Dear Friends,

It’s hard to believe that a year has passed since I joined the Familylinks team. I remain humbled everyday by the talent and dedication of our staff and the work that they do. This spring, we launched efforts in strategic planning with broad goals to be the very best employer, and strengthen and expand our services over the next 2-3 years. These are complex goals, but we are up to the challenge of creating an environment where people want to work, grow, and receive services. Our mission and vision have been tweaked to reflect our focus areas and our values are aligned to focus on team and community. You will see the mission, vision, and values woven through examples of our work in this issue.

A great example is the launch of an open access model for behavioral health services. Making the decision to reach out for help is an act of bravery in itself, and to be met with a long wait for service is discouraging. Our team has changed that with walk-in access to outpatient care in two of our locations. Another example is a comprehensive technology plan, complete with a new electronic health record system, which we will be implementing over the next 18 months. These investments, and many more like them, will build a strong foundation for the success of our strategic planning work.

As Familylinks continues to grow, we need even more remarkable people to join our team. If you know someone who might be interested, please visit our website at www.familylinks.org. And, while you are on the site, notice the fresh look that launched this summer! Thank you for your continued support.

Stacey Vaccaro
President & CEO

National Recovery Month

This year, Familylinks marked the agency’s 6th Annual Recovery Day celebration as part of National Recovery Month in September. This event has traditionally provided an opportunity to acknowledge the efforts of those in recovery, and also to provide access to the many resources needed by individuals and their families in this journey.

With COVID-19 restrictions still in place, Familylinks created a virtual presentation for 2021. Using input from seven additional agencies, Familylinks developed a video to offer support services beyond treatment to include individual therapy, family counseling, food and home goods, legal assistance, job training, supportive housing, behavioral health therapy, and more. You can access the video on our website at www.familylinks.org. Please view the video and consider sharing it with a friend or family member who may benefit from the services available.

We would like to thank the following agencies for their assistance in creating the video and for their consistent efforts to support individuals and families in this region: Allies for Health + Well Being, Goodwill, Greater Pittsburgh Community Food Bank, Job Corps, Neighborhood Legal Services, POWER, and Sojourner House.

Familylinks also hosted a luncheon for the women in recovery and their children at our residential Family Treatment Center on September 22. As part of the celebration, each woman received a gift bag to recognize their commitment to the recovery process.

Open Access = Fewer Barriers & Quicker Support

On September 20, Familylinks launched the agency’s open access program at both the Shady Avenue and Banksville Road locations. Open access is a walk-in program that allows an individual to quickly take that first positive step toward outpatient mental health or substance use treatment. Both locations offer open access from 9:30am-2:00pm four days a week, with services available to children, adolescents, and adults.

During open access, the consumer completes a comprehensive diagnostic assessment/evaluation with a clinician, provides demographic and insurance information, and schedules a specific appointment for treatment rather than waiting weeks to complete the process. By removing barriers to treatment, Familylinks can offer a better path to a successful outcome.

For more information on open access, please call 866-583-6003.
Leadership Team Promotions and New Hires
In recent months, Familylinks has announced two well-deserved promotions within the organization, and added a new member to the agency’s leadership team.

After more than 40 years of service to Familylinks, and serving in various roles including the Director of Youth and Family Services for 11 years, and the interim COO for the past year, Becky Haberstroh has been promoted to Director of Business Development. In this new role, Becky will provide strategic direction in the areas of program development, geographic expansion, and innovation, as well as oversee new program design and implementation.

Another long-time Familylinks employee, Mark Thomas has been promoted to Director of Youth and Family Services (YFS) after serving as the Senior Program Manager in YFS for five years. In assuming this position, Mark will provide strategic leadership, development, and oversight to the 11 YFS residential and housing programs at Familylinks. As he has done for his 25 years with the agency, he will continue to support excellence in Familylinks programming and will guide the YFS team as it grows and expands.

Mallory Anderson-Ulizio recently joined the team as Director of Program Quality and Compliance. With extensive experience, Mallory brings valuable skills to Familylinks’ leadership team. In this role, Mallory will be responsible for advancing the quality assurance strategy for the agency by providing strategic leadership in the areas of regulatory compliance, risk, and program performance.

Familylinks Updates Mission and Vision
In July, Familylinks announced that the agency has created new mission and vision statements to acknowledge the growing need for access to a full range of comprehensive family-centered services in today’s communities.

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

**Vision:** Thriving communities of healthy and strong people.

The new mission and vision statements reflect the needs of the communities we serve today, and the ability of Familylinks’ programs to effectively meet those needs now and into the future. Even before COVID-19, Familylinks was responding to an increasing array of stress, conflict, and trauma affecting so many. By offering 25 integrated programs and support services, Familylinks has the resources to address a variety of situations individuals and families may be facing, or direct them to additional resources when necessary. The agency’s new, user-friendly website provides the first step for anyone to gain access to the support needed. Please visit our website at www.familylinks.org.

Our mission and vision form the foundation for our values as an agency. The values are described in detail on our website, and reflect our strong commitment to our consumers, our staff, and the community.

CFO of the Year
Please join us in congratulating Ray Herron as CFO of the Year!

This annual award from the Pittsburgh Business Times is given to 15 Chief Financial Officers who go above and beyond to improve growth and profitability within their organizations. Ray was selected by a panel of his peers who were all winners of the award in 2020.

In his nearly two years at Familylinks, Ray has introduced systems to support managers to allow greater financial management of the programs, and assisted in securing critical COVID relief funding for the agency. This is a much-deserved honor for his hard work and dedication. Congratulations, Ray!

For more updates and stories, follow us on social media @FamilylinksInc
Staff Spotlight

Tamara Boyd, MS NCC, joined the Familylinks team in February of 2017 as a Mental Health Therapist. “What I enjoy most about my job is having an opportunity to help people grow in a caring and supportive environment. As a therapist, I’ve always considered the help to go both ways. Each individual that I am given an opportunity to help, has helped me to grow as well,” said Tamara.

Not only is Tamara a dedicated employee, but she also has a heart of gold. When faced with the loss of her brother, Ernest, Tamara and her mother created Ernie’s Keepers as a way to make something positive out of such a tragic event. They joined with other family members to collect items and distribute care packages to individuals battling addiction. This year, Familylinks staff collaborated with the Boyd family to collect and assemble the care packages for those in need.

In her role at Familylinks, Tamara directly impact lives as she builds trusting relationships with those who seek guidance in resolving individual or family difficulties. We commend Tamara and the Boyd family for their initiative to keep Ernie’s memory alive while bringing a bit of hope and encouragement to those facing substance use difficulties.

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Holiday Stress? You Can Handle It!

The holiday season in 2021 may be one of the most stressful yet. You can take it all in stride by just following these few tips:

1. Acknowledge your feelings – Yes, we may not have all of the traditional holiday activities we value, but we can still enjoy the company of our family and friends whether in-person or via Zoom.
2. Reach out – If you are feeling isolated or lonely, call or text a relative or friend to talk about it. You may be surprised that they feel the same and the contact will benefit both of you.
3. Be realistic – The holidays may not be perfect, but you and your family can find new ways to celebrate the season. Create a phone video to distribute, send photos by email, or share a secret family recipe.
4. Take some time for yourself – Find at least 15 minutes that you can spend alone, take deep breaths, and relax.
5. Ask for assistance – If you think you could benefit from professional help, call Familylinks at 866-583-6003. We are here to help.

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The Needs of the Community Continue to Grow

With your help, Familylinks can continue to serve and support an ever-growing number of vulnerable individuals and families in our community. We see that COVID-19 is still creating financial and emotional stress for so many. Here are just a few examples of what your gift can accomplish:

<table>
<thead>
<tr>
<th>AMOUNT</th>
<th>RESULT</th>
</tr>
</thead>
<tbody>
<tr>
<td>$51</td>
<td>Feeds 1 homeless youth with nutritious meals for 3 days</td>
</tr>
<tr>
<td>$96</td>
<td>Provides a 1-hour counseling session with a caring professional</td>
</tr>
<tr>
<td>$145</td>
<td>Provides a group of teens with skills to avoid substance use and bullying</td>
</tr>
<tr>
<td>$270</td>
<td>Provides 24 hours of emergency shelter with food, clothing, personal needs, medical care, and more</td>
</tr>
<tr>
<td>$520</td>
<td>Extends 6 months of care management to a senior living alone</td>
</tr>
</tbody>
</table>

As a valuable resource for those in need, Familylinks services reach a broad cross section of our community, spanning all age groups from different neighborhoods, income levels, and beliefs. Our consumers may be homeless, aging out of foster care, dealing with addiction, or in need of mental/behavioral health services. Our consumers are young children and youth who have been abused or neglected. Our consumers are seniors living alone or their caregivers facing unbearable stress. Our consumers are the most vulnerable in our community and they all have one thing in common – when they turn to Familylinks in their time of need, we are here for them.

We need your support more than ever, and would be grateful for any contribution you can make. If you have any questions about Familylinks’ operations or making a donation, please contact Lauren Galletta, Director of Development, at LGalletta@familylinks.org or 412-942-0549.

The enclosed envelope is a convenient opportunity to support a specific program or contribute to our most urgent need. You may also make a donation at our website, www.familylinks.org/donate.

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Holiday Shopping? Use Amazon and Support Familylinks!

By shopping on Amazon, you can donate to Familylinks through the AmazonSmile Program. Simply visit smile.amazon.com, login and shop. That’s it! Amazon Smile will automatically send 0.5% of your purchase to Familylinks.
Golfing FORE Familylinks

On a beautiful Monday in September, 118 golfers gathered at Chartiers Country Club for the 35th Annual Lanny Frattare Golf Classic. This long-standing event is a vital fundraising source for Familylinks. With Lanny Frattare serving as the Honorary Chair since its inception, the Golf Classic has raised more than $4 million for Familylinks essential mission. This year’s event added $70,000+ to that amazing total!

A special thank you to the 2021 lead sponsors: Giant Eagle, Henderson Brothers, PNC Bank, and World Wide Technology. Familylinks would also like to thank all of the sponsors, golfers, in-kind donors, and volunteers who made this year’s outing a success.

Save the date for next year’s outing – September 12, 2022!

Teen Healing Center II

In March of 2020, the Allegheny County Department of Human Services (DHS) realized there was an urgent need to house a special population – at-risk youth – who had tested positive/presumptive for COVID-19. The County quickly turned to Familylinks, and within just a few days, we transitioned one of the agency’s residential facilities for that specific purpose. Our Teen Healing Center opened on March 30, 2020, for teens ages 12 through 21, and was operational until June 30, 2021.

Due to a recent rise in cases, Familylinks opened the Teen Healing Center II on October 1 to continue to serve this vulnerable population. Today, Familylinks provides temporary quarantine housing, all basic needs, support programs, and treatment services for youth who are in foster care, homeless, or unstably housed, and under the supervision of DHS. This program benefits from Familylinks’ decades of experience delivering outreach, service, and support for at-risk youth in this region.

We accept Medicare, Medicaid and Commercial Insurance Plans

Familylinks accepts Medicare and Medicaid insurance for many of our services, in addition to commercial insurance plans. If you don’t have insurance, our staff can help you apply for assistance if you are eligible. In some cases, our services are also covered by government programs which we can identify for you. If you need help, don’t hesitate. Call us at 866-583-6003. We are here for you.

GivingTuesday is a global generosity movement that encourages people to do good. Be a part of the movement on November 30, 2021 by donating to Familylinks at www.familylinks.org/donate.