



April 15, 2024

Pennsylvania Southeast Conference United Church of Christ
Board of Directors and Rev. Bill Worley, Conference Minister
1441 Laura Lane, Ste. 100
Pottstown, PA 19464

To the Pennsylvania Southeast Conference Board of Directors and Rev. Worley:

Phoebe Ministries is thankful for its long-time partnership with the United Church of Christ and the 105 congregations that provide financial support, in-kind donations, and volunteer service to our four continuing care retirement communities. We value the church's commitment to our seniors and its shared belief that tending to a person's emotional and spiritual well-being is as crucial as addressing their physical needs.

We appreciate the opportunity to update the Conference on Phoebe's Pastoral Care Services, Clinical Pastoral Education (CPE) program, and our organizational accomplishments over the past year.

There have been many changes to Phoebe's pastoral care department since our last annual update. We said goodbye to colleagues and supervisors and welcomed new additions to the team. On September 1, 2023, Rev. Dr. Scott Brooks-Cope retired from Phoebe Ministries after 12 years of faithful service as our Regional Director of Pastoral Care and Education. He continues to serve as the certified educator on record for Phoebe's Clinical Pastoral Education Program. In December 2023, Phoebe welcomed Rev. Leah Knox as the new Regional Director of Pastoral Care and Education. Rev. Knox previously served as the Chaplain at Phoebe Berks for nine years and has been involved with the CPE program for five years.

Other staff changes include the addition of Rev. Traci Glover as the chaplain for Phoebe Berks and the transition of Rev. Strother Gross to Phoebe Berks Associate Chaplain. Chaplain Emily Southerton resigned from her position as Phoebe Berks Chaplain and Spirit Alive Coordinator. We also welcomed Pastor Alex Rodriguez as a newly elected member of the Church Relations Committee of the Governing Board.

Over the last year, our pastoral care team, comprised of eight chaplains, nine Clinical Pastoral Education interns, and more than 30 pastoral care volunteers, provided services for residents at every level of care. These included Bible study, book clubs, chaplain's chats, monthly communion, devotions, men's group, meditation, one-to-one visits with residents, positive affirmations education, sing-alongs, small group activities, and weekly worship services (in-person and on TV). Chaplains facilitated support groups and provided counseling, spiritual support, and end-of-life visits through our Abiders program. In addition, interfaith worship was offered at each Phoebe community, and monthly Jewish services were provided at Phoebe Allentown and Phoebe Wyncote.

Spirit Alive™, our award-winning, interactive method of worship designed to meet the spiritual needs of seniors with mid-to-late-stage dementia, continued at each Phoebe campus. The program allows those with cognitive limitations to participate in worship services. Training for the program is offered to CPE students and is available to Phoebe staff members. Rev. Dr. Bonnie Bates, Penn Northeast Conference Minister of the UCC and Pastoral Care Services Department, is working with Phoebe to facilitate an educational program to help pastors better serve members of their congregation with dementia-related illnesses.

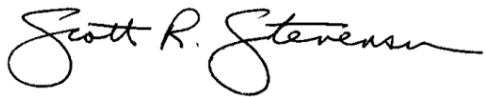
Under the direction of Rev. Knox, Phoebe continued to offer its Clinical Pastoral Education Program. This dynamic form of training, accredited by the Association for Clinical Pastoral Education, Inc., prepares individuals, often on a path to becoming chaplains or pastoral caregivers, with the essential skills and competencies needed to provide spiritual and emotional support in various settings. The CPE program consists of academic work, hands-on learning, and clinical supervision on-site to help students develop relationship-building skills and techniques to assist seniors coping with loneliness and loss. They also learn about the Spirit Alive program and how to work effectively with seniors with memory impairment. The 2023-2024 CPE program included a 22-week semi-intensive unit that began in September 2023. Four students completed the program. A 10-week session is planned for this summer. In June 2023, Phoebe celebrated the 25th anniversary of CPE with a dinner at Lehigh Country Club featuring guest speaker Naomi Washington-Leapheart, the Director for Faith-Based and Interfaith Affairs for the City of Philadelphia. Many thanks to all who attended and sponsored this milestone event.

The CPE program is made possible through funds from the Clinical Pastoral Education Endowment, which has grown to \$278,000. The endowment enables us to provide scholarships to CPE students and training for Rev. Knox, our Certified Educator Candidate. Once Rev. Knox completes her supervisory training, Phoebe can hold additional CPE classes and host nationally known speakers in pastoral care for the community.

I am also pleased to report several achievements within Phoebe's additional service lines. Phoebe has provided \$18 million in Charitable Care to assist our residents in need. Pathstones by Phoebe, our Continuing Care at Home (CCAH) program, provided quality services to 108 members. Phoebe Pharmacy has begun serving Wesley Enhanced Living in Bucks County and Cedar Haven in Lebanon County. Chestnut Ridge at Rodale, Phoebe's new independent living community in Emmaus, welcomed its first residents with 93 of 126 apartments sold. In March 2023, Phoebe acquired the Jesuit Center for Spiritual Growth adjacent to Phoebe Berks. We are consulting with an architect to determine uses for the 254-acre campus. Phoebe is working with Baker Tilly to perform an operational assessment for the organization. Additionally, Phoebe released a new component of its Compassion in Action program designed to help staff heal from post-traumatic stress, grief, and fatigue following the COVID-19 pandemic. Employees now have access to "Happy," a partnership with an organization that voluntarily offers mental health services to employees, and the Calm app, which provides ways to help staff relax and manage stress.

On behalf of the residents and staff of Phoebe, thank you again for the opportunity to share our achievements and for your generous contributions.

Peace,

A handwritten signature in black ink that reads "Scott R. Stevenson". The signature is written in a cursive, flowing style.

Scott R. Stevenson
President & CEO