

NORTH SHORE  
CHILD & FAMILY  
GUIDANCE CENTER  
**PROGRAMS  
AND SERVICES  
GUIDE**



NORTH SHORE CHILD & FAMILY



GUIDANCE CENTER

# Message From The Executive Director

Dear Parents,

Is your child or teen dealing with depression, anxiety, ADHD, substance abuse, school refusal or another problem that is interfering with their ability—and yours—to have a healthy, happy and rewarding life?

If so, know that you are not alone. According to the National Alliance on Mental Illness, 1 out of 5 youths aged 13-18 live with a mental health condition. In addition, the average delay between onset of symptoms and intervention is 8-10 years.

Too many families suffer in silence.

The good news: North Shore Child & Family Guidance Center is here to help! Our mission is to restore and strengthen the emotional well-being of children and families. We provide family-driven, flexible services that include the option of virtual appointments via a secure telehealth platform. Our goal is to give our clients the highest quality care in a timely, affordable fashion.



Please use this guide to learn all about our many programs and services that will help heal your child and your whole family. With compassion and expertise, we are dedicated to each and every one of our families. Make the call today at (516) 626-1971.

Sincerely,

A handwritten signature in black ink that reads "Kathleen Rivera". The script is fluid and cursive.

**Kathleen Rivera**

Executive Director/CEO

# Who We Are

North Shore Child & Family Guidance Center—also known as the Guidance Center—is the leading community-based not-for-profit specialty children’s mental health center on Long Island. Our staff is specially trained in working with children and teens (from birth to age 24) and their families.

## What We Offer:

The Guidance Center provides bilingual mental health and chemical dependency services, behavior management, parent education, medication management and psychological and psychiatric evaluations, as well as advocacy and care coordination services.

We also provide a rapid and thorough response to emergencies through our triage and emergency and high risk teams composed of our most experienced staff members.

Our goal is to heal children and families by facilitating positive behavioral change and improved functioning at home, in school and with peers.



## Education and Advocacy:

The Guidance Center is well-known and respected throughout the community as a major training and consultation facility for professionals, agencies, schools and community groups, as well as an important resource to educate and support parents on both normal developmental and crisis issues.

In addition, the Guidance Center participates in research that promotes best practices in mental health diagnosis and treatment for children, adolescents and their families. We are also engaged in local, statewide and national advocacy initiatives in the fight for access to quality mental health care and eradication of discrimination and stigma.

## How to Reach Us:

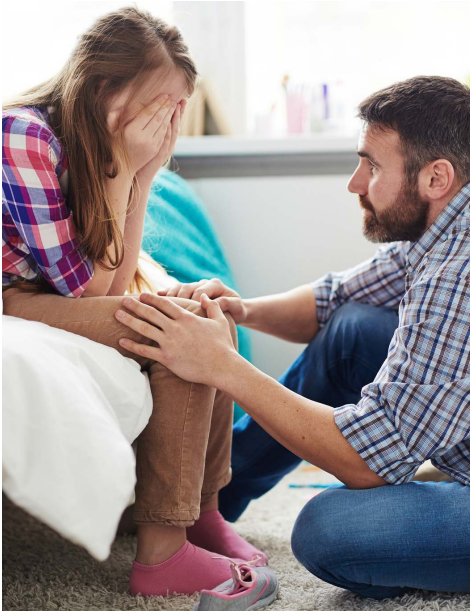
For additional information, please visit our website at [www.northshorechildguidance.org](http://www.northshorechildguidance.org); follow us on social media; or contact us by phone at (516) 626-1971.



# Areas of Concern

## Does your child or teen...

- Often express feeling anxious or worried
- Seem moody or irritable much of the time
- Get angry and argue frequently
- Have difficulty making/keeping friends
- Have no interest in things they used to enjoy
- Say they're sick often but with no physical cause
- Have sleeping problems/frequent nightmares
- Avoid school or have a significant decline in grades
- Obsess about food/eat too much or too little
- Neglect personal hygiene
- Lie consistently
- Use drugs or alcohol
- Have little energy
- Have periods of intense, excessive activity
- Self-harm (cutting, burning, pulling hair)
- Harm others or express the desire to harm others
- Engage in risky, destructive behavior
- Express suicidal thoughts
- See or hear things others do not



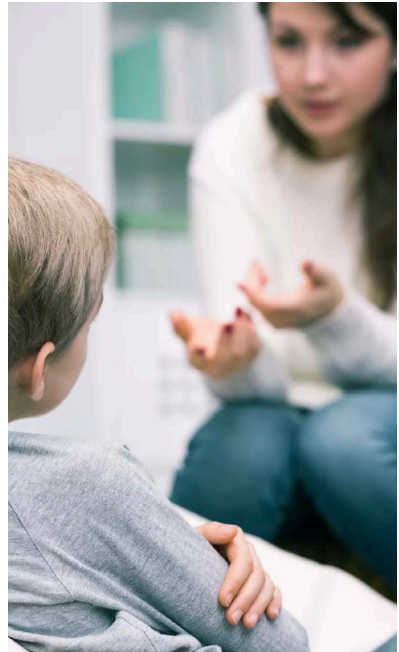
# How We Help

## Treatment Options

- Advocacy and Care Coordination
- Behavior Management
- Consultation Services
- Drug and Alcohol Counseling
- Family Support
- Individual, Family and Group Therapy
- Medication Management
- Mindfulness Training
- Parent Education
- Wilderness Respite

## Evaluations Offered

- Family Assessment
- Maternal Depression Screening
- Psychiatric Evaluation
- Psychological Testing
- Psycho-Educational Assessment
- Psycho-Social Evaluation



## Issues We Address

- ADHD
- Alcohol/Substance Use
- Anxiety
- Autism Spectrum
- Bereavement
- Bullying/Cyberbullying
- Chemical Dependency
- Chronic Illness
- Depression
- Developmental Delays
- Learning Disabilities
- LGBTQ+ Issues
- Perinatal Mood and Anxiety Disorders
- Physical, Sexual and Emotional Abuse
- Poor Eating Habits
- Postpartum Depression
- School Refusal
- Self-Harming Behaviors
- Separation and Divorce
- Social Awkwardness/Isolation
- Suicide
- Teen Pregnancy and Parenting
- Trauma
- Witness/Victim of Violence
- Youth at Risk

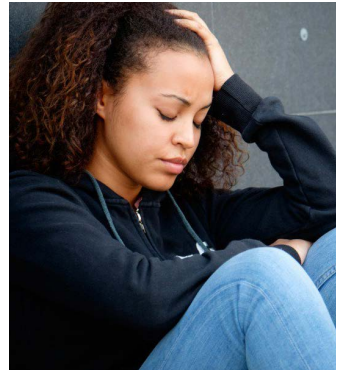
**Angela, 14, had been having academic and social problems and refused to go to school.** She told her therapist, “I felt like I wasn’t good enough, smart enough or pretty and that my dreams could never be achieved.” We evaluated Angela and put her in individual, group and family therapy. Through this process, Angela says that she has learned not to give up on herself. “I’m no longer lingering in the darkness that used to be with me always. Today, I am hopeful, proud, hardworking and loving myself. I know I will have a great future and that I can make my dreams come true.”



**Ashley, 16, came to the Guidance Center following a suicide attempt.** She told our counselor that she had a history of alcohol and drug use starting at age 8, along with severe depressive symptoms. Our team worked with Ashley, teaching her the coping skills that she needed to deal with her addiction. She was assigned to both individual and family therapy and twice-weekly group therapy, where she learned she was not alone in suffering from both substance abuse and depression. Despite some initial struggle, Ashley was able to remain sober, having learned how to make better choices about self-care, peer relationships and her future. Today she is flourishing and making plans for college.

## Success Stories

**Maryellen was a new mother who was having feelings of severe depression and often avoided contact with her new son.** She was unable to sleep, eat or socialize with her family. As she puts it, “I was a lump on my couch, unable to care for myself or my baby.” She was referred to the Guidance Center’s Diane Goldberg Maternal Health and Wellness Program, where our goal is to provide a rapid response and diagnosis for mothers suffering from post-partum depression. Maryellen received individual, family and group therapy. After treatment, she told us, “I truly do not know what would have become of me if I hadn’t taken the chance to call the Guidance Center. The amazing care and support I received has allowed me to heal and take back my life. You are all true lifesavers.”



**Jared, 4 years old, was referred for treatment when he was having anxiety about his parents’ separation.** He had feelings of guilt, disappointment, anger, sadness and loneliness. Through individual and family therapy, along with hands-on therapy in our outdoor Organic Garden and Nature Nursery, Jared learned how to verbalize his feelings. The therapist used role play, art therapy and games designed to help young children learn about divorce and how to handle their emotions. Jared’s parents also learned how to help their son manage his anxieties and communicate his needs to them.

# Programs and Services

## Mental Health Services

Each of the Guidance Center's three sites (Roslyn Heights, Manhasset and Westbury) 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 require family consent and participation.



## Co-Occurring Treatment Program

*For chemical dependency and mental health services*

Comprehensive treatment and prevention services for adolescents and young adults with co-occurring disorders are provided at the Guidance Center's Leeds Place – Serving Young People in Westbury. This program offers counseling for youths, ages 7-24, with chemical dependency and mental health disorders, as well as children living in families affected by alcoholism or substance use. Prevention services are also available to local school districts.

## 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 offers specialized screening, diagnosis and tutoring for children suspected of having learning and attention deficit problems and developmental disorders.



## 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.

## The Douglas S. Feldman Suicide Prevention Project

This expansive initiative, which tackles the epidemic of suicide among young people, addresses high-risk cases with a thorough evaluation for suicide risk; multiple sessions of individual, group and family therapy each week; and an individualized treatment plan that focuses on safety strategies and healthy coping skills. With the Douglas S. Feldman Suicide Prevention Project, we offer services that will decrease the prevalence of suicidal thinking and actions in our children and teens through education forums, both face-to-face and via webinars. It also offers a suicide survivors' support group for those who experience this tragic loss.



## Bereavement and Trauma Services

The Lucille and Martin E. Kantor Bereavement and Trauma Center in Roslyn Heights offers assistance to children, youths and their families during times of grief and trauma, including parents of murder victims and other homicide survivors (POMV). Mental health assessments and ongoing care are offered for children who are abuse survivors or have witnessed violence.

## Early Childhood Services

The Marks Family Right from the Start 0-3+ Center (RFTS) in Manhasset offers parent education, as well as therapeutic and support services for young children. Rapid response and diagnosis for mothers suffering from maternal postpartum depression and other perinatal mood and anxiety disorders is provided through the Diane Goldberg Maternal Health and Wellness Program. The Center also offers preschool evaluations for children ages 3-5.

Following is a list of some of the programs offered under our Early Childhood Services umbrella:



### **CAREGIVER GRANDPARENT RESPITE & SUPPORT PROGRAM (C-GRASP)** - Offers support to grandparent caregivers.

**CHANGING FAMILIES** - Help for young children witnessing the often painful and acrimonious dynamics of divorce.

**CHILDREN'S CENTER AT NASSAU COUNTY FAMILY COURT** - Offers a safe and enriching environment for children ages 6 weeks to 12 years while their parents are involved in court business.

**DIANE GOLDBERG MATERNAL HEALTH & WELLNESS PROGRAM** - Provides rapid response and diagnosis for mothers suffering from maternal post-partum depression and other perinatal mood and anxiety disorders.

## *Programs and Services*

**GOOD BEGINNINGS FOR BABIES** - Provides support, counseling, advocacy and education for pregnant and parenting teens at the Leeds Place – Serving Young People, our Westbury office.

**GRANDPARENT ADVOCATES SUPPORTING AUTISTIC KIDS (GASAK)** - Monthly meeting of grandparents to support, inform and advocate for families with autistic children.

**FRIENDS OF NANCY MARKS NATURE NURSERY** - A thoughtfully designed garden for young children to experience nature through their senses and through play.

**SENSORY ROOM** - This innovative space allows clients of all ages to learn how to self-regulate behaviors, emotions, and senses in a safe environment. The variety of sensory stimuli includes colorful tactile walls, interactive projections, and calming modalities, all aimed at supporting the sensory processing needs of clients.



## Community and Home-Based 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, mental health counselors, psychiatrists and family advocates work collaboratively to preserve families and prevent institutionalization through an intensive response, often in the home and/or school environment.

**CLINICAL CARE COORDINATION TEAM (CCCT)** – Provides home-based clinical services for troubled children and teens.

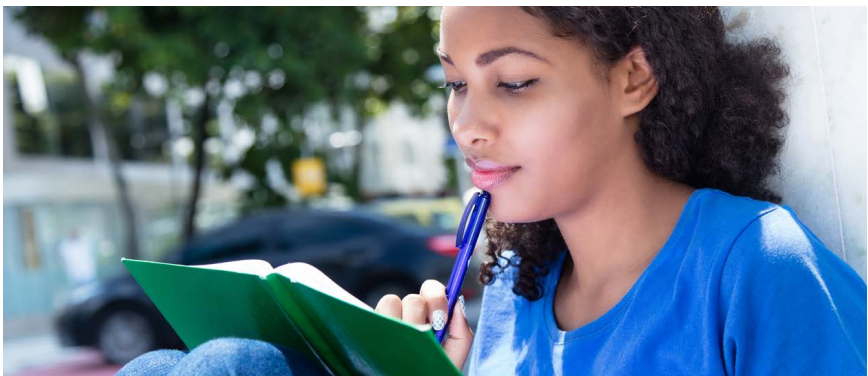
**COORDINATED CHILDREN’S SERVICES INITIATIVE (CCSI)** – Coordinates services among multiple systems to prevent children from falling through the cracks.

**FAMILY ADVOCATES** – Provides parent-to-parent support both individually and/or in groups to families who have children experiencing social, emotional and/or behavioral challenges in their home, school or community.

**OTHER LICENSED PRACTITIONER (OLP) SERVICES** – Provides individual, family and group therapy in the home or in the community.

**COMMUNITY PSYCHIATRIC SUPPORTS AND TREATMENT (CPST)** – Maintains child in the home and community by helping to improve communication and interactions with family, friends and others.

**INTENSIVE SUPPORT PROGRAM (ISP)** – 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.



# Programs and Services

## Special Programs

**ART STUDIO** – A vibrant creative space that offers individuals, groups, and families the opportunity to express themselves, build self-esteem, and share their stories through art.

**LATINA GIRLS PROJECT** – Offers bilingual and bicultural individual and family mental health counseling, along with group meetings and outings for adolescent girls suffering from depression.

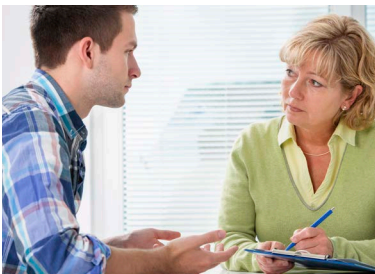
**LGBTQ+ ISSUES** – Provides a combination of individual, family and group therapy for youths struggling with emotional/social/family issues related to their sexual orientation and gender identity.

**ORGANIC GARDEN PROGRAM** – Consists of two organic gardens, one at our Roslyn Heights Main Office and one at The Marks Family Right From the Start 0-3+ Center in Manhasset. Provides opportunity for technology-engrossed children and teens to unplug and appreciate nature.

**WILDERNESS RESPITE PROGRAM** – Offers adventure groups for youth at risk that emphasize outdoor activities as a gateway to mastery of social skills and youth empowerment.

## Training and Consultation

The Guidance Center provides community workshops, forums and trainings for professionals and parents on a broad range of topics dealing with children and families.



# Reaching Out for Help

## What to expect when you call the Guidance Center

- First, you will speak to our intake coordinator who will listen to your concerns.
- If the situation is urgent, we will make an appointment to get you and your child in for services at one of our offices within 24 to 48 hours.
- The intake coordinator will explain the process of how to get started, review your insurance coverage and discuss payment procedures and options. We accept a wide range of insurance and turn no one away for inability to pay.
- Then the intake coordinator will arrange an initial appointment for you.

**For appointments at all locations, call (516) 626-1971.**



Licensed & Supported by:

Nassau County Department of Mental Health, Chemical Dependency, and Developmental Disabilities Services; New York State Office of Mental Health; New York State Office of Alcoholism and Substance Abuse Services. Supported by: New York State Office for People with Developmental Disabilities; New York State Office of Children and Family Services; Nassau County Department of Health; United Way of Long Island; Great Neck Community Fund; Community Chest of Port Washington; Manhasset Community Fund.

# How You Can Help

## Provide financial support to help us maintain programs and services



**Annual Fund** – Your annual donation provides ongoing general operating support for all of our programs and services.

**Donor Recognition** – A variety of naming opportunities are available at our clinic locations.

**Events** – Support our fundraising events through ticket sales, journal ads or sponsorship, or by making a contribution.

**Planned Giving** – Choose from a variety of attractive options that will support the Guidance Center and provide benefits to you and your family. Options include a bequest in a will, a Charitable Remainder Trust or gifts of life insurance.

**Special Occasions** – Commemorate a special event, or make a donation in memory or in honor of a loved one.

**\$10 on the 10th** – No donation is too big or small. Make a recurring donation of just \$10 on the 10th of each month to support our work.

## Volunteer your time

- Become a tutor or mentor
- Join one of our event committees
- Share your skills – e.g. public relations, marketing and fundraising
- Join one of our program advisory councils



## Donate supplies

- Examples might include baby clothing, arts & crafts supplies or books

## Join Our Staff

Are you a social worker or other mental health professional who is passionate about bringing hope and healing to children and families? North Shore Child & Family Guidance Center would love for you to join our team! We offer a warm and welcoming work environment and a great benefits package, including health insurance. To learn more, visit our Careers Page at [www.northshorechildguidance.org/careers](http://www.northshorechildguidance.org/careers).

**To join our mailing list or learn more about the Guidance Center, please contact the Development Office at (516) 626-1971, ext. 337 or email [info@northshorechildguidance.org](mailto:info@northshorechildguidance.org)**

NORTH SHORE CHILD & FAMILY



GUIDANCE CENTER

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



## Addresses and Locations



**The Leeds Place -  
Serving Young People**  
999 Brush Hollow Road  
Westbury, NY 11590-1766  
(516) 997-2926



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



**The Marks Family Right  
From the Start 0-3+ Center**  
80 North Service Road LIE  
Manhasset, NY 11030-4019  
(516) 484-3174

**The Lucille and Martin  
E. Kantor Bereavement  
& Trauma Center**  
480 Old Westbury Road  
Roslyn Heights, NY 11577-2215  
(516) 626-1971