



May 20, 2026

Rev. Dr. Carrie Call
Transitional Executive Conference Minister
Keystone Conference of the United Church of Christ
P.O. Box 6625
Harrisburg, PA 17112

To the Keystone Conference Board of Directors and Rev. Dr. Call,

With gratitude for our shared ministry, Phoebe is honored to present this report to the United Church of Christ (UCC). Over the past year, we have strengthened our commitment to serving older adults with compassion and faith, expanding spiritual care through our Pastoral Care and Clinical Pastoral Education (CPE) programs. We are grateful for your continued partnership.

This December, we were pleased to welcome Rev. Gina Harvey, MDiv, as Regional Executive Director of Pastoral Care and Education. An ordained minister in the United Church of Christ, Board-Certified Chaplain, and ACPE Certified Educator, Rev. Harvey brings extensive experience in both church and hospital settings. Most recently, she served as Director of Spiritual Care Services and Clinical Pastoral Education at Sanford Health in Fargo, North Dakota. She currently worships at Saint John's UCC in Allentown. Gina has served at the UCC Conference level as the Chair of the Northern Plains Conference Committee on Ministry and is a member of the General Synod Nominating Committee.

In her role, Rev. Harvey oversees chaplains across Phoebe's continuum of care and leads the Clinical Pastoral Education program. Under her leadership, the Pastoral Care team is expanding interfaith services, enhancing spiritual programming for independent living residents, refreshing the Spirit Alive™ program, and developing continuing education opportunities for local pastors.

At Phoebe, we view aging as a spiritual journey and are committed to supporting spiritual growth for every resident. Our Pastoral Care program—supported by nine chaplains, CPE interns, and more than 30 volunteers—provides meaningful opportunities for engagement across all levels of care and faith traditions. Residents can participate in a variety of offerings, including Bible and book studies, chaplain chats, communion services, neighborhood devotions, men's groups, meditation, one-to-one visits, positive affirmation programs, sing-alongs, small group activities, and weekly worship (in person and televised). Phoebe's Spirit Alive™ program continues to meet the spiritual needs of residents with dementia through interactive worship experiences. Over the past year, we have expanded our interfaith offerings to include Shabbat services at each Phoebe campus and a Seder meal at Chestnut Ridge at Rodale. In addition, we introduced new spiritual programs for independent living residents, including a new *Spirituality and Aging* group at Chestnut Ridge and an upcoming *Spiritual Wellness Series* at Phoebe Berks. This new series is a collaborative effort between our Fitness

Program and Pastoral Care, designed to support whole-person wellbeing by connecting mind, body, and spirit through engaging experiences and community partnerships. We remain dedicated to supporting seniors at every stage of life. Through the Abiders program, chaplains and trained volunteers provide companionship and prayer for residents who are actively dying, ensuring they are not alone in their final moments, offering comfort and peace to both residents and their families.

Phoebe's ACPE-accredited Clinical Pastoral Education (CPE) Program continues to prepare future chaplains, pastors, rabbis, and other helping professionals. Students serve as chaplain interns across Phoebe's three campuses, gaining hands-on experience as part of a clinical care team while building meaningful relationships with residents. The curriculum includes spiritual assessment, trauma-informed care, ethical issues in aging, generational influences on faith, and the role of diversity in spiritual care. In response to the unique needs of older adults, the curriculum also integrates best practices in spiritual care for persons living with chronic illness, mild cognitive impairment, and dementia. In addition, students engage creative arts approaches to spiritual care and reflection, exploring how poetry, visual art, music, storytelling, and other expressive practices can support meaning-making, connection, memory, and emotional well-being in later life.

This year, the CPE program offered a 10-week summer intensive with four students and a 22-week fall unit with five participants. Looking ahead, the 2026 summer program will include five interns, and the newly expanded fall program will educate up to 10 students in two cohorts. This revamped unit is designed to better accommodate working professionals. The CPE Endowment—now at \$324,250 funds training and scholarships, made possible through the generosity of donors.

Beyond our Pastoral Care initiatives, Phoebe celebrated several achievements this year. Newsweek recognized Phoebe communities among Pennsylvania's best nursing homes, with Newsweek ranking Phoebe Richland #1, Phoebe Berks #6, and Phoebe Allentown #23 in their respective categories.

Demand for our services continues to exceed capacity, with waitlists at Chestnut Ridge and Phoebe Berks. Phoebe Pharmacy continues to grow, serving over 24 organizations across our locations in Lehigh, Lancaster, and Montgomery counties. Phoebe Richland marked its 10th anniversary as part of Phoebe's continuing care retirement communities, and Pathstones, our Continuing Care at Home program, now serves 139 members. In April, Phoebe announced the creation of its own Hospice Services Division—an important step in expanding how we care for seniors and support their families. Juana Linn has joined us as Vice President of Hospice Services, bringing more than 15 years of experience in hospice and home health. Phoebe also remained steadfast in its promise of charitable care, dedicating more than \$16 million to ensure that eligible seniors who have outlived their financial resources continue to receive the high-quality care they need and deserve.

We thank you for your faithful partnership in this shared ministry of care and compassion.

Peace,



President & CEO