

Sept.
2025



Celebrating Impact and Excellence!

Each day, team members across Diakon go above and beyond, making a profound difference in the lives of those we serve and in the communities we touch. The Diakon Impact Awards recognize these extraordinary efforts, highlighting the dedication, innovation, and compassion that define our mission. This publication is a tribute to every nominee—a celebration of their heart for service and the lasting impact they create.

April Bartholomew, Permanency Services

Nominated by Chelsa Gerould 8/5/25

April continuously goes above and beyond for her team, she is always willing to lend an ear or helping hand.

Joan Baxter, Community Services

Nomated by Kelly Truscott 8/27/25

Joan is always upbeat and friendly when she notifies me of Meals on Wheels client holds. She is retiring and I will miss her greatly. She made a difference to so many people who she interacted with.

Michael Bruning, Behavioral Health Services

Nominated by Chrissy McMahon 5/16/25

Michael is a great clinician and supportive team member. Michael has a vast amount of experience and provides excellent empirical examples of solutions for our FB team discussions and in ESFT Training didactics. Michael has a great sense of humor and is quick to offer encouragement and empathetic responses when reviewing some of our more challenging cases.

Heather Bryant*, Behavioral Health Services

** Heather Bryant received multiple nominations, each contribution is listed here.*



Nominated by Sylvia Beiler 8/7/25

I am honored to nominate Heather Bryant for the Impact Award in recognition of their outstanding contributions, unwavering dedication, and support that is provide in a timely

manner. Heather consistently demonstrated a commitment to excellence and kindness through her emails. Her style is both empathetic and empowering, fostering a culture of trust and continuous growth. An example if a change of address or a client is schedule, she will send an email stating it was completed. Heather is a catalyst for positive change. Her contributions ripples far beyond their immediate role, making them a truly deserving candidate for the Impact award.

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*Celebrate the incredible
contributions of our team.*

Submit your nomination today!

 **Diakon**

*Thank you for joining us in honoring
these outstanding staff members.*



Nominated by Rebecca Wright 8/11/25

I can't say enough good things about Heather. She cares greatly for our clients and our staff. Whenever she is in the Montoursville Office, I have found her to be extremely helpful, caring, compassionate, and empathic to our clients and tries to make them welcome and try to see to their needs. She always goes above and beyond to help the staff and the clients. She is very kind and accepting.



**Allison Carlson,
Community Services**

*Nominated by Kelly
Cruickshank 7/28/25*

I'm nominating Allison because she always shows up with a great attitude and positive energy, making the RSVP program and

everyone involved a top priority and putting her best foot forward every day. Allison has made me feel very welcomed and has been a pleasure to work alongside. She's not only an awesome team player—her kindness, hard work, and steady support make her a fantastic program leader and a valued member of the Diakon team.



**Rebekah Cook,
Behavioral Health
Services**

*Nominated by Elizabeth
Gair 6/11/25*

She is the backbone of our support team. She works so hard and takes on many extra responsibilities with grace.



**Jennifer Crossen,
Behavioral Health
Services**

*Nominated by Chrissy
McMahon 5/16/25*

Jennifer (Jenny) Crossen has been working with Diakon for over a decade and has a

wealth of knowledge and experience to offer the FBMH team at the Montoursville location. Jenny is always encouraging and supportive to everyone and her vivacious and infectious attitude makes our office atmosphere always feel like a fresh breath of Spring! Everyone who knows Jenny finds her warm, comforting and sincere. Her gentle approach softens the most difficult situations, and Jenny always has a kind word and practical suggestion to any situation. As a Clinical Supervisor she was always offering creative solutions and as a team member she is a great mentor and loyal friend.

Marjorie Dizon, Permanency Services

Nominated by Elizabeth Christman-Drey 8/12/25

Marjorie does everything for her families. She is super responsive. She is very helpful for her fellow workers also. Always gets her peers the paperwork they need or offers to help in any way she can.



Dax Druckman, HUD

*Nomated by Tara Banninger
8/11/25*

Dax has been a long time employee of Diakon, having worked for the company since 2016. All the residents here at Heilman House and Luther Meadows adores him and trusts him. He's an excellent team player here. Our buildings are meticulously clean because of his hard work and diligence. He has a system he developed over the years and follows it to make sure that every nook and cranny of our buildings shine and meet the company standards. He has stepped up when needed to do things that have exceeded his job description because he cares.



**Amanda Hassler,
Behavioral Health
Services**

*Nominated by
Ann Bruno 5/2/25*

Amanda has done an outstanding job over the past school year. She has

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done phenomenal work with very difficult cases, resulting in the highest quality of care for the students and families. Despite the stress, she finds ways to stay positive bringing upbeat ideas to clinical team meetings.



**Mark Henneforth,
Affordable Housing**

*Nominated by Sandy
Rostkowski 9/8/25*

I am nominating Mark Henneforth from Lutherwood Maintenance Staff (Maintenance Tech 1) for the Diakon Impact

Award. Mark has been an employee of Diakon since November 1997 (28 years!). He is the ideal employee in that he works hard all day long, always finding something to do to help someone or improve something at the property. He never complains, even when we have several inches of snow that needs to be removed from the sidewalks and parking lot. His work schedule is Wednesday thru Sunday and he loves it! He has been offered several times to work Monday-Friday, but he likes his weekends! The tenants adore him and ask for him when they have a work order to be done. He is very kind, caring and embodies the Diakon Mission Statement. We are thrilled to have him on our staff! Mark takes pride in our property!



**Sara Jackson,
Permanency Services**

*Nominated by Karen
Knodel 9/3/25*

Sara had a client whose pre-adoptive placement disrupted. This youth had settled into the community and made lots of connections.

He was doing well in school, as well as a part-time job. The youth's team was looking to place him in another area of PA. Sara cared enough for this youth and his well-being that she reached out to a teacher who has developed a strong connection to this youth. The family decided to pursue becoming an adoptive resource for this youth. The family was planning to adopt him as

an "adult" after he signed himself out-of-care. While this youth was not yet ready to make this connection legal, Sara definitely facilitated a "moral" adoption of this youth with the family.

Kimberly Lattisaw, Permanency Services

Nominated by Emily Wenger 9/12/25

Kim goes above and beyond to lead and support her team. She is resilient day in and day out. Her attention to detail is appreciated. Excellence is observed in the standard of services provided to the Pasos clients, which are always above and beyond the "best" practices of the ORR world. She leads by example and truly understands what it means to work with these clients for their best interests. She deserves the recognition of this nomination because the work she has done that has gone unnoticed the last few months!



**Susan Long,
Community Services**

*Nominated by Mary
Cozzi-Webber 8/19/25*

Even though I am new to the organization, I can see the passion and drive Susan Long has for her programs

she oversees. So far, I can honestly say that she is a good leader and a pleasure to work for and with. She is welcoming and receptive, kind and pleasant, most of all she really cares about her community and making a difference in older people's lives. I think she really shows that if you love what you do, it isn't a job, it's just who you are. She really is amazing.



**Stephany Masonis,
Ministry Support -
Finance**

*Nominated by Elizabeth
Svolto-Patterson 8/13/25*

Stephany is one of those behind the scenes people that gets things done.

Without her diligence and attention to detail, we

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would all be pretty upset if our checks didn't magically appear in our bank accounts. When you think of the number of employees time sheets she processes each pay it is amazing. She also has a great eye for catching our errors like forgetting to add a PTO day. I truly appreciate her diligence and that she will follow up with me pretty early on a payroll Monday to make any necessary corrections.



**Bronwen McCrae,
Family Preservation**

Nominated by Ivana Loufik 8/11/25

I am nominating Bronwen because of her ability to make a measurable difference for both our team and the families we

serve. Bronwen always shows consistent dedication and a collaborative spirit. Her communications are always positive and fosters a level of trust and respect needed in this profession. Bronwen is always quick to assist colleagues with workload, sharing resources and offering practical solutions. Bronwen's commitment, professionalism and compassion not only elevate the quality of our work, but also inspire the rest of the team to do their best.

**Michelle McElwee,
Behavioral Health Services**

Nominated by Matthew Rader 8/11/25

Michelle has been working countless hours to make transitions as smooth as possible. She is available to all staff and is always going above and beyond for staff and clients. Since I have been taking on a new role as her co-supervisor, she has been very patient and understanding when it comes to teaching. She really is the best supervisor ever!

**Christine McMahon,
Behavioral Health Services**

Nominated by Amand Holt 6/1/25

Chrissy is loving, caring, and empathetic towards our clients, as well as their families. Chrissy has shown grace and strength in what she does and continues to do it all. Chrissy is strong in her faith and her love for our Lord. Chrissy has shown me so much love and grace, and has quickly become like a sister.

Nathaniel Millheim, Permanency Services

Nominated by Kelli Strause 5/30/25

Nate has been very helpful in helping me with learning how to write profile addendums and helping in completing walk-throughs/ re-evaluations.



Jonni Moyer, SWAN

Nominated by Jeanne Sheetz 7/25/25

Jonni has a significant impact on the Child/Family Data Analysts and has gone above and beyond her role as the manager for the PAE Data Analysts and the PAE

coordinators. Even though she is swamped with portal issues, meetings, etc., she finds the time to assist us with our work, and also helps to cover any of the data analysts' workload when we are out on PTO. She is a positive influence for us.



**Vicki Neece,
Behavioral Health
Services**

Nominated by Ann Bruno 5/2/25

Vicki continues to do an outstanding job in her role as a Behavioral Support Specialist. Over the course

of the past several months she has taken on new duties and is of great assistance. She is kind to staff, clients, and peers offering excellent customer service.



**Peter Ohl, Youth
Services**

Nominated by Danielle Vucetich 9/30/25

Peter is a consistently hard-working and dedicated employee. He is humble and kind and always shows concern

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for coworkers, families and youth we serve. He strives for excellence in his work, is always seeking to become better at this job, and is thorough and thoughtful in his approach, including his report-writing/documentation. He is trustworthy, and an empathetic and attentive listener. An all-around great person to work with!



Takoyia Owens-Fields, Youth Services

Nominated by Jabreel Michael 8/27/25

Takoyia works tirelessly with the youth and families she serves. She is passionate about the work she does and consistently goes above and beyond.



Matthew Rader, Behavioral Health Services

Nominated by Mollie Dunn 8/28/25

Matt is a super star new supervisor who is balancing a full case load, plus supervising four teams. He's got a full plate but always comes with a positive attitude. He's an amazing encouragement to his staff.



Ashley Stahl, Behavioral Health Services

Nominated by Teresa Crayton 6/13/25

We have just had to relocate from 960 Century Drive to 5000 Ritter Road. Ashley has poured out her life for our program, doing all that she could, and beyond, to help us have what we need and for us to be comfortable in our new offices. She is present and available even when she should not be, quick to respond, following through on all needs, excellent administrative skills, boundaries. We are grateful for her.



Elizabeth Svolto-Patterson, Behavioral Health Services

Nominated by Sara Whitman 8/13/25

I am nominating Liz because she really supported my continued healing from my medical emergency this past July. Upon her return from a two week trip, Liz agreed to swap desks with me as well as make sure my computer was connected and worked. This was a small gesture, but one that allowed me to continue healing and do my job without additional discomfort.

Nikkia Walton, Family Preservation

Nominated by Tamiah Morrison 8/13/25

Nikkia is honestly one of the best supervisors i have ever had. She keeps it real with her team and always a phone call away to assist. She makes sure everyone is comfortable and she always willing to assist when needed for visits. She doesn't allow any stress to reflect at the job and she is honestly amazing ! We need more people like her in this field.

Emily Wenger, Permanency Services

Nominated by Carina Ramirez Martinez 8/22/25

Emily is a great team member. She never hesitates to help staff and clients.

Marianne Zellner, Permanency Services

Nominated by Evalinette Colon Ocasio 8/22/25

Marianne is such a fantastic worker and person. When I think about Marianne, I think about balance and knowledge. She is kind, compassionate, considerate, disciplined, insightful, supportive, and the list goes on. I am absolutely certain Marianne has positively impacted the lives of many families not only while working at Diakon and throughout her professional career, but also on a daily basis with anyone who is lucky to interact with Marianne. She deserves this nomination and much more!