



DIAKON:
150 YEARS OF
COMMUNITY BENEFIT

1868 - 2018

Diakon Lutheran Social Ministries & Diakon Child, Family & Community Ministries

Celebrating 150 Years of Caring for Our Neighbors
1868 - 2018

Many Hands, guided by One Heart, that daily transform the lives of thousands of children, youths, families and older adults through programs ranging from foster care, adoption and at-risk youth services to counseling and Continuing Care Retirement Communities, Diakon aids people of all faiths through compassionate service, gracious hospitality and charitable care.

In Pennsylvania and Maryland, Diakon operates ...

- ☞ A dozen senior living and housing communities offering a continuum of senior lifestyle and health-care services including senior living accommodations, personal care and assisted living, skilled nursing and rehabilitative care and rental-assistance housing.
- ☞ A comprehensive range of services for children, youths, families, adult individuals and communities including foster care and adoption, community and wilderness-based programs for at-risk and court-referred youths and young adults, behavioral health care and counseling, adult day care, community services for older adults, Girls on the Run and disaster response.

In 2017, Diakon's programs served 77,646 people, a 14.99% increase over the 2016 figure.

Our Cover

Diakon's history and community benefit are illustrated by a mighty tree, growing from deep, strong roots (our origins of the Tressler and Topton orphans homes). The tree's branches represent many years of program expansion and innovation, the affiliations of other organizations with us and the continuing growth of our impact on society.





When the Tressler Orphans Home and the Lutheran Orphans Home at Topton opened in 1868 and 1896, respectively, they had an immediate and undeniable impact on society.

The Tressler location, for example, was already serving as one of the nation’s first soldiers’ orphans homes, aiding children left alone by the devastation of the Civil War.

The launch of the two church-affiliated homes extended that reach, touching the lives of many more children, educating them “physically, intellectually, morally, and religiously . . . extend[ing] over them a wholesome guardianship.” In reality, many of those young people had no one to turn to, nowhere else to go. The social safety net did not yet exist.



Nor did the concept of “community benefit.”

Yet the goal of addressing widespread need did, because at the heart of those two homes’ missions was the desire not only to care for children—“poor orphans . . . fatherless and motherless [and] without means”—but also to strengthen the fabric of society by protecting and raising its youngest, needful members.

Who knows what otherwise might have occurred in those young lives—or in society itself?

Although documenting community benefit—that is, reporting the impact a nonprofit organization has on society beyond its direct service to people, “the good we do beyond the good we set out to do”—is a recent development, having such impact is not.

In fact, this year we celebrate our 150th anniversary.

That celebration is not only about 150 years of caring for our neighbors; it’s also about the impact we’ve had on the community. *On the fabric of society itself.*

Examples of that historic and historical impact are sprinkled throughout this report.

Benefiting the community has been part of our mission since 1868 as we have worked diligently to have a lasting impact not only on the neighbors we directly serve but also on *their* neighbors.

Mark T. Pile, MSHA, MSW
President/CEO
Diakon Lutheran Social Ministries
Diakon Child, Family & Community Ministries

Examples of our community benefit during the last 150 years are displayed throughout this report.



HOW COMMUNITY BENEFIT IS CALCULATED

Diakon follows measures developed by the Catholic Health Association of the United States to calculate community benefit—the societal impact tax-exempt organizations have beyond direct service.

Overall, our community benefit figures are conservative. Unlike some organizations, for example, we report volunteer hours, but do not calculate their value because that service is given by individuals out of their own sense of mission.

For the first time, six of Diakon’s health-care centers participated in a national program that distributes unopened, unused non-narcotic medicine to people with limited resources. The medications—for patients who have been discharged or have discontinued use of the medicine—are donated by organizations such as Diakon, rather than be destroyed, constituting community benefit.

Community benefit reporting is typically associated with nonprofit hospitals and health-care institutions. However, many Diakon programs outside our own health-care services generate community benefit. We therefore report on the ...

- Community impact of our senior living and housing communities.
- Community benefit provided by Diakon Child, Family & Community Ministries.
- Overarching community benefit beyond that provided by individual programs.

Totals from these three categories constitute Diakon’s 2017 community benefit.



In 1946, a former mill property on Deer Creek in Harford County, Maryland, was purchased by the Inner Mission Society of the Evangelical Lutheran Church of Baltimore and Vicinity (whose ministry Diakon continues) as a new “Jolly Acres” camp.

The 258-acre site served as the location for summer camps for children with “special needs,” a Lutheran youth camp co-sponsored by the Inner Mission and the Lutheran Ministers’ Conference and a retreat and picnic area for congregations. In 1950, for example, the camp hosted 247 children with special needs, of whom 156 required full scholarships of \$40 each—one early example of organizational community benefit.





OVERALL COMMUNITY BENEFIT

Diakon had a 2017 community benefit of \$20.071 million.

That figure does not include extensive impact that, based on national guidelines, cannot be calculated as community benefit. Such impact arises from volunteer hours, tuition assistance and funds raised for other community organizations by Diakon staff members in work-time activities.

The 2017 community benefit compares to a 2016 figure of \$20.82 million.

Although capital spending and payroll also cannot be calculated as community benefit, the figures reflect Diakon’s positive impact on regional communities and the economy. In 2017, Diakon spent \$21,323,167 on capital projects, improvements and property maintenance, while organizational payroll totaled \$67,728,628.

Guidelines further prohibit inclusion of volunteer hours as community benefit. In addition to the volunteers who serve Diakon programs and senior living communities, participants of Diakon Youth Services and Girls on the Run – Lehigh Valley assist other nonprofits and community groups. Conservatively, the value of all of that volunteer service, calculated at just the federal minimum wage, was more than \$500,000 in 2017.

2017 Community Benefit by Program

Diakon Lutheran Social Ministries

(Senior Living Services)

Buffalo Valley Lutheran Village	\$ 3,019,458
Cumberland Crossings	\$ 1,032,228
Diakon Senior Living – Hagerstown	\$ 2,243,660
Frey Village	\$ 2,257,663
The Lutheran Home at Topton	\$ 3,424,727
Luther Crest	\$ 1,170,131
Manatawny Manor	\$ 2,095,613
Ohesson	\$ 1,783,734
Twining Village	\$ 507,393
Veterans Assistance Program	\$ 1,432,299

Senior Living Total Community Benefit: \$18,966,906

Diakon Child, Family & Community Ministries

Adoption, Foster Care and Related Services	\$ 250,150
Diakon Community Services	\$ 19,642
Diakon Family Life Services	\$ 379,637
Diakon Youth Scholarships	\$ 61,095
Diakon Youth Services	\$ 258,957
Lutheran Disaster Response	\$ 112,823

Child & Family Total Community Benefit: \$ 1,082,304

Other Diakon Programs

Community Benefit Reporting (for 2016 report)	\$ 22,115
“Other” Total Community Benefit:	\$ 22,115

TOTAL DIAKON COMMUNITY BENEFIT: \$20,071,325

BUFFALO VALLEY LUTHERAN VILLAGE

189 East Tressler Boulevard
Lewisburg, PA 17837
(570) 524-2221

- Nursing Care
- Personal Care
- Short-Term Rehabilitation
- Independent Senior Living Homes

Total Community Benefit: \$3,019,458



Each year, Buffalo Valley Lutheran Village serves as a contributing member of the Central Susquehanna Valley by providing free meeting or activity space for such community groups as the Lewisburg Garden Club, area music-education programs, the League of Women Voters and the local Special Olympics program.

The village also partners with Bucknell University's Institute for Lifelong Learning to host educational programs for area residents in The Village Common.

To advance health-care education, the village serves as a training or clinical site for nursing students from the Pennsylvania College of Technology in Williamsport and the Central Susquehanna LPN Career Center, Lewisburg. A village staff member received Diakon's Love of Our Neighbor funding to support a service trip with another nonprofit organization. In addition, the village participated in a national unused-drug donation program.

Although national guidelines do not permit volunteer hours to be calculated as community benefit, volunteers play a pivotal role at Buffalo Valley Lutheran Village. In 2017, volunteers contributed more than 500 hours of service. Also not calculated as community benefit are funds raised by village staff members for such external organizations as the Lewisburg Relay for Life for the American Cancer Society.

Buffalo Valley Lutheran Village Community Benefit

Health Professions Education

Student Internships in Clinical Settings \$ 7,599

Subsidized Health Services

Personal Care Benevolent Support \$ 390,232

Skilled Nursing Benevolent Support \$ 2,614,895

Cash & In-Kind Contributions

In-Kind Donations & Financial Support \$ 6,732

Total: \$ 3,019,458



CUMBERLAND CROSSINGS

1 Longsdorf Way
Carlisle, PA 17015
(717) 245-9941

- Nursing Care
- Personal Care
- Short-Term Rehabilitation
- Independent Senior Living Homes



Total Community Benefit: \$1,032,228

Cumberland Crossings provides free meeting space to such groups as the local Alzheimer’s Association, churches, the Carlisle Exchange Club, an area “newcomers group,” Diakon Adoption & Foster Care and a farm women’s organization. In addition, Cumberland Crossings maintains partnerships with the Diakon Wilderness Center and the Carlisle Christian Academy, providing intergenerational opportunities.

Cumberland Crossings makes its pool available to participants of its external Senior Fitness Connection program; the resulting community benefit is not included in calculations because the pool is an amenity for village residents. In addition, the senior living community serves as a clinical training site for students from Dauphin County Technical School and offers free public educational sessions. Cumberland Crossings also participated in a national unused-drug donation program.

Volunteers play an important role in enhancing life at Cumberland Crossings. Among groups with which Cumberland Crossings has developed volunteer partnerships are the United Way, local high-school groups and Dickinson, Shippensburg and Messiah colleges.

In 2017, nearly 40 volunteers provided 1,184 hours of service at Cumberland Crossings, community benefit not included in calculations.

Cumberland Crossings Community Benefit	
Community Health Services	
Health Care Support Services	\$ 546
Health Professions Education	
Student Internships in Clinical Settings	\$ 651
Subsidized Health Services	
Personal Care Benevolent Support	\$ 153,126
Skilled Nursing Benevolent Support	\$ 874,853
Cash & In-Kind Contributions	
In-Kind Donations & Financial Support	\$ 3,052
Total: \$ 1,032,228	



DIAKON SENIOR LIVING – HAGERSTOWN

The Ravenwood Campus
1183 Luther Drive
Hagerstown, MD 21740
(240) 420-4119

The Robinwood Campus
19800 Tranquility Circle
Hagerstown, MD 21742

- Nursing Care
- Assisted Living
- Memory-Support Assisted Living
- Short-Term Rehabilitation
- Independent Senior Living Homes



Total Community Benefit: \$2,243,660

Diakon Senior Living – Hagerstown serves as a contributing member of the community by providing free meeting or activity space for community groups, including the CARES Coalition and Washington County Recreation aquatics classes.

Diakon Senior Living hosts monthly SpiriTrust Lutheran Home Care & Hospice health-care educational events for residents of surrounding communities. In addition, Diakon Senior Living offers an external senior Fitness Connection program.

While not included in community benefit, Diakon provided \$3,023 in 2017 tuition assistance to staff of Diakon Senior Living – Hagerstown to advance careers within health care.

Although volunteer hours cannot be counted as community benefit, volunteers play a key role in enhancing life at the two senior living campuses. In 2017, nearly 60 volunteers contributed more than 4,000 hours of service to Diakon Senior Living – Hagerstown.

Diakon Senior Living – Hagerstown Community Benefit

Community Health Services

Health Care Support Services \$ 5,284

Subsidized Health Services

Personal Care Benevolent Support \$ 664,711

Skilled Nursing Benevolent Support \$ 1,573,432

Cash & In-Kind Contributions

In-Kind Donations & Financial Support \$ 233

Total: \$ 2,243,660



FREY VILLAGE

1020 North Union Street
Middletown, PA 17057
(717) 930-1200

- Nursing Care
- Memory-Support Nursing Care
- Short-Term Rehabilitation
- Personal Care
- Independent Senior Living Apartments

Total Community Benefit: \$ 2,257,663



Frey Village has provided free space for educational and clinical training of university health-care students, as well as for orientation sessions for a pet therapy program.

A village staff member received Diakon’s Love of Our Neighbor funding to support a nonprofit service trip in Mexico. And, although not reported as community benefit, Diakon provided \$8,544 in 2017 tuition assistance to Frey Village staff to advance careers within health care. In addition, the village participated in a national unused-drug donation program.

In 2017, staff and resident activities included collection of hats and mittens for a local organization, participation in local community-development events including an Alzheimer’s Association walk and hosting of an Easter egg hunt and trick-or-treat event for community children.

Volunteers play a key role in enhancing life at Frey Village, assisting with such important events as an annual Strawberry Festival. In 2017, nearly 25 volunteers logged more than 810 hours of service to the village, not reported as community benefit.

Frey Village Community Benefit	
Health Professions Education	
Student Internships in Clinical Settings	\$ 3,199
Subsidized Health Services	
Personal Care Benevolent Support	\$ 373,301
Skilled Nursing Benevolent Support	\$ 1,879,835
Cash & In-Kind Contributions	
In-Kind Donations & Financial Support	\$ 1,328
Total: \$ 2,257,663	



THE LUTHERAN HOME AT TOPTON

One South Home Avenue
Topton, PA 19562
(610) 682-1400

- Nursing Care & Memory-Support Nursing Care
- Personal Care & Memory-Support Personal Care
- Short-Term Rehabilitation
- Independent Senior Living Homes & Apartments



Total Community Benefit: \$ 3,424,727

Beyond providing free meeting space for a number of community and religious groups, The Lutheran Home at Topton subsidizes the cost of housing the Brandywine Community Library within the campus’ iconic Old Main building. The home also hosts Grace Lutheran congregation; because the congregation includes members of the senior living community, the cost to provide that space is not included within community benefit.

In 2017, Topton staff members and residents donated funds and goods to such external organizations as the American Cancer Society’s Relay for Life, the Animal Rescue League of Berks County, IHartHarvest, Inc. – The Potato Project, the Greater Berks Food Bank and The Lutheran Home at Topton’s benevolent care fund.

The Lutheran Home at Topton provides free transportation, as well as access to activities, to residents of the nearby, separately incorporated Luther Meadows and Heilman House rental-assistance housing complexes. In addition, the senior living community offers public support groups on bereavement and Alzheimer’s disease. The Lutheran Home at Topton also participated in a national unused-drug donation program.

Diakon provided \$1,700 in 2017 tuition assistance to staff of The Lutheran Home at Topton to advance careers within health care, a figure not included as community benefit. Also not included in community-benefit figures, volunteer service enhances life at The Lutheran Home at Topton. In 2017, 55 people contributed more than 4,580 hours of volunteer service at the senior living community.

The Lutheran Home at Topton Community Benefit	
Community Health Services	
Support Groups	\$ 702
Health Care Support Services	\$ 3,560
Subsidized Health Services	
Personal Care Benevolent Support	\$ 992,076
Skilled Nursing Benevolent Support	\$ 2,394,050
Cash & In-Kind Contributions	
In-Kind Donations & Financial Support	\$ 34,339
Total: \$ 3,424,727	



LUTHER CREST

800 Hausman Road
Allentown, PA 18104
(610) 398-8011

- Nursing Care
- Personal Care
- Memory-Support Personal Care
- Short-Term Rehabilitation
- Independent Senior Living Homes & Apartments



Total Community Benefit: \$1,170,131

Luther Crest serves as a valuable member of the community by consistently providing free meeting space for external groups such as the local Rotary Club, congregational groups, a youth mentoring group, a garden club and a local book club.

In addition, Luther Crest provides a support group for family members and others caring for older adults with memory-related illnesses such as Alzheimer’s disease and hosts a grief support program offered by Lutheran Congregational Services.

The senior living community also serves as an educational and clinical site for area college students to gain experience in such health-care professions as nursing and social work. And, although not calculated as community benefit, Diakon provided \$5,900 in 2017 tuition assistance to Luther Crest staff members to advance careers in health care and related fields.

Also not reported as community benefit are contributions given by staff members, residents and families for projects that improve life in the region. Groups benefiting from these benevolent efforts include the Allentown Rescue Mission, American Red Cross, Diakon Adoption & Foster Care, Diakon Youth Services, Habitat for Humanity, Jerusalem House Ministries, Lehigh County Conference of Churches, CROP Hunger Walk, Meals on Wheels and the Allentown Ecumenical Food Bank.

Volunteers play a pivotal role at Luther Crest. In 2017, nearly 150 volunteers contributed 8,694 hours to the senior living community, service not included in community-benefit calculations.

Luther Crest Community Benefit

Community Health Services

Support Groups \$ 574

Health Professions Education

Student Internships in Clinical Settings \$ 17,525

Subsidized Health Services

Personal Care Benevolent Support \$ 211,726

Skilled Nursing Benevolent Support \$ 939,957

Cash & In-Kind Contributions

In-Kind Donations & Financial Support \$ 349

Total: \$ 1,170,131



MANATAWNY MANOR

30 Old Schuylkill Road
Pottstown, PA 19465
(610) 705-3700

- Nursing Care
- Personal Care
- Memory Care in both Skilled Nursing & Personal Care
- Short-Term Rehabilitation



Total Community Benefit: \$ 2,095,613

Beyond meeting health-care and rehabilitation needs in southeastern Pennsylvania, Manatawny Manor offers a monthly support group for families with a loved one with Alzheimer’s disease or similar memory-related illness.

In addition, the senior living community provides free meeting space for informational sessions for families interested in child foster care and adoption. Manatawny Manor also participated in a national unused-drug donation program.

While volunteer hours are not calculated as part of community benefit, volunteers play a key role in enhancing life at Manatawny Manor.

In 2017, nearly 20 volunteers contributed more than 700 hours of service to the senior living community.

In addition, 10 resident volunteers assisted Pottstown-area Lutheran congregations in assembling “kitchen kits” for families moving into housing for the first time.

Manatawny Manor Community Benefit

Subsidized Health Services

Personal Care Benevolent Support	\$ 431,999
Skilled Nursing Benevolent Support	\$ 1,662,613

Cash & In-Kind Contributions

In-Kind Donations & Financial Support	\$ 1,001
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Total: \$ 2,095,613



OHESSON

276 Green Avenue
Lewistown, PA 17044
(717) 242-1416

- Nursing Care
- Memory-Support Nursing Care
- Short-Term Rehabilitation
- Independent Senior Living Homes

Total Community Benefit: \$ 1,783,734



Beyond directly meeting regional health-care and rehabilitation needs, Ohesson serves as a clinical training site in partnership with the Mifflin-Juniata Career and Technology Center, the Geisinger-Lewistown Hospital School of Nursing and Penn State University for students in certified nursing assistant, licensed practical nursing, registered nursing and certified registered nurse practitioner programs.

Ohesson offers a monthly bereavement support group in partnership with Lewistown Home Health and Hospice: The Bridge, serves as a polling place and participated in a special school district program for at-risk youths in 2017. An Ohesson staff member received Diakon’s Love of Our Neighbor funding to support a service trip with another nonprofit organization. In addition, Ohesson participated in a national unused-drug donation program.

Although volunteer hours are not calculated as community benefit, volunteers play an important role in enhancing life at Ohesson. In 2017, more than 20 volunteers contributed 870.5 hours of service to Ohesson.

In addition, volunteer activities by Ohesson residents benefited the Back to School Supplies program for at-risk youths, the Abuse Network and Mifflin-Juniata Pet Pantry and Shelter Services, Lewistown.

Ohesson Community Benefit	
Community Health Services	
Support Groups	\$ 619
Health Professions Education	
Student Internships in Clinical Settings	\$ 8,669
Subsidized Health Services	
Skilled Nursing Benevolent Support	\$1,767,742
Cash & In-Kind Contributions	
In-Kind Donations & Financial Support	\$ 6,704
Total: \$ 1,783,734	



TWINING VILLAGE

280 Middle Holland Road
Holland, PA 18966
(215) 322-6100

- Nursing Care
- Personal Care
- Memory-Support Personal Care
- Short-Term Rehabilitation
- Independent Senior Living Homes & Apartments



Total Community Benefit: \$507,393

Twining Village provides free or discounted meeting space to numerous organizations including the Bucks County Women’s Chorus, several regional business and health-care groups and services focused on family reunification and preservation. In addition—along with its own free, public Memory Café program—the village partners with the regional Alzheimer’s Association to provide educational programming and support to family members caring for older adults with memory-related illnesses.

Twining Village Community Benefit	
Community Health Services	
Support Groups	\$ 22
Health Care Support Services	\$ 3,472
Subsidized Health Services	
Personal Care Benevolent Support	\$ 503,567
Cash & In-Kind Contributions	
In-Kind Donations & Financial Support	\$ 332
Total: \$ 507,393	

Twining Village also offers a series of public educational programs on topics of interest to older adults including health care.

In 2017, Diakon provided \$500 in tuition assistance to village staff to advance careers within health care; however, that amount is not included as community benefit.

Both resident and community volunteers play a key role in enhancing life at Twining Village. In 2017, both external and village-resident volunteers provided nearly 28,000 hours of service, although that service cannot be calculated as community benefit.



VETERANS ASSISTANCE PROGRAM

Total Community Benefit:
\$1,432,299

Diakon's Veterans Assistance Program helps veterans and their spouses served by Diakon senior living communities and programs learn about and obtain VA benefits for which they are eligible.

In 2017, the program helped Diakon residents and clients to access benefits totaling **\$1,784,561**. Most often used to pay those residents' cost of care, the funds reduced the need for Diakon subsidy, resulting in community benefit of **\$1,432,036** (obtained by deducting average monthly subsidy savings and costs to provide the service from total benefits).

In addition, the Veterans Assistance program provides external education on how veterans and their spouses can access eligible benefits. That consultation, offered free, resulted in additional 2017 community benefit of **\$263**.



A few years after 45 Lutherans assembled in First English Lutheran Church in Baltimore to organize and adopt a constitution for "The Inner Mission Society of the Evangelical Lutheran Church of Baltimore and Vicinity" in 1913, the society's first superintendent noted "the need to establish a Christian home for non-resident girls." (The Inner Mission Society eventually became Lutheran Social Services of Maryland, whose ministry Diakon continues.)

The establishment of that home—then called a "hospice"—had a significant community impact because the hospice served not only those who lived there, coming to the city for work or education, but also laid the groundwork for successful lives that, eventually, included other family members.

Pivotal to that impact was a Lutheran deaconess named Zora Heckart. She became housemother of the Lutheran Hospice in 1918, a role she fulfilled for the next 40 years. Known for her joy, guidance and compassion, "Sister Zora" personally cared for residents during the 1919 influenza epidemic and lost not one patient.

The Baltimore home, which closed in 1968, is not the only such residence in Diakon's past. The Lutheran Inner Mission Society of Reading and Berks included among its programs the Lutheran Hospice for Girls in Reading, established in 1928.



ADOPTION & FOSTER CARE, COUNSELING, YOUTH SERVICES & MORE

The programs of Diakon Child, Family & Community Ministries had 2017 community benefit of \$1,082,304.

Guidelines for community benefit reporting focus on hospitals, with supplemental standards for long-term care/Continuing Care Retirement Communities such as those operated by Diakon Lutheran Social Ministries.

However, Diakon Child, Family & Community Ministries has additional, significant impact on multiple regions of Pennsylvania and Maryland through services for children, youths, families and the community.

The organization, in fact, committed \$1,018,545 in 2017 subsidy to support its community-based programs for children, youths and adults of all ages. Some of these programs had additional community benefit, described below.

Diakon Adoption & Foster Care Total Community Benefit: \$250,150

Diakon Adoption & Foster Care matches children and youths with foster and adoptive families. While public adoptions in Pennsylvania are funded by the Statewide Adoption & Permanency Network (which Diakon separately administers for the state), Diakon subsidizes its adoption and foster care programs to ensure that recruitment and support services help as many as possible; 2017 subsidy was \$248,356.



The Tressler Orphans Home had a significant impact on society by itself as it served thousands of children and youths. However, its benefit grew beyond that direct service to the communities it served—in the form of entertainment. Organized in the 1890s, the Tressler Boys Band was, by the turn of the century, giving concerts for both civic and congregational occasions.

In 1917, for example, the band traveled 6,000 miles to make 150 appearances, returning home from its summer trips and year-round engagements in this era of John Philip Sousa with \$13,000 for the home's treasury.

Not only did the band supply entertainment to rural communities, but it also provided musical and related training that served members throughout their lives.





At its Topton location, the program provides free space for a weekly worship service by a congregation, pastored by an adoptive/foster parent, focused on inclusion of children with special needs. Use of that space in 2017 generated **\$244** in community benefit.

Diakon Adoption & Foster Care also offers a variety of support groups for resource families. In one case, the group is open to parents outside Diakon's program, resulting in community benefit of **\$1,550**.

Further, Diakon provided **\$4,800** in 2017 tuition assistance to family preservation staff to advance service in that field. While a benefit to society, that support is not included in community impact calculations.

Community-Based Senior Services Total Community Benefit: \$19,642

In Schuylkill County, Pennsylvania, Diakon Community Services operates numerous programs under contract with the Schuylkill County Office of Senior Services with funding from the state Department of Aging—senior community centers, Meals on Wheels, Health & Wellness and APPRISE. In addition, Diakon Community Services oversees the APPRISE program in Pike County, Pennsylvania, under contract with that county's Office on Aging and RSVP services in Berks, Pike and Wayne counties under a grant from the Corporation for National and Community Service.

Programs also include Diakon Living & Learning—which offers a range of educational, cultural and activities-related events for older adults—and Diakon Volunteers Serving Seniors, provided in Berks County. To ensure

these services help as many individuals as possible—particularly people with low and moderate incomes—Diakon provided a 2017 subsidy of **\$3,443**.

As part of its impact on the region, Diakon Community Services offered free meeting space to various community groups. However, related costs are not calculated in community benefit because local leases are paid by Schuylkill County. However, Diakon Community Services underwrote participation in a community health expo for four local nonprofit organizations, a benefit of **\$750**.

Diakon Adult Day Services operates centers on the Ravenwood Campus of Diakon Senior Living – Hagerstown, Maryland, and at Manatawny Manor, Pottstown, Pennsylvania, with numerous grants ensuring service to lower-income clients.

Adult day services leadership provided health-related education to external professionals, resulting in community benefit of **\$429**. An adult day services staff member provided oversight of a free public support group for families of people with cognitive impairments, generating **\$258** in community benefit.

In addition, several staff members from Diakon Adult Day Services at Hagerstown supervised university students gaining clinical education at the center; the adult day center also served as an educational and clinical site for a regional geriatric adult interdisciplinary team project. Those activities generated community benefit of **\$14,762**.

Not included in calculated community benefit, nearly 400 volunteers contributed nearly 20,000 hours of service through Diakon Community



Benefiting the community seemed to be at the heart of everything the Rev. Dr. John Raker did.

Superintendent of The Lutheran Orphans Home at Topton between 1901 and 1907, Raker went on to found the Good Shepherd Home in Allentown, Pennsylvania. More pivotal to Diakon’s history, he retired \$50,000 of debt during his tenure—and raised \$5,000 for his vision of an “old folks home” at Topton.

Although that vision did not become reality until 1940, when the infirmary building on the Topton campus was converted into a home for 10 older residents, it set the stage for the very early adoption of senior living accommodations, expanding the role and community impact of the Topton organization as it began to serve not only children and youths, but also adults. That expansion eventually led to the opening of larger accommodations such as Caum Memorial Home in Reading, pictured.



Services, Diakon Volunteers Serving Seniors and Diakon Adult Day Services.

Diakon Family Life Services

Total Community Benefit: \$379,637

To provide counseling and behavioral health-care services to children, families and adult individuals, particularly those with limited incomes, Diakon subsidized its counseling services in 2017 by **\$373,469**, a critical community benefit because as high as 76% of the people served had incomes at or below the poverty level and would not have received assistance without this subsidy.

Diakon Family Life Services provided free support groups for parents of children in the Specialized In-Home Treatment program in both the Capital and Upper Susquehanna regions, generating community benefit of **\$4,812**. Behavioral health-care staff also provided free support to an area school district following a crisis, resulting in **\$212** in community benefit.

In addition, a Diakon Family Life Services staff member received **\$1,144** in Diakon Love of Our Neighbor funding to support his trip with an area congregation to develop a missions-related camp in the city of Bani in the Dominican Republic.

Diakon Youth Scholarships

Total Community Benefit: \$61,095

Diakon offers academic scholarships to current and former participants of any Diakon Child, Family & Community Ministries program including youth services, adoption, foster care and counseling services. The scholarships assist with higher-education or trade-school tuition, books and related costs.



Funds are provided through either the Charles Merritt Singer or Emma Myers Duttera memorial scholarships, intended to help students in Diakon's two 1800s-era orphanages gain educational advantages. In 2009, the two scholarships were combined into the youth services fund.

In 2017, Diakon awarded scholarships to 22 students, totaling **\$61,095** in community benefit.

Diakon Youth Services

Total Community Benefit: \$258,957

Diakon Youth Services aids court-referred youths and young adults through a variety of programs including:

- Day treatment
- Weekday support, intervention and employability services
- The Weekend Alternative Program
- The Flight Program, through which young adults receive mentoring and support to become successful
- Youthful Offenders Course & Adult Drug Court Weekends
- The Diakon Wilderness Greenhouse and Native Plant Nursery (pictured at right), offering one of several vocational emphases at the Diakon Wilderness Center near Boiling Springs, Pennsylvania.

Although most of these services are designed to be funded through county-based referrals, tight reimbursement levels as well as

the costs of maintaining the unique wilderness center require Diakon support. In 2017, Diakon's subsidy totaled **\$244,359**.

The subsidy also supported, along with modest cost to participant groups, wilderness challenge-based team-building programs for 20 community organizations including the South Middleton school alternative education program, Carlisle High School's Herd 100 programs, an educational center, an arts center and several nonprofits. The wilderness program also hosted three week-long sessions of an outdoor- and art-education camp with the Carlisle Arts Learning Center.

In all, approximately 1,500 community residents and students benefited from these team-building initiatives.

Staff members from the Center Point Day Program supervised a criminal justice student from Shippensburg University, while staff from the Weekend Alternative Program oversaw an undergraduate social work student from Widener University, resulting in community benefit of **\$11,970**. In addition, the wilderness center provided reduced-rate team-building





programs for nonprofit community groups that frequently do community service projects, and the Diakon Wilderness Greenhouse donated plants to other nonprofit organizations for use in their fundraising activities; those two activities yielded community benefit of **\$1,500**.

Diakon provided Love of Our Neighbor funding for a Diakon Youth Services staff member to perform service work at an orphanage in Guatemala, resulting in community benefit of **\$1,128**.

While volunteer hours cannot be included in community benefit, volunteers play a pivotal role within Diakon Youth Services, both internally and externally. Nearly 200 volunteers from various community organizations, businesses and colleges contributed more than 1,200 hours of service in 2017 in support of Diakon Youth Services.

At the same time, students in Diakon Youth Services programs participate in extensive community-service activities as part of mentoring and education. Last year, those youths contributed more than 4,000 hours of service to such community organizations as Norwood Elementary School in Delaware County, LifePath Christian Ministries in York, the Greenbelt Trail in Harrisburg, Frostburg Heights Apartments in western Maryland, the Frederick Douglass Christian School in Chester, the Appalachian Trail Club, the YMCA of Lancaster, the Humane League of Lancaster, the Darby borough “clean-up-the-streets” program, the Spanish American Civic Association in Lancaster, South Central Pennsylvania Search & Rescue, Project

Share, Lutheran Church of the Good Shepherd, Lancaster, and others.

Disaster Response

Total Community Benefit: \$112,823

Diakon serves as a partner with the national Lutheran Disaster Response organization and is the primary Lutheran church-affiliated organization for disaster response in the Delaware-Maryland, Lower Susquehanna and Upper Susquehanna synods of the Evangelical Lutheran Church in America. Diakon also responds as needed within the Northeastern Pennsylvania, Southeastern Pennsylvania and Allegheny synods, as requested by the sister Lutheran social ministry organizations assigned primary responsibility for those regions.

In addition to national and church grants during disaster response, Diakon provided **\$87,823** in subsidy to support the program. Diakon also made a **\$25,000** contribution in 2017 to Lutheran Disaster Response from the organization’s contingency fund—often used in emergencies—to support hurricane recovery efforts in the South.

The Diakon program has worked extensively in Crisfield, Maryland, to support long-term recovery efforts from Hurricane Sandy, as well as recovery after flooding in Ellicott City, Maryland. The Diakon subsidy allows disaster-response staff to participate in state, local and faith-based disaster networks, providing leadership and training in various situations.

Girls on the Run

Girls on the Run – Lehigh Valley is a physical activity-based youth-development program



for girls in third through eighth grades. The program teaches life skills through interactive lessons and running games, culminating with the girls being physically and emotionally prepared to complete a celebratory 5K running event. The program's goal is to promote confidence while establishing a lifetime appreciation for health and fitness.

Any subsidy for operation of the Diakon-sponsored Girls on the Run – Lehigh Valley is included in the amount noted for Diakon Adoption & Foster Care. That funding, along with donations and extensive grants, allows the program to offer reduced fees to students who come from families with modest incomes.

Beyond its direct service to 900 girls in 2017, the program had significant community benefit, although it cannot be included in calculations. More than 2,000 “running buddies” and other volunteers supported the program's two 5K celebratory events, in which 250 volunteer coaches participated.

In addition, participants at each of the 55 Girls on the Run program sites in Lehigh and Northampton counties completed community-benefit projects. The girls created handmade cards and distributed them to sick children at a local hospital; organized a bake sale to raise money to purchase flowers to plant around the “buddy bench” at school; advertised with handmade posters for a used book drive, donating 453 books to a local shelter; painted rocks with words and designs that described how important their local police officers were to them; created healthy snacks and served them at a school fair; and held a cookie sale, raising \$203 for St. Jude Children's Research Hospital.



Diakon Adoption & Foster Care has had a huge impact on the lives of thousands of children, youths and families since its beginnings, which can be traced at least to 1960. However, the organization has sometimes had community impact beyond primary services.

For example, in the early 1970s, one of the adoption programs continued today by Diakon broke from the traditional placement of healthy white infants to focus exclusively on serving children and youths with special needs—and became a national model as a result, sending staff across the country to train others.

And in 1975, that same now-Diakon program assisted with the placement of approximately 200 of the children airlifted from the An Lac orphanage in Saigon, South Vietnam. Betty Tisdale, a former U.S. senatorial administrative assistant who was deeply concerned for children in the war-torn region, helped to spearhead the evacuation of the orphanage to the U.S. as the city was about to fall to forces from North Vietnam. The overall “Operation Babylift” effort was later depicted in at least two films. In the photograph, William Tremiere, a former organizational staff member in services for children and youths, helps a child off a jet at Fort Benning, Georgia.



Additional Community Benefit

RENTAL-ASSISTANCE HOUSING & OUR REPORTING

This additional impact totaled \$22,115.

Rental-Assistance Housing

Diakon manages four rental-assistance apartment complexes in Topton and Scranton, Pennsylvania, and Frostburg, Maryland. Although volunteer efforts cannot be calculated as community benefit, residents and staff members of those buildings support external groups and organizations through a range of fundraising and other volunteer activities.

At Frostburg Heights, for example, apartment residents crochet blankets and lap-ropes for a local cancer center. In addition, Heights residents conduct fund and clothing drives for Diakon's Flight Program and collect food and related items for a local food pantry and animal shelter. Residents of Luther Meadows and Heilman House on The Lutheran Home at Topton campus volunteer for the local Meals on Wheels.

In all, residents of the four housing complexes contributed more than 4,000 hours of volunteer service.

Community Benefit Reporting

Community benefit calculations should include costs related to community-impact programs and reports. In 2017, Diakon's costs to develop and distribute its community benefit report inclusive of staff time, printing, distribution and website-related costs totaled **\$22,115**.



Leaders of the Tressler Orphans Home understood that, to be successful in society, students had to know trades or be prepared for college. Among the home's vocational programs were plumbing, sewing and related occupations, carpentry and printing. In fact, the home's print shop, shown here, produced giving envelopes for congregations across the country.





*If you have questions or comments about our community-benefit report
—or would like additional copies—please contact:*

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Diakon's Mission:

In response to God's love in Jesus Christ, Diakon will demonstrate God's command to love the neighbor through acts of service.

Diakon is a 501(c)(3) tax-exempt charitable organization.

*All contributions are tax-deductible to the extent permitted by law.
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