 148 clients in 2018.

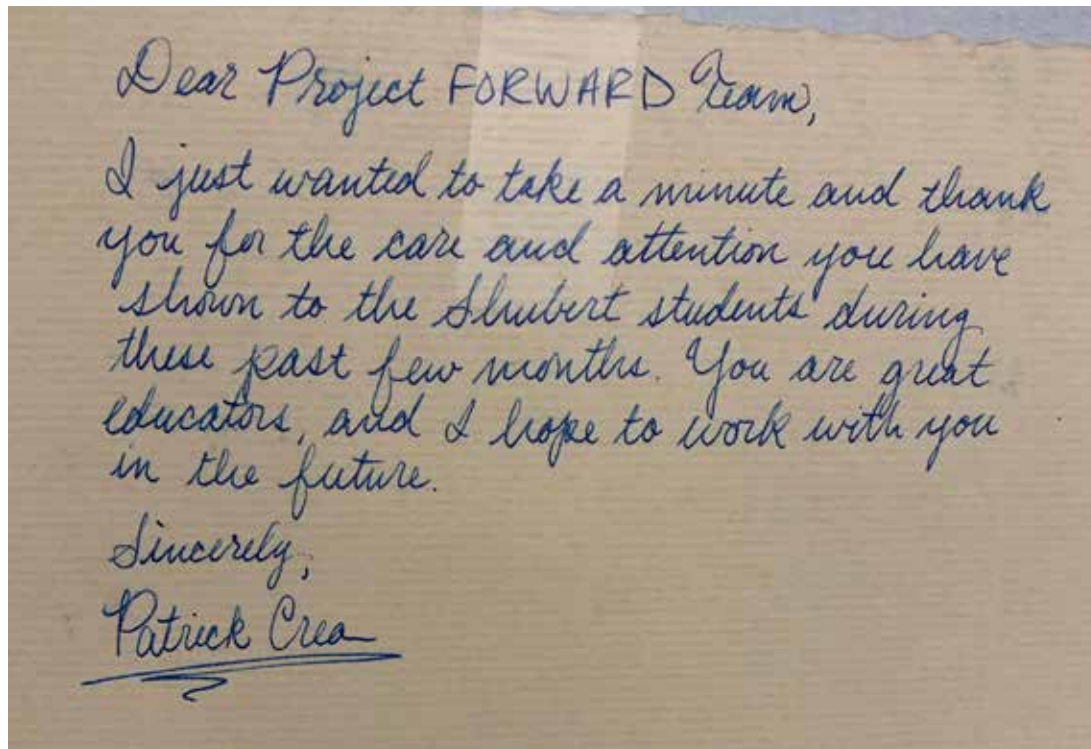
YOUTH/YOUNG ADULT-ORIENTED SUPPORT

- *Project FORWARD* is a program that helps young individuals and couples develop relationship and communication skills.



DROP-IN CENTER AND STARRY NIGHT CAFÉ

Venues for individuals with developmental and mental health disabilities to socialize and express through art, music, and poetry.



Letter above from the Principal at Baldwin High School at Schobert. (BOCES Alternative High School)

- *The Northport/East Northport Community Drug and Alcohol Task Force* engages parents, teachers, youth, pharmacists, media, police, religious leaders and others to help reduce substance use among youth. See our [Color Run](#) event!



Our Events 2018



'RUNDAY'

The 2018 Barbara Bartell Memorial Runday, an annual highly anticipated community event, included a 5K and Kids Fun Run, with participants from all over Long Island.

2019 Runday will be held on Saturday, May 25th, 2019 at CN Guidance, Hicksville.



Golf Outing

CN Guidance held their Annual Golf Outing at the Town of Oyster Bay Golf Course and Mansion in Woodbury. Generous supporters golfed and dined on a beautiful day in July.

The 20th Annual Golf Outing will be held on Monday, July 15th, 2019 in Woodbury, NY.



Color Run

This substance use awareness event, co-led by youth in the Northport/East Northport Drug & Alcohol Task Force, kicks off a campaign for Recovery Awareness and Prevention (RAP) Week.

This year's Color Run will be held on Saturday, October 19th, 2019 in Northport/East Northport.



TASTE of HOPE

In late October, CN Guidance's fourth annual culinary event, awareness-builder and fundraiser, the Taste of Hope gala was a sold-out success.

The 5th Annual Taste of Hope Gala will be held on Wednesday, November 6th, 2019 at Heritage Club, Bethpage.





2018 Financial Review

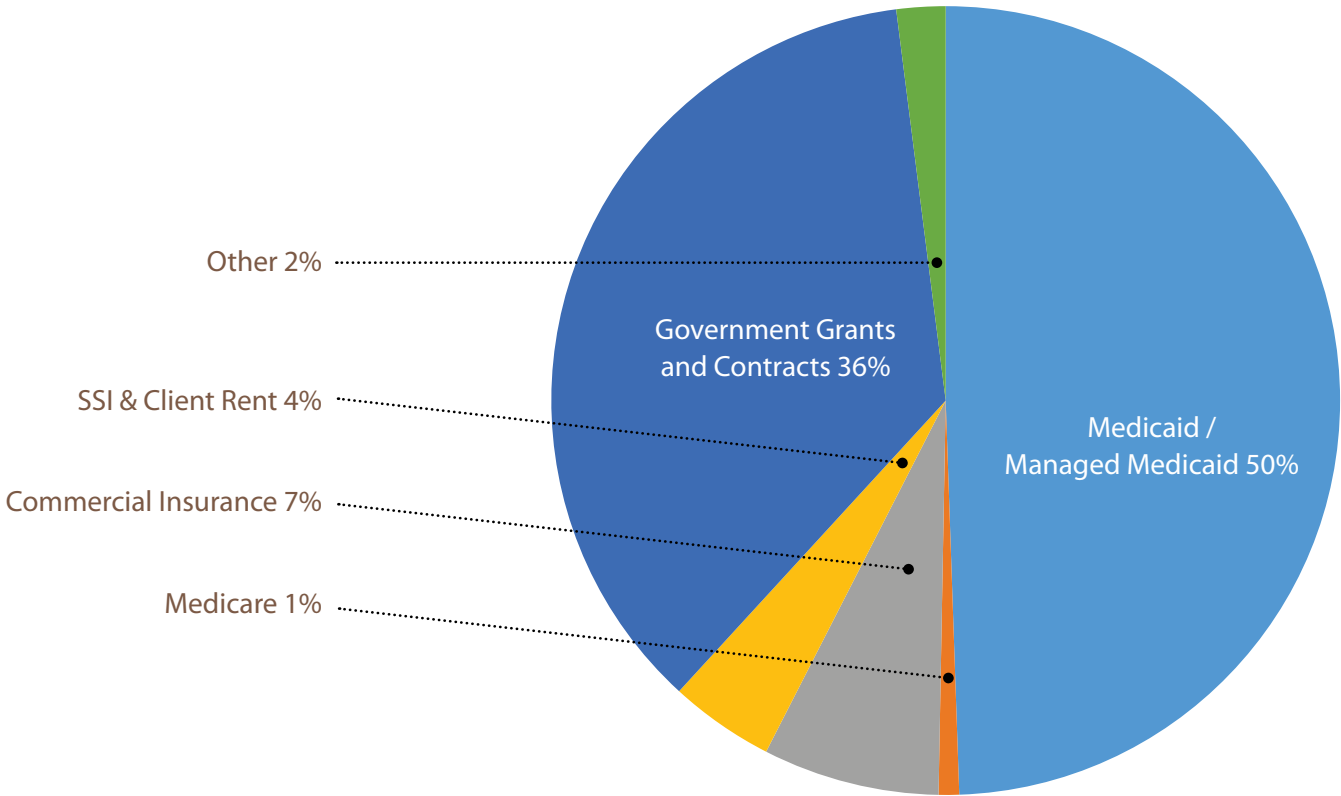
January 1, 2018 - December 31, 2018

STATEMENT OF ACTIVITIES

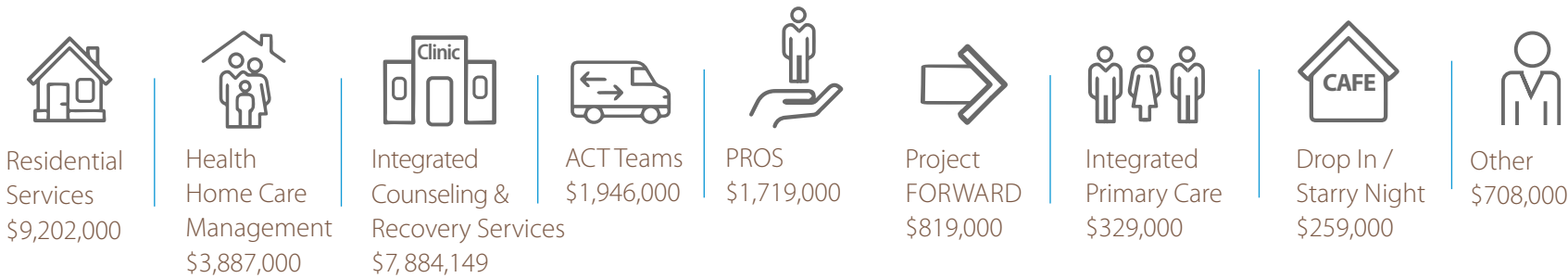
	2018	2017	2016
SUPPORT & REVENUE			
Medicaid & Managed Medicaid	\$ 13,580,000	\$ 12,539,000	\$ 12,685,000
Commercial Insurance	1,954,000	1,804,000	237,000
Government Grants and Contracts	9,770,000	8,793,000	7,694,000
Other	1,700,000	1,747,000	1,543,000
TOTAL Support & Revenue	\$ 27,004,000	\$ 24,883,000	\$ 22,159,000
OPERATING EXPENSES			
Program Services	\$ 23,810,000	\$ 20,740,000	\$ 17,673,000
Management & General	2,790,000	2,627,000	2,337,000
Fundraising	154,000	144,000	162,000
TOTAL Operating Expenses	\$ 26,754,000	\$ 23,511,000	\$ 20,172,000

Note: 2016 and 2017 figures reflect adjustments made since last year's Annual Report.

SOURCES OF FUNDS \$27,004,000



EXPENSE CATEGORIES





Our Generous Supporters – Thank You

Visionary \$10,000+

Alcott HR Group LLC
Bethpage Federal Credit Union
Cook Maran & Associates, Inc.

BENEFACTOR \$5,000 - \$9,999

Barker Aggregates, Ltd.
Brown & Weinraub, PLLC
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Wilbur Kranz
Nawrocki Smith LLP
Northwell Health
Pink Tie 1000 Foundation
Signature Bank

SPONSOR \$2,000 - \$4,999

A & C Pest Management
Inland Building Company
Kiwanis Club of Northport East
Northport Inc Fundraising
LDI Color ToolBox
Milton and Fannie Brown
Family Foundation
Mutual of America
People's United Bank
People's United Community
Foundation
Roanoke Sand & Gravel Corp.
Rotary Club of Northport NY
Charity Fund
Seafeld Services, Inc.
Sterling National Bank
Suffolk Asphalt Corp.
The Law Offices of
James F. O'Brien
Tusa & Associates CPA, P.C.
Utility Enterprises Co., Inc.

CHAMPION \$1,000 - \$1,999

55 AMES COURT LLC
Adelphi University
Atlantic Auto Group/NY Auto
Giant
AWS Mechanical, Corp.
Frank Barker
Hugh & Jean Bentley
Brent Mako Real Estate Group
Bridge Back to Life Center
Deborah Cannon
Charles J O'Shea Funeral Home
CHI Contracting Inc.
Cornerstone of Medial Arts
Center
Duck Island Bread Company

Executive Planning Group, Inc.
Farrell Fritz, P.C.
Formation Concrete & General
Construction
Friends of Northport, Inc.
Dale Gaylor
Irwin Contracting Inc.
Jackson Lewis P.C.
JMS Management & Construction Inc.
Linda Karales
Kenneth Peters Center For Recovery
LMJ Management & Construction Inc.
Lorenz Schneider Co., Inc.
M. Schamroth & Sons
Sean McCarthy
Rapid Armored Corp.
Schroder & Strom, LLP
Mark Seiden
The B&G Group, Inc.
Urban Digital Solutions
Watrall Brothers Inc.
Write It For Me

ADVOCATE \$500 - \$999

Albrecht, Viggiano, Zureck & Co., P.C.
Barker Lifting, Ltd.
Robert Benrubi
Bravo Construction Corp.
C A Rich Consultants, Inc.
Certified Laboratories
Conde Boyce LLP
Arthur Drucker
Electronix Systems Central Station
Alarms, Inc.
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Robert Kammerer
Nancy Manigat
Jaclyn McCarthy
New York Paving Inc.
Nicolia Ready Mix
Ocean Group
Precision Work, Inc.
Pyramid Air Conditioning, Inc.
Qualifacts
REM Property Services
Rolling Hills at 245 Newtown
Road LLC
Russo, Karl, Widmaier &
Cordano, PLLC
Sankel, Skurman & McCartin, LLP
South Oaks Hospital
United Electric Company
United Teachers of Northport

BELIEVER \$250 - \$499
A Woman's Way Gynecology
A1 Reliable Industries, Corp.
Advanced Epoxy Flooring
Systems, Inc.
Artequeso
Mark Auerbach
Aztec Energy Group Inc.
Rob Bergold
Jeanette Beyer
BK Fire Suppression & Security
Systems
Angelo Bongiorno
Borneman & Associates CPA PC
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Brinker International (Chili's)
Richard Buckman
Campolo, Middleton &
McCormick, LLP
Ariel Coffman
Michael Daly
Latoya Deans
Richard Dina
Door to Door, Inc.
Michael Endico
Brian Finegold
First Presbyterian Church of
Northport
Friends of Recovery Long Island
Garfunkel Wild, P.C.
Mark Gasparini
German & Clemens Architecture, P.C.
Robert Golove
Great American Property
Management, Inc.
Harborside Productions LLC
Leslie Hunt
Ronaldo Landas
Robert Landry
Little John Remodeling, Inc.
Marcum LLP
Massapequa Jr. Women's Club
Mike's Auto Repair
Miracle Wash Towel Supply Inc.
Northport Association of School Ad-
ministrators
O'Brien Drywall Unlimited Inc.
Sandra Orofino
John Palmieri
Noel Raab
Ramsay Realtors
Robert R. Heller Jr. Construction Inc.
Evelyn Robertson
Angie Ruhry
Leslie Russo
Paula Scappatura
Mary Silberstein
Katherine Sterlacci O'Brien
Strike Force Maintenance Corp.
The Landtek Group, Inc.
The Posillico Foundation, INC.
Stephanie Tipping
US Mortgage Corporation
Van Buren Buick GMC
Vinnie's Mulberry Street
Tammy Walsh

FRIEND \$100 - \$249

Aireco Real Estate Corp.
Allied Service Systems
Joann Arena
B&R Mechanical, Inc.
Back2Health
Sonia Baker
Graham Brodock
Rosemarie Capozzi
Coldwell Banker Commercial Island
Corporate Services
Jessica Connors
D.F. Stone Contracting, Ltd.
Eastern Sanitation Service Corp.
Paula Fessler
Dionne Gaines
Giordano's Ristorante & Pizzeria, Inc.
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Melissa Hicks
Huntington Learning Center
IDP Consulting
Jim Ryan Talks
John Pratt's Auto Body, Inc.
L.I. Locksmith & Alarm Co., Inc.
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Long Island Geese Control, Inc.
Melisa Lynch
Linda Masotto
Lucy Mazany
John Melkun
David Menegis
Modell's II, Inc.
Mosquito Joe of South Shore
Frank Notarstefano
Carol Otero-Bohorquez
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Calle Panakos
Panzner Demo and Abatement Corp.
Cynthia Parker
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Precision Marketing Solutions, Inc.
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Steven Rutter
Kristie Schwarz
Roger Shea
Marcia Silber
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Andrew Steiner
Stifel Financial
Romy Suba
Superior Air Conditioning &
Heating Systems, Inc.
Thomas Martin Plumbing & Heating Inc.
Danny Tran
Troiano Fuel Oil Co, Inc.
Universal Plumbing
Rozaliya Vernikov
Richard Waxman
Andrew Weissberg
Robin Wheat
Ilse Wolff
Zubin Yacoabi



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CHIEF FINANCIAL OFFICER

Jean J. Bentley, CPA

CHIEF OPERATING OFFICER

Nancy Manigat, MBA, LCSW

MEDICAL DIRECTOR

Asma Ejaz, MD

DIVISION DIRECTOR, PERSONALIZED RECOVERY-ORIENTED SERVICES (PROS) AND PROJECT FORWARD

Sherri Kaplan, LCSW-R, CASAC (T)

DIVISION DIRECTOR, INTEGRATED COUNSELING & RECOVERY SERVICES

Mary Silberstein, LCSW-R, CASAC2

DIVISION DIRECTOR, CARE COORDINATION AND ACT SERVICES

Jaclyn McCarthy, LMHC, CASAC2

COMPLIANCE OFFICER

Ariel Coffman, LMSW

DIRECTOR OF LEGAL & HEALTHCARE REGULATORY COMPLIANCE

Robert Benrubi

DIRECTOR OF RESIDENTIAL SERVICES

Diana Rizzo

NETWORK ADMINISTRATOR

Ronaldo Landas

DIRECTOR OF OPERATIONS

Andy Weissberg

DIRECTOR OF HUMAN RESOURCES

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**I AM SARAH.
I AM NOT DEFINED
BY MY ILLNESS.**



**I DESERVE
TO RECOVER.**

Cn guidance &
counseling
HOPE STARTS HERE

CNGUIDANCE.ORG | 516.822.6111

**I AM JULIA.
I AM NOT DEFINED
BY MY ILLNESS.**



**I DESERVE
TO RECOVER.**

Cn guidance &
counseling
HOPE STARTS HERE

CNGUIDANCE.ORG | 516.822.6111



**I AM SARAH. AN ATHLETE. A STUDENT. AN OPIOID USER.
I AM NOT DEFINED BY MY ILLNESS.**



I DESERVE TO RECOVER.

Cn guidance &
counseling
HOPE STARTS HERE

**CNGUIDANCE.ORG
516.822.6111**



Easy, anonymous, and innovative access to substance use disorder treatment starts at CN Guidance & Counseling. We break down barriers for individuals and families by integrating a holistic level of affordable, effective, and patient-centered care. And now, we're bringing it all closer to home in Nassau County's first ever tech-powered mobile recovery unit.

- **Connect with clinical specialists in privacy via live video conferencing**
- **Access medication assisted treatment via electronic prescription renewals**
- **Coordinate with on-site outreach specialists, case managers, and recovery teams**
- **Save time, travel, and related expenses**

Our mobile recovery unit is coming to your neighborhood!
Make an appointment today or stop by our next location.
Visit our website for details and scheduling.

CNGUIDANCE.ORG/MRU

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cnGuidance.org

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