



ANNUAL REPORT 2022-2023



familylinks
Strong. For life.™

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**VINTAGE
DONORS**

DEAR FRIENDS OF FAMILYLINKS,

Familylinks has served Western Pennsylvania for more than 65 years, bringing vital support services to the most vulnerable members of our community. Formed in 2001 through the merger of The Whale's Tale (est. 1970) and Parent & Child Guidance Center (est. 1956), Familylinks has grown to become one of the region's largest and most comprehensive human service agencies, offering a vast array of services that address the multi-dimensional and complex needs of individuals and families.

Today, we offer a continuum of family-centered services in 23 counties across Pennsylvania to fulfill Familylinks' mission to positively impact lives. These services are offered in the following categories: Behavioral Health, Service Coordination, Youth and Family, and Aging Services.

Familylinks continues to evolve to meet the growing need for human services. Highlights of our growth in fiscal year 2023 include:

- Expanding Supports Coordination services to Eastern Pennsylvania for individuals with intellectual/development disabilities
- Opening the Phoenix program, which serves youth identified as at-risk or having experienced commercial sexual exploitation
- Completing a full renovation of our Downtown Outreach Center and Shelter (DOCS) for young adults experiencing homelessness
- Increasing our support for individuals with autism and their families with the opening of an Applied Behavioral Analysis (ABA) service
- Offering outpatient mental health services in Westmoreland County

Without the support of our partners, donors, advocates, and volunteers, our successes would not be possible. On behalf of the board of directors and the leadership team, thank you! Because of you, Familylinks continues to build thriving communities of healthy and strong people.



Stacey Vaccaro
President and CEO



Tony Matteo
Chair, Board of Directors

9,226

Familylinks was able
to provide direct
essential services
to 9,226 individuals
in 2023

Mission

To positively impact lives through integrated community, behavioral, and social programs.

Vision

Thriving communities of healthy and strong people.



- We genuinely care about others
- We communicate openly and respectfully
- We celebrate success
- We embrace change
- We are committed and accountable
- We collaborate



Strategic Goals:

- Be a sought after and inclusive workplace
- Maximize the reach and impact of services through strategic growth
- Maintain long-term financial sustainability
- Engage a network of community partners and supporters
- Invest in our infrastructure to support the mission, vision, and values



FAMILYLINKS SERVICES



Behavioral Health

Familylinks offers a variety of outpatient services for children, teens, and adults living with mental illness and substance use disorder. We also offer applied behavioral analysis (ABA) in a clinical setting. Compassion and personal empowerment are our standards of care. Our programs center around the needs of individuals and families and offer encouragement to help them overcome barriers, make healthy decisions, and reach their wellness goals.

Youth & Family

Familylinks offers a wide variety of housing services ranging from eviction prevention for families who are active with the child welfare system, to permanent supportive housing for individuals with disabilities who have experienced chronic homelessness. In addition, we provide emergency shelter and residential care for youth and young adults who are experiencing homelessness or transitioning out of foster care.

Service Coordination

Familylinks provides therapeutic referrals and support services to individuals with autism, intellectual disabilities, and developmental disabilities across the lifespan, from young children to seniors. We work alongside individuals and their families to help them live safely at home, stay active in their communities, and achieve their life goals.

Aging Services

Familylinks creates community and fellowship for older adults through on-site activities and programs at our Vintage Center for Active Adults. In addition, we offer one-on-one services and resource referrals to help seniors enjoy greater independence.





BETHANY

Substance use disorder had long been a problem for Bethany, who found herself doing unimaginable things to support her addiction, driving friends and family away in the process. Bethany tried numerous times to begin her recovery journey but couldn't find the right program. She would enter treatment but be unable to find employment that would work around her schedule of therapeutic appointments. The jobs that she would find did not offer high enough compensation to support the cost of housing. The final straw was when Bethany lost custody of her two children and ended up without permanent residence.

Bethany was referred to Familylinks' ARIA housing program. The ARIA program helps to cover housing costs for families involved with the Office of Children, Youth and Families (CYF) who are working to overcome barriers related to substance use disorder. With the support of the ARIA program staff, Bethany was able to locate and maintain housing, while completing her recommended treatment and gaining employment. Having secure housing allowed Bethany to achieve the goals that she had set for herself, including reuniting with her children, and becoming a published author. Bethany finally found a program that allowed her to succeed in her recovery, and we at Familylinks are grateful to have been a part of that journey.



JACOB

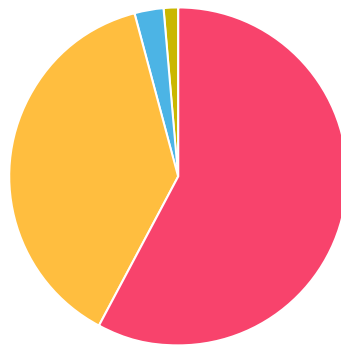
Emotional regulation sometimes proved difficult for Jacob, one of our Supports Coordination participants. It became clear, at an early age, that Jacob found solace in swimming. Jacob's father would spend time walking and floating in the pool with Jacob, which seemed to be one of the very few activities that would calm down Jacob. As he grew older, Jacob began independently seeking out the pool when he would start to feel agitated or over-stimulated.

A few years ago, Jacob's pool became irreparably damaged. As a single parent Jacob's father was unable to access the resources to help replace this therapeutic support for Jacob. Familylinks immediately recognized an opportunity to help Jacob and his father and discussed a grant opportunity that would allow the pool to be replaced. Jacob's father and Familylinks pursued the grant and were able to receive enough funding to replace the pool. Jacob's father stated that upon receiving news of the grant award and what it was being used for, Jacob became "the happiest child ever". The pool has since been installed and Jacob has returned to his calm, happy demeanor.

FINANCIALS

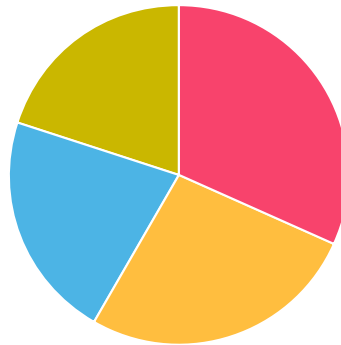


REVENUE
\$26,712,000



● Fee for Services	\$13,960,000
● Contracts/Grants	\$9,894,000
● Other	\$1,883,000
● Contributions	\$975,000

EXPENSES
\$24,406,976



● Youth & Family	\$6,620,124
● Service Coordination	\$6,335,822
● Behavioral Health	\$5,923,299
● Administrative	\$5,527,731

CLIENTS SERVED	BEHAVIORAL HEALTH	1,866
	SERVICE COORDINATION	5,737
	YOUTH & FAMILY	517
	AGING SERVICES	1,106

**TOTAL
 UNDUPLICATED
 CLIENTS SERVED**
9,226

LEADERSHIP

Executive Team

Stacey Vaccaro
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VINTAGE

ANNUAL REPORT



In the last year, Vintage Center for Active Adults focused on returning to pre-pandemic operations, regaining our strong attendance and preserving our culture of innovation. We added new programs, trips, and partners to attract new members to the center. As a result of our efforts, we averaged 124 participants per day and welcomed 297 new members, which is a 21% increase over pre-pandemic levels.

On May 30, 2023, Vintage celebrated 50 years of service to adults ages 60 and older in Allegheny County. Vintage is a “go-to” resource to support older adults in their communities. Working in these neighborhoods for 50 years, Vintage has a deep understanding of the barriers older adults face in accessing services, such as mistrust in the services system, lack of knowledge regarding availability of services, fear that services are too costly, and difficulty engaging complex service systems. We address these barriers through trusted relationships with skilled staff who know how to access services and make connections. Our experience has shown that ongoing relationships are essential to supporting the ability of older adults to remain active and healthy members of the community.

This year, we were proud to launch the Wise Neighbor Project with the generous support of the Henry L. Hillman Foundation’s Healthy Aging Challenge. As one of only four awardees in this highly competitive funding opportunity, Vintage is teaming up with Macedonia FACE to expand our services beyond the Center walls to support underserved and unserved older adults in the Hill District, Homewood, East Liberty and surrounding neighborhoods.

In a survey conducted in spring 2023, eighty percent (80%) of Vintage members say that they connect with friends more often because of Vintage. Seventy-eight percent (78%) say they feel less lonely because of attending Vintage. Seventy-nine (79%) say they feel more able to stay independent because of Vintage. Ninety-two percent (92%) say they are more physically active because of Vintage. And overall, 95% of participants would refer a friend to Vintage.



SERVICE STATISTICS

TOTAL CLIENTS SERVED
ACROSS VINTAGE PROGRAMS

1,106

SENIOR CENTER

- ▶ Average Daily Participation: 124
- ▶ Total New Participants: 297

BETTER CHOICES, BETTER HEALTH CHRONIC DISEASE SELF-MANAGEMENT TOOLKIT

- ▶ 80 Served
- ▶ Satisfaction Survey Results: Average 4.7 on 5-point scale

SENIOR TECHNOLOGY SUPPORT PROGRAM

- ▶ 932 one-on-one coaching appointments with 259 unduplicated persons
- ▶ Satisfaction Survey Results: Average 4.6 on 5-point scale

FINANCIALS

(UNAUDITED)

REVENUE

\$1,486,254

\$1,195,346

EXPENSES



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