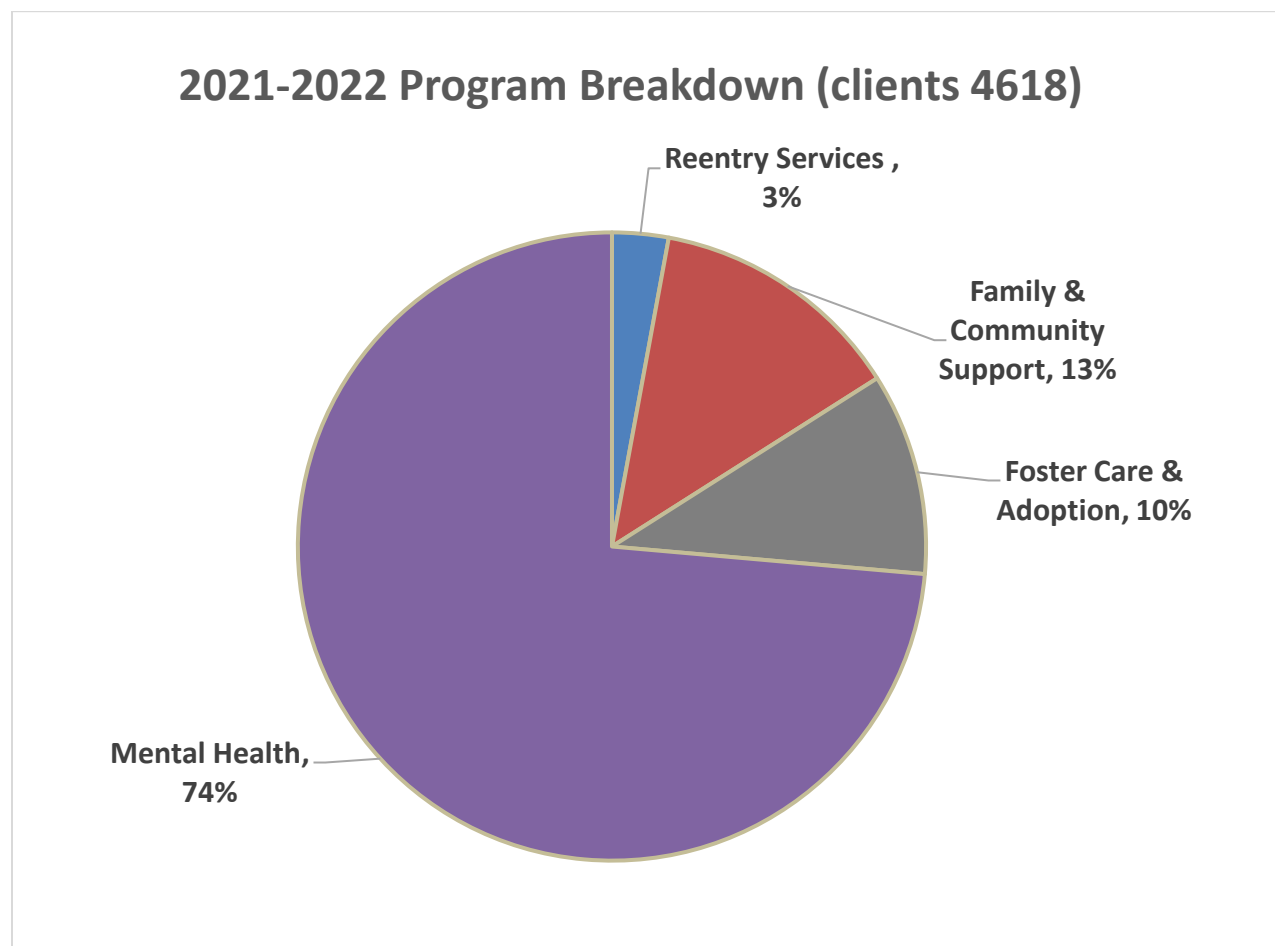
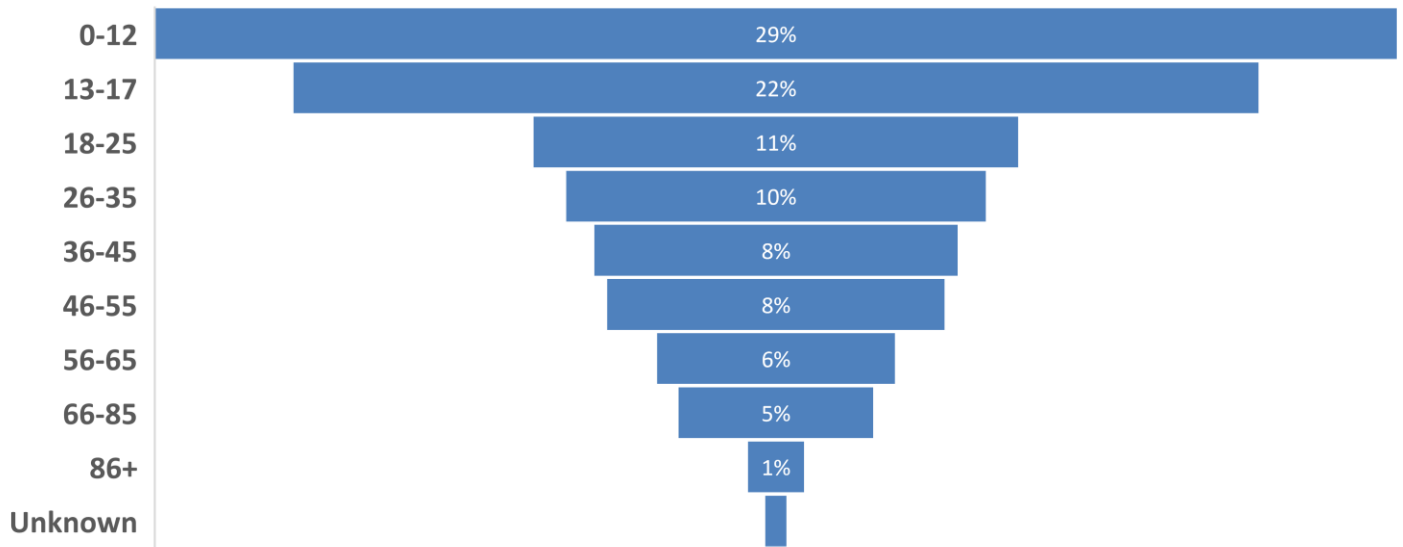


## 2021-2022 Outcomes

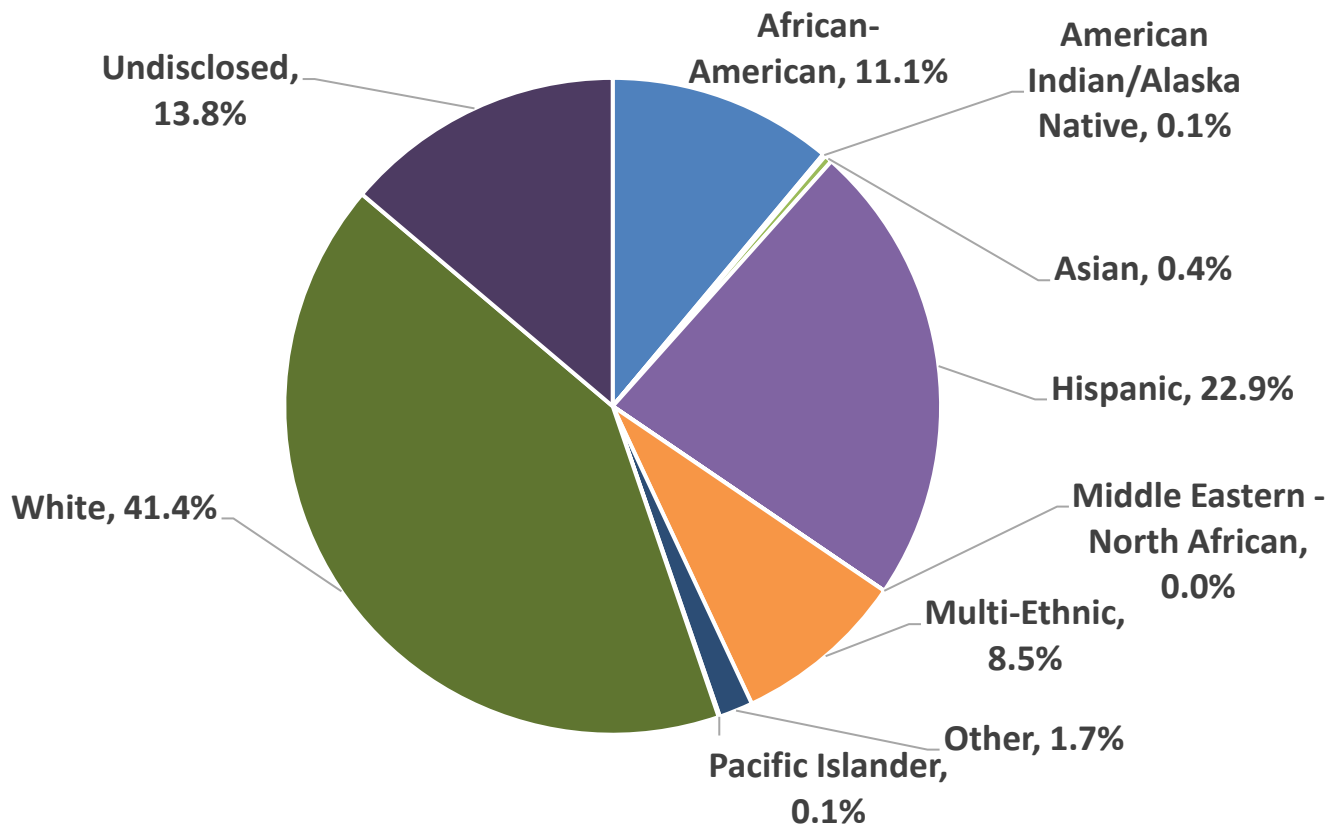
During the 2021-2022 fiscal year Pinebrook Family Answers served over 4,600 clients within its 23 programs. Of those clients, the clear majority received Medicaid and are below 133% of the Federal Poverty Level.



## Age of Client (Agency Percentage) Total 4618



## Diversity of Client (Agency Percentage)



Additionally, Pinebrook Family Answers' clients are within historically excluded groups at a higher level than represented in the Lehigh Valley Community including African Americans (11.1%); Hispanics (22.9%); and Multi-Ethnic peoples (8.5%).

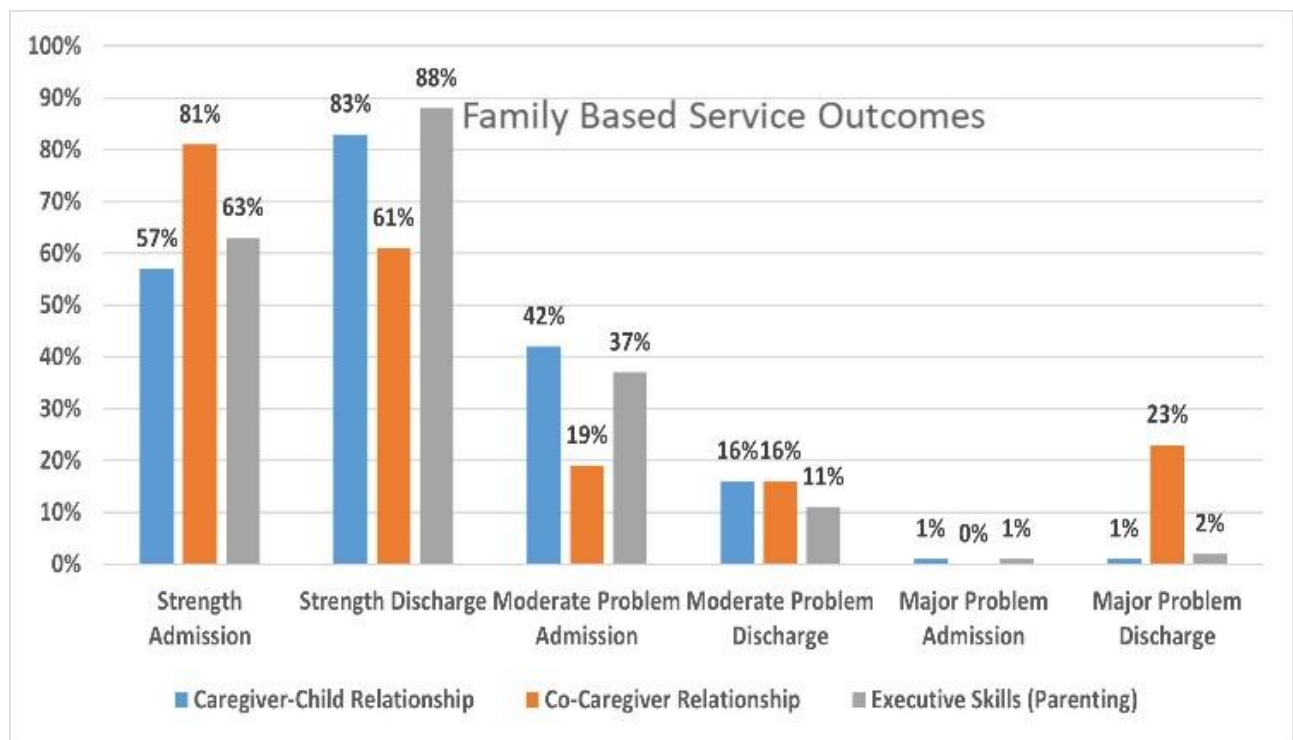
## CLINICAL SERVICES

**Mental Health Programs** served a total of 3403 individuals.

- 1630 children, young adults, adults, and families received **Outpatient Mental Health** services.
- 50 young people received **Family-based Mental Health** services.
- 380 adults (approximately) received **Warmline** services.
- 635 adults received **Police Department Mental Health Liaison** services.
- 708 adolescents received **Integrated Behavioral Health** services.

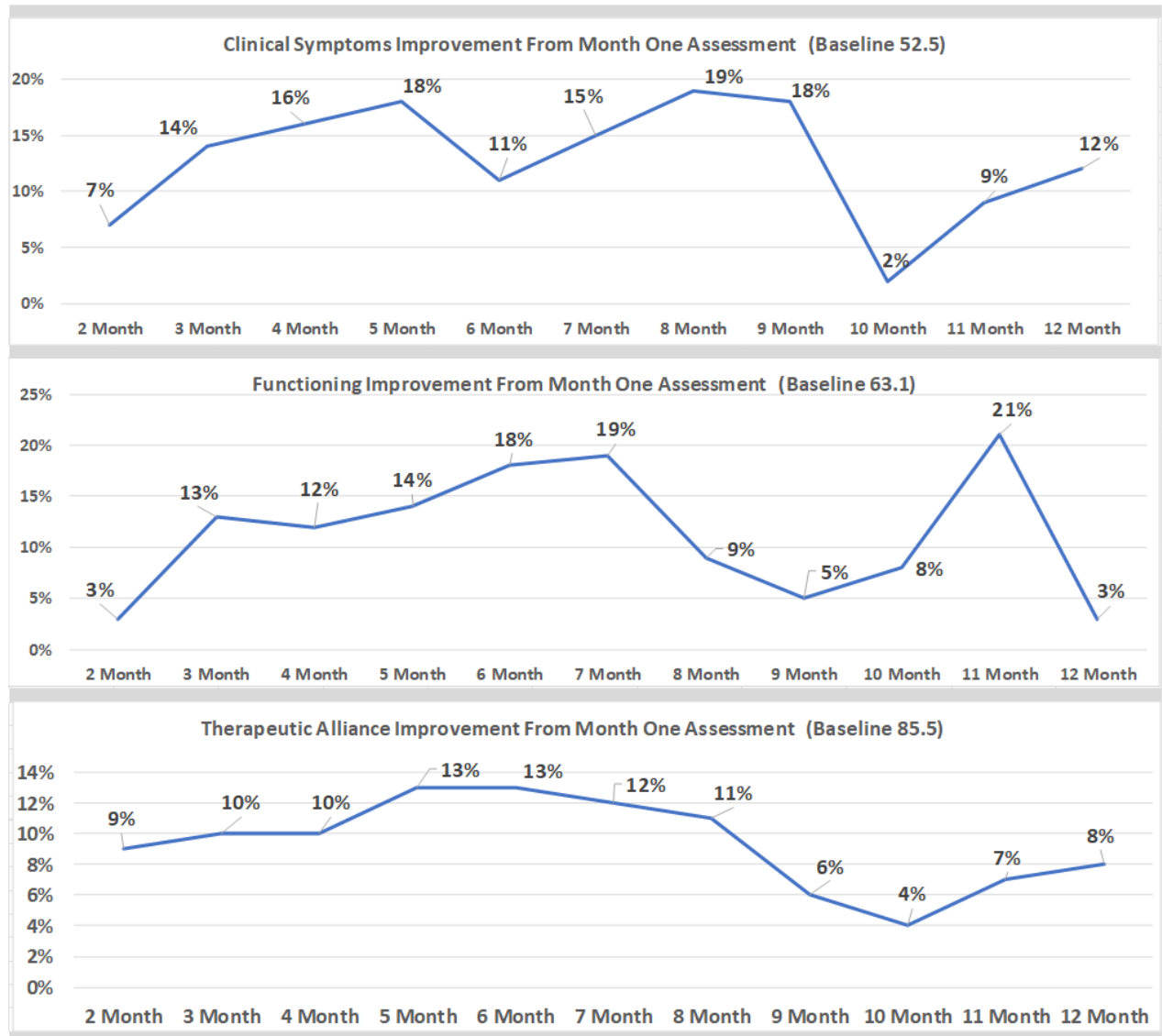
### Family-based Mental Health

- 94% of clients avoided a higher level of care during services
- The chart below shows that families that participated in the program showed strength improvement in enhancing the Caregiver-Child Relationship and Executive Parenting Skills for 2021 CY.



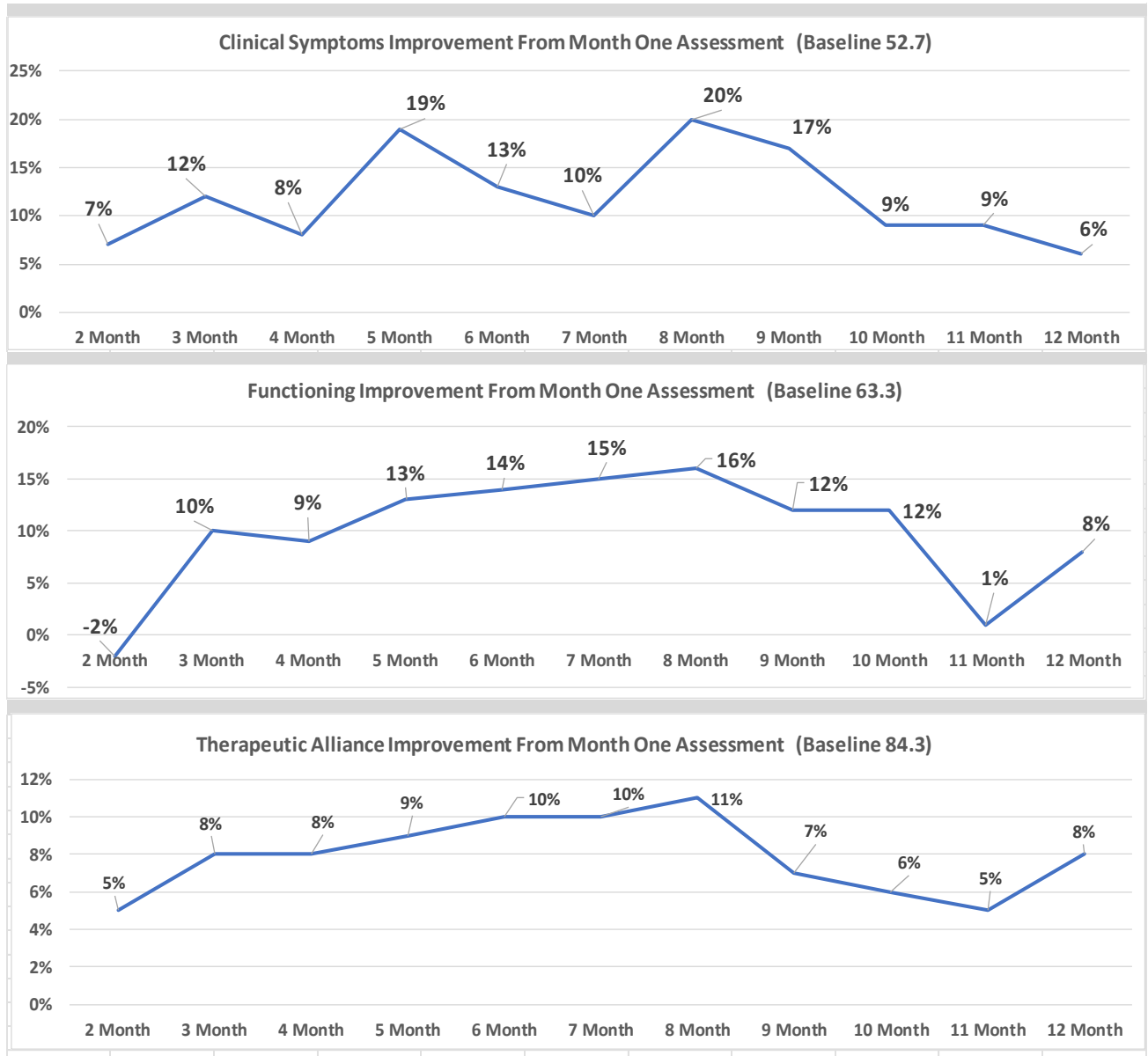
## Integrated Behavioral Health

Integrated Behavioral Health (School) uses Greenspace, an outcomes and progress measurement platform built on research that identifies consistent progress measurement as having a dramatic impact on client treatment outcomes. The chart below shows the improvement measured Integrated Behavioral Health regarding clinical symptoms, functioning, and therapeutic alliance during the years twelve-month treatment period.



## Outpatient Behavioral Health

Outpatient Behavioral Health uses Greenspace, an outcomes and progress measurement platform built on research that identifies consistent progress measurement as having a dramatic impact on client treatment outcomes. The chart below shows the improvement measured within Outpatient Behavioral Health regarding clinical symptoms, functioning, and therapeutic alliance during the years twelve-month treatment period.



### Police Department Mental Health Liaison Program

- There were only 14 clients arrested resulting in a **97.8% program success rate**.
- Community intervention specialists logged 1637.75 hours of direct care with their clients.

**Warmline** had a 19% decrease in calls due to high staff turnover and subsequent limited operating hours.

- There was an average of 392 calls a month.
- There was an average of 7 new callers a month.
- There were only 6 calls directed to Crisis Intervention

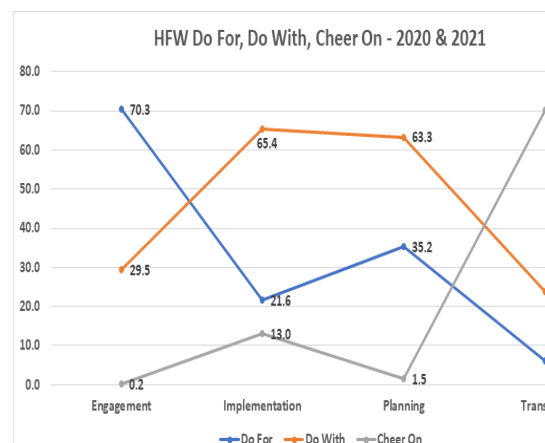
## COMMUNITY-BASED SERVICES

**Diversionary Services** served a total of 548 individuals.

- 60 youth and their families received **High Fidelity Wraparound** services.
- 218 youth and their families received **Making the Grade** services.
- 150 families received **SHAPE-SHAPE Homeless-SHIFT** services.
- 120 young children and their families received **Unconditional Child Care** services.

### High Fidelity Wraparound (HFW)

- 16 youth and their families graduated / transitioned successfully from the process.
- “Do For, Do With, Cheer On,” meaning that at times the Support Partner will help the youth with direct support, do with the youth and walk beside them as they learn to do for themselves, and cheer them on when they are able to do the tasks without support. The chart shows a successful increase of “Cheering On” and a decrease of “Doing For” at Transition (discharge).



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

- 81.7% improvement in student attendance
- All families completing NCFAS showed improvement in all five measured domains.

	Pre Test (n=103)	Post Test (n=79)
Child Well-Being	0.28	0.89
Family Safety	0.48	1.33
Family Interactions	0.56	1.06
Parental Capabilities	0.52	1.00
Environment	0.69	1.07

"John" had 18 unlawful absences while attending school virtually. He was not making progress due to lack of motivation and mental health struggles. He was having trouble understanding the curriculum and that would cause him to become frustrated and act out.

He also needed help with his schoolwork. His mother had multiple health issues and it was difficult for her to assist him with this.

Upon enrollment, the Making the Grade outreach worker encouraged the student's mother to send him back to school in-person. The MTG worker along with his mother helped John navigate the schoolwork that he was still struggling with. After a relatively short period of time, John's grades improved, especially in reading and math, his negative behaviors decreased in the home and at school, and his daily attendance improved.

The MTG outreach worker also helped the family find rental assistance and a new place to live during this time. John completed the program and graduated to the next grade.

"Name changed to protect identity"

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

- 67.5% of students improved daily attendance.
- 47% of students improved tardiness.
- 100% of students decreased suspensions/infractions.
- 85.7% of families maintained/improved family functioning.
- 90% of families were aware of community resources.
- All families completing NCFAS showed improvement in all five measured domains.

	Pre Test (n=52)	Post Test (n=58)
Child Well-Being	0.00	0.47
Family Safety	0.31	0.72
Family Interactions	0.24	0.59
Parental Capabilities	0.24	0.52
Environment	0.35	0.59

**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.

- Families completing the NCFAS showed improvement in four out of five measured domains.

	Pre Test (n=34)	Post Test (n=21)
Child Well-Being	0.16	0.60
Family Safety	1.06	1.00
Family Interactions	0.54	0.76
Parental Capabilities	0.33	0.75
Environment	0.29	0.86

**Unconditional Child Care** served a total of 120 clients.

- 95% 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.
- 714 Client Contacts were made.

- 24 Training sessions were held on various topics such as Early Childhood Trauma, Self-Care for Early Childhood Teachers and Administrators and Engaging Fathers in the Early Childhood Setting.
- 25 Coaching sessions were held for generalized classroom coaching
- VIQI (Variations in Implementation of Quality Interventions) Project was awarded to Unconditional Child Care to supervise. This was a federally funded grant project that was awarded to 10 locations throughout the Country. The project focused on 19 childcare centers which were divided into three groups, one using two different curriculums plus a control group. A coaching model was used to implement the curriculum. The project was a success and ran from August 2021 until June of 2022.
- Unconditional Child Care was one of several recipients of the Early Childhood Equity Award for 2022 selected by OCDEL (the Office of Child Development and Early Learning).

Four-years-old “Jane” was adopted after being born addicted to drugs, the biological mother had limited prenatal care during a period of incarceration, mental illness was prevalent on both sides of the biological family.

The adoptive family contacted UCC for referral due to the child’s challenging behavior in the early childhood classroom. She would be defiant, use physical communication, refuse to nap or clean up, become overly active at inappropriate times and have many sensory issues. During the time the case was open, the Resource Coordinator helped the child’s family enroll in a IU/Pre-K Counts collaborative classroom for more support, pursued Behavioral Health Services, provided resources to the team, shared information on social skills groups, just to name a few. The case closed successfully with improved behavior and necessary services and support in place. “Name changed to protect identity”

## **HEMOCARE**

- 55 seniors received services.
- Hemecare services ended in June 2022.

**Forensics Services** served a total of 133 individuals.

- 13 young adults received ALPHA academic, behavioral, and job readiness services from Youth Services.
- 109 adults received **Re-entry** services.
- 11 mothers and their children received **Residential** services.

**ALPHA** served 13 youth with the following results:

- Four youth successfully completed the program.
  - One obtained his GED.
  - Two passed 3 out of 4 GED exams, and
  - One is enrolled in recovery credits.
- Two youth were withdrawn from the program by Lehigh County Juvenile Probation prior to completing the program.
- Four were released from probation.
- Three youth continue to attend classes into the new program year.
- 2 youth completed a resume and began the process of submitting job applications and preparing for job interviews prior to exit.



### **Re-entry Services**

- 55 Were enrolled in Parenting Inside Out Classes in Northampton County Jail
  - Of the 55 enrolled only 11 inmates completed the class successfully
  - 6 inmates were discharged prior to completion
  - 6 inmates were transferred prior to completion
  - 32 were enrolled in classes and unable to complete classes due to ongoing jail shutdowns related to the Covid-19 Pandemic.
- 43 inmates attended Moral Reconation Therapy classes in Northampton County Jail
  - 6 inmates were discharged prior to completion
  - 7 inmates were transferred prior to completion
  - 26 were enrolled in classes and unable to complete classes due to ongoing jail shutdowns related to the Covid-19 Pandemic.
- 11 women participated in Seeking Safety Classes in Carbon County Jail

**Residential Services** provided services to five women and six children.

- 100% had an Individualized Case Plan completed within the first month of entry.
- One family exited during the reporting period. She transitioned to an independent living situation but did not provide us with a forwarding address. She did show improvement in her life-domain score.

**Leaving Jail** was inactive at this time.

**Placement Services** served a total of 479 individuals.

- 163 children and their families received **Adoption** services.
- 69 children received **Foster Care** services.
- 212 children and their families received **Family Transportation and Visitation Program (TVP)** services.
- 35 Children received **Reunification** services

### **Adoption**

SWAN pre-and post-placement services were provided to 163 youth and families

- 47 child profiles and five child profile updates were completed.
- 8 family profiles and four family profile updates were completed.
- 34 youth participated in child preparation services.
- 27 youth were provided with child-specific recruitment services.
- **10 adoption clients were welcomed into their forever families.**
- 9 youth received finalization services.
- 2 families received post permanency services.
- No private adoptions

**Foster Care**

- 40 Foster Care Children were discharged as:
  - Adopted 17.5%
  - Higher Level of Care 5%
  - Reunified with Family 27.5%
  - Runaway (Higher Level of Care) 7.5%
  - Subsidized Permanent Legal Custodianship 2.5%
  - Transferred to Kinship 5%
- Foster care children were discharged to a lower level of care 87.5% of the time.

**Transportation and Visitation Program (TVP)** provided service to 212 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 104,921 miles.

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

- Antioch University- 1
- Capella University- 1
- Chestnut Hill College- 4
- Delaware Valley University- 1
- Edinboro University- 1
- Gwynedd Mercy University- 3
- Kutztown University- 1
- Liberty University- 1
- Lock Haven University- 1
- Messiah College- 1
- Moravian University- 1
- Rutgers University- 1
- Seton Hall University- 1

**Outpatient Behavioral Health – Bachelors**

- Penn State University- 1
- Moravian University- 1

**Placement**

- Cedar Crest College- 1
- Kutztown University-1

**Making the Grade**

- Cedar Crest College- 1