



# ANNUAL REPORT 2023-2024



# DEAR FRIENDS,

At Familylinks, we are living our vision of building thriving communities of healthy and strong people. In fiscal year 2024, our team had the honor of serving 11,147 individuals (a 20% increase over the prior year) throughout 24 Pennsylvania counties.

The landscape of human services continues to evolve and, as the need for this important work grows, so do we. Over the last year, we continued to expand our programming while earning recognition as a leader in the field. Highlights include:

- Receiving accreditation through the Council on Accreditation, an international organization that evaluates human service programs against industry best practices
- Amplifying Supports Coordination for individuals with intellectual/developmental disabilities with further expansion into Eastern Pennsylvania
- Achieving a Specialized Setting Certification through the Pennsylvania Department of Human Services for the Phoenix program, which serves youth identified as at-risk of or having experienced commercial sexual exploitation
- Opening a new behavioral health clinic in Westmoreland County to offer outpatient mental health services, psychiatric services, and medication management
- Expanding therapeutic services for individuals with autism using Applied Behavioral Analysis

We are proud of these results and of our team of dedicated professionals who work hard every day to fulfill our mission. Without the support of our staff, 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 is able to have a positive impact on the lives of thousands of Pennsylvanians each year.



**Stacey Vaccaro, PhD**  
President & Chief Executive Officer



**Anthony Spalvieri**  
Chair, Board of Directors

# 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



# LEADERSHIP

## Executive Team

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# BY THE NUMBERS



**11,147**

**TOTAL UNDUPLICATED  
CLIENTS SERVED**

*20% increase from last year*



**24**

**COUNTIES SERVED**

**CLIENTS SERVED BY  
PROGRAM**

**3,399**

**BEHAVIORAL HEALTH**

**5,959**

**SERVICE COORDINATION**

**601**

**YOUTH & FAMILY**

**1,188**

**AGING**

**28**

**PROGRAMS & SERVICES**

**350**

**EMPLOYEES**



# 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 clinic setting. Compassion and personal empowerment is our standard 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.

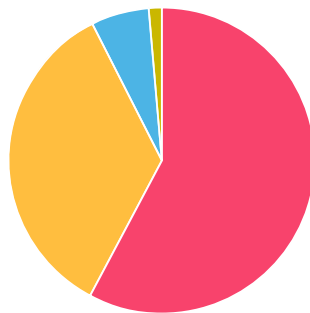
## Aging Services

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.

# FINANCIALS

## REVENUE

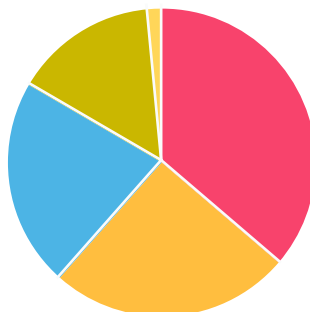
**\$26,402,096**



● Fee for Services	<b>\$13,947,189</b>
● Contracts/Grants	<b>\$8,510,189</b>
● Other	<b>\$2,981,861</b>
● Contributions	<b>\$962,857</b>

## EXPENSES

**\$28,142,041**



● Youth & Family	<b>\$7,138,713</b>
● Community Services	<b>\$8,704,728</b>
● Behavioral Health	<b>\$6,062,920</b>
● Administration	<b>\$5,918,615</b>
● Development	<b>\$317,065</b>



# JULIE

Julie has been housebound for several years due to ongoing health issues. When she received an unexpected call from a Familylinks Community Health Worker (CHW), she was initially hesitant but ultimately agreed to a home visit.

Since being laid off in 2019, Julie has faced significant financial challenges. This past winter, with the CHW's guidance, she successfully applied for assistance and arranged for furnace repairs in her home, significantly improving her comfort and quality of life.

The CHW's support has had a profound impact on Julie's physical and mental well-being. She is now more proactive about attending doctor appointments and making positive lifestyle changes. The CHW's assistance has increased her confidence in managing her health and other aspects of her life. For someone like Julie, who struggles to leave her home, the CHW's support in connecting her with available resources—and providing a compassionate listening ear—has greatly enhanced her overall health and quality of life.

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William and Tasha are a young adult couple who were recently married. William had been a client in Familylinks' Adolescent Semi-Independent Living (ASIL) program, which supports young adults transitioning out of the Allegheny County foster care system.

His primary support was his wife, Tasha, who had been living with her mother. During William's stay at ASIL, Tasha often visited him at the facility. Eventually, she disclosed to the staff that her mother's home had become unsafe and unstable due to her mother's substance use. ASIL staff were able to intervene and arrange a bed for her at our Downtown Outreach Center and Shelter. From there, our housing specialist worked with the couple to secure permanent housing together. Familylinks was able to provide the first month's rent, security deposit, furniture, and other basic essentials.



# WILLIAM & TASHA

*\*Names have been changed to protect clients' privacy.*

# FAMILYLINKS DONORS

## \$100,000+

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# VINTAGE

## ANNUAL REPORT



In fiscal year 2024, Vintage experienced a record increase in daily participation and became the most highly attended senior center in Allegheny County. Between July 1, 2023 and June 30, 2024, we averaged 142 participants per day, which exceeds Vintage's average daily attendance even before the pandemic. Vintage strives to be responsive to participant input and offers over 50 programs weekly to support health in body and mind. Over 115 volunteers helped Vintage throughout the year and the 10-person House Council advises staff about center programming and operations.

The Wise Neighbor Project completed its pilot year in partnership with Macedonia FACE, Highmark Wholecare, and UPMC Health Plan. As trusted community partners, we are engaging seniors and providing the support needed to close care gaps, improve social determinants of health, and empower them to age in place. Our community-based enhanced service model reaches underserved seniors through outreach, engagement, resource connections, and problem solving with staff who can go above traditional program limits to help address complex human challenges. As a result of their efforts, the program assisted 70 people in fiscal year 2024 with the most requested needs being housing, food, and social connection. This project is made possible thanks to the generous support of the Henry L. Hillman Foundation's Healthy Aging Challenge.

This year, Vintage continued to offer the Better Choices, Better Health chronic disease self-management program remotely through telephone coaching and by reintroducing the in-person classes. A total of 70 people participated in the program to learn how to manage their chronic diseases such as diabetes, arthritis and heart disease. Vintage is the only agency in Allegheny County that is licensed to provide this program, which is offered free of charge to participants across Allegheny County thanks to support from the Allegheny County Department of Human Services Area Agency on Aging.

We know that our programs are making a difference. Participant surveys consistently show that Vintage offers participants something to look forward to, provides opportunities to learn about services and benefits, and helps them take better care of their health. Eighty-nine percent (89%) of participants said that they connect with friends more often and seventy-eight percent (78%) said they feel less lonely because of attending Vintage. Eighty-one percent (81%) said they feel more able to stay independent because of Vintage and ninety percent (90%) said they are more physically active because of Vintage.

This past year demonstrated the important role that Vintage plays in the lives of participants and the community at large. Vintage is proud to carry out our mission to improve and influence the experience of aging in our community.

# SERVICE STATISTICS

TOTAL CLIENTS SERVED  
ACROSS VINTAGE PROGRAMS

1,279

## SENIOR CENTER

- ▶ Average Daily Participation: 141.6
- ▶ Total New Participants: 374

## BETTER CHOICES, BETTER HEALTH CHRONIC DISEASE SELF-MANAGEMENT TOOLKIT

- ▶ 70 Served
- ▶ Satisfaction Survey Results: The majority of participants are more confident in managing their chronic conditions, better at communicating with their doctors, and would recommend the program to friend.

## SENIOR TECHNOLOGY SUPPORT PROGRAM

- ▶ 1,017 one-on-one coaching appointments with 255 unduplicated persons
- ▶ Satisfaction Survey Results: 100% of Respondents are very satisfied/satisfied with their Tech Coaching and 100% would recommend the service to a friend.

## FINANCIALS

REVENUE

\$1,430,797

\$1,254,757

EXPENSES



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