

LUTHERAN KNOLLS / BETHESDA HOUSE

Bethesda House Corporation was established by the Southeastern Pennsylvania Synod (SEPA) of the Lutheran Church in America for the purpose of custodial and operating management of the assets bequeathed to the Synod by Charlotte A. Ragotzky's last will and testament to establish a nursing or convalescent home in Delaware County. In 1981, Bethesda House Corporation, working with the Department of Housing and Urban Development (HUD), established an independent living housing community in Boothwyn, Pennsylvania that today includes 220 apartments known as the Lutheran Knolls community. This community provides affordable housing for the elderly and disabled.

In 1981, ground was purchased in Boothwyn, Delaware County. Construction of Lutheran Knolls began in 1982.

In February 1983 the Bethesda House Corporation opened the doors to its 100-unit, independent living housing community, Lutheran Knolls. Located in Boothwyn, Pennsylvania, Lutheran Knolls serves the elderly and mobility-impaired.

Due to the overwhelming response to Lutheran Knolls, Bethesda House Corporation added Lutheran Knolls North in 1991. A 60 unit facility, Lutheran Knolls North also provided affordable housing for the elderly and mobility impaired.

In March of 1995, Lutheran Knolls West offered 60 additional affordable apartment homes exclusively for the elderly. The new three-story facility was made possible by a HUD grant. Residents of this new building also receive Section 8 subsidies

Lutheran Knolls, Lutheran Knolls North, and Lutheran Knolls West are financed by the Department of Housing and Urban Development (HUD), with federal funding provided under HUD's Section 8 Housing Assistance Program to help tenants meet their housing needs.

Ten of the units in Lutheran Knolls, 6 units in Lutheran Knolls North, and 4 units in Lutheran Knolls West have been especially designed to meet the requirements of mobility impaired accessibility.

Many factors contribute to make the Lutheran Knolls Community a pleasant living experience. There are very active Residents' Associations that sponsor numerous activities including: Arts and Crafts, Ceramics, Bingo, Bible Study, Holiday Festivities, Exercise Classes, and Movie Nights to name a few. These programs are very well attended. We invite you to visit the Lutheran Knolls community and would be happy to answer your questions to provide you with additional information about our community. Go to our website. www.LutheranKnolls.com for more details.

DIAKON LUTHERAN SOCIAL MINISTRIES & DIAKON CHILD, FAMILY & COMMUNITY MINISTRIES - CELEBRATING 150 YEARS OF SERVICE

2018 is a very special year for the Diakon family of organizations—it is our 150th anniversary!

To celebrate this milestone of uninterrupted service to our neighbors, in response to God's love for us in Jesus Christ, Diakon is holding anniversary events at local program sites, including a benefit performance by national humorist Jeanne Robertson at 4 p.m. Oct. 21 at the Strand Theater, the Appell Center for the Performing Arts, York.

As always, Diakon Lutheran Social Ministries—our senior living services—and Diakon Child, Family & Community Ministries celebrate our partnership with the Southeastern Pennsylvania Synod and its congregations as we live out our 150-year-old mission. Through Many Hands, guided by One Heart, Diakon serves people in need of all ages, especially those with limited financial resources. In recent years, Diakon has provided as high as \$19 million in annual benevolent care, including as much as \$2.8 million within the synod.

In 2017, **Twining Village**, a Diakon Lutheran Senior Living Community in Holland, Bucks County, marked the opening of a short-term memory-care unit in its personal care building and continued plans for extensive independent-living renovations. **Manatawny Manor** in Pottstown maintained its emphasis on caring for older adults with memory-related illnesses. **Diakon Adult Day Services at Manatawny** continued to offer daytime care for those living at home or with a relative, helping some 50 older adults and their families. Several grants assisted the program in serving people who could not otherwise afford the full cost of care.

Diakon Youth Services' Bridge Program serves youths in Delaware, Chester, and Lancaster counties. The program aids at-risk youths ages 11 to 18 by providing accountability-focused counseling and monitoring programs to prevent out-of-home placement. Participants frequently are served by the **Weekend Alternative Program**, located at the **Diakon Wilderness Center**, Boiling Springs. In 2017, the Bridge Program's community service activities included Darby's clean-up-the-streets effort. In all, Diakon's programs for adjudicated youths served several hundred teens from within the synod's territory. An additional Diakon Youth Services component aids young adults from Bucks County; those who successfully complete the program can have their felony charges reduced or eliminated.

Diakon continued to emphasize two services previously offered by Lutheran Children and Family Service of Eastern Pennsylvania—a family-reunification service and a family-preservation service, both aiding children and families in Bucks County. Additional services in the synodical area include **Diakon Adoption & Foster Care**, which continued to host monthly information sessions at Manatawny Manor in Pottstown, with a goal of expanding services in Montgomery and Chester counties and—new—foster care information sessions in Bucks County, held at Twining Village in Holland. In addition, as prime contractor for the **Statewide Adoption & Permanency Network**, Diakon helps to coordinate all public adoptions.

We thank God for the gifts of staff, volunteers, congregations, donors, and board members who, together, enabled us to serve approximately 70,000 people last year, including several thousand within the Southeastern Pennsylvania Synod.

Mark T. Pile, MSHA, MSW, *President/CEO*

Good Shepherd Rehabilitation Network

Good Shepherd Rehabilitation Network (GSRN), based in Allentown, Pennsylvania, is a nationally recognized rehabilitation leader, offering an unmatched continuum of care for adults and children with physical and cognitive needs. Good Shepherd is known for its inpatient and outpatient care of patients with catastrophic injuries and conditions, such as spinal cord injury, brain injury, stroke, amputation and major multiple traumas. GSRN also excels at providing outpatient musculoskeletal and orthopedic rehabilitation services, long-term acute care and long-term care.

More than 2,100 compassionate Good Shepherd Associates treat 65,000 patients annually at more than 60 locations in nine Pennsylvania counties. GSRN is the eighth largest rehabilitation provider in the country, according to Modern Healthcare magazine, and the world's leading clinical user of the Ekso Bionics exoskeleton to treat patients with strokes and other neurological conditions.

Over the past few years, Good Shepherd has solidified its reputation as an international destination for recovery, expanding the reach of our mission and core values to hundreds of patients from around the globe.

Patients and families choose Good Shepherd because the organization's outcomes are better than regional and national competitors and because of the compassionate care and excellent service they receive from our experienced clinical team.

According to independent research conducted by Press Ganey, Good Shepherd's overall inpatient ranking for patient satisfaction is in the 96th percentile as compared to other rehabilitation facilities nationally. Good Shepherd outpatients indicate similar satisfaction, with outpatient satisfaction scores better than 94 percent of our competitors.

Fiscal year 2017 was a year of transformation and growth for Good Shepherd, as we continue to expand our physical footprint and explore new avenues through which to provide our unique brand of compassionate care.

Significant 2017 accomplishments include:

- In 2017, GSRN was one of four facilities internationally to be named a "Center for Robotic Excellence" by Ekso Bionics.
- Good Shepherd's two long-term care homes earned U.S. News and World Report's Best Nursing Homes highest rating, placing them in the top 15% of such facilities nationally.
- Work was begun on Good Shepherd's new electronic health records (EHR) system to support our specialized post-acute care needs. The new EHR will streamline patient information from multiple systems into one, ushering in a new era of truly connected patient care. The anticipated go-live date is May 1, 2018.

- Good Shepherd entered into the second year of a two-year agreement to manage two Lehigh County nursing homes, collectively referred to as Cedarbrook. The Lehigh County Commissioners have praised Good Shepherd's quality and care, noting significant improvements in patient safety, cost and overall care quality. In fact, under Good Shepherd's leadership, Cedarbrook achieved a 5-star rating by the Centers for Medicare and Medicaid Services (CMS).
- To better serve patients in the Monroe County market, Good Shepherd opened a 12-bed inpatient rehabilitation unit at St. Luke's Monroe Campus. The 13,000 square foot unit provides inpatient rehabilitation for patients who have experienced stroke, major-multi traumas, complex joint replacements, amputation, severe arthritis, multiple sclerosis and other physical and neurological conditions.
- Good Shepherd's outpatient footprint expanded through the addition of outpatient acquisitions and start up physical therapy practices. Good Shepherd added outpatient locations in Pottsville and Bethlehem by acquiring Pottsville Area Physical Therapy and Bethlehem Rehabilitation Specialists. The Pottsville location represents our first location in Schuylkill County. A new outpatient physical therapy location was opened in Palmer Township, and our Kutztown outpatient facility relocated to a much larger space. Good Shepherd Penn Partners opened new outpatient physical therapy practices in Conshohocken and South Roxborough and a therapy/fitness facility in Cherry Hill.
- Good Shepherd entered into partnership with Moravian Village of Bethlehem to provide rehabilitation services for their residents and patients.
- Good Shepherd opened the Dornsife Center for Vision Rehabilitation on our South Allentown campus, which now represents one of the largest programs of its kind in North America. In our fourth expansion of vision services, we added six new vision rooms. Seven additional therapists received specialized training to treat patients who suffer the devastating effects of concussions, brain injuries, strokes and other neurological impairments.
- The National MS Society designated Good Shepherd Rehabilitation Network as a Partner in MS Care. The designation is given as recognition of the high quality services and specialized support that Good Shepherd provides to individuals with MS.

The support you provide is vital in helping Good Shepherd continue its mission and the legacy of our founders, the Raker family. On behalf of every Good Shepherd Associate and Trustee, thank you.

John Kristel, MBA, MPT, FACHE, President and CEO
 Gary Schmidt, MA, Chair, Board of Trustees

KENCREST REPORT TO THE SEPA SYNOD ASSEMBLY

Over this past year, KenCrest served more than 12,000 individuals in the Philadelphia region (Berks, Bucks, Chester, Delaware, Montgomery, and Philadelphia counties), Delaware, and Connecticut. KenCrest employs more than 2,300 staff and consultants in our mission. Our full annual report can be found at KenCrest.org.

In 2017, KenCrest created a strategic plan to guide the agency through the next three years. The strategic plan identified four guiding pillars to ensure the efficacy and integrity of the organization: social responsibility, economic accountability, innovation, and strategic growth. Social Responsibility: Tayron was born with significant medical challenges. At just one year old, he moved into a KenCrest Transitional Care Home, but he dreamed of having a family. Finally, at 16 years old, Tayron's dream has become reality. His huge personality and infectious smile stole the heart of his former summer school teacher at Widener Memorial School; this year, Tayron joined his new family and left the care of the KenCrest team. Working with the Department of Human Services, KenCrest staff worked tirelessly to support Tayron through this transition. Engaging families and supporting individuals is key to strengthening our communities.

Economic Accountability: KenCrest Lifesharing is a long-term living solution in which a family and an individual share a home and life experiences together, creating a loving and enriching living arrangement. KenCrest supports Lifesharing families with resources and assistance, resulting in a cost-effective and personalized alternative to typical community living homes. This year, a KenCrest Community Living Home resident looking for more independence was matched with a retiring staff member with whom he was close; the two are now a Lifesharing family, enjoying the mutual benefits of shared family living with the organization's support. KenCrest continues to pursue creative solutions to achieve the best outcomes for the individuals we serve in a way that maximizes our resources.

Innovation: Developments in mobile technology in the disability community are quickly appearing. Technology giants such as Google and Apple are focusing on the community as a vital customer segment. KenCrest has created a new subsidiary, Indetech Solutions, which will provide new mobile apps, such as Avail. The Avail app creates individualized tasks including photos, videos, and audio prompts that help individuals complete tasks that once required direct support from a staff member. Step by step, Avail supports individuals to meet their personal goals with greater independence. KenCrest is embarking on a new venture to use innovative technologies like Avail to unlock more opportunities for those we serve.

Strategic Growth: In Southeastern PA alone, there are more than 4,000 people waiting for various disability services. This waiting list is one reason KenCrest is building capacity with socially responsible innovations to grow intentionally and strategically to meet those needs. One area of growth is transforming the accepted model of care for individuals who are medically fragile. KenCrest has provided several homes, and is planning to provide more in the community, for people who were previously living at the Hamburg State Center. This transition from institution-based care to care that prioritizes presence in and engagement with communities helps the organization grow in a way that best addresses the needs of our community members. KenCrest will continue to take the lead in bringing ability to life for all members of the KenCrest Family. We are thankful for your support of our ministry; together, we can support community development by exploring possibilities, mobilizing resources, and empowering dreams.

Lutheran Charities

This past year, Barbara Stechert, our Manager of Donor Relations and Ministry Partnerships, focused on growing outreach to Lutheran congregations in the area. Working with congregational leaders, she increased awareness of the missions of the five member Social Ministry Organizations: Diakon, KenCrest, Liberty Lutheran, Lutheran Settlement House, and Silver Springs Martin Luther School. In October, Lutheran Charities hosted its first Community Day and 24th Annual Bike Steeplechase.

The Board of Lutheran Charities considered feedback from community members and organizations and the preferences of donors today, and made the decision to discontinue fundraising activities. Most individuals wish to give to one specific organization, and often for a specific purpose within that organization. Over time, each of our organizations has developed the capacity to reach out to our communities for support on their own, growing their own fundraising capacities to a level of self-sufficiency. All our member organizations are grateful for the support to Lutheran Charities over the years. We are blessed by the generosity of many Lutheran congregations, and we look forward to continuing our work as part of ELCA social ministries. We are particularly grateful for Barbara's work in carrying our message and her passionate advocacy for our missions.



SOUTHEASTERN PENNSYLVANIA SYNOD ASSEMBLY REPORT, 2017

Motivated by Christ's Love and command to extend that Love, Silver Springs – Martin Luther School (Silver Springs) was founded in 1859 as an orphanage. Today, Silver Springs provides educational, residential, and community based mental health services that promote resilience, stability, and bright futures for children, and families, who face steep challenges. Through trauma-informed care, Silver Springs helps children to manage overwhelming memories, feelings, and behavior problems caused by the frightening and sad things that have happened to them.

In Fiscal Year 2016/2017 (FY 16/17) **Silver Springs served just over 2,300 children and their families** from throughout Southeastern Pennsylvania and surrounding counties and the state of Delaware. All programs have a strong mental health component that brings an opportunity for trauma recovery and healing to children who range in age from day-old infants to college students, and families of all ages, in a child-centered, family-focused ministry. Silver Springs is non-denominational with regard to who is served.

Residential Treatment Program – During FY 16/17, the Residential Treatment (RT) Program served 122 boys and girls, ages six through 14 (and 175 families/caregivers) struggling with severe emotional and behavioral difficulties. Most of the children have experienced significant traumas including physical and/or sexual abuse, neglect, or abandonment. Many have experienced poverty, parental mental illness, domestic violence, homelessness, and other challenging family situations.

The RT Program provides a therapeutic living environment that includes individualized treatment, supervision, care, and nurturing for children on a 24-hour-a-day basis through outcome-oriented treatment, psychiatric evaluation, trauma-informed therapy, case management, behavior management, and health care. Available therapies include individual, family, group, a highly structured milieu, counseling, behavioral, and medication. Children participate in recreational activities and interact, if they desire, with a Lutheran Vicar on staff available to advise the children. All services are provided with the valued participation of biological, adoptive, and/or foster families.

Community Based Programs – During FY 16/17, our Community Based Programs served 675 children, ranging in age from birth to 21 years old, and 706 foster and/or biological parents. Children in Foster Family Care (FFC) benefit from community placements that address their emotional, behavioral, medical, social, and developmental needs. The FFC Program offers structured home living with foster parents trained to provide for the specific, identified needs of each child. Case management, various clinical therapies, and outreach services are extended to each child’s foster family and biological family. Children are encouraged to participate in specialized summer experiences depending upon their individual, educational, medical, and/or emotional needs.

Through community-based Behavioral Health Rehabilitative Services (BHRS), Silver Springs provides Mobile Therapy, Behavior Specialist Consultants, and Therapeutic Staff Support services that include individual and family therapy for children in home, school, and community settings, assessment of a child’s behavior in these settings, consultation, one to one supervision, modeling, coaching, and support to children based on a behavioral plan.

Outpatient Mental Health Services provides individual and family therapy at two locations, Plymouth Meeting and Philadelphia. This program helps children, and their families, ages two to 18 years old achieve and maintain emotional and behavioral stability.

Martin Luther School – During FY 16/17, Martin Luther School served 263 students and 220 caregivers. A Pennsylvania Department of Education “Approved Private School,” Martin Luther School provides an individualized educational program designed to meet the needs of emotionally disturbed students, students with autism or PDD, and intellectually disabled students in grades K-8, and also to provide elementary education for grades 1-6. Students are referred to Martin Luther School from public school districts and the Silver Springs RT Program. In addition to academic, social, and emotional deficits, many students attending Martin Luther School have significant learning disabilities. Individual Educational Plans identify their instructional needs. School facilities include a gymnasium, outdoor recreational facilities, a

library, technology instruction, tutoring in reading and mathematics, and art and music classrooms.

Family Resource Services (FRS) – Family Resource Services, which served 52 clients last year, primarily assists children and families currently served by one of Silver Springs’ programs. FRS represents Silver Springs’ focused response, on a case-by-case basis, to those extenuating circumstances that can debilitate a family and jeopardize the well-being of a child. Through FRS, Silver Springs provides direct financial assistance for families. Some examples of this assistance include but are not limited to: paying utility bills to keep the heat on in a home, providing a parent with support for transportation costs so s/he can get to work, providing families with assistance with unforeseen medical expenses, and more. Through FRS, Silver Springs also assists families as we are able to provide special holiday experiences for their children. When funds are available, Silver Springs also provides scholarship assistance to alumni of our programs for post-secondary education expenses.

Your Partnership: More than 50 Lutheran congregations of the Southeastern Pennsylvania Synod actively assist Silver Springs in meeting the needs of a challenging population. We are grateful for these generous and supportive partners. Relationships with congregations of other denominations, community groups, and philanthropic organizations extend a mosaic of funding that demonstrates “fervent love is an action.”

To learn more about our programs, please visit www.silver-springs.org. If you would like to schedule a visit and tour of our campus, please contact Lynn Unipan, CFRE, Development Director, at (610) 825-4440 x206 or Lunipan@silver-springs.org.

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

Kristen E.M. Gay, Ph.D., President/CEO

