

NORTH SHORE CHILD & FAMILY

GUIDANCE CENTER



*Where kids and families find hope and healing*

2017  
**Annual Report**

# About North Shore Child & Family Guidance Center

As the preeminent not-for-profit children's mental health agency on Long Island, North Shore Child & Family Guidance Center is dedicated to restoring and strengthening the emotional well-being of children (from birth – age 24) and their families. Our highly trained staff of psychiatrists, psychologists, social workers, vocational rehabilitation counselors, parent advocates, mental health counselors and other mental health professionals lead the way in diagnosis, treatment, prevention, training, parent education, research and advocacy. The Guidance Center helps children and families address issues such as depression and anxiety; developmental delays; bullying; teen pregnancy; sexual abuse; teen drug and alcohol abuse; and family crises stemming from illness, death, trauma and divorce.

For nearly 65 years, the Guidance Center has been a place of hope and healing, providing innovative and compassionate treatment to all who enter our doors, regardless of their ability to pay.

**For more information about the Guidance Center, visit [www.northshorechildguidance.org](http://www.northshorechildguidance.org) or call (516) 626-1971.**

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# A Message From The Executive Director / CEO and President

## Let the Light In!

It takes courage for a family whose child or teen is experiencing symptoms such as depression or anxiety to reach out and ask for help. The truth is that, despite the progress our society has made, there is still stigma and discrimination associated with mental illness.

And stigma isn't the only barrier to people accessing the mental health care they deserve. Finding a provider who takes your insurance can be a huge challenge. That inspired us to embark on Project Access, a year-long research study to help determine the ease or difficulty people face in finding an in-network mental health care or substance use provider. A few of the key findings from Project Access:

- Almost half of the participants said that it was more difficult finding help for mental health or substance use problems than finding help for physical illnesses, especially when they were in crisis.
- Nearly 40% said that their insurance company did not have an adequate number of providers.
- Two thirds told us that their insurance company was not helpful to them in finding a suitable provider for themselves or a loved one.

Although North Shore Child & Family Guidance Center has universal access and never turns anyone away for inability to pay, we are the exception. Many people learn the hard way that, when they reach out for help, their insurance company is no help at all. We hope that when you read about Project Access in our feature story on pages 5 and 6, you'll be inspired to write to the governor's office and demand a thorough investigation into this issue.

Another issue when trying to fight stigma and discrimination is to create a space where people can feel embraced and welcome. A mental health facility should be warm and comforting – "a house that

smiles" – with inviting spaces, impactful programs, protective adults, ample flexibility, emergency help when needed, and an overall cultivation of safety and security.

When a family enters the doors of our headquarters or our branch offices, we want them to feel welcome and safe. It's not about cosmetics or boastfulness. It's because the physical structures that contribute to a sense of order, stability and consistency in a child's life are critical to the provision of quality mental health care.

We moved into our beautiful 113-year-old historic home on Old Westbury Road in Roslyn Heights 34 years ago. Today, it requires renovation to ensure the most welcoming physical environment for the thousands of families that use our services each year.

**That's why we're asking you to help by donating to our *Let the Light In* campaign.** We must replace more than 120 windows, many of which are literally crumbling to the ground. The work also includes much-needed renovations to other essential elements of the exterior of the building, including measures to guarantee safety, security and energy efficiency.

So far, we have raised nearly half of the estimated \$1.2 million to complete this crucial project. As we look back on our accomplishments in 2017, we ask for your help in raising the funds that will ensure that our building remains a place of hope and healing for many years to come.



That's what we're all about at North Shore Child & Family Guidance Center.

**Andrew Malekoff**  
Executive Director / CEO

**Nancy Lane**  
President

Note: To learn more about the *Let the Light In* project, please contact Director of Development Lauren McGowan at [LMcGowan@northshorechildguidance.org](mailto:LMcGowan@northshorechildguidance.org) or call (516) 626-1971, ext. 320.

# 2017 Annual Highlights

**The Guidance Center launched the *Let the Light In* campaign** at a luncheon at our Roslyn Heights headquarters, known as *Whispered Wishes*. *Let the Light In* is focused on supporting our mission to create a warm, safe and welcoming environment for every child who walks through our doors. The project entails replacing 120 windows at our headquarters and also conducting other essential renovations. The luncheon highlighted the history of our building and featured a talk by one of the home's former occupants: Mary Jo Balkind, who lived in the house during WWII. She shared many stories of those early years, including the frequent visits by a young Jacqueline Bouvier Kennedy.

**Executive Director Andrew Malekoff was featured on News 12 Long Island** several times in 2017, including an interview with News 12 reporter Virginia Huie regarding Facebook's plan to get people addicted to social media. He sat down with News 12's Christine Insinga to discuss a study on bullying in schools that identified risk factors that may lead high school kids who were bullied to bring weapons to school. He was also questioned by reporter Justine Re at the Project Access press conference.

**The Guidance Center teamed up with two troops from the Nassau County Girls Scouts** to create care packages of items such as soaps and shampoos for some of the clients who take part in our Intensive Child & Family Services program.

**The Guidance Center's Parenthood Advisory Council presented a workshop** called "When Your Child Relates Better to Screens than Human Addition," which focused on technology addiction. The speaker was author and psychotherapist Sean Grover, who presented to a full house of parents and staff.

**As a New York State Qualified Continuing Education Provider**, we offered several well-attended and well-received workshops for professionals on planning for successful groups, diagnosing

ADHD in children, treating the unique needs of at-risk Latina youth, and child and adolescent psychiatry for non-MDs.

**Andrew Malekoff participated as a youth mental health expert on a panel following the showing of the movie *Screenagers*** at the East Woods School. At the film's conclusion, the panelists shared information about the inappropriate use of social media—and, most important, how parents can protect their children and teens.

**In collaboration with the UJA-Federation of New York, we launched a program to serve the needs of the Jewish community in Nassau County.** This project represents a public health approach to more effectively serving the Jewish community through outreach, education, prevention and treatment. It is especially significant in that it helps get out the message about mental health services to populations that are sometimes averse to utilizing them due to cultural stigma.

**On March 9, 2017, Bassett Furniture donated nearly \$10,000 worth of furnishings** to completely makeover our Roslyn Heights headquarters waiting room, where children and families spend time while at the Guidance Center. It is now a warm and comforting space, especially great for youngsters who can play with all the toys and read books on the comfortable sofa. We are grateful to the people at Bassett Furniture for choosing us as a part of their Make(over) a Difference Initiative.



News 12 Long Island reporter Justine Re asks a question at the Project Access press conference.



The Girl Scouts generously prepared care packages for some of our families.



Author/psychotherapist Sean Grover at a parenting workshop.



Nancy Lane and Andrew Malekoff in our beautiful new waiting room, courtesy of Bassett Furniture.

# Getting Access to Mental Health Care

It's a heartbreaking scenario that is far too common: Someone makes the difficult decision to seek out professional help for a mental health or substance use problem for themselves or their loved one and is faced with a myriad of roadblocks. They start calling providers on their insurance plan and find that they are not taking new clients, or they have a six-months-long waiting list, or they no longer accept insurance and only want cash. And the cost of paying out of pocket is too much for most people to afford.

Here is the reality: **Health insurers that offer mental health and addictions care are required by law to offer an adequate network of providers for their beneficiaries to choose from, and not just for physical illnesses.** This requirement is known in the health insurance industry as network adequacy.

Along with the difficulty of finding a provider who will accept your insurance, the problem is often complicated by a family's reluctance to seek help for a mental health or drug problem, as opposed to physical illnesses like cancer or diabetes. Despite progress in public education, stigma and discrimination still loom large.

## First-Of-Its-Kind Study

North Shore Child & Family Guidance Center led a research initiative called **Project Access**, in which 650 Long Islanders were surveyed about their experiences trying to find mental health and addictions care.

Respondents reported a range of negative experiences, from unresponsive or unsympathetic providers, to an insufficient number of providers, to long waiting lists to see doctors or therapists. One survey respondent wrote: "A family member required therapy and we had difficulty finding a provider; when we did, scheduling was a nightmare because so many patients were trying to see him. I believe it was because he was one of the few willing to accept multiple insurance



Andrew Malekoff and social worker Kerry Eller appeared on PBS's MetroFocus discussing Project Access.

policies." This was a familiar refrain.

"The report verifies what we have long known," says Andrew Malekoff, Executive Director of North Shore Child & Family Guidance Center. "Insurance companies and the government are not living up to their responsibility to provide people with quality, affordable and timely mental health and addictions care. Even though they are legally bound to have adequate networks of care, they fall far short of that mandate. It's incumbent on us to advocate for change. Access delayed is access denied."

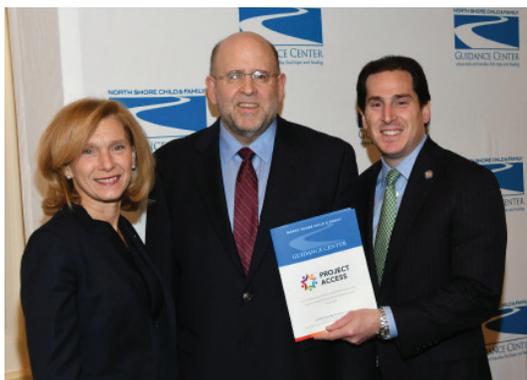
He adds, "Health insurers reimburse mental health and addictions care

providers at such low rates that they flee health insurers in droves. This is a case of discrimination and a situation that puts lives at risk."

## Project Access Advocates

Two of the most vocal advocates for this cause are State Senators Todd Kaminsky and Elaine Phillips. At the Guidance Center's December 11, 2017 press conference announcing the results of the Project Access report, State Senator Kaminsky told the audience, "The Project Access report is a damning indictment of where we are with mental health and addictions care in our state today. We're not in the 19th or even 20th century. We have to do better!" Senator Phillips said, "With Project Access, we now have the data when we write to our government and state agencies. We need to demand change so people get the support they deserve."

After reviewing the research, which was funded by the Long Island Unitarian Universalist Fund of the Long Island Community Foundation, Project Access committee member Dr. Ilene Nathanson, Chair of the Social Work Department at LIU Post, concluded, "If the definition of insurance is protection then the gross inadequacies of our insurance system are laid bare in this study. Delays,



State Senator Elaine Phillips, Andrew Malekoff and State Senator Todd Kaminsky at the Project Access press conference.

# Getting Access to Mental Health Care



Andrew Malekoff, Nicole Nagy and Regina Barros-Rivera at our book signing event.

unaffordability, outright inaccessibility—all courageously endured by human beings in need of mental health care. It is time that the insurance industry stepped up to the task of protecting.”

## Hold Insurers’ Feet to the Fire

The requirement for network adequacy is part of the federal Mental Health Parity & Addiction Equity Act (Parity Act) of 2008, co-sponsored by conservative Republican Pete Domenici and liberal Democrat Paul Wellstone in an all-too-rare bipartisan effort. On the state level in New York, the agency that Governor Cuomo has charged with monitoring and enforcing network adequacy is the Department of Financial Services. Health insurers are discriminating against people living with mental illness and addiction, violating civil rights and federal parity law, which government regulators then fail to enforce, as is their statutory responsibility.

“On the 10th anniversary of the federal Parity Act,” says Malekoff, “it’s a great

time for the New York State Department of Financial Services and Governor Cuomo to get behind an effort to make sure the legislation isn’t being ignored and the civil rights of people with mental illness are not being violated. We are using the Project Access data to demand that Governor Cuomo and the Department of Financial Services launch a full scale investigation

of access to care in New York State and to hold commercial health insurers’ feet to the fire.”

## Eradicating Stigma and Discrimination

Exacerbating the problem of individuals finding appropriate providers for mental health and addictions care is stigma and the shame it generates, notes Malekoff. “If someone’s child has a broken leg or cancer, the parents won’t hesitate to call the doctor, but because of the stigma and discrimination surrounding mental health, it makes it very difficult for them to reach out,” he says. “And when they make the call but are rejected time after time, there’s a risk they will give up, which can have dire consequences.”

But there is reason for hope, both in terms of policy and mental health awareness. More and more enlightened politicians are making their voices heard. And it’s not just those in positions of power, but also mental health consumers such as Nicole Nagy, a graduate social work student

at Stony Brook who has also become a Project Access advocate. Nagy’s book, “Creative Mind: A Diary of Teenage Mental Illness,” is a moving first-person account of her mental health challenges and also of the roadblocks she faced when trying to access timely and affordable care.

“In her book, Nicole writes with an authentic, courageous voice as she talks about her experiences with depression and anxiety,” says Malekoff. “With this book, Nicole has helped lift the fear of stigma by so honestly sharing her story. In addition, her advocacy for people struggling with mental health issues is very powerful. The battle for access to care is a matter of civil rights for millions of people.”

## HOW CAN YOU HELP?

Reach out to Governor Cuomo and your state legislators and tell them you support an investigation of health insurance companies by the New York State Department of Financial Services.

How to Contact Governor Cuomo  
Mail:

The Honorable Andrew M. Cuomo  
Governor of New York State  
NY State Capitol Building  
Albany, NY 12224

Phone: 518-474-8390

Email: [Press.Office@exec.ny.gov](mailto:Press.Office@exec.ny.gov)

On the web: [www.governor.ny.gov/content/governor-contact-form](http://www.governor.ny.gov/content/governor-contact-form)

## The Parity@10 Compliance Campaign

North Shore Child & Family Guidance Center has joined with several of the nation’s leading advocacy organizations for effective enforcement of the federal Mental Health Parity & Addiction Equity Act (Parity Act) of 2008 as part of the Parity@10 Compliance Campaign. The campaign is a multi-year effort to pursue full enforcement of the Parity Act, with the ultimate goal of ensuring that the law lives up to its promise nationwide. For more information, contact Andrew Malekoff at (516) 626-1971, ext. 302, or email [amalekoff@northshorechildguidance.org](mailto:amalekoff@northshorechildguidance.org).

# Our Programs And Services

## Mental Health Services

Each of the Guidance Center's three sites offer mental health services for children from birth through 24 and their families. The first step is a comprehensive evaluation, followed by an individually tailored treatment plan that may include any combination of individual, family and group therapy, and, when indicated, medication management with a psychiatrist. All treatment plans and communication with other entities (schools, doctors, etc.) require family consent.

## Substance Abuse Services

Drug and alcohol treatment and prevention services are provided for children, teenagers and their families at the Guidance Center's Leeds Place – Serving Young People in Westbury. Substance abuse services include counseling youths who are alcohol and drug users, children who live in families with a parent who is suffering from alcoholism or drug addiction and youths who have co-occurring chemical dependency and mental health problems. Prevention services are offered to the local school district.

## Triage and Emergency Unit

The Fay J. Lindner Foundation Triage and Emergency Services offer a rapid response to psychiatric emergencies—a sudden set of circumstances in which there is an impending risk of danger to the child or adolescent such as risk of suicide, risk of physical harm to others, a state of seriously impaired judgment in which the child is endangered, and situations of risk to a defenseless victim involving abuse, neglect or exposure to domestic violence. Our goal is to strengthen, stabilize and support.

## Early Childhood Services

The Marks Family Right From the Start 0-3 + Center (RFTS) in Manhasset offers parent education, therapeutic and support services for young children and their families, as well as pre-school evaluations for children ages 3-6. The RFTS Center is the "umbrella" for early childhood services, agency-wide, that also include:

**CAREGIVER GRANDPARENT RESPITE AND SUPPORT PROGRAM (C-GRASP)** – Support and education for grandparents who are the primary caregivers of their young grandchildren. Through partnerships with a team of supportive local entities, we provide the grandparents with a variety of services, including respite and peer support activities, counseling, clothing, food, housing assistance, transportation and school advocacy.

**CHANGING FAMILIES** – For young children witnessing the often painful and acrimonious dynamics of divorce. This group program offers the youngsters a therapeutic experience where the use of play, storytelling, relaxation techniques and peer influences help reduce the harmful effects of family crisis. Parents also meet in a separate group that offers them support and educates them about what their children are experiencing.

**CHILDREN'S CENTER AT NASSAU COUNTY FAMILY COURT** – A safe and enriching environment on site at Nassau County Family Court for children 6 weeks to 12 years old while their parents are involved in court business. More than "babysitting," the program is a true learning center, and it also serves as a vital resource and referral center for families.

**GASAK (GRANDPARENT ADVOCATES SUPPORTING AUTISTIC KIDS)** – Monthly meeting of grandparents to support, inform and advocate for families with autistic children. The GASAK group also seeks to raise awareness about autism and provide an informational clearinghouse to empower families.

**DIANE GOLDBERG MATERNAL DEPRESSION PROGRAM** – Rapid response and diagnosis for mothers suffering from maternal post-partum depression and other perinatal mood disorders. Treatment includes individual, family and group therapy. We offer a team approach in which each designated referral is treated as an emergency, and a psychiatric evaluation is provided as part of each assessment.



# Our Programs And Services

**GOOD BEGINNINGS FOR BABIES (GBB)** – Support, counseling, advocacy and education for pregnant and parenting teens at the Leeds Place, our Westbury branch office. GBB works to promote healthier pregnancies, healthier babies and happier relationships between parent and child. In weekly prenatal and parenting groups, teens receive education on issues such as nutrition, labor and delivery, breastfeeding, newborn care and perinatal mood disorders.

**FRIENDS OF NANCY MARKS NATURE NURSERY** – A thoughtfully designed garden area for young children. There are several hands-on stations and activities (e.g. musical instruments, water, paints, sand, graduated steps, etc.) for young children and their parents to experience nature through their senses. The children who have played in this area love all that it has to offer and look forward to regularly returning.



## Bereavement and Trauma Services

The Schnurmacher Bereavement & Trauma Program offers assistance to children, youths and their families during times of grief and trauma, including family members of suicide victims and parents of murdered children at our Lucille and Martin E. Kantor Bereavement and Trauma Center in Roslyn Heights and at our other sites. Support groups and therapy are offered for children who are abuse victims through the Renée and Robert Rimsky Abuse Prevention and Treatment Program.

## Diagnostic Services/Learning to Learn

The Guidance Center offers families comprehensive diagnostic assessments by highly qualified teams of caring psychiatrists, psychologists, social workers, mental health counselors and drug and alcohol counselors with special expertise in diagnosing and treating children. Our Learning to Learn Center, based in our Marks Family Right From the Start 0-3+ Center, offers specialized screening, diagnosis and tutoring for children suspected of having learning issues, attention deficit problems and developmental disabilities.

## Intensive Child and Family Services

This cluster of services is aimed at children and teens with serious emotional disturbances and their families, offering care coordination, crisis intervention in the home, case management and skills-in-living training. Teams of social workers, psychiatrists and parent advocates

work collaboratively to preserve families and prevent institutionalization through an intensive response, often in the home environment. This cluster includes:

**CLINICAL CARE COORDINATION TEAM (CCCT)** – Provides home-based clinical services for troubled children and teens. The program serves children ages 5-17 who have either refused to go to therapy or have other issues that prevent them from coming in. CCCT provides in-home individual and family therapy, as well as psychiatric consultation, evaluation and monitoring.

**COORDINATED CHILDREN'S SERVICES INITIATIVE (CCSI)** – Coordinates services among multiple systems to prevent children from falling through the cracks. The program works directly with youth who are served in multiple systems and are at risk of placement in one of those systems (i.e., hospital or residential program). CCSI provides intensive care coordination, family-driven strengths-based service planning, advocacy and parenting skills training.

**INTENSIVE SUPPORT PROGRAM (ISP)** – This school-based program offers intensive mental health services on-site at three Nassau B.O.C.E.S. schools for children, ages 5-21, and their families from all 56 Nassau County school districts. A collaborative program developed by Nassau B.O.C.E.S. and the Guidance Center, ISP provides

a therapeutic and nurturing alternative for children with emotional difficulties who feel overwhelmed in regular school.

**LATINA GIRLS PROJECT** – Offers bi-lingual and bi-cultural mental health counseling, group meetings and outings for adolescent girls suffering from depression. The Latina Girls Project was created to respond to the alarming rate of depression, school refusal, self-harm, sexual abuse, suicidal ideation and attempted suicides by young Hispanic girls, ages 12-16. The project incorporates individual therapy, family counseling, weekly group meetings and supervised outings.



**ORGANIC GARDEN PROGRAM** – Consists of two organic gardens, one at our Roslyn Heights headquarters and the other at The Marks Family Right From the Start 0-3+ Center. Our families and groups have utilized the gardens to learn many important lessons and skills. It has been an opportunity for many technology-engrossed children to unplug and appreciate nature. Not only do the children and their families enjoy this therapeutic time outdoors, but some are getting their first tastes of new vegetables and are broadening their palates.

**WILDERNESS RESPITE PROGRAM** – Offers groups for youth at risk that emphasize outdoor activities as a gateway to mastery of social skills and youth empowerment. Teens are inundated with constant stimulation from their tech devices. That lack of connection to the natural world negatively impacts them physically, emotionally and socially. By participating in nature

activities such as hikes and gardening, the teens learn skills such as individual growth, leadership, self-esteem and improved communication, and they also are contributing to our environment.

### Training and Consultation

The Guidance Center provides community workshops, forums and trainings for parents and professionals on a broad range of topics dealing with children and families. Topics in 2017 included addiction to social media, depression and anxiety in children and teens, grandparents as caretakers and combating the stigma against mental illness. We also conducted a training series for professionals on planning for successful groups, Latina Girls at risk for suicide and other self-harming behaviors, child and adolescent psychiatry for non-MDs, and differential diagnosis of ADHD in school-aged children.

### Research and Advocacy

The Guidance Center partnered with Northwell Health to study the use of a new medication and also healthy lifestyle interventions to help children and adolescents with bipolar spectrum disorder who gained weight from the use of second-generation antipsychotic medications. We also worked with the New York State Office of Mental Health to develop strategies for suicide prevention treatment. Our advocacy work was focused on Project Access, our study of 650 Long Islanders regarding the difficulty of receiving timely, affordable treatment for mental health and chemical dependency issues (read more about this in our feature story on pages 5-6).



To my therapist:

Thank you so much for everything and every word you have ever said to me. You have helped me in ways I cannot even begin to explain. You pushed me when I wanted to give up. You were here through my toughest points and always gave me the best advice. You helped me find myself and learn to cope with my biggest issues. I am a stronger person today because of you!

Much love, S.

**Dear Guidance Center:**

I would like to take this opportunity to recognize the staff and volunteers at the Children's Center at Nassau County Family Court whom I found to be considerate, helpful, courteous and friendly while caring for my two grandchildren.

The staff interacted with the children in games, offered them snacks, and upon leaving presented them with a bag of goodies and wonderful books. I had a difficult time getting them to leave, because they were having so much fun.

The ability of the caretakers to put them at ease was amazing. Their compassion, wisdom and sensitivity did not go unnoticed.

Sincerely,  
Grateful grandparent

I have always felt that my son's therapist has been available, very concerned, and very willing to help my child and my entire family. I also feel that the supervisor is always available to help us and respond to our needs. Our family also had the opportunity to meet another one of my son's therapists over the December break and I see why my child is so fond of him as well. All around, outstanding. Thank you very much!

*I am a single mother to a 14-year-old son who has special needs. I wanted to let you know how wonderful your Family Advocate Program has been for me and my son.*

*When I first entered the program, I felt very alone. My son was having many difficulties and I was trying to help him at home, negotiate the best program for him in school and hold it all together, at the same time.*

*I began attending the Monday evening Parent Support Group. In this group, I can speak freely and feel safe while doing so. The staff and participants listen and make me feel that they genuinely care and understand.*

*In addition to speaking with me one on one, my parent advocate has attended CSE meetings, spoken to school personnel, and helped insure that my son gets the best program possible. She has been wonderful.*

*Thanks to the wonderful Family Advocate Program, I know that there are people who care and are with me to try to help make it easier.*

My son started in the Wilderness Program two years ago. The program is the best thing he's ever had.

The Wilderness Program brings kids away from all the media; they go to nature, looking at natural scenery instead of a TV or computer screen. They have real human interactions with their peers while hiking. The leaders of the trip are kind and always encourage the young people to keep going. Sometimes, they get to do some community service while they're having fun.

This program has so many benefits for kids like my son. Every time he comes back from hiking, he feels fulfilled and excited about everything he saw during his hike. It's a great program!

# Success Stories

**Tommy, a high schooler, was constantly having arguments with his grandparents, who were his primary caregivers.** As part of the Guidance Center's C-GRASP program (Caregiver Grandparent Respite and Support Program), one of our outreach workers was able to provide support services and counseling to both Tommy and his grandparents.

The outreach worker helped Tommy work on his anger issues. She encouraged him to stay in school and follow the rules of the household. She helped him get a job and even helped him obtain a nice suit to wear to his high school graduation. This young man has since completed therapy and graduated from high school, and he continues to work full time. He lives on his own and is planning to enroll in college to continue his education.

**Being a mother can be challenging, but when you're a teenager with a toddler, the pressures are even more intense.**

Mackenzie just didn't have the skills to handle a two-year-old in a responsible manner. She had quit high school and, though she had planned to return, she was too overwhelmed to even think about her education.

This young mother met Casey, an intern from Old Westbury University who was volunteering with the Guidance Center's Good Beginnings for Babies program. The two quickly developed a close bond. With supervision from one of our staff members, Casey began to mentor Mackenzie. She got her a part-time job at the establishment where she was the manager. She encouraged her to return to school and reestablish a healthy relationship with her mother, who was willing to support her daughter and co-parent her granddaughter.

Mackenzie worked hard at the tasks before her. Today, she is a much better mother; she's thriving at her job and is motivated to return to school. She's on track to graduate in 2019.

**Justin is a 14-year-old FTM (female-to-male) transgender boy who came to the Guidance Center before coming out to his parents when he was in middle school.** At the time he was depressed, isolated and struggling in school. He reported suicidal thinking, anxiety and insomnia.

His therapist worked with the whole family and helped them learn how to support Justin. He found an advocate in his brother in particular, and it helped to strengthen their relationship and Justin's self-esteem.

While in treatment at the Guidance Center, Justin attended individual and group therapy. He participated in our Wilderness Program, LGBTQ Group and family work, and our psychiatrist helped with medication management. His parents attended several sessions and were open to suggestions regarding books, community outreach or other ways in which they could become more informed.

Today, Justin is doing exceptionally well, earning high 90s in school and enjoying his relationship with his friends and family. To help him in his transition, we referred him and his family to an outside agency that specializes in LGBTQ issues. Justin is now working with a team of people who provide specialized services and is flourishing under their guidance.

**Ben started in the Guidance Center's school-based Intensive Support Program (ISP) in the 2nd grade after being asked to leave his district school due to significant behavioral issues.**

When Ben first started in the ISP, he was destructive to property on a daily basis and was having difficulty keeping up academically and socially. Ben's ISP team, including his social worker, psychiatrist, teacher and school psychologist, collaborated frequently to develop strategies to help Ben modify his behaviors. Ben's therapist worked with him on developing effective coping skills to help him when he feels anxious and frustrated. The encouragement of his team helped Ben feel empowered, and he began utilizing tools to help self-regulate. He is much more confident and is a role model to his peers. Ben's parents are thrilled with his progress and have expressed their gratitude for "helping save their child."



## Looking for a Path Back to Civility

By Andrew Malekoff // Published in Newsday Sept 17, 2017

My family lives in a high ranch in a section of Long Beach known as "the canals." The houses sit close together, sometimes just yards apart. One warm August afternoon many years ago, one of my neighbors lit his fireplace. Our windows were wide open and in no time our house filled with smoke. We appealed to our neighbors to wait until the weather was a little cooler. Later that evening, we were again invaded by smoke.

After one more attempt to address the problem civilly, it became clear to me that our neighbors did not appreciate that their pleasure was our pain. Drawing on my knowledge of nonviolent tactics to resolve conflict, I went door to door on the street to enlist support and called local officials. Some neighbors spoke up about the problem. The fireplace problem was soon resolved.

Years later, I was out for an early morning bike ride on East Park Avenue in Long Beach when I was run down by a driver who subscribed to the now-popular practice of turning right on red without coming to a full stop. The irate driver exited his car, pointed up and hollered, "I had green!" He backed off when I corrected him, loudly, from my prone position underneath my mangled bicycle. I survived with a few bumps and bruises. When he saw the shape of my bike, he threw a \$50 bill at me and said, "This is for your bike."

Most people I talk to agree that civility is on the decline. Everyone seems to have his or her own horror stories, whether it is inconsiderate neighbors or co-workers, aggressive driving or just plain rudeness. There are books on the subject. Titles include "The Twenty-five Rules of Considerate Conduct" and "A Short History of Rudeness."



Another is "The Duel in Early Modern England: Civility, Politeness and Honour." Ah, yes, those were the days.

We have become all too familiar with the epidemic of F-bombs that pepper civic discourse, pervasive public cellphone calls and drunkenness at sporting events. We live in a time when every movie theater begins with a public service announcement stating ground rules for being considerate.

Highways have become the Wild West. Hardly anyone comes to a complete stop for a stop sign. The yellow traffic signal has evolved from its original meaning, slow down, to speed up. And, of course, there are tailgating, middle-finger salutes and rampant road rage. Today, there is so much talk about putting an end to bullying in schools. Yet, we live in a world of adults who don't think

twice about trampling personal boundaries through rude, intimidating and obnoxious behavior.

It never fails to surprise me, when I travel somewhere, to see drivers stop for pedestrians, and people of all ages wave and say, "Good morning."

If we cannot reverse the trend, we can at least slow down and teach our children, after we remind ourselves, the importance of putting a pause between impulse and action. Perhaps it is somewhere inside of that sacred space that we can find our way back to a civil society.

## Staff Awards



Joan Vitiello received the Long Island Business News Top Long Island Financial Executive award from Scott Schoen.



Regina Barros-Rivera received an award at the 2017 "What's Great in Our State—A Celebration of Children's Mental Health Awareness."



Andrew Malekoff was one of the winners of the prestigious Long Island Business News Executive Circle Awards. Pictured here with LIBN publisher Scott Schoen.



Dr. Nellie Taylor-Waltrust was honored by the Long Island Cross County Section of the National Council of Negro Women.



The Guidance Center received the Steve Kraft Group Work Award from the Long Island Chapter of the International Association for Social Work with Groups.

# Fundraising Event Photos

## Under the Stars Gala Event 2017



1) State Senator Elaine Phillips, Jo-Ellen Hazan, Rita Castagna and Nancy Lane. 2) Ti-Hua and Elaine Chang, Nancy Lane, Andrew Malekoff, Marilyn and Russell Albanese. 3) Jo-Ellen Hazan and Frank Castagna enjoying a dance. 4) Left to right: James Albanese, Brianna Albanese, Marilyn Albanese, Mrs. Marinaccio-Russell, Russell Albanese, Alanna Albanese and Anthony Albanese. 5) Jo-Ellen Hazan, Daphne and Charles Chan, Julia and Peter Huie, Ti-Hua Chang and Ira Hazan. 6) Andrew Malekoff, Russell and Marilyn Albanese, Carol and Andrew Marcell and Nancy Lane. 7) Guests enjoying the elegant atmosphere at the Under the Stars Gala.

# Fundraising Event Photos

## Jonathan Krevat Memorial Golf & Tennis Classic



**8)** Troy Slade (co-chair), Mike Mondiello (co-chair), Dan Donnelly (honoree) and Michael Schnepfer (co-chair). **9)** Zinia Shao, Alexandra Beschel, Jeremy Shao, Jared Beschel, Jodi Mondiello, Mike Mondiello and Kristen Connolly. **10)** Mike Sperendi, Jim Fitzsimmons, Gary Andersen and Jack Bransfield. **11)** Standing: Michael Mullman, Jeff Krevat, Susan Krevat and Edmund Geller. Sitting: Ellen Mullman, Susan Rosenberg, Peter Braverman and Katherine Kamen. **12)** Our tennis players had a great time at the Creek's terrific courts.

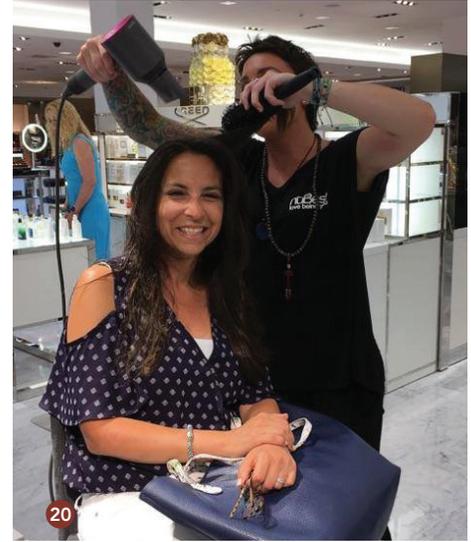
## Spring Luncheon



**13)** Andrew Malekoff with Spring Luncheon co-chairs Alexis Siegel, Jan Ashley and Amy Cantor. **14)** Left to right: Anne Hirsch, Brenda Ostreicher, Amy Cantor and Karen Denner. **15)** Left to right: Jackie Weigand, Patricia Cantelmi, Nancy Lane, Nancy Corn and Ginny McNamara. **16)** Board members Andrea Leeds and Ruth Fortunoff Cooper, owner of RFC Fine Jewelry. **17)** Guest speaker Dr. Cynthia Pizzuli, Andrew Malekoff and Jaci Clement of the Fair Media Council.

# Special Events

## Community Events



**18)** Andrew Malekoff and Nancy Lane receive a check from Doris Wilshere (center), general manager of Neiman Marcus Roosevelt Field. **19)** Mitchell and Rosemarie Klipper, pictured here with Andrew Malekoff and Dr. Nellie Taylor-Walthrust, generously donated new carpeting to our Leeds Place location. **20)** A guest at our Ladies Night Out at Neiman Marcus gets ready for her makeover. **21)** Project Access team Dr. Sari Skolnik, Assistant Professor at Wurzweiler School of Social Work; Dr. Elissa Giffords, Professor, Social Work Department, LIU Post; Andrew Malekoff; and Nancy Manigat, Chief Program Officer, CN Guidance and Counseling Services Inc., at the December press conference announcing the release of the study. **22)** Andrew Malekoff and Run D.M.C.'s Darryl McDaniels at an inspiring community forum at Leeds Place. **23)** Andrew Malekoff, Allison Cacace, John Zenir, Dr. Nellie Taylor-Walthrust and Bob Mangi at the benefit for our Children's Center at Nassau County Family Court. **24)** Past board president John Grillo and Andrew Malekoff at the dedication for Johnny's Garage, named for John Grillo's father. **25)** Honorees Eva Sheridan and Dr. Victor Fornari of Northwell Health joined by Dr. Reena Nandi at our Annual Meeting. **26)** Mary Jo Balkind (right) with her son Buck and daughter-in-law Leslie proudly show Mary Jo's drawing of an early plan of her childhood home, our own Whispered Wishes.

# Contributors

## **\$50,000 & Up**

The Rita and Frank Castagna Family Foundation  
John and Janet Kornreich Charitable Foundation  
Fay J. Lindner Foundation  
Nancy Marks  
MJS Foundation

## **\$20,000 - \$49,999**

Marilyn and Russell Albanese  
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Diane Goldberg Foundation  
Klipper Family Foundation  
The Kupferberg Foundation  
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Nanci and Larry Roth

## **\$10,000 - \$19,999**

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 Florence and Craig Westergard  
 Ina and Julian Whiting  
 Winholt Equipment Group  
 Laurie Joseph Yehuda



# Investing In Our Children's Future

## Annual Fund

Your donation to an annual fund appeal provides vital general operating support that directly impacts the children and families we serve. These gifts are allocated when and where the need is greatest.

## Special Occasion Gifts

Commemorate a birth, anniversary or special event, or make a donation in memory or in honor of a loved one. These contributions help maintain our programs and services. A gift announcement card will be sent in your name.

## Events

Your support of our fundraising events through the purchase of tickets, journal ads, underwriting, sponsorships, raffles and auction items provides necessary unrestricted funding that allows us to continue our mission of caring for the emotional health of children, youth and families on Long Island.

## Name Recognition

Room naming opportunities and wall plaques are available at all three of our locations including our Roslyn headquarters; The Leeds Place – Serving Young People; and the Marks Family Right From the Start 0-3+ Center.

## Let the Light In

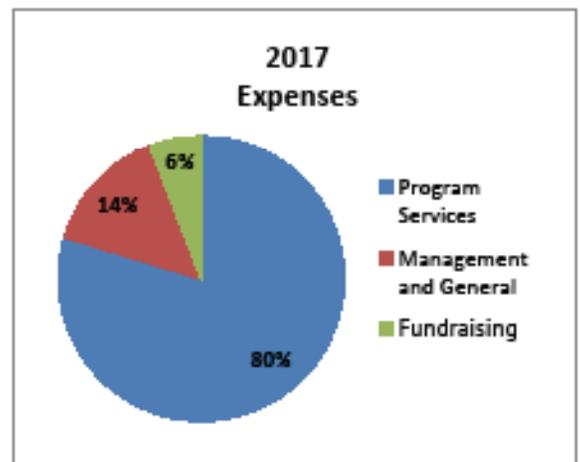
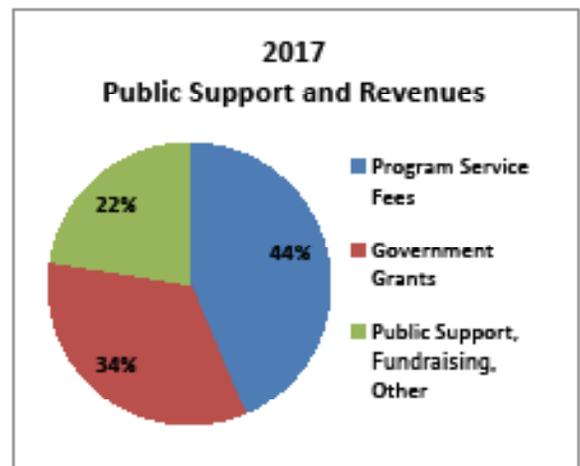
Your gift to this special campaign will contribute to the replacement of 120 windows in our Roslyn Heights location. The goal is to raise \$1.2 million to help facilitate a more energy efficient, environmentally sound, and welcoming physical building that will remain a place of hope and healing for many years to come.



# Audited Financials

## North Shore Child and Family Guidance Assoc., Inc. Audited Statement of Activities

	Year Ended December 31	
	2017	2016
<b>Public support and revenue</b>		
Program service fees	\$ 4,193,182	\$ 4,032,909
Government grants	3,260,045	2,944,147
Contributions	1,371,665	736,443
Special events, net	550,941	510,125
United Way & Community funds	20,590	32,849
Investment return (loss)	136,492	54,503
Other	76,617	64,297
<b>Total public support and revenue</b>	<b>9,609,382</b>	<b>8,354,473</b>
<b>Expenses</b>		
Program services		
Clinical	4,627,151	4,337,888
School Community Collaborative	1,854,925	1,734,470
Early Childhood	118,381	162,176
Outreach	197,319	179,464
<b>Total program services</b>	<b>6,797,776</b>	<b>6,408,998</b>
Supporting services		
Management and general	1,230,163	1,274,929
Fundraising	501,423	418,718
<b>Total supporting services</b>	<b>1,731,586</b>	<b>1,693,647</b>
<b>Total expenses</b>	<b>8,529,362</b>	<b>8,097,645</b>
<b>Increase in net assets</b>	<b>1,080,090</b>	<b>256,828</b>
<b>Net assets, beginning of year</b>	<b>1,816,378</b>	<b>1,559,450</b>
<b>Net assets, end of year</b>	<b>2,896,378</b>	<b>1,816,378</b>



Full audited financial statements are available upon request



## Addresses and Locations



### Administrative Headquarters

480 Old Westbury Road  
Roslyn Heights, NY 11577-2215  
(516) 626-1971

### The Lucille and Martin E. Kantor Bereavement & Trauma Center

480 Old Westbury Road  
Roslyn Heights, NY 11577-2215  
(516) 626-1971



### The Leeds Place - Serving Young People

999 Brush Hollow Road  
Westbury, NY 11590-1766  
(516) 997-2926



### The Marks Family Right From the Start 0-3+ Center

80 North Service Road LIE  
Manhasset, NY 11030-4019  
(516) 484-3174

Visit us at [www.northshorechildguidance.org](http://www.northshorechildguidance.org)

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Follow us on Instagram @the\_guidance\_center

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