



## *Leadership Message*

Dear Friends of Pinebrook Family Answers:

One of the most rewarding aspects of the services we provide is saying goodbye. The goodbye signifies that our clients have the strength and skills to cope with daily living. It is a bitter-sweet moment for both the staff and clients. I share this with you because your commitment to Pinebrook Family Answers is truly appreciated by the over 5,300 clients we served last year. The clients are grateful for the services and caring of our organization. These moments would not be possible without the support of our donors, our public funding partners, the foundations, the businesses and our Board of Directors who support our mission. You all are the foundation of this organization. Without your time, talent, and treasure, we simply could not do what we do.

Fiscal year 2017-2018 was a year of growth and expansion. The organization reached more people with more services. Some of the highlights include:

We began providing services for women leaving jails in Northampton, Lehigh, and Carbon Counties. *Leaving Jail* was supported by a Federal Grant (the only one received in PA) that will enable us to support returning citizens as they transition into their communities.

We proudly solidified our partnership with the United Way of the Greater Lehigh Valley. With their support Pinebrook Family Answers will be able to place clinicians in four Community Schools across the Valley. We also will provide

truancy prevention services, home health services, and training in trauma informed care.

Pinebrook Family Answers is now fully certified as a trauma informed organization that recognizes and responds to the deep impact that trauma can have on our clients and our staff.

Finally, we proudly opened a new office in Bethlehem, in partnership with the Hispanic Center of the Lehigh Valley and St. Luke's University Health Network. The office is located in the Fowler Community Wellness Center, and is part of a "one stop shop" to serve residents in South Bethlehem.

As a donor, supporter, and friend of Pinebrook Family Answers we thank you for your partnership in achieving all of these milestones, and look forward to many more years of serving Lehigh Valley families who need our support.

William B. Vogler, Ph.D.  
Chief Executive Officer

## *Mission Statement*

To transform lives across generations by nurturing healthy children and strong families, supporting seniors, empowering individuals, and strengthening the Greater Lehigh Valley.



Transportation and Visitation staff covered a total of 121,514 miles.

That is the equivalent of driving to Los Angeles, CA and back 23 times!



**Adoption**

139 youth and families received various adoption related services, and 14 were welcomed into their forever families!

The number of calls to **Warmline** increased from 538 calls per month to 612 calls per month. New callers to Warmline averaged 13 per month compared to nine new callers per month last year.

The **Allentown Police Department Mental Health Liaison** helps the Police Department with individuals suffering from mental illness or substance abuse problems. The Liaison carried a caseload of nine clients per month in the first half of fiscal year 2017/2018 with the number tripling to 30 clients per month in the second half.

**Diversionsary Services High Fidelity Wraparound (HFW)**

worked with 53 youth and their families with great success. 93% have not had a new placement in an institution, 88% have not had negative contact with police, and 97% have not been suspended or expelled from school.

**Behavioral Health Services**

The goal of **Family-based Mental Health Services** is to stabilize the family environment so that the child/adolescent can stay in his/her home. Clients remained in their own homes 96% of the time.

**Senior Homecare Services**

Our **HEMOCARE** program, which helps seniors live safely in their homes, incorporates fall prevention training. HEMOCARE had 145 clients who received in-home fall prevention training. First time falls for this group was 10%, in comparison to the national average of 33%.

**Transportation and Visitation Program**

provided service to 397 Lehigh and Northampton county families via transportation, supervised visitation and therapeutic intervention for families and their children who are in out-of-home placement settings.

**Placement Services**

98% of children in foster and kinship care were placed in one resource home for the duration of their kinship placement. Of the 57 children discharged from foster and kinship care, 30% were reunified with their families, 16% were living with relatives and 14% were welcomed into their forever families!



**PINEBROOK FAMILY ANSWERS BREAKDOWN OF 5,307 CLIENTS**  
The majority of clients receive Medicaid and are below the Federal Poverty Level.

714	933	2,853	145	662
<b>Diversionsary Services</b>	<b>Forensic Services</b>	<b>Behavioral Health Services</b>	<b>Homecare</b>	<b>Placement Services</b>



## Maria's Story

At age 40, Maria was in an abusive situation with seven children ranging in age from 2 to 23 and was living with the father of the youngest four. The family came to the SHAPE Program because of the emotional and verbal abuse by Joe, the father. Pinebrook Family Answers' SHAPE Program works to reduce the incidence of child abuse and neglect through early, family-directed, in-home intervention. Maria was reliant on Joe for financial support. A couple of months into working with the SHAPE program, Joe began disappearing for days, bills weren't being paid, and the landlord was questioning Maria. Maria was anxious, confused and scared for her children. Susan, the SHAPE caseworker, began working with Maria on a self-sufficiency plan which included finding employment, a reliable car and a place to live. After many discussions and a new-found sense of determination, Maria agreed to move into a shelter with her children.

The first few weeks in the shelter were difficult for Maria and the children. It was a major transition, but Susan helped Maria find a job as a Home Health Aide, identify a reputable daycare center, and enroll her children in new schools. Her son started receiving IEP and speech services and began improving in school. Maria's daughter was very bright and stood out in the classroom. The school enrolled her in an after-school program that teaches girls about self-esteem and health. The children continued to see their father and the entire family went to counseling. However, Maria filed for divorce after Joe physically assaulted her, and she found out that he was using drugs.

Knowing that the shelter was temporary, Susan helped Maria find a suitable apartment and connected her to agencies that would help low-income families. One of the agencies assisting the family recognized Maria's positive attitude, strong work ethic, and determination to change her family's life, and offered her a full-time job and set hours.

Maria has had to overcome many challenging times in her life-homelessness, domestic violence, children with learning issues, and emotional abuse. What Maria and her children needed was someone to listen and guide them, Susan and the SHAPE program provided that. Maria and her children are happy, safe and flourishing. Maria was approved for a mortgage and she will be purchasing a new home in the next few months.

## Financial Information

### PROGRAM REVENUE FY 2017-2018

	\$	%
Behavioral Health	3,538,641	42.9%
Permanency Services	1,709,252	20.7%
Diversions Service	1,264,829	15.3%
Forensics	500,297	6.1%
HEMOCARE	420,324	5.1%
Private Contributions	785,151	9.6%
Miscellaneous	25,739	.3%
<b>Total</b>	<b>8,244,233</b>	

### AGENCY EXPENSES FY 2017-2018

	\$	%
Programs	6,991,841	87%
General / Administrative	842,729	10%
Fundraising	190,773	3%
<b>Total</b>	<b>8,025,343</b>	

## Foundation & Corporate Support

## Affiliations

ACI  
Acteon Networks, LLC  
Air Products  
Anonymous  
Bald Birds Brewing Company  
Bazella Group  
The Will R. Beitel Children's Community Foundation  
Benefit Design Specialists, Inc.  
Buckno Lisicky & Company  
Burkholder's Heating & Air Conditioning, Inc.  
Campbell Rappold & Yurasits, LLP  
Capital Blue Cross  
Cliff Lewis Experience  
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Curtis Total Service, Inc.  
The Donley Foundation  
Dollar General Literacy Foundation  
Easton Rotary Service Foundation  
ESSA Bank & Trust Foundation  
Exchange Club of Western Lehigh  
First Windish Fraternal Benefit Society of America  
Google Inc.  
Leona K. Gruber Charitable Trust  
Highmark  
The Charles H. Hoch Foundation  
Hospital Central Services, Inc. & Affiliates  
Fred J. Jandl Family Foundation

Josh Early Candies, Inc.  
Just Born, Inc.  
King, Spry, Herman, Freund & Faul, LLC  
KPMM Bethlehem Division, LLC  
Lehigh Valley IronPigs  
Lindsay Insurance Group, Inc.  
M&T Bank  
The M&T Charitable Foundation  
MU Omicon 301  
Mutual of America  
PPL Corporation  
Quality Services, LLC  
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Regeneron Pharmaceuticals, Inc.  
The Dexter F. & Dorothy H. Baker Foundation  
The Heritage Guild  
The Rider-Pool Foundation  
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Stirling Painting, LLC  
Stotz & Fatzinger Office Supply  
Thrivent Financial  
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Two Rivers Health & Wellness Foundation  
United Way of the Greater Lehigh Valley  
Your Neighborhood Drycleaner  
John Yurconic Agency  
Welligent, Inc.  
Working Dog Press

This 2017-2018 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 (SWAN)
- Volunteer Center of the Lehigh Valley

**LIVE UNITED**

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.

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