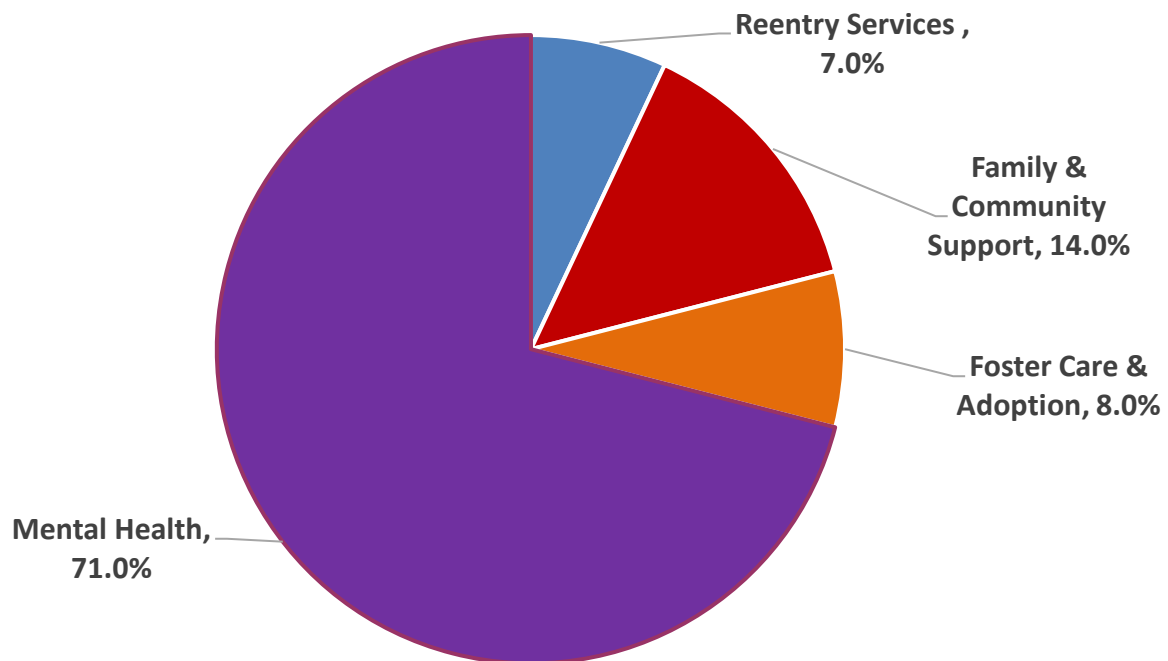
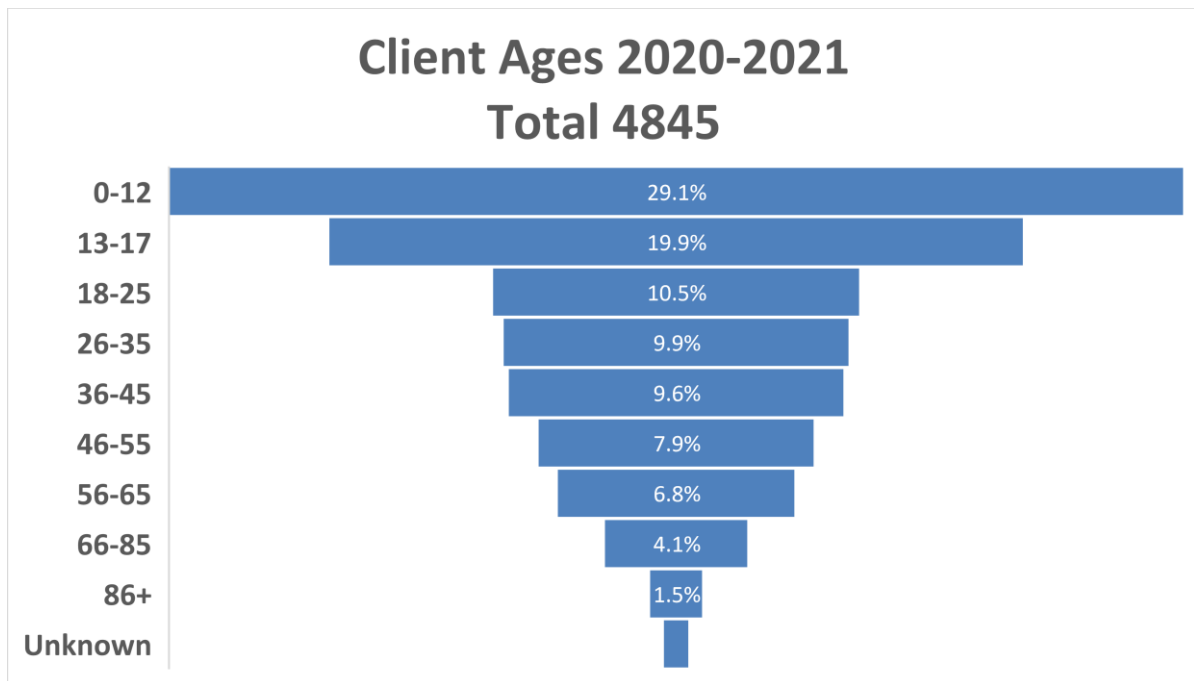


## 2020-2021 Outcomes

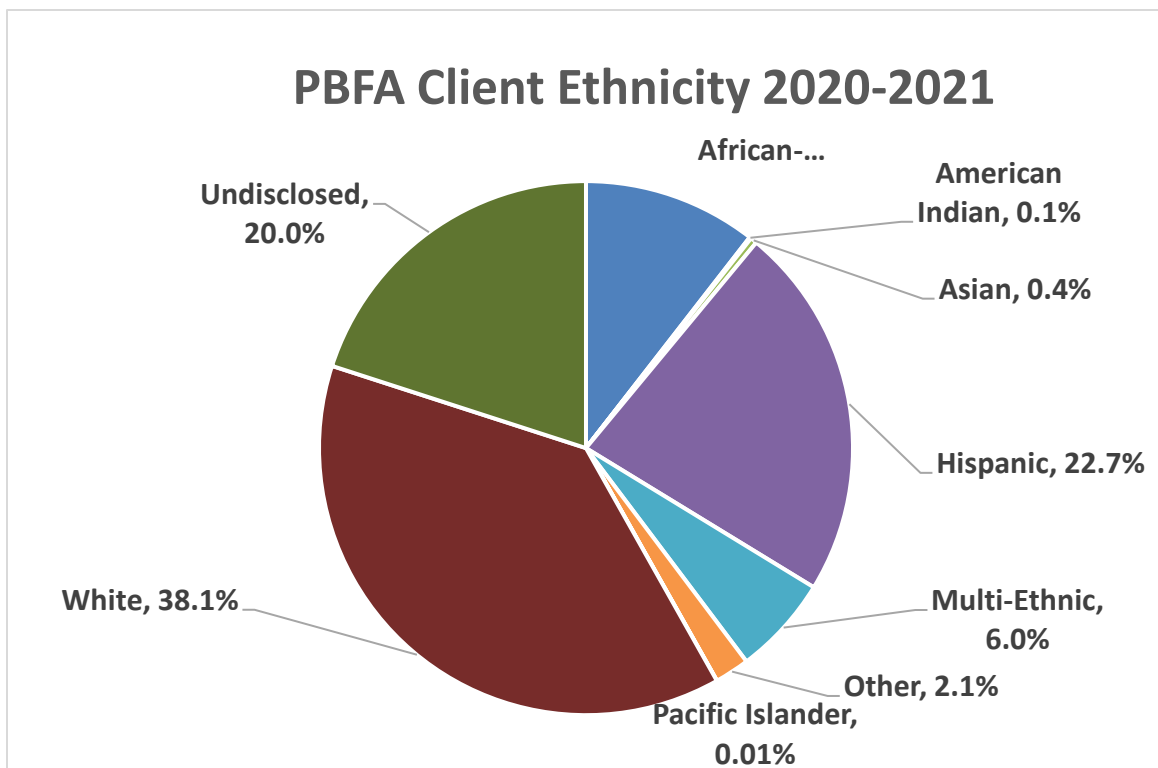
During the 2020-2021 fiscal year Pinebrook Family Answers served over 4800 hundred clients within its 22 programs. Of those clients, the clear majority received Medicaid and are below 133% of the Federal Poverty Level.

### 2020-2021 Program Breakdown (clients 4845)





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%).



**Mental Health Programs** served a total of 3440 individuals.

- 1852 children, young adults, adults, and families received **Outpatient Mental Health** services.
- 51 young people received **Family-based Mental Health** services.
- 450 adults (approximately) received **Warmline** services.
- 173 adults received **Allentown Police Department Mental Health Liaison** services.
- 143 adults received **Lehigh County Police Department Mental Health Liaison** services.
- 771 adolescents received **Integrated Behavioral Health** services.

### **Outpatient Mental Health**

In Q2 and Q3 2021, customer service assessment calls were made by Magellan Healthcare to outpatient Mental Health and Substance Use Disorder providers to measure “Front-End Customer Service”. Magellan found that:

- Pinebrook Family Answered the call in 3 rings by an automated system.
- Our automated system was easy to navigate.
- Staff returned Magellan’s call in over one hour, but on the same day
- Staff were rated “Very Courteous” in terms of courtesy during the call.
- Staff were rated as “Moderately Professional” in terms of professionalism during the call.
- Our automated system’s outgoing message included information about calling 911 in case of emergency.
- Staff indicated that Pinebrook Family Answers was able to provide intakes for new members within 7 days, and that existing clients can schedule with their own clinicians.

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

- 77% of clients reported an improved caregiver – child relationship.
- 35% of clients reported an improved co-caregiver relationship.
- 65% of clients reported improved executive skills (parenting).

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

- Served 316 unduplicated clients
- Only 3 clients were arrested resulting in a **99.99% success rate**.
- Community intervention specialists logged 738.25 hours of face-to-face care with their clients.

### **Warmline**

- There was an average of 483 calls per month.
- There was an average of 11.4 new callers per month
- There was a decrease of 21% in calls last year (Due to staffing/service hours shortage)

## **Family & Community Support**

**Diversiónary Services** served a total of 609 individuals.

- 72 youth and their families received **High Fidelity Wraparound** services.
- 269 youth and their families received **Making the Grade** services.
- 142 families received **SHAPE** services.
- 126 young children and their families received **Unconditional Child Care** services.

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

- 18 youth and their families graduated / transitioned successfully from the process.
- Participating families in the program showed improvement in Child Well-Being.

	Pre Test (n=41)	Post Test (n=35)
Child Well-Being	-0.89	-0.26
Family Safety	0.42	0.35
Family Interactions	0.10	0.09
Parental Capabilities	0.10	0.09
Environment	0.82	0.61

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)

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

	Pre Test (n=142)	Post Test (n=121)
Child Well-Being	-0.09	0.45
Family Safety	0.25	0.33
Family Interactions	0.23	0.63
Parental Capabilities	0.19	0.63
Environment	0.35	0.62

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

- 64% of students improved daily attendance.
- 83% of students improved tardiness.
- 100% of students decreased suspensions/infractions.
- 80.4% of families maintained/improved family functioning.
- NCFAS results show improvement in all five measured domains.

	Pre Test (n=49)	Post Test (n=49)
Child Well-Being	-0.10	0.24
Family Safety	-0.12	0.19
Family Interactions	-0.05	0.16
Parental Capabilities	-0.01	0.23
Environment	-0.15	0.09

**SHAPE** - Lehigh County Office of Children and Youth Services Students (LCOCYS) 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.

- NCFAS results show improvement in all five measured domains.
- 82% of SHAPE participants successfully completed the program.

	Pre Test (n=35)	Post Test (n=18)
Child Well-Being	0.21	0.88
Family Safety	0.62	1.34
Family Interactions	0.42	0.96
Parental Capabilities	0.43	1.02
Environment	0.23	0.93

### **SHAPE Homeless**

	Pre Test (n=15)	Post Test (n=13)
Child Well-Being	-0.26	0.05
Family Safety	-0.10	0.46
Family Interactions	-0.38	0.18
Parental Capabilities	-0.36	0.04
Environment	-1.11	-0.15

**Unconditional Child Care** served a total of 126 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.
- 1059 additional clients were impacted by our program during the year through our case-based program, classroom coaching and training and development.
- 2 trainings were developed for parents and providers on Early Childhood Trauma and Building Resilience. These trainings have been given numerous times to childcare providers, professionals in the field and parent groups.

### **HEMOCARE**

- 70 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.”

**Reentry Services served a total of 340 clients.**

- 14 children and mothers received **Residential Services**.
- 24 children received **Youth Services**.
- 248 clients received **Reentry Services**.
- 54 clients received **Leaving Jail Services**.

Due to the Covid 19 Pandemic Jail Services were limited.

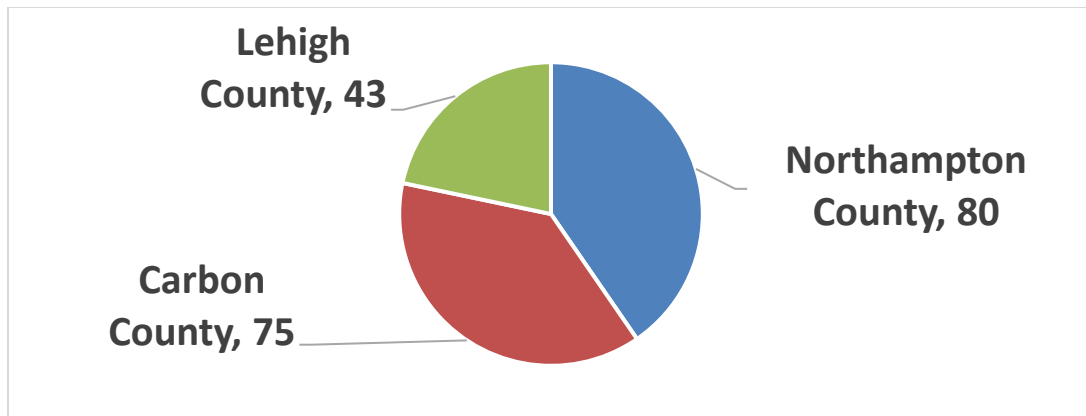
- Eleven young adults received ALPHA academic, behavioral, and job readiness services from Youth Services.
- Of the 7 youth who exited the program, 100% completed a resume and began the process of submitting job applications and preparing for job interviews; and 4 youth obtained employment prior to exiting the ALPHA Program. GED Testing was not available during the program year due to the Covid-19 Pandemic. Testing Centers have since reopened.

**Leaving Jail**

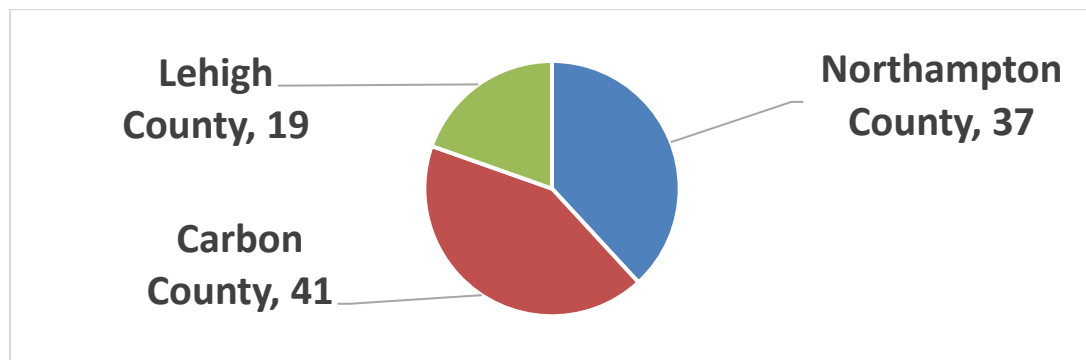
We served 198 (unique) women between September 2018 - June 2021

38 women Re-Enrolled in the program sometime after Exiting using the petition process

198 participated in some amount of Pre-Release Services (from 1 day to 6+ months)



97 participated in some amount of Post-Release Services (from 1 day to 6+ months)



*(Top reasons for not entering Post-Release: Early release or Relocation to another Facility or County)*

An independent Research Consortium from Cedar Crest College concluded:

- Women who participated in the Leaving Jail program were less likely to recidivate than those who did not participate
- The more programming women received, the less likely they were to recidivate later
- Of the 80 program participants who recidivated during or after their involvement in the program:
  - 60% (48/80) had not successfully completed Pre- or Post-Release Services
  - 34% (27/80) had only completed Pre-Release or Post Release, but not both (29% Pre/5% Post)
  - 5% (5/80) had successfully completed Pre- and Post-Release Services
- Of the 48 Women who successfully completed the Leaving Jail Program
- 43 women did not Recidivate (90%)
- 5 women Recidivated (10%)

(Top Reasons for not entering Post-Release: Early release or Relocation to another Facility or County)

**Placement Services** served a total of 386 individuals.

- 148 children and their families received **Adoption** services.
- 85 children received **Foster Care** services.
- 22 children received **Foster Care** Reunification services
- 131 children and their families received **Family Transportation and Visitation Program (TVP)** services.

### ***Adoption***

SWAN pre-and post-placement services were provided to 148 youth and families

- 33 child profiles and eight child profile updates were completed.
- Eight family profiles and three family profile updates were completed.
- 33 youth participated in child preparation services.
- 19 youth were provided with child-specific recruitment services.
- 14 adoption clients were welcomed into their forever families.
- Four youth received finalization services.
- Five families received post permanency services.

Private Adoption Services

- 1 family completed a private home study

### ***Foster***

- Foster care children 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 131 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 66,805 miles.

**Interns****Outpatient Behavioral Health - Masters**

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

**Outpatient Behavioral Health / Making the Grade – Bachelors**

- Cedar Crest College (1)

**Placement– Bachelors**

- Cedar Crest College (1)