



# A Year of Progress

**In 2021, CN Guidance rose to meet the increasing demand of Long Island residents reeling from COVID's devastating impact.**

Garnering needed funds, our teams provided pathways to recovery for adults and children facing increased depression, suicidality, and substance use. We strengthened the capacity of our Certified Community Behavioral Health Clinic (including same-day appointments), while nimbly adding thousands of telehealth sessions and visiting our community's hardest-hit areas with our mobile resources.

Our use of expert clinicians and peer advocates enabled us to 'meet people where they were' and customize services.

CN Guidance also co-led a region-wide approach to addressing opioid misuse, teaming with other providers to expand Long Island's safety net. We increased Medication-Assisted Treatment for people overcoming addiction. And we secured multi-year funding from NY State to address both older and younger people, first through renewal of our "Link-AGE" partnership helping adults age 55+, and second with a newly awarded youth-focused Assertive Community Treatment (ACT) team.



## Trained Long Islanders in Mental Health First Aid

- Held **71** training sessions
- Trained **1,157** LI residents



## Educated at-risk Long Islanders on Opioid Overdose Reversal Narcan/naloxone nasal spray trainings:

- Trained **594** individuals
- Distributed **500+** Narcan/naloxone kits
- Reached at-risk individuals (and their family and friends) at bus stations, train stations, people's homes, partner sites, and in schools



## Enabled navigation of health insurance

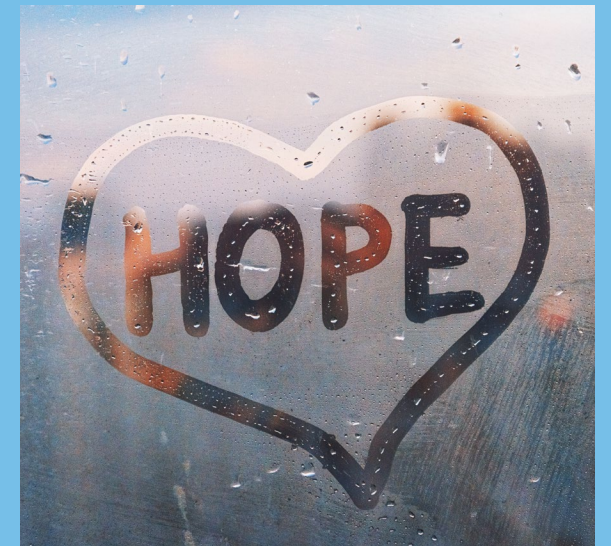
Helped **1,910** individuals obtain insurance

# Hope Starts Here

Our team of **368** dedicated employees enabled **24,996** adults, adolescents, and children on Long Island to receive outreach, engagement, education, and/or treatment addressing mental health and substance use disorders.

## Sampling of NY State-licensed services delivered in 2021:

- Certified Community Behavioral Health Clinic
- Outpatient mental health treatment
- Outpatient substance use disorder treatment with supervised detox and medication-assisted treatment (MAT)
- Primary care screenings and support
- Crisis respite (up to 28 days/person)
- Residential services (including group homes)
- Assertive Community Treatment (ACT)
- Personalized Recovery-Oriented Services (PROS)



## Why we do what we do:

Because we believe in the ability of every individual to recover.

117

Service Sites

36

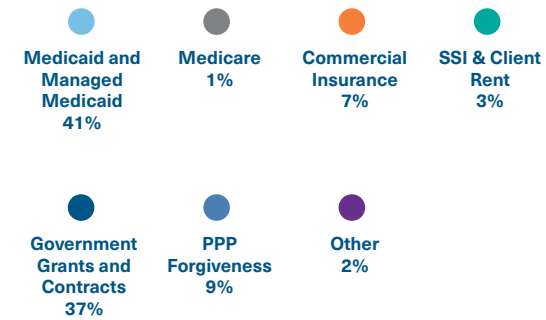
Programs

97,987

Treatment Sessions  
(individual and group)

# Revenues

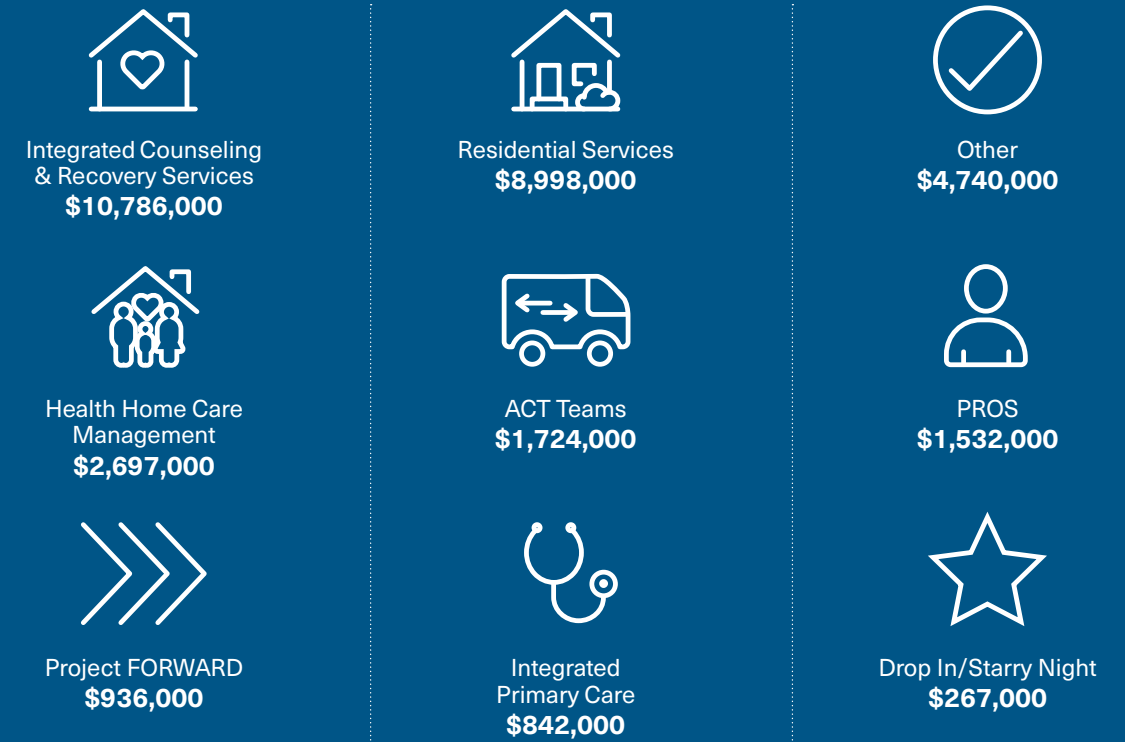
CN Guidance & Counseling Services continued with healthy revenues, overcoming COVID-related challenges and hurdles. Revenues in prior years (2017, 2018, 2019, and 2020) were \$24.9M, \$27.0M, \$30.2M, and \$31.7M, respectively.



\*The total 2021 revenues—\$39,141,000 shown here and in the 2021 Audited Financial Statements—include a Paycheck Protection Program (PPP) loan in the amount of \$3,437,325 (during COVID, 2020) that was forgiven. This event was considered an extraordinary fiscal event/anomaly not expected to recur in future years.

# Expenses

## 2021 Expense Categories



**Total Expenses = \$32,522,000**

## Statement Of Activities

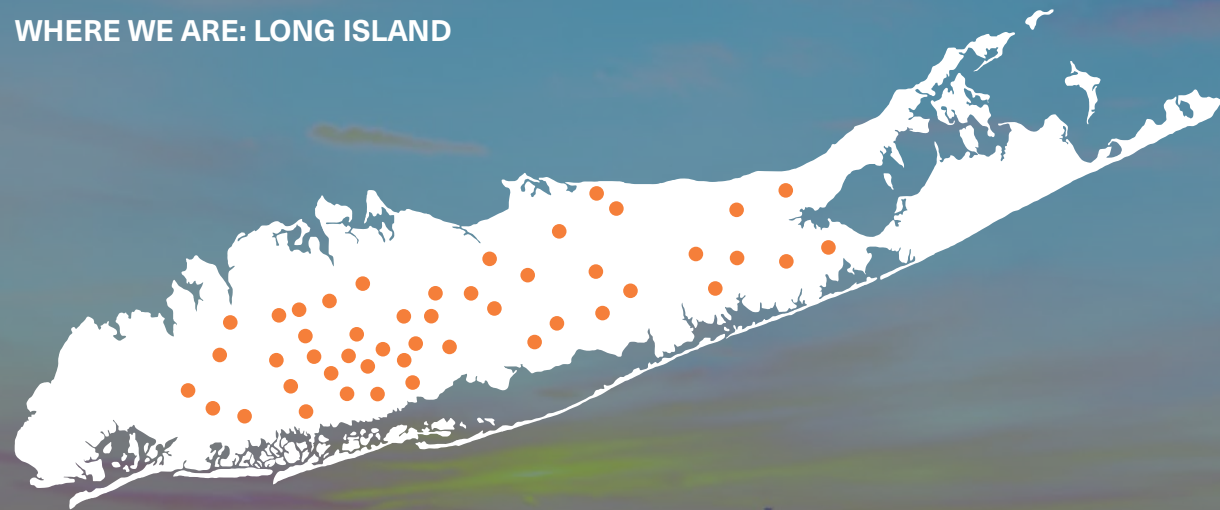
	2021	2020	2019
<b>SUPPORT &amp; REVENUE</b>			
Medicaid & Managed Medicaid	\$16,149,000	\$14,193,000	\$13,862,000
Commercial Insurance	\$2,677,000	\$2,359,000	\$2,055,000
Government Support (Grants and Contracts)	\$12,890,000	\$13,353,000	\$12,506,000
Other	\$7,425,000	\$1,814,000	\$1,776,000
<b>Total Support &amp; Revenue</b>	<b>\$39,141,000</b>	<b>\$31,719,000</b>	<b>\$30,199,000</b>
<b>OPERATING EXPENSES</b>			
Program Services	\$29,009,000	\$28,105,000	\$26,555,000
Management & General Admin.	\$3,442,000	\$3,338,000	\$3,014,000
Fundraising	\$71,000	\$48,000	\$114,000
<b>Total Operating Expenses</b>	<b>\$32,522,000</b>	<b>\$31,491,000</b>	<b>\$29,693,000</b>



# Delivering on Our Mission

CN Guidance exists, across Long Island, to **INSPIRE** and **CATALYZE 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.

WHERE WE ARE: LONG ISLAND



## Customer Satisfaction Survey Highlights: 1,000+ responses

87%

rate the care they received as excellent/good

87%

rate their check-in experience excellent/good

87%

are very likely/likely to recommend CN Guidance

88%

were very satisfied/satisfied with their last visit

91%

were very satisfied/satisfied with answers about their treatment

93%

of clients in our Crisis Residence avoided hospitalization

# Organizational Leadership

**Chief Executive Officer**  
Jeffrey A. Friedman

**Chief Financial Officer**  
Jean Bentley, CPA

**Chief Operating Officer**  
Nancy Manigat, MBA, LCSW

**Medical Director**  
Asma Ejaz, MD

**Division Director, Integrated and Mobile Treatment Services**  
Jaclyn McCarthy, LMHC, CASAC 2

**Senior Director of Strategic Alliances and Special Projects**  
Mary Silberstein, LCSW-R, CASAC(g), CADC

**Division Director, Rehabilitative, HCBS & Care Management Services**  
Sherri Kaplan, LCSW-R

**Director of Population Health**  
Lorraine Baum, LMSW

**Compliance Officer**  
Ariel Coffman, LMSW

**Director of Legal & Healthcare Regulatory Compliance**  
Robert Benrubi, Esq.

**Director of Residential Services**  
Blair Lawson, MPA

**Network Administrator**  
Ronaldo Landas

**Director of Human Resources**  
Carol Otero

**Controller**  
Alena Kondoskal, CPA

**Director of Fundraising & Development**  
Katherine O'Brien

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# Some of Our Funders



*Central Nassau Guidance & Counseling Services, Inc. (CN Guidance), a nonprofit organization, is licensed and/or funded by: New York State Office of Mental Health (NYS OMH), New York State Office of Addiction Services and Supports (NYS OASAS), New York State Department of Labor (NYS DOL), New York State Office for People with Developmental Disabilities (NYS OPWDD), US Department of Health and Human Services—Administration for Children & Families (ACF), US Department of Health and Human Services—Substance Abuse and Mental Health Services Administration (SAMHSA), Nassau County Office of Mental Health, Chemical Dependency & Developmental Disabilities Services, and Suffolk County Division of Community Mental Hygiene Services*