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

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.

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.
THE CAPSTONE IMPACT

2018 was a pivotal time for Diakon.

Throughout the year we celebrated our 150th anniversary with a range of events, dedications and commemorations.

We also rededicated ourselves to another century and a half of compassionate, caring service to our neighbors in need.

What better way, then, to culminate our first 150 years than with amazing community benefit—the good we do for society beyond the good we set out to do.

In fact, our community benefit in 2018 totaled $21.14 million.

That benefit became the “Capstone Impact” of our anniversary, an ideal finish for a very important year.
Our 150th anniversary celebration in 2018 was an outstanding success!

Not only did we honor a century and a half of service to our neighbors, but we also rededicated ourselves to continued and expanded ministry.

Although community benefit, a special responsibility of tax-exempt, nonprofit organizations, is a newer concept, the goal of positively affecting society is not.

In fact, our mission since 1868 has focused on benefiting the overall community, on having a lasting impact not only on the neighbors we serve but also on their neighbors, on “doing good beyond the good we set out to do.”

Celebrating the impact we had in 2018—our 150th anniversary year—is certainly a capstone event!

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

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 that 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.
Diakon had a 2018 community benefit of $21.14 million.

The figure does not include extensive impact—such as volunteer hours, tuition assistance and funds raised for other community organizations by Diakon programs—that national guidelines prohibit from community-benefit calculations.

The 2018 community benefit compares to a 2017 figure of $20.069 million.

For the second year, numerous 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 being destroyed.

Although capital spending and payroll cannot be calculated as community benefit, the figures reflect Diakon’s positive impact on the regional economy. In 2018, Diakon spent $15,018,372 on capital projects, improvements and property maintenance; organizational payroll totaled $70,657,669.

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 approximately $500,000 in 2018.

### OVERALL COMMUNITY BENEFIT

#### Diakon Lutheran Social Ministries
(Senior Living Services)

<table>
<thead>
<tr>
<th>Program</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Buffalo Valley Lutheran Village</td>
<td>$2,790,752</td>
</tr>
<tr>
<td>Cumberland Crossings</td>
<td>$1,103,810</td>
</tr>
<tr>
<td>Diakon Senior Living – Hagerstown</td>
<td>$2,257,212</td>
</tr>
<tr>
<td>Frey Village</td>
<td>$2,551,862</td>
</tr>
<tr>
<td>The Lutheran Home at Topton</td>
<td>$4,336,512</td>
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<tr>
<td>Luther Crest</td>
<td>$1,488,374</td>
</tr>
<tr>
<td>Manatawny Manor</td>
<td>$1,920,891</td>
</tr>
<tr>
<td>Ohesson</td>
<td>$1,624,783</td>
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<tr>
<td>Twining Village</td>
<td>$762,761</td>
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<tr>
<td>Veterans Assistance Program</td>
<td>$1,343,147</td>
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#### Senior Living Total Community Benefit: $20,180,104

#### Diakon Child, Family & Community Ministries

<table>
<thead>
<tr>
<th>Program</th>
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<tr>
<td>Adoption, Foster Care and Related Services</td>
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<tr>
<td>Diakon Community Services</td>
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<tr>
<td>Diakon Family Life Services</td>
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<td>Diakon Youth Scholarships</td>
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<td>Diakon Youth Services</td>
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<td>Lutheran Disaster Response</td>
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<td>Girls on the Run – Lehigh Valley</td>
<td>$540</td>
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#### Child & Family Total Community Benefit: $947,038

#### Other Diakon Programs

<table>
<thead>
<tr>
<th>Program</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Rental-Assistance Housing</td>
<td>$12</td>
</tr>
</tbody>
</table>
| Community-Benefit Reporting  
  (for 2017 report)                           | $22,796 |
| “Other” Total Community Benefit:            | $22,808 |

#### TOTAL DIAKON COMMUNITY BENEFIT: $21,149,950
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: $2,790,752

Buffalo Valley Lutheran Village provides free meeting or activity space for such community groups as the Lewisburg Garden Club, a photography club, the League of Women Voters and Special Olympics. The village also partners with Bucknell University’s Institute for Lifelong Learning to host educational programs for area residents.

To advance health-care education, Buffalo Valley 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, the village participated in a national unused-drug donation program, assisting 1,285 people.

Diakon provided $1,475 in 2018 tuition assistance to village staff to advance careers within health care or related fields, which was not included as community benefit.

Volunteers play a pivotal role at Buffalo Valley Lutheran Village. In 2018, volunteers contributed nearly 400 hours of service, not included as community benefit. Also not included are funds raised by village staff members for external organizations including the Lewisburg Relay for Life for the American Cancer Society.

<table>
<thead>
<tr>
<th>Buffalo Valley Lutheran Village Community Benefit</th>
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</thead>
<tbody>
<tr>
<td><strong>Health Professions Education</strong></td>
</tr>
<tr>
<td>Student Internships in Clinical Settings $ 4,645</td>
</tr>
<tr>
<td><strong>Subsidized Health Services</strong></td>
</tr>
<tr>
<td>Personal Care Benevolent Support $ 226,906</td>
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<tr>
<td>Skilled Nursing Benevolent Support $ 2,530,394</td>
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<tr>
<td><strong>Cash &amp; In-Kind Contributions</strong></td>
</tr>
<tr>
<td>In-Kind Donations &amp; Financial Support $ 28,807</td>
</tr>
<tr>
<td><strong>Total: $ 2,790,752</strong></td>
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</table>
**Tuition program helps staff member learn, potentially expand role**

In her 21 years with Buffalo Valley Lutheran Village, Kandi Winder has used her varied educational background in several different positions.

With degrees or certifications in secretarial science, certified nursing assistance and health information management, Winder has held positions in purchasing, medical records, admissions and office management. Having most recently served as office manager and health information coordinator for the Lewisburg, Pennsylvania, village, she gained the title of assistant administrator in spring 2019.

Her natural next step, she believes, is nursing home administrator certification.

“I’ve completed the 120-hour course,” she says. “Now I have to spend a thousand hours helping out in every department within Buffalo Valley. So I’ll do 350 hours in nursing, for example, and 250 hours in general administration, then some number of hours in housekeeping and in culinary, and so on. This process gives me hands-on experience in all aspects of facility operations. Plus, we have to know all the state regulations inside and out.”

Winder needs to complete the thousand hours by March of 2020 so that she can sit for the certification exam. It’s a long process, she notes, but so important to the operation of a senior living community.

“Having that depth of knowledge as a result of being a certified NHA [nursing home administrator] gives residents and families confidence in your facility,” she says.

Winder has been supported in her pursuit of the certification through Diakon’s tuition assistance program.

Naturally, she says, she would like to find an administrative position with the organization. “I do consider myself a Buffalo Valley person,” she says with a laugh, “but I hope there is a possible opening for me at Diakon. I appreciate that I was given the opportunity to grow in my career and that the organization has faith in me and what I can do.”
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: $1,103,810

Cumberland Crossings provides free meeting space to such groups as the local Alzheimer’s Association, churches, the Carlisle Exchange Club, a local Kwanis Club, a “newcomers group” and the Carlisle Christian Academy. Cumberland Crossings provides intergenerational opportunities through partnerships with the Diakon Wilderness Center and the Yellow Breeches Educational Center.

The senior living community makes its pool available to participants of its external Senior Fitness Connection program; community benefit is not calculated, however, because the pool is an amenity for village residents. To further health education, Cumberland Crossings serves as a clinical training site for nursing students from the Dauphin County Technical School.

Diakon provided $1,200 in 2018 tuition assistance to Cumberland Crossings staff to advance careers within health care or related fields, not included as community benefit.

Volunteers play an important role in enhancing life at Cumberland Crossings. Among groups with which Cumberland Crossings maintains volunteer partnerships are local school groups and Dickinson, Shippensburg and Messiah colleges. In 2018, more than 30 volunteers provided nearly 1,400 hours of service at Cumberland Crossings, not calculated as community benefit.

Cumberland Crossings Community Benefit

| Community Health Services                  | $ 13 |
| Health Care Support Services               |     |
| Health Professions Education              |     |
| Student Internships in Clinical Settings   | $ 612 |
| Subsidized Health Services                |     |
| Personal Care Benevolent Support          | $ 107,673 |
| Skilled Nursing Benevolent Support        | $ 994,688 |
| Cash & In-Kind Contributions             |     |
| In-Kind Donations & Financial Support     | $ 824 |

Total: $1,103,810
Diakon Senior Living 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; it also offers an external senior Fitness Connection program.

While not calculated as community benefit, Diakon provided $5,465 in 2018 tuition assistance to staff of Diakon Senior Living – Hagerstown to advance careers within health care. In addition, staff supervised a therapeutic recreation intern from Shepherd University.

Although their hours cannot be counted toward community benefit, volunteers play a key role in enhancing life at Diakon Senior Living. In 2018, approximately 75 volunteers contributed more than 4,200 hours of service to the two Hagerstown senior living campuses. Further, residents and staff members participated in walks to raise funds to combat breast cancer and childhood poverty.
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: $ 2,551,862

Frey Village provides free space 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 to Portugal, where she assisted a missionary couple with community education for ill and lower-income individuals. While not reported as community benefit, Diakon provided $868 in 2018 tuition assistance to Frey Village staff to advance careers within health care.

In 2018, staff and resident activities included collection of hats and mittens for a local organization, participation in community-development events including an Alzheimer’s Association walk, hosting of an Easter egg hunt and trick-or-treat event for community children, and provision of Christmas gifts and food for a local family. The village also hosted a strawberry festival and community Lenten service. In addition, Frey Village participated in a national unused-drug donation program, assisting 87 people.

Volunteers play a key role in enhancing life at Frey Village. In 2018, more than 30 volunteers logged nearly 1,200 hours of service to the village, not reported as community benefit.
Shauna Threnhauser loves her position as activities supervisor at Frey Village, Middletown, Pennsylvania, particularly because she can be creative, letting her put her art school degree to use. And her work has given her the opportunity to know many older adults and understand their needs. “I do get to be creative a lot,” she says. “I love that. I love what I do!”

But Threnhauser wants to do more. And she believes she will also love what she plans to do next—become a nurse.

“The last thing I would have thought for myself is doing anything with science,” she jokes. “Watching the nurses here; well, they are very inspiring. And I think it’s this population, the residents, who make me want to do it too.”

Threnhauser says the availability of Diakon’s tuition assistance program also helped her make the decision. Typically, tuition programs support educational pursuits within an employee’s present occupation, but Threnhauser was approved based on her career aspirations and the continuing need for nursing personnel.

Now enrolled part-time in the clinical program at Harrisburg Area Community College, she notes that it will take her two and a half years to reach her goal.

“It’s really nice to have the tuition assistance,” she says. “I kid the nursing staff about holding a position for me, but I do hope to stay here. I love the company I work for.”
Beyond providing free meeting space for various groups, The Lutheran Home at Topton subsidizes the cost of housing the Brandywine Community Library in Old Main. The home also hosts Grace Lutheran congregation as well as the Deibert Worshipping Community.

In 2018, Topton staff members and residents donated funds and goods to such external organizations as the American Cancer Society’s Relay for Life, American Heart Association, the Animal Rescue League of Berks County, the Autism Society, the I Hart Harvest Potato Project, the Greater Berks Food Bank and The Lutheran Home at Topton’s benevolent care fund.

In addition, the senior living community offers public support groups on bereavement and Alzheimer’s disease. A staff member received Diakon’s Love of Our Neighbor funding to support a service trip with another nonprofit organization. And The Lutheran Home at Topton participated in a national unused-drug donation program, assisting 1,593 people.

Diakon provided $4,594 in 2018 tuition assistance to staff of The Lutheran Home at Topton to advance careers within health care or related fields, not included as community benefit. Also not calculated is volunteerism, which enhances life at The Lutheran Home at Topton. In 2018, 82 people contributed nearly 3,800 hours of volunteer service at the senior living community.
As fitness coordinator for The Lutheran Home at Topton, Crystal Shearer uses her education and expertise to help residents stay physically well.

Her own journey for spiritual wellness led her to Argentina, to which she traveled in October 2018 on a mission trip she says she could have managed only with the help of Diakon’s Love of Our Neighbor fund.

“I was given five extra days of paid time off and a stipend to help with expenses,” she says. “That made all the difference for me to be able to go.”

Shearer learned of the trip through friends. Coordinated by Austin Wartner of Metropolitan Baptist Church, the trip is an annual effort involving the participation of multiple churches. The work last year was centered on Youth Olympics in Buenos Aires, which drew young people between 13 and 18 from more than 200 countries.

“The goal was to share the love of Christ and the truth that each person can have a personal relationship with God through Jesus Christ,” she says. “We wanted to connect with as many people as possible to share God’s love, along with our experiences of God’s continual work in each of our lives.”

Shearer says the trip affected her perspective both culturally and spiritually.

“I didn’t know what to expect,” she says. “Values are different throughout the world and the spiritual hunger is so immense. When we shared the truths of God’s living word, we observed that the majority of people were interested in learning more about God’s love for them. As a result of the outreach efforts, more than 176 countries were reached and 56 people contacted us to begin a free online Bible study in their own language,” Shearer adds.

“We saw the amazing hand of God through the entire trip. I would definitely do it again.”
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: $1,488,374

Luther Crest serves as a valuable member of its community by consistently providing free meeting space for community groups such as the local Rotary Club, congregational groups, a youth mentoring group, a garden club, book club, women’s group, a caregiver program and a safe-driving course.

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; it also 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-related courses. Although not calculated as community benefit, Diakon provided $600 in 2018 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. Among groups benefiting from these benevolent efforts were the Allentown Rescue Mission, American Red Cross, Habitat for Humanity, Jerusalem House Ministries, Lehigh County Conference of Churches, CROP Hunger Walk, Allentown Ecumenical Food Bank, Center for Vision Loss, Lutheran Disaster Response, Turning Point of the Lehigh Valley and the YMCA Warming Center.

In 2018, 130 volunteers contributed nearly 10,000 hours of service to Luther Crest; while vital to the senior living community, volunteer service cannot be calculated as community benefit.

Luther Crest Community Benefit

<table>
<thead>
<tr>
<th>Community Health Services</th>
<th>$ 1,488,374</th>
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</thead>
<tbody>
<tr>
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<td>Student Internships in Clinical Settings</td>
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<td>Personal Care Benevolent Support</td>
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<td>Skilled Nursing Benevolent Support</td>
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<td>Cash &amp; In-Kind Contributions</td>
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<td>$ 436</td>
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</tbody>
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12
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: $1,920,891

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 provided free meeting space for informational sessions for families interested in child foster care and adoption, as well as for a Chester County Intermediate Unit LPN program.

Manatawny Manor also participated in a national unused-drug donation program, assisting 1,062 people through its participation.

Although their hours are not calculated as community benefit, volunteers play a key role in enhancing life at Manatawny Manor. In 2018, 15 volunteers contributed nearly 400 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.
Directly meeting regional health-care and rehabilitation needs, Ohesson also 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.

In addition, Ohesson offers a monthly bereavement support group in partnership with Lewistown Home Health and Hospice: The Bridge and serves as a polling place. 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, assisting 1,393 people.

In 2018, more than 30 volunteers contributed nearly 870 hours of service to Ohesson, although volunteer hours are not calculated as community benefit. Additional volunteer activities by Ohesson residents and staff members benefited a backpack program for youths from low-income families, Ronald McDonald House, a local food pantry, an abuse-prevention program and Mifflin-Juniata Pet Pantry and Shelter Services, Lewistown.

<table>
<thead>
<tr>
<th>Ohesson Community Benefit</th>
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<tbody>
<tr>
<td><strong>Community Health Services</strong></td>
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<td>Support Groups</td>
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<td><strong>Health Professions Education</strong></td>
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<td>Student Internships in Clinical Settings</td>
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<td><strong>Subsidized Health Services</strong></td>
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<td>Skilled Nursing Benevolent Support</td>
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<tr>
<td><strong>Cash &amp; In-Kind Contributions</strong></td>
</tr>
<tr>
<td>In-Kind Donations &amp; Financial Support</td>
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</table>

**Total: $ 1,624,783**
Lorrie Gawryla celebrated a special anniversary in 2018. The nursing supervisor at Ohesson, Lewistown, Pennsylvania, marked 25 years of service leading Hope International, the organization she founded to help poverty-stricken communities in El Salvador. Gawryla led the first mission trip in 1993 and has been inspiring others to join her ever since.

Her teams include pastors and others of faith, along with other nurses and medically trained individuals from various states as well as other countries. Her focus on El Salvador came as the result of a vision she had directing her to help homeless children in that country. The first trip helped her to see how great needs were.

“We helped to set up an orphanage with the government there and held medical clinics for the street children,” Gawryla says. “We also visited the prison, where we offered messages of hope and encouragement, gave advice about stress reduction and shared Biblical teachings.”

Since that first trip, Hope International volunteers have traveled to El Salvador annually, sometimes twice a year. Beyond assisting with medical and dental clinics, they often work with local support to address other critical needs in a village. The people of one village, for example, lacked running water in their huts and were provided with water filters, five-gallon buckets and clean-water education.

During their last trip, volunteers offered, for the first time, massage therapy and a prayer clinic. Gawryla, 68, describes her life as full and busy and says she keeps going because she has “good health and energy.” She feels blessed that she can continue her trips with Hope International.

Diakon’s Love of Our Neighbor fund has helped, too.

“The fund enabled me to go on my mission trip without financial hardship,” she says. “I am very grateful.”

Lorrie Gawryla cares for an infant patient at a medical clinic in El Salvador.
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: $762,761

Twining Village provides free or discounted meeting space to numerous organizations including the Bucks County Women’s Chorus and Diakon services focused on family reunification and preservation. In addition—along with its own free public Memory Café—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 offers a series of public educational programs on topics of interest to older adults including health care; in addition, it participated in a national unused-drug donation program, assisting 1,086 people.

A staff member received Diakon’s Love of Our Neighbor funding to support a service trip with another nonprofit organization. And Diakon provided $1,950 in tuition assistance to village staff to advance careers within health care and related fields; however, that amount is not included as community benefit.

Volunteers play a key role in enhancing life at Twining Village. In 2018, both external and village-resident volunteers provided more than 24,000 hours of service, although that service is not calculated as community benefit.

Twinning Village Community Benefit

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Support Groups</td>
<td>$ 23</td>
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<tr>
<td>Health Care Support Services</td>
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<td><strong>Subsidized Health Services</strong></td>
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<td>Personal Care Benevolent Support</td>
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<td><strong>Cash &amp; In-Kind Contributions</strong></td>
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<tr>
<td>In-Kind Donations &amp; Financial Support</td>
<td>$ 32,500</td>
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<td><strong>Total:</strong></td>
<td><strong>$ 762,761</strong></td>
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Chaplains working at senior living communities fill many needs for residents as well as staff. They are a spiritual leader, of course, but their responsibilities go a lot further, says the Rev. Erin Maurer, chaplain of Twining Village, Holland, Bucks County, Pennsylvania.

“I serve as pastor of the campus, holding worship services and Bible study and providing spiritual guidance,” she says. “And I’m often part of leadership meetings with other staff. Plus, I function as a part of the clinical care team for nursing and rehab patients.”

To prepare for chaplaincy in a senior living community, Maurer completed a unit of study in clinical pastoral education—typically referred to as CPE—during her theological training. But since joining Diakon in 2014, she has been working on becoming a board-certified chaplain.

“It’s the gold standard for chaplaincy,” she says. “As of late this spring, I will have all the required 72 credits done. In September, I’ll start my last 400-hour clinical rotation at St. Mary Medical Center and then I’ll be done!”

Maurer has been supported in reaching her “gold standard” goal by Diakon’s Tuition Assistance Program.

“I’m grateful for the opportunity to obtain the certification,” she says. “I know that Diakon holds the profession of chaplaincy in high regard and appreciates the pastoral presence contributing to the overall community. I believe it helps us live faithfully to our mission.”

The Rev. Erin Maurer
Helping Haiti communicate

Teresa Long, executive director of Twining Village, has special connections with Haiti, beginning before her senior year of high school when she visited her uncle, a Bible school teacher, in the country. In fact, she met her future husband, a Drexel University student, in Haiti and then lived in the country for three and a half years.

But an additional connection is the continuing work she does with her engineer husband and teams of other volunteers to repair and improve Haiti’s communications infrastructure, a trip supported by Diakon’s Love of Our Neighbor fund.

To read about this special connection, see the April 2019 eDiakonnect on the Diakon website. Simply go to www.diakon.org and select Keep in Touch on the sidebar drop-down menu.

VETERANS ASSISTANCE PROGRAM

Total Community Benefit: $1,343,147

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

In 2018, the program helped Diakon residents and clients gain benefits totaling $1,721,867. Typically used to pay those residents’ cost of care, the funds reduced Diakon subsidy, resulting in community benefit—adjusted also by Diakon’s cost to offer the service—of $1,342,859.

The program also provides free education to external groups on how veterans and their spouses can access eligible benefits. That consultation resulted in additional 2018 community benefit of $288.
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 significant impact on regions of Pennsylvania and Maryland through services for children, youths, families and the community.

In 2018, Diakon committed $837,600 in subsidy to support its programs for children, youths and adults of all ages. Some programs had additional community benefit, detailed below.

**Diakon Adoption & Foster Care**  
**Total Community Benefit: $361,859**

Diakon Adoption & Foster Care matches children and youths with foster, adoptive and kinship families. Although public adoptions in Pennsylvania are funded by the Statewide Adoption & Permanency Network, Diakon subsidizes adoption and foster-care services, as necessary, to ensure recruitment and support services help as many children, youths and families as possible; 2018 subsidy was $359,279.

For part of the year, the program’s Topton office provided free space for a weekly worship service—pastored by an adoptive/foster parent—focused on inclusion of children and youths with special needs. Use of that space in 2018 generated $180 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 $2,400 in 2018 tuition assistance to staff to advance service in the foster-care field. Although a benefit to society, that support is not included in community impact calculations.

Also not calculated is the significant impact residents and staff of Diakon’s senior living communities had on the children and youths served by Diakon Adoption & Foster Care, who received Christmas gifts as a result of the senior living communities’ generosity.
Community-Based Services
Total Community Benefit: $21,596

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; these programs include senior community centers, Meals on Wheels, Health & Wellness and APPRISE. In addition, Diakon Community Services oversees the APPRISE programs in Pike, Columbia, Montour, Luzerne and Wyoming counties and RSVP services in Berks, Pike and Wayne counties.

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 2018 subsidy of $18.

Diakon Community Services offers free meeting space in Schuylkill County to various community groups, but related costs are not calculated in community benefit because local leases are paid by the county.
However, the program works collaboratively with other organizations on several events to support those groups’ nonprofit missions, resulting in $541 of community benefit. In addition, Diakon underwrote participation in a community health expo for two local nonprofit organizations, a benefit of $350.

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

Adult day services leadership provided health-related education and oversight of a free public support group for families of people with memory-related illnesses, resulting in community benefit of $871. 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. Those activities generated community benefit of $19,816.

Not included in calculated community benefit, some 400 volunteers contributed nearly 16,000 hours of service through Diakon Community Services, RSVP and Diakon Adult Day Services.

**Diakon Family Life Services**

**Total Community Benefit: $5,039**

To provide counseling and behavioral health-care services to children, families and adult individuals, particularly those with limited incomes, Diakon has historically subsidized counseling services. However—a result of management focus and service expansion—no subsidy was required in 2018, even though as high as 76% of people served had incomes at or below the poverty level.

Diakon Family Life Services provided a free support group for parents of children in the Specialized In-Home Treatment program in the Capital region, generating community benefit of $4,826. Behavioral health-care staff also offered support to an area school district following a crisis, resulting in $213 of community benefit.

**Diakon Youth Scholarships**

**Total Community Benefit: $71,045**

Diakon offers academic scholarships to current and former participants of Diakon Child, Family & Community Ministries programs 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 Dutsoera memorial scholarships, intended to help students in Diakon’s two 1800s-era orphanages gain educational advantages. In
After a series of traumatic events, “Frank” entered foster care at 16 and struggled in both his new school and home setting.

Eventually, through his county’s children-and-youth agency, the young man was referred to Diakon Youth Services’ Bridge Program, a community-based intervention, mentoring and employability program, which he completed.

Emboldened by this newfound feeling of success, Frank voluntarily enrolled in Diakon’s Flight Program, which offers mentoring and support to young adults seeking a better path in life.

With the support and encouragement of leadership and fellow Flight participants, Frank overcame the many obstacles he still faced. Eventually, he was able to be reunited with his extended family, transitioning out of foster care. He also graduated from high school, obtained his driver’s license, purchased his first car and enlisted in the Army Reserves.

In addition, he began attending evening classes at a high-ranked trade school in pursuit of welding certifications while working full-time during the day.

Through the Diakon Youth Scholarship Fund, Frank was able to receive this invaluable training virtually for free and has maintained straight A’s. By spring 2019, Frank will have graduated with all of the needed national welding certifications, shortly thereafter reporting for basic training with the Army Reserves.

Through his hard work and Diakon’s support, Frank has a brighter future than he may ever have imagined. The impetus that prompted those who gave gifts long ago to support education for students at Diakon’s former orphanages lives on.
2009, the two funds were combined into the youth scholarship program.

Diakon awarded scholarships to 26 students in 2018, totaling $71,045 in community benefit.

**Diakon Youth Services**

**Total Community Benefit: $383,139**

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

- Day treatment
- Community-based interventions, mentoring and employability programs
- Weekend Alternative Program
- 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, 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 provision of a spectrum of services, require Diakon support. In 2018, Diakon’s subsidy totaled $257,069.

The subsidy also supported, along with a modest cost to participant groups, wilderness challenge-based team-building programs for 20 external groups and 45 events. Among those served were the Carlisle Young Professionals, South Middleton alternative education program, Carlisle High School Herd 100, Whitaker Center employees, Cumberland County children and youth services event for youths on track for independent living, Yellow Breeches Education Center, three week-long sessions of Adventure & Art Camp with the Carlisle Arts Learning Center and Boy Scouts.

Several Diakon staff members oversaw students in internships, including students from Shippensburg University and Kutztown University’s master of social work program, resulting in community benefit of $124,570. 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 $2,400 in 2018 tuition assistance to youth services staff. While a benefit to society, that support is not included in community-impact calculations.

Volunteers play a pivotal role for Diakon Youth Services. Nearly 150 volunteers from various community organizations, businesses and colleges supported Diakon Youth Services in 2018. At the same time, students participate in community service as part of mentoring and education. Last year, they contributed more than 4,000 hours of service to such community groups as:

- Norwood Elementary School in Delaware County
- LifePath Christian Ministries in York
- The Greenbelt Trail in Harrisburg
• Frostburg Heights Apartments in western Maryland
• Frederick Douglass Christian School in Chester
• Appalachian Trail Club
• YMCA of Lancaster
• Humane League of Lancaster
• Darby borough “clean-up-the-streets” program
• Spanish American Civic Association in Lancaster
• South Central Pennsylvania Search & Rescue
• Project Share
• Lutheran Church of the Good Shepherd, Lancaster
• Columbia United Methodist Church in Lancaster County

**Disaster Response**

**Total Community Benefit: $103,820**

As a partner with Lutheran Disaster Response, Diakon is the primary Lutheran church-affiliated organization for longer-term disaster response in the Delaware-Maryland, Lower Susquehanna and Upper Susquehanna synods of the Evangelical Lutheran Church in America. Diakon also assists as needed within the Northeastern Pennsylvania, Southeastern Pennsylvania and Allegheny synods as requested by the sister Lutheran social ministry organizations assigned responsibility for those regions.
Diakon provided a 2018 subsidy of $103,820 to support the service, which receives national and church grants as well. In addition to helping to fund direct service, the Diakon subsidy allows disaster-response staff to participate in state, local and faith-based disaster networks, providing leadership and training as needed.

In 2018, the Diakon program received a special $134,500 grant from Lutheran Disaster Response to support case management by south-central Pennsylvania organizations, particularly in York, Lebanon, Dauphin and Perry counties, assisting evacuees from Puerto Rico following Hurricane Maria. In addition, staff aided with recovery efforts in Maryland after repeated spring and summer flooding.

Girls on the Run
Total Community Benefit: $540

The Diakon-sponsored 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 participants physically and emotionally prepared to complete a celebratory 5K running event. The program promotes confidence while establishing a lifetime appreciation for health and fitness.

Along with donations, sponsorships and grants, a 2018 Diakon subsidy of $540 allowed the program to offer scholarships for girls who might not otherwise be able to participate.

Beyond its direct service to 1,000 girls in 2018, the program had significant community benefit. More than 2,000 volunteer coaches, “running buddies” and other volunteers supported the program’s two 5K celebratory events.

In addition, participants at each of the 62 Girls on the Run program sites in Lehigh and Northampton counties completed community-benefit projects. The girls hand made scarves and distributed them to a homeless shelter, created station artwork for the Bethlehem police, hung inspirational quotes in their school hallways to help empower fellow classmates and held a car wash to raise money for St. Jude’s Research Hospital.
Youth counselor uses tuition program to continue to give back

As a counselor for Diakon Youth Services, Christina Bowers understands the importance of having someone believe in you and support your dreams. But that support can be especially meaningful when it comes unexpectedly.

“It is a blessing to have the support of my superiors,” says Bowers. “But it is also amazing that so many different people who don’t work with me on a day-to-day basis have constantly encouraged me and recognized my passion to help my students.”

Bowers is referring to Diakon colleagues who have lauded her long-held dream to enroll in college to study psychology—a dream now coming true with the help of Diakon’s Tuition Assistance Program.

“Having both a passion to help and an education is a positive thing in this industry,” she says. “More knowledge will help my students.”

Firsthand knowledge of the issues youths can experience helped set Bowers on her course, transforming trauma into motivating strength.

“One of her first stops, amazingly, was Diakon Youth Services and its former month-long wilderness challenge program for at-risk adolescents. Transported to South Carolina with several counselors, the group of youths was expected to hike back to Pennsylvania. Unfortunately, Bowers says, she was homesick, dealing with anger and not emotionally ready for the experience.

“On Day 16, I decided I was done. I set my backpack down and refused to move. As a ward of the state, I felt I had nothing to lose,” she remembers. “Eventually, they would call my case worker and send me back on a plane.”

Although she would later recognize the value of that experience, at the time all she understood was that if she allowed herself to feel, bad things would happen.

For the next six years, she bounced from placement to placement. Just before her 18th birthday, however, she met the first foster parents who, despite her resistance, never gave up on her, encouraging her always to do the right thing.

“They became a huge part of my life. With their encouragement, I spent the next few years figuring out who I was and what I wanted, enjoying life and making my own choices,” she says. After living in Arizona for two years, she returned to the area and threw herself into work as a server and cook.
“When I was 26 years old, I struck up a conversation with a couple about my career goals that would set me on my current path. The woman invited me to visit her at the Diakon Wilderness Center, where she worked. When I arrived on the mountainous campus, it immediately took me back to my first wilderness experience. This time, however, I was ready.”

Encouraged to stay the weekend, Bowers shadowed counselors and worked with youths, determined to see if the opportunity interested her. She quickly decided it was the perfect place to help youths understand there are people who care about them.

“Being able to make a positive experience for other kids has made me realize why I went through all the trauma I did as a child,” she says. “If I hadn’t experienced it, how would I connect with these kids and help them get past their trauma?”

Four years later, that sense of purpose continues to guide her work.

“For most of my life, I felt like I wasn’t doing anything for myself. I questioned the reason for the pain and trauma I had experienced and wondered what my purpose in life was,” she says. “Now I understand that I am able to give back by helping people, using what hurt me to inspire others.

“I want them to understand that while our pain does shape us, it is up to each of us to choose what that shape becomes.”
This additional impact totaled $22,808.

Rental-Assistance Housing

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

At Frostburg Heights, for example, apartment residents crochet blankets and lap-robics for a local cancer center and nursing homes. In addition, Heights residents conduct fund and clothing drives for Diakon’s Flight Program and the cancer center. Residents of Luther Meadows and Heilman House on The Lutheran Home at Topton campus volunteer for the local Meals on Wheels program, read to skilled-nursing residents at Lutheran Home at Topton and assist with an on-campus church service. In Scranton, Lutherwood residents also assist with Meals on Wheels and on-site church services as well as with newsletter distribution.

In all, residents of the four housing complexes contributed nearly 6,000 hours of volunteer service in 2018. The rental-subsidy programs generated $12 in community benefit by offering free meeting space to other organizations.

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 $22,796.
If you have questions or comments about our community-benefit report—or would like additional copies—please contact:

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

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