



PALOLO CHINESE HOME
Better Care. Better Lives

2019 ANNUAL REPORT

BRINGING JOY TO SENIORS



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. Palolo Chinese Home was originally established to serve Chinese plantation workers who had no families in Hawaii to support them. Today, it serves all seniors, regardless of race, religion, nationality, or ethnic origin.



OUR MISSION

To educate, support, and care for seniors and their families by providing a continuum of quality care in a culturally sensitive family setting.



OUR VISION

To be a top nationally ranked and locally revered senior care provider of choice, and to be an employer of choice by Hawaii's professional caregivers.

OUR ORIGINAL CHARTERED MISSION (1941):

- 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.



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ABOUT PALOLO CHINESE HOME

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 a 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 is 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 residents' best interests in mind. We strive to maintain the highest standards in our care. We will never compromise on 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 selflessness in mind. It is vital for us to be empathetic as we work to alleviate the suffering of the elderly. We will care for each resident like they are a member of our own 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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Business Office Manager

Lauren Kagihara, BA
Human Resources Manager



L to R: Teresa S. Novio, Darin Yoshimoto, Darlene Nakayama, Lauren Kagihara



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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. This unbroken circle signifies our mission of continuous care and respect for our kupuna (elders). Logo designed for Palolo Chinese Home by Clarence Lee.



PALOLO CHINESE HOME
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OUR REPORT TO THE COMMUNITY

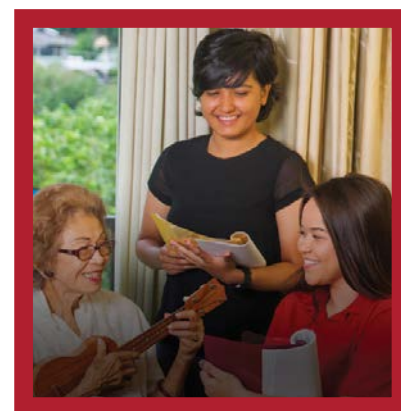


DARLENE NAKAYAMA,
RN, NHA, CEO

ERIC WATANABE, CPA,
PRESIDENT & CHAIR

SERVING THE NEEDS OF HAWAII'S KUPUNA

For over 120 years, Palolo Chinese Home has remained true to our mission to educate, support, and care for seniors and their families by providing a continuum of care in a culturally-sensitive family setting. As the need for quality care for seniors in Hawaii continues to increase, Palolo Chinese Home had the privilege of meeting this need by supporting seniors of all ethnicities with care from competent and compassionate professionals at our home in tranquil Palolo Valley.



In an ongoing effort to support Hawaii's Kupuna and their families, we expanded several service areas in 2019, such as our Palolo Wellness Program that includes Meals-to-Go as well as our nursing home capacity. Meals-to-Go was designed to support seniors living at home with nutritious and delicious meals that meet an individual's dietary needs and could be delivered to their homes. The Meals-to-Go program delivered 40,468 meals in 2019, in response to a 7% increase in demand for home delivered meals between 2017-2019.

Upon completion of the construction expansion of our Palolo Nursing and Rehab Center in 2017, we were able to significantly grow our nursing home occupancy rate in 2019 from 91% to 94%, thus lowering our expenses and the costs for residents.

COMMITMENT TO QUALITY SENIOR CARE

Palolo Chinese Home (PCH) was recognized with a major milestone that truly reflected our commitment to providing exceptional senior care. The Palolo Wellness Program (PWP), PCH's Home Care Agency, received zero deficiencies during its first Department of Health Inspection, which resulted in the awarding of our Home Care License for 2019. Receiving this license was a huge accomplishment for our Palolo Wellness Program, that provides valuable services such as companionship, assistance with dressing, feeding, personal hygiene, meals, and light housekeeping. The hard work and dedication of Manager Rachel Agustin Laffin and the PWP staff were instrumental in receiving this recognition and licensure.



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OUR REPORT TO THE COMMUNITY:

PALOLO CHINESE HOME WELCOMES THE YEAR OF THE BOAR

Palolo Chinese Home welcomed the Year of the Boar with a full house of residents, family members, donors, and other special guests. Co-Executive Director of Common Grace, Jay Jarman, provided the blessing for Chinese New Year. Common Grace, a non-profit organization located on campus, started the program, Grand Grace that provides opportunities for young students to share activities with PCH residents and senior day care participants.

The Gee Yung International Dragon and Lion Dance Association kicked off the celebration with gongs, drums, and firecrackers with three “dancing” lions. In traditional PCH fashion, lots of great bargains were found at the country bazaar coordinated by the PCH Women’s Auxiliary. All proceeds were donated to the home.

The festivities culminated with an uplifting, inspiring presentation on caregiving by Gerry Yahata, author of the book, “The Spirit in Caregiving.” His autographed books were given as gifts to those present at the event.



Gerry Yahata

KUPUNA AGING IN PLACE GRANT & COMMUNITY SESSIONS

Palolo Chinese Home was one of several non-profit organizations to receive a Kupuna Aging in Place (KAP) grant from the May Templeton Hopper Fund and Minnie K. Fund, administered by the Hawaii Community Foundation. The \$210,000 grant enabled Palolo’s Wellness Program to offer more “in-home” care, such as personal care services, companionship, light housekeeping, and meal preparation. It also equipped us with the necessary funds to offer caregiver and community support through a free community education series.

The monthly community education sessions covered valuable topics to inform busy family caregivers with the tools, advice, and support they needed to care for their loved ones. Throughout the 2019 year, we welcomed experts and celebrities from the community to share their insights and knowledge with families, kicking off with an engaging presentation by Gerry Yahata author of “The Spirit of Caregiving.” Following the presentation was a session with Hawaii’s Own comedian extraordinaire, Frank DeLima on “Managing Chronic Diseases,” at which over 125 people attended.

Palolo Chinese Home strives to assist their residents by offering support to their caregivers and families in the local community. While the education sessions provided valuable information, it also made time and the opportunity for PCH staff to interact with families and the community to hear firsthand about their personal challenges, make referral suggestions for appropriate help, and contribute ideas for future educational sessions.



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OUR REPORT TO THE COMMUNITY:

VOLUNTEERS ARE VITAL FORCE FOR PCH

Palolo Chinese Home received robust volunteer support in 2019 from Iolani, Mid-Pacific, Punahou, St. Louis and other Hawaii high school students for a total of 642.75 volunteer hours, an increase of 182.75 hours from the year prior. Also welcomed were five student groups from Chaminade University to perform their service learning with Senior Day Care Center participants, during which they led group activities, engaged in one to-one socializations, and assisted with clerical tasks.

Roosevelt High School's Special Needs students volunteered approximately 624 hours in the Maintenance and Dietary Departments. A longtime supporter, Common Grace and its high school division program, Mālama Mentors, participated in Christmas caroling with our seniors on December 3, 2019.

In addition to students, the Tzu Chi Foundation devoted 260 hours to visiting Palolo Chinese Home every third Saturday of the month to engage residents in group activities such as chair exercises, singing, and performing. The Heart Lotus Life Care Training Program volunteers also provided compassionate care, emotional and spiritual support to residents and caregivers in order to provide the highest level of kupuna care. The Associated Chinese University Women (ACUW) delighted residents at the Annual Halloween dog and handler costume contest and participated with the musical musings of "Sounding Joy Music Therapy."



L - R: Gigi Ko and Roberta Wong Leung



Front (L to R): Frances Goo, Shari Lee-Huntoon, Elizabeth Wong, Ruth Hirai, Serena Kyi-Yim, Anna Chang, Roberta Wong Leung, Lola Fu.
Back (L to R): Patricia Yoshikawa, Joanne Ebesu and Scott Yim

PCH DYNASTY INVITATIONAL GOLF TOURNAMENT WHERE GOLFERS GOT TEED OFF

Palolo Chinese Home's Dynasty Invitational Golf Tournament received the highest level of sponsor support in its 29 years. On May 10, 2019, we enjoyed another successful turnout of more than 200 golfers, 60 corporate and individual sponsorships, some 50+ volunteers, tons of prizes, good eats and good fun competition and camaraderie. All this effort, support and dedication enabled us to raise more than \$110,000 for our on-going operations.



Pictured: Darin Yoshimoto, Alexandra Roe, Martha Nobriga, Guy Animoto, Show Nakanishi



Pictured: Raymond Davis, Brian Oue, Eric Chong



Pictured: Peter Fong, Frances Goo, Darlene Nakayama, Calvin Say, Darin Yoshimoto, Gladys Lee, Michael Tsang, Eric Watanabe



PALOLO CHINESE HOME
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FINANCIAL SUMMARIES

Year Ended December 31, 2019

REVENUES, GAINS & SUPPORT

	2019	2018
Program Services	17,014,070	16,525,823
Contributions & Grants	342,557	396,021
Golf Tournament	111,096	90,830
Contributions from Aloha United Way	20,710	20,627
Investment Income, Net	83,098	26,082
Other Income	113,886	91,141
Total Revenues, Gains & Support	17,685,417	17,150,524

2019 Revenue Percentages

Program Services	96.2	96.4
Contributions & Grants	2.0	2.3
Golf Tournament	0.6	0.5
Contributions from Aloha United Way	0.1	0.1
Investment Income, Net	0.5	0.2
Other Income	0.6	0.5

Expenses

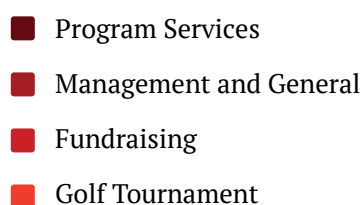
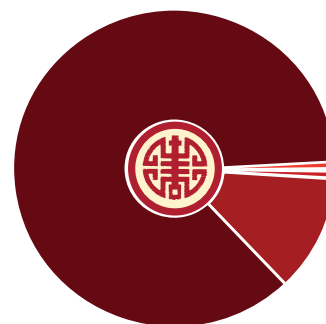
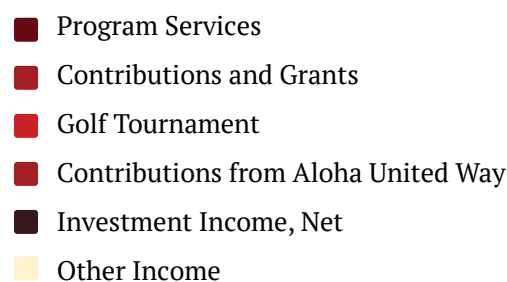
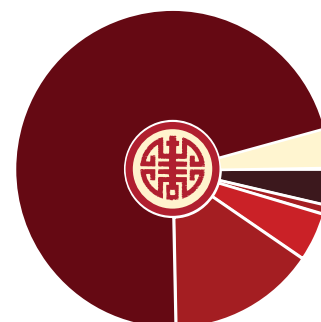
	2019	2018
Program Services	14,402,423	14,395,388
Management and General	1,981,411	1,974,048
Fundraising	166,314	125,538
Golf Tournament	28,025	30,196
Total Expenses	16,578,173	16,525,170

2019 Expenses Percentages

Program Services	87	87
Management and General	11.9	12
Fundraising	1	0.8
Golf Tournament	0.1	0.2

Change in Net Assets

	1,367,625
Net Assets - Beginning of 2019	23,172,653
Net Assets - End of 2019	24,540,278



PROGRAMS AND SERVICES

Family Caregiver Support and Training

The goal of this program is to enable aging in place by providing caregiver support services for family members and other individuals who provide in-home care to adults age 60 and older.

Information and Referral Services

Palolo Chinese Home's Good Neighbor Concierge Referral Services is a free, community service to help anyone seeking assistance and information on caregiver and senior care.

PALOLO WELLNESS PROGRAM

Personal Care

Palolo Chinese Home helps seniors continue living at home with in-home personal care that includes bathing, toileting, meal preparation, and clean-up.

Companion Care

PCH's Companion Care program allows seniors to keep up with your busy lifestyle. Whether it's a simple ride to the doctor's office or grocery store, our companion care options are flexible and customizable according to their specific situation.

Meals-to-Go

Palolo Chinese Home's meal delivery service provides nutritious meals prepared in our kitchen to meet prescribed dietary needs. We deliver meals Monday through Friday, for lunch and dinner to select locations around the island of O'ahu.

Home Cleaning Services

Keeping up with daily chores is difficult for seniors and busy family caregivers. Our friendly professional staff comes to the home to take care of dusting, sweeping, mopping and vacuuming for a safer, cleaner environment.

PALOLO CHINESE HOME'S ON-CAMPUS SERVICES

Adult Residential Care Home

The goal of PCH's residential and expanded care is to ensure one's wellness and independence. Residents are assisted with activities of daily living such as with meals, ambulation, toileting, bathing, grooming and dressing. Individualized and group activities include physical exercises, review of current events, crafts, bingo, bowling and coloring. Expanded care services are also provided to allow residents to age in place as they may need more support.

Skilled Nursing & Intermediate Care (Short-Term or Long-Term)

When family members can no longer remain at home because of a chronic health condition, Palolo Chinese Home welcomes them to our home. Our trained health professionals provide 24/7 care to ensure your loved ones receive the care and attention they need.

Rehabilitation Services

Palolo Chinese Home assists with the healing and recovery from an injury or illness before returning home by providing rehabilitation services that includes physical therapy, occupational therapy, and speech therapy.

Memory Care

We offer peace of mind by providing around-the-clock care with daily activities designed to satisfy the mind and body.

Hospice, Palliative and Integrated Care

It's all about living and improving one's quality of care in the face of a terminal illness. Hospice supports individuals to enjoy a life of dignity and comfort. There is an on-campus chapel to provide a place for emotional and spiritual support. Palliative and Integrated Care is also available.

Senior Day Care

This program offers seniors a welcoming place to enjoy stimulating activities and exercise, talk and socialize with other seniors, and dine on nutritious meals with their friends before returning home with their families at the end of each day. Open daily including weekends and holidays.



CULTIVATING DONOR & SPONSOR APPRECIATION

Palolo Chinese Home is a proud recipient from a variety of longtime community sponsors and donors through direct donations, planned gifts, and ongoing fundraising events. In 2019, Palolo Chinese Home received an exceptionally generous donation of \$100,000 from founder of L&L Hawaiian Barbecue Eddie Flores Jr. and his wife Elaine, which allowed us to continue our promise of better care for better lives.



*Eddie Flores, Jr. Check Presentation
L-R: Elisia Flores, Eddie Flores, Jr., Darlene Nakayama*

MAHALO TO OUR DONORS Year Ending December 31, 2019

Palolo Chinese Home is able to provide quality care for seniors and support 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 who made contributions between January 1, 2019 through December 31, 2019 to support Palolo Chinese Home's daily operations and future needs.

Ageo Nursing School
David C. Ai Charitable Trust
Sandra Akaka
Marion Akamine
Rodney Akau
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Clinton Akutagawa
Aloha Pacific Mobile Imaging
Aloha United Way
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Gary Chang



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Year Ending December 31, 2019



*2019 Narcissus Court & Chinese Chamber of Commerce Members,
70th Narcissus Queen, Tiana Wong & court*

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 Stephen Chang
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 Foodland Give Aloha Campaign
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 Barbara Fujimori



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Year Ending December 31, 2019

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Cheryl Humiston
Rena & Dennis Hwang
Lilian & Dennis Ikeda
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David Ing



L-R: Mr. Geoffrey Meng Shien Han, Deputy Director, Taipei Economic & Cultural Office in Honolulu and Darlene Nakayama, CEO

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Year Ending December 31, 2019



Mahalo to the Wo Family Foundation completes their \$75,000 pledge to help PCH establish a new location for the rehabilitation center.

From left, Scott Wo presented the total to Palolo Chinese Home's Board Chair Eric Watanabe, Fund Development Chair Frances Goo, and CEO Darlene Nakayama.

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Wong Leong Doo Benevolent Society
Amy & Clifford Woo Family
Endowed Fund
Benjamin & Merle Woo
Frances & Rodney Yamamoto
Neal & Marian Yasuda
Ann & Barbara Yee
Cynthia Yee
Douglas Yee
Edwin Yee
Reginald Yee
Yee Hop Realty
Emma Yeh
Nai Chia Yeh
Jun-Chen Yen





MAHALO TO OUR DONORS

Year Ending December 31, 2019

Edward Yi
Karen Yim
Yvonne Yim
Hiromu Yogi
Toyie & Gary Yonemoto
Amy Young
Ann Young
Barbara Young
Charlene Young
Charles Young
Franklin Young
James Young
John Young
Joseph W. C. & Barbara Young
Joseph Young
Lenore Young
Leslie Young
Lockwood Young
Norma F. & Kwai S. Young
Pauline Young
Verna H. F. Young
Riley Yuen
Shirley Yuen
Audrey S. L. Zane
Frederick Zane
Karl & Li-Nan Ziegler



LOOKING TO THE FUTURE

As Palolo Chinese Home enters a new decade, we envision growth in innovation of our community based at-home services. Hawaii Seniors are living longer, and the diverse need for senior care that encompasses a wide range of lifestyles has never been greater. To some seniors, living independently in the comfort of their own home is of the utmost importance. For others, more intensive care and a welcoming sense of community is preferred. PCH constantly looks for safe and transformative ways to meet the needs of seniors, caregivers, and the community. We offer a wide range of programs, including Meals-to-Go and Senior Day Care, which are both expected to reach capacity within the next year. PCH strives to provide Kupuna the highest level of professional care befitting their specific needs, enhancing comfort and quality of life.

The strong relationships cultivated over the years with our residents, caregivers, donors, service partners, and community members are the foundation of our success. We would not be able to provide the highest level of excellence in senior care that Palolo Chinese Home is renowned for without our expansive list of strategic partners and loyal supporters. As we look to the future, PCH will continue to enrich our continuum of care network by strategically partnering with industry leaders that share our same values and commitment to quality.

In 2020, we will be expanding our programs and services to more seniors and communities island-wide. We envision new partnerships with new and established facilities, expanding our reach and scope of services, as well as further developing our brand awareness as we become the premier resource for senior care. As we reflect on our legacy spanning over a century, we remain humble and diligent by being firmly rooted in our beliefs and values. We will honor our rich and vibrant past as we focus on the future, continuing our commitment to providing comfort and care to better the lives for the Kupuna of Hawaii.





PALOLO CHINESE HOME
Better Care. Better Lives