

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.



Transportation and Visitation staff covered a total of 164,219 miles. That is the equivalent of driving to Los Angeles, CA and back 31 times!



Behavioral Health Services

Family-based Mental Health clients successfully discharged were observed to improve family functioning 88% of the time.

Behavioral Health Services

The average number of calls to Warmline for the fiscal year 2016/2017 rose from approximately 475 calls per month to approximately 540 calls per month by year-end.

Clinical Services

The Allentown Police Department Mental Health Liaison collaborates with the Police Department to support their work with individuals with mental illness or substance abuse problems. The program alleviates barriers that officers encounter by referring individuals to appropriate services, reducing recidivism and promoting the Recovery Model.

Family and Community Support

95% of Making the Grade, truancy-reduction program, participants were very satisfied with the program and would recommend the program.

Adoption Services

125 children received various adoption-related services through Pinebrook Family Answers' Adoption program and 11 were welcomed into their forever families!

Transitional Residence

Provided services to 5 women and 10 children. 100% of the women paid their rent on time; 100% with the ability to work, obtained or maintained a job. Of the 4 women who exited the Transitional Residence, 100% secured permanent housing.

Senior Homecare Services

Our HOMECARE program, which helps seniors live safely in their homes, incorporates fall prevention training. Nationally, 33% of adults over 65 will experience a first-time fall; last year only 10.6% of our clients experienced a first-time fall. Nationally, nearly 67% will have a second-time fall in the same calendar year. Of the PbFA clients who experienced a first-time fall, 0% experienced a second-time fall.

Transportation and Visitation Program

Our Transportation and Visitation Program (TVP) provided services to 375 Lehigh and Northampton county families via transportation, supervised visitation and therapeutic intervention for families and their children who are in Foster Care and working toward reunification.

Placement Services

97% of children in foster and kinship care were placed in two or fewer resource homes. Of the 58 children discharged from foster and kinship care, 96% went to a discharge destination of less or same restrictiveness.



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
Total	7,809,723	

AGENCY EXPENSES FY 2016-2017

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

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. Jaindel 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

Vice Chair

Mary Rita Goodman, Ed.D.
Superintendent (Retired)
Wilson Area School District

Treasurer

Jeffrey Dobeck, CPA
Partner
Buckno Lisicky and Company

Secretary

Christine Lenci
Commercial Lender
Wells Fargo

Members

Jeffrey Baker
Bridon American

Marina Brekhounets
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

Anita Krick
Vice President (Retired)
Right Management

Andrew Maron
Partner
Client 1st Financial

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

Janice Plaisir, PT, DPT
Physical Therapist

Jusline Sayegh
IT Solution & Business Analyst
Air Products & Chemicals

Kathryn Williams
Attorney
Santanasto Law

402 North Fulton Street, Allentown, PA 18102 610-432-3919
1101 Northampton Street, Suite #201, Easton, PA 18042 610-559-8151
16 South Broadway, Suite #2, Wind Gap, PA 18091 610-863-8151

www.PbFALV.org

