Transforming Lives

2019-2020 Annual Report
Each year, our Annual Report provides the opportunity to thank the many individuals and organizations who support our mission. We needed support from the community more than ever this year, and they came through for us. Especially as we faced the impact of COVID-19 on our consumers, our staff, and our partner agencies.

We are very grateful to several local foundations who provided the financial means for Familylinks to serve clients through a telehealth format. Their generosity enabled us to purchase additional equipment and software necessary to maintain service delivery across our many family-based programs. Foundation funding was also available to provide hazard pay for our frontline workers who have worked tirelessly to be there 24/7 for those in our residential care.

We also appreciate the significant support from Allegheny County who was a true partner when it came to providing services throughout the pandemic. The County provided helpful guidelines and protocols to protect our staff and consumers. The COVID crisis also provided an opportunity for our nonprofit community to demonstrate a unity of purpose as we shared resources for securing PPE and much needed supplies as we worked together to care for the most vulnerable.

In many ways, Familylinks is stronger than ever. We were able to grow existing programs and develop new opportunities during the pandemic. This is only possible because of the support we received from so many sectors of the community, and we extend our sincere gratitude to all involved.
Dear Friends of Familylinks,

In the past year, our community has faced unprecedented challenges as a result of the COVID-19 pandemic. Many of the individuals we serve, already struggling with unemployment, lack of affordable housing, mental and physical health issues, and residual effects of trauma, were put under greater strain.

To continue our life-sustaining services, we had to adapt quickly, purchasing personal protective equipment (PPE), installing sanitizing stations, switching services to telehealth where possible, and offering hazard pay to our valued frontline staff. As always, our priority remained the health and safety of our staff and those we serve.

Familylinks’ role in the community was proven more essential than ever, as we served nearly 9,000 individuals last year, despite the challenges of COVID-19.

Knowing we could count on you, our generous donors and volunteers, made it easier for us to continue those critical services for our clients during this tenuous time. We received an outpouring of support from community members, local foundations, Allegheny County and fellow human service organizations, and for that, we thank you. Without your support, our past achievements and future successes would not be possible.

Together, we will continue to make our community strong for life.

Sincerely,

[Signatures]

Tony Matteo, Chair
Seth Dresbold, Vice Chair
Deborah Luckasevic, Secretary
Genevieve Ogrodnik, Treasurer
Dotti Bechtol
Ryan M. Bloser
Joan Levenson Bruni
Rev. Dr. LaWana L. Butler
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Kate Freed
Erin M. Ickes
Deb Luckasevic
George Manos
Willard Martin
Tony Matteo
Genevieve Ogrodnik
Louise Cavanaugh Sciannimeo
Eric Siegel
Michael Sipe
Rich Soeder
Anthony Spalvieri
Melissa Stephens-Williamson
Peggy Wojcik
Familylinks Clients Served

<table>
<thead>
<tr>
<th>Program</th>
<th>Clients Served</th>
</tr>
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<tbody>
<tr>
<td><strong>Behavioral Health Services</strong></td>
<td></td>
</tr>
<tr>
<td>Alcohol &amp; Other Drugs</td>
<td>320</td>
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<tr>
<td>Family-Based Mental Health</td>
<td>123</td>
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<tr>
<td>Family Treatment Center</td>
<td>87</td>
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<tr>
<td>Mobile Mental Health Treatment</td>
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<tr>
<td>Outpatient Mental Health Clinic</td>
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<tr>
<td>Outpatient Mental Health School-Based</td>
<td>523</td>
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<tr>
<td><strong>Community Services</strong></td>
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<tr>
<td>Administrative Service Coordination</td>
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<td>OPTIONS Care Management</td>
<td>1,401</td>
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<tr>
<td>Supports Coordination</td>
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<tr>
<td>Therapeutic Classroom Model</td>
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<tr>
<td><strong>Senior Services</strong></td>
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<td>Better Choices, Better Health</td>
<td>158</td>
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<tr>
<td>Center for Active Adults</td>
<td>876</td>
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</tbody>
</table>

**Total Unduplicated Clients Served** 8,721

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Familylinks Financials (Pre-Audit $000’s)

**EXPENSES $22,004**
- Community Services $6,160
- Behavioral Health Services $6,099
- Development $541
- Management $3,321
- Depreciation $648

**REVENUE $21,061**
- Contributions $376
- Contracts/Grants $7,116
- Other $537
- Fee for Service $13,031

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**Program**
- Behavioral Health Services
  - Alcohol & Other Drugs
  - Family-Based Mental Health
  - Family Treatment Center
  - Mobile Mental Health Treatment
  - Outpatient Mental Health Clinic
  - Outpatient Mental Health School-Based
- Community Services
  - Administrative Service Coordination
  - OPTIONS Care Management
  - Supports Coordination
  - Therapeutic Classroom Model
- Senior Services
  - Better Choices, Better Health
  - Center for Active Adults

**Clients Served**
- Adolescent Semi-Independent Living 23
- ARIA 17
- Community Housing Program 4
- Downtown Outreach Center & Shelter 68
- Journey to Independence 56
- McKeesport Shelter 117
- NOVA 25
- Pathways 4
- Plum 4
- RESPOND 3
- Street Outreach Program 901
- Sylvan 4
- Transitional Living Program 15
- **Total Unduplicated Clients Served** 8,721
Familylinks Donors

$100,000+
- Eden Hall Foundation

$50,000-$99,999
- The Pittsburgh Foundation
- Richard King
- Mellon Foundation

$10,000-$49,999
- Ann & Frank Cahouet Foundation
- Anne L. & George H. Clapp Charitable & Educational Trust
- Giant Eagle, Inc.
- Jack Buncher Foundation
- Nalick Forbesway Foundation
- Opportunity Fund
- PNC Financial Services Group
- Staunton Farm Foundation

$5,000-$9,999
- Joan Bruni
- Dietz Family Foundation
- Howard and Nell E. Miller Foundation
- Eric Siegel
- Mary Soon Lee
- TJS Insurance Group
- UPMC & UPMC Health Plan
- UPNMC & UPMC Health Plan

$2,500-$4,999
- American Eagle Outfitters Foundation
- The Anne R. Monroe Foundation
- Clarence Dozier
- Seth Drosbld
- Erie Insurance
- Fragasso Financial Advisors
- Jendoco Construction Company – Peter C Dozzi Family Foundation
- Deborah Luckasevic
- George Manos
- Willard Martin
- Mary J. Donnelly Foundation
- Tony Matteo
- Mechanical Contractors Association of WPA
- Pion, Nerone, Girman, Winslow & Smith
- Jean-Francois Richard
- Lourdes Ridge
- Robert Ridge
- Rotary Club of Upper St. Clair-Bethel Park (Breakfast)
- Michael Sipe
- Richard Soeder
- Anthony Spalvieri
- Richard Spickard

$500-$999
- A. C. Dellovade
- Donald & Sylvia Robinson Foundation
- Grant Duffield
- Mark Ferraco
- Lauren Galletta
- Tom Garger
- Carol Hoover
- Julian Gray Associates
- Gayle Keith
- Zack McDermott
- Joseph McHugh
- Genevieve Ogrodnik
- Rotary Club of Churchill-Wilkins
- Sixth Presbyterian Church Youth Group
- Subaru of South Hills
- Unity United Presbyterian Church
- Christine Waller

$1,000-$2,499
- Amy Marshall
- Piano Service LLC
- David Chittim
- Marianne DiMatteo
- Michael Fetsko
- Lanny Frattare
- Ronald Frattare
- Raymond Herron, III
- Teri Joyce
- Donna Khoury
- Daniel Loschiavo
- Tyler Moss
- Mary Pavuk
- Kathleen Pesce
- Gerni Fletcher
- Robert Half
- Management Resources
- Nancy Simpronio

$250-499
- John Amato
- Diane Balcom
- Francis Baumgarten
- Sally Bilotto
- Ryan Blaser
- John Bonass
- Tom Booher
- Maryellen Chandler Bosko
- Nancy Cornelius
- Lee Detwiler
- Patricia Dimmock
- EFT Foundation
- Euro Foods, Inc.
- Jeff Evans
- Colleen Felentzer
- Aria Gilliam Rue
- Donald Gougher
- Rebecca Haberstroh
- Gajanan Hegde
- James Helfrich
- Jimmy Janis
- Robert Keenan
- John Kennick
- Richard Krause
- Karen Lapina
- Bridget Loftus
- Kenneth Manders
- Patricia Martin
- Melissa McSwigan
- Sheridan McWreath
- Metro Benefits, Inc.

$100-249
- Beth Agnew
- Clara Benjamin
- Robert Benna
- Simona Bertoli
- Perry Blatz
- Ruth Bubno
- Carol Capezzutti
- Virginia Cautela
- Mildred Cavanaugh
- Beth Clark
- Melanie Clark
- Marie Cooper
- William Crawford
- David Cypher
- Dave’s Memorial Run
- Donna DeMarco
- Bonnie Demeda
- Denise DeSimone
- Steven DeStefano
- Stephanie Dietz
- Alex Donavich
- Heidi Durigon
- Elaine Fath
- Christine Fetchin
- Heather Filby-Salazar
- Marlene Folley
- Vicki Gibbons
- Janet Graham
- Lee Hammons
- Barry Harris
- Brenda Hartman
- Lucas Heakins
- Clifford Hendry

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- Barry Harris
- Brenda Hartman
- Lucas Heakins
- Clifford Hendry

Thank You for your continued support!
Vintage continued its long history of providing valuable resources promoting the health and wellness of older adults. Vintage offered a wide array of programs such as yoga and tai chi, dance and art classes, travel to museums and live performances, computer classes, health screenings, informational speakers and daily meals. With a focus on ongoing quality improvement, Vintage identified the digital divide experienced by many older adults as a critical service gap to be addressed. In June of 2020, Governor Wolf announced that Vintage was awarded a grant of $85,000 to create a dedicated technology lab within the Center. This award proved to be very timely given the increased social isolation experienced by many seniors due to the COVID-19 crisis. Without access to technology equipment and internet connection, 40% of Vintage clients cannot utilize online resources including shopping, banking, remote learning, telehealth and virtual social connections. When the facility closed in mid-March for in-person services, Vintage transitioned to supporting seniors in four key areas: food distribution for those in need, phone reassurance calls, maintaining information services, and organizing a lending library for technology equipment to support isolated seniors.

**Vintage Service Statistics (July 1, 2019 – March 13, 2020)**

- Unduplicated Persons Served – Center for Active Adults: 915
- Average Daily Attendance – Center for Active Adults: 123
- Unduplicated Persons Served – Better Choices, Better Health: 151
- Information and Assistance Contacts: 1,093
- Volunteer Hours: 4,666


- Meals Distributed: 2,890
- Wellness Calls Completed: 4,357
- Information Service Calls Completed: 482

**Financials (Pre-Audit)**

- Total Operating Revenue: $694,905
- Depreciation Expenses: $43,277
- Total Operating Expense: $791,408

**Corporation and Foundation Donors**

- Aetna
- Andrew R. Dorothy L. Cochrane Foundation
- Audrey Y. & Oliver C. Ragsdale Foundation
- East Liberty Chapter #2612 AARP
- Fox Chapel Presbyterian Church
- Giant Eagle Foundation
- Jefferson Regional Foundation
- Jendoco Construction Corporation
- Maurice Falk Fund of the United Way of southwestern PA
- Melinda Beard Memorial Fund
- Milton G. Hulme Charitable Foundation
- Mimi Bitzer Legacy Fund
- The Jack Buncher Foundation
- The Pittsburgh Foundation
- United Way of Southwestern Pennsylvania
- William B. McLaughlin Charitable Trust

**Donor List**

- Tracie Jane Ballock
- Christina Barry
- Christine & N. Beaumont Beard
- Phillip E. Beard
- Dotti Bechtol
- Peter T. Brown
- Irene Biler
- Arlene Coles
- Jennifer Collins
- Bibiana Corbett
- Dorothy Dansby
- Rosemary DePhillips
- Barbara & Mark DeWitt
- John Erario
- London Franklin
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- Edward Livant
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- Margaret McCaulley
- Edward McManus
- Stephanie Martin
- Roberta Milyak
- Linda Moore
- Elaine Yates Morgenstern
- Thomas A. Motley
- Robert Neikin
- Alexander Nesiak
- Virginia M. Norkus
- Evelyn Robinson
- Dorothy Sabbio
- Andrea Salak
- Suzanne Salo
- Robby Scales
- Amanda & Gregory Schaffer
- Cheryl Schell
- Denise Scott
- Robin Shelton
- Michael Smith
- Stephanie Stanley
- Janet Sturgill
- Thomas Sturgill
- Don Thomas
- Juliann Thoms
- Denise Tilley
- Joann Trackenberg
- Matthew Tremaine
- Ann Truxell
- Frances Wilson
- Antonia Yates
- Ninfa Yurcon

**In-Kind Donations**

- Tracy Gross, United Way of Southwestern Pennsylvania
- Gordon Robertson, Hullabaloo Agency
- Victoria Zwergel, Hullabaloo Agency
- Josh Franzos, Treehouse Media
- Tim Murray, Treehouse Media
- Global Links

**Vintage Board Of Directors**

- Kate Freed, Chair
- Dotti Bechtol, Secretary
- William Holtz, Treasurer
- Connie Finseth
- Hannah Hardy
- Allison Lee-Mann
- Roberta Lasto

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- Tim Murray, Treehouse Media
- Global Links
In mid-March, 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.

Today, that Familylinks facility continues to provide 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. Our Teen Healing Center (Center) opened on March 30, 2020, for teens, ages 12 through 21 where they can recover in the Familylinks’ apartment-style facility. Our Center houses youth connected with the county’s Office of Children, Youth and Families and who require space to isolate and/or quarantine. We can care for up to 15 youth at any one time, and many more as needed when spaces become available until youth are deemed ready to return to their previous residential setting.

Familylinks has been fortunate to have the support of our third partner in this effort, UPMC Children’s Hospital of Pittsburgh. Their clinical team oversees the medical services for youth at the Center. Together, our three organizations have been providing a proactive, comprehensive response to families and youth affected by COVID-19.

Establishing the Center so quickly required a very intense effort by Familylinks staff in order to meet all of the safety and clinical requirements for housing individuals with COVID-19. Thank you to everyone involved in making the Teen Healing Center a reality.