



DIAKON

*A Quiet
Impact*

2016

Community Benefit Report

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

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.

Dating to 1868, 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 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 2016, Diakon's programs served more than 67,500 people.

Rain on a still day.

The shower replenishes the earth, leaving it fresh, renewed.

Each drop touches the ground quietly, spreading to join others, brightening the world.



Tiny grains of dust, single motes, give rise to those drops—fashioning as well a striking metaphor for community impact.

That is, the idea that one small act—direct service to a hurting individual—spreads to bring about all sorts of other actions—what we have called “the good beyond the good”—that refresh, renew and brighten the world.

A Quiet Impact is our report on Diakon’s community benefit in 2016.



A Quiet Impact

Diakon's impact on the community is widespread and significant, but it is also "quiet."

That's because beyond this report—in which we proudly proclaim the impact we have—community benefit simply arises from the way we work and serve. *From our very mission.*

For us, community benefit underscores our responsibility as a nonprofit not only to directly help children, youths, families and adults of all ages, but also to make a difference in society as a whole.

To help to make it a better place for everyone.

In 2016, Diakon's community benefit totaled \$20,882,575.

A significant, but quiet, impact, brightening the lives of thousands.

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; for example, unlike some organizations, we report but do not quantify volunteer hours.

Community benefit reporting is typically associated with non-profit hospitals and other forms of health care. However, many Diakon programs outside health care result in community benefit. We therefore also report on ...

- Community benefit provided by Diakon Child, Family & Community Ministries.
- Overarching community impact beyond that provided by individual programs.

Totals from these two categories, along with health care, constitute Diakon's 2016 community benefit.

Diakon's
2016
Community
Benefit:
\$ 20,882,575



I am always proud of Diakon’s dedicated and compassionate staff members.

I am also always proud of the difference those staff members make in the lives of people facing all sorts of challenges in life—of the “good” they do daily.

I am equally proud, though, of our community benefit—of the “good” we do beyond the “good” we specifically set out to do.

Making certain we benefit the overall community, in fact, is a responsibility we take quite seriously—and gladly accept. We know that, in light of our tax-exempt status as charitable organizations, we must play a vital and supportive role in all the communities in which we serve.

That responsibility entails improving the fabric of society as well as incorporating into our mission an intentional emphasis on bettering life for people with limited financial and other resources. Likewise, it means seeking new ways to address unmet needs.

Those emphases have been part of our mission since 1868, when the first of our two homes for children was established, and have remained with us as we continually seek innovative ways to serve society.

This report is just one aspect of social accountability. We meet a more-important responsibility as we refine programs and develop new ways to improve life in all the communities in which we serve.

Our goal is to have a lasting and significant impact not only on the neighbors we directly serve, but also, through community benefit, on *their* neighbors.

A handwritten signature in black ink that reads "Mark T. Pile". The signature is written in a cursive, slightly slanted style.

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

**In 2016, our quantified
community benefit was
\$20,882,575
with extensive additional
impact that, based on
national guidelines, is
not reported financially.**

A Quiet Impact

Diakon had a 2016 community benefit of \$20.882 million.

That figure does not include extensive impact—such as volunteer hours, tuition assistance and funds raised for other community organizations by Diakon staff members—that, based on national guidelines, cannot be included as community benefit.

The 2016 figure compares to \$20.36 million in 2015.

Although capital spending and payroll cannot be included as community benefit, the figures reflect Diakon's positive impact on regional communities and the economy. In 2016, Diakon spent \$13,423,756 on capital projects, improvements and property maintenance, while organizational payroll totaled \$66,829,858.

Guidelines also 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 shy of \$1 million in 2016.

Diakon Lutheran Social Ministries (Senior Living Services)

Buffalo Valley Lutheran Village	\$ 3,509,284
Cumberland Crossings	\$ 757,303
Diakon Senior Living – Hagerstown	\$ 2,568,752
Frey Village	\$ 2,338,562
The Lutheran Home at Topton	\$ 3,504,892
Luther Crest	\$ 902,601
Manatawny Manor	\$ 2,438,712
Ohesson	\$ 1,636,506
Twining Village	\$ 442,699
Continuing Benevolent Care Mission	\$ 11,696
Veterans Assistance Program	\$ 1,437,486

Senior Living Total Community Benefit \$ 19,548,493

Diakon Child, Family & Community Ministries

Adoption, foster care, and related services	\$ 261,407
Diakon Community Services	\$ 122,753
Diakon Family Life Services	\$ 378,924
Diakon Kathryn's Kloset	\$ 177,331
Diakon Youth Scholarships	\$ 68,624
Diakon Youth Services	\$ 220,903
Diakon Disaster Response	\$ 82,092

Child & Family Total Community Benefit \$ 1,312,034

Additional Community Benefit

Love of Our Neighbor Fund (Ministry Support figure only; other "Neighbor" grants in program reports)	\$ 970
Community Benefit Reporting (for the prior-year report)	\$ 21,078

"Other" Total Community Benefit \$ 22,048

**TOTAL DIAKON
COMMUNITY BENEFIT** **\$ 20,882,575**

Diakon Senior Living Services

\$ 19,548,493

Buffalo Valley Lutheran Village

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

Total Community Benefit: \$3,509,284

A Continuing Care Retirement Community in Lewisburg, Pennsylvania, Buffalo Valley Lutheran Village offers independent living accommodations, a personal care community and a modified-neighborhood-concept skilled nursing and rehabilitation center.

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 musical education programs, Lutheran congregations and the local Special Olympics.

The village also remains a partner with Bucknell University's Institute for Lifelong Learning, which provides 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. In addition, Diakon provided \$1,200 in 2016 tuition assistance to village staff members to advance careers within health care, a community benefit although not reportable as such.

Also not included 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.

Volunteers

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 2016, volunteers contributed more than 2,500 hours of service to the village.

BUFFALO VALLEY LUTHERAN VILLAGE

Financial Impact of Community Benefit

Health Professions Education

Student Internships in Clinical Settings \$ 7,205

Subsidized Health Services

Personal Care Benevolent Support \$ 347,250

Skilled Nursing Benevolent Support \$ 3,154,559

Cash & In-Kind Contributions

In-Kind Donations \$ 270

TOTAL: \$ 3,509,284



Diakon Supports Nurse Training Programs

Pennsylvania College of Technology nursing student Katelyn Felix admits that she was nervous during her first clinical experience—an opportunity that exposed her to patient interaction. “I had no idea what to expect,” she says. “But everyone at Buffalo Valley Lutheran Village—the staff and residents—were warm and welcoming. They made me feel comfortable.”

Felix is just one of many Penn College nursing students who begin their hands-on nursing experience at Diakon’s Buffalo Valley Lutheran Village in Lewisburg, Pennsylvania. The partnership, initiated more than three years ago, helps students aspiring to be licensed practical nurses or registered nurses to complete course requirements.

Applying classroom knowledge in a real-life setting, up to eight students attend an eight- or 16-week session during the fall or summer semesters. “My first clinical impacted me on various levels and has helped make me the nursing student that I am,” says Felix, who expects to graduate as a registered nurse in May 2017.

During clinical experiences, students expand their knowledge of basic patient care, assess patients’ conditions, execute nursing procedures, navigate on-line medical charts, study therapeutic communication and learn to administer medications.

College Nursing Clinical Instructor Barbie Harbaugh believes that clinical experience is a critical component to students’ education.

“They can learn theory in the classroom. Then the goal is to engage the students to utilize the classroom knowledge at the bedside because it’s necessary to practice what they have learned in the classroom.”

Finding sites for such learning is often challenging, she says. The hosting organization must accept not only the responsibilities related to student-nursing requirements, but also the college’s standards.

“We seek organizations that have similar philosophies in providing patient care and are technically advanced,” says Harbaugh. “We also assess the role of the on-site nurses because we like to expose the students to a variety of nursing roles.”

Penny Lenig-Zerby, part-time instructor at Penn College, affirms that those goals are exceeded at Buffalo Valley.

“Diakon fosters the educational process and provides opportunities for our students to experience success at their current skill level,” she says.

Jacqueline Davies, Buffalo Valley’s director of nursing, oversees the campus program by orienting staff and students to the facility.

“We are investing in the future of the students,” she says. “Our staff members love the opportunity to educate the students

Please turn to Page 9



Katelyn Felix, left, learns from Sandy Waltman, an LPN who often assists students during their clinical experience, center, and Jacqueline Davies, Buffalo Valley Lutheran Village's director of nursing.

Diakon Supports Nurse Training (Continued from Page 8)

—and our residents love the students, too.”

Felix couldn't agree more. “Buffalo Valley helped me in so many ways. I was shy and the experience taught me how to communicate in therapeutic relationships.”

In that process, students learn how to care for the emotional needs of residents. In fact, students come to consider residents part of their nursing family. “I had this one patient I will never forget—he is my buddy,” says Felix. “He would often ask for me. We would talk about his interests. I would tease him—and that would always make him smile.”

The clinical experience at Buffalo Valley, she says, helps to “develop a better generation of nurses. It means a lot to us to have been given that opportunity. It was an experience I will never forget.”

Cumberland Crossings

1 LONGSDORF WAY
CARLISLE, PA 17015
(717) 245-9941

Total Community Benefit: \$757,303

Located just outside Carlisle, Pennsylvania—home of Dickinson College and the U.S. Army War College—Cumberland Crossings is a Continuing Care Retirement Community offering independent living accommodations, a personal care community, traditional nursing care and short-term rehabilitation.

Cumberland Crossings provides free meeting space to such groups as the local Alzheimer's Association, churches, the Carlisle Exchange Club, an area “newcomers group” and a farm women's organization. In addition, Cumberland Crossings maintains a partnership with the Diakon Wilderness Center,

which provides intergenerational opportunities for at-risk youths served by the center.

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.

Diakon provided \$828 in 2016 tuition assistance to Cumberland Crossings staff to advance careers within health care, also not counted as community benefit.

Volunteers

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 2016, more than 60 volunteers provided 1,624 hours of service at Cumberland Crossings; volunteer hours, however, are not included as community benefit.

CUMBERLAND CROSSINGS Financial Impact of Community Benefit

Subsidized Health Services

<i>Personal Care Benevolent Support</i>	\$ 102,754
<i>Skilled Nursing Benevolent Support</i>	\$ 654,390

Cash & In-Kind Contributions

<i>In-Kind Donations</i>	\$ 159
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TOTAL: \$ 757,303

Diakon Senior Living – Hagerstown

THE RAVENWOOD CAMPUS | 1183 LUTHER DRIVE
HAGERSTOWN, MD 21740

THE ROBINWOOD CAMPUS | 19800 TRANQUILITY CIRCLE
HAGERSTOWN, MD 21742

(240) 420-4119

Total Community Benefit: \$2,568,752

Diakon Senior Living – Hagerstown is a Continuing Care Retirement Community that incorporates two campuses, Ravenwood and Robinwood. Diakon Senior Living offers independent living accommodations, two assisted living communities including one with memory support, traditional nursing care and short-term rehabilitation.

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

DIAKON SENIOR LIVING – HAGERSTOWN Financial Impact of Community Benefit

Community Health Services

Health Care Support Services \$ 3,475

Health Professional Education

Student Internships in Clinical Settings \$ 36,742

Subsidized Health Services

Assisted Living Benevolent Support \$ 667,607

Skilled Nursing Benevolent Support \$ 1,860,699

Cash & In-Kind Contributions

In-Kind Donations \$ 229

TOTAL: \$ 2,568,752

classes. In 2016, staff members held a “crab feed” to raise funds for benevolent care.

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 and serves as a clinical training site for nursing students from Hagerstown Community College.

While not included in community benefit, Diakon provided \$3,480 in 2016 tuition assistance to staff of Diakon Senior Living – Hagerstown to advance careers within health care.

Volunteers

Although volunteer hours cannot be counted as community benefit, volunteers play a key role in enhancing life at the two senior living campuses.

In 2016, more than 60 volunteers contributed 4,000-plus hours of service to Diakon Senior Living – Hagerstown.



Diakon Senior Living – Hagerstown offers Fitness Connection for area adults.

Diakon TAP: Supporting a Journey

Raquel Castillo, a medication technician on the Ravenwood Campus of Diakon Senior Living – Hagerstown, moved to the United States from Bolivia in 2001 and became a U.S. citizen three years ago.

Like that life-changing journey, her ultimate goal to become a registered nurse presented some challenges.

But thanks to Diakon’s Tuition Assistance Program and encouragement from her staff colleagues, she has found strong support on the way to her destination.

Castillo’s first home in the U.S. was in Virginia, where she worked for several nursing homes and began to think about a possible career in physical therapy. But as she spent more time working in senior care settings, she began to rethink her future.

“I know therapy is important,” she says. “Patients get better and they go home. But I realized that nursing was the base of that, and nursing was my real passion.”

Her move to Hagerstown in 2009 marked another life-changing step. “The first place I applied in Hagerstown was Diakon,” she explains. “I interviewed on a Thursday and that Sunday, I saw the RN I had interviewed with at church. I knew that was a sign.”



Raquel Castillo

Castillo will begin her studies in the nursing program at Hagerstown Community College in the fall of 2017 and expects to graduate in the spring of 2019. From there, she plans to earn her bachelor’s degree in nursing at Frostburg State University. The TAP program played a significant role in her plans, she says.

“In my job now, I see how crucial nurses’ intervention is in the overall well-being of our residents,” Castillo says. “That’s really inspired me. I understand what it entails to get the nursing degree. And I wouldn’t be able to do that without TAP.”

Her staff colleagues and nursing director’s encouragement has been immeasurable, Castillo adds. “Everyone has been so supportive,” she says. “I appreciate it so much.”



Raquel Castillo with Diakon Senior Living resident Doris Downs.

Frey Village

1020 NORTH UNION STREET
MIDDLETOWN, PA 17057
(717) 930-1200

Total Community Benefit: \$2,338,562

Frey Village is a Continuing Care Retirement Community in Middletown, Pennsylvania, offering senior living accommodations in an apartment tower, personal care, traditional nursing care and short-term rehabilitation in a new therapy suite. The village also maintains the Phoenix Unit, a secure care center for those with Alzheimer's disease and similar memory illnesses.

Frey Village provides free space for educational and clinical training of certified nursing assistants from Harrisburg Area Community College, as well as free space for orientation sessions for a pet therapy program. In addition, the village offers a free monthly support group for people caring for a loved one with Alzheimer's disease or similar memory-related illness.

While not reported as community benefit, Diakon provided \$7,833 in 2016 tuition assistance to Frey Village staff to advance careers within health care.

The village also supports various community organizations. In 2016, staff and resident

FREY VILLAGE Financial Impact of Community Benefit

Community Health Services

Support Groups \$ 427

Health Profession Education

Student Internships in Clinical Settings \$ 2,140

Subsidized Health Services

Personal Care Benevolent Support \$ 363,821

Skilled Nursing Benevolent Support \$ 1,971,958

Cash & In-Kind Contributions

In-Kind Donations \$ 216

TOTAL: \$ 2,338,562

activities included a collection of hats and mittens for a local organization, management of a food drive for a regional food bank, participation in local community-development events, collection of aluminum cans for a "cans for cancer" drive and hosting of a Easter egg hunt for community children. These activities, however, are not included in community-benefit calculations.

Volunteers

Although their hours are not counted as community benefit, volunteers play a key role in enhancing life at Frey Village, assisting with such important events as an annual Strawberry Festival.

In 2016, more than 20 volunteers logged nearly 900 hours of service to the village.



The Lutheran Home at Topton

ONE SOUTH HOME AVENUE, TOPTON, PA 19562
(610) 682-1400

Total Community Benefit: \$3,504,892

Overlooking rolling countryside, The Lutheran Home at Topton offers senior living homes and apartments, a personal care community, traditional nursing care, rehabilitation and multiple levels of memory support in both personal and nursing care. In 2016, ground was broken to convert the second floor of the iconic Old Main building on the Topton campus into a permanency center for Diakon Adoption & Foster Care as well as space for some Diakon Ministry Support offices.

Beyond providing free meeting space for community organizations including the Longswamp Township Historical Society, Streams of Grace family worship, Diakon Adoption & Foster Care and a number of Lutheran church and pastor groups, The Lutheran Home at Topton subsidizes the cost of housing the Brandywine Community Library within the Old Main building. The home also hosts Grace Lutheran congregation; because the congregation includes members of the senior living community, the costs to provide space for it are not included in community benefit numbers.

In 2016, Topton staff members raised funds for such external organizations as the Topton Food Bank, the American Cancer Society's Relay for Life, Friends, Inc., and the SPCA along with The Lutheran

Home at Topton's benevolent care fund.

The senior living community also 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, Topton offers support groups on bereavement and Alzheimer's disease.

Finally, Diakon provided \$5,175 in 2016 tuition assistance to staff of The Lutheran Home at Topton to advance careers within health care; that amount, however, cannot be included as community benefit.

Volunteers

Both internal and external volunteers play a pivotal role in enhancing life at The Lutheran Home at Topton. In 2016, 70 people contributed nearly 5,580 hours of volunteer service at The Lutheran Home at Topton; the dollar-value of that service is not included in community-benefit figures.

THE LUTHERAN HOME AT TOPTON Financial Impact of Community Benefit

Community Health Services

<i>Support Groups</i>	\$ 876
<i>Health Care Support Services</i>	\$ 3,560

Subsidized Health Services

<i>Personal Care Benevolent Support</i>	\$ 650,263
<i>Skilled Nursing Benevolent Support</i>	\$ 2,827,104

Cash & In-Kind Contributions

<i>In-Kind Donations</i>	\$ 23,089
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TOTAL: \$3,504,892



Diakon is investing \$8.2 million to refurbish and renovate the Old Main building on the Topton campus.



A patron of the Brandywine Community Library at The Lutheran Home at Topton checks out materials with Linda Kemmerer, head of circulation.

The Brandywine Community Library finds home at Topton

Nearly 30 years ago, The Lutheran Home at Topton and the Brandywine Community Library began a relationship that would prove beneficial to everyone—surrounding communities, the library and residents.

That relationship arose in 1987 when a group of members of Longswamp United Church of Christ saw a need for an area library, but location proved to be a hurdle.

Fortunately, the Rev. Dr. Paul Buehrle, then-president of The Lutheran Home, offered a 940-square-foot space in the home’s Gilbert Memorial Building, along with building renovations and even initial financing for new shelving. The Brandywine Community Library opened its doors in 1989.

“That space was a basement, but we did not care. We turned the coal bin area into a magazine room. There was a small alcove that we turned into a children’s reading nook. There were books from floor to ceiling,” recalls Ruth Bloom, a founding board member of the library. “Pastor Buehrle foresaw the positive impact a library could have for the residents of the home and the community. He provided resources when others said no.”

The library quickly outgrew that initial space and, again, The Lutheran Home at Topton stepped in by providing, at significantly reduced rent, the current 4,084-square-foot space on the first floor of Old Main.

Today, the library—part of the Berks County Public Library System—offers more than 35,000 books, magazines, newspapers, audiobooks, DVDs, music CDs, video games, e-books, digital magazines, downloadable audio and tax forms.

It also provides wireless internet access, eight public-access computers and a children’s early-literacy workstation. Patrons of all ages enjoy various programs, with the library sponsoring such groups as Stitch & Chat, Teen Advisory Board and Readers’ Theater. Children’s programs include bubbles & books, preschool story time, family story time and the popular summer reading program.

The library: A benefit to many

The library is a vital part of Topton and surrounding communities. In 2016, it offered 256 programs to 3,598 adults, teens and children and circulated 67,582 books, CDs and other material.

Please turn to Page 20



Luther Crest

800 HAUSMAN ROAD, ALLENTOWN, PA 18104

(610) 398-8011

Total Community

Benefit: \$902,601

Luther Crest is a Continuing Care Retirement Community offering independent senior living accommodations in homes and apartments, personal care, memory-support personal care, traditional nursing care and short- and long-term rehabilitation.

Luther Crest serves as a valuable member of its community by consistently providing free meeting space for groups such as the local Rotary Club, a youth-mentoring program, congregations, 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 site for college students to gain experience in specific health-care professions including human services, nursing and ethics-related courses; in 2017, it began working with Cedar Crest College to

provide a clinical-education setting for nursing students. And, although not calculated as community benefit, Diakon provided \$1,758 in 2016 tuition assistance to staff members of Luther Crest to advance careers within health care.

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

Based on national guidelines, volunteer hours are not counted as community benefit. However, volunteers play a pivotal role at Luther Crest. In 2016, more than 130 volunteers contributed 8,606 hours of service to the senior living community.

In addition, Luther Crest residents consistently volunteer with external groups including after-school programs, local hospitals, musical groups, an environmental organization, a learning center for children with special needs and a soup kitchen.

LUTHER CREST Financial Impact of Community Benefit

Community Health Services

Support Groups \$ 691

Health Professions Education

Student Internships in Clinical Settings \$ 13,627

Subsidized Health Services

Personal Care Benevolent Support \$ 106,351

Skilled Nursing Benevolent Support \$ 781,584

Cash & In-Kind Contributions

In-Kind Donations \$ 348

TOTAL: \$ 902,601

Manatawny Manor

30 OLD SCHUYLKILL ROAD
POTTSTOWN, PA 19465
(610) 705-3700

Total Community Benefit: \$2,438,712

Manatawny Manor is a Continuing Care Retirement Community providing personal care accommodations, entrance-fee personal care, traditional nursing care and short-term rehabilitation, along with specialized memory support in both nursing and personal care.

Beyond meeting health-care and rehabilitation needs in southeastern Pennsylvania, Manatawny Manor offers a monthly support group for families with a loved one with

MANATAWNY MANOR Financial Impact of Community Benefit

Community Health Services	
<i>Support Groups</i>	\$ 301
Subsidized Health Services	
<i>Personal Care Benevolent Support</i>	\$ 404,628
<i>Skilled Nursing Benevolent Support</i>	\$ 2,033,757
Cash & In-Kind Contributions	
<i>In-Kind Donations</i>	\$ 26

TOTAL: \$ 2,438,712

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.

Volunteers

While volunteer hours are not calculated as part of community benefit, volunteers play a

key role in enhancing life at Manatawny Manor.

In 2016, nearly 50 volunteers contributed 22,265 hours of service to the senior living community. In addition, resident volunteers assisted Pottstown-area Lutheran congregations in assembling 140 school kits for children served by Lutheran World Relief.

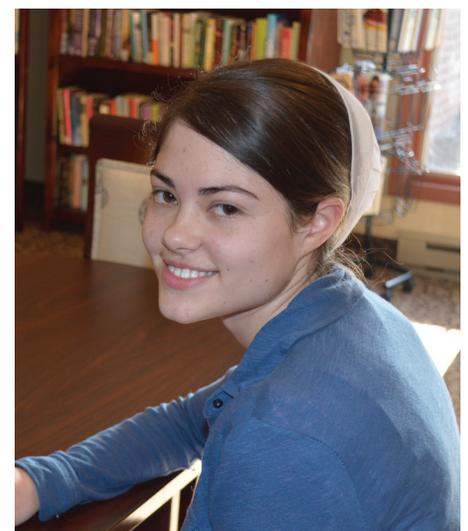
Ohesson

276 GREEN AVENUE, LEWISTOWN, PA 17044
(717) 242-1416

Total Community Benefit: \$1,636,506

Ohesson is a Continuing Care Retirement Community that offers traditional nursing care, a specialized neighborhood for short-term rehabilitation and independent senior living accommodations. In addition, Ohesson maintains one of the region's first secure memory-support skilled-care units.

Beyond directly meeting health-care and rehabilitation needs, Ohesson serves as a clinical training site in partnership with the



Alison Martin, Ohesson staff member assisted by Diakon's Love of Our Neighbor Fund (see story on Page 17).

Mifflin-Juniata Career and Technology Center and the Geisinger-Lewistown Hospital School of Nursing for students in certified nursing assistant, licensed practical nursing and registered nursing programs.

In concert with Lewistown Home Health and Hospice: The Bridge, Ohesson also offers a monthly bereavement support group and, in 2016, served as a polling place.

Diakon provided \$1,045 in Love of Our Neighbor funding to an Ohesson staff member who volunteered with another nonprofit organization, a significant community benefit.

Diakon also paid \$2,900 in 2016 tuition assistance to Ohesson staff to advance careers within health care; that amount, however, is not included as community benefit.

Volunteers

Although their hours are not calculated as community benefit, volunteers play an important role in enhancing life at Ohesson.

In 2016, nearly 30 volunteers contributed 1,045 hours of service to Ohesson.

In addition, volunteer activities by Ohesson residents benefited the Mifflin County Library System, Mother Hubbard's Cupboard, Rescue Our Furry Friends and the Mifflin/Juniata Counties Relay for Life.

OHESSON Financial Impact of Community Benefit

Community Health Services		
<i>Support Groups</i>	\$	614
Health Professions Education		
<i>Student Internships in Clinical Settings</i>	\$	6,104
Subsidized Health Services		
<i>Skilled Nursing Benevolent Support</i>	\$	1,628,680
Cash & In-Kind Contributions		
<i>In-Kind Donations</i>	\$	1,108
		TOTAL: \$1,636,506

Love of Our Neighbor Fund Supports Trip

After taking a mission trip to remote areas near Tijuana, Mexico, in 2014, Alison Martin knew she had to return.

“It was a wonderful experience,” she says today. “We made a difference to so many people in need. I knew I wanted to go back.”

In February 2016, the 19-year-old certified nursing assistant from Ohesson, along with approximately 30 other volunteers from

Please turn to Page 18



Alison Martin assists an older woman during Martin's mission trip to Mexico.

Outreach for Jesus, a Lancaster County-based nonprofit organization, did just that—with the support of Diakon’s Love of Our Neighbor funding.

With a suitcase of much-needed supplies—towels, hand lotions, body wash and razors, all secured herself or through donations from friends—Martin and the other members of her mission group flew to San Diego and then traveled more than an hour by vehicle to their destination, a desolate camp, where they slept.

“We stayed at the camp at nights. During the day, we drove into many different villages and towns,” she says.

Most of the areas they visited were on the outskirts of Tijuana. Often, dirt roads ran throughout the communities. Villagers called small concrete-floor stucco buildings home. Although most people had running water and electricity, those amenities were unreliable at best.

The team split up to assist villages with various efforts including caregiving at a local orphanage, a children’s home and a nursing care center. Members also did construction work at a women’s rehabilitation facility.

“Because I had nursing experience, I spent three of my days at a nursing care center,” says Martin. “It was very different from a nursing care center here. The facility was severely understaffed and the staff they did have was undertrained.”

Although Martin spoke only a

few words of Spanish, and many of the villagers did not understand English, she said body language is a universal form of communication. “You could tell just by looking at their faces that they appreciated our efforts.” Martin assisted with care, gave baths, played games and did laundry.

During her eight-day trip, she also visited an orphanage. Although the facility had eight babies from about a month to a year old, it was eerily quiet, Martin says.

“They didn’t cry because they learned it wasn’t worth it,” she says. “There was only one caretaker and she did the best she could, but the babies lacked attention because they need more staff.” While there, she and her fellow mission partners interacted with the infants, gave them baths, cleaned the facility and canned food.

“It was hard leaving them. Mission groups only help out a couple weeks of the year. We just gave them as much care as we could while we were there,” says Martin.

Although her mission time felt brief, she knows her efforts are appreciated and remembered. In fact, while at the children’s home, she reconnected with a youngster she had met during her first trip.

“Our reunion was like seeing old friends. Our assistance stuck with the kids ... I hope they always remember that someone cares about them,” she says. “The experience,” Martin adds,



Alison Martin, assisting a group of children in Mexico.

“was life-changing—for them and for me. It made me realize that not everyone is as blessed as I am. I learned that you can make a difference if you give of yourself and your resources.”

Diakon’s Love of Our Neighbor program makes a difference for trip—and Martin’s family

“Diakon was a huge part of my mission trip,” says Martin. “I am thankful not only for Diakon’s willingness to let me go, but also the support received through the Love of Our Neighbor program.”

The fund provides support such as extra paid vacation days for Diakon staff members on approved trips to assist other nonprofit organizations.

“One of the biggest barriers for employees who would like to participate in a mission or other service trip is the financial responsibility that equates with taking time off,” says Thomas Foster,

Please turn to Page 19

Love of Our Neighbor Fund

(Continued from Page 18)

Ohesson’s executive director.

“This program helps alleviate that barrier,” he says. “It’s a wonderful way to further Diakon’s mission to the community and the world beyond.”



“Diakon was a huge part of my mission trip,” says Martin. “I am thankful not only for Diakon’s willingness to let me go, but also the support received through the Love of Our Neighbor program.”



For Martin, the program had an additional benefit.

The extra vacation provided by the program allowed her to “save” allotted paid time off for the “trip of a lifetime.”

“My dad always wanted to go to Yellowstone National Park,” she says.

“Last summer, a couple of my family members were struggling with serious health issues, but we were able to plan for the trip around hospital stays as something positive we could all do together. Because of the Love of Our Neighbor program, I was able to go on vacation with my family. That trip meant so much to us.”

Twining Village

280 MIDDLE HOLLAND ROAD
HOLLAND, PA 18966
(215) 322-6100

Total Community Benefit: \$442,699

Twining Village is located in historic Bucks County, Pennsylvania. The Continuing Care Retirement Community offers independent living accommodations in homes and apartments, personal care, traditional nursing care, short-term rehabilitation and, as of spring 2017, memory-support personal care.

The village provides free or discounted meeting space to numerous organizations including the Bucks County

Women’s Chorus, several regional business groups, a Bible study program and services focused on family reunification and preservation. In addition, 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.

In 2016, Diakon provided \$1,845 in tuition assistance to village staff to advance careers within health care; however, that amount is not included as community benefit.

Volunteers

Both resident and community volunteers play a key role in enhancing life at Twining Village. In 2016, more than 220 volunteers provided nearly 28,000 hours of service. Based on guidelines, those hours are not counted as community benefit.

TWINING VILLAGE Financial Impact of Community Benefit

Subsidized Health Services

Personal Care Benevolent Support \$ 442,295

Cash & In-Kind Contributions

In-Kind Donations \$ 404

TOTAL: \$ 442,699

Continuing Benevolent Care Mission

Total Community Benefit: \$11,696

In 2005, Diakon Lutheran Social Ministries sold nine free-standing nursing and personal care/assisted living communities to another health-care provider. Diakon took the step because of the significant capital investments required to maintain as market-leaders nearly two-dozen senior living communities.

Because of its mission not to discharge residents if, through no fault of their own, they can no longer afford their care or service, Diakon pledged to subsidize personal care services for then-current residents who needed that support.

In 2016—11 years after the sale—Diakon provided \$11,696 for care of residents in two of those communities.

Brandywine Library (Continued from Page 14)

“The library provides a much-needed service and fills a lot of gaps in the community,” says Melissa E. Hawk, director. The library, she adds, provides a means of entertainment and recreation that some area

Veterans Assistance Program

Total Community Benefit: \$1,437,486

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

In 2016, the program helped Diakon residents and clients to access benefits totaling \$1,776,928. Most often used to pay those residents’ cost of care, these funds reduced the need for Diakon subsidy, resulting in community benefit of \$1,437,006 (obtained by deducting average monthly subsidy savings and costs to provide the service from total benefits).

In addition, the Veterans Assistance Program occasionally provides external education on how veterans and their spouses can access eligible benefits. That consultation in 2016, provided free to other organizations, resulted in additional community benefit of \$480.

residents might not otherwise have.

The library’s relationship with The Lutheran Home at Topton is also a win-win for residents of the Diakon senior living community. “We have a unique situation because there are people who live here,” some of whom don’t even need to go outside to access the library, Hawk notes.

Home residents enjoy the library’s diversity of programs and a volunteer even delivers books to other residents every two weeks.

“Our residents are positively affected by the library,” says Monique Cole, executive director of The Lutheran Home at Topton. “They enjoy having the library resources at their fingertips. Many have member-

ships and visit the library frequently. In fact, some residents of the health care center who do not have the ability to leave campus can enjoy the library and feel as if they are leaving the campus.”

While many libraries struggle with maintenance and security issues, Hawk says, the Brandywine library doesn’t even have to worry about snow removal from the parking lot. “It’s the best experience I’ve had as a director. We have an excellent relationship with the home.”

The importance of that relationship is underscored by her next comments: “The library is one of the last public spaces where you don’t have to spend money, where you can belong and where you can be around other people. Libraries change lives.”

Diakon Child, Family & Community Ministries

\$ 1,312,034

Diakon Child, Family & Community Ministries programs had significant community benefit.

National reporting guidelines for community benefit 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 Lutheran Social Ministries' sister organization, 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 \$1,279,812 in 2016 subsidy to support its community-based programs for children, youths and adults of all ages, including foster care and adoption, behavioral health care and programs for at-risk youths. These programs had further community benefit, described below.

Diakon provided \$2,400 in 2016 tuition assistance to Diakon Youth Services staff to advance service within that field. While a benefit to society, that support is not included in community impact totals.

Diakon Adoption & Foster Care

Total Community Benefit: \$261,407

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 recruitment and support services help as many as possible; 2016 subsidy was \$260,657.

Program staff members create multiple external activities beyond daily work assignments to generate awareness of the pressing need for loving foster and adoptive families for children and youths. Conservatively, these activities generated additional community benefit of more than \$750.



Staff members of Diakon Adoption & Foster Care's York office volunteer to pack food boxes at the York County Food Bank.

Community-Based Senior Services

Total Community Benefit: \$122,753

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 (formerly PrimeTime Health) and APPRISE. In addition, Diakon Community Services oversees the APPRISE program in Pike County, Pennsylvania, under contract with that county's Office on Aging.

Programs also include Diakon Living & Learning After 50—which offers a range of educational, cultural and activities-related events for older adults—and Diakon Volunteers Serving Seniors, provided in both Berks and Schuylkill regions. To ensure these services help as many individuals as possible—particularly people with low and moderate incomes—Diakon provided a 2016 subsidy of \$101,609.

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 \$600.

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 \$348.

In addition, several staff members from Diakon Adult Day Services at Hagerstown supervised university and technical-school nursing 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 \$20,196.

Volunteers

Although volunteer hours are not included in community benefit, volunteers play a key role in the provision of community-based senior services.

In 2016, 533 volunteers contributed more than 31,700 hours of service through Diakon Community Services, Diakon Volunteers Serving Seniors and Diakon Adult Day Services.

Diakon Family Life Services

Total Community Benefit: \$378,924

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 2016 by \$372,924, a critical community benefit because an average of 70% of the people served had incomes at or below the poverty level and would not have received assistance without this subsidy.

The program 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 \$4,754.

In addition, a Diakon Family Life Services staff member received \$1,246 in Diakon Love of Our Neighbor support to volunteer for a flood-recovery effort in a residential area of Loveland, Colorado.



Benevolent Funds Make a Difference When Few Other Resources Exist

“Kim” felt as if she was down in the count and that ace pitcher was winding up for a screaming fast pitch. In fact, she felt she ought to be screaming herself as loud as the looming pitch.

Laurel Spencer, Diakon Family Life Services executive director. “If not, they may feel out of reach of help.”

In those cases, Diakon Family Life Services can often help—through Diakon’s benevolent-care mission.

Diakon Kathryn’s Kloset

**Total Community
Benefit: \$177,331**

Diakon Kathryn’s Kloset partnered with various corporations to receive and store donations of cleaning, personal care and other products. The warehouse ministry then made those products available, for a small handling fee, to other nonprofit organizations to distribute to people in need in their communities, free to the end-recipient.

For several reasons including the closures of a regional partner’s manufacturing and distribution centers and national changes in corporate warehousing and distribution practices, the Baltimore-based program closed in early 2016. Diakon’s subsidy to the program in 2016 totaled \$177,331. The value of any merchandise distributed free to nonprofits as part of the program’s closure is not included in community benefit.

Family challenges had left her with doubts about the future and even her self-worth, not to mention overdue bills.

She knew she needed help to get through this gray period, to put her on the path toward a better day. But how could she afford it?

Fortunately, she knew of Diakon Family Life Services.

“Frequently, people’s health insurance will cover behavioral health care or they qualify for government assistance,” says

“We can offer a sliding-fee scale for counseling that can make up the difference between the cost to provide service and the client’s ability to pay,” says Spencer.

Kim was pleased she could pay something toward her counseling, but doubly pleased Diakon could help.

“Kim’s situation is not completely resolved yet,” Spencer says, “but she’s making real progress and reports that she’s far more optimistic about her life than she’s been the last two years.”

Diakon Youth Scholarships

Total Community Benefit: \$68,624

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 assist students in Diakon’s two 1800s-era orphanages gain educational advantages. In 2009, the two scholarships were combined into the youth services fund. In 2016, Diakon awarded 23 scholarships, totaling \$68,624 in community impact.

Diakon Youth Services

Total Community Benefit: \$220,903

Diakon Youth Services aids court-referred youths and young adults, primarily through programs based at the Diakon Wilderness Center near Boiling Springs and offices in Lancaster and Media, all in Pennsylvania, including:

- Day treatment
- Weekday support, intervention and accountability 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 (Bucks County, Pennsylvania)
- The Diakon Wilderness Greenhouse and Native Plant Nursery, one of three vocational emphases at the Diakon Wilderness Center

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 Diakon Wilderness Center require Diakon support. In 2016, Diakon's subsidy totaled \$215,629.

The subsidy, along with modest cost to participant groups, also helped to cover provision of wilderness challenge-based team-building programs for 25 community organizations including Carlisle High School's alternative education and Herd 100 programs, Boy Scouts, Wilson and Dickinson colleges, nonprofit programs and high school sports teams. The center hosted three week-long sessions of an outdoor- and art-education camp with the Carlisle Arts Learning Center. In all, approximately 2,500 community residents and students benefited from these team-building initiatives.

Center Point Day Program staff supervised a criminal justice student from a local university, resulting in community benefit of \$3,874. In addition, the 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 \$1,400.

Volunteers

While their efforts 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 2016 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 5,000 hours of service to such community organizations as the Aston Community Center, the Humane League of Lancaster, Mission Central and Project Share.



Rob Kivlan, Diakon Youth Services staff, center, and Harold Baker, Frostburg Heights, left, with Flight participants, who volunteer yearly at the senior housing complex.

Diakon Disaster Response

Total Community Benefit: \$82,092

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 \$82,092 in 2016 subsidy to support the program.

Although long-term recovery efforts from Hurricane Sandy came to a close in Crisfield, Maryland, in late 2015, Diakon's continuing support allowed the local program to maintain significant work throughout 2016 with an emphasis on staff supervision, development of economic-recovery plans and management of a federal mitigation grant. The Diakon program also helped to organize long-term recovery after flooding in Ellicott City, Maryland. The Diakon subsidy allows 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 696 girls in 2016, the program had significant community benefit, although it cannot be included



Girls on the Run – Lehigh Valley serves hundreds of areas youths, who complete community service projects.

in overall figures. More than 800 “running buddies” and other volunteers supported the program's two 5K celebratory events, in which 175 volunteer coaches participated.

In addition, participants at each of the 44 Girls on the Run program sites in Lehigh and Northampton counties completed community-benefit projects. The girls created bracelet kits with special messages for hospitalized children to assemble, donated pet supplies to local shelters, raised more than \$347 from bake sales for Kisses for Kyle, planned a special event at school to raise \$257 for Angel 34 to help children with cancer and made holiday greetings for meals on wheels recipients.

Additional Community Benefit

\$ 22,048

Diakon had additional impact on the community through several other efforts and programs.

Love of Our Neighbor Fund

One staff member each from a Diakon senior living community, a Diakon Family Life Services program and a Ministry Support office received Diakon Love of Our Neighbor funding to enable them to serve briefly with other nonprofit organizations that improve people's lives.

Two of these grants are included in community benefit for the senior living community and Diakon Family Life Services; the third grant, provided to a Diakon Ministry Support staff member, supported a service trip to a rural South Carolina community. The amount of that grant, counted as community benefit, was \$970.

In addition, Diakon provided \$1,875 in 2016 tuition assistance to staff within Diakon Ministry Support related to clinical services education; that figure is not counted in community benefit.

Rental-Assistance Housing

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

At Frostburg Heights, for example, apartment residents and members of the local community meet every Monday to crochet blankets and lap-ropes for a local cancer center. In addition, Heights residents conduct fund and clothing drives for Diakon's Flight Program twice a year; the residents also collect food and items for a local food pantry and animal shelter. In addition, residents of the Topton rental-assistance communities volunteer for the local meals on wheels program.

In all, residents of the four communities offered more than 4,000 hours of volunteer service.

Community Benefit Reporting

Community-benefit guidelines advise organizations to report costs related to community-impact programs and reports. In 2016, Diakon's costs to develop and distribute its community-benefit report inclusive of staff time, printing, distribution and website-related costs totaled \$21,078.



Residents and staff of Frostburg Heights in western Maryland support local causes. In 2016, the housing program raised more than \$700 for the cancer center at Western Maryland Regional Medical Center, Cumberland. From left are Cindi McCutcheon, Frostburg Heights activities coordinator; Julie Hardy, medical center representative; and Becky Brown-McCusker, Frostburg Heights manager.

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

DIAKON

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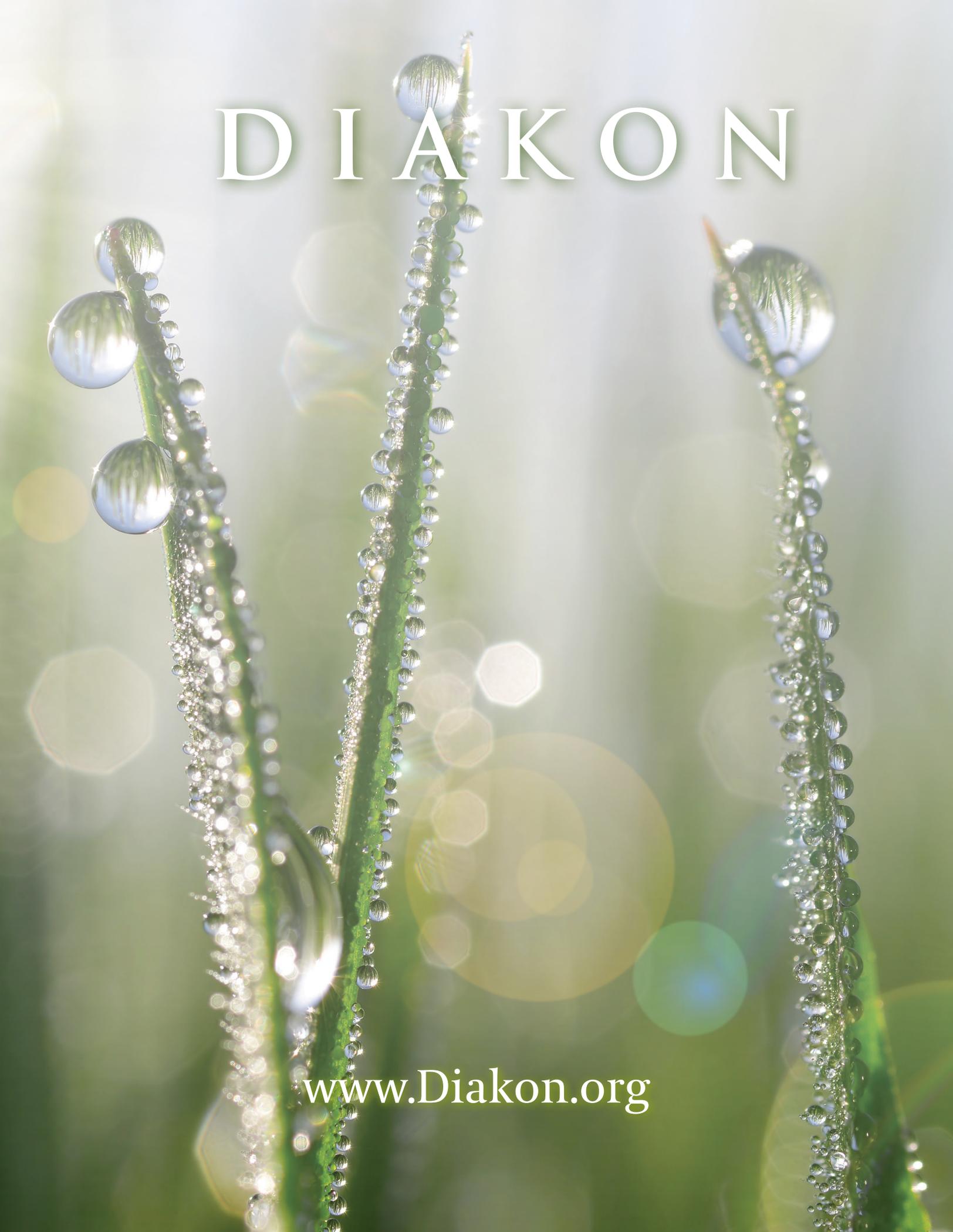
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Diakon's Mission:

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.
Diakon does not discriminate in admissions, the provision of services or referrals of clients on the basis of race, color, creed, religion, sex, national origin, sexual orientation, age, marital status, veteran status, disability or any other classes protected by law.*

The image features three vertical green stems, likely from a plant, covered in numerous clear water droplets of varying sizes. The stems are set against a soft, out-of-focus background of light green and white bokeh circles, suggesting a bright, natural setting. The lighting is soft and diffused, highlighting the texture of the stems and the clarity of the water droplets.

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www.Diakon.org