



# Pinebrook Family Answers

SOLUTIONS FOR GENERATIONS



## 2023-2024 **ANNUAL REPORT**



**“When I was a boy and I would see scary things in the news, my mother would say to me, ‘Look for the helpers. You will always find people who are helping.’” — Fred Rogers**

This quote resonates with me as our country looks back on a year of change and uncertainty. As a society, we aim to build something better for ourselves, our families, and our communities. With mental health as a top concern, we seek happy, healthy, and fulfilled lives. Some days are challenging, but our consistency and resilience make the difference.

Building resilience to navigate the joys and sorrows of life is essential. Empowering ourselves requires help and support from time to time. At Pinebrook Family Answers, we are committed to providing that help and support, offering stability and fostering resilience within our community.

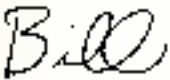
During the 2023-2024 fiscal year, we served over 5,059 clients and positively impacted 11,947 family members, totaling 17,476 individuals. Our programs promote well-being and resilience, benefiting the entire community.

We are proud to present our annual report, highlighting a few of our achievements:

- The Police Department Mental Health Liaison program responded to 2,113 case referrals.
- Twelve adoption clients were welcomed into their forever families.
- Our School-Based Behavioral Health Services program served 529 students.
- Pinebrook was re-accredited by the Council on Accreditation (COA) through November 2027.
- We participated in the CORE Fellowship with the Lehigh Valley Community Foundation.

The dedication of our staff, volunteers, partners, and supporters has been instrumental in our success. Together, we’ve built a strong network of “helpers” who empower others and strengthen our communities.

Thank you for your continued support.



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



SCAN TO LEARN  
MORE ABOUT  
OUR PROGRAMS  
AND SERVICES

## MISSION STATEMENT

**Pinebrook Family Answers nurtures and empowers children, adults and families by providing mental health services and community-based programs throughout the Greater Lehigh Valley. We do this through initiatives that promote safety and diversity, mitigate the impact of trauma, and facilitate self-sufficiency while connecting people with community partners.**

# ANNIE'S PATH TO



# Self-Empowerment

Annie came to Pinebrook's Outpatient Services feeling like she was waging a "war" within herself. In a tumultuous relationship for 18 years, she endured emotional and at times physical abuse from her husband. Therapy began as a place for her to talk about her anxiety and feelings of entrapment. Over time, she discovered she had PTSD, which opened up a new path for her. Therapy became a sanctuary of empowerment and self-discovery, where she felt heard and valued.

Last winter, she made the brave decision to leave her husband and move into her own apartment. Now, she maintains a relationship with her two daughters, runs her own business, and is exploring a new sense of self. She's gaining confidence, setting boundaries, and, for the first time in her life, she is not relying on someone else to feel valued. Despite her ex-husband's attempts to reconcile, she has maintained her boundaries, kept herself safe, and is successfully living her life for herself through consistent therapy and self-work.

## WHAT OUR CLIENTS ARE SAYING ...

"I loved that everything the HFW team did to help my family actually worked; it truly led to a complete turnaround for the better." *Grace, Mother of HFW Client*

## WHAT OUR CLIENTS ARE SAYING ...

"At my first session with a reluctant 9-year-old client, I made a deal, give me three weeks and then you can fire me; a year and half later he is ready for discharge." *Marina, Therapist, Outpatient Behavioral Health*

Thank you to Brown & Brown for their support and for underwriting the 2023-2024 Annual Report.



**Brown & Brown**  
INSURANCE\*



# Empowering Change Together:

## PDMHL'S PARTNERSHIP WITH LAW ENFORCEMENT

The Police Department Mental Health Liaison (PDMHL) program, managed by Pinebrook Family Answers in Allentown, PA, is a trauma-informed service that launched in April 2017 with a three-year PCCD grant. Collaborating with the Allentown Police Department (APD) and twelve other police departments in Lehigh County, the program evaluates needs, refers individuals to service providers, reduces recidivism, and promotes the Recovery Model.

Initially, a single social worker at APD helped 128 clients. The program expanded in 2019, 2020, and 2023, now funding five social workers: two at APD and three supporting other county departments and referrals from Magisterial District Judges. Last fiscal year, 2,113 clients received support and services.

Pinebrook Family Answers' social workers, known as Community Intervention Specialists (CIS), help connect individuals and families with resources post-law enforcement interactions. CIS receive referrals via police department administration and direct interactions with officers, often riding along with police.

The PDMHL program improves mental health and substance use outcomes for those engaged with the legal system, fostering community partnerships with law enforcement

and the courts. Our goals include connecting individuals with resources, preventing unnecessary jail or hospital stays, reducing recidivism, and supporting recovery for the benefit of individuals and the community.

Kyle, 28, was well known to the Allentown Police Department (APD) due to his mental health issues and addiction. APD encountered him frequently and reached out to the Police Department Community Intervention Program. Despite his elusiveness, Jane, a Community Intervention Specialist (CIS), connected with his mom.

Jane explained the CIS role, emphasizing support for Kyle, his family, and the community. Concerned for his safety, his mom felt helpless. Jane connected her with a family recovery treatment program providing weekly support and counseling. After Kyle's discharge from rehab, Jane referred him to outpatient mental health and substance abuse treatment centers. His mom stays in touch, sharing concerns, and Jane regularly visits to encourage Kyle's continued progress.

Kyle's mom admitted to enabling behaviors but credits CIS with helping her understand addiction and mental health, supporting her role as a mother of someone with serious mental illness and substance use issues.

### WHAT OUR CLIENTS ARE SAYING ...

*"I don't know what you are doing but please do not leave us, it's working, and I was not a believer." Allentown Police Officer about our PDMHL Program*

### WHAT OUR CLIENTS ARE SAYING ...

*"It is not surprising that Linda received The Power of Kinship award. She is a powerful example of family, love and commitment, nothing will stand in her way of giving Zander and Marc the best life she can!" Supervisor, Placement Transition Services*

# UNCONDITIONAL CARE IN ACTION: *Maya's Path to Success*

A Lehigh Valley child care center reached out to Pinebrook's UCC program about a family in need. Maya, a young girl, faced significant challenges: she had recently moved from another country, spoke only Spanish at home, and had been diagnosed as deaf, just starting to use hearing aids. These factors made her situation complex, and she struggled in the classroom, resorting to physical communication.

The UCC Program Manager visited the center, meeting with Maya's family and a translator to explain how the program could help. The

family agreed to participate. Since then, UCC has facilitated a full evaluation for Maya, provided classroom coaching for her teachers, and arranged adjustments to her hearing aids. When issues with Maya's medical insurance arose, UCC coordinated a meeting with the family's local State Representative to seek a resolution.

Although the case is still open, both Maya and her family are making progress. We are grateful to the child care center for reaching out and to the family for working with our program.

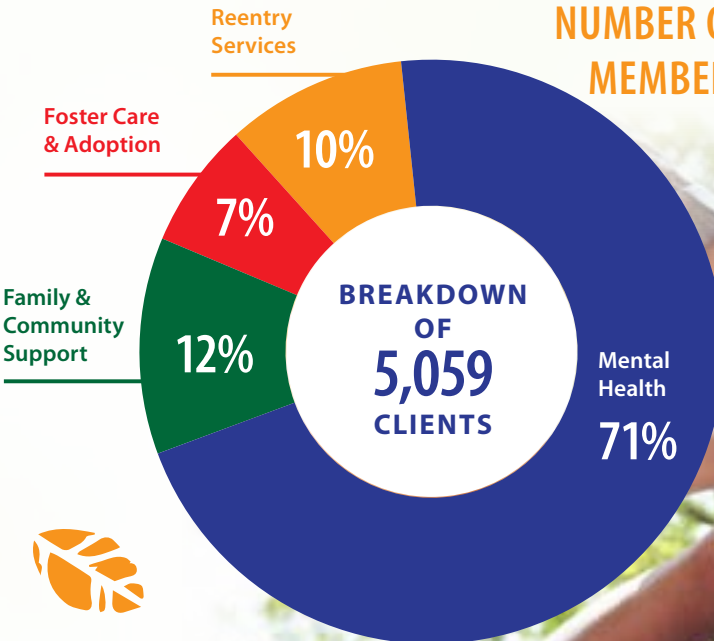
## EMPOWERING A WIDER IMPACT

Pinebrook Family Answers significantly impacts the community, serving **5,059 clients** and positively affecting an additional **11,947 family members**, totaling **17,476 individuals**. Our programs and its impact promote well-being and resilience, benefiting the entire community.

### 2023-2024 IMPACT

# 17,476

## NUMBER OF COMMUNITY MEMBERS IMPACTED



The Police Department Mental Health Liaison program responded to **2113 case referrals** from police officers.

**97% of children** in the Unconditional Child Care Program maintained their childcare placement.

**12 adoption clients** were welcomed into their forever families.

School Based Behavioral Health Services program served **529 students**, 79% were considered a successful discharge.

Transportation and Visitation Program (TVP) provided service to **148 Lehigh and Northampton County families**.

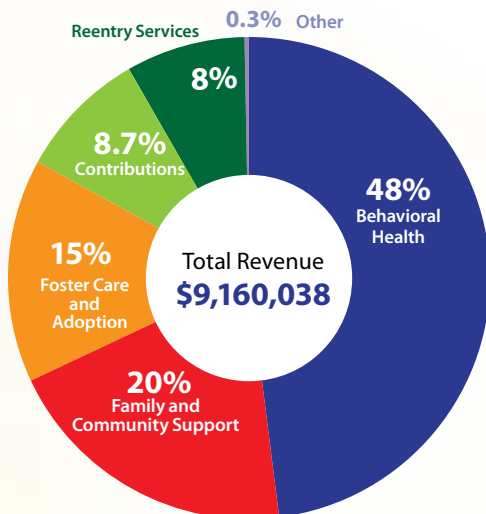
**28 interns** gained practical experience and facilitated two 12 week sessions of "Grandparents raising Grandchildren" a free program to the community.

High Fidelity Wraparound (HFW) has successfully maintained or improved the **placement of the child in 92%** of the cases.

79% of incarcerated parents who successfully completed Parenting Inside Out (PIO) classes reported an **increase in parenting knowledge** based on pre and post-tests.

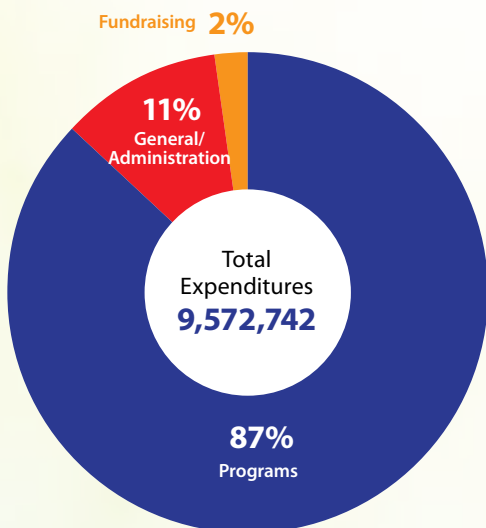
## FINANCIALS 2023-2024

### REVENUE



Behavioral Health	\$4,355,694	48%
Family and Community Support	\$1,873,714	20%
Foster Care and Adoption	\$1,401,378	15%
Contributions	\$787,361	8.7%
Reentry Services	\$708,353	8%
Other	\$33,538	.3%
<b>Revenues Total</b>	<b>\$9,160,038</b>	

### EXPENDITURES



Programs	\$8,361,389	87%
General/Administration	\$986,731	11%
Fundraising	\$224,622	2%
<b>Expenditures Total</b>	<b>\$9,572,742</b>	

## FOUNDATION & CORPORATE SUPPORT

Air Products  
Anonymous  
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Two Rivers Health & Wellness Foundation  
United Way of the Greater Lehigh Valley  
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We are a partner agency of the United Way of the Greater Lehigh Valley.

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*Pinebrook Family Answers has once again been nationally accredited by the Council on Accreditation (COA) through November of 2027. This recognition is a testament to our unwavering commitment to providing the highest quality services to our community. The COA accreditation validates our dedication to best practices, continuous improvement, and achieving measurable results. We are proud of this achievement and look forward to continuing our mission of serving families with the utmost professionalism and care.*

**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.



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



"Pinebrook Family Answers helped me to get all the community services based on my family needs but the most important thing was that my son finished his summer school and now he is enrolled in high school."  
*Octavia, SHAPE Client*

"You've always been there for me! Over these many years and you never judged me that's why I really like talking to you. You've helped me a lot."  
*Sammy, Client, Outpatient Behavioral Health*

"Our little girls came to us, needing a safe, loving place to live and grow. We are grateful to be their chosen family and excited to become a forever family soon!"  
*Katie and Dan, Foster and Adoptive Parents*

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

