



Palolo Chinese Home  
2459 Tenth Avenue  
Honolulu, HI 96816-3051



2014 Annual Report

**2015  
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**Palolo Chinese Home**

The blessing of “long life” is universally celebrated. At Palolo Chinese Home, the character for longevity (shou) has long been used as a symbol. The artist, by adding two brush strokes, has incorporated the Chinese character for people or mankind (ren), and the result is an image of a roof embracing long life – our wish for you. The unbroken circle signifies our mission of continuous care and respect for our kupuna (elders). Logo designed for Palolo Chinese Home by Clarence Lee.

**Darryl N. Ing**

*Chief Executive Officer*

**Darlene H. Nakayama, NHA**

*Chief Operating Officer*

**Brenda T. Kumabe**

*Chief Financial Officer*

## 2014 Report to the Community



*Roger K. S. Liu  
President and Chair*

In 2014, Palolo Chinese Home continued its mission “to assist and care for seniors and their families by providing a continuum of care that is professional and interdisciplinary, in a multicultural setting.” We are proud of several programs and activities that helped us to achieve our goals and contributed significantly to meeting this mission.



*Darryl N. Ing  
Chief Executive Officer*

Our Hawaii Neighborhood Outreach to the Aged (HiNOA) program achieved substantial growth over the past year, evidenced by the increased demand for home cleaning, companionship and personal care – outreach services that allow seniors to live independently and safely in their own homes. A total of 154 clients received HiNOA services consisting of 735 hours of home cleaning; 2,676 hours of companion/chore services; 2,195 hours of personal/couples’ care; 613 days of overnight respite at PCH; and 12,452 meals prepared and delivered throughout Oahu.

Job satisfaction of staff directly impacts the quality of care. Responses to our Employee Satisfaction Survey, taken in November, show steady improvement each year with more employees reporting they are “satisfied” and “very satisfied.” As a result, the employee turnover rate is down by over five percentage points – even more if on-call staff are not included in the comparison of 2013 to 2014.

Effective March 1, 2014, all full-time and part-time employees were given the opportunity to sign up for FLEX Spending Accounts (FSA) and Supplemental Insurance. And as of December 12, 2014, 90% of all eligible employees have enrolled in a new PCH 401(k) Retirement Plan, which replaced the former 403(b) retirement plan.

In January 2014, PCH purchased the Abaqis Software assessment and report system. This system replicates the State Department of Health Quality Indicator Survey (QIS), which includes a combination of resident interviews and observations, family interviews, staff interviews and medical record reviews. It allows managers to target and focus on critical and immediate improvement areas, and provides ease in logging and tracking of new trial processes and continuous improvement for long-term changes. Use of the new system has shown positive results in all areas of care.

PCH also implemented the Relias online staff training program in March 2014. Training is now standardized and available around the clock. Employees are able to utilize the software during down time on their shifts. Managers find they can efficiently plan their

involvement and time spent in training; track progress and completion easily; and appreciate the efficiency of standardized teaching, improved flexibility, consistent and current information and a reduction in overtime.

PCH residents and Senior Day Care participants all benefit from the time and skills donated by volunteers. In 2014, 156 volunteers gave a total of 1,182 hours. The Palolo Chinese Home Women's Auxiliary planned and supported eleven months of activities and entertainment for residents and program participants.

In December 2014, the Healthcare Association of Hawaii (HAH) recognized a group of long-term care providers that included PCH, for their achievement in reaching national quality goals set by the American Healthcare Association (AHCA) and National Center for Assisted Living (NCAL). These goals focus on reducing hospital readmissions, nursing staff turnover and specific medical issues, as well as improved customer satisfaction.

The Home continues to be in a solid financial position, due mainly to improved and streamlined accounting systems, procedures, reporting and monitoring. PCH received an unqualified financial audit with no management letter comments, for the third consecutive year.

Fund development activities for non-profit organizations like PCH are ongoing. A total of \$626,767 in contributions, grants and proceeds from special events, in addition to a \$750,000 state grant-in-aid, was received in 2014. Among the larger gifts, were:

- The Gwenfread Elaine Allen Fund of the Hawaii Community Foundation; \$67,700 second installment of a three-year grant in support of the HiNOA program, which will enable "aging-in-place" outreach services to community clients;
- Friends of Hawaii Charities; \$5,000 for the HiNOA program;
- The McInerny Foundation; \$45,000 to assist with the lighting retrofit of PCH facilities, which will result in a projected cost savings to PCH of \$14,849 per year;
- An employee of the Harry and Jeanette Weinberg Foundation designated PCH to receive \$10,000;
- First Hawaiian Bank; \$25,000 towards the Caring for Generations capital campaign;
- Hawaii Community Foundation FLEX Grant; \$40,000 in unrestricted funds to further the organization's work, reach and sustainability; and
- Hawaii State Legislature Grant-in-Aid (awarded to PCH in the 2012 Legislative session; released in 2014); \$750,000 utilized to begin the first phase of the Victoria Ward Hall Renovation/Expansion Project, including roof repairs and renovations to the building's exterior.

The 24<sup>th</sup> Annual Dynasty Invitational Golf Tournament, with Steve Uyehara of Hawaii News Now as Honorary Chair, raised \$43,611 for the PCH capital campaign. The biennial fundraising dinner, "Caring for Generations," was held on October 17. Eddie

Flores, Jr. was the dinner honoree and the recipient of the Caring for Generations Award in 2014. The dinner raised \$59,330 in proceeds for the capital campaign.

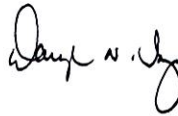
Individual giving continues to be our mainstay. You, and others like you, generously contributed \$279,609 to PCH in 2014.

As we reflect on the past 12 months and move forward into the 2015 New Year, we once again thank you, friends of PCH, for your generous continued support. All of us at Palolo Chinese Home know that reaching annual milestones, maintaining high standards and meeting our mission to assist and care for Hawaii's elders and their families, are achievements made possible only with your help.

Mahalo,



Roger K. S. Liu  
President and Chair



Darryl N. Ing  
Chief Executive Officer



PCH President, Gordon Au presents Eddie Flores, Jr. with the 2014 Caring for Generations Award. Also pictured are Darryl Ing (left), Blossom Tyau and Frances Goo (in red & gold).

## Financial Summaries • Year Ended December 31, 2013

### STATEMENT OF FINANCIAL POSITION

#### ASSETS

CASH AND CASH EQUIVALENTS	4,260,236
ACCOUNTS RECEIVABLE, NET	887,355
CONTRIBUTIONS RECEIVABLE, NET	60,162
PREPAID EXPENSES	201,133
INVENTORY	85,464
PROPERTY AND EQUIPMENT, NET	18,549,831
MEMORIAL PLOTS	4,000
REAL ESTATE HELD AS INVESTMENT	<u>368,900</u>
 TOTAL ASSETS	 24,417,081

#### LIABILITIES AND NET ASSETS

##### LIABILITIES

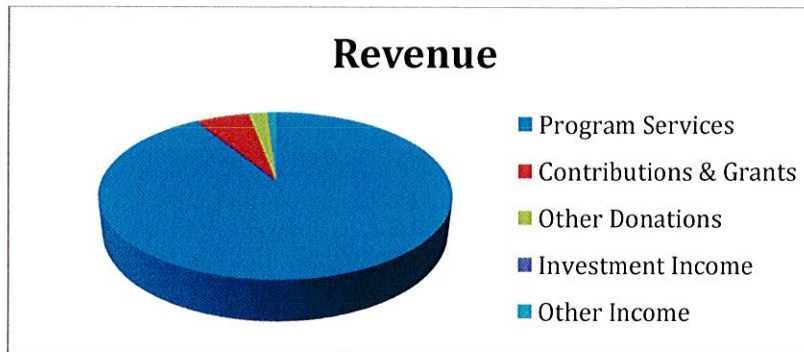
ACCOUNTS PAYABLE	206,766
ACCRUED PAYROLL	162,078
ACCRUED VACATION	175,132
NOTES PAYABLE	5,271,055
OTHER LIABILITIES	<u>184,803</u>
 TOTAL LIABILITIES	 <u>5,999,834</u>
NET ASSETS	<u>18,417,247</u>
TOTAL LIABILITIES AND NET ASSETS	<u>24,417,081</u>

# Financial Summaries • Year Ended December 31, 2013

## STATEMENT OF ACTIVITIES

### REVENUES AND OTHER SUPPORT

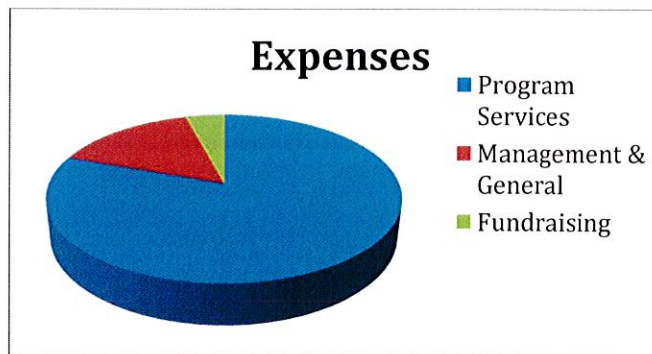
PROGRAM SERVICES	10,391,533
CONTRIBUTIONS AND GRANTS	678,014
OTHER DONATIONS (Golf Tournament, AUW)	96,904
INVESTMENT INCOME	3,847
OTHER INCOME	78,644
<b>TOTAL REVENUES AND OTHER SUPPORT</b>	<b>11,248,942</b>



Program Services: 92.38%; Contributions & Grants: 6.03%; Other Donations: .86%;  
Investment Income: .03%; Other Income: .7%

### EXPENSES

PROGRAM SERVICES	8,645,267
MANAGEMENT AND GENERAL	1,486,907
FUNDRAISING	377,118
<b>TOTAL EXPENSES</b>	<b>10,509,292</b>



Program Services: 82.26%; Management and General: 14.15%; Fundraising: 3.58%.

<b>INCREASE IN NET ASSETS</b>	<b>739,650</b>
NET ASSETS AT BEGINNING OF PERIOD	17,677,597
NET ASSETS AT END OF PERIOD	18,417,247

## Mahalo to Our Donors

*A heartfelt Mahalo to those listed here and those who wish to remain anonymous, for their generous support of Palolo Chinese Home.*

*The following individuals, organizations, corporations, foundations and trusts made contributions to Palolo Chinese Home between January 1, 2014 and December 31, 2014.*

David C. Ai Foundation	Wah Chiu Chang	Esther Chow
Sandra P. K. Akaka	Walter T. C. Chang	Charles K. W. Choy
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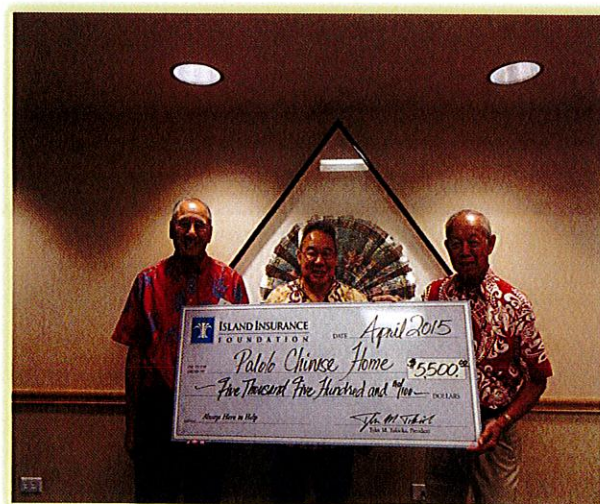


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 Brian Lim  
 Keith W. F. Lim  
 Christine Ling  
 Juliette Ling



Proud sponsor of the PCH Golf Tournament polo shirts for the past 4 years, Island Insurance Company President, Tyler Tokioka (left) presents Brian Lim, Steering Committee Chair (center) and Pyramid Agent, Gordon Au with a check for \$5,500.

## Mahalo to Our Donors

Keith W. F. Lim	Akira Murakami	Melvin Shiratori
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Moilili Hongwanji Mission	Phyllis N. T. Shea	United Way California
Henry Mow	Tien Tsen Shei	

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Barbara J. Zane  
Frederick A. Zane  
Reuben K. S. Zane

Every effort has been made to recognize donors to Palolo Chinese Home during the specified time period. We apologize for any errors that may have been made inadvertently. Please communicate corrections to the Development Office at (808) 739-6033.



The First Hawaiian Bank Foundation President Sharon Brown (standing second from the right) and Lisa Tomihama, FHB Vice President (standing fourth from right) presented a \$25,000 check to PCH Board of Directors and Administrators in support of the final phase of campus redevelopment.



## Palolo Chinese Home

**Our Purpose:** To assist and care for the aged and indigent, to maintain homes for them, to aid in the alleviation of human suffering and distress, and to carry on works of Charity, Mercy and Benevolence.

**Our Mission:** To assist and care for elders and their families by providing a continuum of care, which is professional and interdisciplinary, in a culturally sensitive family setting.

**Our Vision:** Palolo Chinese Home will be a state-of-the-art, accredited, continuing care retirement community with both on-site and off-site activities serving a wide range of multi-ethnic elders in a culturally sensitive environment on a beautiful campus in Hawaii.

**Core Values and Beliefs:** T.R.I.B.E. – A group of interlinked people, families and communities sharing a common way of life.

### **T**eamwork

We expect each member of the care-giving team to have great sense of dedication and loyalty. We want to work with professionals that are well trained and love to work as a team. We will have a common goal, which is to provide the highest quality of care for the elderly.

### **R**espect

We listen actively to our residents and families. We give straightforward truthful answers. We will attend to the needs of our residents in a professional and honest manner. We will have mutual respect between members of the care-giving team to provide a positive productive atmosphere for all.

### **I**ntegrity

We have the resident's best interest in mind. We strive to maintain the highest standards in our care. We will never compromise to what could be considered questionable behavior.

### **B**enevolence

Palolo Chinese Home is the altruistic creation of the unbiased kindness to do good for the elderly. We will continue to expand and grow with that altruism in mind. It is vital for us to be empathetic and alleviate the suffering of the elderly. We will care for each resident as a member of our family.

### **E**xcellence

Our goal is to provide the best care. We are a positive, fun, happy and home-like place for our residents and families. Palolo Chinese Home will be the "Home of Choice" desired by the community. We are the ultimate destination for complete care. Our aim for Palolo Chinese Home is to be the recognized model for elderly care on a local, national and international level.