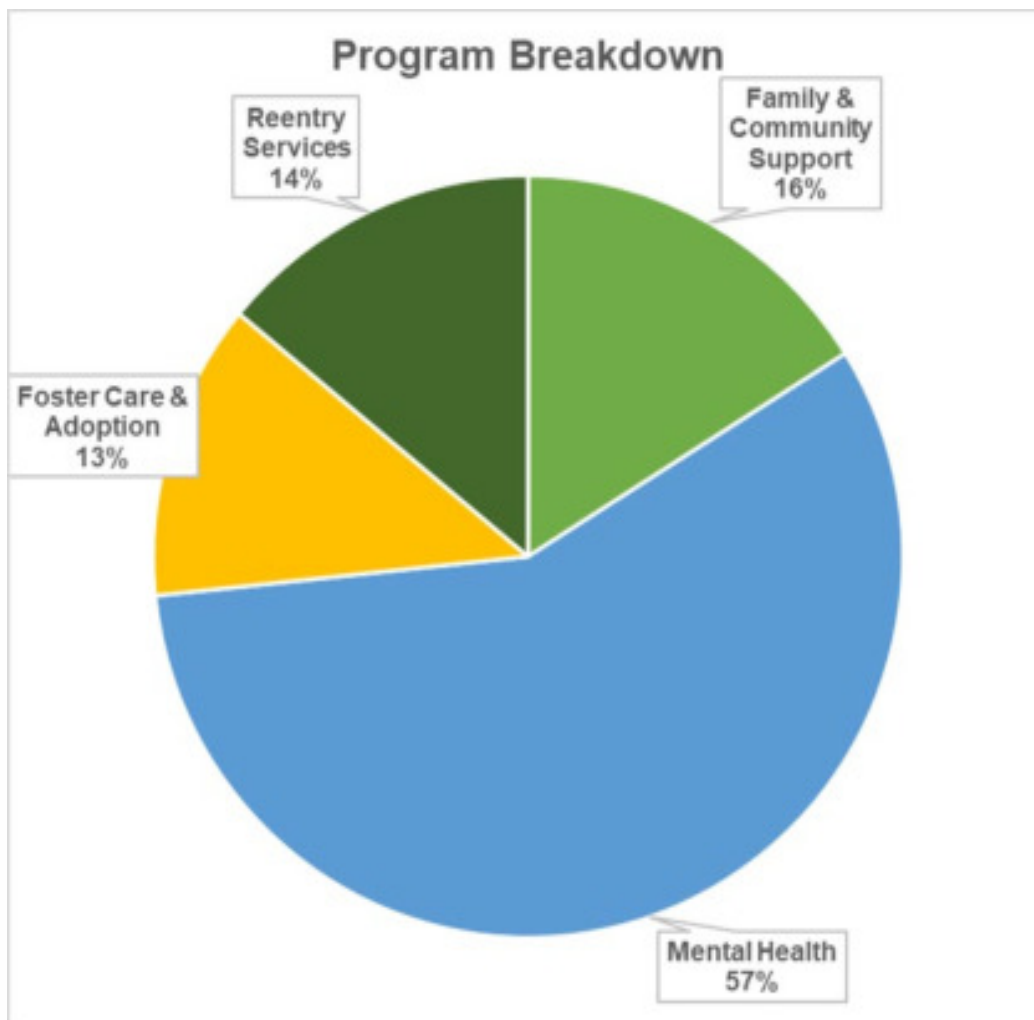
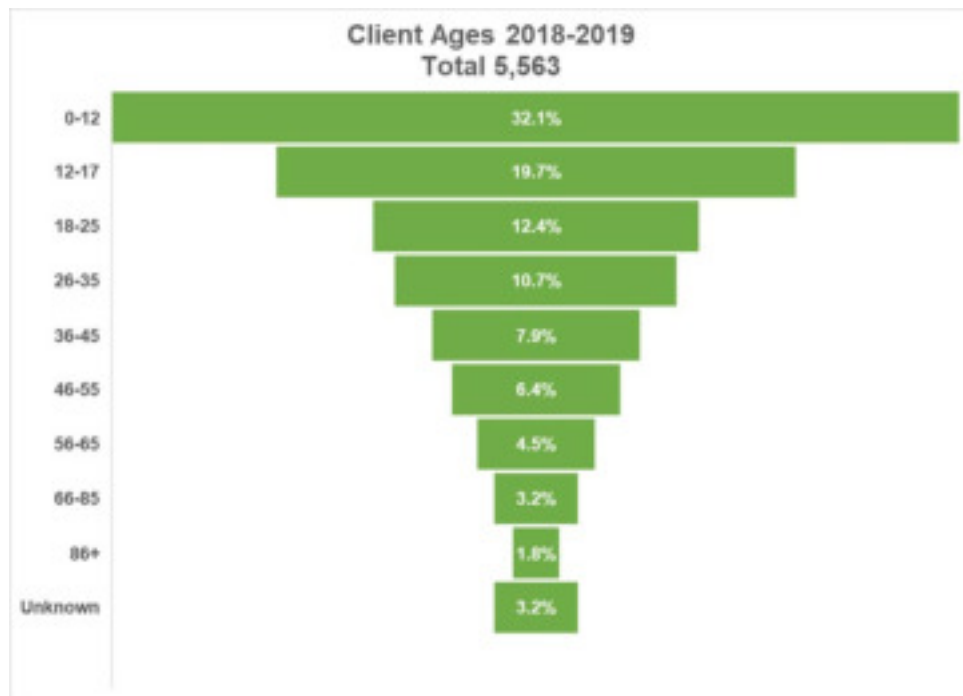


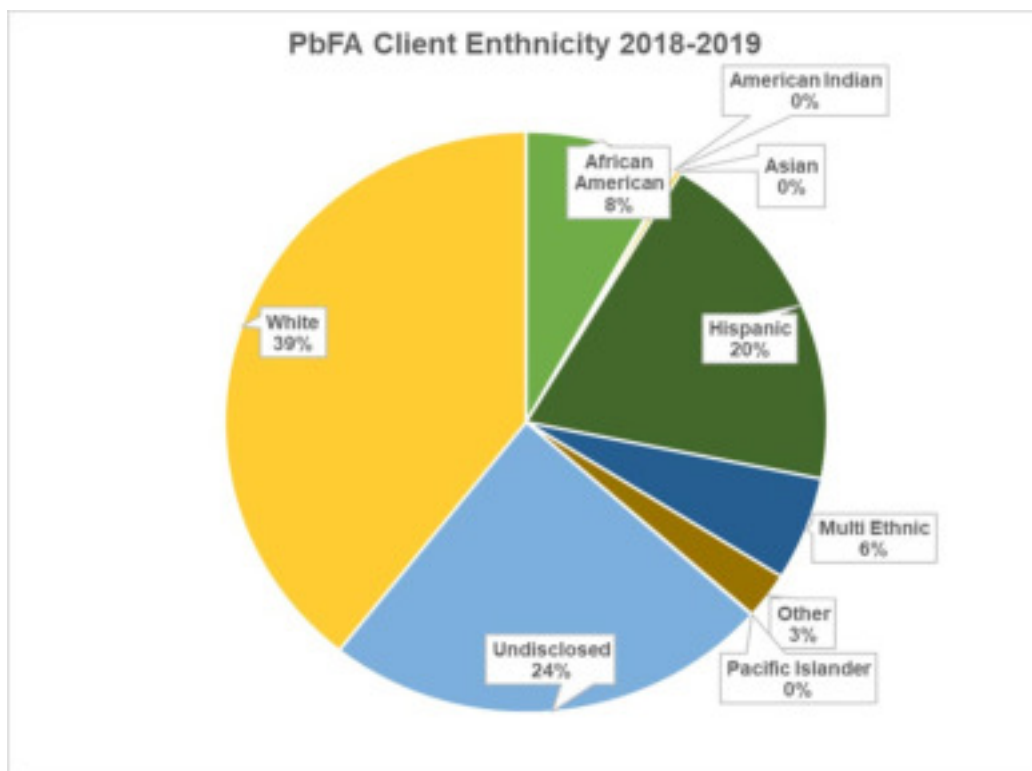
2018-2019 Outcomes

During the 2018-2019 fiscal year Pinebrook Family Answers served over fifty-five hundred clients within in its twenty-two programs. Of those clients, the clear majority received Medicaid and are below 133% of the Federal Poverty Level.





Additionally, Pinebrook Family Answers' clients are within historically excluded groups at a higher level than represented in the Lehigh Valley Community including African American (8.2%); Hispanic (19.6%); and, Multi-Ethnic (5.8%).



CLINICAL SERVICES

Behavioral Health Programs served a total of 3188 individuals.

- 2022 children, young adults, adults and families received **Outpatient Mental Health** services.
- 53 young people received **Family-based Mental Health** services.
- 475 adults (approximately) received **Warmline** services.
- 58 adults received **Compeer** services.
- 128 adults received **Allentown Police Department Mental Health Liaison** services.
- 452 adolescents received **Integrated Behavioral Health** services.

Family-based Mental Health

- Clients were maintained in their own homes 94% of the time.
- 67% of discharged clients reported an improved caregiver – child relationship.
- 74% of discharged clients reported an improved co-caregiver relationship.
- 65% of discharged clients reported improved executive skills (parenting).

Compeer of the Lehigh Valley

- Matched 21 volunteers with clients in Northampton and Lehigh counties, bringing total membership to 56 members.
- Compeer members reported being happy to have a friend to do things with.
- 100% of Compeer members are currently in compliance with their treatment plans.

Allentown Police Department Mental Health Liaison

- Averaged a caseload of 22 clients a month
- Community Intervention Specialist continues to maintain a positive relationship with the Allentown Police Department Captain
- A second Community Intervention Specialist was added to serve the smaller Police Departments throughout Lehigh County.

Warmline had a slight decrease in calls last year.

- There was an average of 584 calls a month.
- There was an average of 11 new callers a month

COMMUNITY-BASED SERVICES

Diversions Services served a total of 766 individuals.

- 84 youth and their families received **High Fidelity Wraparound** services.
- 240 youth and their families received **Making the Grade** services.
- 260 families received **SHAPE** services.
- 173 young children and their families received **Unconditional Child Care** services.

High Fidelity Wraparound (HFW)

- 14 youth and their families graduated from the process. An additional six youth and families are expected to graduate before the end of the calendar year.
- Participating families in the program showed improvement in all five NCFAS measured domains.
- 89% of clients strongly agree/agree that they are satisfied with their child or youth's progress since starting the wraparound process.
- 85% of clients strongly agree/agree that they are satisfied with the wraparound process in which they and their family have participated.
- 86% of clients strongly agree/agree, since starting wraparound, their family has made progress toward meeting their needs.
- 85% of clients strongly agree/agree, since starting wraparound, they feel more confident about their ability to care for their child/youth at home.

	Pre Test (n=59)	Post Test (n=57)
Child Well-Being	0.06	0.65
Family Safety	0.11	0.97
Family Interactions	0.21	1.13
Parental Capabilities	0.06	1.24
Environment	-0.08	0.86

The North Carolina Family Assessment Scale (NCFAS) is a practice-based tool designed to measure aspects of family functioning. Positive family growth is measured by movement from a designation of "problem -3 to 0" to a designation of "baseline 0" or "strength 0 to 2."

Making the Grade - United Way (UW) Community Schools Students (Allentown, Bethlehem or Easton)

- 35% improvement in student attendance
- All families completing NCFAS showed improvement in all five measured domains.

	Pre Test (n=59)	Post Test (n=57)
Child Well-Being	0.06	0.65
Family Safety	0.11	0.97
Family Interactions	0.21	1.13
Parental Capabilities	0.06	1.24
Environment	-0.08	0.86

Making the Grade – Lehigh County Office of Children and Youth Services Students (LCOCYS)

- 62% of students improved daily attendance.
- 62% of students improved tardiness.
- 89% of students decreased suspensions/infractions.
- 62% of families maintained/improved family functioning.
- 97% of families were aware of community resources.
- All families completing NCFAS showed improvement in all five measured domains.

	Pre Test (n=78)	Post Test (n=74)
Child Well-Being	-0.38	0.09
Family Safety	0.01	0.12
Family Interactions	-0.05	0.1
Parental Capabilities	-0.13	- 0.09
Environment	-0.02	0.05

SHAPE helps to develop healthy skills for problem solving, parenting and communication skills which in turn, creates a more stable environment for the children to be successful.

- All families completing NCFAS showed improvement in all five measured domains.

	Pre Test (n=35)	Post Test (n=35)
Child Well-Being	-0.53	0.81
Family Safety	1.1	1.21
Family Interactions	0.74	0.94
Parental Capabilities	0.7	0.98
Environment	0.41	0.79

Unconditional Child Care served a total of 173 clients.

- 90% of the children participating in the Unconditional child Care program showed gains in social-emotional development when compared at intake and at the child's six-month follow-up observation.
- 100% of parents reported increased knowledge of child-development.
- 97% were maintained in their childcare placement.

Forensics Services served a total of 779 individuals.

- 560 adults received **Re-entry** services.
- 7 mothers and their children received **Residential** services.
- 67 mothers received parenting classes from **Family** services.
- 21 young adults received **ALPHA** academic, behavioral, and job readiness services from Youth Services.
- 107 **Leaving jail**

ALPHA served 21 youth with the following results:

- One youth completed the program.
- Eleven youth were withdrawn from the program by Lehigh County Juvenile Probation prior to completing the program.
- Seven youth continue to attend classes into the new program year.
- Of the 14 youth who exited the program, one registered for the GED test and passed the exam obtaining a GED; 100% completed a resume and began the process of submitting job applications and preparing for job interviews; and four youth obtained employment prior to exiting the ALPHA Program.

Family Services provided "Parenting Inside Out" classes to 67 women with 35 completing a full cycle of the class.

- 68% of participants increased their knowledge of parenting
- 15 youth participated in "Nurturing Parenting" classes for adolescents.

Residential Services provided services to seven women and 17 children.

- 100% had an Individualized Case Plan completed within the first month of entry.
- Of the two families who exited the program, one family successfully completed the program and transitioned to permanent housing. The other woman relapsed and returned to jail during the reporting period.

Placement Services served a total of 703 individuals.

- 124 children and their families received **Adoption** services.
- 102 children received **Foster Care** services.
- 45 children received **Kinship** services.
- 432 children and their families received **Family Transportation and Visitation Program (TVP)** services.

Adoption

SWAN pre-and post-placement services were provided to 122 youth and families

- 46 child profiles were completed.
- 7 family profiles were completed.
- 30 youth participated in child preparation services.
- 12 youth were provided with child-specific recruitment services.
- **18 adoption clients were welcomed into their forever families.**
- 9 youth received finalization services.

Private Adoption Services

- 2 youth received finalization services.

Foster and Kinship Care

- Foster and kinship children were placed in two or fewer resource homes 97% of the time.
- Foster care children were discharged to a lower level of care 95% of the time.
- 98% of children in Kinship Care were placed in one resource home for the duration of their Kinship placement with four children adopted by the Kinship parent.

Transportation and Visitation Program (TVP) provided service to 432 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. TVP staff covered a total of 127,012 miles.

HEMOCARE

127 seniors received services.

100% of clients reported complete satisfaction with:

- Office personnel being helpful and courteous.
- Awareness of services available to them.
- Awareness of how to make changes in their care plan.
- Receiving the hours and type of services they had requested.
- Receiving assistance with an Activity of Daily Living or Instrumental Activities of Daily Living that would have gone unfulfilled without the help of their Direct Care Worker.
- Effective and timely communication with the office.
- Having received an intake packet prior to services beginning.
- Their Direct Care Worker being courteous, dependable and conscientious.
- 100% of respondents also reported, "the care received was a benefit to the client's family."