



Ministries

March 2018

To the Pennsylvania Southeast Conference of the United Church of Christ:

Phoebe Ministries has a proud history of providing superior care for all of our residents. This past year, we continued to expand on that foundation with support from our employees, volunteers, donors, and supporting congregations. We are excited to share with the conference our annual report of how Phoebe is leading the way in our industry.

Phoebe has spent much of the past year going “Lean”. The new model of care—dubbed “Customer Driven Culture”—equates to more hands on deck and more time that our employees spend with residents. Our direct care workers are more closely integrated than ever before, communicating and helping each other more efficiently provide services to residents. Included in this new model of care was decentralized dining, allowing residents to experience a more restaurant-like style of dining.

Along with repositioning, Phoebe has spent a great deal of time integrating itself into the greater community. Phoebe Berks held its first Community Day as a way to bring community members onto the Phoebe campus. This family friendly event included food, crafts, and a petting zoo. The entire Phoebe organization took part in the Highmark Walk for a Healthy Community at DeSales University. We had residents and employees from all four Phoebe retirement communities participate in the walk. Friends of Phoebe from all over the area came together for our Phoebe residents.

Neuroscience students from Moravian College began working with residents living with dementia at Phoebe Richland to learn how music affects mood. The program’s goal was to improve life for participants by lessening stressful reactions to certain times of day or certain events. After working with the residents, the students were struck by the impact the program had on the residents.

The Endowment for Clinical Pastoral Education has continued to grow over the past year. To date, we have raised over \$120,000, which will allow us to begin offering scholarships for CPE training to people passionate about the opportunity. Our next goal is to raise \$200,000, so we can bring additional speakers and programs to students and the broader community. At \$300,000, we can begin to address an unmet need by expanding the program to include supervisory CPE education.

Phoebe is a vibrant organization, providing better opportunities and more services, and enhancing the quality of life for older adults more than ever. The health care industry continues to present challenges, but with world-class employees and the support of hundreds of volunteers, congregations, and donors we are able to adapt and meet challenges head-on.

I am extraordinarily grateful for the depth of generosity and commitment shown by our faith community. Thank you for being part of Phoebe’s successful, rewarding year.

Sincerely,

Scott R. Stevenson
President & CEO