



Hope Starts Here

Cn guidance &  
counseling services

2019 Annual Report



*"I was ready to give up again,  
but I got another shot at life."*

## To Our Community

Even before Covid-19 emerged, affecting lives around the globe, the healthcare landscape in the U.S. was changing in rapid and unpredictable ways. With a steadfast commitment to delivering reliable behavioral healthcare for L.I.'s most vulnerable, CN Guidance in 2019 once again served a *record* number of clients (nearly 7,000). The agency now employs 360+ people and engages dozens of dedicated volunteers.

Taking an innovative approach toward client health outcomes and long-term agency sustainability, CN Guidance strengthened its capacity in 2019 by: (1) Breaking down barriers to treatment by offering tele-medicine that connects patients directly to clinicians and doctors at our headquarters; (2) Going out into the community to give treatment and vital information to people *where they are* with our Mobile Recovery Unit; (3) Delivering Mental Health First Aid, Health Insurance Navigation services, and life-saving Narcan trainings across the region; (4) Partnering with The INN Soup Kitchen in Hempstead and Nassau YJCCs; (5) Advancing treatment on demand by improving same-day access (allowing more people to obtain same-day appointments), and significantly reducing wait times; (6) Saving lives of people who have overdosed—through our newly expanded Project Connect program; and (7) Keeping more people out of hospitals with our Crisis Respite and other programs.

This multi-pronged approach has led to improved, integrated physical and behavioral health protocols and health outcomes. Our clients, as a result, experienced earlier treatment, reduced ER usage and hospital readmissions, increased housing stability, greater adherence to vital medications, heightened engagement with substance use treatment, high customer satisfaction, and elevated feelings of wellness, supported by a boosted ability to deal with problems effectively, and more success with employment.

All these great service innovations and outcomes are due to the fantastic work of our dedicated and skilled staff. The people who work here express how much they love the agency, resulting in our being named a *Top Long Island Workplace* by Newsday.

As we move into this new decade, we are continuing to seek and deliver innovative ways to reach more people in need who otherwise would have no access to care. Our emphasis on quality and ongoing adaptation spans the large and small aspects of our presence and services in the community.

Stay tuned! And thank you for your support.



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



**Jeffrey Friedman**  
Chief Executive Officer



238,872

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

2,648

Number of clients served by our integrated mental health and substance use treatment clinic.

88

Percentage of every donated dollar that goes toward critical program support.

CNG by the Numbers 2019

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 surveyed who recommend CN Guidance.

1,369

Number of consumers reached by our Health Insurance Navigator program

67,000

U.S. residents who died in one year from drug overdose. (Car deaths/yr = 38,800. Vietnam war total = 58,200)

#1

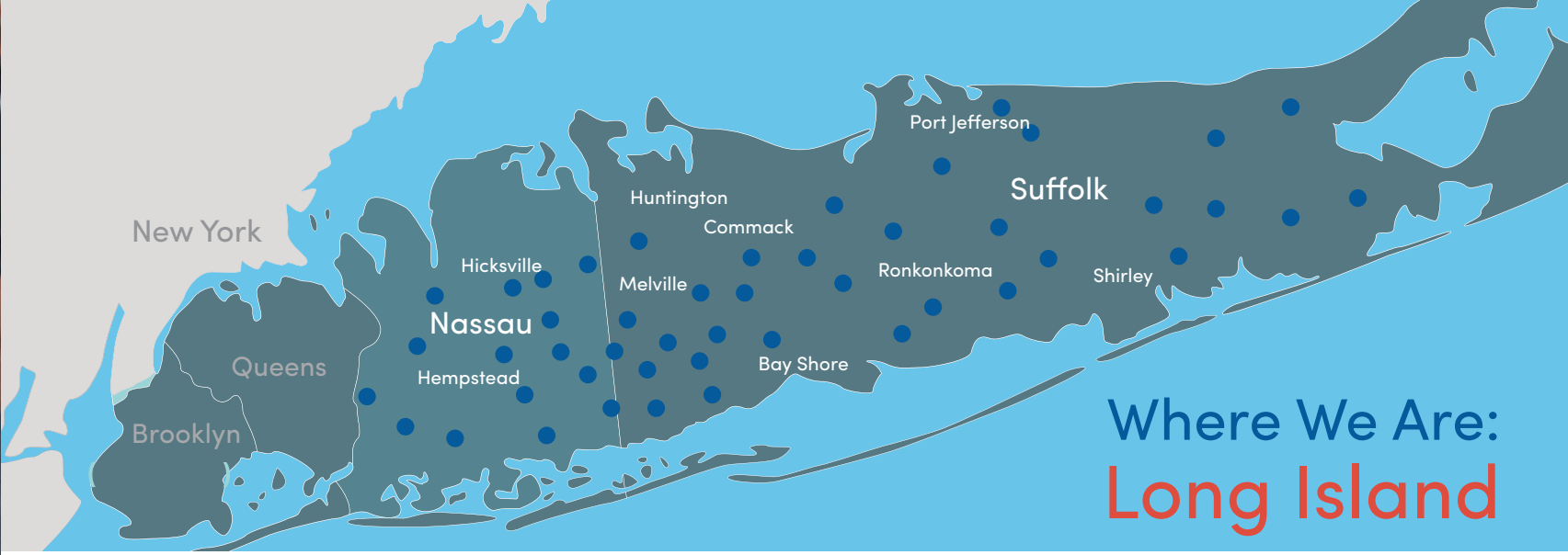
CN Guidance clinic top rank in the state with getting new clients seen for their initial evaluation.

86%

Reduction since 2017 in avg. client wait time between first request and face-to-face clinical help.

99

Percentage of clients in our Health Home Care Management (HHCM) program who stay out of the hospital within 30 days of discharge.



CN Guidance & Counseling Services is a nonprofit organization that inspires and catalyzes recovery for people living with mental health and substance use conditions through innovative and person-centered integrated clinical treatment, counseling, housing and support services—empowering those served to live healthy and fulfilling lives.

What We Do



We have been serving the community since 1972.

We believe in the ability of every individual to recover.



# 360+ staff...

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

*"My fellow clinicians are among some of the best—always willing to lend a helping hand, always looking out for each other, and make some of the tough work we do that much more enjoyable."*



## Who We Are



*"I am so proud to be part of a team filled with talented, passionate, caring staff with a true desire to help the people we serve."*

One of only two  
Certified  
Community  
Behavioral Health  
Clinics (CCBHC)  
on Long Island.

One of only 18  
across New  
York State

One of only 113  
across the  
United States

## Sampling of CCBHC Service Features

- Same-day access to care
- Individual, family, and group therapy
- Outpatient "detox" with medication-assisted treatment
- 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

## Pioneering Programs



**Key pillars of this comprehensive outpatient CCBHC program are:**

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



# New Programs Started/Offered in 2019

During 2019, CN Guidance expanded access and impact by partnering with other community organizations and delivering services in ways that extend beyond the four walls of our CCBHC facility.



Out in the Community

## 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 and a 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. 125 clients; 43 inductions; and 1,915 peer engagements in 2019.

## Project Connect - Expansion into Nassau County

In collaboration with Northwell Health, this program saves lives through plans-of-action for treatment, referrals, and accessible appointments for patients who have overdosed and are treated in ERs in Suffolk and (newly) in Nassau. 350+ clients served to date and engaged at over 5 times the national average.

## Mental Health First Aid Training (MHFA)

Outreach staff train members of the public on the front lines – teachers, first responders, veterans, medical and social service staffers – to recognize the signs of, and de-escalate, mental health crises, and refer people to needed treatment. Almost 600 people were trained by end of 2019.

*“The mobile team treated me like a human being and did not judge me.”*



## Behavioral Health Services at Nassau Jewish Community Centers

Working with the United Jewish Appeal, CNG provides onsite assessments and ongoing counseling to guests struggling with mental health distress and substance use disorders. 80% of those receiving clinical services are reporting a decrease in their symptoms and increase in overall psychosocial satisfaction.

## United Healthcare (UHC) Affordable Housing Program

Through a collaboration with UHC and LI Federally Qualified Health Centers, CN Guidance provides stable housing for formerly homeless people and easy access to physical and behavioral health services. 96% of those in the program have avoided inpatient hospitalization.

## Health Insurance Navigators

Partnering with the Health and Welfare Council of Long Island, CN Guidance’s trained staff engage the community, give presentations, and help low- and moderate-income residents jump through the many hoops necessary to secure health insurance in NY. Have met with 1,369 consumers about their health insurance needs.

## Narcan Training

As a registered Opioid Overdose Prevention Program team in NYS, CN Guidance’s Narcan-trained staff provided Naloxone/Narcan Training (which helps people survive some types of overdoses) to over 300 individuals, spanning community members, CNG staff, and our own Board of Directors.

## Services at The INN

CN Guidance works 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 are struggling with homelessness, mental health distress, and substance use disorders. Over 250 counseling sessions rendered to date.

HOPE  
STARTS  
HERE

CN guidance & counseling services





*“Staff here believe that I can grow, change, and recover.”*

In 2019, CN Guidance continued delivering (and fortifying) numerous specialized programs. These services fill gaps and meet a range of needs across individuals. Together, we help our clients overcome hurdles to their sustained stability and thriving.

## Other Core Programs



### Care Management Services (“Health Home”)

Coordination of care. Helping individuals connect to needed services.  
In 2019, 87% of clients in this program were highly adherent to their medications.

### Residential Services

Group homes, supportive housing, crisis respite, and family housing. Residential services encompass myriad housing environments to support individuals as they advance in their recovery. For example, our Congregate (group) Residences provide 24-hour, on-site staff supervision and needed services, like support groups and counseling. Our Supportive Housing—on the other end of the continuum—helps dozens of people to live mostly independently, in their own apartments across the community.

### Home and Community-Based Services (HCBS)

Empowerment/peer supports, individual employment services, psychiatric support and treatment; and educational support services. Outreached and educated 300 agencies, doctors’ offices, soup kitchens, colleges, businesses, libraries, community centers, hospitals, counseling centers, and places of worship.

### Personalized Recovery-Oriented Services (PROS)

A comprehensive structured program for individuals with serious mental illness.  
80% 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.

### 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 had over 7,000 face-to-face contacts with clients in 2019.

### Youth/Young Adult-Oriented Support

Project FORWARD is a program that helps young individuals and couples develop relationship and communication skills. Over 1,400 youth and adults served.

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!

### 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.





**Color Run**

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



*Our Events 2019*

**Taste of Hope**

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



**Golf Outing**

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



**Runday**

The 2019 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 Financial Review

January 1, 2019 – December 31, 2019

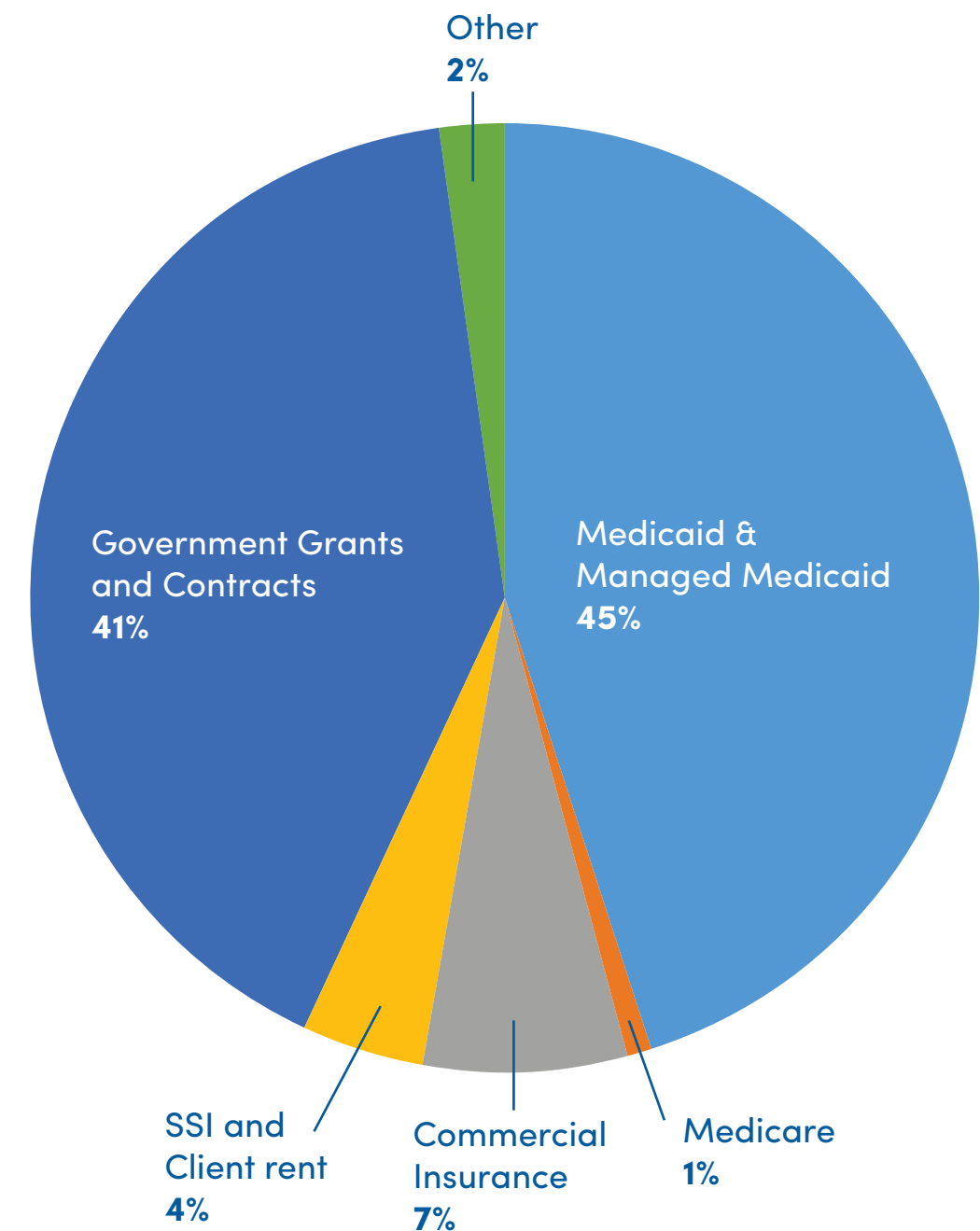
## STATEMENT OF ACTIVITIES



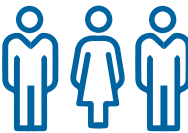


	2019	2018	2017
<b>SUPPORT &amp; REVENUE</b>			
Medicaid & Managed Medicaid	\$13,862,000	\$13,580,000	\$12,539,000
Commercial Insurance	\$2,055,000	\$1,954,000	\$1,804,000
Government Support (Grants and Contracts)	\$12,506,000	\$9,770,000	\$8,793,000
Other	\$1,776,000	\$1,700,000	\$1,747,000
<b>TOTAL Support &amp; Revenue</b>	<b>\$30,199,000</b>	<b>\$27,004,000</b>	<b>\$24,883,000</b>
<b>OPERATING EXPENSES</b>			
Program Services	\$26,555,000	\$23,810,000	\$20,740,000
Management & General	\$3,014,000	\$2,790,000	\$2,627,000
Fundraising	\$114,000	\$154,000	\$144,000
<b>TOTAL Operating Expenses</b>	<b>\$29,683,000</b>	<b>\$26,754,000</b>	<b>\$23,511,000</b>

## EXPENSE CATEGORIES

			
Residential Services	Health Home Care Management	Integrated Counseling & Recovery Services	ACT Teams
\$9,428,000	\$4,029,000	\$9,470,000	\$1,892,000

## SOURCES OF FUNDS \$30,199,000



				
PROS	Project FORWARD	Integrated Primary Care	Drop In / Starry Night	Other
\$1,858,000	\$964,000	\$311,000	\$310,000	\$1,421,000



# Our Generous Supporters

## VISIONARY \$10,000 +

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Write It For Me

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Michelle Tierney  
Troiano Fuel Oil Co, Inc.  
Rajvee Vora  
Jeffrey Weiner

*Thank you*



# Organizational Leadership

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Chief Financial Officer

**Jean J. Bentley, CPA**

Chief Operating Officer

**Nancy Manigat, MBA, LCSW**

Medical Director

**Asma Ejaz, M.D.**

Division Director, Personalized  
Recovery-Oriented Services (PROS)  
and Project FORWARD

**Sherri Kaplan, LCSW-R**

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  
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**Robert Benrubi**

Director of Residential Services

**Blair Lawson**

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**Cn** guidance &  
counseling services

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LIBN Executive Circle and HIA-LI  
Business Achievement Awards for  
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