



# Pinebrook Family Answers

SOLUTIONS FOR GENERATIONS



2019-2020 **ANNUAL REPORT**



# A MESSAGE FOR OUR COMMUNITY

Dear Friends:

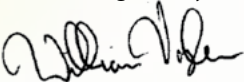
I recently heard the speculation that 2020 will soon become a verb, and it won't be positive. Something like, "Yeah, I got totally 2020'd on that one." This is understandable. We have seen lives lost, communities torn apart, and our political systems stretched by recession and partisanship. The impact of the epidemic is everywhere. We see it in the communities we serve and in the families of our staff and colleagues. Since the COVID-19 pandemic began, we have seen an increase in food insecurity, clients impacted by loss of income, stress in homes due to children being home, isolation, and general anxiety as part of our work across the Lehigh Valley.

But there is another aspect of 2020 that is not captured by that negative verb. It is the incredible resilience, dedication, and professionalism of the frontline workers who took care of their neighbors and rose to the occasion. Case workers are working with families to connect them with food resources, delivering food when they have no transportation or have young children at home, helping them to navigate various aid sources, working with local churches to get face masks for clients, printing and delivering educational materials, helping with social distancing safety protocols, delivering donated cleaning supplies, working with the homeless population to connect them with resources, and many, many other crucial tasks to help them navigate this crisis. Our HOMECARE program continued to support our most needy seniors throughout the epidemic in spite of the obvious risks.

Early in the pandemic, Pinebrook Family Answers expanded our free telephone support service for Lehigh Valley adults challenged by loneliness, isolation, stress, and anxiety or who need information about available services (the Warmline). Even though the program is normally only offered to Lehigh County residents, we made it available to everyone who needed it and significantly expanded our outreach and support.

So, for me, 2020 will always be more than a negative. It will be the powerful ability to care about and support each other through the most difficult of times. Pinebrook Family Answers has done just that, and I will be forever grateful and proud to be associated with the professional staff, volunteer board, and community partners who made this all happen. Within this report you will find some highlights of this remarkable year. Please also consider the opportunity to support us as we carry our mission forward and as more challenges certainly lie ahead.

For all Lehigh Valley Families,



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.**

# UNCONDITIONAL SUPPORT

None of us could have prepared for the year 2020 handed us. Though it was a time of unspeakable loss and sacrifice, here at Pinebrook Family Answers, there were also some bright spots.

One of those bright spots was the way our inter-agency programs collaborated to help an adoptive mother through a tough time in a very tough year.

Raising a child with special needs is never easy, but the pandemic has only made it harder. Adoptive mother Annie's\* life swung into crisis mode when her adopted Kindergartner Chris\* was asked to leave daycare during the pandemic due to behavioral issues. This presented Annie with a host of logistical challenges that put her own ability to work at risk.

Annie was distraught. Without childcare or transportation for Chris to school, she was forced to take Family Leave from her job of 35 years.

That's when Annie reached out to us for help. We were able to quickly intervene, providing backup through our Unconditional Child Care program and forming a team to address Chris's needs. In one month this family went from a state of crisis to having a strong team of inter-connected services to support them.

Today, Chris is doing well in childcare and school. Annie is now back at work and at ease knowing the Pinebrook team has her back whenever she needs us.

Through teamwork, responsiveness, and excellent communication, we were able to truly make a difference for this family and many others like them. Without Pinebrook Family Answers, many families in Lehigh and Northampton Counties would be left without the support they need to make it through difficult times like these. We are deeply grateful and look forward to better times ahead!

*\*names have been changed*



## STRONG PARTNERSHIPS

Last year, an industry wide problem arose regarding liability insurance renewal with significantly increased premiums and drastic reductions and gaps in coverage for services provided. John Ehresman from Brown & Brown Insurance accompanied Bill Vogler to multiple statewide meetings to understand the root cause of the insurance challenges and advocate on behalf of child welfare providers. The team at Brown & Brown, familiar with Pinebrook's insurance program, stepped in and were able to reverse all the coverage deficits from our previous renewal including the restoration of our retroactive coverage.



**Brown & Brown**  
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**Thank you to Brown & Brown for their support and for underwriting the 2019-2020 Annual Report.**

# MENTORING THE NEXT GENERATION

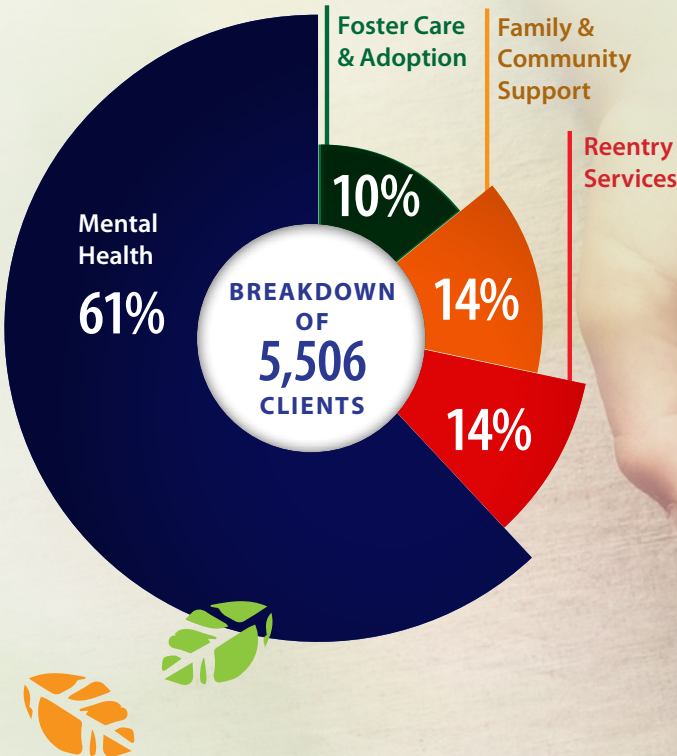
Pinebrook Family Answers' goal is to help all types of families become healthy and flourish by providing services and programs to overcome challenges and succeed in daily living. Our staff is diverse, educated, and caring. The majority of our staff are social workers and counselors who go beyond helping people with the basic needs of life and into actively addressing the underlying issues. Looking towards the future need for qualified staff, Pinebrook has had a highly competitive and robust internship program for six years. Internships provide an excellent way for students to see how practicing professionals handle situations and provides hands-on training.

Under the supervision of Gina Marinelli, Clinical Supervisor, 24 Master's Level interns from ten universities nationwide implemented and presented a weekly support group for grandparents raising their grandchildren called Second Time Around. The goals are to provide education, support, and group discussion on the challenges and joys of raising one's grandchildren. Second Time Around addresses topics, such as personal well-being, building relationships, parenting skills, school and community, money management, and legal issues.

The program was so successful in the fall that a winter/spring session was added. With the onset of COVID-19, the interns were able to seamlessly transition the group from face-to-face sessions to telehealth, providing additional support and resources for the grandparents. Additionally, a biweekly newsletter highlighting the topic and key components of the sessions is distributed widely with the hopes of reaching anyone not able to attend the weekly group.

“ Many of the grandparents in the group last Spring stated they gained a lot of information from the group leaders, especially on trending topics that their grandchildren are involved in today such as navigating through social media, refresher/ information on the use of new technology, and different skills (e.g. coping skills, self-regulation, and parenting skills). They also strengthened their support system through the group and formed relationships that lasted beyond their time in group. ”

JUDY, Intern



# LEHIGH COUNTY POLICE DEPARTMENT MENTAL HEALTH LIAISON PROGRAM

The Lehigh County Police Department Mental Health Liaison Program (LCMHL), a collaborative effort administered and supervised by Pinebrook Family Answers, with the goal of alleviating barriers that patrol officers encounter when responding to mental illness and/or substance abuse calls. Community Intervention Specialists (CIS) work closely with Lehigh County Police Departments to assess individuals with mental illness who encounter the police, refer individuals to the appropriate services, reduce recidivism, and to promote the Recovery Model.

CIS' improve their clients' outcome with mental health and/or substance abuse problems by:

- Respond to mental health calls for service when they arise.
- Screen current and potential clients for mental health problems including home visits.
- Help clients navigate access to mental health services.
- Intervene with people who have repeated involvement with law enforcement, consulting with case managers to improve coordination of care.
- Work collaboratively with mental health providers, clients, and advocates to provide individual response plans and follow up.
- Provide consultation and education about mental health to police departments.



*left to right: Candice Girandola, Sarina Vas, Officer Robert Carbaugh and K9 Romke*

The PDMH program began April 2017 with two clients, steadily climbed to twelve clients per month in 2018 and now averages thirty clients per month. CIS served 110 unduplicated individuals last fiscal year and 161 unduplicated individuals in fiscal year 2019-2020.

The need and success of the PDMH program is remarkable – 32% increase in clients served with a 98.8% success rate of avoiding incarceration.

***Linda's life was unraveling with mental health issues, an autistic son who wandered and an upcoming court appearance. After a referral to PDMH, I was able to coordinate therapy to help Linda with her depression, work with Captain Keiser to get her autistic son the Project Lifesaver tracking bracelet and connect her with a Public Defender for her upcoming court case. These services have given Linda a roadmap to dealing with all of her issues as well as improved mental health, family stability, and most importantly - hope.***

**SARINA, Community Intervention Specialists**

100% of the children participating in the **Unconditional Child Care Program** showed gains in social-emotional development after 6 months.

100% of clients reported complete satisfaction with **HEMOCARE Services**.

100% of the youth that exited the **ALPHA Program** finished employment skills training and 42% obtained employment prior to exiting.

70% of the women in the **Leaving Jail Program** who successfully completed post-release services did not recidivate in the first 6 months of release.

19 children found their "forever families" when their adoptions were finalized.

91% of **Outpatient Behavioral Health** clients learned skills that enabled them to better deal with difficulties in their life.

**Warmline** expanded to the Greater Lehigh Valley during COVID -19 and had a 40% increase in calls.

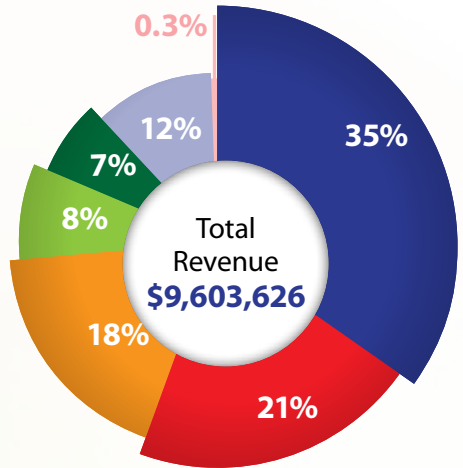
**Police Department Mental Health Liaison Program** saw a 98.8% success rate with clients.

**Transportation and Visitation Program (TVP)** staff covered 134,200 miles providing services to 302 Lehigh and Northampton county families.

100% of Lehigh County students in the **Making the Grade Program** decreased suspensions/infractions.

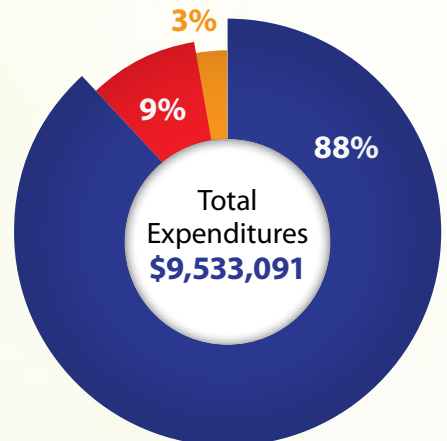
## FINANCIALS 2019-20

### REVENUE



Behavioral Health.....	\$3,355,046	35%
Foster Care and Adoption.....	\$1,990,185	21%
Family and Community Support.....	\$1,742,295	18%
Reentry Services.....	\$739,209	8%
HEMOCARE .....	\$635,226	7%
Private Contributions .....	\$1,113,516	12%
Miscellaneous .....	\$28,149	.3%
<b>TOTAL.....</b>	<b>\$9,603,626</b>	<b>100%</b>

### EXPENDITURES



Programs.....	\$8,400,038	88%
General/Administration..	\$892,581	9%
Fundraising .....	\$240,472	3%
<b>TOTAL.....</b>	<b>\$9,533,091</b>	<b>100%</b>

## FOUNDATION & CORPORATE SUPPORT

Aetna Foundation, Inc.  
Air Products  
Anonymous  
The Dexter F. and Dorothy H. Baker Foundation  
Bazella Group  
Benefit Design Specialists, Inc.  
Bethlehem Business Forms / Working Dog Press  
Burkholder's Heating & Air Conditioning, Inc.  
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Capital Blue Cross  
The Century Fund  
Crayola  
Curtis Total Service, Inc.  
The Donley Foundation  
Exchange Club Foundation of Western Lehigh PA  
The Charles H. Hoch Foundation  
Hope Church  
Fred J. Jandl Family Foundation  
Just Born, Inc.  
Lehigh Valley Community Foundation  
Lindsay Insurance Group  
M&T Bank / M&T Charitable Foundation  
Mutual of America  
PCPA Workers' Comp Trust  
PPL Foundation  
Regeneron Pharmaceuticals, Inc.  
St. Mark's & St. John's Episcopal Church  
The Donald B. and Dorothy L. Stabler Foundation  
Thrivent Financial for Lutherans Foundation  
Harry C. Trexler Trust  
Two Rivers Heath & Wellness Foundation  
United Way of the Greater Lehigh Valley  
The Yurconic Agency  
Welligent, Inc.



We are a partner agency  
of the United Way of the  
Greater Lehigh Valley.

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**Kathryn Williams, Esq.**  
Santanasto Law

**Pinebrook Family Answers is licensed by the Commonwealth of PA, Department of Human Services.**

A copy of the official registration and financial information for Pinebrook Family Answers may be obtained from the Pennsylvania Department of State by calling, toll-free, within Pennsylvania, 1-800-732-0999. Registration does not imply endorsement. Pinebrook Family Answers is classified by the U.S. Internal Revenue Services (IRS) as a 501(c)(3) organization, TID: 23-2112204.



We are nationally accredited by the Council on Accreditation (COA) through November 30, 2023.



# Pinebrook Family Answers

SOLUTIONS FOR GENERATIONS

## MAIN OFFICE

402 North Fulton St.  
Allentown, PA 18102  
610-432-3919

## WIND GAP

16 South Broadway  
Suite #2  
Wind Gap, PA 18091  
610-863-8151

## EASTON

1101 Northampton St.,  
Suite #201  
Easton, PA 18042  
610-559-8151

## BETHLEHEM

502 East 4th Street  
Bethlehem PA 18015  
610-814-7154

## WHAT OUR CLIENTS ARE SAYING ABOUT PINEBROOK FAMILY ANSWERS.

**96%** said that they were treated with respect and dignity while working with Pinebrook.

**87%** felt that Pinebrook helped in resolving their problems.

**95%** believed that Pinebrook viewed them as a valued partner with a voice and input when it came to their situation.

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

All of Pinebrook Family Answers' programs rely on private support. Please consider making a donation to allow us to continue and expand our mission.

[Donate](#)

