

Like tiny meteorites...

DIAKON

2019
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 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 court-, county- and school-referred youths and young adults; family preservation and reunification; behavioral health care and counseling; adult day care; community services for older adults; Girls on the Run and disaster response.



LIKE TINY METEORITES

Each year, thousands of tiny meteorites strike the earth.

Most go unnoticed, but those that do claim our attention offer evidence of the universe beyond our world.

Community benefit is exactly like that.

Each year, thousands of tiny acts of service occur throughout Diakon, acts outside the direct care we provide as part of our mission.

Most of those acts may initially go unnoticed—although we collect and recount them here—but taken together, they offer evidence of the stellar impact Diakon has on the community each year.

Impact that we term *the good we do beyond the good we set out to do*.

In 2019, that community benefit totaled \$20.5 million.



THE GOOD WE DO ...

I like the phrase we often use within our annual community benefit report.

The good we do beyond the good we set out to do.

The phrase captures so well the essence of community benefit—that during the course of our daily work providing compassionate care and service to children, youths, families and adults of all ages, we have an additional positive impact on society.

That means we benefit not only on the neighbors we directly serve, but also *their* neighbors within the community.

It's critical we do that because benefiting the community beyond direct service is a special responsibility of tax-exempt, nonprofit organizations.

I am proud that each year we can document millions of dollars of impact beyond the care and service we directly offer to thousands of people.

That's a wonderful addition to a legacy now more than 150 years old.



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 impact on society that tax-exempt organizations have beyond direct service.

Community benefit refers to the impact an organization has beyond direct service; it does not reflect contributions to an organization or volunteer hours (we report volunteer hours, but do not incorporate their financial value in calculations). For example, the nationally defined category of “cash and in-kind contributions” includes the value of free meeting or clinical space provided by a Diakon program to a community group or educational institution or donation of unused medications to people in need.

Overall, Diakon's community-benefit figures are conservative.

OVERALL COMMUNITY BENEFIT

Diakon had a 2019 community benefit of \$20.5 million.

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

The 2019 community benefit compares to a 2018 figure of \$21.1 million.

For the third year, numerous Diakon nursing care centers participated in a national program that distributes unopened, unused non-narcotic medicine to people with limited resources. The process prevents unnecessary destruction of medications that can help people in need.

Although capital spending and payroll are not calculated as community benefit, the expenditures reflect Diakon’s positive impact on the regional economy. In 2019, Diakon spent \$12,858,012 on capital projects, improvements and property maintenance; organizational payroll totaled \$73,339,141.

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

2019 Community Benefit by Program

Diakon Lutheran Social Ministries

(Senior Living Services)

Buffalo Valley Lutheran Village	\$ 2,546,305
Cumberland Crossings	\$ 1,064,677
Diakon Senior Living – Hagerstown	\$ 1,987,033
Frey Village	\$ 2,890,926
The Lutheran Home at Topton	\$ 4,124,471
Luther Crest	\$ 1,767,745
Manatawny Manor	\$ 2,066,523
Ohesson	\$ 1,537,217
Twining Village	\$ 292,390
Veterans Assistance Program	\$ 1,293,833

Senior Living Total Community Benefit: \$19,571,120

Diakon Child, Family & Community Ministries

DCFMC Administration/General	\$ 9,104
Adoption, Foster Care and Related Services	\$ 407,668
Diakon Community Services	\$ 45,164
Diakon Family Life Services	\$ 64,841
Diakon Family Preservation & Reunification	\$ 19,652
Diakon Youth Scholarships	\$ 55,829
Diakon Youth Services	\$ 235,967
Lutheran Disaster Response	\$ 86,374

Child & Family Total Community Benefit: \$ 924,599

Other Diakon Programs

Community-Benefit Reporting	\$ 30,295
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“Other” Total Community Benefit: \$ 30,295

TOTAL DIAKON COMMUNITY BENEFIT: \$20,526,014

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: \$2,546,305



A Continuing Care Retirement Community, Buffalo Valley Lutheran Village provides free meeting or activity space for community groups such as the League of Women Voters, the Sierra Club, garden and photography clubs and Special Olympics. The village 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 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 962 people.

Diakon provided \$1,200 in 2019 tuition assistance to village staff members to advance their careers, a figure not included in community-benefit calculations. Volunteers contributed 558 hours of service, also not calculated as community benefit.

Buffalo Valley Lutheran Village Community Benefit

Health Professions Education

Student Internships in Clinical Settings \$ 1,211

Subsidized Health Services

Personal Care Benevolent Support \$ 261,894

Skilled Nursing Benevolent Support \$ 2,262,200

Cash & In-Kind Contributions

In-Kind Donations & Financial Support \$ 21,000

Total: \$ 2,546,305

Volunteer service trip helps to fill loss

Dawn Sariano went on a mission to Romania thinking she would help orphaned children. Instead, the very children she thought needed her love ended up filling a void in her life.

For years Sariano had listened to teams from her church discuss experiences they had on mission trips with an organization called Children to Love. Although she often thought about going, it was something she kept putting off. But when her son made plans to participate in February 2016 but died unexpectedly while the trip was still in the planning stages, she decided to go in his place.



“The team leader came to me and my husband and asked if I would consider going in place of my son,” she remembers. “My son had a heart of gold. He had a love of children and this was something he wanted to do.”

Sariano not only went on that first trip but has since returned to the country two additional times, most recently in May 2019, a trip supported by Diakon’s Love of Our Neighbor Fund. The group spends time with children singing songs, performing Bible story skits and demonstrating that someone cares about them.

“We’re there to help them understand they are children of God,” she says. “We form relationships and make them understand they matter.”

Sometimes, however, it is the volunteers who are changed by the experience.

“Many of these children live with no running water, no plumbing, no electricity, but when I gave my testimony about my son, these kids came to me and hugged me,” Sariano says. “It was remarkable. I went there hoping to help them and it turned out that they were helping me.”

The experience also gave Sariano a newfound appreciation for the work she does behind the scenes as a child/family data manager for Pennsylvania’s Statewide Adoption & Permanency Network, or SWAN, which Diakon manages.

“Sometimes when you sit behind the desk, you don’t understand that it takes a team to impact the lives of the children we serve,” she says. “Now I understand that any part of helping to make a child’s life better is just as important as being hands-on with them.”



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: \$1,064,677



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

The Continuing Care Retirement 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. In addition, the senior living community participated in a national unused-drug donation program, assisting 108 people.

Diakon provided \$2,400 in 2019 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 the senior living community maintains volunteer partnerships are local school groups and Dickinson and Messiah colleges and Shippensburg University. In 2019, nearly 40 volunteers provided more than 2,360 hours of service at Cumberland Crossings, not calculated as community benefit.

Cumberland Crossings Community Benefit

Community Health Services

Health Care Support Services \$ 17

Health Professions Education

Student Internships in Clinical Settings \$ 502

Subsidized Health Services

Personal Care Benevolent Support \$ 46,338

Skilled Nursing Benevolent Support \$ 1,016,967

Cash & In-Kind Contributions

In-Kind Donations & Financial Support \$ 853

Total: \$1,064,677



DIAKON SENIOR LIVING – HAGERSTOWN

The Ravenwood Campus The Robinwood Campus
 1183 Luther Drive 19800 Tranquility Circle
 Hagerstown, MD 21740 Hagerstown, MD 21742
 (240) 420-4119



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

Total Community Benefit: \$1,987,033

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

The Continuing Care Retirement Community also offers an external senior Fitness Connection program and hosts monthly SpiriTrust Lutheran Home Care & Hospice health-care educational events. In addition, the Ravenwood campus' health care center served as a clinical training site for two nursing-education programs.

Diakon Senior Living – Hagerstown Community Benefit	
Community Health Services	
Health Care Support Services	\$ 7,251
Health Professions Education	
Student Internships in Clinical Settings	\$ 1,366
Subsidized Health Services	
Assisted Living Benevolent Support	\$ 681,790
Skilled Nursing Benevolent Support	\$ 1,296,220
Cash & In-Kind Contributions	
In-Kind Donations & Financial Support	\$ 406
Total: \$ 1,987,033	

While not calculated as community benefit, Diakon provided \$3,136 in 2019 tuition assistance to staff of Diakon Senior Living – Hagerstown to advance careers within health care.

Although their hours cannot be counted toward community benefit, volunteers play a key role in enhancing life at Diakon Senior Living. In 2019, 60 volunteers contributed more than 3,712 hours of service to the two Hagerstown senior living campuses. Residents and staff members held an on-campus walk to benefit a breast-cancer awareness program.

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: \$ 2,890,926



A Continuing Care Retirement Community, Frey Village provides free space for orientation sessions for a pet therapy program, serves as a polling place and partnered with both The Pennsylvania State University and a local school district for educational and clinical opportunities for students.

Although not reported as community benefit, Diakon provided \$3,380 in 2019 tuition assistance to Frey Village staff to advance careers within health care and related fields.

Staff and resident activities included collection of hats and mittens for a local organization, participation in supportive community events such as an Alzheimer’s Association walk and development of an Easter egg hunt and trick-or-treat event for community children. The village also hosted a strawberry festival, community movie night, Gretna Theatre production, music festival and community Lenten service.

Volunteers play a key role in enhancing life at Frey Village. In 2019, 20 volunteers logged more than 1,300 hours of service to the village, not reported as community benefit.

Frey Village Community Benefit	
Health Professions Education	
Student Internships in Clinical Settings	\$ 709
Subsidized Health Services	
Personal Care Benevolent Support	\$ 579,427
Skilled Nursing Benevolent Support	\$ 2,310,474
Cash & In-Kind Contributions	
In-Kind Donations & Financial Support	\$ 316
Total: \$ 2,890,926	

Mission trip funding offers new perspective

As an associate in the financial services office at Manatawny Manor in Pottstown, Pennsylvania, Dana Trimbur didn't always feel as if her job directly translated into the organization's mission.

But after returning from a service trip, partially financed through Diakon's Love of Our Neighbor Fund, she had a whole new appreciation for Diakon's commitment to serve others. The fund provides matching paid-time-off days, as well as a stipend, for approved service trips taken by Diakon staff members.



"Even though I was the one to participate in the mission trip," she says, "it made me realize that Diakon was part of it because I was able to go with the help of the fund."

Last July, along with members of her church family, Trimbur traveled to a Chippewa Indian reservation in Red Lake, Minnesota, where the group ministered to children ages 7 to 13 during a weeklong vacation Bible school program. They partnered with a husband-and-wife missionary team their church has sponsored the last 25 years.

"The Bible tells us we have to go to the world and teach the gospel to all creation," she says of the group's motivation. "We were able to show them a different way of life than what they are used to." Many of the children's parents are absent, so they are being raised by extended-family members. Even so, children as young as 7 and 8 are sometimes left to fend for themselves, says Trimbur.

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THE LUTHERAN HOME AT TOPTON

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

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



Total Community Benefit: \$4,124,471

Beyond providing free meeting space for external organizations such as Shaynah Kinner Day Care Center, the Longswamp Lions Club and the Longswamp Historical Society, The Lutheran Home at Tipton subsidizes the cost of housing the Brandywine Community Library in Old Main. The senior living campus also hosts Grace Lutheran congregation as well as the Deibert Worshipping Community.

In 2019, Tipton staff members and residents donated funds and goods to such external organizations as Diakon Adoption & Foster Care, the American Cancer Society’s Relay for Life, the I Hart Harvest Potato Project, the Greater Berks Food Bank and The Lutheran Home at Tipton’s benevolent care fund. The Deibert Worshipping Community funded expanded sound systems for worship and carpeting of the new meditation room on campus.

The Lutheran Home at Tipton provides free transportation, as well as access to activities, to residents of the nearby, separately incorporated Luther Meadows and Heilman House rental-assistance housing complexes. In addition, the senior living community offers public support groups on bereavement and Alzheimer’s disease, participated in a national unused-drug donation program, assisting 1,138 people, and served as a clinical-training site for LPN students from Lincoln Tech.

A staff member received Diakon’s Love of Our Neighbor funding to support a service trip with another nonprofit organization. Diakon provided \$2,900 in 2019 tuition assistance to staff of The Lutheran Home at Tipton to advance careers within health care or related fields, not included as community benefit. Also not calculated is volunteerism, with more than 80 people contributing nearly 3,000 hours of service at the senior living community.

The Lutheran Home at Tipton Community Benefit	
Community Health Services	
Health Care Support Services	\$ 8,588
Support Groups	\$ 661
Health Professions Education	
Student Internships in Clinical Settings	\$ 497
Subsidized Health Services	
Personal Care Benevolent Support	\$ 923,247
Skilled Nursing Benevolent Support	\$ 3,121,847
Cash & In-Kind Contributions	
In-Kind Donations & Financial Support	\$ 69,631
Total: \$ 4,124,471	

Mission volunteer rediscovers what matters in life

Every January, Robert “Rob” Kivlan travels to Guatemala with an organization called Tree 4 Hope.

Kivlan believes his experience with the organization, intent on meeting the basic and educational needs of orphaned children, has had a positive effect on his work within Diakon Youth Services.

“I can develop and use tools in Guatemala that are not dependent on my ability to speak Spanish,” says the program manager for The Flight Program. “In our day-to-day work, I think we depend too much on our language skills rather than our presence, our attention and our authentic concern and caring. [The work with Tree 4 Hope] helps me to develop these soft skills needed to work with children and youths in need.”

The orphanage at the center of the group’s work is run by a nonprofit ministry similar to Diakon’s roots as two homes for children, says Kivlan.

“It provides greater safety, care and offerings than the government-run facilities,” he says, adding that where the program may lack in creature comforts that Americans take for granted, its staff and children have an abundance of care and concern for one another.

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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: \$1,767,745

Luther Crest serves as a valuable member of its community by consistently providing free meeting space for community organizations such as the local Rotary Club, church-related groups, 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.

The senior living community serves as a clinical-training site for area nursing students; in addition, staff supervised an intern in health-care administration. Although not calculated as community benefit, Diakon provided \$963 in 2019 tuition assistance to Luther Crest staff to advance careers in health care and related fields.

Also not calculated as community benefit are community-generated contributions given by staff members, residents and families to improve life in the region. Groups benefiting from these benevolent efforts included the Allentown Rescue Mission, American Red Cross, Habitat for Humanity, Jerusalem House Ministries, Lehigh County Conference of Churches, CROP Hunger Walk, the Center for Vision Loss, Lutheran Disaster Response, Turning Point of the Lehigh Valley, Diakon services for children and youths, Meals on Wheels for Northampton and Lehigh counties and Daily Bread. In addition, the Luther Crest campus is a nationally certified arboretum.

In 2019, more than 160 volunteers contributed nearly 12,000 hours of service to the senior living community; while vital, volunteer service cannot be calculated as community benefit.

Luther Crest Community Benefit

Community Health Services

Support Groups	\$	659
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Health Professions Education

Student Internships in Clinical Settings	\$	45,296
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Subsidized Health Services

Personal Care Benevolent Support	\$	581,934
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Skilled Nursing Benevolent Support	\$	1,139,682
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Cash & In-Kind Contributions

In-Kind Donations & Financial Support	\$	174
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Total: \$ 1,767,745

MANATAWNY MANOR

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

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



Total Community Benefit: \$ 2,066,523

In addition to providing personal, nursing, memory and rehabilitative care, Manatawny Manor offers a monthly Alzheimer’s disease support group. The senior living community provided free space for informational sessions for families interested in child foster care and adoption, as well as staff support and space for clinical rounds of enrollees in an external LPN training program.

Manatawny Manor participated in a national unused-drug donation program, assisting 1,458 people. Volunteers play a key role in enhancing life at Manatawny Manor. Nearly 20 volunteers contributed 724 hours of service to the senior living community in 2019.

Manatawny Manor Community Benefit	
Community Health Services	
Health Care Support Services	\$ 16
Health Professions Education	
Student Internships in Clinical Settings	\$ 1,513
Subsidized Health Services	
Personal Care Benevolent Support	\$ 319,565
Skilled Nursing Benevolent Support	\$ 1,714,446
Cash & In-Kind Contributions	
In-Kind Donations & Financial Support	\$ 30,983
Total: \$2,066,523	



Fourteen resident-volunteers from Manatawny Manor assisted members of Pottstown-area Lutheran congregations, shown left, on a “God’s Work, Our Hands” project tying fleece blankets for Lutheran World Relief.

OHESSON

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

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

Total Community Benefit: \$1,537,217



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 working to become certified nursing assistants, licensed practical nurses, registered nurses and certified registered nurse practitioners.

A Continuing Care Retirement

Community, Ohesson offers a monthly bereavement support group in partnership with Lewistown Home Health and Hospice: The Bridge and serves as a polling place. In addition, Ohesson participated in a national unused-drug donation program, assisting 1,368 people. Although not calculated as community benefit, Diakon provided \$3,600 in 2019 tuition assistance to Ohesson staff to advance careers in health care and related fields.

In 2019, nearly 30 volunteers contributed 879 hours of service to Ohesson, not calculated as community benefit. Additional volunteer activities by Ohesson residents and staff members benefited a school-supply program for youths from low-income families, a local food pantry, an abuse-prevention program, Shelter Service of Mifflin and Juniata Counties and students in Gilgil Kenya, aided during a staff member's mission trip.

Ohesson Community Benefit

Community Health Services

Support Groups \$ 976

Health Professions Education

Student Internships in Clinical Settings \$ 8,838

Subsidized Health Services

Skilled Nursing Benevolent Support \$1,502,463

Cash & In-Kind Contributions

In-Kind Donations & Financial Support \$ 24,940

Total: \$ 1,537,217

Nursing assistant uses tuition assistance to further career

When Sara Leonard graduated from high school, she enrolled in college because she thought it was what she was “supposed” to do, not because she had a clear idea of her future.

“After a year, I decided to take time off and get a full-time job,” says Leonard, who has worked at Ohesson, a Diakon Senior Living Community in Lewistown, Pennsylvania, for about four years.

“I had very little experience, but I went through a three-week course and started as a [certified nursing assistant].”

Two years later, she realized her future was right in front of her.

“Working at Ohesson really helped me see that nursing is what I wanted to do,” she says. “I love caring for people.”

With the support of her colleagues, Leonard began an RN diploma program with Geisinger Lewistown Hospital in 2018.

“It is a two-year program, going full-time through the summer. We get very few breaks,” she says.

Diakon’s Tuition Assistance Program has had a positive impact on her success.

“It has taken a huge weight off my shoulders and is really, really helpful.” In fact, Diakon recently expanded TAP assistance for nursing staff.

Despite her hectic class schedule, Leonard still makes time to work part-time.

“After I started school, I had a commitment to Ohesson and Diakon while staying on top of my homework. Learning how to organize my time was my biggest challenge,” she says. “Thankfully, my manager works with my schedule and everyone has been very supportive.”



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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: \$292,390



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 grief support program for people in the community, 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 participated in a national unused-drug donation program, assisting 1,150 people, and a staff member received Diakon's Love of Our Neighbor funding to support a service trip with another nonprofit organization.

Volunteers play a key role in enhancing life at Twining Village. In 2019, both external and village-resident volunteers provided more than 24,300 hours of service, although that service is not calculated as community benefit.

Twining Village Community Benefit

Community Health Services

Support Groups	\$ 1,170
Health Care Support Services	\$ 962

Subsidized Health Services

Personal Care Benevolent Support	\$ 260,224
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Cash & In-Kind Contributions

In-Kind Donations & Financial Support	\$ 30,034
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Total: \$ 292,390

Volunteer develops mindset of gratitude

“It was one of the hardest things I’ve ever done, but one of the best,” says Melissa Kindall of Diakon’s Office of Corporate Communications, in summarizing a late-2019 trip to India to join her daughter, a World Race team member, on the parent vision visit.

Having never traveled internationally before, she found the 33-hour journey to their meeting point in Hyderabad a challenge.

“It was very long and extremely tiring,” Kindall recalls, adding that the night she spent in a hotel on her arrival was the closest she would come to anything resembling Western culture throughout her stay.

“From there on out, there were differences in food and sanitation and a language barrier.”

Kindall spent the next week living in dormitory-style accommodations with other parents, who also wanted to experience the mission’s efforts with their children.

Two of those days they traveled nine hours roundtrip by bus to villages in which churches form the center of the community.

“Where we were, if people are starving or sick, they go to the church and the pastor will help them,” Kindall says, explaining that an Indian organization with which the World Race partners sponsors the pastors and the 750 orphans in the Hyderabad area.

“Beyond working full-time to support their family and leading the church, the pastors are raising five to 10 orphans in addition to their own children. Their commitment to making sure the kids aren’t raised without a parent hit close to my heart.”

While there is a strong focus on educating the children and preparing them for a better future, Kindall says, there is an equal emphasis on reunification with the birth family because nearly all of the 20 million “orphans” in India have at least one living family member.

“I thought that was great because it is what we do in

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VETERANS ASSISTANCE PROGRAM

Total Community Benefit: \$1,293,833

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

In 2019, the program assisted Diakon residents gain benefits totaling \$1,706,202. Those

benefits, typically used to pay the residents' cost of care, reduced the need for Diakon subsidy. In turn, the process resulted in community benefit—adjusted by Diakon's cost to offer the VA-related service—of \$1,293,643.

Program staff members also provide veterans-related volunteer service, generating additional community benefit of \$190.



Diakon Child, Family & Community Ministries

Programs such as foster care, adoption, youth services, community-based senior services, behavioral health care and more had 2019 community benefit of \$924,599.

Community-benefit guidelines focus on hospitals, with supplemental standards for senior care 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.

Diakon committed \$848,523 in 2019 subsidy to support these services, with many of the programs having additional community benefit, shown below. In addition, divisional leadership supervised internships, resulting in \$7,664 of community benefit, and Diakon provided \$1,440 in Love of Our Neighbor funding to support a mission trip by a staff member of Pennsylvania's Statewide Adoption & Permanency Network, which Diakon administers.

Diakon Adoption & Foster Care Total Community Benefit: \$407,668

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 to ensure that recruitment and support services help as many children, youths and families as possible; 2019 subsidy was \$407,229.

Diakon Adoption & Foster Care offers support groups for resource families. In one case, the group is open to parents outside Diakon's program, resulting in community benefit of \$439. To advance service in the foster-care



As a member of the Capital Region Adoption Coalition, Diakon Adoption & Foster Care helped to sponsor a photo shoot for youths served by Source Creative House, community benefit beyond direct service.

field, Diakon provided \$1,076 in 2019 tuition assistance to staff, a figure not included in community-benefit calculations.

Also not calculated is the significant impact residents and staff of Diakon's senior living communities had on children and youths served by Diakon Adoption & Foster Care, who received holiday gifts as a result of the senior living communities' generosity.

Community-Based Services

Total Community Benefit: \$45,164

In Schuylkill County, Pennsylvania, Diakon Community Services operates 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. Diakon also 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, now integrated within RSVP. To ensure these services helped as many individuals as possible, Diakon provided a 2019 subsidy of \$3,798.

Diakon Community Services offers free meeting space in Schuylkill County to various community groups, but related costs are not

calculated in community benefit because leases are paid by the county. However, the program occasionally works collaboratively with other nonprofit organizations, resulting in \$384 of community benefit. In addition, Diakon underwrote participation in a health expo for two local nonprofits, a benefit of \$300.

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. In addition, to ensure service to as many people as possible, Diakon provided a subsidy of \$25,560. To advance service in health care, staff received \$2,400 in Diakon tuition assistance, a figure not included in community-benefit calculations.

Adult day services leadership provided community-based health-related education, as well as oversight of a free public support group for families of people with memory-related illnesses, resulting in community benefit of \$1,196. In addition, several staff members from Diakon Adult Day Services in 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 \$13,926.

Not included in calculated community benefit, more than 460 volunteers contributed nearly 24,500 hours of service through Diakon Community Services, RSVP and Diakon Adult Day Services.



Diakon Family Preservation & Reunification

Total Community Benefit: \$19,652

As part of its focus on permanency for children, youths and families, Diakon operates two specialized programs in Bucks, Delaware, Northampton and Lehigh counties of Pennsylvania: family reunification and family preservation.

The family reunification service is designed to aid children and youths in out-of-home placements such as foster or residential care for whom the primary plan is reunification with their birth parents. The program prepares key family members for reunification by providing assessments, education and training to address family needs.

The intensive family-preservation program serves children and youths returning home from foster care, residential or other placement with a goal of ensuring reunification success. Staff members facilitate the child's reintegration with his or her birth or legal family with a focus on preventing recidivism.

Diakon provided \$19,652 in 2019 subsidy in one county to ensure the service helped as many children and families as possible. In addition, though not eligible to be calculated as community benefit, Diakon's Second Chance Fund assisted families during their transitional periods.

Diakon Family Life Services

Total Community Benefit: \$64,841

To provide counseling and behavioral health-care services to children, families and adult individuals, Diakon subsidizes counseling services as needed because as high as 76% of people served have



incomes at or below the poverty level. As a result of management focus and service expansion, the amount of subsidy has declined significantly in recent years, even reaching zero. In 2019, Diakon provided \$58,259 to ensure service helped as many people as possible.

In addition, 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 \$2,525.

Behavioral health care staff also supervised an intern and provided free trauma-informed education to teachers and administrators in two area school districts, a community benefit of \$4,057.

Diakon Youth Scholarships

Total Community Benefit: \$55,829

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.

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

Diakon awarded scholarships to 26 students in 2019, totaling \$55,829 in community benefit.

Diakon Youth Services

Total Community Benefit: \$235,967

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

- Day treatment
- Community-based intervention, mentoring and employability programs
- Weekend Alternative Program
- Flight Program, through which young adults receive mentoring and support to become successful; most of these young men are first-time offenders and referred through the Cumberland County adult probation office
- Youthful Offenders Course
- 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 2019, Diakon's subsidy totaled \$191,822.

The subsidy also supported, along with modest cost to participant groups, wilderness challenge-based team-building programs for 15 external groups and 45 events. Among those served were the Carlisle Young Professionals, a Pennsylvania Statewide Adoption & Permanency Network matching event, Carlisle High School Herd 100, Cumberland Valley Eagle Foundations Buddy Program, the Pennsylvania Child Welfare Youth Advisory Board, Cumberland County Children and Youth Services (for an event for youths on track for independent living), Yellow Breeches Education Center, the Carlisle Arts Learning Center (for four week-long sessions of Adventure & Art Camp) and the South Middleton School District's alternative-education program.

A Diakon staff member oversaw Shippensburg University master's degree students in internships, resulting in community benefit of \$37,060.

The Diakon Wilderness Greenhouse discounted plant sales to community groups to assist in fundraising activities and to conservation groups for direct restoration projects, generating community benefit of \$2,691; an additional \$2,755 was raised through on-site plant sales to benefit conservation activities by such groups as the Appalachian Audubon Society. Moreover, Diakon Youth Services students and volunteers moved more than 5,000 native plants into local landscapes to help support pollinators, birds and other wildlife; protect waterways; and preserve healthy and diverse ecosystems.

Diakon provided \$1,639 in Love of Our Neighbor funding for a youth services staff member assisting children in another country



The Rev. Cindy Camp, Diakon’s Director of Disaster Response Ministries (second from right), delivers bedding donated by Lutheran congregations to Gloria Merrick, executive director of the Latino Hispanic-American Center of Harrisburg (third from right) and her staff for distribution to Hurricane Maria evacuees from Puerto Rico.

as part of a mission trip. In addition, staff received \$2,400 in tuition assistance; while a benefit to society, that support is not included in community-impact calculations.

Volunteers play a pivotal role in Diakon Youth Services, including the work of program participants in community-service projects and supportive activities by nearly 150 personnel from local organizations, businesses and colleges. Together, these volunteers contributed more than 4,000 hours of service in 2019 to Diakon Youth Services and 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

Continued on Page 24

- Spanish American Civic Association in Lancaster
- South Central Pennsylvania Search & Rescue
- Project Share.

Disaster Response

Total Community Benefit: \$86,374

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 2019 subsidy of \$86,374 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.

The Diakon program received a special \$134,500 grant in late 2018 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. An additional \$20,000 LDR grant in 2019

provided support to continuing recovery efforts in Maryland after repeated spring and summer flooding in 2018.

Girls on the Run

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.

Beyond its direct service to 1,000 girls in 2019, 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 made cards and bracelets and distributed them to the Sassy Massey Foundation, collected toiletries and basic living needs for local homeless and women’s shelters, hung inspirational quotes in their school hallways to help empower fellow classmates and created tutus and delivered them to girls living in shelters.



RENTAL-ASSISTANCE HOUSING & OUR REPORTING

This additional impact totaled \$30,295.

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 support external organizations through fundraising and volunteer activities.

At Frostburg Heights, for example, apartment residents crocheted lap-afghans and hats for a local cancer center and nursing homes. In addition, Heights residents conducted fund drives for Diakon Youth Services' Flight Program and the cancer center. In Scranton, as another example, Lutherwood residents assisted with on-site church and newsletter services as well as serving as senior companions at a local Veterans center and older adult-focused nonprofit.

In all, residents of the four housing complexes contributed nearly 6,000 hours of volunteer service in 2019.

Community-Benefit Reporting

Community benefit calculations include costs for community-impact programs and reporting. In 2019, expenses to develop and distribute Diakon's community benefit report, inclusive of staff time, design, printing, distribution and website posting, totaled \$30,295.

In 2019, Diakon provided \$25,655 in tuition assistance—or TAP—to help staff members further their education in health care, social services, youth programs or other service-supportive fields. Based on national guidelines, tuition-assistance figures cannot be calculated as community benefit, even though the financial aid has a meaningful impact on both Diakon's mission and society.

TAP funds were awarded as follows:

Diakon Child, Family & Community Ministries staff	\$ 7,676
Diakon Ministry Support staff	\$ 400
Diakon Senior Living Services staff	\$ <u>17,579</u>
Total	\$ 25,655



Residents and staff members of Frostburg Heights in western Maryland conducted a collection for the Family Crisis Resource Center in nearby Cumberland in December. From left to right are Cindi McCutcheon, activities coordinator, and Katelyn Kennell, shelter supervisor.

Mission trip funding *Continued from Page 9*

“It is an unfortunate situation for the children,” she adds. “For our team to show them love and undivided attention they don’t have is huge. We were there loving them all week long.”

It apparently was so appealing to one young boy that he walked, ran and hitchhiked the 10 miles from his home to the cabin where Trimbur’s team was staying.

“We had dropped him off at 1 p.m. We were in the mess hall around 8 p.m., when he returned,” she remembers. “He wanted to be with us. That says something about why we went out there. It was a great experience.”



Nursing assistant uses tuition assistance *Continued from Page 15*

The responsibility of balancing work and school has helped her grow, Leonard believes.

“I feel I am really at an advantage having started as a CNA and getting some experience with that first,” she says. “What nursing school has given me that I enjoy the most is the ability to hone my critical thinking skills.”



With graduation on the horizon, Leonard has no intentions of stopping for long.

“A personal goal of mine is to get my bachelor’s degree in nursing and then, maybe, become a nurse practitioner or nurse anesthetist,” she says. “There are so many doors that open when you become a nurse. It really is exciting.”

Mission volunteer rediscovers what matters in life *Continued from Page 11*

“They have an authentic community that is focused on one another and managing their struggles and unique situations together.”

It is that focus that keeps Kivlan coming back year after year.

“Every time I serve abroad, it helps me reorient and rediscover what matters in life—to be less focused on material possessions and more focused on interpersonal relationships,” he says. “When you go to these environments, the thing that matters most is how

people treat each other. It is an eye-opener.”



Diakon’s support of this type of experience through its Love of Our Neighbor Fund gives staff members the opportunity to live out the mission beyond their everyday work, Kivlan notes.

“There are only so many vacation days and so much money available to go and do these things,” he says. “Through the fund, Diakon empowers staff to show the love of Jesus Christ to our neighbors in need, where and when they wouldn’t otherwise be able to do so. It really reinforces what Diakon is all about—service.”



Volunteer develops mindset of gratitude *Continued from Page 17*

our programs, emphasize reunification and kinship,” she says. “It was parallel to the mission of Diakon Adoption & Foster Care.”

In addition to hosting a Christmas party for the children, Kindall and the team taught Bible stories, played games and completed crafts. In return, they were treated to a fancy meal.

“Normally they sit on the floor, but they brought tables in for us,” she says, acknowledging the honor they were accorded as guests.

While the trip—supported by Diakon’s Love of Our Neighbor Fund—challenged Kindall’s idea of life’s necessities, it also helped her develop a mindset of gratitude.

“There were all these little moments when it could have been worse than it was. I kept telling myself: I am able to do this. I am going to pray, have peace about it and take things one at a time,” she says.

“My prayers were answered time and again and I was able to focus on why I was there in the first place—to show love to children in need and offer support to the missionaries who would not be coming back to the comforts of America, as I was, a week later.”



The orphans who live with the pastor in the church Kindall visited.



Kindall and her daughter on the church roof in the village they served in India.

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

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Diakon's Mission:

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

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

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

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.

A large, gnarled tree silhouette is the central focus, set against a deep blue night sky filled with stars and a bright meteor streak. The tree's branches are intricate and spread out, with some bare and some leafy. The overall mood is serene and contemplative.

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