



VOLUME 8 • ISSUE 7 • JULY 2008

INSIDE

Page 3 CCRCs prepare for accreditation with rigorous self-review.

Page 6 Affordable housing expands in California and Washington.

Page 7 Pilgrim Haven resident is "back with the Baptists."

Industry Peers Praise Quality First Efforts



Extensive web-based training. Leading-edge holistic programming. Innovative financing for affordable housing.

These are examples of ABHOW's commitment to Quality First, a national initiative to promote exceptional services in senior living communities.

The company's efforts earned the accolades of industry peers in early May. ABHOW received six Quality First awards at the Aging Services of California (ASC) annual meeting.

"Receiving these awards from our peers, who are equally committed to quality, is high praise that makes us proud and deepens our

Continued on next page



ABHOW

Mature Living Since 1949



commitment,” says President David Ferguson.

ASC honors Quality First achievements in several categories that cover the governance,

operations, and consumer relations of nonprofit retirement communities. Award-winning programs are singled out for creativity, innovation and risk-taking as well as cost-effectiveness and the ability of the program to be replicated.

ABHOW received the following six awards:

Consumer Participation – *“Building and Keeping Relationships between the Organization and its Stakeholders”*

ABHOW’s annual meeting is an exemplary three-day event that draws various stakeholders into the

“Receiving these awards from our peers, who are equally committed to quality, is high praise that makes us proud and deepens our commitment.”

–David Ferguson, President

business of the company by providing education in senior living trends and demonstrating the company’s latest services and innovations.

Continuous Quality Improvement – *“Resident Quality and CCRC Operations Audit Plan”*

Using rigorous internal audits, ABHOW tracks regulatory compliance in its health centers to ensure they meet the highest standards.

Continuous Quality Improvement – *“Masterpiece Living: Culture Change in Serving Residents”*

Pilgrim Haven, ABHOW’s Los Altos, Calif., community, is creating an environment that emphasizes

resident growth rather than decline. The community is using Masterpiece Living, a holistic program rooted in research on successful aging.

Governance Accountability – *“ABHOW’s Responsibility to its Moral Owners – Building Trust and Transparency”*

Using the Carver Policy Governance model, the ABHOW Board of Directors has identified the company’s “moral owners” as those most impacted by governing decisions, defined specifically as “responsible community members, particularly American Baptists, who affirm the core mission and who care about the living condition of seniors and disabled people.” The moral owners are represented at every ABHOW board meeting through the participation of the chairs of the local boards of directors/advisors.

Human Resources Development – *“Online Initiative: Tools for the Organization and a Perk for Employees”*

ABHOW delivers continuing education and mandated training through web-based programs that standardize curriculum and make it easier for employees to participate.

Leading Edge Care and Services – *“Innovative Financing for Affordable Housing”*

ABHOW is financing the 105-apartment Valley Vista community in San Ramon, Calif., through a rare “mixed finance” feature that combines traditional HUD Section 202 funding with low-income housing tax credits.

Clarification

An article in the June 2008 edition of ABHOW Words, “Technology Improves Residents’ Lives,” has caused some confusion. ABHOW communities do not presently provide free wireless Internet access. In many communities, information technology technicians will help residents set up wireless access from cable or phone companies. This technical assistance is provided at an hourly rate.

Back in the mid-1980s, when Kay Kallander was a new assistant administrator of Plymouth Village Retirement Community in Redlands, Calif., she noticed that prospective residents had started asking a new question: “Is this community accredited?”

“It was very clear when accreditation came into being and all the major associations were letting seniors know this was something they might like to ask about communities they were considering,” she says. “It was one of the top questions, and I was always proud to say we were.”

Accreditation is voluntary, and American Baptist Homes of the West was among the first multi-site organizations in the country to embrace it as a way to ensure that its communities and services are of the highest possible quality. Eight ABHOW communities have been accredited for 20 years, another was accredited five years ago, and yet another is now going through the yearlong process for the first time.

In the face of new, tougher benchmarks and with the recent introduction of accreditation for dementia care, ABHOW has again seized the opportunity to measure its communities against the highest standards in the industry.

The company has strongly endorsed the concept of accreditation from the beginning. In fact, former ABHOW President Dr. Richard Ice was on the team that developed the initial set of standards the American Association of Homes and Services for the



Aging (AAHSA) established for continuing care retirement communities.

When AAHSA decided about four years ago to move

accreditation to the Commission on Accreditation of Rehabilitation Facilities and its Continuing Care Accreditation Commission (CARF-CCAC), Kallander was invited to participate in developing even more rigorous standards. CARF-CCAC is the largest not-for-profit accrediting organization in the United States. As an independent, international accreditor, it allows ABHOW to learn about best practices in both the United States and other countries.

Only 10 percent of the nation’s continuing care retirement communities meet CARF-CCAC’s tough standards, and this year, for the first time, the organization has also set benchmarks for the burgeoning field of dementia care.

“ABHOW is the first multi-site company in the United States to submit a letter of intent to pursue accreditation for dementia care,” points out Assistant Vice President Paul Jepson, who is leading this part of the organization’s effort. The communities of Plymouth Village, Valle Verde in Santa Barbara, Calif.,



The accreditation process raises the bar in every area of community life.

Continued on next page



ABHOW communities, such as Valle Verde in Santa Barbara, Calif., will thoroughly examine their systems and processes.

San Joaquin Gardens in Fresno, Calif. and The Terraces of Phoenix have all begun the process of accrediting their dementia programs, called The Grove.

For these programs and for communities as a whole, the accreditation process is a demanding one that requires the efforts and input of employees, board members, residents and their families. “Lots of material must be gathered, and there is significant self-assessment,” says Kallander, now ABHOW’s senior vice president for strategic planning. But accreditation remains the gold standard in the field of aging services.

“It frequently is a deal-breaker or deal-maker for a resident or family member or financial advisor,” she says. “People are used to standards, and they are much more sophisticated about them. They would not choose a college, a hospital or a camp without accreditation. They’re looking at ways to measure one community

against the other. People are used to having that Good Housekeeping seal of approval.”

TRUING UP THE ORGANIZATION

And the accreditation process itself is beneficial, Kallander says, because the peer review, internal networking and self-assessment involved promote quality improvement, employee cohesion and resident satisfaction.

The process occurs every five years and begins with a year or more of internal preparation. For this round, each community has already developed an accreditation team and implemented the new CARF-CCAC standards in governance, resident life, fiscal stewardship, strategic planning and other areas. This September, teams of surveyors from all over the United States will visit the ABHOW communities and their dementia care programs to validate hundreds of standards. Most communities will have separate survey teams, so the organization as a whole will benefit from a broad range of professional input.

To ensure that its dementia care is the best available, ABHOW has taken an additional step by partnering

“(Consumers are) looking at ways to measure one community against the other. People are used to having that Good Housekeeping seal of approval.”

—Kay Kallander, Senior Vice President for Strategic Planning

with David Troxel, a nationally known consultant and author of *The Best Friends Approach to Alzheimer’s and Dementia Care*.

“We have conducted site visits to each ABHOW Grove to monitor that physical plants, programs, policies, activities and staff training all meet the CARF-CCAC standards and reflect the best practices which David developed,” Jepson says. The teams consult regularly via conference call with administrators at the

Continued on next page

ABHOW home office to review the standards and monitor that policies and practices are in place to meet them.

Once a community has implemented and used the new standards for at least six months, CARF-CCAC will send a survey team of industry professionals to observe how services are provided, interview stakeholders and review documentation. This on-site survey is both an impartial, external review and an opportunity for consultation with respected, knowledgeable leaders in the field of senior services.

“We’re peers,” says Kallander, who has herself undertaken CARF-CCAC training and served as a surveyor both nationally and internationally. “We understand the communities, the highs and the lows. Because we work full time in similar communities, we know what’s going on. And it’s a consultative process. If I’m in a community and somebody says they’re struggling with a particular standard and asks if I’ve seen someone handle it well, I can say yes and share what I’ve seen.”

The surveyors identify what the community is doing well, point out any areas that need improvement and forward their report to CARF-CCAC, which decides whether the community merits accreditation. But even achieving Five-Year Accreditation, the best outcome, is not the end of the process. A community receiving this level of accreditation maintains contact with CARF-CCAC and submits a report each year to verify that it has continued to conform to the standards. Receiving accreditation is just the beginning of an ongoing quality improvement program within each community.

Though the accreditation process involves a lot of hard work, Kallander believes that every part of an ABHOW community gains a great deal from it. Residents and families increasingly expect communities to be accredited, and they experience a higher degree of satisfaction when a community constantly assesses itself and looks for ways to improve. And the process can foster community closeness and the exchange of ideas.

“It’s a time when employees, residents and board members work together,” she says. “People always comment that they really enjoy engaging with those they might not work with otherwise and discussing issues of mutual concern. Through accreditation, we have these conversations for well over a year and beyond.

“We true ourselves up every five years,” she says. “I always say that even if the surveyors never came, the communities would benefit from going through the process.”

To learn more about CARF-CCAC accreditation, go to www.carf.org/aging.

Site Visits Scheduled



CARF-CCAC accreditation site visits will begin in early September. The schedule for ABHOW’s continuing care retirement communities is as follows:

- Rosewood, Bakersfield, Calif., Sept. 3-5
- Pilgrim Haven, Los Altos, Calif., Sept. 3-5
- The Terraces of Los Gatos, Los Gatos, Calif., Sept. 3-5
- The Terraces of Phoenix, Phoenix, Ariz., Sept. 3-5
- San Joaquin Gardens, Fresno, Calif., Sept. 8-10
- Piedmont Gardens, Oakland, Calif., Sept. 17-19
- Grand Lake Gardens, Oakland, Calif., Sept. 17-19
- Judson Park, Des Moines, Wash., Sept. 22-24
- Plymouth Village, Redlands, Calif., Sept. 22-24
- Valle Verde, Santa Barbara, Calif., Sept. 29-Oct. 1

ABHOW Expands Affordable Housing In California and Washington

The affordable housing division at ABHOW continues to grow with the addition of two new projects.

The company broke ground June 10 for its second South Lake Tahoe, Calif., community, Kelly Ridge.

The 33-apartment community will open in Summer 2009. Tahoe Senior Plaza, located four miles away, opened in 1999.

Kelly Ridge is named in honor of David Kelly, president of the Tahoe Area Coordinating Council for the Disabled (TACCD), a co-sponsor with ABHOW on Tahoe Senior Plaza. While TACCD is not sponsoring the new project, Kelly was instrumental in identifying the site and securing local funding, said Ancel Romero, ABHOW's senior vice president for affordable housing.

Kelly Ridge is ABHOW's second tax credit project. Additional funding comes through the state HOME program, the city of South Lake Tahoe, and the South Lake Tahoe Redevelopment Agency.

"We look forward to opening Kelly Ridge on its three gorgeous acres and helping to meet the need for affordable senior housing in the Tahoe Basin," Romero said.

In Tacoma, Wash., ABHOW recently won the right to develop a 55-apartment community in the Salishan neighborhood, an area that provided public housing for soldiers and civilians during World War II. The

ABHOW community figures prominently in the Tacoma Housing Authority's redevelopment of the neighborhood.

ABHOW has raised about \$2.8 million for the \$11 million project, including a \$200,000 grant from United Way of Pierce County. The city of Tacoma and the Housing Authority committed a combined \$2.6 million. ABHOW has applied for federal HUD 202 funding to cover the balance.

"We expect to hear the results of our application by December," Romero said. "We're hopeful that HUD will recognize the importance of this community and fund it."

ABHOW currently manages 19 affordable housing communities in California and Washington. The 20th community, Hillcrest Gardens in Daly City, Calif., opens in September. Additional communities are in development in San Ramon, Calif., and Lynnwood, Wash. ABHOW is also refinancing four existing California communities, a process that will result in significant



Kelly Ridge will open in South Lake Tahoe in Summer 2009.

renovations at Pacific Meadows in Carmel, E.E. Cleveland Manor in Oakland, Casa de la Vista in Redlands, and Mount Rubidoux Manor in Riverside.

When two years ago I moved, along with my husband, to Pilgrim Haven Retirement Community in Los Altos, Calif., it was the end of a long arc of Baptist association that began, for me, with growing up in a Northern Baptist (now American Baptist) church in Massachusetts.

As a child I dropped birthday pennies one by one into the Sunday school birthday bank. I was baptized at the age of 10 along with my sister after several weeks of pastoral instruction, during which time I resolved to be a better person, kinder to my young brother, more helpful around the house – all of which resolves seemed, to my chagrin, to disappear along with the water slipping away from my white dress as I emerged from the baptistry.

But I was moving along, emerging from childhood. I enjoyed youth fellowship, a Sunday school class under the aegis of a lovely young woman who organized bike rides and cookouts, as well as shared her stories and listened to ours, along with group perusals of Scripture and talks about adolescent issues and behavior.

Soon it was off to college, where I attended non-denominational chapel services, told an occasional children's story in the Baptist Sunday church service when I was home, went to youth conferences with nationally renowned leaders, wondered what my future might hold. I had gone to college expecting to major in child psychology, but at one of the college chapel services, when a Scottish preacher used as his text a verse from the 119th Psalm, "Thy statutes are my songs, O Lord, as I wander through the world," and went on to

pose the question, "How shall you go as you wander through the world? I suggest you go as a troubadour," I felt he was talking to me. I had taken courses in writing by then and felt myself drawn into writing as art and discipline in a way that was new and transporting to me. I changed my major to English composition. Toward what vocation would that lead me? For starters I would try for a job in publishing.

On spring vacation of my senior year I went to Philadelphia, to job search. My sister was already working there as executive secretary to the American Baptist Publication Society's director, who had been pastor of our Baptist church when we were baptized. I went the rounds of publishers and learned that most aspiring writers started as secretaries, for which I had neither the skill nor the interest.

Close to the end of my stay, I had an interview with the head of the Publication Society, where my sister worked. Besides his fondness for my family, he knew of my major, that I had been co-editor of the college literary magazine, and had won an award in creative writing. To my surprise and delight, he offered me a job. I would start work as an editorial assistant in the children's department – a combination of my interests in children and writing. And I would be back with the Baptists again!

I worked there from 1947-1950 and enjoyed it immensely. In the course of my three years I became editor of a children's weekly story paper, wrote and edited material for Baptist periodicals, edited the first Baptist church camp manual (after being sent to a couple of Baptist camps), wrote a small paperback children's book on stewardship, got to know children's workers in other denominations, became thoroughly familiar with church bureaucracies – their pitfalls and possibilities. One spring I flew, with two colleagues, to a

Continued on next page



Story Paper Editors Conference in Nashville, Tenn., never dreaming that 24 years later I would move there with my husband and family, and that Nashville would be home for the next 32 years.

Shortly after arriving in Philadelphia I met, in a young adult group in the basement of a Baptist church, a young Navy veteran who was on his way to becoming a minister. A Methodist minister. We fell in love. We would marry as soon as he finished college, which had been delayed by his service in the Navy. Knowing of my long history as a Baptist, he wondered – Would it be a hardship for me to become a Methodist? Considering the fringe benefit (i.e. being his wife), not at all. That was my past. My life with him was my future. Our future. Which it has been. We were married and after he finished seminary and a post-graduate year, he became a parish pastor of a succession of five Methodist churches over a period of 18 years. We raised a family of four children, all of whom went to Methodist Sunday schools, became active in Methodist youth fellowships, and became fine young men (3) and woman (1).

In 1972 my husband was asked to become the national staff person in charge of developing worship resources for the Methodist Board of Discipleship, which was located in Nashville. So we all moved to Nashville, where I continued my careers as writer and homemaker, the children entered schools and colleges, and my husband worked at the Methodist Board until 1993 when, at the age of 66, he retired. He continued to do some writing and editing, taught a couple of semesters at Drew University and, as the saying goes, time passed.

Which brings me to Pilgrim Haven and American Baptist Homes of the West. As my husband and I approached our eighties and began to experience minor health problems, seeing the handwriting on the



Martha Hickman enjoys a conversation with her husband, Hoyt.

wall, we decided we wanted to be near one of our children, who by now were scattered far and wide. We loved Nashville, had many dear friends, loved our local Methodist church, but we had no children closer than a two-days' drive away. Our California son and his wife had repeatedly urged us to come and live close to them. We had visited them

and their two sons several times, and we liked the area. (Who could not like California weather?)

In 2005, at Christmas time, we flew west again, visited the retirement communities they had chosen from those they had visited and thought would be most to our liking. They had made appointments for us, and we went the rounds, meeting personnel and residents, having lunch, touring apartments and common rooms. At the time we knew nothing about American Baptist Homes of the West, but we quickly ascertained that we liked Pilgrim Haven a lot – its warmth and informality, its beautiful campus (like a New England village, I thought). We were accepted, returned home, began the long and arduous process of choosing what to take, what to leave behind, made plans to sell our house, took long nostalgic looks at places and communities. It wasn't until several months later, after we had moved and were settling in, that we learned Pilgrim Haven was one of a network of American Baptist Homes of the West communities. It further confirmed our decision. We had indeed made the right choice. For me it was a kind of homecoming. After all these years, I was back with the Baptists again!

Martha Whitmore Hickman is the author of 28 published books for adults and young children. Among her adult titles are Such Good People, Fullness of Time, Healing After Loss, and The Growing Season. Books for young children include I'm Moving, Lost and Found, and A Baby Born in Bethlehem.

ABHOW strives to meet the highest standards in creating communities where residents, staff and volunteers flourish. Toward that end, the company is committed to removing barriers that block success.

ABHOW defines “accessibility” broadly: it means the company’s campuses, processes, systems and services are consumer-friendly, easily used or obtained by residents, staff, volunteers and other stakeholders.

Accessibility challenges may be encountered in architecture, environment, attitudes, finances, employment, communication, transportation, and other areas. To improve accessibility across the organization, the ABHOW Management Team works with community leaders to identify accessibility challenges and to develop action plans.

For instance, at San Joaquin Gardens in Fresno, Calif., accessibility is on the weekly agenda for the leadership team. As the community is renovated, physical access issues arise. Leaders have responded by rerouting sidewalks and increasing tram service while roads are closed off.

For many years, ABHOW has worked to remove barriers and to practice non-discriminatory employment. But the company did not have a formal accessibility plan until an accreditation standard prompted ABHOW to formalize its efforts with a document and process.

The process began in the fall of 2007 with discussions at the ABHOW Management Team meetings. Team members analyzed their respective departments to determine accessibility issues for the Home Office.

Likewise, local leaders developed community-based accessibility plans. Residents, staff, board members, and others provided input.

Today each CCRC has a standing committee that monitors accessibility issues. Solutions are integrated into the annual budgeting process and strategic plans.

CORPORATE COMPLIANCE

The June edition of ABHOW Words noted the company’s new Code of Ethical Conduct. Related to this effort is the ABHOW Corporate Compliance Program, which monitors standards for ethical and legal business dealings and service delivery.

ABHOW’s standards for conducting business include statements specific to conflict of interest, fraud, gifts, and contracting. Standards for service delivery address confidentiality, privacy, and reporting, among other issues.

The company has set up a 24-hour Corporate Compliance Hotline. If residents or staff have questions about conduct, or if they would like to report improper, illegal or unethical behavior, they should promptly call the hotline at 888-740-4636.

Reports will be fully investigated, and corrective action will be taken as appropriate. Callers can choose to make their reports anonymous. “You will not be punished for the good faith reporting of a complaint,” says President and CEO David Ferguson.

Corporate Compliance Program brochures are available in the community administrative offices.

**THE ABHOW
WAY**

How do things work around here?
ABHOW follows a set of policies and practices that shape life in all of its communities. These policies and practices constitute The ABHOW Way.

A “fearless leader” who has fed the hungry and provided affordable housing for seniors in her Oakland community, Bishop Ernestine Reems-Dickerson was honored by the ABHOW Foundation at the 2nd Annual Salute to Affordable Housing Recognition Dinner May 22.

The daughter of the late E.E. Cleveland, namesake of an ABHOW-managed community in East Oakland, Reems-Dickerson is the founder and senior pastor of The Center of Hope Community Church, where she has served 39 of her 50 years in ministry.

Under her leadership, the church built a 150-apartment affordable housing community as well as the 56-apartment E.E. Cleveland Manor. She started a successful food ministry plus a kindergarten through eighth-grade charter school that bears her name. “It really blesses my life when I can help somebody else,” she told an Oakland Tribune columnist last fall.

Her commitment is a model for the ABHOW family, says Joe Anderson, president of the Foundation. “Bishop Reems-Dickerson demonstrates the kind of courageous, persistent leadership that’s needed to create affordable housing for seniors,” Anderson says. “We’re proud to be associated with her.”

Some 270 attendees joined Anderson in celebrating Reems-Dickerson’s leadership through an evening of entertainment and inspiration at the Marriott Oakland City Center. And they raised

money for the Affordable Housing Assistance Grant Fund, which supports new services and amenities at ABHOW’s 19 affordable housing communities.

The recognition dinner is one of two major events sponsored annually by the Foundation to support affordable housing. The other is the fall Golf Classic. The 12th annual tournament will be held Oct. 6 at Round Hill Country Club in Alamo, Calif. (See story, next page.)

These two events generate thousands of dollars to improve the quality of life in ABHOW affordable housing communities. Since 1997, the Foundation has awarded grants for paratransit buses, sound systems for the hearing impaired, a computer learning center, meal programs, and other activities.

The grants make a significant difference in the communities, says Ancel Romero, ABHOW’s senior vice president for affordable housing. “We build the best communities we can with limited government funding.

Continued on next page



Bishop Reems-Dickerson was the center of attention May 22 as ABHOW leaders and family members honored her. From left, ABHOW Foundation President Joe Anderson, Ancel Romero, senior vice president for affordable housing, ABHOW President David Ferguson, sons Brian and Brondon, Randy Stamper, ABHOW’s chief governance officer, and Frank Jennings, Foundation board chair.

At the end of a long day on the links at Round Hill Country Club in Alamo, Calif., one thing always stands out at the annual ABHOW Foundation Golf Classic: Everyone is still smiling.



And with good reason. Since 1997, the tournament has netted hundreds of thousands of dollars for the Affordable Housing Assistance Grant Fund, which pays for equipment and amenities that enhance the quality of life for ABHOW residents.

More than 150 golfers and participants are expected at the 12th Annual Golf Classic Oct. 6. ABHOW

staff, residents, and board members will join partners, vendors and friends for the scramble format tournament plus dinner and auction.

“Thanks to the generosity of these golfers, sponsors and auction donors, the

annual tournament has become a significant occasion to raise much-needed support for affordable housing,” says Ancel Romero, senior vice president for affordable housing. “It’s also a day to celebrate the mission we all share in the ABHOW family.”

To learn about sponsorship opportunities, contact Development Coordinator Suzette Luer at 800-222-2469 ext. 7151 or sluer@abhow.com. To register online, go to www.abhow.com/foundation/golf.



More than 150 golfers and participants are expected at the 12th Annual Golf Classic.

Foundation Salutes Housing Advocate *continued from previous page*

But we count on these Foundation grants to help support those extra amenities and services that make community life all the more special,” Romero says. “As the Foundation puts it, the grants help to ensure that residents enjoy a life, not just a place to live.”

The recognition dinner and Golf Classic require significant planning and cooperation across ABHOW. The Foundation, ABHOW Affordable Housing, and Oakland’s Allen Temple Baptist Church co-sponsored the dinner event. A planning committee of nine leaders did the heavy lifting: Suzette Luer, the Foundation’s development coordinator; Jan Nunes, regional property manager; Lewis Sellars, administrator of Broadmoor Plaza in San Leandro; James Williams, administrator of Oakland’s Allen Temple Arms; Kendra Roberts, administrator of nearby Allen Temple Gardens; Kenetta Jackson, administrator of E.E. Cleveland Manor; Becky Shearer,

administrative/human resources representative for ABHOW Affordable Housing; plus Romero and Anderson.

Anderson says the effort was well worth it to salute a pastor whom Congresswoman Barbara Lee called a community asset and “fearless leader.”

“Your tireless advocacy and commitment to serving those most in need has benefited our community immeasurably,” Lee wrote in a letter presented at the dinner. “The housing programs you have launched and endorsed have successfully placed hundreds of individuals and families into much needed affordable housing units. Thanks to your foresight, the housing complex you developed has provided our cherished and deserving seniors with renewed confidence and independence.”

Dear Residents:

Identity theft has become a nationwide epidemic. It is presently estimated that important information of a personal nature is being stolen from individuals in the U.S. every three seconds of every day. On June 10, 2008, computer equipment in the possession of a benefits administration firm, formerly retained by ABHOW, resulted in the theft of identity data with respect to approximately 5,000 current or former employees of ABHOW and their dependents. That's the bad news.

Please note that there was no loss of identity data for any current or former residents of any ABHOW community.

The good news is that ABHOW management, following disclosure that the theft had occurred, acted vigorously and comprehensively to respond to the theft in a manner designed to reduce the risk of an unfavorable consequence to anyone. Those steps, which utilize the excellent and proven resources of National ID Recovery (NIDR), have been provided in a letter sent to each affected employee. ABHOW has put in action a multi-level task force to deal with the problem including NIDR, Experian (a credit reporting firm) and

nationally respected legal counsel on identity theft matters, Mr. Phil Gordon of the Littler Mendelson firm. Other large companies, such as Google, were affected by the June 10th burglary. ABHOW's response and thorough handling of the corrective steps is as strong as or stronger than the affected companies.

ABHOW will cover the expense in the advancement of this comprehensive corrective action should attempts to invade a person's privacy occur from this security breach.

Going forward, ABHOW will continue to be vigilant in its efforts to protect every individual in its care or employ, residents and employees alike, through a thorough review of both internal and vendor security measures. I am available for any questions you may have regarding this unfortunate and sensitive matter.

Sincerely,



David B. Ferguson
President and CEO



ABHOW, National and State Websites:

ABHOW: abhow.com

AAHSA: www.aahsa.org (National)

WAHSA: www.wahsa.com (Washington)

AzAHA: www.azaha.org (Arizona)

Aging Services of California (ASC):
www.aging.org (formerly CAHSA)

"American Baptist Homes of the West, as an expression of Christian mission, seeks to enhance the independence, well-being and security of older people through the provision of housing, health care and supportive services."

