Values in Action
Table of Contents

Our Values, Our Actions and Our Future 1
Fulfilling Our Mission 2-9
Financial Performance 10-12
A Passion for Patient Safety 13
Community Benefit 14-15
Honor Roll of Donors 16-28
Board Members, Medical Directors and Administration 29
Our Values, Our Actions and Our Future

The economic realities of the past 18 months have proven challenging to health-care organizations throughout the country. Good Shepherd is no exception.

The faltering economy, along with reimbursement challenges and the budgeted loss associated with the startup of Good Shepherd Penn Partners (GSPP), contributed to an operating margin of -1.9 percent. GSPP did, however, exceed expectations by posting a smaller loss than was budgeted.

In spite of the challenges we faced, last year Good Shepherd laid the groundwork for a prosperous future as we achieved many important successes. These successes are highlighted in this Annual Report to the Community.

We’ve maintained excellent customer satisfaction and quality-care scores throughout the network. We’ve implemented state-of-the-art clinical technology systems, and we’ve initiated a strategy to improve employee engagement and maintain the best and brightest workforce in the industry.

Above all, last year we were able to expand our service area and our service lines, and to provide expert rehabilitation to more people in more places than ever before.

We opened Good Shepherd Penn Partners, a joint venture with Penn Medicine in Philadelphia, of which Good Shepherd is the majority owner. In its first year, GSPP employed 492 staff members and generated $40 million in revenue. Good Shepherd, including GSPP, served more than 56,000 people last fiscal year. This is a 40 percent increase over the year prior, before GSPP began operations. This joint venture offers geographic diversity and an additional revenue stream, which will help sustain Good Shepherd into the future.

We also set the stage for the July 2009 opening of the Good Shepherd Rehabilitation Hospital Pediatric Unit. The 16-bed inpatient pediatric rehabilitation unit has already begun revolutionizing rehabilitation for children throughout eastern Pennsylvania and beyond. Now, children who have had severe injuries or illnesses can find world-class acute rehabilitation care closer to home.

How did we accomplish these feats and move forward in the face of a global recession? We did it by putting our values into action. At Good Shepherd, we have world-class staff members, who remain steadfastly focused on five pillars – growth, quality, service, people and finance. These pillars are derived from our core values and form the basis of everything we do. By focusing on excellence in these five areas, and measuring our progress on a daily and weekly basis, our clinicians, support staff and administrators help Good Shepherd fulfill its noble mission of serving our communities with expertise and compassion. Our staff members are our most vital assets, and their dedication to Good Shepherd is both impressive and inspiring.

Throughout this report, you will see how we put our values into action last year to change lives and improve independence for the people we serve.

Thank you to all of our staff members, donors, volunteers, supporters and friends. You share Good Shepherd’s values, and your actions have allowed us to move forward during difficult times while positioning us for great progress in the years ahead.

Thank you,

Sally Gammon, FACHE
President and CEO

Richard W. Drobnicki, CPA
Chair, Board of Trustees

Our Mission:
Motivated by the divine Good Shepherd and the physical and cognitive rehabilitation needs of our communities, our mission is to enhance lives, maximize function, inspire hope, and promote dignity and well-being with expertise and compassion.
Last year, Good Shepherd’s employee turnover rate was only 10.2 percent. This rate compares well to our competition and is more than 6 percent lower than our rate in 2008.

Carrie Kane, MS, CCC-SLP/L, ATP, one of Good Shepherd’s 11 assistive technology professionals, was honored by RESNA (Rehabilitation Engineering and Assistive Technology Society of North America) for her service on the organization’s professional standards board.

Greg Cunningham, business initiative specialist at Good Shepherd Work Services, received the 2009 Raker Spirit Award, given to the employee who best honors the legacy of Good Shepherd’s founders, the Raker Family, in his or her daily life.

Jerry Werner, coordinator of Good Shepherd’s MS Wellness Program, was inducted into the National Multiple Sclerosis Society Volunteer Hall of Fame.

Reg Cunningham, business initiative specialist at Good Shepherd Work Services, received the 2009 Raker Spirit Award, given to the employee who best honors the legacy of Good Shepherd’s founders, the Raker Family, in his or her daily life.

Jerry Werner, coordinator of Good Shepherd’s MS Wellness Program, was inducted into the National Multiple Sclerosis Society Volunteer Hall of Fame.
At Good Shepherd, our people are our most vital resources. Our employees live the Good Shepherd mission and stand out among their peers for professionalism, expertise and compassion.

Last year, we made our workforce even stronger as Good Shepherd became the first organization in Pennsylvania to implement Project SEARCH, a program that provides job-skill training to high-school students with special needs.

Eight students worked for nine months throughout various departments at Good Shepherd, receiving real-life work experience and training in employability and independent living skills, and gaining the tools necessary to successfully transition from school to productive life.

Two Project SEARCH graduates, Christie Skiles and Kevin Fritchman (pictured), have been hired at Good Shepherd, and others have been hired or are candidates being considered by other employers in the community.

“I want to get a job and live on my own,” a newly-confident Christie remarked at the beginning of the program.

Thanks to Project SEARCH, she is now half-way to that goal.
Valuing Excellent Service

Excellent service is one of Good Shepherd’s core values. That means the best rehabilitation care is combined with clean facilities and a friendly but skilled staff that is willing to go above and beyond for our patients.

Rich Franzo (pictured, center) received a first-hand look at Good Shepherd’s commitment to service when he was a patient at Good Shepherd Rehabilitation at Pocono Medical Center. Rich came to Good Shepherd after surgery to remove a brain tumor, which left him without function in his lower body.

Good Shepherd’s therapy team worked intensely with Rich, helping him make progress every day. Two therapists, Tiffany Pedone, MPT (pictured, left), and Denise Rhyder, COTA (pictured, right), even visited Rich’s home to ensure that it was accessible in the event that Rich had to rely on a wheelchair to get around. Thankfully, wheelchair access was not an issue, as Rich walked out of the facility after six weeks.

“The nurses, aides and therapists here are truly experts, and they take such good care of you,” Rich says. “They make you feel as comfortable as possible. They are the reason I’m here. I feel very fortunate to be alive.”
Good Shepherd measures patient satisfaction using an independent research firm, Press Ganey®. Last year, our outpatient facilities scored better than 87 percent or more of similar facilities nationally, for 4 quarters in a row.

Customer Satisfaction – Outpatient Services

<table>
<thead>
<tr>
<th>Quarter 1</th>
<th>Quarter 2</th>
<th>Quarter 3</th>
<th>Quarter 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>90%</td>
<td>80%</td>
<td>70%</td>
</tr>
</tbody>
</table>

Three out of four quarters, Good Shepherd’s vocational services clients gave perfect satisfaction scores to the associates in the Work Services Division, based on internal data.

Vocational Services Overall Satisfaction

<table>
<thead>
<tr>
<th>Quarter 1</th>
<th>Quarter 2</th>
<th>Quarter 3</th>
<th>Quarter 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>90%</td>
<td>80%</td>
<td>70%</td>
</tr>
</tbody>
</table>

Last year, Good Shepherd Specialty Hospital scored consistently better than similar facilities nationally, with regard to customer satisfaction.

Customer Satisfaction – Specialty Hospital

<table>
<thead>
<tr>
<th>Quarter 1</th>
<th>Quarter 2</th>
<th>Quarter 3</th>
<th>Quarter 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>90%</td>
<td>80%</td>
<td>70%</td>
</tr>
</tbody>
</table>

Last year, the Medical Group Management Association (MGMA) once again honored Good Shepherd’s Outpatient Medical Practice with a Certificate of Superior Performance.

For more data related to Good Shepherd’s customer service, visit www.GoodShepherdRehab.org and search for “Patient Outcomes.”
Last year, Good Shepherd was once again fully accredited by the Joint Commission. We received no direct impact requirements from the Joint Commission, a testament to our high-level of patient safety and quality.

Last year, according to the Functional Independence Measure™ (FIM), patients who received inpatient care at Good Shepherd saw more functional improvement in a shorter time than patients at other rehabilitation providers.

Hand washing can prevent infections. That's why Good Shepherd tracks clinician hand hygiene. Last year, infection rates across the Good Shepherd network were inversely related to improvements in hand hygiene.

Good Shepherd’s long-term care facilities received 5-star status from the Centers for Medicare and Medicaid Services.

For more data related to Good Shepherd’s quality of care, visit www.GoodShepherdRehab.org and search for “Patient Outcomes.”
Quality of Care for Quality of Life

At Good Shepherd, we don’t just say that we provide world-class rehabilitation care, we prove it. We are committed to objectively measuring the functional improvement of our patients, residents and clients, and then comparing our quality data to similar facilities regionally and nationally.

This data-driven approach helps us maintain our status as a rehabilitation leader and helps patients, such as Kimberly King (pictured), regain their quality of life.

Last year, Kimberly was diagnosed with a rare blistering disorder. When she came to the Good Shepherd Specialty Hospital, she needed a ventilator to breathe. Kimberly’s family chose Good Shepherd in part because its ventilator liberation rate is superior to similar facilities nationally (94 percent of patients are successfully weaned from ventilators, compared to 71 percent nationally). When Kimberly left Good Shepherd, she was walking, talking and breathing on her own.

“The nursing staff was terrific. The therapists there pushed me, which is what I needed,” says Kimberly. “If it wasn’t for Good Shepherd’s expertise in ventilator weaning, I don’t know where I’d be today.”
Since the late 1990s, Good Shepherd has grown impressively, expanding throughout eastern Pennsylvania and nearly tripling its annual revenue.

Last year, Good Shepherd expanded its reach by opening Good Shepherd Penn Partners (GSPP), a joint venture with Penn Medicine in Philadelphia, along with two outpatient sites and the Good Shepherd Rehabilitation Hospital Pediatric Unit.

Good Shepherd’s growth means that more people – including Antoinette Scarpa (pictured, right), a recent patient in Good Shepherd Penn Partners’ inpatient rehabilitation facility – can benefit from our expert rehabilitation care.

Antoinette, 81, came to GSPP following a mild heart attack and a stroke. There, she was treated by a team of physical and occupational therapists, who worked to improve her function and independence. Thanks to the rehabilitation she received at GSPP, Antoinette, pictured with her daughter, Donna Martine, is making great progress and is looking forward to spending quality time with her extended family, including her two great-grandchildren.

“I had a heart attack, then I had a stroke,” says Antoinette. “Initially, Donna wanted me to go to Good Shepherd Penn Partners because it was affiliated with Penn Medicine. After visiting the other facilities in the area, she knew that she was right all along. I am very happy that we found GSPP.”
Including GSPP, Good Shepherd provided rehabilitation services to 56,450 people last year. This is a 40 percent increase over the prior year.

Good Shepherd expanded its Lehigh Valley footprint by opening outpatient locations in Blandon and Bethlehem Township. Including GSPP’s outpatient sites, Good Shepherd now operates 31 outpatient locations.

T. Andrew Williams, DPM, began providing podiatry services in the Good Shepherd Spine & Joint Center.

More than 475 employees were brought on board at Good Shepherd Penn Partners, and more than $40 million in revenue was generated.
Good Shepherd Financial Performance Fiscal Year 2009

Unrestricted Revenues, Gains and Other Support

(dollars in thousands)

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net patient service revenue</td>
<td>$91,614</td>
<td>$89,356</td>
</tr>
<tr>
<td>Contributions and bequests</td>
<td>2,610</td>
<td>2,807</td>
</tr>
<tr>
<td>Other operating revenue</td>
<td>5,620</td>
<td>6,106</td>
</tr>
<tr>
<td>Professional services revenue</td>
<td>4,864</td>
<td>3,960</td>
</tr>
<tr>
<td>Equity in (loss) on investment in unconsolidated subsidiary</td>
<td>(1,046)</td>
<td>(1,350)</td>
</tr>
<tr>
<td>Gain (loss) on disposal of equipment</td>
<td>(43)</td>
<td>6</td>
</tr>
<tr>
<td>Net assets released from restrictions</td>
<td>1,659</td>
<td>1,332</td>
</tr>
<tr>
<td>Total operating revenue</td>
<td>105,279</td>
<td>102,217</td>
</tr>
</tbody>
</table>

Expenses

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries and wages</td>
<td>54,199</td>
<td>50,051</td>
</tr>
<tr>
<td>Supplies and other expenses</td>
<td>24,631</td>
<td>24,801</td>
</tr>
<tr>
<td>Employee benefits</td>
<td>12,229</td>
<td>11,289</td>
</tr>
<tr>
<td>Depreciation and amortization</td>
<td>7,582</td>
<td>7,256</td>
</tr>
<tr>
<td>Interest</td>
<td>6,054</td>
<td>3,989</td>
</tr>
<tr>
<td>Professional fees</td>
<td>2,147</td>
<td>1,825</td>
</tr>
<tr>
<td>Provision for doubtful collections</td>
<td>403</td>
<td>712</td>
</tr>
<tr>
<td>Total expenses</td>
<td>107,245</td>
<td>99,923</td>
</tr>
</tbody>
</table>

Operating income (loss) before loss on abandonment of capital project | (1,967)   | 2,294    |
Loss on abandonment of capital project | 0   | (237)    |
Operating income | (1,967)   | 2,057    |
Loss on extinguishment of debt | 0   | (2,112)  |
Investment income | 706    | 21,385   |
Ineffectiveness of derivative financial instruments | (1,117)   | 0        |
Revenues in Excess of Expenses | (2,378)  | 21,330   |

(1) Excludes budgeted loss on investment in unconsolidated subsidiary (Good Shepherd Penn Partners).
(2) This item includes the revenues generated by Good Shepherd’s inpatient rehabilitation units and its outpatient programs and services.
Moving Forward in Spite of Headwinds

Fiscal Year 2009 posed many financial challenges (see Our Values, Our Actions and Our Future, page 1). These challenges impacted the bottom lines of health-care organizations throughout the country. Good Shepherd was no exception.

There were, however, some bright spots. Our outpatient satellite locations, which are scattered throughout 7 eastern Pennsylvania counties, exceeded budgeted operating income by 32 percent. This is quite an accomplishment, considering that ballooning copays and tight personal finances kept many patients from taking advantage of our therapy services. The individuals who received outpatient therapy, including Dustin Wimmer (pictured), are fitter and stronger for it.

Dustin, 22, won the 2008 AMA Pro Grand National Championship for ATV racing. He received physical therapy at Good Shepherd following off-season shoulder surgery and is already back on the track, pursuing another championship.

“Following therapy, I had better range of motion and the strength in my shoulder was back,” said Dustin. “Plus, I really connected with the therapists. They took the time to talk with me, and the atmosphere was friendly and comfortable.”
Good Shepherd Endowment Fund

Good Shepherd is deeply appreciative of the community and individual support that allows for the growth of our endowment funds. Endowments are received from donors with the requirement that the principal remain intact in perpetuity. Income is allocated based on the purpose of the fund.

Good Shepherd Endowment Funds – Investment Objective and Spending Policy

The Investment Committee, which is a subcommittee of the Finance Committee, is responsible for the management and oversight of all temporarily and permanently restricted, operating and pension investments. The Committee is governed by an investment policy, which is applied universally to all of these assets.

Good Shepherd also has an endowment spending policy that is overseen by the Finance Committee and the Board of Trustees. Under this policy, the annual distribution from each endowment account will be five percent of the three year rolling average fair market value. Under no circumstances will the annual distribution invade the principal or corpus.

Following is a summary of the existing endowment funds at the end of FY09.

Endowment and Income Use

Unrestricted – Used towards general operations of the entities within Good Shepherd.

Conrad W. Raker Educational Endowment – Used as a funding mechanism for the education and training of Good Shepherd employees.

The Linny and Beall Fowler Endowment for Pediatrics – Provides a perpetual source of funding to benefit all the children served by Good Shepherd’s Pediatrics Program.

The Joseph and Marjorie Correll Pediatric Chair – Used as a perpetual funding mechanism for Good Shepherd’s developmental pediatrics.

Donley Family Pediatrics Endowment – Used towards supporting operating expenses associated with the Developmental Pediatrics Program.

The Harold W. and Ester M. Dornsife Perpetual Fund – Used on an annual basis to support the Dornsife Pediatric Center.

Romig-DeYoung Community Access – Used for the psychosocial and recreational enrichment of residents through community outings as well as interstate trips including, but not limited to concerts, restaurants, sporting events, amusement parks and recreational areas. Monies from this fund also will be used to purchase transportation vehicles and equipment for community access by residents.

Walter W. and Jacqueline G. Mock Fund for Pediatrics – Provides income in perpetuity to support charitable care, staff education and training, salaries, equipment, technology, research and other expenses of the Pediatrics Department.

Long-Term Care Endowment – Directed towards operating needs associated with the Conrad W. Raker Center and Good Shepherd Home-Bethlehem.

Rehabilitation Hospital Endowment – Directed towards operating needs associated with the rehabilitation hospitals.

Jaindl Family Neurologic Endowment – Used towards operating costs associated with the Neurorehabilitation Program at Good Shepherd Rehabilitation Hospital. This includes patients with stroke, brain injury or spinal cord injury.

Work Services Endowment – Directed towards operating needs associated with the Work Services Division.

Fleming Family Endowment – Used to support the Assistive Technology and Research programs at Good Shepherd.

Walter W. Mock, Sr., Ph.D., and Marie S. Mock Fund for Research and Technology – Provides income in perpetuity to support assistive, rehabilitation and clinical technology, as well as research, throughout Good Shepherd.

Good Shepherd Endowment Summary – June 30, 2009

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Principal (000)</th>
<th>Market (000)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unrestricted</td>
<td>$ 6,236</td>
<td>$ 6,556</td>
</tr>
<tr>
<td>Conrad W. Raker-Education</td>
<td>215</td>
<td>189</td>
</tr>
<tr>
<td>The Linny and Beall Fowler</td>
<td>242</td>
<td>216</td>
</tr>
<tr>
<td>Joseph and Marjorie Correll</td>
<td>187</td>
<td>162</td>
</tr>
<tr>
<td>Pediatric Chair</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Donley Family Pediatrics</td>
<td>1,580</td>
<td>1,347</td>
</tr>
<tr>
<td>Dornsife Fund-Pediatric</td>
<td>100</td>
<td>111</td>
</tr>
<tr>
<td>Romig-DeYoung Community Access</td>
<td>1,129</td>
<td>1,248</td>
</tr>
<tr>
<td>Walter W. and Jacqueline G. Mock</td>
<td>255</td>
<td>215</td>
</tr>
<tr>
<td>Fund for Pediatrics</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Long-Term Care</td>
<td>1,458</td>
<td>1,578</td>
</tr>
<tr>
<td>Rehabilitation Hospital</td>
<td>536</td>
<td>487</td>
</tr>
<tr>
<td>Jaindl Family Neurologic</td>
<td>705</td>
<td>627</td>
</tr>
<tr>
<td>Work Services</td>
<td>194</td>
<td>144</td>
</tr>
<tr>
<td>Fleming Family</td>
<td>338</td>
<td>274</td>
</tr>
<tr>
<td>Walter Mock, Sr., and Marie Mock</td>
<td>253</td>
<td>239</td>
</tr>
<tr>
<td>for Research and Technology</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Endowments</td>
<td>$13,429</td>
<td>$13,493</td>
</tr>
</tbody>
</table>

Endowment Funds by Purpose

- Unrestricted: 20.9%
- Pediatrics: 49.3%
- Education: 15.2%
- Technology & Research: 3.8%
- Neurorehabilitation: 4.6%
- Rehabilitation Hospital: 3.6%
- Long-Term Care: 1.1%
- Work Services: 1.4%

Endowment Funds Cumulative Growth History (Fiscal Year Ends June 30)

<table>
<thead>
<tr>
<th>Fiscal Years</th>
<th>(In Millions)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY04</td>
<td>($2.60)</td>
</tr>
<tr>
<td>FY05</td>
<td>($2.10)</td>
</tr>
<tr>
<td>FY06</td>
<td>$3.30</td>
</tr>
<tr>
<td>FY07</td>
<td>$3.40</td>
</tr>
<tr>
<td>FY08</td>
<td>($0.80)</td>
</tr>
<tr>
<td>FY09</td>
<td>($2.50)</td>
</tr>
</tbody>
</table>
A Passion for Patient Safety

The safety and health of our patients, residents and clients is paramount at Good Shepherd. That’s why we have invested in some of the industry’s most state-of-the-art clinical technologies.

The goal is to improve patient safety and enhance the quality of care that we provide, and the technologies are certainly having a positive impact. Following are some of the clinical technologies that Good Shepherd recently implemented.

**Pyxis® Medstation 3500**
This medication management system has decreased medication errors by 63 percent.
(Pictured right: Meagan Joyce, LPN, dispenses medication in the Good Shepherd Rehabilitation Hospital – Allentown using the Pyxis Medstation 3500.)

**TheraDoc® System**
This system is used to monitor hospital-acquired and community prevailing infections.

**Wound Expert®**
Wounds – or potential wounds – can be photographed and archived using Wound Expert.

**PACS**
With the Picture Archival and Communication System, diagnostic images can be sent to physicians electronically, reducing the time it takes to read studies and begin treatment.

**GEM 4000**
This laboratory diagnostic system allows clinicians to attain selected blood results in minutes.

**The Outlook® ES 200 and Space Perusor Infusion Systems**
These “Smart Pumps” prevent medication errors due to dosage, drug or infusion time.

**MediServe**
This clinical documentation system allows us to capture clinical information in a timely, consistent fashion.

Caroll H. Neubauer, CEO of B. Braun Medical Inc., and Sally Gammon, President and CEO of Good Shepherd Rehabilitation Network, examine the Outlook® ES Smart Pump at Good Shepherd Rehabilitation Hospital-Allentown.
Meeting the Needs of Our Community

The economy is reeling, leaving more-and-more patients uninsured or underinsured, and impacting state and local government budgets. Last year, Good Shepherd stepped up to the plate and provided $7,185,000 in total quantifiable community benefit to the communities we serve. This total represents 6.8 percent of revenues and includes charitable care and a host of other quantifiable community programs.

In fiscal year 2009, Good Shepherd provided free health screenings, educational seminars, support groups and more, and we implemented a vast program to train the next generation of health-care professionals in the greater Lehigh Valley. Good Shepherd now has 11 nursing and 26 therapy clinical affiliations. Also, we have implemented a formal program with Drexel University in Philadelphia whereby engineering students work in Good Shepherd’s Research Department to develop clinical and technology projects. (Pictured: DeSales University MSN students Elisa LaNeve, RN, BSN, (left) and Cheryl Sborz, RN, BSN, (right) with Samuel Miranda, Jr., MS, RN, NEA-BC, senior vice president and Chief Nursing Officer at Good Shepherd.)

Last year, Good Shepherd also worked with people with disabilities, caregivers, service providers and funders from throughout the region to develop a community-wide coalition, known as the Partnership for a Disability Friendly Community. The partnership launched a research study to identify unmet needs and gaps in services for people with disabilities in the Lehigh Valley. The coalition is guiding plans to fill those unmet needs, drawing on the vast expertise available throughout the region.
Good Shepherd Uncompensated Care and Community Support

In achieving our mission, Good Shepherd provides services at amounts that are significantly less than the cost to provide the actual services, and approximates the following:

<table>
<thead>
<tr>
<th>(dollars in thousands)</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Benefits for individuals living in poverty</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Charity care at cost</td>
<td>$ 905</td>
<td>$ 961</td>
</tr>
<tr>
<td><strong>Unreimbursed costs of public programs</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medicaid</td>
<td>2,448</td>
<td>2,396</td>
</tr>
<tr>
<td>Subsidized health services</td>
<td>2,440</td>
<td>2,307</td>
</tr>
<tr>
<td><strong>Total quantifiable benefits for individuals living in poverty</strong></td>
<td>5,793</td>
<td>5,664</td>
</tr>
<tr>
<td><strong>Benefits to the broader community</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community health improvement services</td>
<td>32</td>
<td>24</td>
</tr>
<tr>
<td>Health professional education</td>
<td>1,296</td>
<td>406</td>
</tr>
<tr>
<td>Financial and in-kind contributions to other community groups</td>
<td>50</td>
<td>50</td>
</tr>
<tr>
<td>Community-building activities</td>
<td>14</td>
<td>5</td>
</tr>
<tr>
<td><strong>Total quantifiable benefits for the broader community</strong></td>
<td>1,392</td>
<td>485</td>
</tr>
<tr>
<td><strong>Total quantifiable community benefits</strong></td>
<td>7,185</td>
<td>6,149</td>
</tr>
<tr>
<td>Community benefits as a percentage of total revenue</td>
<td>6.8%</td>
<td>6.0%</td>
</tr>
</tbody>
</table>

* This category represents those community benefit activities that are undertaken by Good Shepherd employees but are not otherwise enumerated. They include the hosting of community health screenings and educational sessions, educational opportunities for aspiring health-care professionals and community building activities. *(See page 14 for examples.)*

When calculating the benefits that it provides to the community, Good Shepherd conforms to the conservative standards set by the Catholic Health Association (CHA). For more information on the CHA’s standards, visit www.chausa.org and click on “Our Commitments.”
Honor Roll of Donors

The miracles that happen every day at Good Shepherd are made possible by the gifts of generous members of our community. Their support strengthens our mission and allows us to build a strong foundation today for a brighter tomorrow. This report covers contributions, in part, from individuals, organizations and foundations from July 1, 2008 through June 30, 2009.

Annual Giving

If you would like to make a donation to Good Shepherd, please visit the Make a Gift section of our web site www.GoodShepherdRehab.org or call our Development Department at 610-778-1075.

Keystoners ($250,000+)

Mrs. Jacqueline G. Mock†

Innovators ($100,000+)

Anonymous
Harry C. Trexler Trust
The Jaindl Foundation†

President’s Circle ($50,000+)

Anonymous
Mr. Richard Fleming†
U.S. Department of Health and Human Services

Benefactors ($25,000+)

Mr. and Mrs. W. Beall Fowler†
The Girling Foundation
Mr. Emil L. Godshall
Lutron Foundation
National Multiple Sclerosis Society-Delaware Valley Chapter
Mr. and Mrs. David A. Russell
United Way of the Greater Lehigh Valley
Wachovia Foundation

Ambassadors ($10,000+)

Allied Building Corporation
Bank of America
The Berky Benevolent Foundation
The Century Fund
Mr. Alfred E. Douglass III and Mrs. Jill Raker Hudders Douglass
Mr. and Mrs. Roderic R. Fink
Highmark Blue Shield
The Keystone Nazareth Charitable Foundation
Lehigh Gas Corporation
Mr. and Mrs. Earl V. Mutter
Northeastern Pennsylvania Synod
PPL Corporation

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“This second endowment has been established in loving memory of my husband Walter’s dear parents with the hope that it will help keep Good Shepherd in the forefront of technology and rehabilitation. I am eternally grateful for the loving care and treatment my late husband received.”

– Jacqueline G. Mock, Kunkletown

In 2009, Jacqueline Mock made a second generous gift establishing The Walter W. Mock, Sr., Ph.D., and Marie S. Mock Fund for Research and Technology. In 2008, The Walter W. and Jacqueline G. Mock Fund for Pediatrics was established as a tribute to her late husband and the care he received as a patient in Good Shepherd Rehabilitation Hospital’s brain injury unit.
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“Good Shepherd has always taken care of people and given to the community. We’re happy we can be a small part of this wonderful organization.”

– Steve Farkas, president, MORA Club, Bethlehem

The Bethlehem area MORA (Men of Retirement Age) Club is a philanthropic and social organization that has given to Good Shepherd for 19 consecutive years. Pictured, left to right: Steve Farkas, president, Adam Fekula, first vice president, and Joseph Palhofski, treasurer.
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“Good Shepherd did so much for me, I wanted to do something that would be lasting and keep on giving to other people. That’s my goal in life.”

– Emil Godshall, Sellersville

Emil spent nine months on Good Shepherd Rehabilitation Hospital’s brain injury unit following an accident. His generous donation to the neurorehabilitation program provided for the purchase of equipment that is helping others recover their function and independence.
“For more than 20 years, we have been proud supporters of Good Shepherd’s Outpatient Pediatric Rehabilitation Program. The recent addition of the new inpatient pediatric rehabilitation unit reinforces our confidence in and commitment to this splendid organization’s mission.”

– Rod and Madeline Fink, Emmaus

The Finks are longtime sponsors of the Golf & Tennis Invitational and last year supported Gala in the Garden. Both events benefit Good Shepherd’s Pediatric Rehabilitation Program.
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“I have tremendous admiration for everything Good Shepherd does. They help people who can't get help anywhere else. I know my gift will benefit many, and I want it to be used where it is most needed.”

– Wilma Stevenson Mills, Coatesville

Wilma Stevenson Mills was a patient on Good Shepherd Rehabilitation Hospital’s brain injury unit in 1997. She and her late husband, Everett “Bud” Mills, established a charitable remainder unitrust benefiting Good Shepherd in memory of George R. Sanderson, her foster brother, who became part of the family during the Great Depression.
Planned giving is an important cornerstone of Good Shepherd’s mission to meet the physical and cognitive rehabilitation needs of our communities.

In keeping with the tradition and culture of Good Shepherd, the 1908 Raker Society is deeply grateful for and recognizes donors past and present who support the charitable mission of Good Shepherd through estate planning. Their foresight has played an integral role in carrying forward the mission of The Rev. John H. and D. Estella Raker.

The society welcomes new members starting at the $1,000 level who have remembered Good Shepherd in their will or have created a life income gift or insurance gift.

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“We believe, as does Good Shepherd, that technology offers so much hope and possibility for people with disabilities to enjoy lives of greater independence. We are proud to support that vision, which is a noble one.”

– Joseph and Rita Scheller, Orefield

For nearly 30 years, the Schellers have given both time and treasure to Good Shepherd. A gift from the family foundation establishing The RJ Foundation Mobility Center brings together clinical expertise and technology benefiting people with disabilities in pursuit of greater independence.
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“We first heard about Good Shepherd through our church and direct mail literature. We have been very fortunate in our lives and wanted to give a little help to others. After seeing the good works being done by Good Shepherd, we decided it would be a worthy cause.”

– Peter and Jean Mengak, Wilkes-Barre

Peter and Jean Mengak have been faithful donors to Good Shepherd, giving 282 gifts since 1988.

* denotes deceased
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Many companies generously offer a matching gift program to encourage and support their employees’ philanthropic giving. Good Shepherd is pleased to recognize the following companies that have made contributions through matching gift programs.

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Philanthropy isn’t always something that’s measured in dollars and cents. At Good Shepherd, it’s also measured in the many acts of kindness shown by our volunteers who give of their time and their hearts in service to others. So to all our volunteers, we thank you for sharing, for caring and for giving.

To join Good Shepherd’s volunteer ranks, call JoAnn Frey, volunteer coordinator, at 610-776-3125 or e-mail her at jfrey@gsrh.org.

“Good Shepherd is an old friend, which continues to pursue new ways to offer care to so many. Many of our congregation’s members have been on the receiving end of your ministry and we are most grateful. You demonstrate for us how God’s love is brought to our communities and our lives, and you inspire us in our own serving. We give thanks for your giving and serving.”

– The Rev. Raymond Hand, Weisenberg Lutheran Church, New Tripoli

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“Good Shepherd’s spirit and commitment to excellent care is reflected in so many amazing stories. Kent and I are honored to know that our gift and volunteer efforts are truly making a difference in the lives of children with disabilities and their families.”

– Victoria and Kent Aitchison, Bethlehem

Victoria and Kent Aitchison served as volunteer co-chairs and sponsors of Good Shepherd’s 2009 Gala in the Garden, which benefited the Pediatric Rehabilitation Program.
“Just Born associates have embraced working with Good Shepherd because it’s rewarding and we get so much more back than we give.”

– Carol Saeger, corporate affairs administrator, Just Born, Inc., Bethlehem

Just Born volunteers have devoted hours to Good Shepherd by painting, mulching, playing bingo with our residents and helping with music therapy. Just Born also is a committed business partner to Good Shepherd’s Work Services Division, providing employment to people with disabilities.

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Good Shepherd Locations

Inpatient Facilities

Allentown 610-776-3100
Good Shepherd Rehabilitation Hospital
Good Shepherd Plaza
850 South 5th St.

Bethlehem 610-807-4200
Good Shepherd Rehabilitation Hospital Pediatric Unit
2855 Schoenersville Rd.

Easton* 610-250-4218
Good Shepherd Rehabilitation at Easton Hospital
250 South 21st St.

East Stroudsburg 570-476-3410
Good Shepherd Rehabilitation at Pocono Medical Center
206 East Brown St.

Honesdale* 570-253-8732
Good Shepherd-Wayne Memorial Inpatient Rehabilitation Center
601 Park St.

Outpatient Facilities

Allentown 610-778-1000
Good Shepherd Health & Technology Center
Good Shepherd Plaza
850 South 5th St.

Allentown - CedarPointe 484-788-0700
1651 N. Cedar Crest Blvd, Ste. 100

Bath 610-440-0362
5970 Nor-Bath Blvd.

Bethlehem Township* 610-867-3606
2151 Emrick Blvd.

Blandon 610-944-6504
850 Golden Dr., Suites 13 and 14

Center Valley 610-797-0999
4883 Route 309

East Greenville 215-679-4105
622 Gravel Pike, Ste. 110

Easton 610-250-4232
Easton Hospital
250 South 21st St.

Hamburg - Coming Soon!
Hamburg Square, 500 Hawk Ridge Dr.

Kutztown 610-683-5390
333 Normal Ave.

Laury's Station 610-262-6773
5649 Wynnewood Dr., Ste. 103

Macungie 484-519-3801
6465 Village Ln., Ste. #5

Northampton 610-261-4292
44 West 21st St.

Palmerton 610-824-7440
3295 Forest Inn Rd.

Quakertown 215-536-2220
134 Mill Rd.

Schencksville 610-769-7299
4110 Independence Dr., Ste. 200

Slate Belt 610-863-6966
422 Blue Valley Dr., Bangor

Stroudsburg 570-421-6110
7400 Route 611, Stroud Commons #4

Vocational and Business Services

Allentown 610-433-9910
Clubhouse of Lehigh County
1437 Gordon St.

Allentown 610-776-8350
Good Shepherd Work Services
1901 Lehigh St.

Long-Term Acute Care Hospital

Bethlehem 484-884-5000
Good Shepherd Specialty Hospital
3rd and 4th Floors, South Entrance,
Lehigh Valley Hospital-Muhlenberg
2545 Schoenersville Rd.

Residential Facilities

Allentown 610-776-3199
The Good Shepherd Home at Conrad W. Raker Center
601 St. John St.

Allentown 610-841-4752
Supported Independent Living Apartments
Good Shepherd Plaza
909 South 6th St.

Bethlehem 610-807-5600
The Good Shepherd Home-Bethlehem
2855 Schoenersville Rd.

*Billimg and Medical records are handled by these providers, not Good Shepherd. Please contact your insurance carrier to determine the coverage available to you for services at these facilities.

Good Shepherd serves persons with disabilities on the basis of need regardless of ethnicity, color, national origin, ancestry, age, sex or religious creed and is an equal opportunity employer. Good Shepherd shares in concerns for the environment by recycling and using recycled products. Good Shepherd Rehabilitation Network and its affiliates are tax-exempt organizations as provided by IRS regulations. Pennsylvania law requires us to inform you of the following: The official registration and financial information of Good Shepherd Rehabilitation Network may be obtained from the Pennsylvania Department of State by calling toll-free, within Pennsylvania, 1-800-732-0999. Registration does not imply endorsement.

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