



During the pandemic with stay-at home orders and social distancing, while taking safety precautions, Family Resources continued its important role as an essential service. This is the story, one year later.

2,604

PHONE CALLS FOR SERVICE

4,840

INDIVIDUALS SERVED FROM 1,117 FAMILIES

6,677

HOURS OF TELEHEALTH AND VIDEO CONFERENCING WITH INDIVIDUAL FAMILIES

40,723

TOTAL HOURS OF CARE PROVIDED TO INDIVIDUALS & FAMILIES

CONSUMER SATISFACTION SURVEYS
100% completion by new consumers

- ✓ 98% said they received a high quality of service
- ✓ 99% said they would return to Family Resources if needed



COVID-19 RESPONSE

Successful transition to telehealth & video communication for many programs

Many programs safely maintained some in-person services

56 Covid-related incidents managed successfully (exposures and symptoms)



PRIVACY & TELEHEALTH

61% of clients participated in services by audio or video
94% of individuals felt their confidentiality was upheld



TRAUMA INFORMED

Family Resources stayed committed to being trauma-informed with 435 completed trauma screenings.



ONE KIND WORD (OKW)

virtual trainings are happening!



YOU ASKED, WE PROVIDED!

Maintained a resources table at the Counseling Center with masks, cleaning supplies, baby items, and more

Meals were passed out door-to-door during the pandemic



Maintained partnership with Beverly's Birthdays & facilitation outdoor birthday celebrations for their children

Distributed clothing donations from the National Council of Jewish Women



Established a partnership with the Diaper Bank of Western PA during the pandemic; ensured families could stop by and pick up diapers as needed.



ANTI-RACISM COMMITTEE

The Anti-Racism Committee is thriving at Family Resources with new members & limitless resources committed to recruit, retain & develop an inclusive, high performing workforce that operates with diversity as a core value.



WE'RE HIRING!

Human Resources has reviewed 800 applications, pre-screened 350 applicants, scheduled 60 interviews, & hired 28 new employees.



THANK YOU TO OUR ESSENTIAL WORKERS!

Our work is too important to stop; the well-being of families & children cannot be ignored or put on hold. Your efforts have been amazing!



Quotes from clients:

“ My worker has been really helpful to my family, and we always enjoy her visits. She has made my family willing to open more to our feelings and emotions. ”

“ COVID-19 has made things more difficult because I haven't been able to meet face-to-face with my therapist. But phone sessions have been helping me and my therapist has been able to help me calm down. ”

Our Programs are Productive!

BJWL OUT OF SCHOOL TIME

- 876 youth participated in program services
- 5,464 Grab and Go meals distributed at BJWL sites
- 147 calls to families by BJWL supervisors to discuss needs and consumer satisfaction
- Operated five DHS-sponsored Community Learning Hubs throughout duration of pandemic.

FAMILY SUPPORT CENTER

- Our Family Support Team joined forces with four other Family Support Centers for the “Wake Up the Vote” initiative
- The Center provided information to families about accessing services and acted as a link to resources.

REACH OUT TO FAMILIES

- Parenting Groups were successfully transitioned from in-person to virtual.

FAMILY UNIFICATION SERVICES

- The FUS Team, focused on in-home safety of children, continued to meet with families face-to-face more than 50% of the time
- FUS staff helped to facilitate a total of 12 family reunifications during the year!

PARENT/TEEN MEDIATION

- Serviced between 20 and 40 families at any given time during the pandemic.
- Because of the increasing demand for services, and the positive outcomes recorded, DHS granted Family Resources a program expansion increase from four teams to two teams!

JOINT PLANNING TEAM

- Staff safely met with families and 38% of their contact occurred face-to-face with families.
- 67% of families enrolled in JPT transitioned successfully or transitioned with a copy of a plan.

COUNSELING CENTER

- Due to Telehealth, client attendance has increased up to 85% on average
- Maintained a high client satisfaction rate (3.9 out of 4.0)
- Consistently provided treatment for 100 to 130 individuals at any given time during the pandemic.

THERAPEUTIC PRESCHOOL

- During a mandatory closure in early 2020, the TPCC provided over 100 in-person & virtual services to children
- While Pittsburgh Public School remained virtual throughout the school year, TPCC remained open to provide all Early Intervention Services for the children enrolled.

FAMILY-BASED

- Served up to 30 families and remained on-call during all holidays, evenings, and weekends while deescalating many mental health crisis situations.

WE COULDN'T DO IT WITHOUT YOUR GENEROUS DONATIONS!
PLEASE CONSIDER FAMILY RESOURCES FOR YOUR HOLIDAY GIVING.

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