



# EASTON ROTARY SERVICE FOUNDATION

Rotary Club of Easton  
Easton, Pennsylvania

2886 Hope Ridge Drive, Easton, PA 18045-8144

## GRANT APPLICATION

Organization Name Pinebrook Family Answers

Address 1101 Northampton Street

City Easton State PA Zip 18042

Phone 610-432-3919 Fax \_\_\_\_\_

Email ktrimble@pbfalv.org

Contact Person Kathleen Trimble Title Vice President

Project Director Shelly Feller Title Program Manager

Project Title Unconditional Child Care

Grant Period July 1, 2019-June 30, 2020

Total Cost of Project \$350,000 Amount Requested \$5,000

Signature of Approving  
Agency Personnel Kathleen D. Trimble Date 3/26/19

Name of Approving  
Agency Personnel KATHLEEN D. TRIMBLE Title Vice President

*For use by Easton Rotary Service Foundation*

Date Received \_\_\_\_\_

Action Taken \_\_\_\_\_ Date \_\_\_\_\_

## **Easton Rotary Service Foundation Progress Report 2019**

### **Program Goals and Objectives**

Operated successfully since 2008 in partnership with the Allentown, Bethlehem and Easton School Districts and the United Way of the Greater Lehigh Valley, *Making the Grade* (MTG) is an outcomes-based, truancy reduction/family support program for elementary and middle-school children (grades one through eight) at-risk of truancy and/or school failure, and their families. The program was specifically developed in response to a critical community need for targeted social services intervention and support for families struggling with truancy identified by attendance teams within the school districts. Designed to get to the root cause(s) of the truant behavior, key contributors to truancy are addressed via this program of individualized social service assessment and supports offered in the family's home. Program goals are to improve students' school attendance and engagement and improve family functioning and resilience related to the problem. The long-term goal of the program is to ensure that each student participant ultimately graduates from high school, thereby increasing his/her ability to continue an education and/or be prepared to enter the workforce. Specific short-term outcomes are delineated below under heading 6. How did you measure success?

In program year 2018-2019, Pinebrook Family Answers' goal was to continue offering the *Making the Grade* program to Lehigh Valley at-risk youth and families for the ninth consecutive year and with full funding the program hoped to serve 180 youth and their caregivers and families

### **Constituency Served**

*Making the Grade's* eight-year program history reflects that the core population of at-risk elementary and middle-school children and their families served by the Program is racially and ethnically diverse, 100% disadvantaged and living in poverty, of mixed gender, and impacted by social conditions known to contribute significantly to truancy and/or school failure, such as: absent/uninvolved caregivers, family instability, physical and/or mental illness, lack of education, chronic unemployment, substance abuse, domestic violence, child maltreatment, transience, homelessness, and disconnection from the community, lack of English-speaking language skills, and other significant psychosocial and environmental stressors. To date, the majority of youth and families served in all program years, including the current 2018-2019 year, resided in the Allentown School District, however currently we do have students in the Bethlehem and Easton School Districts.

During the full program year, July 1, 2018, through June 30, 2019, the agency hoped to serve at least 180 youth in grades one through eight at-risk of truancy, and their families, for a total of approximately 320-500 individuals. Due to increased funding from the United Way of the Greater Lehigh Valley, to date, from July 1, 2018 through February 28, 2019 (seven months into the program year), the program has served a total of 250 youth and their families. Of these, 115 youth were female, and 135 were male. 19 were African American, 2 were Asian, 162 were Hispanic, 6 were Multi-Ethnic, 2 were other, 44 were unknown, and, 15 were White.

They ranged in age from 5 to 15 years, with an average age of 10 1/4 years. Their grade levels fell between Kindergarten and 8th, with, 34 students in Kindergarten, 33 students in first grade, 30 in second grade, 26 in third grade, 28 in fourth grade, 31 in fifth grade, 19 in sixth grade, 23 in seventh grade, and 26 in eighth grade.

## **Measuring Success**

To determine whether program objectives had been met for the 2018-2019 program year, the following short-term outcomes were established for participants receiving MTG's 12-week course of core program services:

80% of engaged students will attend at least 80% of *Making the Grade* sessions, as measured by program attendance logs;

75% of engaged students will improve their school attendance as much as possible, as measured by school report cards;

As many parents/caregivers as possible will improve as much as possible in their parental capabilities as measured by the North Carolina Family Assessment Scale (NCFAS);

90-95% of engaged students and families will report increased awareness and utilization of community resources as measured by the program satisfaction survey and staff report; and, 90% of engaged students and families will report satisfaction with *Making the Grade* services as measured by the program satisfaction survey.

The results of these measure are tabulated from school report cards but historically these goals are met. This data will be available in Summer of 2019.

Program data was collected by MTG staff and monitored, analyzed, and evaluated by the agency's Director of Performance and Quality. Program results, which include opportunities for improvement, are reviewed by the MTG team, agency administration and the Program Evaluation Committee, the planning and program evaluation committee of the Board of Directors. An Annual Performance Report is sent to all major stakeholders, as well as posted on the agency's website ([www.pbfalv.org](http://www.pbfalv.org)).

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### **Organization Contact Information**

Pinebrook Family Answers  
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(610) 432-3919  
(610) 432-5174 (fax)  
[www.PbFALV.org](http://www.PbFALV.org)  
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### **Organization Director**

William B. Vogler, PhD  
Chief Executive Officer  
(610) 432-3919  
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### **Questions may be directed to:**

Kathleen D. Trimble  
Vice President of Mission Advancement  
610-432-3919  
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### **Mission Statement**

The mission of Pinebrook Family Answers is to transform lives across generations by nurturing healthy children and strong families, supporting seniors, empowering individuals, and strengthening the Greater Lehigh Valley.

### **Description of Services Provided**

Our 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. Many of these clients are served in multiple programs and their services are coordinated to have the most efficiency for the success of the client. The ability to continue offering this vast array of services is inherent to achieving our strategic goals.

### **Community-based Services:**

**Permanency Services:** Pinebrook Family Answers offers a five-tier **Foster Care** model designed to meet the individualized needs of children who primarily have been traumatized from parental neglect, sexual abuse and/or physical abuse; **Kinship Care Permanency Services**; and **Adoption Services** for special-needs children through the StateWide Adoption Network (SWAN). The Agency's Adoption Department also offers limited international adoption services, including home study and post-placement services in collaboration with other accredited adoption agencies. **Transportation and Family Visitation Program** connects children in out-of-home placement with their biological/legal families providing supervised family visitation to support family reunification goals.

**Diversionsary Services: Making the Grade Truancy Intervention Services** is a truancy-reduction, family-support program which includes family support services for elementary and middle school children and provides in-home case management and coordination of community services and support. **High Fidelity Wraparound Initiative**, an evidence-based practice and team-based collaborative process for helping youth with special mental health needs, works with youth and young adults, ages 8 to 21, and their families. A family preservation program, **SHAPE** serves families with children ages 0-18, providing need assessments, case management, coordination of community services and support. Our newest program, which joined the agency in July 2018 when Child Care Information Services closed, is **Unconditional Child Care**, a program that works with young children with challenging behavioral issues to help keep them in their child care placements.

**Senior Home Care Services:** Under license by the Department of Health, the Agency's **HEMOCARE** program provides care for seniors, those recovering from accidents, injury, surgery, long- or short-term disabilities, and others who need assistance with daily chores of living. Services include personal care needs, light housekeeping, running errands such as shopping, laundry and respite care.

**Forensic Services** includes **Adult Re-entry Services**, including trauma-informed case-management in the jails as well as case-management for incarcerated women's families; **Transitional Residence Program**, a unique housing program that addresses the needs of homeless women and enables them to reunite with their children and work toward housing stability; the **ALPHA program** provides teens on probation with academic, behavioral, and job readiness services designed to prepare them to enter the workforce and success in life; **Family Services**, which includes evidence-based parenting education classes and supervised contact visits; and theft remediation services.

## CLINICAL SERVICES:

**Behavioral Health Services:** Pinebrook Family Answers operates **four outpatient psychiatric clinics** for children and adults, which provide an array of outpatient psychiatric and counseling services to clients from county mental health offices, children in Pinebrook Family Answers' foster care programs, and privately-referred clients in the Greater Lehigh Valley Region. The Agency is a participating provider of services in the Pennsylvania HealthChoices Initiative and contracts with numerous commercial insurance companies and Employee Assistance Programs. Other behavioral/mental health services include **Integrated Behavioral Health Services**, a model of service provision that places behavioral health providers in a team environment with other health care providers, such as primary care physicians and schools. The Agency has **partnered with St. Luke's University Health Network to place mental health professionals in pediatric clinics, mobile health care vans, and HIV care settings**. The agency also has **7 clinicians placed in schools in the Allentown, Bethlehem, Easton and Bangor School Districts**. Pinebrook Family Answers **opened its fourth outpatient psychiatric clinic in South Bethlehem in the summer of 2018** which benefits a large population of people that have been unable to receive care since another provider closed almost three years ago.

**Family-based Mental Health Services**, an in-home therapeutic treatment program, is designed to preserve families with children who are experiencing serious mental health issues. **Compeer and CompeerCorps** bring together caring adult volunteers and adults coping with mental illness in one-to-one friendship relationships. **Warmline** provides an anonymous telephone support service for Lehigh County residents.

Agency statistics reflect that the population served by Pinebrook Family Answers is **racially and ethnically diverse** and **95% living in poverty**. Our focus is supporting children, adults and seniors in order to make them healthy, strong and self-sufficient. Last year, **Pinebrook Family Answers** assisted **5,307** children, young adults, families and seniors. The agency's community-based services specifically focus on assisting low-income families

of diverse backgrounds, primarily residing in inner-city Allentown, Bethlehem, and Easton and the Slate Belt area of Northampton County. All of these programs rely heavily on private support.

## **Need**

Behavior is a powerful form of communication. For young children, behavior often is the only way they know how to communicate. Children whose behavior is angry and disruptive are crying out for help. These are the children most in need of positive and nurturing environments, but their behavior makes it hard for adults to provide this. There is always a reason for behavior, and our task at Unconditional Child Care is to identify the causes for the behavior, develop strategies for the child's parents and teachers, and address the problems that are beyond the child's control.

If we deal with problems early, before the children have been expelled several times, we are able to make greater progress in shorter periods of time. Because of rapid brain development during the preschool years, positive changes can occur quickly, often in a few months. Without intervention, a young child's serious behavior problems never just go away; instead as the child grows, the problems become bigger and more challenging to address. Intervention with behavior problems is essential so that children can remain in their early childhood education programs and enter school with the skills they need to succeed both in school and later life.

A child who does not develop foundational skills to get along with others and to regulate his own behavior will not be able to learn more sophisticated social skills later. A child with poor social skills, who fails to meet social and emotional developmental benchmarks during his preschool years, is headed for future problems and delays in other areas of development. When this child becomes a young adult, it is easy to see how the whole community may be affected. Intervention as early as possible for these troubled young children makes sense for the child, the family, and for our community. It will cost more and take longer to fix the problems later.

Children's behavior problems are hard for families to handle. Parents of these children often are frustrated, upset and in conflict with their child care provider. They do not know where or how to find help. They feel that their children's behavior reflects poorly on their parenting ability, an emotion-laden area for most parents. Many of the resources which can help (such as developmental pediatricians, Provider 50 agencies) have lengthy waiting lists of more than a year and complex application processes. Parents frequently have limited ability for a variety of reason (e.g. literacy skills, work demands) to complete the application process for community services, and they need assistance and encouragement to follow through on getting help for their children.

A parent's employment may be put in jeopardy when a child is having problems in child care. Child care centers often call the parent to pick up the child when there are behavior crises, causing the parent to miss work and lose income. Many low-income parents work in jobs that do not provide paid leave time, and employers often cannot tolerate absences. There can be a stigma associated with children with behavioral problems. When a family loses child care due to their children's behavior, the parents often are not able to maintain their jobs, pushing these families into devastating financial struggles.

Child care providers struggle to provide high quality care. The challenges are many – hiring, training and retaining qualified staff, business and financial issues and constraints, physical facility deficiencies, and meeting certification and STARS (the quality rating system) requirements. Children's disruptive behavior makes providing quality care even more difficult, and all the children in the classroom are impacted. Teachers burn out and give up in frustration with the problems. The parents of the child with problems are defensive, and the parents of the other children often complain. Even the centers with the highest quality and most experience tell us they need help with children with severe behavior problems, that they do not have the time, skills or resources to solve these problems on their own.

## **How We Will Meet the Need**

Unconditional Child Care (UCC) grew out of recognition that child care providers needed more support and guidance in caring for young children with difficult behavior. Expulsion of young children does not solve the real problems, but instead creates more difficult lives for the children and their parents. The philosophy and process of UCC works well for young children and their families, and for child care providers.

Children whose angry, aggressive and violent behavior makes caring for them difficult are the typical referrals to the program. Child care providers often have no choice but to ask parents to withdraw children with these behaviors if the providers and children do not have support. UCC is successful in keeping children in child care and in resolving the often-complex issues that cause disruptive behavior.

The program is based on case management. Something that both the staff at UCC have a great deal of experience with as well as the leadership at Pinebrook has vast experience. This is an individualized approach, in which the people who are important in the child's life form a team that develops and implements an intervention plan for the child. The plan focuses on the strengths of the child, family and child care program. Services and resources are brought into the child care program where the child is enrolled. The goals are for the child to remain in child care and to gain the skills needed to do well in early childhood education, school and adult life.

The UCC process and the UCC staff are the keys to the success of the program. Building trusting relationships with parents and child care staff is an essential first step in successfully providing services for a troubled young child. The UCC staff:

- engage the family and child care staff in the Unconditional Child Care process,
- facilitate the wraparound team meetings which are held monthly,
- have weekly conversations with the parents and child care director to monitor progress and implementation of the intervention plan,
- provide resources for the parents and child care staff,
- assist parents with accessing community resources,
- encourage parents and teachers in positive interactions with the child, and
- support the family and provider so that the child's needs are met.

The first step for the UCC staff is to engage the child's family and child care teachers as a team to develop and implement an intervention plan. The wraparound (or team) meetings are the heart of UCC. These meetings are where information is shared, relationships and trust are developed, problems are discussed and solved, and progress is celebrated. Having all the people involved with the child at the meetings is crucial, so that everyone has a chance to be heard and be part of the decision making. When all the people caring for the child are using the same strategies and approaches across all settings, the child benefits greatly from the consistency, and improved behavior happens more quickly.

The specific strengths and needs of the child, family and child care provider are identified at the beginning of the first wraparound meeting. The team develops a plan to meet each of the needs, using the strengths of the child, family and provider as much as possible. In most cases, parts of the plan involve spending money on services or resources. The team decides what is needed, and the request is reviewed and approved if appropriate by the UCC Program Manager. Other funding sources are explored before approving expenditure of program funds. Each child's needs are unique, but many of the children and their families need the following:

- Professional assessments of the child and the provider in the child care classroom
- Initial wraparound meetings which focus on parents' and classroom teachers' ideas about child's strengths, needs, behavior, and development
- Whole-team decision making on intervention plans which outline the strategies to change behavior and to meet other needs of the child, family and provider
- Monthly wraparound meetings to share information, assess progress, and address problems

- Skill training in behavior management for parents and child care staff
- Skill training in problem solving and stress management for the child, parents, and staff
- Knowledge gains in the importance and process of social-emotional development and learning social skills
- Materials to implement a behavior plan (such as timers, first/then boards)
- Materials to address children's specific needs at home and at the center (such as chewy tubes and weighted blankets for sensory needs)
- Ongoing coaching, encouragement and support for child care staff and parents
- Assistance in strengthening parent-child relationships and positive parenting
- Additional classroom staff for periods of time ("mentors")
- Assistance with referrals to the County Behavioral Health Management program for services that improve child and parent behavioral health
- Assistance with referrals to Early Intervention for evaluations and therapy
- Information about community resources such as food banks, recreation programs, domestic violence programs, heating assistance and others to help with family needs
- Collaboration with the child care program to encourage and support family engagement in their child's early childhood education

Strategies used in the classrooms and with parents are always inclusive and universally designed, so that the teachers' new skills benefit not only the child with behavior problems, but also the whole class. When parents use the tools that they are taught at home, all of the children in the family benefit.

Assessments of the child in the child care classroom are done at the time the case opens and every six months thereafter until the case closes. The people doing the assessments are called "classroom observers," and they bring a variety of expertise and experience, including early childhood education, early intervention, medical professions, therapies, and social work. These people also work as classroom coaches in the coaching component. The observers provide training in specific skill development and in topics of expertise (e.g. autism) for child care teachers and parents. All of the observers have early childhood experience and are skilled in engaging parents and child care staff. Pinebrook Family Answers contracts with the classroom observers as independent contractors. The contracts meet the IRS requirements for contractors, and 1099s are issued annually.

The assessments evaluate the child's social-emotional development, using the Pennsylvania Early Learning Standards. The initial assessment also includes a written report of specific observations of the child's behavior, of the teachers' interactions with the children, suggestions for addressing the child's disruptive behavior, and recommendations for further evaluation and/or services. The classroom observer attends the first wraparound meeting and discusses the observations and recommendations. All team members receive a copy of the assessment. The team decides which suggestions to include in the intervention plan. Classroom observations are done at six-month intervals, or more often if the team thinks it would be helpful.

Wraparound meetings are held monthly while the case remains open. Meetings are scheduled at times that meet the parents' and child care providers' needs. The goals of each meeting are to:

- Build relationships and trust among the group,
- Identify what is going well at the center and at home, and where the problems are,
- Review implementation of the wraparound plan, and
- Create strategies to resolve the problems.

UCC staff makes weekly contact with the parent and the child care provider to assess how the intervention plan is working and to provide support. If necessary, a wraparound meeting can be held sooner than planned to address problems.

The UCC staff establishes a six-month service period with the family and child care provider. The time frame is flexible, and the needs of the child are always considered before ending service. If the family and the child care provider are invested and actively participating, services can continue longer to achieve any outstanding goals. Experience has taught us that without time limits, both parents and providers were slower to implement changes and to access needed services.

Unconditional Child Care services end when the child's behavior has improved to the point that the parents and child care provider are satisfied that the child is not at risk of expulsion, or when other services (such as Provider 50/Behavioral Health) are in place and meeting the family's and provider's needs. Services also may end when the parent states that the family is no longer interested in services, or when the parent does not attend scheduled wraparound meetings several times. Before ending services when a parent is not responding, the UCC staff make efforts to re-engage the parent and determine what issues may be affecting the lack of commitment.

In all cases, staff assures the parents and child care providers that services can begin again if there is a need in the future. Frequently, parents seek help and support after a case is closed, when the child is starting kindergarten, transferring to another child care provider, and when attending IEP or Provider 50 re-authorization meetings.

### **Methods and Measurement Standards for Success**

The major goal of Unconditional Child Care is that parents of children with difficult behavior have child care programs that meet both the parents' and children's needs. The outcomes that UCC expects are:

No less than 85% of the children receiving UCC services are successfully maintained in a child care program as long as their parents need child care.

No less than 75% of the UCC parents will report that the program made a positive difference in their ability to sustain child care.

These outcomes are measured through monitoring children's ongoing enrollment in child care every week and by using a parent survey which is administered at six-month intervals and at case closure.

A second important goal of Unconditional Child Care is that young children with difficult behavior will make gains in reaching social-emotional development. The outcome that UCC expects is:

No less than 75% of the children will make gains in social-emotional development.

Measurement of this outcome is done through a social-emotional development assessment completed at the time the case opens and every six months thereafter by UCC's contracted classroom observers.

Nationally accredited by the Council on Accreditation since 1998, Pinebrook maintains high standards of program performance, evaluation, and continuous quality improvement. Ongoing, all programs are monitored for efficacy and efficiency of program performance and achievement of pre-determined goals and outcomes.

### **Other Sources of Support**

Leadership is pursuing additional funding for these programs through submission of grant proposals to other local foundations/trusts and corporations and through private donations. We currently have commitments from The United Way of the Greater Lehigh Valley and Two Rivers Health and Wellness Foundation. We have proposals outstanding with Just Born, The PPL Foundation, The Donley Foundation and Crayola.

### **Grant Request**

We respectfully request a grant in the amount of \$5,000 for Unconditional Child Care for the 2019/2020 program year. In order to meet our goal of serving 200 families, we need to raise \$70,000 in private funds.

**2018-2019 Unconditional Child Care Budget**

<b>Version 3.1.1</b>	<b>7/19/18</b>
Revenues	
Northampton County	185,000
Lehigh County	25,000
Private, Foundation and Corporate Support	140,000
<b>Total Revenues</b>	<b>350,000</b>
Salaries	187,614
Payroll taxes	14,357
Health	16,000
MERP	2,396
Dental	905
403-b	2,142
Life Insurance	631
Workers Comp	1,504
Unemployment	1,291
<b>Personnel Costs</b>	<b>226,841</b>
Training	157
Board of Directors	82
Accreditation	575
Program Supplies	1,000
Family Support Funds	0
Family Resource Fund	50,000
Recog Awards - Agency	204
Recog Awards - Program	973
Travel	6,000
Dues/Memberships	844
Equip Rental	742
Office Supplies	834
Telecom	4,500
Postage	475
Computer	1,830
Electronic Health Records	1,282
Utilities	2,700
Maint Agreements	1,579
Legal/Payroll	1,348
Advertising	194
Insurance	3,284
Debt Service	337
Depreciation	4,492
Subtotal Operating Expenses	310,272
Share of Administrative Expenses	27,080
Share of Maintenance Expenses	2,877
Share of Advancement Expenses	9,771
<b>Total Expenses</b>	<b>350,000</b>
<b>Revenues Over (Under) Expenses</b>	<b>0</b>

**PINEBROOK FAMILY ANSWERS**  
**(A Not-for-Profit Organization)**  
**STATEMENT OF FINANCIAL POSITION**  
**June 30, 2018**  
**With Comparative Totals as of June 30, 2017**

	Unrestricted	Temporarily Restricted	Total	
			2018	2017
<b>ASSETS</b>				
Cash and Cash Equivalents	\$ 158,838	\$ 185,897	\$ 344,735	\$ 371,830
Accounts Receivable	957,885	-	957,885	745,724
Promises to Give	-	50,000	50,000	8,700
Prepaid Expenses and Other Assets	88,076	-	88,076	65,057
Investments (Note 3)	91,116	-	91,116	80,990
Property and Equipment, Net (Note 5)	1,479,562	-	1,479,562	1,554,820
<b>TOTAL ASSETS</b>	<b>\$ 2,775,477</b>	<b>\$ 235,897</b>	<b>\$ 3,011,374</b>	<b>\$ 2,827,121</b>
<b>LIABILITIES AND NET ASSETS</b>				
<b>Liabilities</b>				
Accounts Payable	\$ 81,910	\$ -	\$ 81,910	\$ 82,270
Accrued Payroll and Payroll Tax Liabilities	284,644	-	284,644	222,002
Deposits Payable	-	-	-	972
Compensated Absences	83,557	-	83,557	89,540
Long-Term Debt (Note 6)	299,492	-	299,492	396,587
<b>TOTAL LIABILITIES</b>	<b>749,603</b>	<b>-</b>	<b>749,603</b>	<b>791,371</b>
<b>Net Assets</b>				
Unrestricted				
Undesignated	845,804	-	845,804	643,906
Net Investment in Property and Equipment	1,180,070	-	1,180,070	1,158,233
Total Unrestricted Net Assets	2,025,874	-	2,025,874	1,802,139
Temporarily Restricted (Note 10)	-	235,897	235,897	233,611
<b>TOTAL NET ASSETS</b>	<b>2,025,874</b>	<b>235,897</b>	<b>2,261,771</b>	<b>2,035,750</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 2,775,477</b>	<b>\$ 235,897</b>	<b>\$ 3,011,374</b>	<b>\$ 2,827,121</b>

See independent auditor's report and notes to financial statements.

**PINEBROOK FAMILY ANSWERS**  
**(A Not-for-Profit Organization)**  
**STATEMENT OF ACTIVITIES**  
**Year Ended June 30, 2018**

**With Comparative Totals for the Year Ended June 30, 2017**

	Unrestricted	Temporarily Restricted	Total	
			2018	2017
<b>Operating Revenues and Support</b>				
Contract Revenues and Service Fees	\$ 7,432,737	\$ -	\$ 7,432,737	\$ 6,933,106
Contributions	655,899	104,252	760,151	770,518
Special Events, net of direct costs of \$5,683 and \$6,653, respectively	15,352	-	15,352	25,547
Other	6,821	-	6,821	7,517
Interest and Dividend Income	4,172	-	4,172	2,898
Net Assets Released from Restrictions	126,966	(126,966)	-	-
<b>Total Operating Revenues and Support</b>	<b>8,241,947</b>	<b>(22,714)</b>	<b>8,219,233</b>	<b>7,739,586</b>
<b>Operating Expenses</b>				
Program Services				
Outpatient Services	2,204,970	-	2,204,970	2,032,182
Other Behavioral Services	861,304	-	861,304	772,916
Permanency Services	1,534,098	-	1,534,098	1,578,599
Diversiory Services	1,393,430	-	1,393,430	1,529,125
Home Care	510,690	-	510,690	459,375
Forensics	487,349	-	487,349	448,954
Total Program Services Expense	6,991,841	-	6,991,841	6,821,151
Support Services				
Manangement and General	842,729	-	842,729	862,672
Fund Raising	190,773	-	190,773	221,631
<b>Total Operating Expenses</b>	<b>8,025,343</b>	<b>-</b>	<b>8,025,343</b>	<b>7,905,454</b>
<b>Change in Net Assets from Operations</b>	<b>216,604</b>	<b>(22,714)</b>	<b>193,890</b>	<b>(165,868)</b>
<b>Other Changes in Net Assets</b>				
Contribution Restricted for Property and Equipment Acquisition	-	25,000	25,000	61,450
Unrealized Gain on Investments	7,131	-	7,131	8,687
<b>Total Other Changes</b>	<b>7,131</b>	<b>25,000</b>	<b>32,131</b>	<b>70,137</b>
<b>Increase (Decrease) in Net Assets</b>	<b>223,735</b>	<b>2,286</b>	<b>226,021</b>	<b>(95,731)</b>
<b>Net Assets at Beginning of Year</b>	<b>1,802,139</b>	<b>233,611</b>	<b>2,035,750</b>	<b>2,131,481</b>
<b>Net Assets at End of Year</b>	<b>\$ 2,025,874</b>	<b>\$ 235,897</b>	<b>\$ 2,261,771</b>	<b>\$ 2,035,750</b>

See independent auditor's report and notes to financial statements.

**PINEBROOK FAMILY ANSWERS  
BOARD OF DIRECTORS**

**Chair**

**Rick L. Klingensmith**  
President (Retired)  
PPL Global, LLC  
(Term expires 1/2020)

**Vice Chair**

**Michael Murphy**  
Director of Pupil Services (Retired)  
East Penn School District  
(Term expires 1/2021)

**Treasurer**

**Andrew Maron** Partner  
Client 1<sup>st</sup> Financial  
(Term expires 1/2020)

**Secretary**

**Christine Lenci**  
Commercial Lender  
Wells Fargo Bank  
(Term expires 1/2020)

**Members**

**Jane Brooks**  
Community Affairs  
Highmark Blue Shield  
(Term expires 1/2021)

**Tammy Bruno**  
Senior Branch Manager & VP  
M&T Bank  
(Term expires 1/2020)

**Karen Clary**  
Founder  
LTO Development, LLC  
(Term expires 1/2021)

**Michele Deegan**

Professor of Political Science  
Muhlenberg College  
(Term expires 1/2020)

**Jeffrey Dobeck**

CPA and Partner  
Buckno Lisicky and Company  
(Term expires 1/2021)

**Mary Rita Goodman**

Superintendent (Retired)  
Wilson Area School District  
(Term expires 1/2021)

**Lori Molloy**

Director of Legal Advocacy  
North Penn Legal Services  
(Term expires 1/2020)

**Janice Plaisir**

Physical Therapist  
(Term expires 1/2021)

**Gregg Potter**

Senior Labor Relations Consultant  
Capital Blue Cross  
(Term expires 1/2020)

**Keith Reynolds**

President  
Reynolds Business Systems, Inc.  
(Term expires 1/2020)

**Jusline Sayegh**

IT Solution & Business Analyst  
Air Products and Chemicals  
(Term expires 1/2021)



**Main Office**  
402 North Fulton Street  
Allentown, PA 18102  
610-432-3919  
610-740-9550 fax

1101 Northampton Street, Ste. 201  
Easton, PA 18042  
610-559-8151  
610-559-9056 fax

16 South Broadway, Ste. 2  
Wind Gap, PA 18091  
610-863-8151  
610-863-5035 fax

502 East Fourth Street  
Bethlehem, PA 18015  
610-814-7154  
484-893-4629 fax

**Steve Cross**

Air Products  
(Term expires 1/2021)

**Donna Walczer**

Working Dog Press  
(Term expires 1/2021)

**Kathryn Williams**

Attorney  
Santanasto Law  
(Term expires 1/2021)

**Kelly Rahl-Heffner**

Attorney  
Gross McGinley, LLP  
(Term expires 1/2021)

09/20/18



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**PbFALV.org**



## *Leadership Message*

Dear Friends of Pinebrook Family Answers:

One of the most rewarding aspects of the services we provide is saying goodbye. The goodbye signifies that our clients have the strength and skills to cope with daily living. It is a bitter-sweet moment for both the staff and clients. I share this with you because your commitment to Pinebrook Family Answers is truly appreciated by the over 5,300 clients we served last year. The clients are grateful for the services and caring of our organization. These moments would not be possible without the support of our donors, our public funding partners, the foundations, the businesses and our Board of Directors who support our mission. You all are the foundation of this organization. Without your time, talent, and treasure, we simply could not do what we do.

Fiscal year 2017-2018 was a year of growth and expansion. The organization reached more people with more services. Some of the highlights include:

We began providing services for women leaving jails in Northampton, Lehigh, and Carbon Counties. *Leaving Jail* was supported by a Federal Grant (the only one received in PA) that will enable us to support returning citizens as they transition into their communities.

We proudly solidified our partnership with the United Way of the Greater Lehigh Valley. With their support Pinebrook Family Answers will be able to place clinicians in four Community Schools across the Valley. We also will provide

truancy prevention services, home health services, and training in trauma informed care.

Pinebrook Family Answers is now fully certified as a trauma informed organization that recognizes and responds to the deep impact that trauma can have on our clients and our staff.

Finally, we proudly opened a new office in Bethlehem, in partnership with the Hispanic Center of the Lehigh Valley and St. Luke's University Health Network. The office is located in the Fowler Community Wellness Center, and is part of a "one stop shop" to serve residents in South Bethlehem.

As a donor, supporter, and friend of Pinebrook Family Answers we thank you for your partnership in achieving all of these milestones, and look forward to many more years of serving Lehigh Valley families who need our support.

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.



### PINEBROOK FAMILY ANSWERS BREAKDOWN OF 5,307 CLIENTS

The majority of clients receive Medicaid and are below the Federal Poverty Level.

714	933	2,853	145	662
Diversionsary Services	Forensic Services	Behavioral Health Services	Homecare	Placement Services



## Maria's Story

At age 40, Maria was in an abusive situation with seven children ranging in age from 2 to 23 and was living with the father of the youngest four. The family came to the SHAPE Program because of the emotional and verbal abuse by Joe, the father. Pinebrook Family Answers' SHAPE Program works to reduce the incidence of child abuse and neglect through early, family-directed, in-home intervention. Maria was reliant on Joe for financial support. A couple of months into working with the SHAPE program, Joe began disappearing for days, bills weren't being paid, and the landlord was questioning Maria. Maria was anxious, confused and scared for her children. Susan, the SHAPE caseworker, began working with Maria on a self-sufficiency plan which included finding employment, a reliable car and a place to live. After many discussions and a new-found sense of determination, Maria agreed to move into a shelter with her children.

The first few weeks in the shelter were difficult for Maria and the children. It was a major transition, but Susan helped Maria find a job as a Home Health Aide, identify a reputable daycare center, and enroll her children in new schools. Her son started receiving IEP and speech services and began improving in school. Maria's daughter was very bright and stood out in the classroom. The school enrolled her in an after-school program that teaches girls about self-esteem and health. The children continued to see their father and the entire family went to counseling. However, Maria filed for divorce after Joe physically assaulted her, and she found out that he was using drugs.

Knowing that the shelter was temporary, Susan helped Maria find a suitable apartment and connected her to agencies that would help low-income families. One of the agencies assisting the family recognized Maria's positive attitude, strong work ethic, and determination to change her family's life, and offered her a full-time job and set hours.

Maria has had to overcome many challenging times in her life-homelessness, domestic violence, children with learning issues, and emotional abuse. What Maria and her children needed was someone to listen and guide them, Susan and the SHAPE program provided that. Maria and her children are happy, safe and flourishing. Maria was approved for a mortgage and she will be purchasing a new home in the next few months.

## Financial Information

### PROGRAM REVENUE FY 2017-2018

	\$	%
Behavioral Health	3,538,641	42.9%
Permanency Services	1,709,252	20.7%
Diversionary Service	1,264,829	15.3%
Forensics	500,297	6.1%
HEMECARE	420,324	5.1%
Private Contributions	785,151	9.6%
Miscellaneous	25,739	.3%
<b>Total</b>	<b>8,244,233</b>	

### AGENCY EXPENSES FY 2017-2018

	\$	%
Programs	6,991,841	87%
General / Administrative	842,729	10%
Fundraising	190,773	3%
<b>Total</b>	<b>8,025,343</b>	

## Foundation & Corporate Support

ACI  
Acteon Networks, LLC  
Air Products  
Anonymous  
Bald Birds Brewing Company  
Bazella Group  
The Will R. Beitel Children's Community Foundation  
Benefit Design Specialists, Inc.  
Buckno Lisicky & Company  
Burkholder's Heating & Air Conditioning, Inc.  
Campbell Rappold & Yurasits, LLP  
Capital Blue Cross  
Cliff Lewis Experience  
The Century Fund  
Corporate Environments  
Curtis Total Service, Inc.  
The Donley Foundation  
Dollar General Literacy Foundation  
Easton Rotary Service Foundation  
ESSA Bank & Trust Foundation  
Exchange Club of Western Lehigh  
First Windish Fraternal Benefit Society of America  
Google Inc.  
Leona K. Gruber Charitable Trust  
Highmark  
The Charles H. Hoch Foundation  
Hospital Central Services, Inc. & Affiliates  
Fred J. Jaendl Family Foundation

Josh Early Candies, Inc.  
Just Born, Inc.  
King, Spry, Herman, Freund & Faul, LLC  
KPMG Bethlehem Division, LLC  
Lehigh Valley IronPigs  
Lindsay Insurance Group, Inc.  
M&T Bank  
The M&T Charitable Foundation  
MU Omicon 301  
Mutual of America  
PPL Corporation  
Quality Services, LLC  
Raymour & Flannigan  
Regeneron Pharmaceuticals, Inc.  
The Dexter F. & Dorothy H. Baker Foundation  
The Heritage Guild  
The Rider-Pool Foundation  
Spirk Brothers, Inc.  
Stirling Painting, LLC  
Stotz & Fatzinger Office Supply  
Thrivent Financial  
Tilley Fire Equipment Company  
Harry C. Trexler Trust  
Two Rivers Health & Wellness Foundation  
United Way of the Greater Lehigh Valley  
Your Neighborhood Drycleaner  
John Yurconic Agency  
Welligent, Inc.  
Working Dog Press

## Affiliations

This 2017-2018 Annual Report is funded in part under contract with agencies from the following counties: Bucks, Carbon, Chester, Lehigh, Monroe, Montgomery, Northampton, Somerset, Schuylkill and the State of Delaware.

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

Pinebrook Family Answers is affiliated with or is a member of the following organizations:

- The Alliance for Strong Families and Communities
- Greater Lehigh Valley Chamber of Commerce
- Greater Lehigh Valley Foster Care Coalition
- PA Council of Children, Youth and Family Services
- Pennsylvania State Resource Parent Association
- Slate Belt Chamber of Commerce
- Statewide Adoption and Permanency Network (SWAN)
- Volunteer Center of the Lehigh Valley

**LIVE UNITED**



United Way of the

Greater Lehigh Valley

UnitedWayGLV.org

Pinebrook Family Answers has managed care agreements with Magellan Health Services, Community Care Behavioral Health and PerformCare.



We are nationally accredited by the Council on Accreditation (COA) through November 30, 2019.

## Board of Directors FY 2017-2018

### Chair

Rick L. Klingensmith  
PPL Global, LLC  
(Retired)

### Vice Chair

Mary Rita Goodman, Ed.D.  
Wilson Area School District  
(Retired)

### Treasurer

Jeffrey Dobeck, CPA  
Buckno Lisicky & Company

### Secretary

Christine Lenci  
Wells Fargo

### Members

Jeffrey Baker  
Bridon American  
  
Marina Brekhounets  
Keller Williams Real Estate  
  
Tammy Bruno  
M&T Bank  
  
Shannon Buckles  
Community Volunteer  
  
Kim Capers  
Capital Blue Cross  
  
Karen Clary  
LTO Development, LLC

Stephen T. Crowley, III  
Versum Materials

Michele Deegan, Ph.D.  
Muhlenburg College

Veronica Gonzalez  
Lehigh Valley Physician Group

Anita Krick  
Right Management  
(Retired)

Andrew Maron  
Paragon Strategic Wealth

Lori Molloy, Esquire  
North Penn Legal Services

Michael Murphy, Ph.D.  
East Penn School District  
(Retired)

Janice Plaisir, PT, DPT  
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