

## **SECTION E – REPORTS OF SOCIAL MINISTRY ORGANIZATIONS**

1. Diakon Lutheran Social Ministries & Diakon Child, Family & Community Ministries
  2. Gemma Services
  3. Good Shepherd Rehabilitation Network
  4. KenCrest
  5. Liberty Lutheran (Addendum 1)
  6. Lutheran Immigration and Refugee Service
  7. Seafarers International House (Addendum 2)
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### **DIAKON LUTHERAN SOCIAL MINISTRIES & DIAKON CHILD, FAMILY & COMMUNITY MINISTRIES**

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 now-more-than-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 2019, Diakon provided \$18.8 million in benevolent care, including \$2.35 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. 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 52 people in 2019, 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 2019, the Bridge Program's community service activities included work for such groups as Darby's clean-up-the-streets program and Norwood Elementary School in Delaware County, with students completing more than 500 hours of service in Delaware County alone. 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's family reunification and family preservation services aid children and families in Bucks and Delaware counties; during 2019, the services continued to expand.

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 2019, that work had an impact on the lives of more than 7,541 children and youths within the Southeastern Pennsylvania Synod, as well as 4,806 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 more than 150 years of ministry.

**Mark T. Pile, MSHA, MSW**

*President/CEO*

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## **SOUTHEASTERN PENNSYLVANIA SYNOD ASSEMBLY REPORT, 2020**

In November 2019, Silver Springs – Martin Luther School merged with the Village, another nonprofit organization with a similar history and mission. The combined organization will be known as Gemma Services moving forward. The merger was born out of Silver Springs' and the Village's remarkably similar histories and dedication to vulnerable and at-risk children and families in the Greater Philadelphia Region. Both were founded in the 1800s as orphanages within faith-based communities. Over the years, they evolved into treatment homes and expanded to also provide community-based, prevention, foster care, special education, and behavioral health services to meet the needs of children, youth, and families in our communities. Our work is guided by our vision of a world in which all children, youth, and families feel valued and have the tools to realize their highest potential.

Our continuum of programs is designed to help children and families heal from traumas they may have experienced and learn skills needed to reach their full potential. Currently, our programs include: Psychiatric Residential Treatment on two campuses; two private academic schools; and Community Based Programs including Foster Family Care, Adoption Services, a Family Empowerment Center, Intensive Behavioral Health Services (IBHS) that help children and families at home and at school; Outpatient Mental Health Services, and in-home and out-of-school prevention programs.

During Fiscal Year 2018/2019, **Gemma Services served 4,945 children, youth, and families** from throughout Southeastern Pennsylvania and surrounding counties and the state of Delaware who were experiencing emotional and behavioral difficulties.

**Residential Treatment Programs** – During FY 18/19, the Residential Treatment (RT) Program on our Plymouth Meeting campus served 132 boys and girls ages six through 14 (and 182 families/caregivers). The Residential Treatment Program on our Rosemont campus served 79 girls ages 13 through 18 on who were struggling with severe emotional and behavioral difficulties. Participants in our Rosemont RT Program attend our onsite licensed Private Academic School, the Gemma Services School, or attend the nearby Radnor School District. Many of the children and youth we serve have experienced traumas such as physical abuse, sexual abuse, neglect, abandonment, multiple foster home placements, and other extremely 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 and youth heal from the aftereffects of their traumas, learn skills to help them better manage feelings and behaviors, and reach for stable and bright futures.

The RT Programs provide therapeutic living environments that include individualized treatment, supervision, care, and nurturing for children and youth 24/7/365. Our approach includes an outcome-oriented treatment, psychiatric evaluations and medication management as necessary, trauma-informed therapies, case management, behavior management, and health care. All services are provided with the valued participation of biological, adoptive, and/or foster families. While in our care, we provide for the children and youth's clothing, mental health, and physical health needs. Additionally, our programs include therapeutic activities programming to ensure that the children and teens experience joy and opportunities for creative expression.

**Community Based Programs** – Our Community Based Programs provide: Outpatient Mental Health Services; Foster Family Care; Adoption services; Intensive Behavioral Health Services in a child's home or school; an Out-of-School time afterschool program, a Family Empowerment

Center, and other in-home prevention services to help children and families avoid crises. These programs are provided from one or more of our four locations (Plymouth Meeting, Rosemont, Mt. Airy, and Southwest Philadelphia). During FY 18/19, our Community Based Programs served 2,301 children, ranging in age from birth to 21 years old, and 1,337 families and/or caregivers.

Services include:

- **Treatment Foster Care** provided for children from Bucks, Delaware, Lancaster, Montgomery, Northern Chester, and Philadelphia Counties who cannot reside in their own homes presently. Foster families provide compassionate care in a loving home environment to address the needs of children with emotional and behavioral challenges to help them heal and flourish.
- The **Host Home Program** was developed to provide treatment and a safe and supportive home environment for children ages 4 through 18 who are dealing with serious emotional and behavioral issues. Eligible children and teens are placed in family homes with specially trained host parents who use individualized plans to meet each child's needs, with the goal of alleviating the pain, distress, and disruption in their lives while building resiliency and stability.
- **Adoption & Permanency Services** are provided for children and adolescents who have experienced loss, separation, abuse, neglect, and other trauma. These services are for children who have been placed in homes of foster or kinship families because their legal families currently are unable to provide the care they need.
- **Outpatient Mental Health Services** are offered that include individual therapy, family therapy, and medication management for children and teens, ages 4 to 21. Credentialed therapists use evidenced-based practices including Trauma Focused Cognitive Behavioral Therapy (TF-CBT) and Parent Child Interaction Therapy (PCIT) in working with children and teens. Our team of clinicians is dedicated to the progress and healing of those we serve.
- **Intensive Behavioral Health Services (IBHS)** provide intensive support in home and school settings for children, youth, and young adults up to age 21 experiencing serious emotional or behavioral issues or skill deficits. Our IBHS program is designed to give each child the tools they need to face challenges with a greater sense of strength and resilience and improve overall behavioral functioning.
- Our **Applied Behavior Analysis (ABA)** program is based on the science of learning and behavior and involves the process of implementing basic behavioral interventions to create meaningful behavior changes. ABA services are typically provided to children, youth, or young adults diagnosed on the Autism Spectrum and include assessments and 1:1 interventions to help them improve their behavioral, social, communication, and adaptive skills.
- **Family Based Mental Health Services (FBMH)** coming soon will include an intensive, evidenced-based, and family focused approach to support children, adolescents, and their families. The primary goal of Family Based Services is to assist families with maintaining their child in the home and to keep families intact, rather than an "out of home" placement of the child. Family Based provides intensive individual and family

therapy, as well as case management support in a family's home and community by a two-person team.

- Our **Prevention Services** include our Family Empowerment Center, In-home Protective Services and Out of School Time Program. The goal of these programs is to support children and families to overcome challenges, strengthen community supports, and prevent further involvement with the child welfare system.

**Martin Luther School** – During FY 18/19, Martin Luther School, located on our Plymouth Meeting campus, served 268 students and 305 caregivers. A Pennsylvania Department of Education Approved Private School that is licensed as a Private Academic School, Martin Luther School provides an individualized educational program to meet the needs of children whose emotional and behavioral difficulties are disrupting their ability to succeed academically in a mainstream school setting. Students are in grades K-8 and are referred from their public or charter schools, and also from the Silver Springs RT Program. Each child has an Individual Educational Plan that identifies their instructional needs and specific accommodations needed. 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.

**Your Partnership:** More than 50 Lutheran congregations of the Southeastern Pennsylvania Synod actively support Gemma Services (formerly Silver Springs – Martin Luther School) in our efforts to meet the needs of the vulnerable and at-risk children and families we serve. We are grateful for these generous and supportive partners. Relationships with congregations of other denominations, individual friends and supports, community groups, and philanthropic foundations combine to comprise a mosaic of support that demonstrates “ferveat love is an action.” Gemma Services is proud of our founding (as Silver Springs – Martin Luther School) as a Lutheran Social Ministry Organization and pleased to share that Kristen Gay, Ph.D., President and CEO of Gemma Services was recently elected to the board of Lutheran Services in America.

To learn more about our programs, please visit [www.silver-springs.org](http://www.silver-springs.org), [www.village1877.org](http://www.village1877.org), or [www.gemmaservices.org](http://www.gemmaservices.org) (coming soon.) If you would like to schedule a visit and tour one of our campuses, please contact Lynn Unipan, MSW, CFRE, Chief Development Officer, at (610) 825-4440 x3206 or [Lunipan@silver-springs.org](mailto:Lunipan@silver-springs.org).

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



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## **GOOD SHEPHERD REHABILITATION NETWORK**

May 2019 to March 15, 2020

During fiscal year 2019, Good Shepherd Rehabilitation Network (GSRN) celebrated 111 years of service to the community. 2019 marked a year of growth and innovation in which the network developed new ways to serve our patients and the communities where we live and work.

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, home health care, long-term acute care and long-term care.

While our regional footprint expanded to more than 70 locations in Pennsylvania and New Jersey this year, people come to Good Shepherd from all over the world to benefit from the innovation, state-of-the-art technology and compassionate care of our 2,100 therapists, nurses and physiatrists. Approximately 30 percent of Good Shepherd's patients come from outside our service area.

Significant 2019 accomplishments included:

- We recognized the 10th anniversary of the founding of the Good Shepherd Rehabilitation Hospital Pediatric Unit. Since its inception, the unit has helped more than 1,000 children, from newborn to 21 years of age, recover from catastrophic injuries, illnesses and developmental conditions.
- Good Shepherd expanded the reach of our mission-based care to new locations in fiscal year 2019. In September 2019, a new outpatient physical therapy site was opened in Forks Township, Pennsylvania, through the acquisition of Advance Physical Therapy.
- Good Shepherd Pediatrics was named one of a handful of Centers of Excellence in the United States to pioneer the Trexo Plus, a pint-size robotic wearable technology that allows children to walk – maybe even for the first time in their lives. No other rehabilitation provider in Pennsylvania offers this life-changing technology.
- Good Shepherd hosted a number of educational events in fiscal year 2019 to further enhance the knowledge of our patients, staff, community and clinicians at other providers. These included:
  - A Spinal Cord Injury Resource Fair to showcase vital community resources for individuals with spinal cord injury
  - Stroke and Physician Groups Symposiums to share our state-of-the-art rehabilitation techniques and technology with other clinicians in the community
  - Shadow Days where students and individuals seeking to become registered nurses (RNs), certified nursing assistants (CNAs) and therapists were invited to follow our staff and leadership teams
- Good Shepherd introduced the Bridges Program to support young adults with disabilities such as autism, cerebral palsy, Down syndrome, spinal muscular dystrophy, cystic fibrosis, traumatic brain or spinal cord injury as they transition from pediatric care to young adulthood. Our goal is to help patients maximize health and quality of life.
- A centralized Wound Ostomy and Continence (WOC) Program was created to provide more comprehensive care to our patients. This dedicated WOC team provides education, develops protocols, monitors trends and standardizes treatments in caring for patients with complex wounds throughout GSRN.
- Good Shepherd’s joint venture with Penn Medicine continued its growth in fiscal year 2019. Good Shepherd Penn Partners, the official therapy provider for Penn Medicine, added new outpatient therapy locations this year in Bryn Mawr and Arcadia.
- A member of the Good Shepherd Physician Group, Yahira Acevedo-Santiago, MD, was recognized by the Women's Business Council of the Lehigh Valley Chamber of Commerce with the Athena Young Professional Leadership Award. The prestigious

award is given to an emerging leader who demonstrates professional excellence, provides valuable community service and supports other women in professional excellence and leadership.

- Good Shepherd Home (GSH) - Bethlehem received the highest possible quality rating from the annual quality and safety review for nursing homes conducted by the Centers for Medicare and Medicaid (CMS). This is the first time GSH - Bethlehem has reached a 5-star rating across the board.
- Good Shepherd at Home was named the Best Home Care Agency in the Lehigh Valley by *Lehigh Valley Business'* 2019 Reader Rankings. Good Shepherd at Home provides medical care in patients' homes to increase good health and promote function and independence.

Your continued support allows Good Shepherd to further our mission of compassion and recovery and to honor 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*

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## KENCREST

Founded in 1905, KenCrest has served the Delaware Valley for 115 years, providing services for all ages. We currently serve individuals with intellectual and developmental disabilities and autism, and their families, from newborns to senior adults, offering supports through a community-based model, with programs and facilities 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 12,500 individuals each year with a dedicated staff of over 2,100 employees.

In 2019, KenCrest was in the third year of implementation of our strategic plan. The strategic plan identified 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: Architecture Restructure:** This year, KenCrest has embarked on a new initiative to set a new path in our industry for how programs and services are structured and carried out by staff. In order to expand our vision and organize for outcomes, we must expand the scope of what is plausible for those we serve. As we continue to grow, we will be shifting our



organizational structure to enhance our ability to provide the best support and choices in those programs. We are taking a bold step and creating two PA IDD service regions structure. All adults we serve, whether in residential settings or employment or community participation programs will have a Personal Outcome Champion who helps coordinate all aspects of their lives, instead of one person managing residential and another person managing other programs they attend. We remain committed to social responsibility and putting our individuals and those members of our extended KenCrest family first in all we do.

**Economic Accountability:** In an effort to ensure the Agency was intentional about our enhancing its economic accountability in 2019, KenCrest launched a grant opportunity called New Business Ideas, to fund new business ideas, service delivery, and innovations. This opportunity was open to all KenCrest staff, board, individuals, community partners, and families we serve, has allowed for the development of new models and products to benefit KenCrest’s stakeholders and programs – bolstering our organization’s mission to explore possibilities, mobilize resources, and empower dreams. KenCrest’s economic accountability is important and reflected not only how we serve individuals but how we steward our assets. Projects that are selected will not only enhance our current offerings, but also potentially generate new revenue for the agency.

**Innovation: Health & Wellness:** This year, KenCrest launched the My25 initiative that provides robust nutrition information and wellness enhancement tools for managing weight and diabetes. Currently, KenCrest has successfully implemented this initiative within ten of our homes where pounds have been shed and diabetes management has been underway. As a result of this success, My25 has awarded KenCrest with the platinum health leadership status, which is the first of its kind!

**Strategic Growth: Educational Expansion:** For over a century, KenCrest has led the way in giving children in underserved families a great head start through community-based early learning centers by offering high-quality programs with no-cost, healthy meal plans. In January, KenCrest opened a seventh Early Learning Center location at Adams Avenue in Northeast Philadelphia’s Lawncrest neighborhood, where there is a critical shortage of high quality preschool providers. The center will serve 100 children from birth to five years of age and has seven classrooms, two that will serve children in Early Head Start (birth to three) and five that will serve children age three to five.

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**LIBERTY LUTHERAN**

**See Section E, Addendum 1**

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## LUTHERAN IMMIGRATION AND REFUGEE SERVICE

### Lutheran Immigration and Refugee Service 2019 Annual Report

*“So then you are no longer strangers and aliens, but you are citizens with the saints and also members of the household of God.” Ephesians 2: 19*

#### Rich Legacy Shapes Current Work

In 2019, LIRS marked its 80<sup>th</sup> year of welcome in the name of Christ. Luther speaks of the "left hand kingdom of God" as our involvement in God's care for the world. The Board of LIRS affirmed its commitment to be on the front lines of public engagement with the world, as it welcomed a new President and CEO, Krish O'Mara Vignarajah.

Through partnership with community based social services, LIRS resettled refugees; placed unaccompanied children and youth in foster care; arranged for asylum seekers in immigration detention to receive comfort from pen pals and visitors; assisted congregations and individuals to understand current immigration issues and discern ways to get involved.

Respite and Welcome Centers in Phoenix and Albuquerque received asylum seekers as they were released from detention visitation and provided one- or two-nights shelter, food, clothing, and coordination of travel to their final destination.

“Hope for the Holidays” card campaign resulted in congregations and individuals submitting 14,000 cards and \$30,000 for gifts for children spending the Christmas holidays in detention with their families.

On World Refugee Day, 10 Migrant and Refugee Leadership Academy alums joined 5 ELCA synod bishops in making 40 visits to members of congress to ask for higher refugee admissions and more funding to help refugees make a good start in the United States.

#### Blessing of Partnership Empowers Us to Continue

We are living through the largest refugee crisis the world has ever seen. Extreme weather, poverty and violence are pushing people in various parts of the world to leave their homes in search of food, safety, and welcome. In these challenging times, LIRS *relies on congregations to support our work; and offers assistance as people of faith discern their call to welcome the stranger*

Congregations prayed and preached and learned about migrants and refugees through the wealth of resources available on the LIRS Migrant and Refugee Sunday web page.

[\(https://www.lirs.org/migrant-refugee-sunday/\)](https://www.lirs.org/migrant-refugee-sunday/)

Lutherans called and wrote letters to Members of Congress urging higher refugee admissions and proper care for children at our southern border

Congregations proclaimed God’s presence to families and children held in immigration detention by sending Christmas cards and money for gifts through LIRS’ Hope for the Holidays campaign; and volunteered as pen pals or detention visitors.

Lutherans wrestled with God’s call to welcome all as members of the household of God through “Entertaining Angels” training events, and discernment of their role in a sanctuary church body

Lutherans supported the work of LIRS with offerings and individual donations.

As members of the household of God, we encourage you and your congregation to explore how you will welcome the stranger in the coming year, and to contact LIRS for information and resources to assist you.

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**SEAFARERS INTERNATIONAL HOUSE**

**See Section E, Addendum 2**

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