

the link



Friends of Familylinks,

I am closing in on nearly three months here at Familylinks and I have learned an incredible amount in that time. First, the passion and dedication of our team, especially under the current circumstances, is nothing short of remarkable. Familylinks has been an integral part of the community for more than 60 years, caring for individuals that represent our most vulnerable children, adults and seniors, and I am excited to play a small role in the direction of this great place. In times of crisis, some places wither, but Familylinks has shown its strength through strong partnerships and growth even now.

Nothing can be done in isolation, and as we enter this official season of Thanksgiving, it seems appropriate to offer our appreciation to our community – the local foundations that helped support us with equipment to serve clients in a telehealth environment and extra support for hazard pay; our County partners that brought us all together as providers to advise us and ensure that we were all well-prepared to take care of the most vulnerable; our community partners that helped us source PPE and connect us with other much needed supplies; and so many more. It's because of you that we remain strong and were able to grow programs during the pandemic. In the spring we will turn our eyes to the next 60 years for Familylinks as we embark on a strategic planning process. I look forward to our next chapter with all of our current partners, and many more, to ensure the very best for the communities we serve.

Stacey Vaccaro
President & CEO



Staff at Familylinks' Plum Step-Down Program

Familylinks Maintains Continuity of Services

When the COVID-19 pandemic hit, Familylinks was declared an essential provider, for the life-sustaining services that we offer. Our residential programs have continued to operate as usual, with

additional cleaning and safety measures in place. Familylinks' other programs have transitioned to remote, or "telehealth" services, or have gone mobile. For example, our school-based and outpatient behavioral health services are operating in a hybrid model, where children and adults can receive counseling via phone, tablet or computer, or in person. This has provided an important source of stability and support for those most at-risk during a time of immense stress.

Familylinks also partnered with Allegheny County and UPMC Children's Hospital of Pittsburgh to establish the first and only residential quarantine facility to house teens with a COVID-19 diagnosis.

We have been 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 can continue their schooling remotely, and technology licenses so that we can conduct telehealth sessions. We also offered hazard pay through a combination of our own funding, designated grant funds, and County dollars.

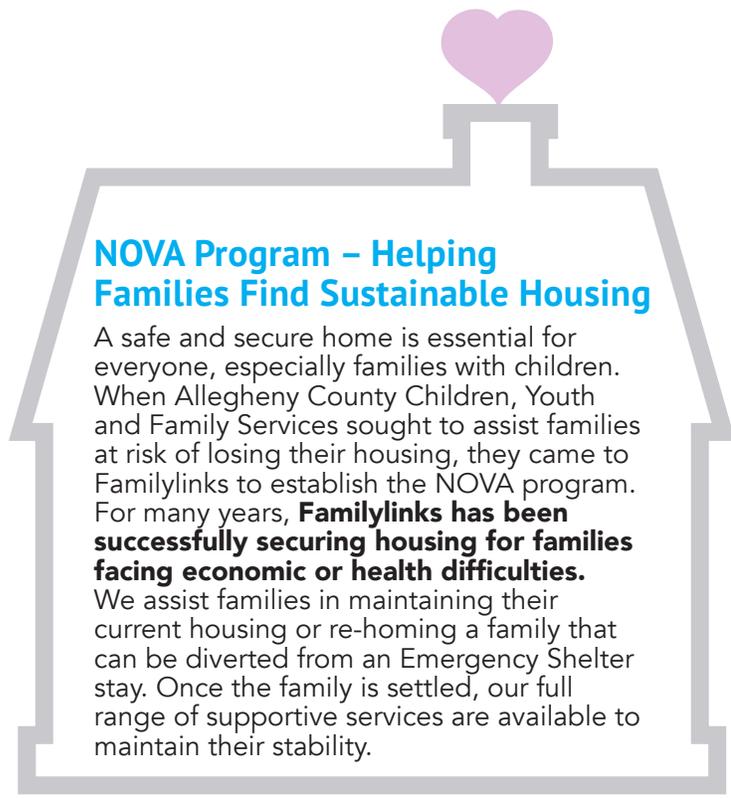
At Familylinks, we remain ready to provide necessary resources to the children, youth, adults and seniors who depend on Familylinks in their time of need.

Every Month is Recovery Month at Familylinks

As a leader in addiction recovery programs for decades, Familylinks recognizes that individuals in recovery – and their families – need support every day. While we celebrated Recovery Month in September with special social media activity, participation in community events, and expanded community outreach, Familylinks knows that a successful recovery takes place one day at a time. Our mission is to provide the resources necessary to achieve long term recovery and strengthen the family unit.

Throughout this year, Familylinks placed significant emphasis on addressing the additional stress and barriers to treatment for those in recovery due to COVID-19 restrictions and health concerns. Our agency was designated an essential life-sustaining service by the Governor in March, and we have been able to use telehealth to continue delivery of treatment and therapy services for our outpatient consumers in recovery. In addition, we have maintained a full range of recovery and life skills services for our in-patient consumers at our Family Treatment Center residential facility.

We also have a message for family and friends of those in recovery. We urge them to connect with those in their lives who are in recovery from substance use. Because of the isolation, possible loss of employment and other stress factors that are prevalent during COVID-19 restrictions, it is more critical than ever to check in on family, friends and neighbors. We know that this situation will be ongoing, along with other challenges resulting from the pandemic. Your call, email, text or FaceTime will make a difference.



NOVA Program – Helping Families Find Sustainable Housing

A safe and secure home is essential for everyone, especially families with children. When Allegheny County Children, Youth and Family Services sought to assist families at risk of losing their housing, they came to Familylinks to establish the NOVA program. For many years, **Familylinks has been successfully securing housing for families facing economic or health difficulties.** We assist families in maintaining their current housing or re-homing a family that can be diverted from an Emergency Shelter stay. Once the family is settled, our full range of supportive services are available to maintain their stability.

About Familylinks

Our Mission – Committed to building healthy communities by strengthening individuals and families through the provision of comprehensive quality services.

Our Impact in the Community – We serve nearly 9,000 consumers each year by fulfilling our mission through programs for those dealing with addiction, individuals and families who are homeless, older adults and their caregivers, children who have been abused or neglected, and the most vulnerable in our community.

Access to Our Services – Our staff can work with you to identify and access the services you need. Please call 1-866-583-6003 for assistance.

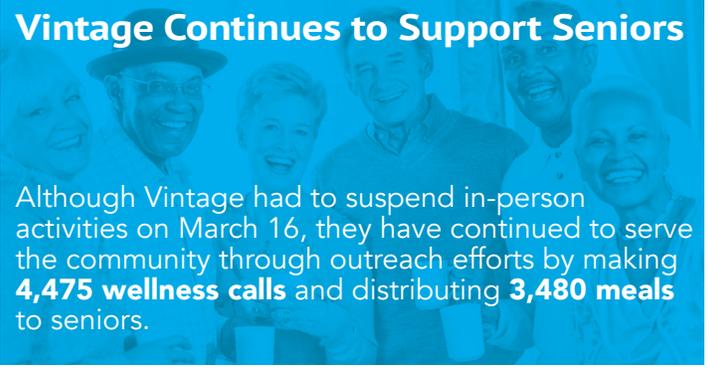
2020 Albert J. Frattare Award Winner – Vicki Gibson

Each year at Familylinks, one staff member is selected to receive the Albert J. Frattare Award, created by Lanny Frattare to honor his father. This year, we held a virtual ceremony to honor the nominees and present the award to one very deserving team member.



For 32 years, Vicki Gibson has worked tirelessly to support Familylinks, fellow team members and the community. When there are staff vacancies, Vicki always steps up. But she went above and beyond when COVID-19 restrictions were implemented, and Familylinks began to proactively adjust operations for virtual service delivery and to assure safety for staff and consumers alike. Vicki took on added responsibility to support our entire team as everything changed quickly. No matter what situation is thrown at her, Vicki handles it with a smile on her face. Congratulations, Vicki!

Vintage Continues to Support Seniors



Although Vintage had to suspend in-person activities on March 16, they have continued to serve the community through outreach efforts by making **4,475 wellness calls** and distributing **3,480 meals** to seniors.

Our Dedicated Staff

Familylinks would like to acknowledge the members of our direct care staff for their extraordinary dedication to those in our care, especially for the many consumers in our residential facilities.



Staff at Familylinks' Adolescent Semi-Independent Living

Throughout COVID-19, our direct care staff has gone above and beyond to maintain support, security and services for the consumers in our ten residential facilities. While Familylinks celebrated National Direct Service Professional Week in September, we want to take this opportunity to recognize and thank all of our staff for their commitment throughout the year.

By proactively implementing today's technology to use telehealth and traditional means of communication, the Familylinks staff provided support programs and services to 8,721 individuals and families during our fiscal year which ended on June 30, 2020. We are pleased to provide this data as a tangible measure of their efforts:

Behavioral Health

Addiction Treatment and Recovery	407
Mental Health Services.....	1,533

Community Services

Individuals With Disabilities.....	3,027
Senior In-Home Support	1,401
General Support.....	78

Vintage – Healthy Seniors

Better Choices/Better Health	158
Exercise and Healthy Living.....	876

Youth and Family Services

Emergency Shelter/Street Outreach	969
Supportive Housing.....	102
Youth Residential Facilities	170

Consumers Served in FY20.....8,721

Familylinks Provides Essential Services – You Can Help

The coronavirus pandemic did not stop Familylinks from providing essential services to nearly 9,000 residents of this region. To continue to operate safely, the agency invested in the technology necessary for telehealth service delivery and purchased large quantities of items related to safety and prevention protocols to protect our staff and consumers. While Familylinks was fortunate to receive some funding to address these new expenses, these funds were not adequate to cover operating costs. As we continue to operate in a COVID-restricted environment for the foreseeable future, we ask for your help.

As a friend of Familylinks, you know that our services reach a broad cross section of our community. In fact, our consumers span all age groups. They are individuals and families 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.

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.

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* at 412-942-0549.

As the holidays approach, consider making a gift in honor of a loved one and we will acknowledge them with a special letter. In-kind contributions of new clothing, linens and personal care items are also welcome. To see a full list of what we can accept, please visit <https://familylinks.org/items-needed>.

Shop on Amazon? Donate to Familylinks!

When you shop on Amazon you could be donating money to Familylinks through their AmazonSmile program. For eligible purchases, the AmazonSmile Foundation will donate 0.5 percent of the purchase price to Familylinks. It couldn't be easier to donate.

Simply visit smile.amazon.com, login and shop. That's it! AmazonSmile will automatically send 0.5 percent of your purchase to Familylinks. Your support will allow us to continue to serve children and families in western Pennsylvania.



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Save The Date – Events Scheduled for 2021

Please mark your calendars for our special events in 2021. We have rescheduled both the Lanny Frattare Golf Classic and Pittsburgh Sports Connection (PSC) for next year.

Lanny will host the Golf Classic on July 12th at our traditional location, St. Clair Country Club, with 27 holes of golf, prizes, food, drinks, contests, and more.

PSC will be held on the evening of April 6th at the Left Field Lounge at PNC Park where our panel of sports media notables will provide their commentary and opinions on the upcoming NFL Draft, NHL playoffs, and Pirates prospects for 2021.

Familylinks Fulfills Need in Beaver County

Familylinks is proud to partner with the Beaver County System of Care to make the Pathways III Program available to youth in Beaver County, ages 5-21. The Program will deliver trauma-informed care and 24/7 residential supervision to youth whose diagnosis requires mental health services. The Pathways III Program will provide coordinated clinical, rehabilitative interventions and support for youth and their families. The residential setting will offer a safe, strength-based environment which encourages youth and their families to learn and practice new ways of living, interacting and problem-solving to strengthen the family unit. This programming is in conjunction with Wesley Family Services.

Special Thanks To Our 2020 Sponsors

Although Familylinks had to postpone all events in 2020, the support of our sponsors was greater than ever before. We would like to extend a very special thank you to the following companies:

CENTRIA	Pion, Nerone, Girman, Winslow & Smith
Enscoe Long Insurance Group	PNC Wealth Advisors
Enterprise	Signature Financial Planning
FORD Business Machines	Subaru South Hills
Fragasso Financial Advisors	TJS Financial Services
Giant Eagle	Triangle Tech
Henderson Brothers	UPMC & UPMC Health Plan
Highmark	Waynesburg University
Julian Gray Associates	
Maher Duessel	

We're Here to Help!

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 **1-866-583-6003**. We are here for you.