

2016 - 2017

## *Annual Report*



### *Leadership Message*

Dear Friends,

On behalf of the thousands of families we serve each year, I want to thank you again for your ongoing support of our mission. Your partnership is what keeps us going. Please take the time to review this annual report to see the amazing things we accomplished together in 2016/2017.

#### Highlights:

Pinebrook Family Answers was awarded a highly competitive federal grant to support our work with women leaving jails in Northampton, Lehigh, and Carbon counties. We are one of only 10 organizations in the USA to receive this support, and the only one in Pennsylvania. It is a testament to the high quality of our work and our commitment to the women, children, and families we serve through our forensics department.

For the second year in a row we have been recognized as one of the best places to work in the Lehigh Valley. Our staff are our most valuable, and valued, resource. Their hard work, dedication to service, and commitment to quality enable us to achieve the remarkable outcomes you will read about in these pages.

We are in the last stages of becoming a fully certified 'Trauma Informed' organization. This is not just jumping through hoops to get a piece of paper. It is a rigorous reshaping and cultural shift within all parts

of the organization which facilitates more trauma-friendly and trauma-responsive services that recognize the deep impact that trauma can have on our clients and our staff.

Finally, we have participated in numerous partnerships, coalitions, and collaborations focusing on issues of school readiness, truancy, trauma, suicide prevention, eldercare, adoption, funding, and political advocacy. All of these recognize that no matter how hard we work, or how effective we are, the problems faced by our families are often too big for us to solve alone. We need each other.

As a donor, supporter, funder, and friend of Pinebrook Family Answers you are an integral part of this partnership. On behalf of our staff, our Board of Directors, and most especially the families we serve, please accept our thanks!

A handwritten signature in black ink, appearing to read "William Vogler".

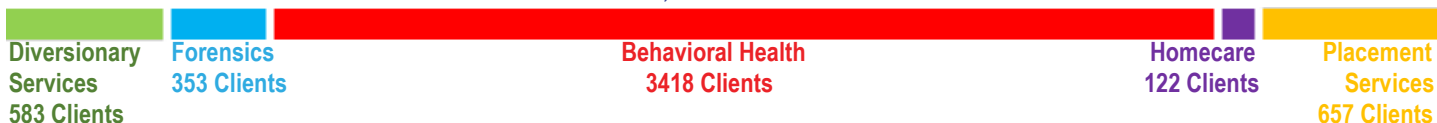
William Vogler, Ph.D.

### *Mission Statement*

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, advocate for change, and strengthen communities.



## PINEBROOK FAMILY ANSWERS BREAKDOWN OF 5,133 CLIENTS





Currently our HOMECARE division is providing care for Alex, a 68-year-old male living in a one-room senior housing apartment in Allentown. At intake, our Registered Nurse noted that Alex showed signs of early onset dementia, he had no local family and did not have a pension or source of income other than a monthly disability check. Alex told her that his monthly check is enough to pay his rent and utilities with a little left over that could buy him some food, but not enough for the whole month. To support his needs, Alex depends on the soup kitchen, local churches and Meals on Wheels. He keeps an old microwave and

a sometimes functional dormitory-style refrigerator at the foot of his bed, reheating things he carries home from his daily journeys downtown. When our aide arrived for her first visit she discovered that Alex had no robe, no towel, one pair of underwear, one pair of pants, two shirts, a pair of shoes, a heavy winter coat and a jacket. He had one bottom sheet that was on his bed and no cleaning supplies, making her job nearly impossible. She returned to the office sharing Alex's story and requesting help in turning things around for Alex. After consulting his county caseworker, the caregiver and the staff of HOMECARE went to work gathering

donated supplies. His county case manager made arrangements for Alex to receive a small amount of money to buy new clothes. Within a week, Alex had new underwear, socks, pants, shirts, towels, bedding, a vacuum, a mop, a dustpan and brush, a bucket and sponges, and a supply of household cleaning materials. While we have been providing Alex's weekly personal and household care, occasionally the call has gone out for additional needed items. We have worked with his case manager, and due to the kindness of donors, been able to meet these requests. Alex is now living safely and independently at home in Allentown.

## *Rachel and Amber*

Rachel and Amber are sisters who were born in Puerto Rico and moved to the United States at the age of 8 and 10. These wonderful and resilient girls endured pain and suffering in their family of origin, and entered Pinebrook Family Answers' foster care system in 2013. For two years, they received foster care and mental health services from Pinebrook Family Answers, as they began their healing process and journey toward permanency. Despite language barriers and a traumatic up-bringing, the girls began to work through their past and develop trusting relationships with the many professionals involved in their lives. In August of 2015 they moved to the home of their forever family, with a mother who provided them with safety, security and unconditional commitment. Rachel is a happy teenage girl who participates

in sports, cheerleading and youth group and celebrated her "quinceanera" at a gathering hosted by her forever family. Amber is a dancer and budding actress, and was a member of the school musical, and also enjoys church events. Pinebrook Family Answers had the privilege of working with the children and their adoptive mother, to finalize their adoption. Their adoptive mother and her village of family members and friends provide the girls with their love for them, "forever and always, no matter what." On June 15, 2017 Rachel and Amber were formally adopted and put an end to their long road to permanency. Kudos to Rachel and Amber, for never giving up, for always moving forward, and being the most courageous and resilient girls, and to the committed staff across multiple programs for helping them to find happiness and stability.



## *Financial Information*

### PROGRAM REVENUE FY 2016-2017

	\$	%
Behavioral Health	3,564,283	46%
Community-based Services	1,492,595	19%
Foster Care	1,107,466	14%
Homecare	491,380	6%
Forensics	478,478	6%
Private Contributions	352,656	5%
Adoption Services	311,280	4%
Administration	11,585	n/a
<b>Total</b>	<b>7,809,723</b>	

### AGENCY EXPENSES FY 2016-2017

	\$	%
Programs	6,821,151	86%
General / Administrative	862,672	11%
Fundraising	221,631	3%
<b>Total</b>	<b>7,905,454</b>	

## 2016-2017 *Foundation and Corporate Support*

Acteon Networks, LLC  
Aesthetic Surgery Associates  
Air Products  
Anonymous  
Bazella Group  
BB&T  
Cesar Bourdon Memorial Fund  
Buckno Lisicky & Company  
Burkholder's Heating & Air Conditioning, Inc.  
Campbell Rappold & Yurasits, LLP  
Capital Blue Cross  
The Century Fund  
Church & Dwight Employee Giving Fund, Inc.  
Corporate Environments  
Curtis Total Service, Inc.  
The Donley Foundation  
Todd Donnelly Enterprises, Inc.  
Enterprise Holdings Foundation

Exchange Club of Western Lehigh  
First Windish Fraternal Benefit Society  
of America  
Leona K. Gruber Charitable Trust  
The Charles H. Hoch Foundation  
Hospital Central Services, Inc. & Affiliates  
IFSI General Contractor  
Josh Early Candies, Inc.  
Fred J. Jaendl Family Foundation  
Keystone Savings Foundation  
King Spry Herman Freund & Faul, LLC  
Lehigh Valley Community Foundation  
Lindsay Insurance Group, Inc.  
M&T Bank  
The M&T Charitable Foundation  
Mesko Spotting Service, Inc.  
The Mortgage Company  
Mutual of America

People First Federal Credit Union  
Sylvia Perkin Perpetual Charitable Trust  
PPL Corporation  
Regeneron Pharmaceuticals, Inc.  
The Rider-Pool Foundation  
Spirk Brothers, Inc.  
Stauffer Insurance Group  
Stirling Painting, LLC  
Stotz & Fatzinger Office Supply  
Thrivent Financial  
Harry C. Trexler Trust  
Two Rivers Health & Wellness Foundation  
United Way of the Greater Lehigh Valley  
VISA, Inc.  
John Yurconic Agency  
Working Dog Press

## *Affiliations*

This 2016-2017 Annual Report is funded in part under contract with agencies from the following counties: Bucks, Carbon, Chester, Lehigh, Monroe, Montgomery, Northampton, Somerset, Schuylkill and the State of Delaware.

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

Pinebrook Family Answers 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

United Way of the  
Greater Lehigh Valley  
UnitedWayGLV.org



Pinebrook Family Answers 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, 2019.

## *Board of Directors*

### **Chair**

Rick L. Klingensmith  
*President (Retired)*  
PPL Global, LLC

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*Superintendent (Retired)*  
Wilson Area School District

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Christine Lenci  
*Commercial Lender*  
Wells Fargo

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*Bridon American*

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*Realtor*  
Keller Williams Real Estate

Tammy Bruno  
*Senior Branch Manager & VP*  
M&T Bank

Shannon Buckles

Kim Capers  
*Chip Outreach Coordinator*  
Capital Blue Cross

Karen Clary

*Founder*  
LTO Development, LLC

Stephen T. Crowley, III  
*Global Director,*  
*Environmental Health & Safety*  
Versum Materials

Veronica Gonzalez  
*Division Administrator,*  
*Community Practices*  
Lehigh Valley Physician Group

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*Vice President (Retired)*  
Right Management

Andrew Maron  
*Partner*  
Client 1st Financial

Michael Murphy, Ph.D.  
*Director of Pupil Services (Retired)*  
East Penn School District

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*Physical Therapist*

Jusline Sayegh  
*IT Solution & Business Analyst*  
Air Products & Chemicals

Kathryn Williams  
*Attorney*  
Santastano Law

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[www.PbFALV.org](http://www.PbFALV.org)



**Pinebrook  
Family Answers**  
SOLUTIONS FOR GENERATIONS