



Building Healthy Lives

# OUTREACH

# 2024 Annual Report

Artwork featured in this annual report was created by adolescent residents at Outreach House I and Outreach House II.



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## Vision

**To be a premier provider and champion of behavioral health services, while also coordinating access to medical services, by offering:**

- High quality, evidence-based, and person-centered care, delivered by a qualified staff.
- Training to enhance the skill set of professionals committed to providing these services

## Mission

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**To inspire individuals and families to achieve a life of unlimited potential.**

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# 2024: Charting the Course to Our Golden Anniversary

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Building healthy lives requires vision, dedication, and a plan. With a \$60,000 grant and a bold idea, in 1979, our Co-Founder, President Emeritus, and current Board Chair, Kathleen Riddle opened the doors of the Outreach Project in a former candy store in Glendale, Queens. What began as a small assessment and referral center soon became a lifeline for people seeking help with substance use.

Our mission started simply: to encourage local residents to seek treatment. Over the decades, that mission has grown and evolved — just like the communities we serve. Today, Outreach supports thousands of children, adults, and families each year through high-quality, evidence-based behavioral health treatment and training programs. At the heart of our work is a belief in human potential and the power of healing.

That same spirit of vision and careful planning continues to guide us. In 2024, we embarked on creating a new five-year strategic plan to carry us through 2030 — and into our 50th anniversary. While continuing to deliver a full range of services, we engaged staff, partners, and community stakeholders to shape a bold, forward-looking roadmap for the future.

Our strategic priorities focus on strengthening leadership, staffing, service quality, and innovation. We've identified clear goals and actionable steps to help us grow in alignment with our mission, vision, and values. Diversity, Equity, Inclusion, and Belonging are woven into every part of the plan, ensuring that we continue to meet the needs of all those we serve.

We know the road ahead won't be without challenges. Like behavioral health providers across the country, we face workforce shortages, rising costs, and shifts in government funding. Our strategic plan directly addresses these issues — and with your continued support, we are rising to meet them. Through expanded evidence-based practices, new technologies, creative fundraising, and focused efforts to recruit and retain talented staff, we are building a stronger, more resilient agency.

As we look ahead to our Golden Anniversary, we are deeply grateful for you — our community of supporters, partners, and friends. Your belief in our mission fuels our work and helps families across New York build healthier, brighter futures.



# Executive Team



**PAUL D. VITALE**

**MPA, FACHE**

**INTERIM PRESIDENT & CHIEF EXECUTIVE OFFICER**



**KRISTA WHITMAN**

**LCSW-R, CASAC, MBA**

**SENIOR VICE PRESIDENT & CHIEF OPERATING OFFICER**



**IRVING DELA CRUZ**

**CPA (NJ/VA), CGMA, CIA**

**SENIOR VICE PRESIDENT & CHIEF FINANCIAL OFFICER**



**CHRISTAL MONTAGUE**

**LMHC, MASTER CASAC-G, CARC**

**SENIOR VICE PRESIDENT & CHIEF STRATEGY OFFICER**



**MARY BRITE**

**LCSW, CASAC, CHC**

**SENIOR VICE PRESIDENT & CHIEF COMPLIANCE OFFICER**



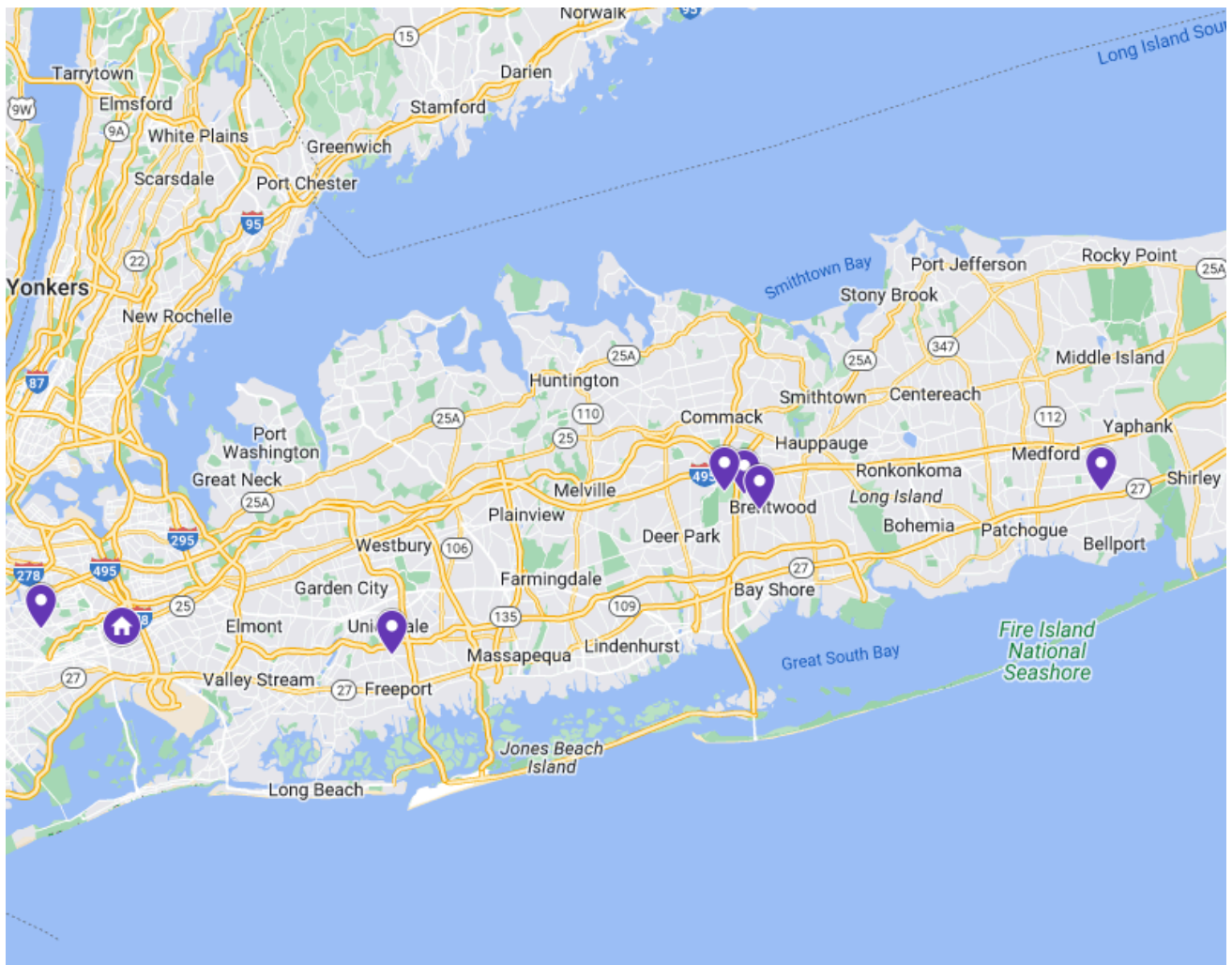
**ALEXIS GADSDEN**

**LMSW, LMHC**

**SENIOR VICE PRESIDENT & CHIEF DIVERSITY OFFICER**



# Where We Serve



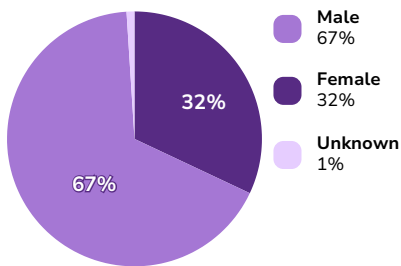


# Who We Served in 2024

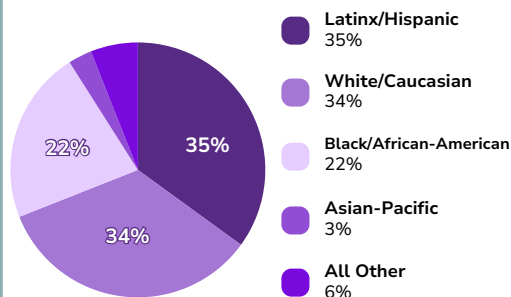
**2,134** UNIQUE # OF CLIENTS WERE SCREENED/ASSESSED/REFERRED

**3,152** UNIQUE # OF CLIENTS WHO RECEIVED SERVICES

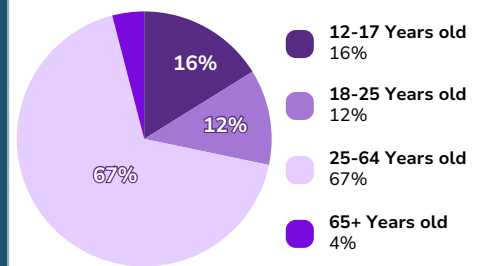
## GENDER



## RACE



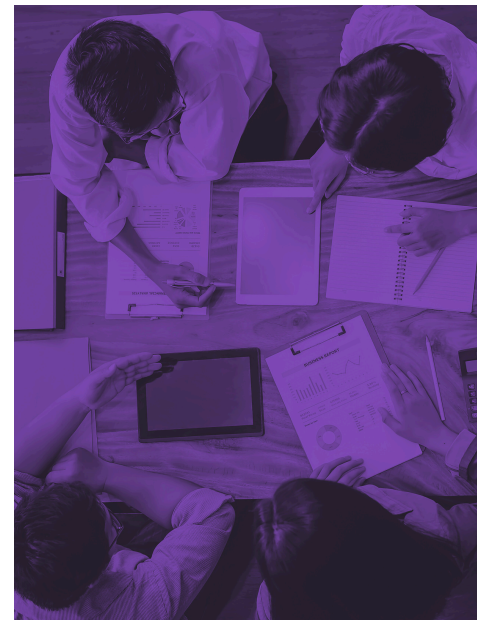
## AGE



# Quality Impact in 2024

**5%** DECREASE IN OVERALL TIME TO ACCESS CARE

**22%** INCREASE IN OVERALL SERVICES PROVIDED



# 2024 Program Highlights & Accomplishments

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## **Investing in the Future: Young Adult Residence Opening Summer 2025**

In 2024, Outreach reached a major milestone with the completion of construction and the launch of hiring for its new Young Adult Residence in Brentwood. This state-of-the-art facility, set to open in the summer of 2025, will provide intensive, specialized residential care for 30 emerging adults, ages 18 to 25—a notably underserved population. Rooted in Outreach’s enduring commitment to empowering young people to live healthy lives, the program is designed to foster lasting change. It integrates a supportive living environment with age-specific services that help residents strengthen independent living skills, rebuild family connections, and sustain sobriety.

## **First Behavioral Health Agency in State to Launch Registered Apprenticeship Program**

This past year Outreach became the first nonprofit behavioral health treatment organization in New York State to become a Registered Apprenticeship Program (RAP) approved by the Department of Labor. This innovative initiative addresses the State’s addiction crisis by building a qualified, diverse workforce. Participants—who must already hold a degree in human services—receive full-time, paid employment, benefits, mentorship and tuition-free training through the Outreach Training Institute (OTI) to become Credentialed Alcoholism and Substance Abuse Counselors (CASAC). In 2025, the new program will place its first apprentice in an Outreach residential treatment program, offering a structured, supportive path into a high-demand behavioral health career.

## **Expanding Access and Delivering Life-Saving Services Across Long Island**

With support from the New York State Opioid Settlement Funds, Outreach launched its new REACT Street Outreach Program in 2024. Based at the REACT Outpatient Clinic in Roosevelt, NY, the program extends our treatment services to underserved areas across Nassau and Suffolk Counties. A handicapped accessible mobile van—staffed by experienced addiction professionals and peer support specialists—brings critical resources directly to individuals and families affected by addiction and behavioral health challenges. These services include referrals, food, shelter assistance, and overdose prevention. Focused on Long Island’s most marginalized communities, the program provides compassionate, judgment-free care wherever it’s needed. By partnering with local organizations and drawing on lived experience to foster trust, Outreach is removing barriers to recovery and ensuring that support is always close at hand to those in need.



# 2024 Program Highlights & Accomplishments

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## **OTI: Working To Build a More Compassionate System of Care**

In 2024, the Outreach Training Institute (OTI) launched, in partnership with The Partnership to End Addiction, a transformative initiative to strengthen Trauma-Informed Care in substance use disorder treatment. Recognizing that untreated trauma can severely undermine recovery, with grant funds from the NYS Office of Addiction Services and Supports and the University at Buffalo's Clinical and Research Institute on Addictions, OTI developed and deployed a new curriculum that equips addiction treatment professionals and organizations with the tools and training needed to address trauma and post-traumatic stress disorders. Through a comprehensive series of trainings grounded in safety, trust, empowerment, and collaboration, the curriculum promotes a system-wide shift toward care that fosters healing, resilience, and long-term recovery. Overall, in 2024, OTI enrolled more than 1,300 students in its Professional Development Workshops and CASAC Training Programs, offering generous scholarships made possible by NYS OASAS and the Suffolk County Opioid Settlement Funds.

## **Recovery and Resilience: Empowering Students to Thrive**

Aspire Academy, a partnership between Outreach and Western Suffolk BOCES, is a Recovery High School program that supports students in recovery by combining strong academics with compassionate, built-in clinical support. Designed specifically for teens who need a safe and understanding environment to continue both their education and recovery, Aspire offers Regents-level instruction, a caring community of peers, and an extended school day focused on healthy, positive choices. The program, overseen by Outreach and BOCES staff helps students set goals, stay accountable, and find strength in their journey—knowing they're not alone. This past June, we proudly celebrated the graduation of three incredible students who showed what's possible when recovery and education come together.



# 2024 Program Highlights & Accomplishments

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## Expanding Access to Behavioral Health Care in Richmond Hill

With vital support from the NYS Office of Addiction Services and Supports and the Office of Mental Health, and five-year seed funding from the federal Substance Abuse and Mental Health Services Administration, Outreach proudly expanded the Richmond Hill Wellness Center into a Certified Community Behavioral Health Clinic (CCBHC) on July 1, 2024. This milestone marks a transformative step in providing accessible, high-quality behavioral health care to the Richmond Hill community and beyond.

As a CCBHC, the clinic now offers comprehensive mental health and substance use disorder services for individuals across the lifespan—from children as young as five years old to older adults—regardless of their insurance status, age, or ability to pay. By offering sliding scale fees and never turning anyone away, we ensure that cost is never a barrier to care. Designed to address the complex needs of individuals with serious mental illness, substance use disorders, or co-occurring conditions, the Richmond Hill CCBHC delivers timely, person-centered, and coordinated care. Services include assessments within 24 hours, psychiatric evaluations, individual, group, and family therapy, and flexible visit options including in-person, telehealth, and hybrid formats.





# 2024 Program Highlights & Accomplishments

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## New Grants Enable Outreach to Update Data Collection and Advance Mental Health Services

- Affinity Legacy Community Grant Program awarded Outreach funds that supported the development of new Key Performance Indicators for Case Managers to collect additional data for reporting and quality improvement purposes and to establish the agency's first client care portal kiosk at our Suffolk Avenue Outpatient Services clinic in Brentwood, NY.
- Support from the NYS OASAS Electronic Medical Records (EMR) Implementation Program enhanced our agency-wide EMR platform with additional clinical support functionalities using AI and upgraded the client portal to include satisfaction surveys and streamlined check-in processes to improve documentation processes and further heighten the quality of client care.
- Legislative support to enhance mental health services at our Bellport Outpatient Services clinic on Eastern Long Island, where there is a growing community need for more services.



The graphic is split into two main sections. The left section features a dark purple background with a grid pattern. It displays the 'OUTREACH' logo in large, bold, green letters, with 'Building Healthy Lives' written in a smaller, white, curved font above it. Below the logo is the 'myHealthPointe™' logo in white and green, with the tagline 'Person-driven care' in green. A small icon of a person at a laptop is also present. The right section has a light purple background with a grid pattern. It contains the text 'TAKE A LEADING ROLE IN YOUR TREATMENT & CARE WITH SECURE AND EASY ACCESS TO YOUR CLIENT PORTAL:' in white, all-caps font. Below this text are images of a desktop computer monitor and a smartphone, both displaying the Outreach client portal interface.



# Outreach Activities

January 1, 2024 to December 31, 2024

PROVIDED **332** NARCAN TRAININGS  
DISTRIBUTED **280** NARCAN KITS  
PARTICIPATED IN **186** COMMUNITY EVENTS





# Community Events & Partnership Highlights in 2024

Administration for Child Services Family Assessment Program Resource Fair  
Aspire Academy and Western Suffolk BOCES  
August Martin High School  
Bellport High School/South County School District  
Brookhaven Caregivers Conference  
Brooklyn Alcoholism and Addictive Services Council  
Brooklyn Public Library, Greenpoint Branch  
Jody and John Brower and Family  
Butterfly Effect Program  
Charlie Health  
Coluccio Foundation Networking Breakfast  
Connetquot Middle School & High School  
Counseling and Psychological Services, Stony Brook University  
Creating Transformational Change for Children and Families in Child Protective System  
Deer Park High School  
EAC Network Safe Center & East End THRIVE  
East Northport Middle School  
Economic Opportunity Council of Suffolk, Inc.  
God's Blessings Plan  
Gordon Heights Chamber of Commerce  
Hands Across Long Island  
Hempstead Prevention Coalition  
High School for Construction Trades, Engineering & Architecture  
Hofstra University Community Health Program  
Islandia  
Islip Career Center  
Islip High School  
LGBTQ Network

# Community Events & Partnership Highlights in 2024

Legal Services of Long Island  
Long Island Health Collaborative  
Longwood High School and BOCES Academic Center  
Multicultural Advisory Committee  
NADAP  
Nassau Alliance for Addiction Services  
Nassau County Advisory Council on Substance Abuse  
Nassau County Criminal Court  
Nassau County Department of Social Services  
Nassau County Heroin Prevention Task Force  
Nassau University Medical Center  
North Amityville Parents Association  
Northport High School  
Northwell Health, South Oaks Hospital  
Pronto Long Island  
Quannacut Sober Living Ribbon Cutting  
Queens Prevention Community Coalition  
Queens Consortium on Alcoholism and Substance Abuse  
Queens Family Court  
Renfrew Center  
Richmond Hill Pact Prevention & Awareness  
Roosevelt Prevention Coalition  
Safe Senior Prevention Coalition  
Suffolk County Addiction Prevention and Support Advisory Council  
Suffolk County Community College  
Suffolk County Criminal Justice Workgroup Bridging the Gap Conference  
Suffolk County Mental Health Subcommittee  
Suffolk County Reentry Task Force  
United North Amityville Youth Organization Parent Summit  
Water Gap Wellness  
Women's Diversity Network Maternal Long Island Justice Coalition  
Wyandanch Library Parent Child Resource Fair  
Youth and Families Prevention

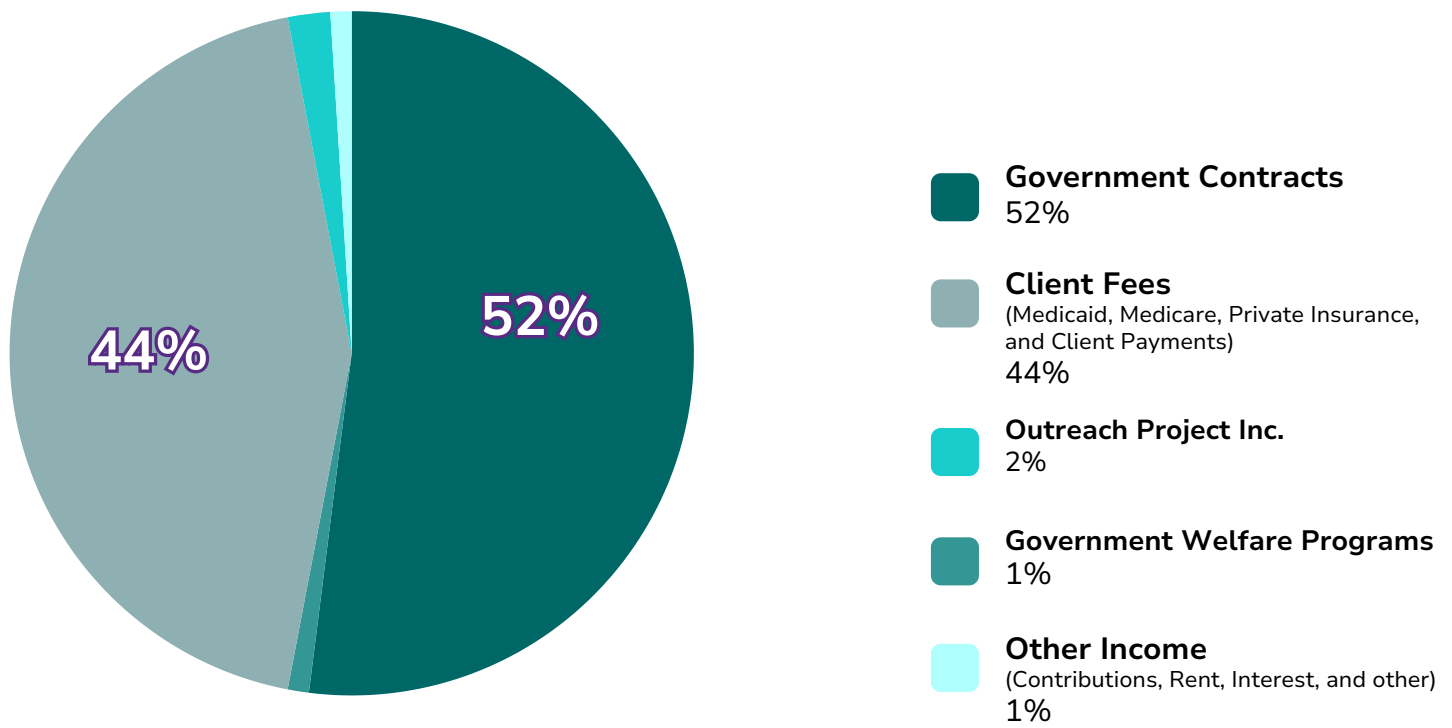


# 2024 Financials

Outreach is deeply grateful to our funding partners whose generosity in 2024 enabled us to both sustain our current programs and develop new services. We remain committed to using our resources to directly benefit our clients. Reflecting that commitment, 83% of our expenses last year were dedicated to client services.

## REVENUE & SUPPORT

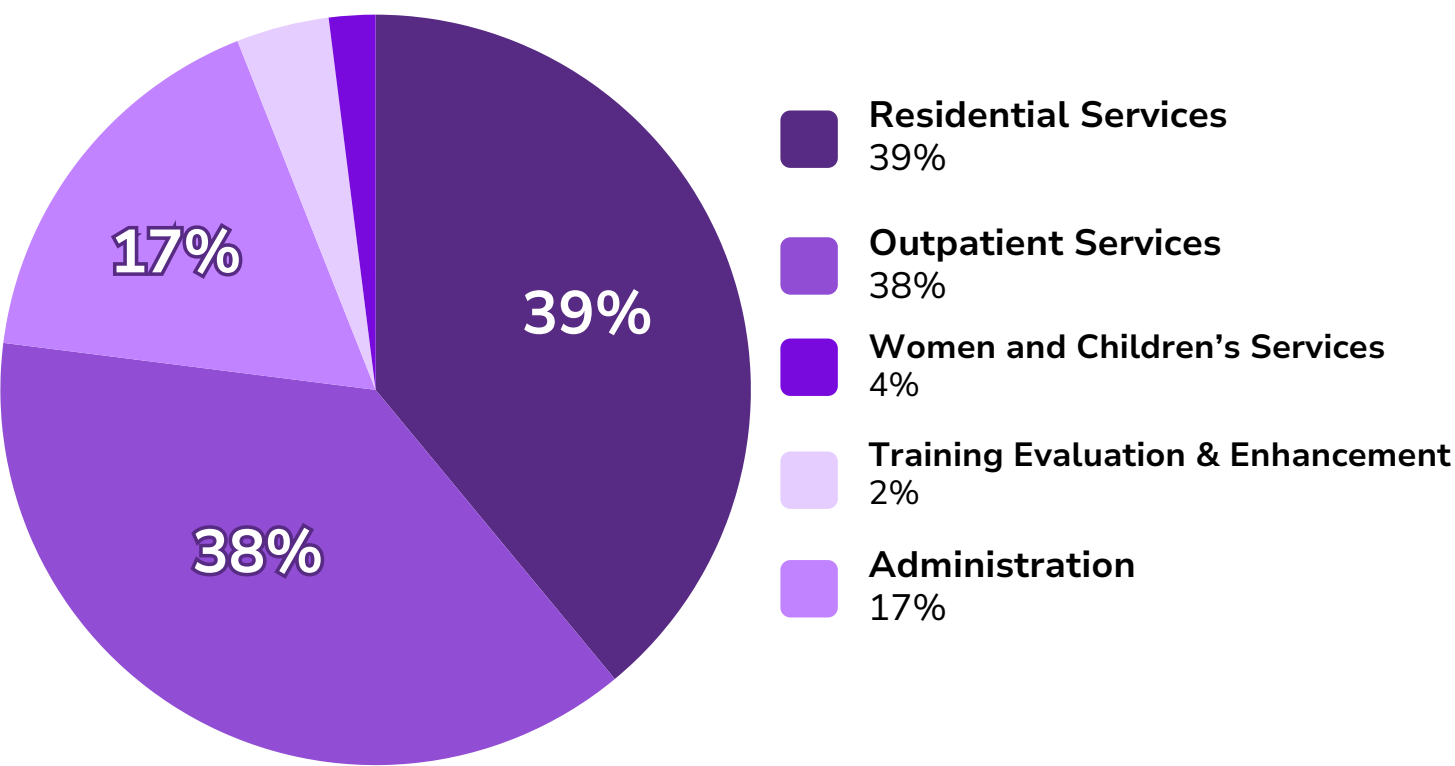
Government Contracts	\$16,765,173	52%
Client Fees (Medicaid, Medicare, Private Insurance & Client Payments)	\$14,227,044	44%
Outreach Project Inc.	\$510,000	2%
Government Welfare Programs	\$455,055	1%
Other Income (contributions, rent, interest and other)	\$79,771	1%
<b>Total</b>	<b>\$32,037,043</b>	<b>100%</b>



# 2024 Financials

## EXPENSES

Residential Services	\$12,689,859	39%
Outpatient Services	\$12,146,669	38%
Women and Children's Services	\$1,279,572	4%
Training, Evaluation & Enhancement	\$607,207	2%
Administration	\$5,504,219	17%
<b>Total</b>	<b>\$32,227,526</b>	<b>100%</b>





# Special Thanks to our Board of Directors!

## Outreach Development Corporation

Kathleen Riddle, Chair  
Paul Vitale, MPA, Vice Chair  
Vincent Llobell, Treasurer  
Kathy Jordan  
Jennifer Kim, MD  
Ludwig LaLanne  
NYS Senator Monica Martinez  
Angela Murdock-Ridley  
Reverend Gideon Pollach  
Sergio Sedita  
Phyllis Dunn Weiner, MD  
Mitchell R. Weiss

## Outreach Project, Inc.

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Gary La Barbera  
George Lewis  
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Scott Salmirs  
John Santos  
James Whelan

Our ongoing gratitude for our friends and partners at:



**Office of  
Mental Health**



**Office of Addiction  
Services and Supports**

# ***SAMHSA***

Substance Abuse and Mental Health  
Services Administration

And, to our many individual, corporate, foundation, union and labor supporters for their continued generosity. You help us build healthy lives every day.

WE OFFER BOTH IN-PERSON AND TELEHEALTH VISITS  
TO MAKE AN APPOINTMENT AND/OR HAVE A CONSULTATION  
CALL US TOLL-FREE AT 1-833-OPINYORG/674-6967  
OR CONTACT THE INDIVIDUAL PROGRAMS LISTED BELOW:

## OUTPATIENT PROGRAMS

### Richmond Hill Queens (PRU 7210) Wellness & Certified Community Behavioral Health Center

117-11 Myrtle Avenue  
Richmond Hill, NY 11418

**Contact Information:**

(718) 849-6300/ Telephone  
(718) 849-9654/ Fax

**Hours:** Monday - Thursday, 9:00 AM - 9:00 PM  
Friday 9:00AM - 8:00 PM  
Saturday 9:00 AM - 3:00PM

### Suffolk Avenue (Brentwood, NY) Outpatient Services

452 Suffolk Avenue  
Brentwood, NY 11717

**Contact Information:**

(631) 436-6065/ Telephone  
(631) 524-5542/ Fax

**Hours:** Monday - Friday, 9:00 AM - 9:00 PM  
Saturday 10:00 AM - 2:00PM

### Bellport Day Rehabilitation & Outpatient Services

11 Farber Drive-Unit D  
Bellport, NY 11713

**Contact Information:**

(631) 286-0700/ Telephone  
(631) 286-0688/ Fax

**Hours:** Monday - Friday, 9:00 AM - 9:00 PM  
Saturday 9:00 AM - 2:00 PM

### Outreach Recovery Center Integrated Opioid Treatment Program (OTP) & Outpatient Services

998 Crooked Hill Road- Building 5  
Brentwood, NY 11717

**Contact Information:**

631-521-8400/ Telephone  
631-521-8064/ Fax

**Hours:** Monday - Friday 7:00 AM - 9:00 PM  
Saturday 7:00 AM - 5:00 PM  
Integrated OTP: Monday - Saturday 7:00 AM - 2:00 PM

### REACT Outpatient Services

27A Washington Place  
Roosevelt, NY 11575

**Contact Information:**

516-623-7741/ Telephone  
516-623-7775/ Fax

**Hours:** Monday - Thursday 9:00 AM - 9:00 PM  
Friday 9:00-5:00 pm

**Services:**

- Women's Intensive Day (6 hours per week)
  - Adult Evening Outpatient (2-3 times per week)
  - Adolescent Outpatient (2 times per week)
  - Medication Assisted Treatment (MAT)
  - DWI Programming (14-week program)
  - OMH Behavioral Health Clinic
  - Psychiatric evaluation and medication management
- Languages:** English, Spanish, & Polish

**Services:**

- Women's Intensive Day
  - Adult Evening Outpatient
  - Medication Assisted Treatment (MAT)
  - Psychiatric evaluation and medication management
  - Forensic Track
  - DWI Programming
- Languages:** English & Spanish

**Services:**

- Women's Day Rehabilitation (Offering childcare & case manager, transportation within catchment area)
  - Adult Evening Outpatient,
  - Adolescent Evening Outpatient
  - Medication Assisted Treatment (MAT)
  - Psychiatric evaluation and medication management
  - DWI Programming
- Languages:** English & Spanish

**Services:**

- Adult Outpatient Treatment
  - Veterans/Military Services Linked to Men's Community Residence
  - Mobile Treatment Services available
  - Psychiatric evaluation and medication management
  - Integrated Opioid Treatment Program (Methadone, Suboxone, Vivitrol)
- Languages:** English & Spanish

**Services:**

- Adult Outpatient Treatment
  - Medication Assisted Treatment (MAT)
  - Psychiatric evaluation and medication management
  - DWI Programming
  - Forensic Track (Formerly Incarcerated)
  - DV Perpetrator Programming
- Languages:** English & Spanish

For more information, please visit us at <https://opiny.org>




All programs are licensed by



Office of Alcoholism and  
Substance Abuse Services







WE OFFER BOTH IN-PERSON AND TELEHEALTH VISITS  
TO MAKE AN APPOINTMENT AND/OR HAVE A CONSULTATION  
CALL US TOLL-FREE AT 1-833-OPINYORG/674-6967  
OR CONTACT THE INDIVIDUAL PROGRAMS LISTED BELOW:

## RESIDENTIAL PROGRAMS

### Outreach House I for Adolescents

16-14 Weirfield Street, Ridgewood,  
NY 11385

**Contact Information:**

(718) 456-7820/ Telephone  
(718) 456-4007/ Fax

**Hours:** 24/7, 365 Days per year

**Services:**

- Residential program for adolescents ages 13-18 for 3-9 months based on need
- Treatment for substance use and co-occurring behavioral health disorders
- Supportive family services
- Onsite school

**Languages:** English & Spanish

### Outreach House II for Adolescents

400 Crooked Hill Road  
Brentwood, NY 11717

**Contact Information:**

(631) 231-3232/ Telephone  
(631) 231-3370/ Fax

**Hours:** 24/7, 365 Days per year

**Services:**

- Residential program for adolescents ages 13-18 for 3-9 months based on need
- Treatment for substance use and co-occurring behavioral health disorders
- Supportive family services
- Onsite school

**Languages:** English & Spanish

### Outreach Recovery Center Men's Community Residence

998 Crooked Hill Road- Building 5  
Brentwood, NY 11717

**Contact Information:**

(631) 521-8400/ Telephone  
(631) 521-8067/ Fax

**Hours:** 24/7, 365 Days per year

**Services:**

- 36-bed men's community residential program for 3-18 months based on need
- Veteran Services
- Vocational Services
- Case management services
- Integrated Opioid Treatment Program and Outpatient Services onsite

**Languages:** English & Spanish

### Outreach Recovery Center Women's Community Residence

400 Crooked Hill Road  
Brentwood, NY 11717

**Contact Information:**

(631) 469-6200/ Telephone  
(631) 469-6200/ Fax

**Hours:** 24/7, 365 Days per year

**Services:**

- 25-bed women's community residential program for 3-18 months based on need
- Vocational Services
- Case management services

**Languages:** English & Spanish

### Outreach Recovery Center Young Adult Residence

400 Crooked Hill Road  
Brentwood, NY 11717

**Contact Information:**

TBD - Program to open in Spring 2024

**Services:**

- 25-bed community residential program for young adults, ages 19-25, for 3-18 months, based on need
- Vocational Services
- Case management services

**Languages:** English & Spanish

For more information, please visit us at <https://opiny.org>



All programs are licensed by



Office of Alcoholism and  
Substance Abuse Services



# Extending Our Reach: Outreach Programs Supporting Access and Workforce Excellence

In addition to our core treatment services, Outreach delivers a range of impactful, evidence-based programs that strengthen our continuum of care and extend our reach across New York State. These initiatives play a critical role in ensuring that all individuals can access quality behavioral health services, while also contributing to a skilled workforce.

## Outreach Training Institute (OTI)

OTI is the largest and most established Credentialed Alcoholism and Substance Abuse Counselor (CASAC) training program in the New York metropolitan area. Known for its excellence, OTI equips individuals with the knowledge and skills to deliver high-quality, compassionate care. Hundreds of graduates have gone on to serve in clinical and leadership roles across NYS and beyond, strengthening the behavioral health field.

### CASAC Training Pathways:

Approved by NYS OASAS, OTI offers flexible training options for aspiring counselors:

- 350-Hour Comprehensive Program
- Sectional Certificate Program
- Post-Graduate Programs (100- & 135-hour options)
- CASAC Exam Preparation



### Professional Development:

To support ongoing excellence in the field, OTI also offers continuing education workshops for behavioral health professionals. These sessions provide CASAC hours for all professions, with a focus on evidence-based best practices and hands-on skill-building.



### NYS EQulTY Initiative

Funded by SAMHSA, the EQulTY Initiative enhances treatment for transitional-aged youth (ages 12–25) with substance use and co-occurring mental health disorders. Operating through our NYC and Long Island programs, it prioritizes underserved populations—especially women, girls, and racially and ethnically diverse communities—ensuring this important age group access to high-quality care.

# Extending Our Reach: Outreach Programs Supporting Access and Workforce Excellence

## Mobile Van Services

Outreach's Mobile Van delivers essential services directly to individuals in Nassau and Suffolk Counties, meeting people where they are—whether on-site or via telehealth. Services include:

- Initial and nursing assessments
- Psychiatric evaluations
- Individual counseling
- Medication-assisted treatment (MAT) evaluations and management

## REACT Street Outreach Program

Based out of our REACT Clinic in Roosevelt, NY, this mobile program provides no-barrier, trauma-informed care to people in need throughout Long Island. A multidisciplinary team, including clinicians and peer support specialists, offers referrals, overdose prevention, and assistance with food and shelter, bringing vital help and hope to the most underserved.







INSPIRATION

DO NOT  
ALLOW  
LONELI-  
NESS TO  
LOWER  
YOUR  
STAN-  
DARDS.

REST

I am  
surrounded  
by love

Strong

HEALTHINESS IS HAPPINESS

LADY BOSS

I HOPE U KNOW  
HOW LOVED U ARE



Relax  
LOUDER  
HIGHER  
DEEPER

I hope you find  
someone who speaks  
your language so you  
don't have to spend a  
lifetime translating  
your soul.

LIVE  
COLORFULLY



"Not everything that comes back  
to you is meant for you.  
Sometimes things come back as  
a reminder of just  
you are without them"

Connect With Us!



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"The shoes we used  
to wear are too small for where  
we are going. Let it go."