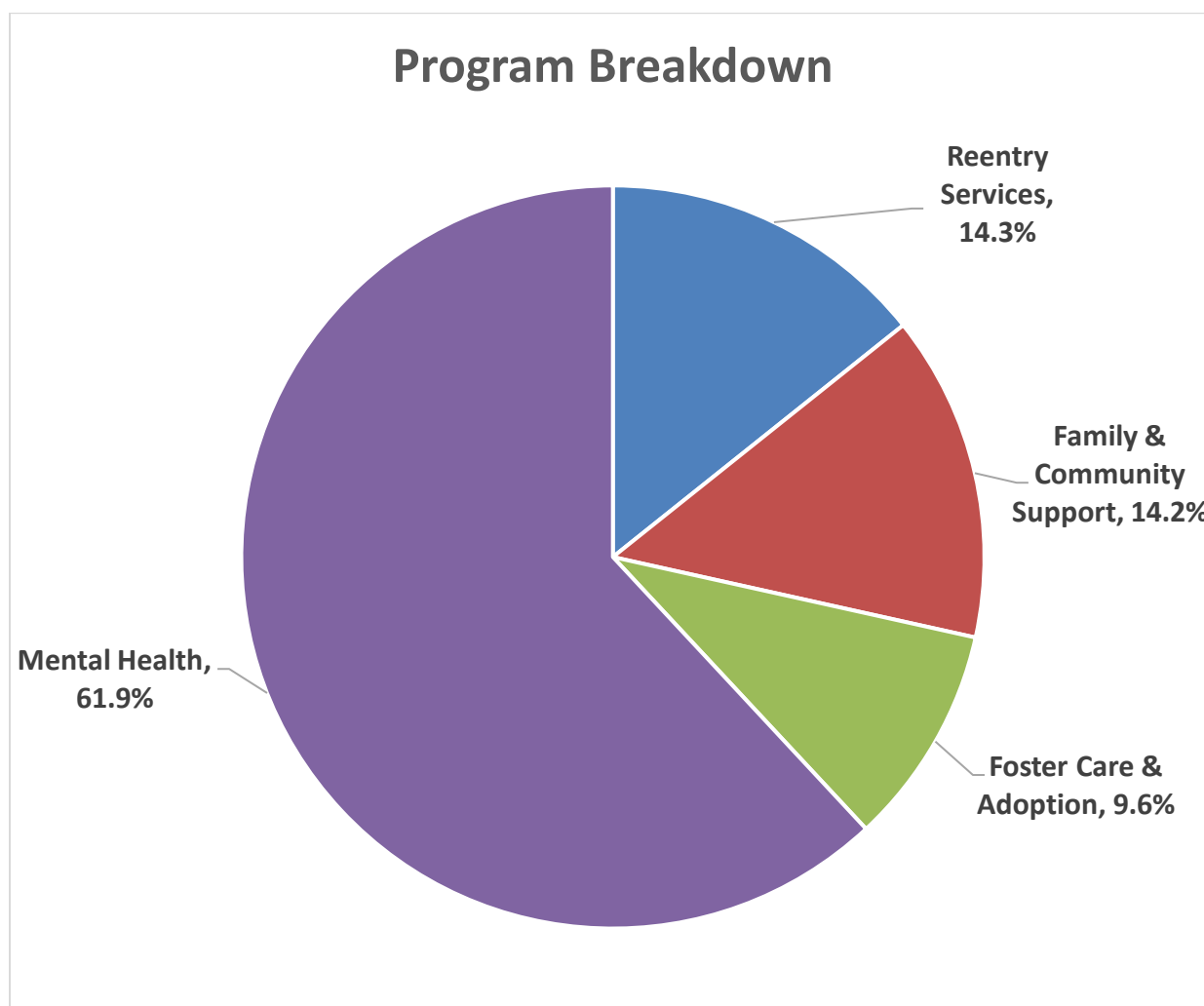
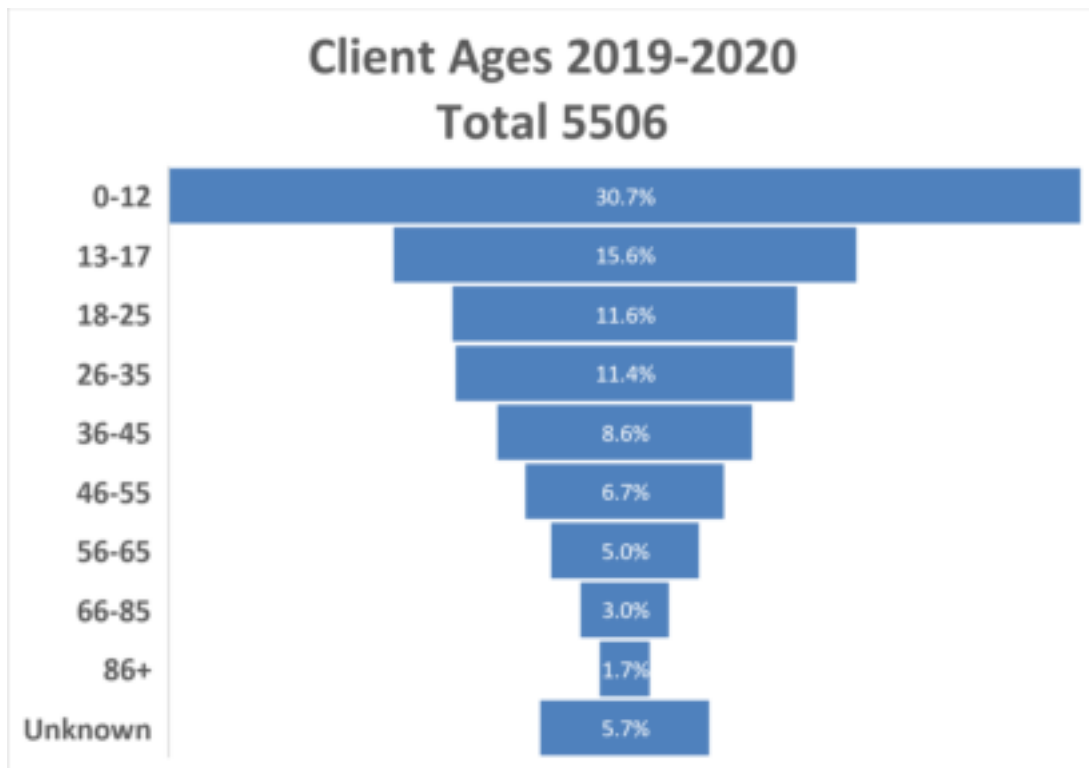




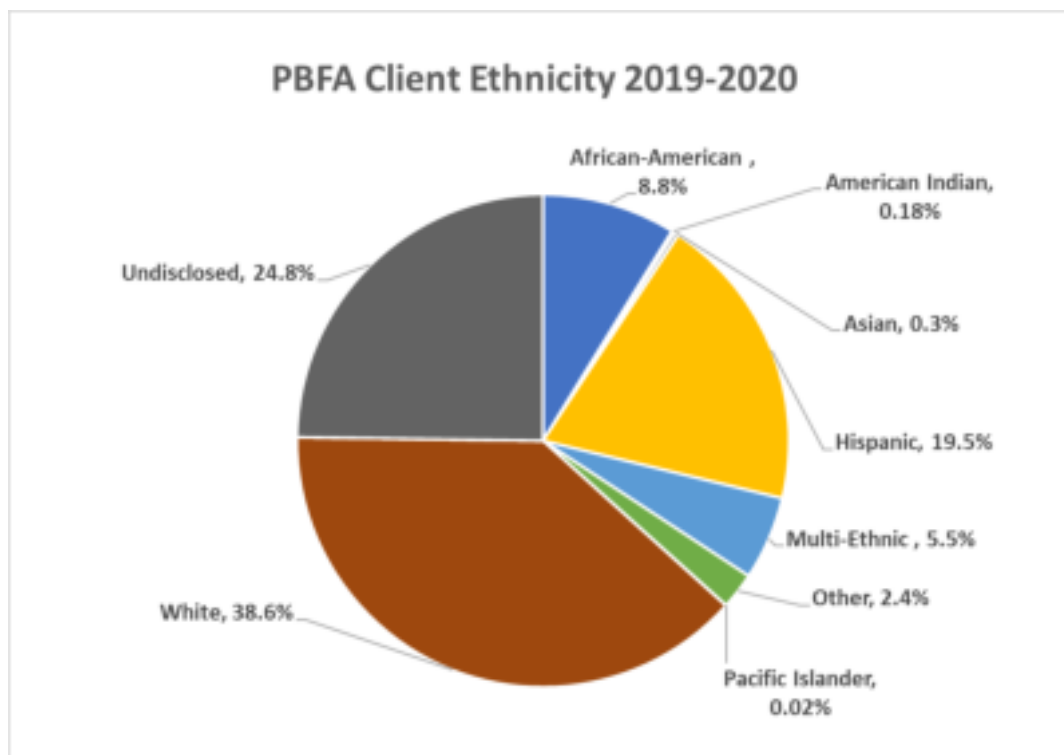
## 2019-2020 Outcomes

During the 2019-2020 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 (8.8%); Hispanic (19.5%); and, Multi-Ethnic (5.5%).



## CLINICAL SERVICES

**Behavioral Health Programs** served a total of 3410 individuals.

- 1959 children, young adults, adults, and families received **Outpatient Mental Health** services.
- 55 young people received **Family-based Mental Health** services.
- 500 adults (approximately) received **Warmline** services.
- 26 adults received **Compeer** services.
- 161 adults received **Allentown Police Department Mental Health Liaison** services.
- 709 adolescents received **Integrated Behavioral Health** services.

### ***Family-based Mental Health***

- 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 17 volunteers with clients in Northampton and Lehigh counties, bringing total membership to 28 members.
- Compeer members received a total of 414 volunteer hours.
- 100% of Compeer members are currently in compliance with their treatment plans.

### **Police Department Mental Health Liaison Program**

- Served 161 Clients
- There were only 2 clients arrested resulting in a **98.8% success rate**.
- Community intervention specialists logged 1,186 hours of direct care with their clients.

**Warmline** had an increase of 5% in calls last year.

- There was an average of 613 calls a month.
- There was an average of 13.5 new callers a month,
- There has been a 20% increase in calls attributed to the Covid-19 Pandemic.

## COMMUNITY-BASED SERVICES

**Diversionary Services** served a total of 684 individuals.

- 61 youth and their families received **High Fidelity Wraparound** services.
- 258 youth and their families received **Making the Grade** services.
- 234 families received **SHAPE** services.
- 131 young children and their families received **Unconditional Child Care** services.

### ***High Fidelity Wraparound (HFW)***

- 10 youth and their families graduated / transitioned successfully from the process.
- Participating families in the program showed improvement in all five NCFAS measured domains.
- 80% of clients and their families strongly agree/agree that they are satisfied with their progress since starting the wraparound process when measured at 90 days from the implementation of the process with their family.
- 81% of clients and their families strongly agree/agree that they are satisfied with their progress since starting the wraparound process when measured at conclusion of formal services

	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)

- 69% improvement in student attendance
- All families completing NCFAS showed improvement in all five measured domains.

	Pre Test (n=55)	Post Test (n=46)
Child Well-Being	-0.15	0.58
Family Safety	0.00	0.73
Family Interactions	0.01	0.73
Parental Capabilities	-0.01	0.91
Environment	-0.22	0.62

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

- 70% of students improved daily attendance.
- 74% of students improved tardiness.
- 100% of students decreased suspensions/infractions.
- 73% of families maintained/improved family functioning.
- 93% of families were aware of community resources.
- All families completing NCFAS showed improvement in all five measured domains.

	Pre Test (n=49)	Post Test (n=49)
Child Well-Being	-0.25	0.08
Family Safety	-0.22	0.17
Family Interactions	-0.24	0.22
Parental Capabilities	-0.03	0.39
Environment	-0.23	0.20

**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=86)	Post Test (n=86)
Child Well-Being	0.20	0.97
Family Safety	0.78	1.43
Family Interactions	0.66	0.95
Parental Capabilities	0.45	1.01
Environment	0.15	0.97

**Unconditional Child Care** served a total of 132 clients.

- 100% 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.
- 95% were maintained in their childcare placement.
- 1026 Client Contacts were made during the Covid-19 Stay-at-Home order from March 13<sup>th</sup> until June 15<sup>th</sup>

**Forensics Services** served a total of 786 individuals.

- 563 adults received **Re-entry** services.
- 26 mothers and their children received **Residential** services.
- 17 young adults received **ALPHA** academic, behavioral, and job readiness services from Youth Services.
- 180 **Leaving jail**

**ALPHA** served 17 youth with the following results:

- Two youth completed the program.
- Ten youth were withdrawn from the program by Lehigh County Juvenile Probation prior to completing the program.
- Five youth continue to attend classes into the new program year.
- Of the 12 youth who exited the program, two 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 five youth obtained employment prior to exiting the ALPHA Program.

**Family Services** provided "Parenting Inside Out" classes to 25 women with 14 completing a full cycle of the class.

- 71% of participants increased their knowledge of parenting
- 14 youth participated in "Nurturing Parenting" classes for adolescents.

**Residential Services** provided services to nine women and 17 children.

- 100% had an Individualized Case Plan completed within the first month of entry.
- Of the five families who exited the program, three families successfully completed the program and transitioned to permanent housing.

**Leaving Jail** provided pre-release services to 180 women with 71 women successfully completing pre-release programming

- 89 women were served in post-release services with 26 successfully completing post-release programming.
- 98% of the women who successfully completed pre-release services had a completed reentry plan prior to release.
- 95% of the women who successfully completed post-release services were stably housed.
- 68% of the women who successfully completed post-release services obtained employment.
- 70% of the women who successfully completed post-release services did not recidivate in the first 6 months of release.

**Placement Services** served a total of 528 individuals.

- 136 children and their families received **Adoption** services.
- 90 children received **Foster Care** services.
- 302 children and their families received **Family Transportation and Visitation Program (TVP)** services.

### ***Adoption***

SWAN pre-and post-placement services were provided to 136 youth and families

- 26 child profiles and four child profile updates were completed.
- 8 family profiles and one family profile update were completed.
- 31 youth participated in child preparation services.
- 21 youth were provided with child-specific recruitment services.
- **19 adoption clients were welcomed into their forever families.**
- 10 youth received finalization services.
- 3 families received post permanency services.

### **Private Adoption Services**

- 1 youth received finalization services and one youth was welcomed into his forever family

### ***Foster***

- Foster were placed in two or fewer resource homes 100% of the time.
- Foster care children were discharged to a lower level of care 92% of the time.

***Transportation and Visitation Program*** (TVP) provided service to 302 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 134,200 miles.

## **HEMOCARE**

98 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.”

## **Interns**

### **Outpatient Behavioral Health - Masters**

- Chestnut Hill College (5)
- Moravian College (4)
- Southern New Hampshire University (1)
- Rosemont College (1)
- Kutztown University (4)
- Capella University (1)
- Northcentral University (1)
- La Salle University (1)
- Alfred University (1)

### **Outpatient Behavioral Health – Bachelors**

- Kutztown University (1)

## **Placement**

- Cedar Crest College (1)