

## Board List

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*East Penn School District (Retired)*

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*Paragon Strategic Wealth*

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*Wells Fargo*

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Tammy Bruno  
*M&T Bank*

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*Air Products*

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*North Penn Legal Services*

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*Santanasto Law*

## Mission Statement

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

## From the CEO

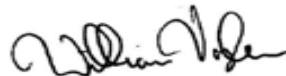
*In 1995 the CDC and Kaiser Permanente began a study that confirmed what helping professionals have understood for a very long time. When children experience trauma, their risk for negative behaviors and poor health increases significantly. This risk is carried with them into adulthood and can be passed on to future generations. The original "Adverse Childhood Experiences" study (known as 'ACES') is important not just because it confirms our everyday experiences, but also because it gives us a framework for resilience and change. This framework can apply equally well to individuals and organizations.*

*Once again, our annual report shows Pinebrook Family Answers' effectiveness, resilience, and ability to promote positive change. You will find here information about the outcomes from our services, as well as fiscal data and service numbers. You will see that we have served thousands of people and made significant differences in their lives.*

*As an organization, this year saw the renewal of our accreditation, the 5<sup>th</sup> anniversary of our mergers, and a significant expansion of integrated behavioral health into schools and police departments. Thanks to a generous donation, we opened a second office in Easton, which is a new home base for the wraparound service in Northampton County, as well as "touch down" space for our community-based staff.*

*None of this expansion, growth, and programmatic success is possible without the continuing support of our volunteer board, our program partners, our public and private funders, and the many foundations and individual donors who recognize and support our important mission. The effects of trauma on children, adults, and families is devastating. But when your support and partnership is combined with the dedication and professionalism of our staff, we see amazing things happen – we can help people adapt to their trauma, we can give the support that promotes resilience, and we can provide encouragement that gives hope. We welcome you as an important partner in this mission.*

*For all families,*



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

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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  
502 East Fourth Street, Bethlehem, PA 18015 610-814-7154

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

## *Jake's Story*

Jake and his mother, Keri, are grateful for the safe and secure home they reside in today; however, that was not always the case.

Keri had been in foster care for most of her childhood until being adopted as a pre-teen and eventually found herself as a single mother who needed support. After meeting and befriending a couple who became grandparents to Jake, she moved to the south to continue the relationship. During the time she and Jake resided in the south, they lived through the trauma of his grandparent figures seeking and winning custody of Jake. Jake began engaging in self-harming acts which led to play therapy sessions revealing information causing concern of possible sexual abuse by the grandparents. After questioning what was best for her son, Keri fought for and regained custody of her son and moved back to the Lehigh Valley, where she became employed at the child care center Jake attended.

At the age of 4-1/2, Jake was referred to Pinebrook Family Answers' Unconditional Child Care (UCC) program as a result of his aggressive behavior with his peers and teachers. His UCC team was able to help Keri obtain the necessary resources for Jake to continue receiving much-needed community services and collaborated with his professionals to assure continuity in approach. In addition to the team providing the child care center regular observations, suggestions, and classroom coaching to support Jake's teachers and provide a better understanding as to the trauma the family had

experienced, the team supported Jake and his mother as they prepared for Kindergarten, attending the individual education plan meeting and assuring the continuation of community supports.

Keri is grateful for the support and resources that Unconditional Child Care provided to her and Jake, exclaiming, "This program has been a lifeline for Jake and me." Although he continues to need affirmation for the things he does and assurance that his mother won't leave him, Jake is expected to do well in Kindergarten and has made significant progress in the ability to express himself and appropriately engage with his peers. Keri attends therapy for herself and continues to have the supports she needs to parent Jake in the best way possible.

UCC is the only program of its kind in the State of Pennsylvania and without the observations, classroom coaching, linkage to other programs and collaboration with other professionals, Keri doesn't know what she would have done. With the help of Unconditional Child Care Keri was able to access the help she so desperately needed at a time when she was in need.

## *Affiliations*

This 2018-2019 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 Tennessee.

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, 2023.

# Accomplishments

**Diversionary Services**  
*Unconditional Child Care (UCC)* served a total of 173 clients. 90% of children participating in UCC showed gains in social-emotional development when compared at intake and their six-month follow-up observation. 100% of parents reported increased knowledge of child development and 97% of children maintained their childcare placement.

**Senior Homecare Services**  
 127 seniors received services. 100% of clients reported complete satisfaction with awareness of available services, receiving type of services and hours requested; assistance with activity of daily living or instrumental activities of daily living that would have gone unfulfilled without the help; and their Direct Care Worker being courteous, dependable and conscientious. 100% also reported, "care received was a benefit to the client's family."

**Placement Services**  
 18 adoption clients were welcomed into their forever families! 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.

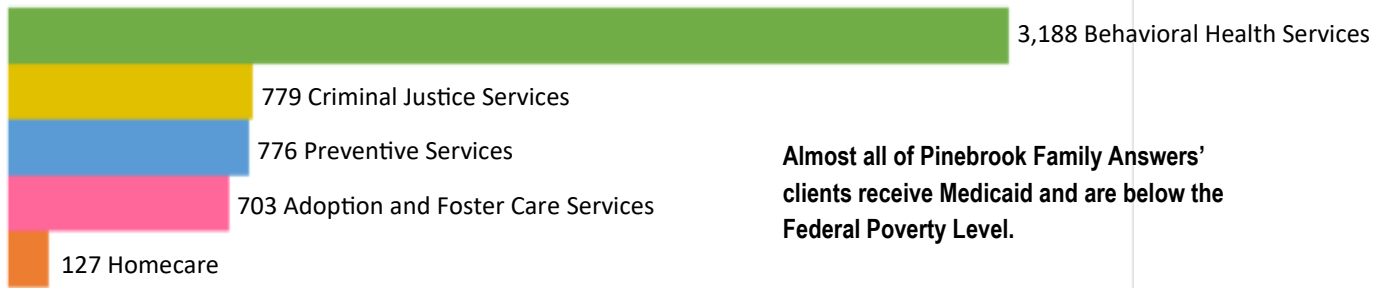
*Transportation and Visitation Program* provided service to 332 Lehigh and Northampton county families via transportation, supervised visitation and therapeutic intervention for families and their children who are in out-of-home placement settings. Program staff covered a total of 127,012 miles!

**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 94% of the time.

The *Allentown Police Department Mental Health Liaison* helps the Police Department with individuals suffering from mental illness or substance abuse problems. The Liaison carried an average caseload of 22 clients per month. A second Community Intervention Specialist was added to serve smaller police departments throughout Lehigh Valley.

**Forensic Services**  
 ALPHA served 21 youth. Of the 14 that exited the program, one obtained a GED, 100% completed a resume and began submitting job applications and preparing for job interviews, and four obtained employment prior to exiting the program.

## BREAKDOWN OF 5,452 CLIENTS



## Financial Information

### PROGRAM REVENUE FY 2018-2019

|                       | \$               | %     |
|-----------------------|------------------|-------|
| Behavioral Health     | 3,799,717        | 41.1% |
| Permanency Services   | 1,943,618        | 21.0% |
| Diversionary Service  | 1,929,705        | 20.9% |
| Forensics             | 789,427          | 8.5%  |
| HEMOCARE              | 607,443          | 6.6%  |
| Private Contributions | 146,834          | 1.6%  |
| Miscellaneous         | 25,340           | .3%   |
| <b>Total</b>          | <b>9,242,084</b> |       |

### AGENCY EXPENSES FY 2018-2019

|                          | \$               | %     |
|--------------------------|------------------|-------|
| Programs                 | 8,042,559        | 88.7% |
| General / Administrative | 806,893          | 8.9%  |
| Fundraising              | 216,998          | 2.4%  |
| <b>Total</b>             | <b>9,066,450</b> |       |

## *Mary and Bob's Story*



As a child who was adopted, Mary always knew that she wanted to become an adoptive parent some day. Difficulties on Mary and Bob's journey to conceive a biological child led them to adoption. In 2014 Mary and Bob began to research adoption as the way to build their family. This search led them to Pinebrook Family Answers. Their ultimate goal was to foster a child who could remain in their home on a permanent basis.

Their path to adoption was described as a roller coaster of emotions. From the time of their approval in 2014 until 2017, they were placed with seven young foster children, who were all ultimately reunited with their birth families. Mary and Bob knew that they loved each child as if they were their own and had kept them safe and happy and nurtured in their home. Each time they had to

say goodbye to a beloved foster child was a sad day for Mary and Bob, but these children will always have a special place in their hearts.

Mary and Bob NEVER gave up the hope that someday they would be parents to a child who would remain in their lives forever! In the fall of 2017, they received a call that would change their lives. They were placed with a baby girl upon her discharge from the hospital following her birth, and her life with Mary and Bob is the only home that this little girl has ever known. Mary and Bob now know that all the roads on their foster care journey led them to their daughter. In the summer of 2019, surrounded by a courtroom filled with family, friends and staff from Pinebrook Family Answers, Mary and Bob became their daughter's forever family.

## *Foundation & Corporate Support*

ACI  
Air Products  
Anonymous  
The Dexter F. & Dorothy H. Baker Foundation  
Bazella Group  
Benefit Design Specialists, Inc.  
Bethlehem Business Forms/Working Dog Press  
Bethlehem Early Learners, LLC  
Buckno Lisicky & Company  
Burkholder's Heating & Air Conditioning, Inc.  
Campbell Rappold & Yurasits, LLP  
Capital Blue Cross  
Causecast Foundation  
The Century Fund  
Cintas  
Crayola  
Creative Learning of the Lehigh Valley, Inc.  
Curtis Total Service, Inc.  
The Donley Foundation  
Easton Rotary Service Foundation  
Exchange Club of Western Lehigh  
First Windish Fraternal Benefit Society of America  
Highmark  
The Charles H. Hoch Foundation  
Fred J. Jaendl Family Foundation

Josh Early Candies, Inc.  
Just Born, Inc.  
Keystone Savings Foundation Fund of Lehigh Community Foundation  
King, Spry, Herman, Freund & Faul, LLC  
KPMM Bethlehem Division, LLC  
Lehigh Valley Community Foundation  
Lindsay Insurance Group, Inc.  
M&T Bank  
The M&T Charitable Foundation  
Mutual of America  
Northwestern Chiropractic – Dr. Jesse Hunsberger  
PPL Corporation  
Raymour & Flannigan  
Senior Moves by Design  
Simply IT, LLC  
The Donald B. & Dorothy L. Stabler Foundation  
The Rider-Pool Foundation  
Thrivent Financial  
Tilley Fire Equipment Company  
Harry C. Trexler Trust  
Two Rivers Health & Wellness Foundation  
United Way of the Greater Lehigh Valley  
John Yurconic Agency  
Volunteers of America of Pennsylvania, Inc.