



PALOLO CHINESE HOME

Better Care · Better Lives

Offering a
Full Spectrum
of Care Choices
for Hawaii's Seniors
and Their Families
from Palolo Valley



2017 Annual Report



PALOLO CHINESE HOME

Better Care · Better Lives

About Palolo Chinese Home

Palolo Chinese Home is a private, 501(c)(3) non-profit charitable organization and has been serving Hawaii's seniors for more than 120 years. Originally, Palolo Chinese Home was established to serve Chinese plantation workers who had no families in Hawaii. Today, it serves all, regardless of race, religion, nationality, or ethnic origin.

Our Mission

To assist and care for seniors and their families by providing a continuum of care that is professional and interdisciplinary, in a multi-cultural family setting.

Our Vision

Palolo Chinese Home will continue to be a state-of-the-art organization with licensed and certified continuum-of-care programs providing both on-site and off-site activities serving a wide range of seniors in Hawaii.

Our Purpose

- To assist and care for the aged and indigent;
- To maintain homes for them;
- To alleviate human suffering and distress; and
- To carry on works of charity, mercy and benevolence.



PALOLO CHINESE HOME

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Core Values and Beliefs

T.R.I.B.E. – a group of interlinked families and communities sharing a common culture

Teamwork

We expect each member of the caregiving team to have great sense of dedication and loyalty. We want to work with professionals who are well trained and love to work as a team. Our common goal to provide the highest quality of care for the elderly.

Respect

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 caregiving team to provide a positive productive atmosphere for all.

Integrity

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.

Benevolence

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.

Excellence

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 senior care on a local, national and international level.

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Leadership Team

Darlene H. Nakayama, RN, MS, CRRN
Chief Executive Officer

Kevin Wu
Administrator



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.

Our Report to the Community



Eric K. Watanabe, CPA
President and Chair



Darlene Nakayama, NHA
Chief Executive Officer

A Service for Everyone

In our 120th year of service to the community, there were numerous reasons for the Palolo Chinese Home team to celebrate in 2017.

Providing quality care for seniors was our top priority throughout the year and an impressive dashboard of results demonstrated our commitment. With the completion of the \$10 million Palolo Nursing and Rehab Center in November 2016, Palolo Chinese Home entered the new year ready to welcome more residents to our peaceful campus nestled in serene Palolo Valley. It was the culmination of our multi-phase, 15-year master plan to optimize the use of Palolo Chinese Home's 15-acre campus.

Meeting the Community's Needs

The Palolo Nursing and Rehab Center added 69 more beds for a total of 113 beds for skilled nursing care and rehabilitation. The response from the community immediately proved the investment was the right decision. Despite strong competition from other providers to attract patients to residential care facilities, Palolo Chinese Home successfully filled the new Harry

C. Wong Hall with an impressive average of 90% occupancy in its first year of operation in 2017. This attests to Palolo Chinese Home's reputation for quality care.



Hospital discharge planners and others who recommend Palolo Chinese Home for their patients and family members have confidence in Palolo Chinese Home's skilled nursing care and rehab capabilities. In fact, more than 70% of those receiving skilled nursing care returned back home after their stay with Palolo Chinese Home. We achieved these results with support from Genesis Rehab services, our new onsite rehabilitation provider.





Palolo Chinese Home reduced the number of care home beds to 17 to adjust to the community's needs. The relocation of the care home residents from Victoria Ward Building to Lani Booth Hall was a major undertaking, but it went smoothly without a hitch. In 2017, our care home enjoyed a 94% occupancy rate.

Palolo Chinese Home celebrated the official opening of the new wing with a dedication and open house to showcase the beautiful spaces of the new Harry C. Wong Hall in June 2017. Visitors and guests had an opportunity to see the **McInerny Foundation Courtyard** and water feature. The open house also included tours of the renovated areas of Victoria Ward Hall, including the courtyard sponsored by **L & L Hawaiian Barbecue**, and the new administrative offices and staff lounge, hair salon, chapel, and *namaste* room for dementia care.

Recognition for Quality

External sources validated the quality of care we deliver at Palolo Chinese Home. In 2017, Palolo Chinese Home earned an overall rating of five stars from the Centers for Medicare and Medicaid Services, the highest rating that can be achieved. In addition, U.S. News and World Report's 2017-2018 Best Nursing Homes recognized Palolo Chinese Home as one of the





top-rated nursing homes in Hawaii and the nation, based on a nationwide survey of more than 15,000 nursing homes.

Senior Day Care

As with all organizations, there is always room for improvement. Our **Senior Day Care** currently has the capacity to double the number of its participants. Our program is currently licensed to serve 40 participants. Palolo Chinese Home is one of the few adult day care programs that offers service seven days a week. The program continues to provide respite for working



family members who cannot safely leave their loved ones at home alone during the day. It also provides a full range of activities for seniors to ensure they remain physically active and socially engaged.

Outreach and In-Home Care

Our Hawaii Neighborhood Outreach to the Aged (HiNOA) program was rebranded as the **Palolo Wellness Program** in 2017 and continues to meet the demand for in-home services and accommodate the preference of seniors to age in place and live independently for as long as possible.

Meals to Go has been one of the signature programs of our Palolo Wellness Program, and the number of meals delivered to homes increased 25% from 2015 to 2017. In addition, the Palolo Wellness Program overall saw a 24% jump in the number of clients served. Specifically, there was significant growth in the number of clients and service levels for home cleaning and orthopedic services. Personal care services also increased by 25% in 2017.

Palolo Chinese Home has had to think outside the box to meet the staffing needs to accommodate the increasing demand for Palolo Wellness Program services during the requested hours from families. Our Senior Day Care staff have been able to assist with providing care to Palolo Wellness Program clients as a short-term solution while the program develops other viable solutions to meet the needs for continued growth in demand for home care services.

Extensive Volunteer Support

Volunteers play a key role at Palolo Chinese Home. They brighten the lives of residents and participants.

- In 2017, student volunteers from **Punahou School, Roosevelt High School**, colleges and 55 other groups donated a total of 925.75 hours of their time and talent.

- Of that total, 40 students from Punahou School volunteered a total of 271.75 hours from February to May 2017; Roosevelt students came twice a week to do yard and kitchen work for four hours a week for an annual total of more than 180 hours;
- 28 students from different colleges contributed a total of 239 hours from April to December 2017;
- In 2017, there were approximately 227 hours of entertainment provided to Palolo Chinese Home residents and clients.

Strategic Partnerships



Palolo Chinese Home strengthened ties with the **Tzu Chi Foundation** and formed new alliances in 2017. Tzu Chi Foundation volunteers visit Palolo Chinese Home every third Saturday of the month to engage residents in morning exercise, gentle touch, and one-on-one interactions. These activities serve as part of the Heart Lotus Life Program, a practical training to help volunteers become more effective caregivers for seniors, based on the values of gratitude, respect and love.

There is a shortage of certified nursing assistants in Hawaii and across the nation. In May 2017, Palolo Chinese Home formed a partnership with **Caregiving Sensei, LLC**, which was founded by two registered nurses, to offer certified nursing assistant training. The six-week training



course includes classroom learning and hands-on training at Palolo Chinese Home so that students can gain practical, real-life experience. Caregiving Sensei's goal is to help meet the personnel needs of providers in the community.

In October 2017, nonprofit organization **Common Grace of Hawaii** relocated to the Palolo Chinese Home campus. In collaboration with Palolo Chinese Home, the organization immediately launched a new intergenerational program called Grand Grace, which adds a new dimension of enrichment for the those involved with both Common Grace and Palolo Chinese Home.





Adult and teen volunteer mentors are paired with elementary school children to participate in activities with the seniors at Palolo Chinese Home. The intergenerational aspect has provided an uplifting experience for the mentors and the children, and the seniors receive special attention from new friends who bring youthful energy and companionship into their lives.

Leadership Succession

All of this work takes great leadership and dedication. When **Darryl Ing** retired as Chief Executive Officer in September 2017, **Darlene Nakayama**, Chief Operating Officer, was elevated to be his successor as Chief Executive Officer. Darryl had successfully seen the



campus renovation and expansion through to completion and passed the baton to Darlene, who has been with Palolo Chinese Home for the past 15 years. Her nursing background and experience as a healthcare executive leader made her the right choice to lead Palolo Chinese Home forward to meet the new challenges ahead.

As part of the leadership succession planning, **Kevin Wu**, who had been HiNOA Director, prepared for and successfully passed his nursing home administrator test in May 2017 and was selected to participate in the American College Health Association's Future Leaders program. He was named Administrator for Palolo Chinese Home, taking over one of Darlene's roles prior to her promotion.

Future Outlook

2017 was a good year for Palolo Chinese Home because of the support we received from the community to advance our mission of caring for elders of all ethnicities. Thank you to all of our donors, volunteers, staff and partners for your unwavering support. With your ongoing support, we believe the future is bright for Palolo Chinese Home, and we remain committed assessing the needs of the community and providing different care options for seniors.

Mahalo,

Eric K. Watanabe, CPA
President, Board of Directors

Darlene Nakayama, RN, MS, CRRN
Chief Executive Officer

Financial Summaries

Year Ended December 31, 2017

Statement of Financial Position

ASSETS

CURRENT ASSETS	2017	2016
Cash and Cash Equivalents	3,087,567	4,062,328
Accounts Receivable, Net	1,881,847	1,261,537
Contributions Receivable, Net	118,213	72,723
Inventory	106,111	100,822
Prepaid Expenses	120,623	113,112
Total Current Assets	5,314,361	5,610,522
LAND, BUILDINGS, FURNITURE, AND EQUIPMENT, Net	27,703,832	26,772,551
OTHER ASSETS		
Investments	1,177,249	531,730
Contributions Receivable, Net	230,000	515,400
Memorial Plots	4,000	4,000
Assets Limited as to Use	301,040	285,151
Total Other Assets	1,712,289	1,336,281
TOTAL ASSETS	\$34,730,482	\$33,719,354

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES		
Accounts Payable	607,172	487,385
Construction Payable	152,137	354,017
Retainage Payable	471,339	750,241
Accrued Payroll	364,003	299,969
Accrued Vacation	259,839	241,527
Deferred Revenue	23,251	8,628
Current Portion of Long-Term Debt	252,313	15,632
Total Current Liabilities	2,130,054	2,157,399
LONG-TERM DEBT, Net of Current Position	9,906,385	9,682,754
Total Liabilities	12,036,439	11,840,153
NET ASSETS		
Unrestricted	22,253,837	21,506,690
Temporarily Restricted	4,003	
Permanently Restricted	436,203	372,511
Total Net Assets	22,694,043	21,879,201
Total Liabilities and Net Assets	\$34,730,482	\$33,719,354

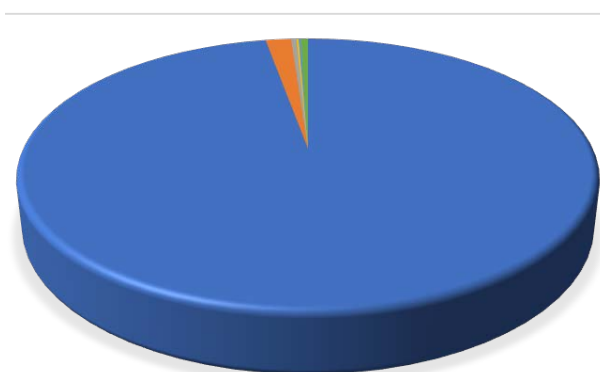
Financial Summaries

Year Ended December 31, 2017

Statement of Activities and Changes in Net Assets

REVENUES, GAINS AND SUPPORT

	2017	2016
Program Services	16,000,563	10,671,707
Contributions and Grants	281,885	315,543
Golf Tournament	59,215	71,105
Contributions from Aloha United Way	21,760	24,309
Investment Income, Net	24,808	(5,360)
Other Income	79,467	86,492
Total Revenues, Gains, and Support	16,467,698	11,163,796

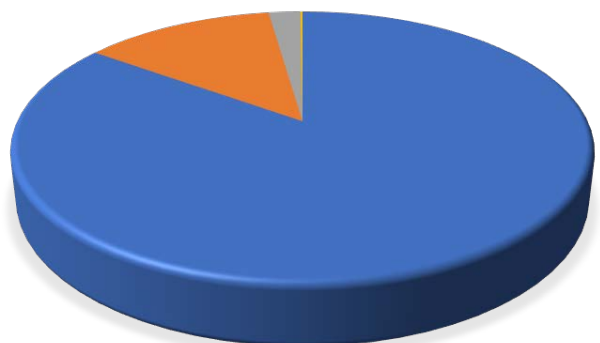


2017 Revenue

Program Services	97.2%
Contributions and Grants	1.7%
Golf Tournament	.4%
Aloha United Way	.1%
Investment Income	.1%
Other Income:	.5%

EXPENSES

	2017	2016
Program Services	13,476,132	9,672,160
Management and General	2,029,912	1,372,493
Fundraising	338,146	414,891
Golf Tournament	21,982	23,669
Total Expenses	15,866,172	11,483,213



2017 Expenses

Program Services	85%
Management and General	12.8%
Fundraising	2.1%
Golf Tournament	.1%

Change in Net Assets	814,842
Net Assets - Beginning of 2017	21,879,201
NET ASSETS - END OF 2017	\$22,694,043

Mahalo to Our Donors

Palolo Chinese Home is able to serve seniors and their families because of the generous support of individuals, organizations, corporations, foundations and trusts, including those who wish to remain anonymous. We appreciate the following donors for their contributions to Palolo Chinese Home between January 1, 2017 and December 31, 2017. In 2017, Palolo Chinese Home also launched named endowment funds to provide another way to give that will meet our future needs.

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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.





PALOLO CHINESE HOME

Better Care · Better Lives

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