



Ministries

Office of the President

May 11, 2022

Penn Central Conference United Church of Christ
Board of Directors and Rev. Dr. Carrie Call, Conference Minister
900 S. Arlington Avenue
Room 227A
Harrisburg, PA 17109

To the Penn Central Conference Board of Directors and Rev. Dr. Call:

Phoebe Ministries is grateful to its UCC partners, congregations, volunteers, and donors, whose generosity enables us to move forward through many challenges and focus on our mission: "A community of faith, called by God, to enrich the lives of our seniors, their families, and the communities we serve."

Last year, our UCC partners and 107 congregations generously supported Phoebe. I am pleased to share with the Conference our annual report, which highlights the achievements the church community helped make possible in 2021. Over the past year, we continued to provide compassionate care services that bring quality of life to seniors at our four Continuing Care Retirement Communities and were overjoyed to welcome back visitors and volunteers and safely offer in-person activities for our residents.

Our Pastoral Care team, including Rev. Dr. Scott Brooks-Cope, Phoebe's Regional Director of Pastoral Care and Education, eight chaplains, and five Clinical Pastoral Education (CPE) interns, provided services designed to support the spiritual well-being of our seniors. We continued to offer Spirit Alive, and the Clinical Pastoral Education Program, and announced a new endowment fund for the Pastoral Care Program.

Pastoral Care Services: As a faith-based organization, pastoral care is an integral part of Phoebe's history and culture. Last year, pastoral care staff continued one-to-one visits with residents, twice-weekly worship services (in-person and on TV), Bible study, devotions, small group activities, Chaplain's chats, monthly communion, book study, and meditation. Our chaplains offered counseling, spiritual support, end-of-life visits, and held funeral and memorial services for Phoebe residents and employees. Chaplain volunteers supported seniors in our long-term care neighborhoods, short-term rehab programs, and visited newly admitted residents as well. Monthly Roman Catholic worship was available for all Phoebe residents, and monthly Jewish services were available at Phoebe Wyncote.

New programs were also created to meet the needs of seniors in our Independent Living Communities. Examples include a support group for residents caring for a loved one, and the "Living with Loss" program for those coping with social isolation, loss, and grief, or experiencing declining health and loss of independence.

Spirit Alive: A unique program designed by Phoebe's Pastoral Care staff, Spirit Alive is a multi-sensory Montessori method of worship for residents with mid-to-late-stage dementia. Emily Southerton, Spirit Alive Coordinator at Phoebe Berks, and Rev. Dr. Scott Brooks-Cope trained three new volunteers, three community life staff, and one CPE intern to conduct Spirit Alive Programs. This summer, Emily and Scott will present Spirit Alive at the National Association of Catholic Chaplains.

Clinical Pastoral Education: Since its founding in 1997, over 220 students have participated in Phoebe's Clinical Pastoral Education (CPE) Program. The program is accredited by the Association for Clinical Pastoral Education, Inc., and is one of only ten long-term care communities to carry that distinction. Under the Direction of Rev. Dr. Scott Brooks-Cope, an ACPE Certified Educator, and Leah Knox, an ACPE Certified Educator Candidate, the program offers clergy, seminary students, and qualified community members of all faiths a way to practice ministry to seniors.

In addition to academic work, the CPE program uses hands-on learning and clinical supervision on-site by Phoebe chaplains to help students develop relationship-building skills. As a result of the pandemic, Phoebe added new course content that addresses learning to assist seniors with loneliness and loss. When visitation, volunteer programs, and group activities were put on hold, CPE students enabled Phoebe to continue daily Pastoral Care services, including individual visits, counseling, and one-to-one activities.

This spring, the CPE program will graduate five students, and a new class will be welcomed for summer 2022. The CPE program is made possible through funds from the Clinical Pastoral Education (CPE) Endowment, which has grown to \$165,900. The endowment enables us to provide scholarships to our students and supports training for our Certified Educator Candidate, the Rev. Leah Knox.

This past December, Phoebe was blessed to receive new funding for our Pastoral Care Program. The Michael and Lisa Fichera Endowed Fund for Pastoral Care was established in honor of Lisa's 43-years of service to Phoebe Ministries. Lisa, who retired from her position as Phoebe's Executive Vice President and COO, made many significant contributions to Phoebe during her tenure. We are grateful to the Ficheras for their generosity and commitment to the Pastoral Care Program.

I am also pleased to report on the accomplishments of Phoebe's additional service lines:

- Pathstones by Phoebe provided 90 seniors with continuing care at home and launched two new plan options to meet the needs of older adults.
- Phoebe Pharmacy expanded to a new location in Lancaster with a larger facility to meet the needs of the Pharmacy's growing list of clients. Over the last year, Phoebe welcomed Calvary Homes and Dunwoody Village as new Pharmacy customers.
- Chestnut Ridge at Rodale, Phoebe's new independent living community in Emmaus, is finally in the construction phase! Our first residents will be moving into Chestnut Ridge in summer 2023.

Finally, gifts from individuals, businesses, and churches allowed Phoebe to provide more than \$15 million in charity care to residents in need. We are so grateful for the ongoing support of our church partners in helping us carry our legacy forward.

On behalf of the residents and staff of Phoebe Ministries, thank you again for the opportunity to share Phoebe's achievements with the Conference, and for your generous contributions!

Peace,



Scott R. Stevenson
President & CEO