

Section E

Reports of

Social Ministry

Organizations

Diakon Lutheran Social Ministries

www.diakon.org

Diakon Lutheran Social Ministries celebrates our continuing partnership with the Southeastern Pennsylvania Synod and its congregations, as we live out our mission, through Many Hands and One Heart, to demonstrate God's command to love the neighbor through acts of service. Diakon maintains a nearly 150-year tradition of care for people of all ages, especially those with limited financial resources. In 2009, Diakon increased the amount of its uncompensated care by more than \$1 million to \$14.575 million, including more than \$2.097 million within the Southeastern Pennsylvania Synod, an increase from the \$1.64 million the prior year.

Twining Village, a Diakon Lutheran Senior Living Community in Holland, completed renovations to the kitchens serving both senior living and nursing care center residents, upgraded its nursing care sprinkler system, and completed a fitness room in the personal care center and a model apartment for senior living services. Similarly, **Manatawny Manor** in Pottstown—which celebrated its 35th anniversary in 2009—renovated an area to create a fitness room for personal care residents and purchased a large-screen television and a Wii gaming system for its personal care Horizons Community as a result of generous donations, including Thrivent support. Manatawny Manor serves as the site for **Diakon Adult Day Services at Manatawny**, which also added a Wii system as a result of memorial contributions.

Having marked its 10th anniversary in 2009, **Diakon Youth Services' Bridge Program**, based in Downingtown, serves 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 designed to prevent out-of-home placement. Participants also frequently are served by the **Weekend Alternative Program**, based at the **Diakon Wilderness Center** in Cumberland County. In 2009, the Bridge Program served approximately 33% more youths than in the prior year and expanded and redefined its female gender-responsive programming by developing the **Bridge Girls Alternative Program**, which offers five-phase competency-development. The Bridge Program also refined its **Bridge Prep** offer in Chester and Delaware counties; the service provides counties with a short-term alternative for older youths in the juvenile probation or children and youth systems. In all, Diakon's programs for adjudicated youths served 411 teens from within the Southeastern Pennsylvania Synod's territory.

A new Diakon service is working to build connections with congregations throughout the regions Diakon serves, resulting in partnerships to serve those with limited resources. Based in a warehouse on Desoto Avenue in Baltimore, **Diakon Kathryn's Kloset** partners corporate donations of new, unused non-perishable and some perishable products with non-profit organizations serving the basic needs of people. Named for the mother of a retired Unilever employee who had begun similar work while still with the corporation and who now heads Diakon Kathryn's Kloset, the program gathers and stores merchandise for pick-up by shelters and other non-profit organizations, which in turn distribute the goods, free of charge, to people in need in the community. The program served approximately 507,000 people in 2009, responsible for the significant increase in Diakon's overall service last year.

Other Diakon services for children and youths aiding those within the synod include **Diakon Adoption & Foster Care**. In addition, as prime contractor for the **Statewide Adoption & Permanency Network**, Diakon helps to coordinate all public adoptions within the synod's five-county area, also providing SWAN services in Philadelphia. **Diakon Family Life Services** also offers service within the synod, including congregational consultations and educational events.

Diakon Volunteer Home Care's Berks County office serves portions of Montgomery and Chester counties and aided approximately 80 from those areas in 2009. The program transitioned from small regional teams to three area teams for Reading and eastern and western Berks County including the surrounding regions. The change allows for better service access for clients, more effective use of volunteers, and publication of a single toll-free telephone number.

We thank God for the gifts of staff, volunteers, congregations, donors, and board members who, together, enabled us to touch the lives of more than half a million people last year, including some 6,000 within the Southeastern Pennsylvania Synod.

Mark T. Pile, MSHA, MSW
President/CEO



Good Shepherd Penn Partners
www.PhillyRehab.com

It is our pleasure to introduce **Good Shepherd Penn Partners (GSPP)**. GSPP will celebrate its second anniversary this July and we are proud to deliver world-class physical rehabilitation care to patients in Philadelphia and the surrounding counties.

GSPP is a joint venture, uniquely combining the compassionate expertise of Good Shepherd Rehabilitation Network, a Lutheran social ministry organization, with the respected physicians of the University of Pennsylvania Health System.

Good Shepherd Rehabilitation Network of Allentown, Pennsylvania, which was founded in 1908 by The Rev. John H. and D. Estella Raker, is the majority owner of GSPP. Good Shepherd's century-old culture of compassionate care is based on a holistic approach to the needs of mind, body and spirit and is nurtured in a faith-based tradition of excellence.

GSPP offers services at numerous sites in your area:

- A state-of-the-art hospital located at 1800 Lombard Street in the Rittenhouse/Center City area of Philadelphia, in the renovated former location of Graduate Hospital, is home to a 58 bed Rehabilitation Hospital and a Long-term Acute Care hospital.
- We provide physical therapy services at 8 outpatient locations in Greater Philadelphia with another 2 – 4 new sites under development.
- We provide all bedside Physical, Occupational and Speech Therapy services at the three UPHS hospitals.

At GSPP, we provide post-acute and rehabilitation services to individuals who have had a stroke or a brain injury, who have had an amputation or a joint replacement, or who are recovering from surgery or other injuries and conditions. Patients with these conditions are also treated in our outpatient locations along with strong sports rehabilitation, neurological rehabilitation and oncology rehabilitation programs.

The Vision Statement for GSPP is, “Partnering to realize life’s potential”. In short, at GSPP we get you back to doing the things you love following an accident, and injury or an illness.

We are proud to serve you and your family members and we are proud to provide a unique and preferred new choice for rehabilitation in the Philadelphia region.

For more information on GSPP, please visit www.PhillyRehab.com. If you would like a member of the GSPP management team to speak to interested audiences within your organization, please feel free to call Marie Beck Dougherty, director of Business Development, at 215-893-2553. Thank you very much.

Sally Gammon, FACHE
President and CEO, Good Shepherd Rehabilitation Network

Mike Soisson
Executive Director, Good Shepherd Penn Partners



Synod Assembly 2010

Report from Liberty Lutheran Services and Its Affiliates

Artman Lutheran Home, Liberty Community Services, Lutheran Children and Family Service, Mary J. Drexel Home and Paul’s Run Retirement Community.

Liberty Lutheran Services

... has been blessed with many opportunities to serve with renewed strength and determination. We continue to fulfill our promise of *world-class* care, with the purpose of building and strengthening caring communities. Grounded in our values and history of faith, we remain steadfast in our commitment to respectful, compassionate care and continue to seek opportunities to lift up and encourage the people we serve: our clients, families and older adults. In 2009, Liberty expanded services in new areas and also created congregational collaborations to grow our services for people of all ages throughout the synod and beyond.

Our Partnerships in Ministry

Fulfilling our mission in faith and with purpose has always been more meaningful when we team up with our congregational partners. In February, more than 280 teens who participated in

“Connected in Chaos,” the annual Synod Youth Gathering, had the opportunity to connect with others and learn about 22 nonprofit organizations in the Delaware Valley. Two small groups whose participants represented several congregations spent time with the Bethel Community Group Home and the Liberty Center for Survivors of Torture, programs of **Lutheran Children and Family Service (LCFS.)**

Again this year, SEPA and the Lancaster area congregations showed strong support and commitment to LCFS and the 30 refugee families that were provided shelter, housing and emotional support from volunteers. *Forty Churches for Forty Families* is a two year campaign developed to encourage congregations and community volunteers to open their hearts, homes and churches to support refugees as they adjust to a new country. By late fall, LCFS had received more than \$30,000 in donations and more than \$190,000 in cash and in-kind donations.

For 44 years, LCFS has participated in, managed and been one of the beneficiaries of the **Synod Christmas Ingathering**. In 2009, 75 Lutheran congregations provided Christmas gifts for children in the care of LCFS, hygiene kits for people in local institutions and many other donations that were distributed by Lutheran World Relief. Additional gifts of food helped fill the shelves of the synod food pantries. More than 1,200 volunteers donated 3,500 hours of service this year, with donations valued at more than \$120,000. What a joy it is to see the truck arrive bringing the wrapped gifts that will be delivered to so many children in time for Christmas, and to know that others will benefit from the items that will stock our local food pantries and the quilts and health kits soon to be distributed by Lutheran World Relief.

Lutheran Disaster Response volunteers continued to learn about the many assets within the communities they served during 2009. Taking a leadership role in the Southeastern Pennsylvania Voluntary Organizations, Liberty’s LDR coordinator Julia Menzo and her team led efforts in recovery during the rain storms and flash flooding in Montgomery County in early 2009. They also joined teams traveling to areas outside of SEPA to provide the necessary recovery and support to disaster victims and continued to address the ongoing importance of disaster preparedness in congregations and communities.

In August LDR was joined by 30 individuals at St. Luke’s Lutheran Church in Devon, PA to learn how their community and congregation can prepare for a pandemic. This joint effort between St. Luke’s lay leadership and community youth and families from neighboring congregations were joined by Pastor Dan Bodine of Community of Love Lutheran Church in Oxford, PA who presented a historical view of the church’s role in pandemic situations.

Also in 2009, 59 volunteers traveled to Northeast PA and Iowa for flood response, and 3 LDR chaplains were deployed for the Coatesville arson response. Also in 2009, for the first time ever, over 90 volunteers participated in two simulation exercises that were held at St. Mark’s Lutheran Church in Pennsburg and St. Luke’s Lutheran Church in Devon.

The members of our congregations, no matter what their age, make a positive impact on their communities. We appreciate the gifts of each one and are thankful for the many ways our partners in ministry help us enrich the lives of others in so many ways.

Strengthening the Liberty Culture

In 2009, Liberty's commitment to strengthening our common culture was evident in the growing number of our new cross-organizational initiatives. We were able to utilize the special skills and talents of our staff, clients and volunteers to benefit us throughout the organization as a whole.

Wellness Works offers Liberty staff the unique opportunity to take time from their busy work day to think about, talk about, and take action for their own personal health and wellness. This initiative focuses on social, spiritual, intellectual, financial, physical, environmental and emotional health and is available to Liberty's more than 1,100 associates. A service of **The Becoming Center at Artman**, our wellness coaches have provided more than 590 Liberty employees coaching and guidance towards their individual wellness goals and made more than 3,900 individual contacts in private and group session settings.

Liberty employees were also given the opportunity for personal and professional growth. Class participants from across the organization learned about Liberty's values, culture and competencies as they participated in our interactive educational programs. Over the past five years, more than 350 employees have attended the 10 one-day sessions of **Core Competency Training** and more than 90 employees have completed the 4 one-day sessions of Liberty's **World Class University** and **Customer Service Training**.

For nearly six months, **Paul's Run** residents and students from the **LCFS George Washington Beacon School** worked together and created a beautiful mosaic mural. With guidance from the Mosaic Mural Arts Projects of Philadelphia, these two generations used art and creativity to learn together. The completed 18-foot-long mural is displayed in the Paul's Run Secret Garden and is a true testament to a bonding experience that will last a life time.

English as a Second Language (ESL) is an LCFS service that has been offered to 10 employees at Paul's Run. The 10 class participants represent India, Albania, Russia and Morocco are taught language skills that will help them communicate on the job and in their personal lives. Classes also give the students an opportunity to make new friends across cultural lines as they interact throughout the year.

Our Affiliates in Action

2009 was a year of economic uncertainty and challenge. With our focus on the future and our commitment to our core value of wise stewardship, Liberty Lutheran Services continued to be guided by our vision: to rely on God, seek to be holistic in our approach to caring for others, value our civic and government institutions and strive to deliver services with the highest quality possible. We are grateful for our rich Lutheran heritage and history, the dedicated service of our Board Members, community volunteers and faithful donors, and the efforts of our staff. It is through these efforts that we have succeeded in maintaining our financial stability and made significant strides at each of our affiliates. Here are some of the 2009 Affiliate Highlights:

For several months the **Liberty at Home** staff prepared for the Department of Health survey that would license them as a Certified Home Health Care Home Agency. Since 2004, Liberty at

Home has provided in-home care to older adults who want to remain living in their own home. In addition to these services the new licensure provides skilled services, including nursing, physical, occupational and speech therapy to individuals who currently have Medicare.

In 2009, Liberty at Home offered “**The Gathering**,” a day respite program for older adults who are experiencing the early signs of memory loss. This program was designed to benefit both the participant as well as the caregiver. The partnership ministry with Reformation Lutheran Church in Media was funded by Thrivent Financial for Lutherans. Four Reformation members volunteered as co-facilitators and were trained by Liberty at Home staff to provide stimulating activities for several participants and give caregivers a temporary break from their daily responsibilities.

Artman Lutheran Home: Leaders in Compassionate Care

In the fall of this past year, Artman staff celebrated the completion of the construction of 12 new deluxe suites and renovations by dedicating the new Mary Ambler Atrium. The new community space features a number of gathering areas, a fireplace, a large flat screen television, a bar, game tables and an entertainment center adjacent to a comfortable sun room. The Atrium has been enjoyed by many of our visitors and has been an ideal spot for community functions. Visitors enjoy the open area and residents look forward to weekly entertainment and interaction in the beautifully decorated space.

Lutheran Children and Family Service

For more than 75 years, LCFS has been serving a diverse population; helping each to learn, grow and contribute to the community. The work of LCFS gives testimony to the value that we are “rooted in diverse communities, committed to serve each of them competently, benefiting from this variety of cultures and values.” This past year, LCFS staff continued to focus their efforts on diversity training and cultural competency. Monthly lunch and learn sessions and e-education mailings were designed to offer staff education about the varying beliefs and customs of all cultures. Employees were also taught how to improve relationships across the 28 cultures represented and languages spoken by the staff at LCFS.

In June, the LCFS Lancaster Refugee Resettlement office was joined by more than 500 people for the 9th annual World Refugee Day. This event, held in the heart of Lancaster, PA at the Eastern Market Center, featured many cultural activities including an international photography exhibit, ethnic food choices and festival dancing presentations from Gambia, Nepal, Iraq and Burma, all countries of origin for many of the refugees resettled during the year.

The Mary J. Drexel Home

No matter what the season, The Mary J. Drexel Home stands tall with a memory that spans over 100 years. Its rich history and reputation are based on dignified, personalized care to its residents and community support. We have appreciated cooperation from our Bala Cynwyd neighbors and wisdom from our Board members as we continue to develop our plans for a new campus and innovative model for world-class senior care. Since the temporary suspension of

resident activities in 2008, Liberty has hosted several neighborhood meetings and shared the preliminary plans of our resident-centered model of care and homelike environment. We look forward to the opportunity to serve all seniors in this innovative model in Montgomery County.

Paul's Run Retirement Community: The Best Value in the Northeast

For folks who have lived most of their lives in the Northeast, Paul's Run is the place to be when you want to live with your friends in your senior years. Residents know that as part of their new community they will be busy, often volunteering time and talents on behalf of their neighbors.

The General Store, a daily hub of activity, is bigger and brighter today thanks to the generous volunteer efforts and donations from the Friends of Paul's Run. Their contribution of more than \$33,000 for renovations is a great source of pride for the group. The annual Holiday Bazaar is another way that the Friends share their resources and talents with others. Many residents make crafts, crocheted items and baked goods to sell at this annual event and the staff donate items for popular gift baskets that are raffled off at the event.

Liberty Lutheran Services celebrates and values the relationships with our congregations, communities and individuals who share their talents and treasures with others throughout Southeastern Pennsylvania.

Silver Springs – Martin Luther School

www.silver-springs.org

In FY 08/09, Silver Springs provided services to more than 1,031 people in need through residential treatment, community based services and a special education school. All programs have a strong mental 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.

On Friday evening, June 12, 2009, we celebrated 150 years of service to children and families with a joyous Anniversary Dinner held on our campus in Plymouth Meeting. Present to share in remembering our history and in looking toward the future were over 500 partners in this ministry, including more than 70 congregations, Bishop Claire S. Burkat, and Jill A. Schumann, President/CEO of Lutheran Services in America.

Silver Springs welcomes congregational, community and philanthropic interest in all of its programs. You may visit us at www.silver-springs.org or in person. Please contact Joan Plump, Development Officer, at: 610/825-4440 EXT. 318 to arrange a personal visit.

Thank you for partnering with us in this shared ministry.

OPERATING RECEIPTS AND DISBURSEMENTS

July 1, 2008 to June 30, 2009

RECEIPTS

Donations and Contributions	\$ 174,805
Investment Income, net	22,871
Managed Care/Government Reimbursements	17,316,680
All other income	<u>814,815</u>
TOTAL	\$ 18,329,171

DISBURSEMENTS

Salaries, wages, payroll taxes	\$14,739,042
Program	3,009,753
Operation and maintenance of physical plant	1,009,865
All other disbursements	<u>252,929</u>
TOTAL	\$19,101,589

BALANCE <\$ 772,418>

BALANCE SHEET

ASSETS

Cash	\$ 2,946,849
Invested funds (book value)	6,767,801
Grounds, buildings & equipment	5,007,713
All other assets	<u>1,394,548</u>
TOTAL	\$16,116,911

LIABILITIES AND FUND BALANCES

Current liabilities	\$ 1,862,013
Non-current liabilities	1,623,422
Fund balances	<u>12,631,476</u>
TOTAL	\$16,116,911

Submitted by,

Ruth W. Bartelt
President/CEO

Lutheran Home at Germantown Foundation

The mission of Lutheran Home at Germantown Foundation is to receive, hold and invest all Endowment and Similar Funds of the corporation; and raise, hold and invest contributions for the support of social ministry organizations affiliated with the Church with particular reference to Silver Springs – Martin Luther School, recognizing the common heritage and historical ties between the corporation and Silver Springs – Martin Luther School.

On June 30, 1998 Lutheran Home at Germantown was merged into Lutheran Home at Germantown Foundation.

OPERATING RECEIPTS AND DISBURSEMENTS

July 1, 2008 to June 30, 2009

RECEIPTS

Donations and Contributions	\$ 45,807
Investment Income, net	3,902
Fees	0
All other Income	<u>156,061</u>
TOTAL	\$ 205,770

DISBURSEMENTS

Salaries, wages, payroll taxes	\$ 0
Program	112,383
Operation and maintenance of physical plant	2,234
All other disbursements	<u>15,145</u>
TOTAL	\$ 129,762

BALANCE	\$ 76,008
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BALANCE SHEET

ASSETS

Cash	\$ 664,397
Invested funds (book value)	426,621
Grounds, buildings & equipment	0
All other assets	<u>13,254</u>
	\$ 1,104,272

LIABILITIES AND FUND BALANCES

Current liabilities	\$ 130,308
Non-current liabilities	0
Fund balances	<u>973,964</u>
TOTAL	\$ 1,104,272

Submitted by,

Ruth W. Bartelt
President/CEO