



BETTER TODAYS, BRIGHTER TOMORROWS

ANNUAL REPORT
2020-2021



familylinks
Strong. For life.™

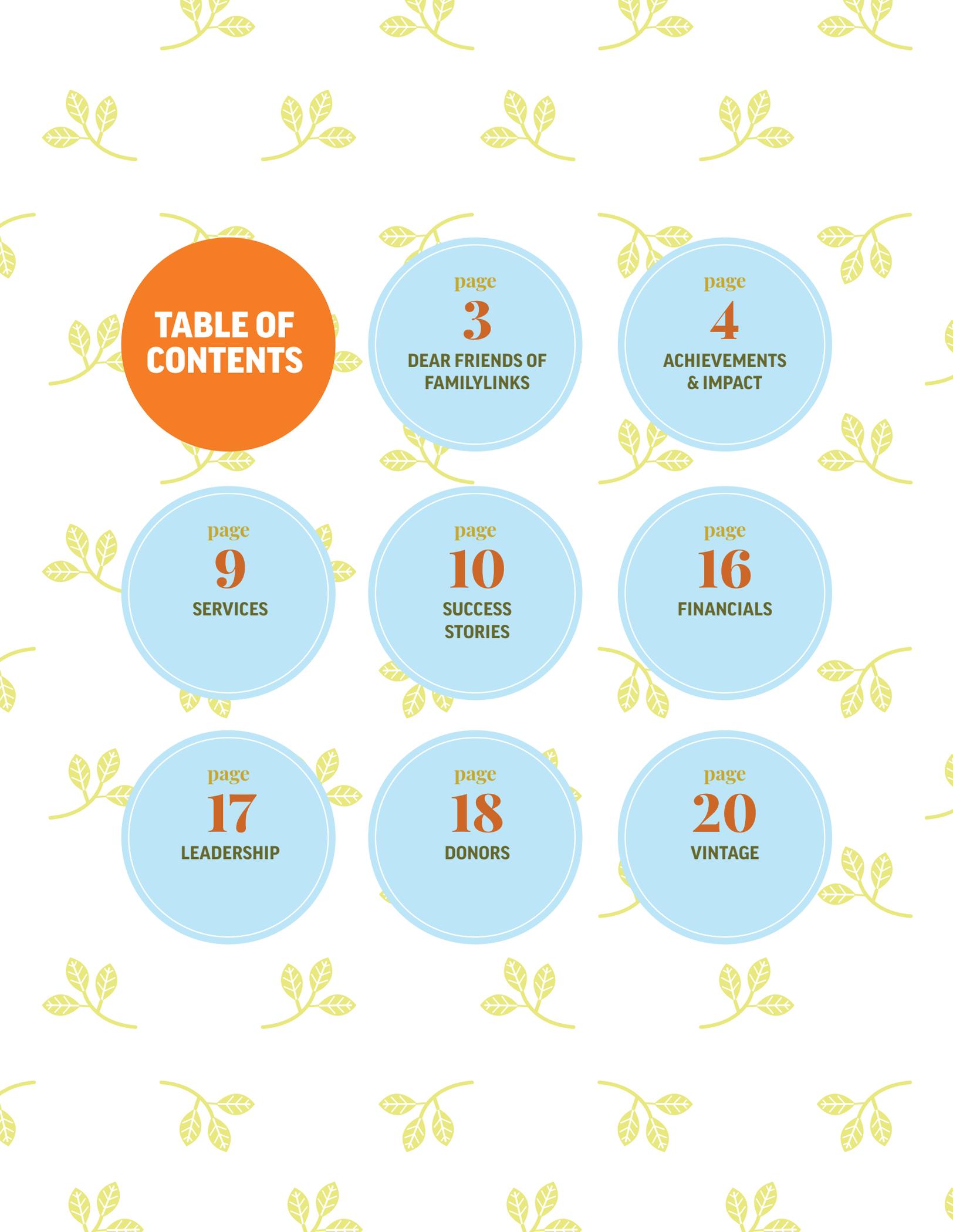


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DEAR FRIENDS OF FAMILYLINKS,

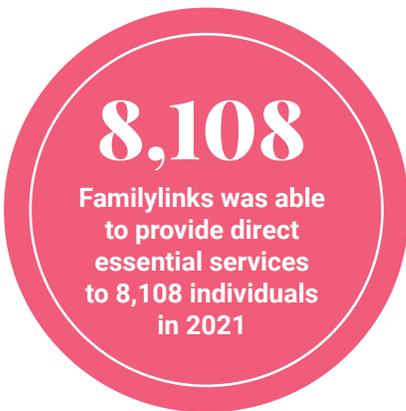
Fiscal year 2021 was certainly one of the most challenging in Familylinks' 60+ year history, but it also demonstrated the commitment and resilience of our amazing staff. As COVID-19 restrictions were implemented, Familylinks was among the human service agencies designated by Governor Wolf as a life sustaining organization. This provided us with the opportunity to quickly take the actions necessary to maintain support programs for those we serve.

Our first priority was to insure the safety of our staff and of those in our residential care facilities. Strict measures were put in place for continuous sanitizing efforts in all of our locations, and we provided sufficient protective gear to everyone. We also purchased a large quantity of tablets and similar devices to allow staff to continue to deliver counseling and other services by remote means. Throughout the pandemic, our staff has adjusted to the potential limitations of effective service delivery.

Ultimately, Familylinks was able to provide direct essential services to 8,108 individuals in 2021, and we are very proud of what our staff was able to accomplish. Within these pages you will read examples of our resilience and creativity. These efforts continue today as we maintain our mission of positively impacting lives through integrated community, behavioral, and social programs.

As we worked through the many operational difficulties encountered during 2021, it became apparent that pandemic restrictions were not the only barriers faced by many in our community when they seek to access basic services such as health care, housing, behavioral health counseling, and other programs to support their life. At Familylinks, we can do our part to address these barriers, but we are hopeful that the broader community will recognize the numerous inequalities facing so many of the residents of this area.

Familylinks has a rich history of providing support throughout the continuum of human services. As the landscape of service delivery continues to evolve, there is extraordinary potential for our important work to grow, thrive, and have an even greater impact – in partnership with the community.



Stacey Vaccaro
President and CEO



Tony Matteo
Chair, Board of Directors



ACHIEVEMENTS & IMPACT



FY 2022-24 STRATEGIC PLANNING

This year, we began our strategic planning process. To build the plan, we completed a comprehensive environmental scan, reviewed current programs using the MacMillan Matrix framework, held our first community conversation with key stakeholders, and gathered input from our board, leadership and management teams, and from every staff person willing to offer feedback. We are proud of the process and the results — our new Mission, Vision, Values, and Goals that will help us to be the best we can be for the communities we serve.

Mission

Familylinks exists 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



Overarching goals of the plan:

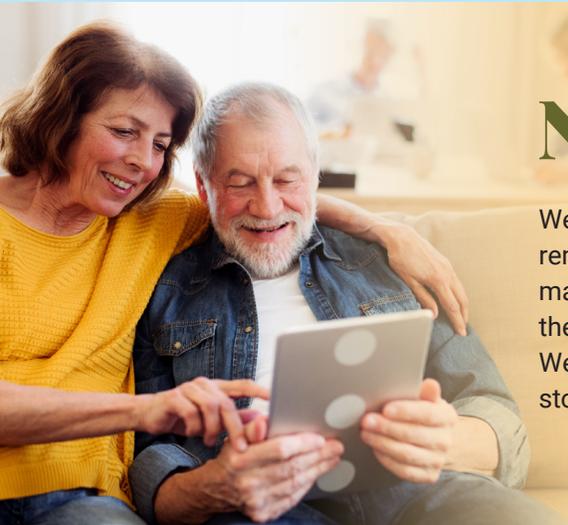
- Be a sought after and inclusive workplace
- Maximize the reach and impact of services through strategic growth
- Maintain long-term financial sustainability
- Engage a network of community partners and supporters
- Invest in our infrastructure to support the mission, vision, and values

Each goal has objectives, actions, KPIs, and timelines associated with it. This three-year plan will guide everything we do at Familylinks as we continue to grow into the future. We look forward to keeping you updated on progress and sharing how the plan is impacting the community.



New Website

We also launched the new and improved Familylinks website. While the address remains the same – www.familylinks.org – the look and feel is very different. The majority of individuals who visit our website are there because they need help for themselves or a loved one. This new website ensures that support is just a click away. We hope you visit our new website to learn more about our services, read success stories, and see how you can get involved.



REMAINING STRONG WITH SERVICE DELIVERY DURING COVID-19



As the COVID-19 pandemic developed into a national emergency in March 2020, Familylinks was declared an essential provider by Governor Wolf, which enabled our agency to continue providing the many life-sustaining services that we offer.

Our staff quickly transitioned to alternate methods of service delivery to provide programs to thousands who depend on Familylinks every day. We used today's technology including telehealth services to maintain support for those in need. Children and adults continued their counseling sessions via phone, tablet, or occasionally in-person to maintain their progress in our behavioral health programs. Our residential programs continued to operate as usual, with significant additional cleaning and safety measures put in place.

Thanks to our dedicated staff, Familylinks was able to provide an important source of stability and support for those most at-risk during a time of immense stress. Familylinks also partnered with Allegheny County Department of Human Services (DHS) and UPMC Children's Hospital of Pittsburgh to establish the first and only residential quarantine facility to house teens with a COVID-19 diagnosis. This facility operated throughout 2021 and continues to be available into 2022.

We were successful in applying for and receiving funding to cover certain COVID related expenses, such as additional personal protective equipment, laptops so that youth in our residential programs could continue their schooling remotely, and technology licenses so that we could conduct telehealth sessions. We also offered hazard pay through a combination of our own funding, designated grant funds, and County dollars.

At Familylinks, we were ready – and remain ready – to provide necessary resources to the children, youth, adults and seniors who depend on us.

Familylinks was able to provide an important source of stability and support for those most at-risk during a time of immense stress.

TEEN HEALING CENTER



As our community weathered the ongoing COVID-19 pandemic, our Teen Healing Center continues to serve teens in foster care, or who are homeless or unstably housed, as they quarantine and recover from COVID-19.

This unique program, which began in April 2020, was a direct response to an unprecedented situation. In partnership with the Allegheny County Department of Human Services (DHS) and UPMC Children's Hospital of Pittsburgh, this residential facility houses up to 15 individuals, ages 12 through 21, and assists with basic needs while also providing support programs and treatment services.

Since opening we have served 89 individuals. Our medical partners at UPMC Children's Hospital of Pittsburgh deliver medical treatment and services. In a time of increased need and uncertainty, we are proud of our staff as they provide vital and comforting support to some of our most vulnerable populations.



FAMILYLINKS SERVICES



Behavioral Health

Familylinks is a provider of innovative, community-based, behavioral health care service. Focused on compassionate care and personal empowerment, we offer a variety of recovery options such as inpatient and outpatient behavioral health services to treat the unique concerns of individuals of all ages, including services for children, youth, and adults living with chronic mental illness and substance use disorder.

Our programs are centered around the needs of each individual we support and are designed to deliver the right care for each unique circumstance. Our experienced team can help you overcome barriers, empower you to make healthy decisions, and reach your goals.

Youth & Family Services

Familylinks is a provider of youth and family-centered services. We have programs for children, adolescents, young adults, and families with a variety of needs. If you or a loved one requires supervised care, are at risk of homelessness, are in need of emergency shelter, or are having trouble finding housing, we can help.

At Familylinks, we know that everyone is different with unique need and circumstances. Let our compassionate staff help you reach your goals.

Service Coordination

Familylinks is a provider of service coordination throughout western Pennsylvania. We offer services for individuals as young as age three with disabilities (intellectual/developmental and autism) and the aging population (60+ years old). We provide referrals and support services to children ages 3-21 years old with a mental health diagnosis, as well as early intervention assessment services to children from birth to 3 years old in Clarion County.

Familylinks strives to help children and adults meet their individual life goals, live safely in their homes, and participate in their communities. A personalized plan is developed for each individual to reach their unique goals. Our knowledgeable staff is dedicated to locating and securing the services needed so each individual can live a safe, healthy and successful life.

Senior Center

At Vintage Center for Active Adults, we are guided by our mission statement: To Improve and Influence the Experience of Aging in our Community.

Because, whether you are a baby boomer or approaching 90 years of age, the goals remain the same:

- Stay active and healthy
- Maintain your independence
- Pursue your interests
- Make new friends

At Vintage, we help you meet these goals by promoting your social and physical well-being. After all, fun recreational and wellness activities help you accomplish your goals by using your mind, time, energy, and talents in a positive and productive way.



SUCCESS STORIES





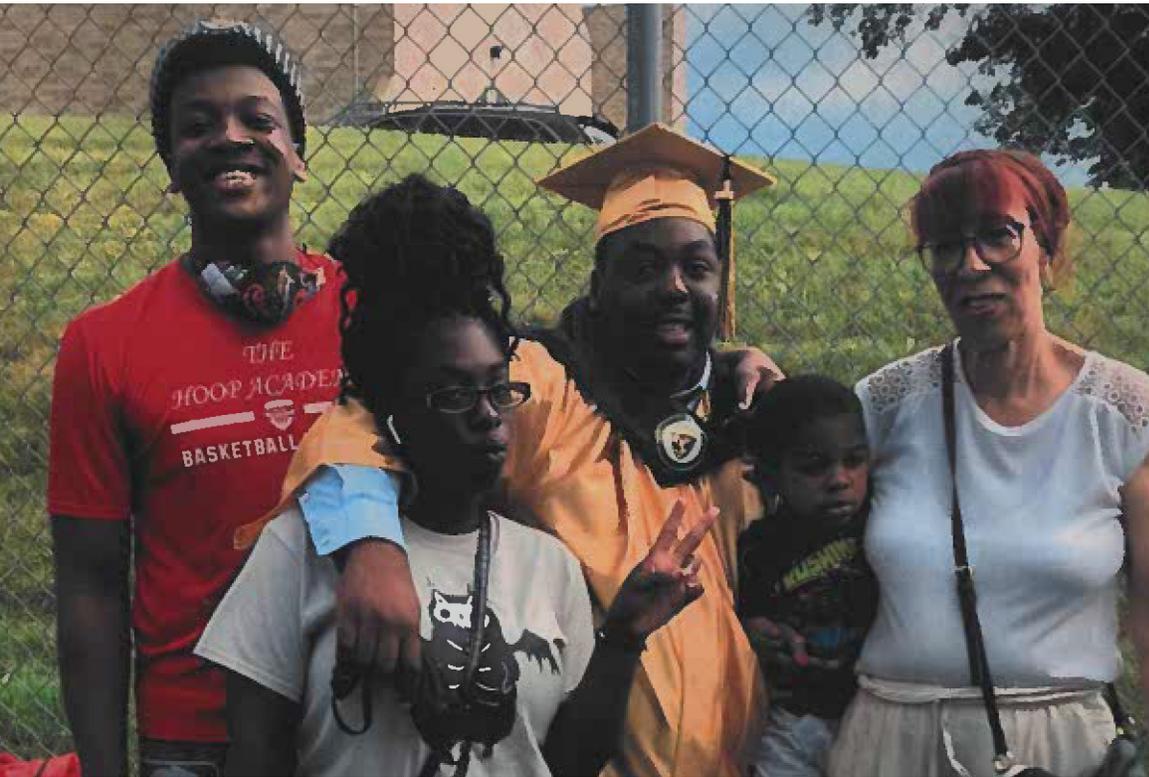
SETH

When Seth arrived at Familylinks' Downtown Outreach Center and Shelter (DOCS), he was homeless and appropriately discouraged.

At DOCS, he found a safe place to lay his head while also receiving other necessities like food, clothing, and access to an array of physical and mental health services.

Our supportive staff worked with Seth to gain his trust, build his confidence, and teach him the basic life skills he would need to live independently. Before long, he was setting goals for himself and planning for his future. Our staff was there to support Seth throughout the process as he took the steps necessary to prepare for living on his own successfully. At DOCS, Seth had a secure, stable environment and support system that gave him the opportunity to focus on developing the skills he needed. He had computer access to search for potential jobs, assistance in receiving essential benefits, and daily positive reinforcement from the DOCS staff.

After a few months, Seth achieved his goals of gaining employment and living independently. He began working full-time, and one month later, he moved into his own apartment with a roommate who he met at DOCS. Today, Seth continues to make strides.



VINCENT

Vincent developed an intellectual disability as a young child and had a difficult upbringing.

Growing up, he occasionally engaged in petty theft to have money for food. He later joined a gang, looking for some form of stability. Vincent eventually was arrested and was placed in various juvenile facilities. After a few years in that environment, he knew he was at a turning point and would become part of the adult jail system if he continued on this path.

Vincent was connected to his Familylinks Supports Coordinator at a time when he had to make some critical decisions about his life. He was not comfortable in a group home setting, and wanted to live independently. However, he had never had the opportunity to learn to cook, do laundry, or do household chores. Vincent's Support Coordinator worked with him to develop a plan to secure the funding needed to transition into an apartment and also helped him enroll in school and secured mental health services.

He moved into his own apartment, graduated from high school, and is working at Wendy's – a job he found on his own. Now that he has the life he has always dreamed about, Vincent and his Support Coordinator are exploring the possibility of volunteering to mentor a young person who may be in a position similar to his in his earlier years. With so many barriers behind him, and ongoing support from Familylinks and other available resources, Vincent can continue to thrive as an individual and a member of the community.



BRITTANY

Brittany's recovery journey began when she lost custody of her two children nearly two years ago.

She had never been without her children and was incredibly dedicated to being reunited with them. While in treatment for substance use, she was connected with Familylinks to assist her with housing, case management services to help reunite with her children, and a number of other programs to help her and her family get back on their feet.

Her hard work paid off and Brittany was awarded full custody of her daughter, age 3, and shared custody of her son, age 5. Familylinks' ARIA program connected Brittany with a home and rental assistance so she and her children can heal as a family. She says her son's favorite part is having a backyard where he and his sister can play. Familylinks was also able to help with furniture, food, gas cards, and bus transportation.

Without having to worry about housing, Brittany has been able to thrive. Encouraged by Familylinks staff, Brittany wrote a children's book called "Daddy Goes to Treatment" as a way to help children understand what their parents are going through and break some of the stigmas surrounding addiction. She has her first car, which she uses to not only cart her children around, but also to get to her steady job. She and her fiancé have also welcomed a new baby boy. Celebrating 17 months clean, she is proud to say she is a sober mom, for the first time.

But it's not the housing or the tangible support she received that mean the most to Brittany, it is her relationships with the staff, "I don't know if I'd be clean without them, or if I'd be as successful or independent as I am today. I owe my life to them."



**I don't know if
I'd be clean
without them ...
I owe my life to
them.**

DOWNTOWN OUTREACH CENTER AND SHELTER



At Familylinks, we know that everyone is different with unique needs and circumstances.

Familylinks' Downtown Outreach Center and Shelter (DOCS) has offered a sanctuary for young adults experiencing homelessness since 1984.

The only emergency shelter exclusively for those in the 18-25 age group, DOCS offers these individuals supportive care for housing, employment and educational needs along with development of life and job skills as they make the transition to independence.

DOCS is not just a safe haven from the dangers of the streets — it is a place where young adults can start to build stability by addressing their housing, employment, personal, and medical needs. For medical needs, Familylinks collaborates with the Division of Adolescent Medicine at UPMC Children's Hospital of Pittsburgh to provide a Certified Registered Nurse Practitioner (CRNP) on-site at DOCS.

Our CRNP works with each individual to ensure they receive the specialized care they need, including physical and gynecological exams, sexually transmitted infection testing, hormone therapy, mental health support, and more. A significant number of the young adults served at DOCS identify as LGBTQIA+, and often find themselves homeless or at-risk of homelessness because of their gender identity and/or sexual orientation.

At Familylinks, we know that everyone is different with unique needs and circumstances. Our program staff work hard every day to ensure that each individual at DOCS feels safe and accepted. We know that when a foundation of trust and respect are built, young adults are more likely to meet their goals. Familylinks is proud to serve the LGBTQIA+ population as we fulfill our vision of thriving communities of healthy and strong people.



HOUSING

Perhaps the most basic need any family has is housing — a safe and consistent shelter for them and their children.

Throughout 2021, Familylinks served as a major resource for homeless families in Allegheny County through an Allegheny Link program that connects residents of the County to key service providers for a variety of programs. With a referral from Allegheny Link, a family can be directed to one of several Familylinks' programs that address the immediate needs of homeless or soon-to-be homeless families. This was more important than ever as COVID-19 restrictions resulted in unemployment for many individuals, and many safety net services were hampered by a reduction in service availability. Our housing program staff worked tirelessly to locate suitable properties, negotiate with landlords, secure access to utilities, and even help to find household necessities to ease the moving process.

During the fiscal year, Familylinks worked with 258 families, which included 499 children, to create a secure environment. In addition, these adults and children had full access to other Familylinks programs including individual and family counseling, recovery treatment, and assistance securing eligible benefits, ultimately resulting in a brighter future.

258
FAMILIES

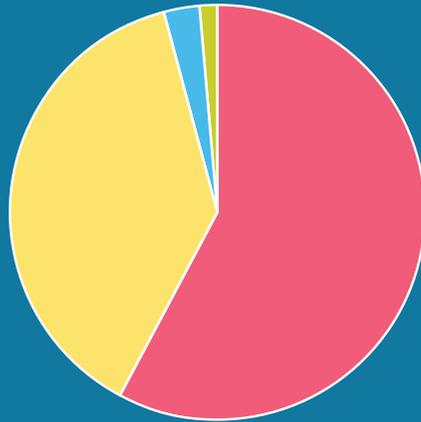
WHICH
INCLUDED
499
CHILDREN

FINANCIALS

(\$000'S)



REVENUE
\$24,389

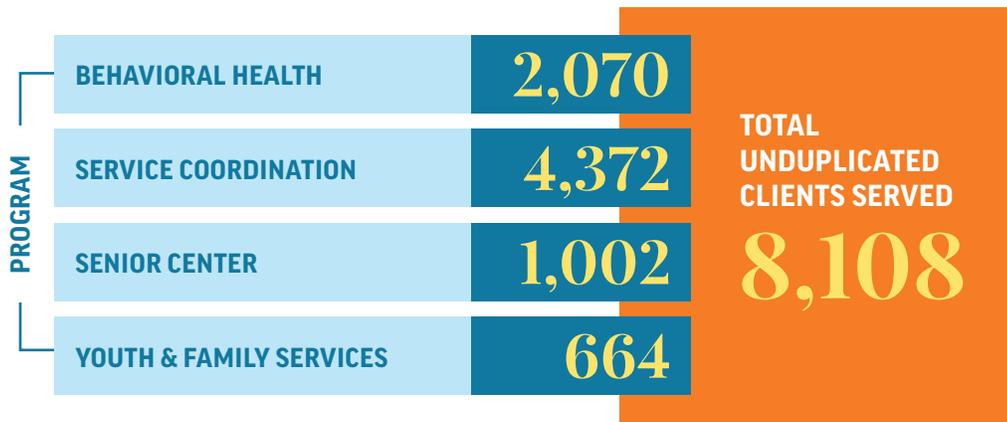


● Fee for Services	\$14,147
● Contracts/Grants	\$9,251
● Other	\$662
● Contributions	\$329

EXPENSES
\$22,074



● Youth & Family Services	\$7,031
● Service Coordination	\$5,857
● Behavioral Health Services	\$4,771
● General & Administration	\$4,412



LEADERSHIP

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for your
continued
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VINTAGE

ANNUAL REPORT



Due to the COVID-19 pandemic, the Vintage building closed on March 16, 2020 and remained closed from July 1, 2020 through June 20, 2021. During this period, Vintage focused on supporting seniors in several key areas: wellness calls to identify unmet basic needs, food distribution of meals and donated food bags, access to information services, health education, vaccination assistance, and technology support.

With grant funding from the Pennsylvania Department of Aging, Vintage created a dedicated technology center within the building. Home of the new Senior Tech Support program, Vintage offered a technology lending library and remote individual coaching sessions. The goal of this new initiative is to increase digital access and literacy among older adults, which helped seniors to connect with friends, family, doctors appointments, entertainment, and other vital services during the pandemic.

Vaccines for COVID-19 became available to seniors early in 2021, however the process for securing an appointment was very challenging. Vintage provided direct vaccine registration assistance in addition to hosting five vaccination clinics, with 710 seniors receiving their vaccinations.

Vintage was the first senior center in Allegheny County to re-open, welcoming older adults back for in-person services on June 21, 2021. Despite the ongoing challenges of COVID-19, seniors were eager to return to the center. During the eight days in June that the building was open, Vintage served 315 seniors.



Accredited by 
National Institute of
Senior Centers

SERVICE STATISTICS

TOTAL UNDUPLICATED PERSONS SERVED: REMOTE AND IN-PERSON		1,002
PERSONS SERVED:	FOOD DISTRIBUTION	212
	BETTER CHOICES, BETTER HEALTH	123
	SENIOR TECH SUPPORT	82
	WELLNESS CALLS/INFO MAILING	792
	INCOME TAX ASSISTANCE	136
	INFORMATION AND ASSISTANCE	720

FINANCIALS

TOTAL OPERATING REVENUE	\$806,488
\$32,543	CAPITAL EXPENSE
\$729,279	PROGRAM EXPENSE

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