

SECTION E – REPORTS OF SOCIAL MINISTRY ORGANIZATIONS

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DIAKON LUTHERAN SOCIAL MINISTRIES & DIAKON CHILD, FAMILY & COMMUNITY MINISTRIES

Celebrating 150 years of service

2018 was a special year for the Diakon family of organizations—it was our 150th anniversary! And we spent much of the year rededicating Diakon for another century-and-a-half of caring for our neighbors in need.

To celebrate this milestone of uninterrupted service, we created various materials including a history booklet and video and held numerous activities and programs including several within the synod:

- Staff-appreciation events at all locations in February.
- Rededication and celebratory events at all senior living communities, as well as key community-based program sites; these included Manatawny Manor in Pottstown and Twining Village near Holland, Bucks County.
- Recognition activities and items for residents, clients, supporters and partner congregations.
- A public event in October featuring nationally recognized humorist Jeanne Robertson; held at a theater in York, the event sold out.

We express deep appreciation for and celebrate our partnership with the Southeastern Pennsylvania Synod and its congregations for their role in helping to make possible our 150-year-old mission. Through Many Hands, guided by One Heart, Diakon serves people in need of all ages, especially those with limited financial resources. In 2018, Diakon provided \$19.43 million in benevolent care, including \$2.668 million within the synod.

Manatawny Manor and Twining Village served hundreds of people in an ever-changing health-care environment. Both senior living communities include a focus on short-term rehabilitation services and memory care; in fact, just a year ago, Twining Village opened a memory-care unit within its personal care community. Twining Village also continues to renovate and reconfigure its independent living accommodations. Manatawny Manor hosts a Diakon Adult Day Services center on its campus, offering daytime assistance to those living at home or with a relative. The center served 48 people in 2018, with several grants assisting the program in serving those who could not otherwise afford the full cost of care.

Diakon Youth Services' Bridge Program serves at-risk youths in Delaware, Chester and Lancaster counties. The program aids at-risk youths ages 11 to 18 by providing accountability-focused counseling and monitoring programs to prevent out-of-home placement. Participants frequently are served by the Weekend Alternative Program, located at the Diakon Wilderness Center, Boiling Springs. In 2018, the Bridge Program's community service activities included work for such groups as Darby's clean-up-the-streets program, Norwood Elementary School in Delaware County and the Frederick Douglass Christian School in Chester. In all, Diakon's programs for adjudicated youths served several hundred teens from the synod's territory. Additionally, the Diakon Youthful Offenders Program continues to aid young adults from Bucks County; those who successfully complete the program can have their felony charges reduced or eliminated.

Diakon offers two services previously provided by Lutheran Children and Family Service of Eastern Pennsylvania—family reunification and family preservation, aiding children and families in Bucks County; during 2018, the services extended their programming to Delaware County.

Additional services within the synod include Diakon Adoption & Foster Care, which in addition to hosting information sessions at both Manatawny Manor and Twining Village continues to expand services within Bucks, Montgomery, Delaware and Chester counties. Separately, Diakon manages Pennsylvania's Statewide Adoption & Permanency Network, or SWAN, meaning the Diakon organization plays a role in all public adoptions. In 2018, that work had an impact on the lives of more than 6,000 children and youths within the Southeastern Pennsylvania Synod, as well as 1,596 family members in the region.

We thank God for the gifts of staff, volunteers, congregations, donors and board members who enabled us last year to touch the lives of thousands of people within the synod, all while upholding and celebrating 150 years of ministry!

Mark T. Pile, MSHA, MSW

President/CEO

GOOD SHEPHERD REHABILITATION NETWORK

Fiscal year 2018 marked Good Shepherd Rehabilitation Network's (GSRN) 110th year of service, one during which we continued to expand our physical footprint and explore new ways to provide our unique brand of compassionate care.

Based in Allentown, Pennsylvania, GSRN is a nationally recognized rehabilitation leader, offering an unmatched continuum of care for adults and children with physical and cognitive needs. Good Shepherd is known for its inpatient and outpatient care of patients with catastrophic injuries and conditions, such as spinal cord injury, brain injury, stroke, amputation and major multiple traumas. GSRN also excels at providing outpatient musculoskeletal and orthopedic rehabilitation services, long-term acute care and long-term care.

More than 2,100 compassionate Good Shepherd Associates treat patients at more than 70 locations in nine Pennsylvania counties and New Jersey. GSRN is the eighth largest rehabilitation provider in the country, according to *Modern Healthcare* magazine, and the world's leading clinical user of the Ekso Bionics exoskeleton to treat patients with strokes and other neurological conditions.

Good Shepherd has earned a reputation as an international destination for recovery, expanding the reach of our mission and core values to hundreds of patients from around the globe. In fact, approximately 33 percent of Good Shepherd's patients come from outside our immediate service area. Regardless of their location, patients and families choose Good Shepherd not only because the organization's outcomes are better than regional and national competitors; they come to experience firsthand the compassionate care and excellent service our skilled clinical team is known for.

Significant 2018 accomplishments included:

- Good Shepherd celebrated the tenth anniversary of our joint venture with Penn Medicine. Good Shepherd Penn Partners is the official therapy provider for Penn Medicine and has nearly tripled in size since its inception, having added two new outpatient therapy locations this year, including Kinetic Rehabilitation Services, P.C., and Penn Therapy and Fitness – South Philadelphia.
- Good Shepherd introduced an Integrative Wellness Program to help the body heal itself and reduce the need for other medical treatments. The program, led by a Good Shepherd physiatrist, uses traditional medicine, psychology and wellness coaching, nutrition and therapy and is very helpful for people with chronic health problems, including diabetes, obesity, pain, hypertension, general disability/deconditioning and headaches.
- Good Shepherd's two long-term care homes earned *U.S. News and World Report's* Best Nursing Homes highest rating, placing them in the top 15 percent of such facilities nationally.

- Good Shepherd’s new electronic health records (EHR) system was implemented in both inpatient and outpatient areas. This was a tremendous undertaking, one that has helped streamline the entire patient experience and optimized our internal work flows. Eighty-plus Associates worked for more than a year to design and implement the new system.
- In March 2018, Good Shepherd announced a partnership with Penn State Health to open a 14-bed inpatient rehabilitation facility in Berks County at Penn State Health St. Joseph. With four existing successful Good Shepherd outpatient sites in the region and an outpatient physical medicine and rehabilitation physician practice opening soon, we look forward to delivering world-class inpatient rehab close to home for Berks County residents in the near future.
- The National Stroke Association (NSA) recognized Good Shepherd Rehabilitation Hospital’s Stroke Team for excellence in stroke care with a RAISE Award to acknowledge its commitment to raising stroke awareness.
- Two Good Shepherd physicians received leadership awards from the Brain Injury Association of Pennsylvania (BIAPA) for improving the quality of life for people with brain injuries, their families and friends and advancing the field of brain injury rehabilitation.
- Good Shepherd’s Vision Rehabilitation Team was named a Health-Care Hero by *Lehigh Valley Business* magazine for its contributions to improving the health of our community.
- For the fifth time, Good Shepherd collaborated with the Disability Friendly Community of the Lehigh Valley and Muhlenberg College’s Institute of Public Opinion to conduct a Community Health Needs Assessment. The local knowledge gained through the assessment will be blended with state and national data so we better understand what we can and should do to effect change for a more inclusive and accessible community.

The support you provide is vital in helping Good Shepherd continue its mission and the legacy of our founders, the Raker family. On behalf of every Good Shepherd Trustee and Associate, thank you.

*Gary Schmidt, MA
Chair, Board of Trustees
Interim President and CEO*

KENCREST

KenCrest provides educational services to children and families in Philadelphia; and community based supports to people with developmental or intellectual disabilities and their families throughout the age continuum—from newborns to senior adults in Pennsylvania, Delaware, and Connecticut. KenCrest’s services and supports include early intervention; early learning programming; personal supports; community living, with specialties in medically complexed diagnoses; LifeSharing; nursing and clinical supports; community participation programs; and employment options. KenCrest serves over 12,000 individuals per year with a dedicated staff of over 2,100 employees.

In 2018, KenCrest was in the first year of implementation of our new strategic plan. The strategic plan identified an updated mission statement, with four guiding pillars to ensure the efficacy and integrity of the organization. Please see below for examples of how we have lived out each pillar this year.

Social Responsibility: When KenCrest first met Phil, his situation was at a critical level. In addition to holding down a job, Phil was also caring for his younger brother, Richard—who has autism; and was enduring a challenging relationship with his older brother. Phil resided in his family home, honoring a vow to his late parents to do everything he could to keep the family together. When KenCrest was brought into the picture, the house was in disarray and there were several concerned friends and service providers. Phil agreed to move into a group home with his brother Richard, where he stayed for three years. Richard continues to live in one of KenCrest’s Community Living Homes, where he is receiving the specialized support he needs. Phil decided he was ready for a place of his own. KenCrest helped him find an apartment, and provides him the ongoing coaching he needs. Phil decided he also wanted someone to love and share his life, and he started dating. He then met a woman who sparked his interest and affection, and they were married on June 9th in 2018. Both Phil and his new bride have full time employment. KenCrest is happy to be part of Phil’s journey and his goals for a meaningful life.

Economic Accountability: In an effort to ensure the Agency was intentional about our enhancing its economic accountability, in 2018 KenCrest explored a new banking relationship. After much research, due diligence, intentional deliberation, and the review of several RFPs; a new bank was selected—which saved the Agency tens of thousands of dollars each month. KenCrest’s economic accountability is important and reflected not only how we serve individuals but how we steward our assets.

Innovation: Medication Therapy Management is a relatively new and rarely used service covered by Medicare and Medicaid. This year, KenCrest piloted the service with a small group of clientele to understand how it works and the potential benefits to those we serve. We are working with them to understand how to best support each person by working as a health care team, pharmacist, nurse, and physicians. For example, KenCrest learned that one client is not able to use the very psychotropic medication that was ordered for him; his body could not

metabolize it. This new approach is critically important to his quality of life, and we are looking forward to exploring this new innovative approach further to better support those we serve.

Strategic Growth: In 2018, KenCrest was approached to acquire a smaller organization and support individuals in several Community Living Homes. KenCrest's reputation for providing high quality care in similar settings, to similar constituents made our agency the ideal choice to be entrusted for such a significant transition. While focusing on opportunities for strategic growth, KenCrest embraced the acquisition initiative and opened itself to serving an additional 23 new clients. The acquisition expanded KenCrest's footprint in the Philadelphia area; added to our family; and created a lasting positive impact on our growing community.

LIBERTY LUTHERAN

Liberty Communities

Artman

The Hearth at Drexel

Paul's Run

The Village at Penn State

The Manor at York Town



Liberty Life Services

Lutheran Congregational Services

The Becoming Center

*LCFS-West Philadelphia Senior
Community Center*

Liberty Lutheran Foundation

Liberty at Home/Hospice

Liberty Lutheran faithfully accompanies and empowers individuals and families by honoring choices and promoting well-being. We do this through our unique approach to housing, healthcare, and wellness services that address every stage of the advancing years. Together, we are following God's call to serve our neighbors alongside the congregations of eastern and central Pennsylvania. In 2018, Liberty touched the lives of nearly 34,000 people through direct service, community outreach, and volunteers.

Liberty Lutheran continues on our bold transformation to a model of person-centered care. That means we don't see ourselves as merely part of an older adult's health care. Rather, we see ourselves as an extended family who takes the time to genuinely learn about and honor each individual's life experiences, choices and routines. The entire family of Liberty communities—Artman, Paul's Run, The Hearth at Drexel, The Village at Penn State, and The Manor at York Town—continues to be devoted to an approach to care and service that focuses on each resident's uniqueness in preferences and activities, so that their lives are filled with meaning, connection and purpose. Liberty life services, including Lutheran Congregational Services, The Becoming Center, LCFS-West Philadelphia Senior Community Center, Liberty Lutheran Foundation, and Liberty at Home/Liberty Hospice, continue to foster relationships and collaboration with partners to enrich the lives of all we serve. In March 2019, The Philadelphia Inquirer (Philly.com) again named Liberty Lutheran as one of the region's Top Workplaces.

Liberty Communities

Artman has long been a leader in Personal Care and Skilled Nursing. Artman offers reassurance and peace of mind through a full continuum of health care including personal care, memory care, skilled nursing, short-term rehabilitation, respite care, hospice care, and wellness services. Artman was recently named a Best Nursing Home by U.S. News and World Report. The number of residents served in FY2018 was 549.

Paul's Run strives to offer residents a warm and welcoming community. Located in Northeast Philadelphia, Paul's Run was recently named a U.S. News & World Report Best Rehab facility and offers independent living, personal care, skilled nursing, short-term rehabilitation, respite care and hospice care. Paul's Run continues its tradition of community service through partnerships with New Creation Lutheran, and Jane Addams Place, both in Philadelphia. The number of residents served in FY2018 was 748.

The Hearth at Drexel is a distinctly different Assisted Living and Memory Care community serving the Philadelphia area. For more than 100 years, the Mary J. Drexel Home enjoyed a well-earned reputation for quality, comfort and security. The community, now The Hearth at Drexel, is built around a landmark historic mansion on the Main Line in Bala Cynwyd. At the

Hearth, residents are able to ‘age in place’ as these services are available: assisted living, memory care, respite care, home care, and hospice care. The number of residents served in FY2018 was 114.

The Manor at York Town joined the Liberty family of services in late 2017. Located in the heart of Bucks County, The Manor is one of the Philadelphia area’s premier independent living communities with access to parklands, cultural, and historical attractions. The number of residents served in FY2018 was 81.

The Village at Penn State offers a vibrant lifestyle on the doorstep of Penn State University. With a strong connection to Penn State, residents often participate in lectures, sporting and cultural events, and beautiful downtown State College. The Village at Penn State offers independent living, life care, personal care, and skilled nursing services. Residents enjoy volunteering, attending university events and even teaching courses themselves. The number of residents served in FY2018 was 299.

Liberty Life Services

Liberty at Home and **Liberty Hospice** provide critical in-home services to seniors throughout Southeastern Pennsylvania. Liberty at Home services range from helping out with meals and medications to more complex support services such as skilled nursing and rehabilitation. Liberty Hospice embraces a philosophy of care and compassion that helps people experience their end-of-life journey with comfort and dignity. The number of patients served in FY2018 was 2,785.

LCFS’s West Philadelphia Senior Community Center (WPSCC) provides opportunities for enrichment for all aspects of life. Serving over 2,000 individuals, WPSCC offers activities, clubs, educational programs, health and wellness services, nutritious meals, and assistance when applying for community services. A very special Monte Carlo night is being planned for this fall; WPSCC members are already looking forward to it! The number of people served in FY2018 was 2,229.

Lutheran Congregational Services (LCS) partners with congregations and community organizations for creative ministry. LCS offers education programming for congregations wishing to train Lay Eucharistic Visitor Training. LCS also offers a six week grief series called *Journeys through Grief*. LCS also offers a program that teaches others how to support those who are grieving, called *Path of Grief*. In addition to these standing programs, we strive to look for creative partnerships in order to help congregations meet their mission and service objectives.

Lutheran Disaster Response – Eastern Pennsylvania (LDR-EPA) is a ministry of LCS as well. LDR-EPA works with congregational leaders in response disasters of any size affecting the community. This past year, LDR-EPA led coalitions across the state to meet needs related to housing for hundreds of family evacuating to Pennsylvania from Hurricane Maria. Currently

LDR-EPA is helping to lead disaster recovery efforts in Schuylkill and Susquehanna Counties, following late summer flooding in 2018. The number of people served in FY2018 was 753.

The Becoming Center is a health, fitness and wellness resource designed to nurture mind, body and spirit. The Becoming Center is designed with adults ages 50 or over in mind, and is open to the public daily. The number of members and others served in FY2018 was 1,965.

The Liberty Lutheran Foundation helps donors connect to people in need, by supporting benevolent care at our communities, and by helping congregations and individuals nurture faith and help the most vulnerable among us. In FY2018, \$564,018 was donated in contributions and grants.

Partnerships with Lutheran congregations and the Southeast Penn Synod of the ELCA are critical to our ability to fulfill our mission. Anyone wishing to connect with the Liberty Lutheran family of services can contact Julia Menzo, Director of Community Outreach, LCS, at jmenzo@libertylutheran.org, 267-464-7740.

In Christ, Julia Menzo, Director of Community Outreach, Liberty Lutheran/Lutheran Congregational Services

LUTHERAN IMMIGRATION AND REFUGEE SERVICEE

See Section E, Addendum 1

LUTHERAN WORLD RELIEF

The compassion and unwavering support of Lutheran World Relief's individual, congregational and Synod donors is deeply appreciated. When there is a need - you respond.

In 2018 LWR was active in 42 countries and we had offices in 17 countries for 133 projects, including 29 distributions of our quilts and kits. A total of 2,896,387 people were served directly and indirectly through LWR programs. Lutheran World Relief provided \$45,604,130 in financial support throughout the world as a result of your generosity. We spent \$15,228,564 on agricultural projects; \$23,594,459 on emergency response and material resources; \$3,616,033 on climate change projects and \$1,032,703 on impact investing projects.

Lutheran World Relief announced in late December that we will be entering a strategic partnership with IMA World Health that will enable us to bring health care to many of the people we serve around the world. This partnership will be finalized in the 3rd quarter of 2019.

You are helping families restore their lives in the wake of disasters and crises. When the earthquake and tsunami hit Palu, Indonesia, you responded with an outpouring of prayers, love and financial support to help people get back on their feet. You made it possible for children in Mosul, Iraq to have a safe place to learn and play and just be kids again.

You are partnering with communities to build and grow robust and sustainable rural economies. In East Africa you are helping young entrepreneurs establish small businesses that support local farmers. In a cutting edge program in West Africa, you're connecting sesame farmers to global markets so they can increase their families' income.

With your support, Lutheran World Relief continues to innovate so we can benefit more families and more communities, more meaningfully and more completely.

Last year we launched Ground Up Investing, LLC, our new impact-investing fund, which is making strategic equity placements that drive local economies throughout the world. Ground Up Investing made its first investment in 2017, establishing wholly-owned Mountain Harvest, a buyer and trader of premium coffee grown on Mt. Elgon in Uganda.

We also introduced LWR Farmers Market Coffee - a line of premium quality coffee sourced directly from farmers participating in LWR projects. Our farmer-direct model not only cracks open lucrative international markets for our growers but also pays them a share of the profits.

With your support we launched a Diploma Program for young cacao entrepreneurs in El Salvador to help them continue the legacy of their family's cacao farms while giving them the knowledge of agricultural best practices, strategy, business operations and financial planning. We also helped them learn to make and sell chocolate and many have opened their own chocolate shops in El Salvador.

SEAFARERS INTERNATIONAL HOUSE
See Section E, Addendum 2

SILVER SPRINGS – MARTIN LUTHER SCHOOL



SOUTHEASTERN PENNSYLVANIA SYNOD ASSEMBLY REPORT, 2019

Motivated by Christ's Love and command to extend that Love, Silver Springs – Martin Luther School (Silver Springs) was founded in 1859 as an orphanage. Today, Silver Springs inspires hope through education, healing, and specialized support for children and their families who are facing emotional and behavioral difficulties. Our work is in support of our vision which is of a world in which all children know they matter, are resilient, reach their highest potential, and achieve stable and bright futures.

In Fiscal Year 2017/2018 (FY17/18) **Silver Springs served just over 2,700 children and their families** from throughout Southeastern Pennsylvania and surrounding counties and the state of Delaware. All programs have a strong behavioral health component that brings an opportunity for trauma recovery and healing to children who range in age from day-old infants to college students, and families of all ages, in a child-centered, family-focused ministry. Silver Springs is non-denominational regarding who is served.

Residential Treatment Program – During FY 17/18, the Residential Treatment (RT) Program served 136 boys and girls, ages six through 14 (and 186 families/caregivers) struggling with severe emotional and behavioral difficulties. Many of the children we serve have experienced traumas such as physical abuse, sexual abuse, neglect, abandonment, multiple foster home placements, and other difficult circumstances such as poverty, domestic violence, parental mental illness or drug addiction. Our skilled and trained staff members embrace a trauma-informed approach to assist children to heal from the after effects of their past traumas, learn skills to help them better manage their feelings and behaviors, and reach for stable and bright futures.

The RT Program provides a therapeutic living environment that includes individualized treatment, supervision, care, and nurturing for children on a 24-hour-a-day basis through outcome-oriented treatment, psychiatric evaluation, trauma-informed therapy, case management, behavior management, and health care. Available therapies include individual, family, group, a highly structured milieu, counseling, behavioral, and medication. Children participate in a curriculum of therapeutic and recreational activities coordinated by a Certified Therapeutic

Recreation Specialist. All services are provided with the valued participation of biological, adoptive, and/or foster families.

Community Based Programs – During FY 17/18, our Community Based Programs served 881 children, ranging in age from birth to 21 years old, and 971 foster and/or biological parents. Children in Foster Family Care (FFC) benefit from community placements that address their emotional, behavioral, medical, social, and developmental needs. The FFC Program offers structured home living with foster parents trained to provide for the specific, identified needs of each child. Case management, various clinical therapies, and outreach services are extended to each child’s foster family and biological family. Children are encouraged to participate in specialized summer experiences depending upon their individual, educational, medical, and/or emotional needs.

Through community-based Behavioral Health Rehabilitative Services (BHRS), Silver Springs provides Mobile Therapy, Behavior Specialist Consultants, and Therapeutic Staff Support services that include individual and family therapy for children in home, school, and community settings, assessment of a child’s behavior in these settings, consultation, one to one supervision, modeling, coaching, and support to children based on a behavioral plan.

Outpatient Mental Health Services provides individual and family therapy at two locations, Plymouth Meeting and Philadelphia. This program helps children, and their families, ages two to 18 years old achieve and maintain emotional and behavioral stability.

Martin Luther School – During FY 17/18, Martin Luther School served 261 students and 225 caregivers. A Pennsylvania Department of Education “Approved Private School,” Martin Luther School provides an individualized educational program designed to meet the needs of children for whom emotional and behavioral difficulties are disrupting their ability to succeed academically in a mainstream school setting. The children served are in grades K-8. Students are referred to Martin Luther School from their public schools or charter schools, as well as the Silver Springs RT Program. Each child has an Individual Educational Plan that identifies their instructional needs and specific accommodations. Martin Luther School is located on a beautiful 35-acre campus and facilities include a gymnasium, outdoor recreational facilities, a library, computer lab with technology instruction, reading tutoring, art and music programming, and the full range of academic instruction.

Family Resource Services (FRS) – Family Resource Services is funded completely through donations and enables Silver Springs to provide financial support for families of children currently served, as well as for alumni, when they are experiencing financial hardships that threaten their stability. Some examples of this assistance include: providing families with transportation gift cards to help them bring their child to outpatient mental health services, paying utility bills to keep the heat on, providing families with assistance with unforeseen medical expenses, and more. Through FRS, Silver Springs also assists families to be able to have a meaningful and joyful holiday season for their family. When funds are available, Silver Springs also provides scholarship assistance to alumni of our programs for post-secondary education expenses.

Your Partnership: More than 50 Lutheran congregations of the Southeastern Pennsylvania Synod actively assist Silver Springs in meeting the needs of a challenging population. We are grateful for these generous and supportive partners. Relationships with congregations of other denominations, community groups, and philanthropic organizations extend a mosaic of funding that demonstrates “fervent love is an action.”

To learn more about our programs, please visit www.silver-springs.org. If you would like to schedule a visit and tour of our campus, please contact Lynn Unipan, MSW, CFRE, Development Director, at (610) 825-4440 x206 or Lunipan@silver-springs.org.

Thank you for partnering with us to help vulnerable children learn, heal, and reach for bright futures!

Kristen E.M. Gay, Ph.D., President/CEO

