



# 2014-2015 Performance Report

**Mission Statement:** Our mission at Pinebrook Family Answers is to improve the lives of individuals and families across generations by providing a continuum of high-quality programs that promote self-sufficiency, nurture healthy children and strong families, support seniors and advocate for change, and strengthen communities.

## Leadership Message

Dear Friends,

Fiscal Year 2014-2015 was truly an historic year for Pinebrook Family Answers. It will forever be marked as the year we finalized our merger - a partnership that has strengthened our programs and increased our capacity to serve. While this type of organizational change is full of challenges, we have met and in some cases exceeded the goals and expectations that each organization initially brought to the partnership. Pinebrook Family Services and Family Answers have truly become stronger together, now that we are Pinebrook Family Answers.

In addition, during this fiscal year we laid the groundwork for yet another partnership, with THE PROGRAM for Women and Families. Their staff moved into our Allentown office during Fiscal Year 2014-2015 in preparation for the full integration of their services into Pinebrook Family Answers. We welcome them as yet another well-respected, high-performing agency that offers important programs for Lehigh Valley families.

None of this could have been possible without the strong leadership of our governance board and the generous support of you: our friends, donors, and supporters. This year was truly a milestone for partnership; with your help we have achieved something that is especially important during times of limited resources and increased need. It would also not have happened without our amazing staff of dedicated, hardworking, and extremely caring individuals. Their commitment to our mission is truly inspiring.

Ultimately, our vision is a Lehigh Valley where we are not needed; where all families can thrive in safe, healthy, and vibrant communities. Until that day actually comes, we will be there to support children, families, and seniors, with your ongoing partnership.

Robert M. Jacobs  
Chief Executive Officer

William B. Vogler  
President

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Robert M. Jacobs, MPA

*President*  
William B. Vogler, Ph.D.

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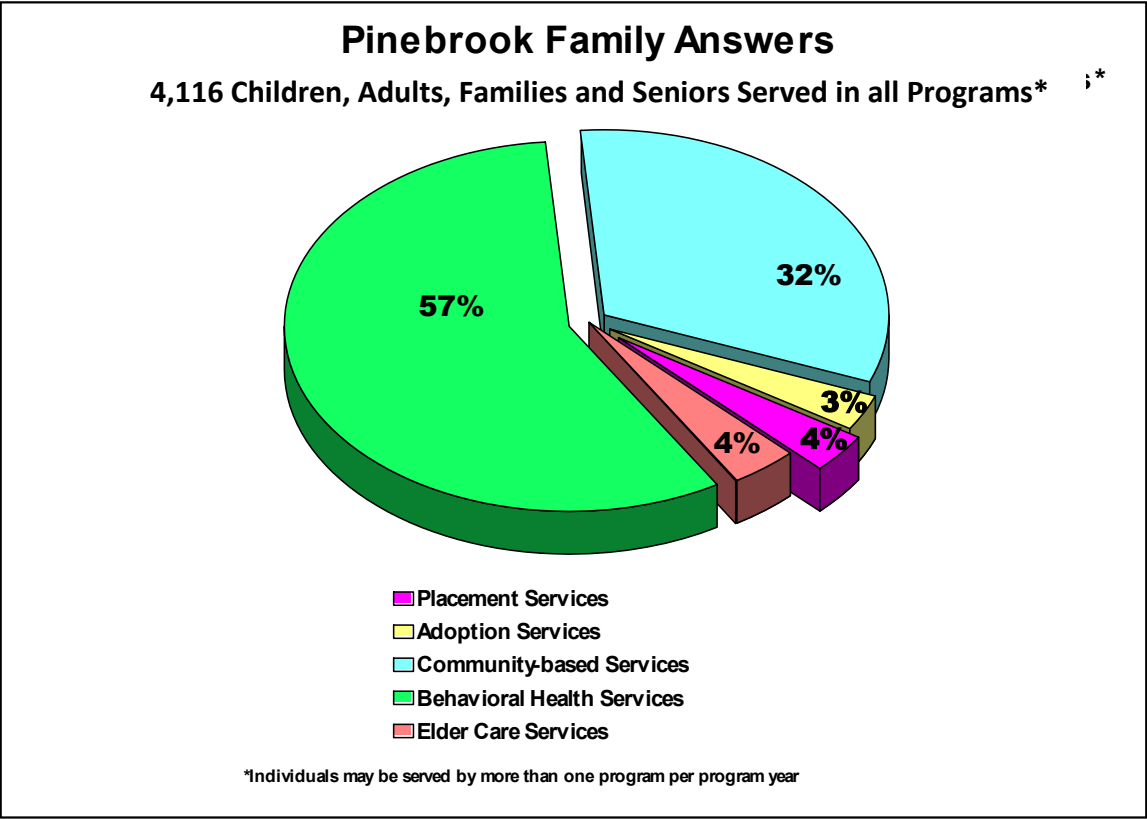
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# Agency-Wide Statistics



*Since 2009, 365 youth, aged 8 through 21 years have actively participated in the High Fidelity Wraparound initiative; to date, 60 youth have successfully graduated from the program.*

*Of the 58 children discharged from Placement programs, 81% were reunified with their biological families, went to pre-adoptive placements, or were adopted.*

*14 children achieved permanency through adoption this year; nine of those children were adopted by their Pinebrook Foster or Kinship resource parents.*

*100% of families participating in the Family-based Mental Health program were able to maintain or improve their parental capabilities, family interactions, environment, and overall family safety via this team-based, intensive treatment intervention and support service.*

*The Transportation and Visitation Program provided service to 187 Lehigh Valley families via transportation, supervised visitation and therapeutic intervention for families and their children in out-of-home placement settings.*

*School attendance for Making the Grade youth increased to 86% from a beginning rate of 81%. Ten youngsters went from experiencing multiple absences to having perfect attendance for at least one marking period.*

*See Pinebrook's website for a more detailed outcome report [www.pbfalv.org](http://www.pbfalv.org).*

Ethnicity	
Caucasian	40%
Hispanic	26%
African-American	11%
Multi-ethnic	16%
Other	6%
Asian	1%

Age Groups	
0 – 5 years	6%
6 – 10 years	25%
11 – 15 years	26%
16 – 17 years	9%
18 – 25 years	8%
26 – 65 years	26%

## Affiliations

This 2014-2015 Performance Report is funded in part under contract with agencies from the following counties: Bucks, Carbon, Chester, Lackawanna, Lehigh, Monroe, Montgomery, Northampton and Schuylkill. Public sector contracts are with the Offices of Children and Youth, Mental Health and Juvenile Probation. Private sector contracts include numerous commercial insurance companies and Employee Assistance Programs.

Pinebrook Family Services is licensed by the Commonwealth of PA, Department of Human Services

Pinebrook is affiliated with or is a member of the following organizations:

*The Alliance for Strong Families and Communities  
Greater Lehigh Valley Chamber of Commerce  
Greater Lehigh Valley Foster Care Coalition  
PA Council of Children, Youth and Family Services  
Pennsylvania State Resource Parent Association  
Slate Belt Chamber of Commerce  
Statewide Adoption and Permanency Network  
Volunteer Center of the Lehigh Valley*



Pinebrook has managed care agreements with Magellan Health Services, Community Care Behavioral Health and Performcare.



We are nationally accredited by the Council on Accreditation (COA) through November 30, 2015.

## Financial Information

### Program Revenue FY 2014 - 2015

Program/Funding Source	\$	%
Behavioral Health	3,023,563	45%
Placement Services	1,520,265	22%
Community-based Services	1,209,412	18%
Homecare	381,966	5%
Adoption Services	344,000	5%
Private Contributions	250,617	1%
Forensic Services	60,807	1%
<b>Total</b>	<b>6,790,630*</b>	

\* Unaudited

### Agency Expenses FY 2014 - 2015

Program	\$	%
Programs	6,113,120	88%
General/Administrative	684,108	10%
Fundraising	110,145	2%
<b>Total</b>	<b>6,907,373*</b>	

\* Unaudited

## Foundation and Corporate Support

A&B Supply Co., Inc.  
Air Products  
Anonymous  
Apple Tree Wealth Management  
Will R. Beitel Children's Community Foundation  
Buckno Lisicky & Company  
Burkholder's Heating & Air Conditioning, Inc.  
Campbell Rappold & Yurasits, LLP  
The Century Fund  
Church & Dwight Employee Giving Fund, Inc.  
Computer Aid, Inc.  
Curtis Total Service, Inc.  
Davison & McCarthy  
The Donley Foundation  
Todd Donnelly Enterprises, Inc.  
Easton Rotary Service Foundation  
Exchange Club of Western Lehigh  
First Windish Fraternal Benefit Society of America  
Global Tel Link Corporation  
Greater Lehigh Valley Auto Dealers Association  
Charles A. & Leona K. Gruber Foundation  
Leona K. Gruber Charitable Trust  
Highmark Health Services  
The Charles H. Hoch Foundation  
Hospital Central Services, Inc. & Affiliates  
Fred J. Jandl Family Foundation  
Josh Early Candies, Inc.  
Just Born, Inc.  
Keystone Savings Foundation  
King, Spry, Herman, Freund & Faul, LLC  
Landis Family Charity Foundation  
Lehigh Valley Community Foundation  
Lindsay Insurance Group, Inc.  
Mental Health America  
Mesko Spotting Service, Inc.  
Mutual of America  
National Penn Bank  
Frank E. Payne & Seba B. Payne Foundation  
Sylvia Perkin Perpetual Charitable Trust  
Porsche Care Network America  
PPL Corporation  
Primecare Medical, Inc.  
Provident Bank  
Reidler Foundation  
The Rider-Pool Foundation  
Right Management  
C M Stauffer Insurance Group  
The Ruth P. Seruga Trust  
SKF USA Inc.  
Spirk Brothers, Inc.  
Thrivent Financial for Lutherans  
Harry C. Trexler Trust  
Two Rivers Health & Wellness Foundation  
United Way of the Greater Lehigh Valley

*We acknowledge and appreciate the generosity of all contributors.*

## Our Stories

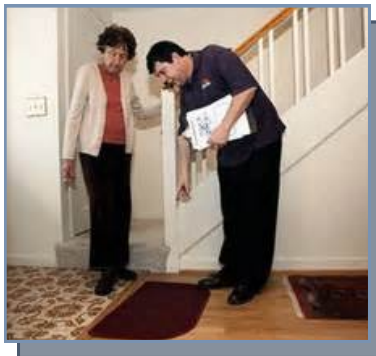
### “It happened before I knew it!”

In April, Mary, an eighty-three year old widow who lives alone, stumbled over her cat on her way to her bedroom. Fortunately for Mary, having fallen onto the carpeted floor, she was not injured. As she lay there, Mary remembered what Pinebrook Family Answers' registered nurse had taught her during one of their previous visits: how to get up after a fall. The next morning, after Mary told her caregiver about her mishap, they picked out and purchased a new collar with bells for Mary's cat to help her keep track of her pet. They also conducted a thorough sweep of her home to look for other trip hazards.

One summer day, Janet arrived home carrying two bags of groceries, unlocked the door and stepped into her apartment, tripped over the carpet, and tumbled to the floor along with her groceries. She was unable to get up. Janet did not have a personal security device but remembered the safety plan that she and PbFA's registered nurse had developed and began banging on the floor. Janet's safety partner, who resides on the floor below her, heard Janet's banging and called for help. It seemed like forever, but shortly after that an ambulance arrived to help Janet.

The National Red Cross reports that each year 33% of those 65 and older will experience a first-time fall. Unfortunately almost half of those who fall will sustain a minor injury, and 5% to 25% will have a more serious injury, such as a fracture or a sprain. Falls are the third leading cause of hospitalization in America and a leading factor leading to institutionalization and the premature death of seniors. In a study conducted, almost 67 percent of those who fall will break a hip as a result of their falling and nearly 73 percent of those who report a first-time fall report a second fall.

Because of ongoing fall prevention education and regular monthly safety checks, Mary and Janet were two out of only 12% of the clients Pinebrook Family Answers serves who reported having fallen last year. No clients reported multiple falls. As you can see these statistics are much lower than the national average.



Education and safety precautions are the leading two methods for reducing falls, with proper shoes, balance and medication checks also being crucial. So when was the last time you conducted a safety check of your home? More importantly, when was the last time a safety check was conducted in the home of your loved ones or the

### Roberto's Story

Roberto, a very bright seventh grader who had been experiencing anxiety over going to school, was referred to Making the Grade in September 2014. At the time of referral, he had been struggling academically and had accrued 64 absences during the 2013/2014 academic year, 46 of which had been termed illegal absences. He would leave for school and return home after his parents would leave for work.



Roberto's Pinebrook Family Answers' case manager met with Roberto and his parents to go over what his role and primary responsibilities were as a student. Home visits focused on encouraging him to work harder on his academic performance and avoiding future truancy-related consequences such as citations, fines and court appearances. During this process, Roberto made a commitment to begin attending school on a regular basis and worked with his Pinebrook Family Answers' case manager to develop a Truancy Reduction Action Plan. In addition to improving his academic performance, the Plan established goals for Roberto to increase the number of days he attended school and to participate in a school-based program to work through his anxieties. He was connected with, and received support through, the Student Assistance program. Regular communication with the school was maintained regarding Roberto's progress.

Roberto worked hard to achieve his goals, improving his grades and accruing only two absences in the 2014/2015 academic year. At the same time, his parents worked hard to change their disciplinary actions and raised their expectations for their son's academic performance.

Roberto successfully graduated from Making the Grade in January 2015, achieving major improvements in his attendance. He went from 64 absences in 2013/2014 to a total of six absences in the 2014/2015 academic year!