



ABHOW

**PIONEERING
LEADERSHIP IN
CHARITABLE GIVING**

**COMMUNITY BENEFITS AND
SOCIAL ACCOUNTABILITY REPORT
FISCAL YEAR OCTOBER 1, 2008 TO SEPTEMBER 30, 2009**

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EXECUTIVE SUMMARY

When San Joaquin Gardens in Fresno, Calif., provided \$245,455 in direct benevolence to residents who can no longer afford services, the community kept its promise of continuing care. In documenting and reporting this 2009 charitable activity, the community demonstrated its social accountability.

San Joaquin Gardens and its sister communities throughout ABHOW understand that the company has a social compact with the towns and cities it serves: ABHOW receives a tax-exemption as a nonprofit corporation in exchange for its charitable services, many of which the government would otherwise have to supply. ABHOW honors its social commitment by pursuing its mission and by making its charitable activities transparent.

That social commitment puts ABHOW in the vanguard of senior living organizations that measure their community benefits. Besides direct benevolence, ABHOW tracks community health and supportive services; education for health professionals and employees; subsidized health services; research with organizations such as universities; religious and other services for non-residents; resident and employee volunteer service; use of ABHOW meeting spaces by nonprofit groups; and community-building activities.

ABHOW provided \$15.4 million in community benefits in 2009, while the tax benefits the company received came to about \$4.7 million. When counting just “pure charity” – which ABHOW defines as direct contributions to residents and employees for care and services and direct contributions to other nonprofits in the wider community – ABHOW provided \$8.4 million in 2009.

Community executive directors and administrators keep records of their charitable care and community service programs, and they submit this information annually to the corporate compliance officer. Those activities considered pure charity are captured in the following areas:

Contractual allowances: ABHOW participates in the Medicaid program, which does not fully reimburse the company for the cost of services provided to residents. So ABHOW makes up the difference. These allowances totaled \$3.7 million in 2009.

Subsidized allowances: ABHOW supports private-pay residents by offering discounts from full contractual rates. These discounts include such items as permanent level of care transfer discounts, below-market discounts on certain apartments, SurePay program participation credits, Health Center free-day credits,

and basic medical credits for doctor and hospital Medicare deductibles. These allowances totaled \$2.2 million in 2009.

Benevolent care: ABHOW provides direct benevolence to residents who can no longer afford to pay. Benevolent care equaled \$722,593 in 2009.

Free services to residents: ABHOW makes direct contributions to residents in the form of free services, such as health screenings, transportation and food. These contributions totaled \$672,731 in 2009.

Educational assistance for employees: Each year ABHOW supports employees with educational grants for tuition, fees and books. That assistance totaled \$33,653 in 2009.

Grants to retirement communities: Through the ABHOW Foundation, grants are awarded annually to ABHOW communities to enhance the quality of resident life. The Foundation awarded \$67,931 in grants in 2009.

Volunteer hours: Every year staff and residents donate hundreds of hours to other nonprofit organizations. Volunteer hours were valued at \$33,440 in 2009.

Direct contributions to other nonprofits: ABHOW communities donate cash, food, goods and services to other charitable organizations. These contributions totaled \$952,630 in 2009.

In addition to this pure charity, ABHOW provided other significant benefits to residents. Each year the company makes adjustments to Medicare and third-party managed care contracts when these government and insurance entities do not fully reimburse ABHOW for the published price of services provided to residents. In 2009, Medicare and managed care adjustments totaled \$2.9 million and \$3 million, respectively.

This charitable ministry is ABHOW's social responsibility as a nonprofit corporation and its obligation to fulfill. Most importantly, ABHOW recognizes that social accountability is simply the right thing to do.

For 37 years, the Internal Revenue Service has recognized that seniors have special needs due to their advancing years, concerns about post-retirement finances and increasing health needs. Organizations that deal with the special needs of seniors are permitted to qualify for tax-exempt status as charitable organizations. IRS Revenue Ruling 72-124 held that an organization that cares for seniors may be exempt from tax as a charitable organization if it satisfies three primary special

needs of seniors: (1) the need for housing; (2) the need for healthcare; and (3) the need for financial security.

ABHOW meets the requirements of Rev. Rul. 72-124 by providing housing designed for its senior residents, by providing health care which meets the needs of its residents and by providing financial security so as to permit its residents to remain should they exhaust their financial resources.

The underlying premise of a CCRC is that it will hold in residence those who run out of funds through no fault of their own. With a decline in residents' investment strength over the last few years, this premise will surely be tested. What if one resident needs financial support? What if it is two residents, or five or ten? ABHOW's mission, responsibility and obligation all converge in response to such needs as evidenced by its social accountability program.

ABHOW's social accountability reporting demonstrates that the company meets a charitable purpose and thus merits its status as a tax-exempt organization. But social accountability is about more than numbers. It is a promise kept. It is the natural extension of ABHOW's pioneering heritage. It is the embrace of a bold philosophy that envisions ABHOW's work going beyond the provision of services within the company's communities to effect changes in society that will lead to a fuller life for everyone.

The complete report that follows documents ABHOW's charitable ministry for 2009. The supportive charts and tables in the Appendices further illustrate the information contained in the report.

PIONEERING LEADERSHIP IN CHARITABLE GIVING 2009

THE REPORT

The report that follows is a detailed description and estimated value of all charitable contributions given in 2009 by ABHOW, its continuing care retirement communities and its affordable housing retirement communities.

Services and Activities Occurring for the Benefit of Residents

Resident Discounts from Fully Established Contractual Rates

- Resident subsidies by ABHOW (continuing care resident contracts and other discounts) during fiscal year 2008-09 were \$2,215,269. Included are non-contract allowances, administrative discounts, permanent transfers to different levels of care credit, below-market discounts, health center free days credit, life care contract discounts and medical insurance subsidies. The breakdown by community is:
 - Grand Lake Gardens - \$11,536
 - Judson Park - \$151,858
 - Piedmont Gardens - \$125,619
 - Pilgrim Haven - \$339,944
 - Plymouth Village - \$105,639
 - Rosewood - \$132,790
 - San Joaquin Gardens - \$177,699
 - The Terraces of Los Gatos - \$234,823
 - The Terraces of Phoenix - \$650,878
 - Valle Verde - \$284,483

Direct Benevolence to Residents

- Direct benevolence to continuing care residents by ABHOW during fiscal year 2008-09 was \$722,593. The breakdown by community is:
 - Piedmont Gardens - \$2,511
 - Pilgrim Haven - \$5,495
 - Plymouth Village - \$69,539
 - Rosewood - \$154,342
 - San Joaquin Gardens - \$245,455
 - The Terraces of Los Gatos - \$88,803
 - The Terraces of Phoenix - \$47,973
 - Valle Verde - \$119,464

Payment for Items Not Reimbursed by Medicaid Contracts

- Adjustments of \$3,702,441 were made to ABHOW residents during fiscal year 2008-09 representing Medicaid contracts that did not pay the full amount for their care.
- The breakdown of these adjustments to residents is listed below by community:
 - Judson Park - \$1,613,065
 - Piedmont Gardens - \$490,253
 - Pilgrim Haven - \$132,812
 - Plymouth Village - \$91,012
 - Rosewood - \$749,632
 - San Joaquin Gardens - \$313,804
 - The Terraces of Los Gatos - \$72,567
 - The Terraces of Phoenix - \$13,662
 - Valle Verde - \$225,633

Subsidized Allowances to Residents – Adjustments to Medicare and other Managed Care Services

Adjustments made by ABHOW for Medicare were \$2,872,773 and for other managed care services to residents were \$2,958,449 for a total of \$5,831,222. These adjustment amounts were not counted in the report as charitable benefits.

Charitable Contributions to ABHOW Residents and Employees

- During 2009, the ABHOW Foundation awarded grants and made contributions as follows:
 - To Allen Temple Gardens for remodeling of community room and lobby furniture and enhancements - \$20,078
 - To Allen Temple Manor a 52” television for residents - \$3,200
 - To Bellflower Friendship Manor for a mobile food bar - \$3,000
 - To Broadmoor Plaza for a computer to operate Posit Science and for landscaping services for resident garden - \$1,730
 - To Casa de la Vista patio furniture - \$1,800
 - To Fern Lodge two new computers - \$2,000
 - To Hillcrest Gardens security cameras and a community BBQ grill - \$16,228
 - To Judson Terrace Homes for resident mailboxes - \$5,197
 - To Mount Rubidoux Manor patio furniture - \$5,000
 - To Pacific Meadows for three computers - \$3,000

- To Tahoe Senior Plaza for a massage chair and fish aquarium - \$3,699
- The Terraces of Phoenix Music, The Universal Language of Mankind Fund (an interactive effort with the Arizona State University Department of Music to bring cultural music to the residents) - \$3,000
- ABHOW has temporarily advanced an aggregate of \$3.2 million for working capital, pre-finance costs and other support for its 24 owned, managed and under development affordable housing communities. These advances are non-interest bearing, benefiting the projects by \$194,000.
- ABHOW made grants in 2009 to employees from its educational assistance fund in support of employees' higher education development goals - \$33,653
- ABHOW provided flu shots to residents and employees throughout the organization - \$40,140
- Bellflower Friendship Manor Board of Directors donated financial assistance to residents unable to meet their obligations - \$3,000
- Through the support of a Long Beach bakery, Bellflower Friendship Manor distributed bread and pastries to residents and their caregivers through this weekly program - \$900
- Judson Park Resident Scholarship Committee provided grants to employees seeking higher education - \$1,500
- Kelly Ridge donated rent concessions to very low-income residents who were just moving in to the community - \$13,000
- Food commodities were given to Mount Rubidoux Manor residents three times a month - \$567
- Oak Knolls Haven residents received needed services through the Home Health and Hospice Mobile Clinic - \$2,500
- The Educational Assistance to Rosewood Employees Fund provided needed assistance to employees wishing to further their education - \$1,000

Research and Educational Activities with Other Organizations

- Piedmont Gardens in partnership with Samuel Merritt Masters of Nursing program provided ongoing interviews, education and research opportunities for nursing students - \$20,990
- The Long Term Care Community Project of the University of California, Berkeley was a project of Piedmont Gardens that provided geriatric training to students of various disciplines - \$20,150

- Pilgrim Haven provided the opportunity and site education for a student in gerontology from San Francisco State - \$3,000
- An educational seminar was provided to residents of Tahoe Senior Plaza by local skin specialist physician - \$252
- Nurses training was provided at The Terraces of Phoenix for 20 Arizona State University students - \$9,286
- Residents and interns were brought together for geriatric training rotation at the Health Center of The Terraces of Phoenix - \$4,366
- The Terraces of Phoenix provided CNA training for students on a weekly basis for a 12-week rotation - \$5,200
- Rosewood's Assisted Living and Health Center were training sites for students studying to be CNAs, LVNs, RNs, and home health clinicians. - \$268,000

Other Community Benefits to ABHOW Residents and Employees

- Allen Temple Arms provided prayer services on an ongoing basis - \$1,250
- Grief Counseling sessions and Post Memorial Repasts were given for the benefit of Allen Temple Arms residents - \$2,500
- Exercise equipment was provided by Broadmoor Plaza for fitness and strength classes - \$2,500
- Spiritual services were provided by Grand Lake Gardens to all residents, family members, friends and staff - \$1,500
- Emergency preparedness education sessions were provided by Judson Park to residents and the broader community - \$7,871
- A Grief-Share seminar sponsored by Riverside First Baptist Church was provided by Mount Rubidoux Manor for residents and employees - \$2,916
- The First Baptist Church sponsored special luncheons and parties for Mount Rubidoux Manor residents - \$252
- Special activities were provided to residents of Mount Rubidoux Manor such as Movie Night and Karaoke Night - \$504
- Assistance with the HEAP (Home Energy Assistance Program) was provided by Mount Rubidoux Manor to residents - \$810
- A volunteer appreciation brunch was provided at Mount Rubidoux Manor - \$42,820
- One to one visits to lonely or isolated residents in Assisted Living and Garden Terrace at Piedmont Gardens were provided by residential living residents during the year - \$32,744
- Pilgrim Haven nurses working in Wellness, Health Center and Assisted Living received educational benefits to apply toward

- CEU units that fulfilled licensing requirements and offered educational opportunities for further learning - \$1,000
- Cash donations for education were given to assist limited-income Pilgrim Haven employees in nursing, office and maintenance work to move up the career ladder - \$2,600
 - Residents and staff of Rosewood assisted Health Center residents with daily life, teaching them how to play bridge, grow and maintain a garden and many other areas of the community - \$138,000
 - Home-schooled children, sponsored by GAP ministries, visited residents and family members of the Grove at San Joaquin Gardens - \$4,534
 - Residents of The Grove at San Joaquin Gardens made dog biscuits for the SPCA - \$120
 - Residents of The Grove at San Joaquin Gardens made bookmarks that were distributed to residents of convalescent hospitals in the greater Fresno area - \$1,059
 - The children of Learning Tree and Robinson Elementary School in Fresno provided trick or treat and a costume parade for residents of San Joaquin Gardens - \$200
 - San Joaquin Gardens sponsored an Easter Egg Hunt for residents, grandchildren and children of staff - \$300
 - San Joaquin Gardens residents donated hundreds of hours tending to the gardens and grounds around assisted living and residential living apartments - \$33,584
 - Residents of The Grove at San Joaquin Gardens were entertained by an accomplished piano student's family who moved furniture and practiced their piano lessons in a wonderful impromptu concert - \$84
 - The Family Council at San Joaquin Gardens met and discussed programming and other needs of The Grove - \$200
 - Tahoe Senior Plaza provided weekly field trips for residents - \$4,534
 - The Terraces of Los Gatos Auxiliary provided volunteer activities and library services to assisted living and Health Center residents - \$26,300
 - Residents at The Terraces of Los Gatos volunteered their services for Resident Council committees throughout the year - \$38,200
 - The resident scholarship fund supplied donations to needy employees of The Terraces of Phoenix - \$1,033
 - A special meeting and lunches were provided for spouses of wives with Alzheimer's at The Terraces of Phoenix - \$1,020

- The Terraces of Phoenix held its annual Foundation pancake breakfast fundraiser - \$2,459
- Individuals served on boards and corporate membership for ABHOW in 2009 as follows:
 - ABHOW Board of Directors volunteered 1,440 hours – \$30,226
 - Cornerstone Affiliates (ABHOW’s parent organization) Board of Directors volunteered 360 hours - \$7,556
 - ABHOW Corporate Members volunteered 600 hours - \$12,594
 - The ABHOW Foundation board members volunteered 256 hours - \$5,373
 - Local continuing care retirement community board members volunteered 7500 hours – \$157,425
 - Local affordable housing retirement community board members volunteered 660 hours - \$13,853

Charitable Ministry Benefits Provided for the Broader Community

Community Health and Supportive Services

- Allen Temple Arms and east Oakland residents benefited from the Community Crime Prevention Program educational sessions on safety and security - \$1,500
- A community-sponsored Health Faire was held at Allen Temple Arms - \$1,500
- Instructional service and referrals were offered by Bellflower Friendship Manor to caregivers in the Bellflower community - \$1,500
- Hillcrest Gardens provided presentations to seniors in the broader community on such topics as fraud, elder abuse, and last will and testament - \$1,200
- Food and cash donations were given by Judson Park in partnership with the Des Moines Area Food Bank to residents in the broader community who need assistance with nutrition - \$312
- Judson Terrace Homes provided health screenings for seniors by nurses and medical professionals - \$840
- Homeless individuals in the San Luis Obispo area received donations and food for monthly meals from Judson Terrace Homes in partnership with the EOC Homeless Shelter - \$1,067
- Judson Terrace Homes offered counseling on senior services and housing in the San Luis Obispo area to seniors and relatives of seniors - \$420

- Mount Rubidoux Manor offered information seminars on wellness, self-help, safety and vulnerability to Riverside older adults - \$1,008
- Mount Rubidoux Manor provided Riverside residents with enrollment assistance in various health plans as well as government programs such as the Home Energy Assistance Program - \$3,379
- Monthly food distribution to needy residents of historic Filipino Town in Los Angeles took place at Manila Terrace - \$1,975
- Oak Knolls Haven provided referral and outreach for disabled adults in the broader area in partnership with the California Telephone Access Program - \$250
- The Community Action Commission, Community Partners in Caring with Oak Knolls Haven provided a program for seniors and disabled adults - \$250
- Low-income adults in the Santa Maria community received referral and outreach assistance at Oak Knolls Haven through the Health Insurance Counseling and Advocacy Program - \$350
- Pacific Meadows sponsored a health fair with 15 health care providers offering information to residents in the surrounding communities - \$2,000
- Piedmont Gardens made regular donations of furniture to Goodwill and the Discovery Shop (a cancer fundraising store) - \$2,000
- Piedmont Gardens donated 932 pounds of food to the Alameda County Food Bank - \$1,500
- Residents of Pilgrim Haven volunteered time to support resident programs such as publishing newsletter, assisting in the Health Center and Assisted Living, staffing the bookmobile and library, and running the computer lab - \$4,000
- Plymouth Village hosted local blood drives for the community at large - \$3,000
- Staff of Plymouth Village worked with the regional occupational programs of CRY/ROP to support its participants - \$1,400
- Six times last year, Plymouth Village hosted open houses to provide timely information and support to the broader community including staff and guest speakers for these open houses - \$2,000
- Plymouth Village provided an H1N1 educational seminar for the Redlands community - \$400
- San Joaquin Gardens provided education on a wide range of topics for families and other caregivers of individuals with memory loss through the Healthy Living Institute - \$2,100

- San Joaquin Gardens donated funds to Stone Soup Community Center for families and individuals providing literacy, after school tutoring, parenting classes, cultural heritage and awareness and other classes - \$1,036
- Donations were given by San Joaquin Gardens to the Southeast Asian Friendship Ministries for rural hospitals and clinics, school supplies, bicycles and education for rural pastors and youth leaders, small industries to provide financial independence for women - \$1,115
- San Joaquin Gardens contributed funds to Dakota House, which provides tutoring and other activities for elementary and middle schools students, temporary housing for homeless women and children, parenting classes, food closet and clothing, and initial job preparedness training - \$2,591
- San Joaquin Gardens provided funds to Evangel Home for women and children needing temporary housing, one to two year intensive training for completion of GED, plus assistance with job preparedness, financial planning, and child rearing - \$1,116
- San Joaquin Gardens donated to the Fresno International Refugee Ministries to support families and individuals needing integration into U.S. society; literacy, job preparedness, housing and furnishings, medical clinics, pastoral education, ESL classes and job placement - \$944
- The Fresno Rescue Mission received funds from San Joaquin Gardens to provide temporary shelter, drug and alcohol rehabilitation, Christian discipleship and leadership training, and homeless advocacy - \$439
- San Joaquin Gardens refurbished and donated wheelchairs, walkers, canes, chairs and crutches for disabled men, women and children in Romania who need assistive devices. A professional team of technicians, physical therapists and chaplains distributed the equipment - \$10,000
- Tahoe Senior Plaza provided annual health checks and flu shots to residents of the greater South Lake Tahoe community - \$1,259
- The Terraces of Los Gatos offered support groups on surviving grief and loss, managing life changes, improving communication, personal growth, and vision - \$1,250
- The Terraces of Los Gatos provided referral and outreach services for those living in the broader community needing assistance with placement for family members and friends - \$14,000
- Valle Verde residents provided a variety of community and civic service outreach to the greater Santa Barbara community such as

hospitals, hospice, churches, museums, universities and much more - \$587,720

- The Meals on Wheels program of Valle Verde offered meals to the greater Santa Barbara community for hospice and homebound individuals - \$20,000

Subsidized Housing or Meals to the Broader Community

- Meal subsidies were given to Harbor View Manor dining services inner city at-risk teenagers - \$260

Use of the Retirement Community Facility

- Bellflower Friendship Manor donated space for Bellflower Adult School programs on a daily basis throughout the year - \$51,900
- Casa de Redwood donated space to the San Mateo County Commission on Aging - \$960
- E. E. Cleveland provided space for the Over Sixty Clinic - \$2,880
- Members of local churches and their committee members received free meeting space at Grand Lake Gardens - \$5,000
- Grand Lake Gardens provided complimentary space for Aging Services of California, Golden Gate Chapter meetings - \$2,500
- Anonymous Debtor's met at Grand Lake Gardens on a weekly basis - \$2,500
- Harbor View Manor donated monthly meeting space to the Tacoma Affordable Housing Consortium - \$2,000
- Harbor View Manor held Halloween and Easter special events for at-risk inner city elementary school children in Tacoma - \$1,500
- A county social worker used the Hillcrest Gardens community on a quarterly basis for meetings and activities for low-income women - \$5,760
- Judson Park provided space to Aging Services of Washington for its meetings - \$720
- Judson Park donated use of the community's public space for the Resident Councils of Washington as donations for fundraising events - \$675
- Highline Community College and Renton Technical College students utilized Judson Park as a training site for nursing and CNA students - \$25,188
- Manila Terrace provided the community's social hall as an election polling site for Asian and Hispanic residents - \$1,600
- The social hall of Manila Terrace was donated for planning and organizing a holiday parade - \$480
- Residents of Los Angeles' Historic Filipinotown benefited from the donated meeting space at Manila Terrace for various People's

Core projects on environmental concerns, health and housing issues - \$1,200

- Mount Rubidoux Manor donated space for community awareness meetings and neighborhood watch meetings – 1,007
- Oak Knolls Haven provided space for the Santa Maria Coin Club’s monthly meetings - \$2,880
- Oak Knolls Haven provided space for Allan Hancock College classes - \$3,000
- Piedmont Gardens provided meeting space for Piedmont Avenue Improvement League and Piedmont Avenue Merchants Association - \$5,760
- Piedmont Gardens was a polling place for elections - \$3,840
- Piedmont Gardens donated meeting space for meetings of Oakland community groups, such as Overeaters Anonymous, Debtors Anonymous and Business Debtors Anonymous - \$37,440
- Piedmont Gardens provided rehearsal space for the Women’s Will Shakespeare Company, the Bay Area’s only all-female Shakespeare troupe - \$7,200
- Pilgrim Haven provided meeting space for many community-based organizations, such as a quilting group and a local church; the community was also an election polling site - \$6,000
- Rosewood provided meeting and event space for community-based organizations, such as Alcoholics Anonymous, 60+ Club, Golden Kiwanis, Golden Empire Chorus, and Adult Education; in addition, Rosewood provided space for art classes and was a polling site for the community at large - \$105,000
- Schools, policy department, churches, AAUW, LWV, Assistance League, DAR, PEO and other nonprofit organizations received meeting room space throughout the year at The Terraces of Los Gatos - \$8,200
- The Terraces of Phoenix provided meeting spaces for various services and organizations, including Vantana Homeowner’s Association, Active Aging Week, Local Homeowners, National Charity League, League of Women Voters, Art All Around Us, religious services, and Arizona Association of Activity Professionals - \$17,066
- The Terraces of Phoenix provided space for the resident Friendship Circle - \$2,880
- Valle Verde provided meeting space for many Santa Barbara community organizations and associations, including CFIT, Retired Doctor of Santa Barbara, MIT Alumni, National Charity League, Visiting Nurses, bereavement groups, Alzheimer’s

- Valle Verde provided classroom space for the Santa Barbara City College Continuing education; Vistas Lifelong Learning program and the University of California, Santa Barbara extended learning programs in addition to local dance and exercise classes - \$5,760

Community Building and Leadership Activities

- ABHOW made donations to Aging Services of California, a nonprofit state association - \$6,667
- American Association of Homes and Services for the Aging received \$30,000 donation from ABHOW - \$30,000
- ABHOW gave miscellaneous donations to the AFP Foundation, Muscular Dystrophy, Porter Hills, Washington State and YHS Madrigals - \$1,800
- The American Baptist Homes Foundation of the West gave donations to:
 - The Association of Fundraising Professionals for program support - \$500
 - The GORDIE Foundation to sponsor its 4th Annual GORDIE gala - \$2,500
 - The Muscular Dystrophy Association in honor of Mike and Vickie McDaniel - \$500
 - The Terraces of Phoenix Music, The Universal Language of Mankind Fund (an interactive effort with the Arizona State University Department of Music to bring cultural music to residents) - \$3,000
- Casa de la Vista and Fern Lodge partnered with the Salvation Army Angel Tree Program to provide gifts for less fortunate kids in the greater Redlands community - \$605
- Casa de la Vista and Fern Lodge made financial contributions to support Redlands High School band - \$1,091
- Mount Rubidoux Manor residents initiated “Seniors Giving the Gift of Green to their grandchildren and great-grandchildren” to inspire a continuing green revolution among senior citizens in the Inland Empire and to heighten awareness of the danger of global warming to younger generations - \$10,495
- Mount Rubidoux Manor provided an annual cook drive to thank the Firemen at Fire Station No. 1, which services the retirement community - \$525
- The Riverside Police department and the Riverside Fire department gave seminars at Mount Rubidoux Manor on safety in

the home and in public for the benefit of the greater Riverside community - \$420

- Mount Rubidoux Manor provided space for monthly community awareness meetings facilitated by the nearby senior center and the community liaison from the Riverside Police Department - \$2,880
- San Joaquin Gardens residents and staff donated travel-size grooming items, stationery and cards to the Center for Non-Violence for children visiting their incarcerated mothers at the Chowchilla prison before Christmas - \$1,259
- Valle Verde held a non-partisan political forum for mayoral and city council candidates - \$960

Community Benefit Operations Activities

- ABHOW dedicated management staff costs to coordinate the company's community benefit operations and social accountability program, serve as chair of the ASC Legal Committee, and speak around the country on the topic of social accountability - \$5,000
- ABHOW funded other costs associated with its social accountability and community benefit analysis and report – \$11,684

Other Benefits to the Broader Community

- Volunteer Services to Community Organizations by Residents and Staff of ABHOW and its Retirement Communities:
 - During 2009, the local retirement communities' executive directors and administrators and executives and staff of the home office donated 3,719 hours of volunteer services to local, state and national aging services organizations - \$78,167
 - Broadmoor Plaza residents volunteered as teachers for English as a Second Language for the benefit of the greater community - \$2,183
 - Broadmoor Plaza residents coordinated Bible study classes for residents and the broader community - \$2,099
 - Residents of Broadmoor Plaza donated time and supplies for special Game Nights for the benefit of residents and the San Leandro community at large - \$1,091
 - Staff of Casa de la Vista and Fern Lodge volunteered their services on a local board of a nonprofit organization - \$252
 - Through the support of the Senior Companion Program, resident and employee volunteers at Casa de Redwood provided transportation and assistance for the frail elderly in the greater community - \$3,023

- A Harbor View Manor staff member served as secretary of the newly appointed Board of Directors for an affordable housing community Salishan - \$1,000
- Staff of Judson Park provided education to other professionals in the aging services field at the Aging Services of Washington conferences - \$1,090
- Judson Park staff offered advice to seniors in the Des Moines and Normandy Park areas through the Des Moines Senior Services Advisory Committee - \$840
- A Judson Park staff member served as a board member and president of the Des Moines Rotary - \$5,038
- A Judson Park staff member served on the Elder Adult Day Services board, which sponsors day health programs for King County seniors - \$252
- As a member of the board of the Good Shepard Housing Project, a Judson Park staff member provided information and assistance to affordable housing residents in the broader community - \$630
- A Judson Park staff member served as a board member and president of American Baptist Homes and Caring Ministries - \$6,297
- A Mount Rubidoux Manor staff member served on the Dales Senior Center Advisory Board - \$13,098
- At least five residents of Piedmont Gardens were reading partners at Piedmont Avenue Elementary School - \$13,098
- Pilgrim Haven residents volunteered at the library, bookmobile, computer lab, Health Center and Assisted Living - \$7,880
- Plymouth Village staff participated on the board of the University of Redlands Alumni Association, providing leadership of alumni events, awarding scholarships, and creating linkages between the alumni, students and the community at large - \$1,500
- Plymouth Village provided paid leave to staff to support civic jury duties - \$5,027
- Plymouth Village staff participated in ALFIE for Assisted Living in networking and promotion of awareness of services for seniors and families in need of services in the broader Redlands community - \$1,200
- Plymouth Village staff provided volunteer support for church senior services group - \$3,100

- Rosewood residents and staff served in churches and supported local Chaplains, Senior Advocacy, Institutional Research Review, Braille Institute, Library and more - \$40,000
- Staff of San Joaquin Gardens donated their time reading books to children at Turner Elementary School and donated books and dictionaries to the school. They also fed older adults Thanksgiving and Christmas meals at Masten Towers low-income apartment complex in Fresno - \$5,000
- The Notions 'N Needs Store at The Terraces of Los Gatos provided commodities to residents and the greater Los Gatos community who were unable to shop - \$24,900
- The Terraces of Los Gatos residents and staff assisted in the Los Gatos community's classrooms and ESL programs - \$1,500
- Residents of The Terraces of Phoenix purchased, wrapped and delivered toys and clothing to families that would not receive gifts due to incarceration, substance abuse or neglect - \$1,800
- Ten residents from The Terraces of Phoenix volunteered their time to tutor elementary school needy students - \$16,372
- The Terraces of Phoenix staff volunteered to the Humane Society and at many church events - \$5,877
- Residents of The Terraces of Phoenix visited the Phoenix Homeless shelter monthly and provided needed services - \$6,045
- Staff of Valle Verde provided outreach to community-based organizations, including Rotary, Chamber of Commerce, UC Santa Barbara music programs, reading for the blind and Dyslexic, and Santa Barbara schools - \$14,693
- Valle Verde offered the use of its beautiful grounds and facilities to neighbors for walking the campus, La Tienda, open space, bird watching, dog training grounds - \$14,400
- Other Services to Community Organizations by Residents and Staff of ABHOW and its Retirement Communities:
 - Allen Temple Arms provided space for prayer services for residents and the greater Oakland community - \$2,000

- Ecumenical church services were offered to Allen Temple Arms residents and the broader community - \$5,000
- United Seniors provided activities planning for seniors at Allen Temple Arms for the greater Oakland community - \$7,500
- Monthly worship services were provided by the Allen Temple Baptist Church for residents of Allen Temple Manor and Allen Temple Gardens - \$1,200
- Allen Temple Manor and Allen Temple Gardens provided Bible study programs to residents and the East Oakland community - \$1,250
- Allen Temple Gardens and Allen Temple Manor offered a Fit and Strong Exercise Program for the greater Oakland community - \$5,000
- A resident of Broadmoor Plaza coordinated English Study as a Second Language classes for the benefit of the broader San Leandro community - \$2,183
- Broadmoor Plaza provided staff support and space for trainings in affordable housing maintenance for other housing properties in the area - \$440
- Free transportation was provided for Broadmoor Plaza residents and other frail seniors in the community for grocery shopping - \$800
- Coordinated and arranged by a Broadmoor Plaza resident, Bible studies were provided for residents and interested community members - \$2,183
- Broadmoor Plaza provided special activities for residents and the greater San Leandro community, such as Karaoke Night, including the provision of equipment - \$500
- Casa de la Vista and Fern Lodge staff volunteered at several community events to raise funds such as the Run through Redlands marathon and pancake breakfasts - \$210
- Residents of Casa de la Vista and Fern Lodge volunteered their services for the Cancer Society, Food Banks and local hospitals - \$1,310
- The community Senior Go Green Initiative to promote energy efficiency was supported by Casa de la Vista and Fern Lodge - \$84
- The local Rotary clubs held free pancake breakfasts, dinners and seasonal gifts for Casa de Redwood

- residents and the broader San Mateo community - \$5,000
- Through the sponsorship of Better Living for Seniors, Casa de Redwood provided trips, parties and special activities and equipment for needy seniors - \$20,000
- The Harvest Brown Bag program at Casa de Redwood provided food to low-income seniors in the broader San Mateo area - \$20,000
- A commodities program sponsored by the Allen Temple Baptist Church was provided for E. E. Cleveland residents and other frail seniors in the East Oakland area - \$5,000
- Harbor View Manor offered Vesper services every Sunday for residents and those living in the broader community - \$2,000
- Harbor View Manor hosted Catholic Communion Service every Wednesday for residents and the local community - \$1,000
- Hillcrest Gardens provided backpacks and school supplies for low income families in the broader community - \$600
- Hillcrest Gardens provided weekly religious services open to the broader community - \$1,300
- Judson Park staff provided information about housing and resources for seniors through a speaking engagement for students of the paralegal class - \$126
- Staff of Judson Park worked with students of the Fife School District in the Art Docent program and Read to Lead program - \$672
- Judson Terrace Homes' Readers Theatre is a program where residents read plays and practice to perform leading to an actual performance for the broader community - \$200
- Manila Terrace held prayer meetings and Bible studies twice a month for residents of Los Angeles' Historic Filipinotown - \$5,760
- Free exercise classes were provided three times a week at Manila Terrace for the benefit of residents of historic Filipino Town in Los Angeles - \$3,209
- Christmas lantern making was offered at Manila Terrace for residents of historic Filipino Town in Los Angeles as an outreach program - \$1,200

- Mount Rubidoux Manor held weekly and monthly Bible studies, Catholic rosary and ecumenical worship services - \$3,274
- Mount Rubidoux Manor offered local high school students community service opportunities - \$252
- Mount Rubidoux Manor sponsored an annual toy drive to benefit underprivileged children - \$840
- “Keep Riverside Clean and Beautiful” is a neighborhood cleanup program of Mount Rubidoux Manor to benefit the greater Riverside community - \$3,270
- In partnership with the local AARP chapter, Mount Rubidoux Manor held a suitcase collection drive to benefit foster children - \$1,259
- Mount Rubidoux Manor sponsored the “Seniors Go Green Conference,” providing education and awareness on the dangers of global warming - \$10,495
- La Sierra University’s Service Learning Project at Mount Rubidoux Manor provided field and laboratory study for students to interact with elders in the community - \$4,114
- Oak Knolls Haven and the HEAP program provided energy bill discounts and assessments to low-income adults in the Santa Maria area - \$1,200
- Pacific Meadows held farmers market to sell produce at discounted prices to Carmel residents - \$3,000
- Piedmont Gardens sponsored the Eagle Scout construction project - \$500
- The Saturday Senior Center of Piedmont Gardens provided handmade blankets, dolls, scarves, pillows and tray favors to local hospitals and shelters - \$10,495
- The Piedmont Gardens parking lot was donated to National Night Out for a neighborhood outreach event - \$1,500
- Piedmont Gardens donated hearing aids and magazines to the Seafarers Ministry; eyeglasses to the Lions Center; and towels and pillows to the SPCA - \$1,500
- Pilgrim Haven residents and employees donated to local charitable organizations such as Goodwill, Little League, Los Altos Bookmobile, History House, Parade of Lights, Los Altos High, Senior Center and Mountain View/Los Altos Community Services Center - \$6,000
- Staff of Plymouth Village participated in mock interviews for seniors, networking opportunities and

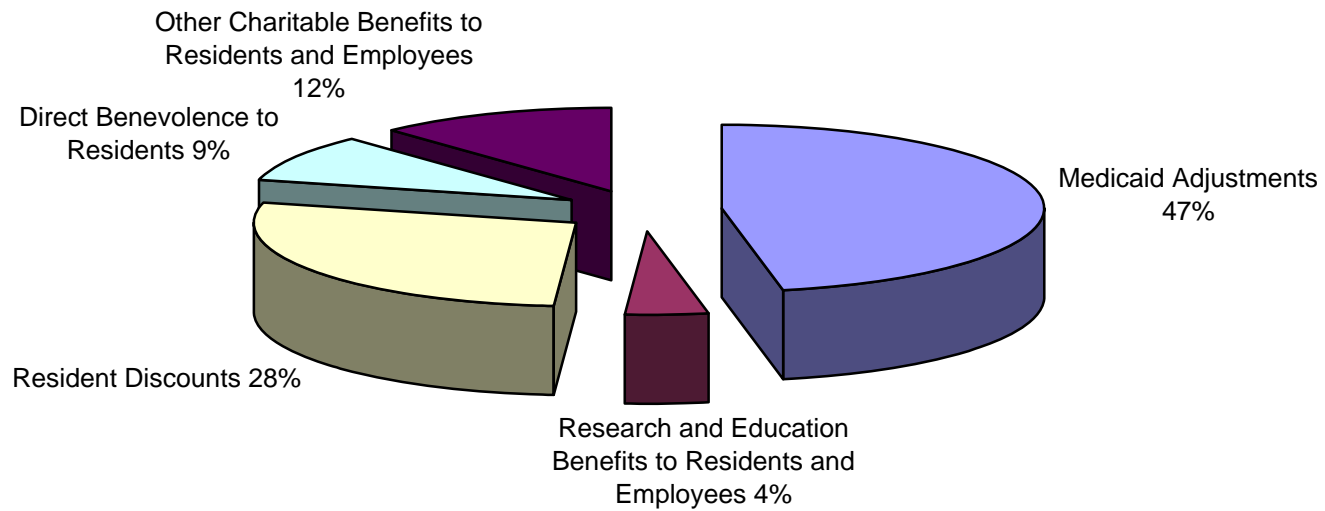
- career guidance for the San Bernardino County Schools Compact Program - \$3,300
- Plymouth Village made a cash donation to support local special needs children - \$200
 - To benefit the Redlands community at large, Plymouth Village in collaboration with the Clutter Class donated space, food and educational programming for seniors targeting personal organization and clutter control - \$4,000
 - Nursing homes, retirement communities and vendors in the Kern County area competed in the Senior Games on the Rosewood campus - \$16,000
 - Residents and staff of San Joaquin Gardens provided handicrafts such as sweaters, hats and scarves for the “Children of the Light” who are on their way to visit their mothers in the prisons in Chowchilla - \$300
 - San Joaquin Gardens residents and staff knit and crochet scarves that are donated to Special Olympics participants in the Fresno area - \$500
 - San Joaquin Gardens donated appliances, doors, cabinets, plumbing fixtures and other building materials to make repairs and upgrades on homes for Fresno area residents who cannot afford to do so themselves - \$50,000
 - San Joaquin Gardens donated other building materials, such as miscellaneous appliances, to the Habitat for Humanity Re-Store in the Fresno area - \$10,000
 - Staff and residents of San Joaquin Gardens assembled and donated fresh flower bouquets as gifts for winners of the Big Clovis Race - \$600
 - Through Samaritan’s Purse/Operation Christmas Child, staff and residents of San Joaquin Gardens provided Christmas gifts to extremely poor children in international settings - \$1,726
 - San Joaquin Gardens residents and staff knit lap blankets and donated these to residents of the Health Center and hospitals in Fresno and Oakhurst - \$1,200
 - San Joaquin Gardens residents and staff knit and crochet baby caps, blankets and booties for babies at Children’s Hospital of Central California and other area hospitals - \$1,000
 - Residents and staff of San Joaquin Gardens assembled boxes in preparation for the 2008 holiday season, bagged

- beans and rice for food distribution boxes, and helped stuff envelopes for donor mailings for the Community Food Bank in Fresno - \$1,272
- Tahoe Senior Plaza provided space for weekly Bible studies for residents and the South Lake Tahoe community - \$504
 - Tahoe Senior Plaza offered music and martial arts presentations for residents and the broader community - \$504
 - Tahoe Community College Dance Group offered dance, song and information to the residents and the broader South Lake Tahoe community - \$756
 - Tahoe Elementary School provided singing for residents and the community of South Lake Tahoe - \$504
 - The Terraces of Los Gatos provided outreach services for Toys for Tots, Disaster Assistance (CERT), and Second Harvest Food Bank collections - \$9,600
 - The Terraces of Los Gatos provided Sunday Vespers for residents, staff and the greater Los Gatos community - \$3,775
 - The Terraces of Phoenix residents partnered with elementary school students from families of incarcerated parents for the “All Star Tutoring” program - \$5,500
 - Residents of The Terraces of Phoenix led “Sandwiches For Teens,” a service of making sandwiches, clothing and care packages for homeless teens - \$10,412
 - Residents at The Terraces of Phoenix made 75 lap blankets for the Children’s Crisis Center Shelter - \$4,500
 - The Terraces Interfaith Committee gave contributions to the Prison Fellowship, WHEAT, Crisis Nursery, Valley Christian Center, Rainbow Acres, St. Mary’s Food Bank, Sojourner Center, Salvation Army and the Hospice of the Valley - \$900
 - The Terraces Interfaith Committee recruited outside speakers for Sunday Vesper services - \$2,500
 - Valle Verde provided fundraising activities for Santa Barbara area charities, such as the Santa Barbara Scholarship Foundation, Alzheimer’s Association, MS Society, Adventures in Caring, Rotary International, and UC Santa Barbara Osher Institute among others - \$55,000

Appendices

The following Tables and Charts further illustrate ABHOW's charitable ministry – its pioneering leadership in charitable giving and benevolence to the community of residents and employees and the broader community in which each resides.

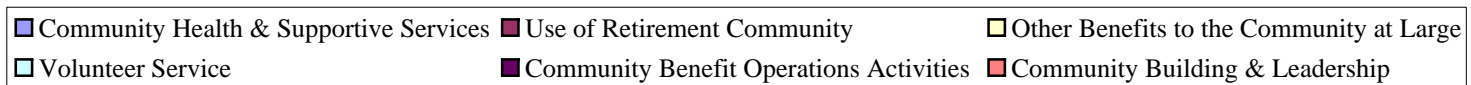
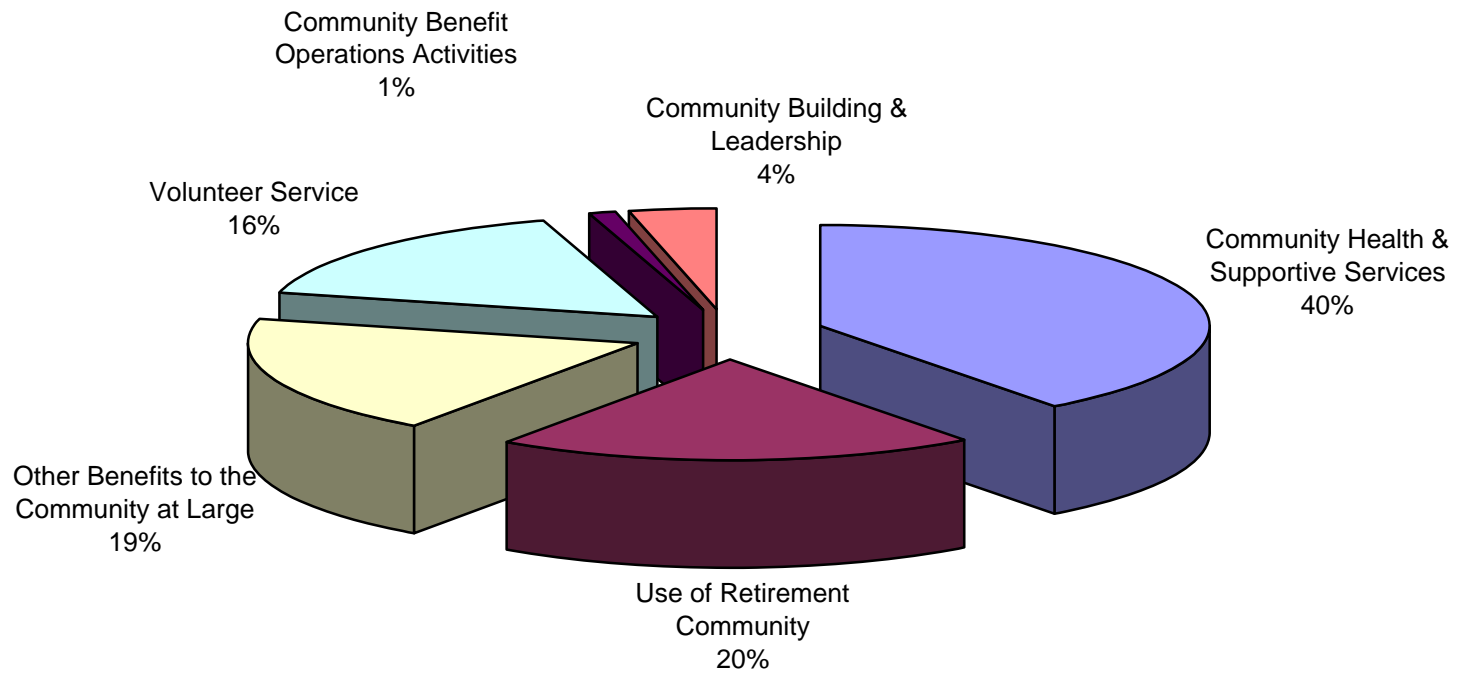
Chart 1
ABHOW Charitable Benefits to Residents and Employees
2009



The total recorded charitable benefits provided to ABHOW residents and employees in 2009 was \$7,907,659.

November 2009

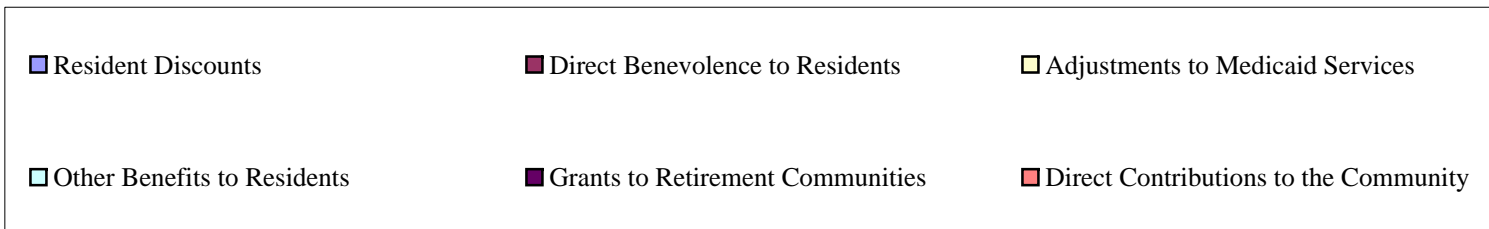
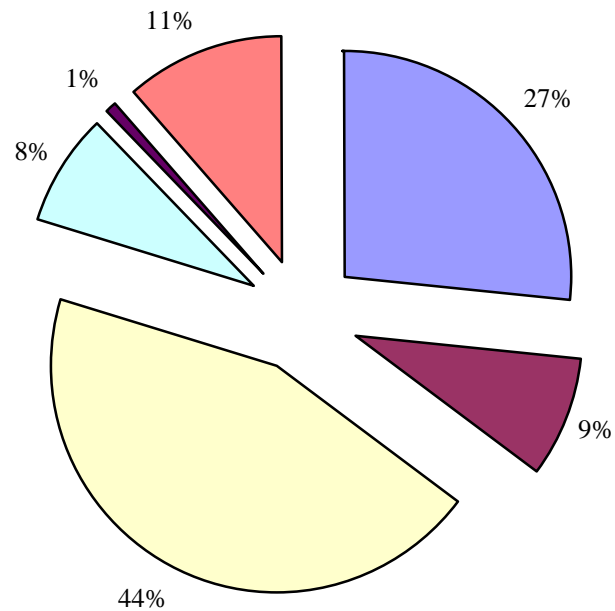
Chart 2
Charitable Benefits to the Broader Community
2009



The total recorded charitable benefits provided to the broader community in 2009 was \$1,703,574.

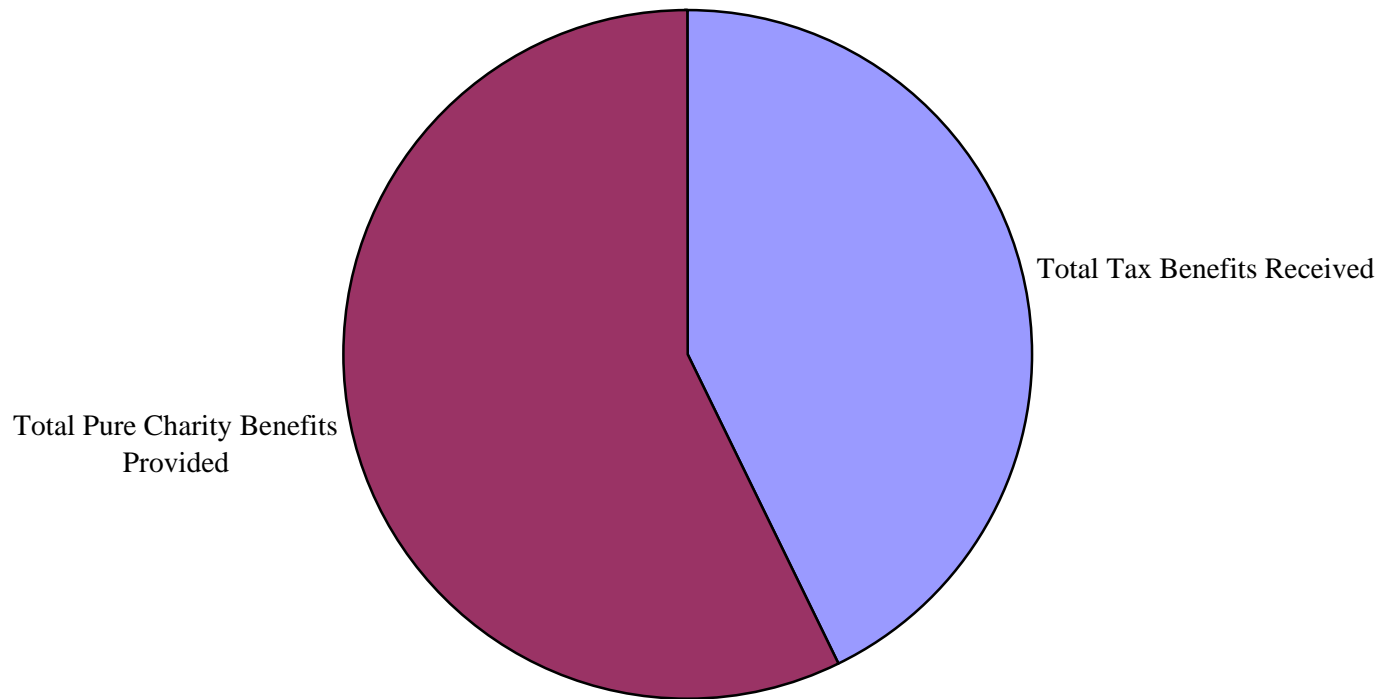
November 2009

Chart 3
ABHOW Pure Charity Contributions
2009



Educational assistance to employees and volunteer services to the community are less than 1%, therefore are excluded from the chart.

Chart 4
Total Tax Benefits Received
and Total pure Charity Benefits Provided



■ Total Tax Benefits Received \$4,650,000 ■ Total Pure Charity Benefits Provided \$8,400,688

Table 1
Charitable Ministry Benefits to ABHOW Residents
Subsidized Allowances, ABHOW Direct Benevolence,
and Third Party Adjustments to Residents
Fiscal Year 2009

	Resident Discounts from Fully Established Contractual Rates*	ABHOW Direct Benevolence to Residents**	Medicaid Contractual Adjustments***	Total
Grand Lake Gardens	\$11,536	\$0	\$0	\$11,536
Judson Park	\$151,858	\$0	\$1,613,065	\$1,764,923
Piedmont Gardens	\$125,619	\$2,511	\$490,253	\$618,383
Pilgrim Haven	\$339,944	-\$5,495	\$132,812	\$467,261
Plymouth Village	\$105,638	\$69,539	\$91,012	\$266,189
Rosewood	\$132,790	\$154,342	\$749,632	\$1,036,764
San Joaquin Gardens	\$177,699	\$245,455	\$313,804	\$736,958
The Terraces of Los Gatos	\$234,823	\$88,803	\$72,567	\$396,193
The Terraces of Phoenix	\$650,878	\$47,973	\$13,662	\$712,513
Valle Verde	\$284,483	\$119,464	\$225,633	\$629,580
	\$2,215,269	\$722,593	\$3,702,441	\$6,640,300

* = Column 1 represents miscellaneous discounts provided to private paying residents and includes such items as permanent level of care transfer discounts, SurePay program participation credits, Health Center free day credits, basic medical credits for doctor and hospital Medicare deductibles and other miscellaneous administrative discounts.

** = Column 2 represents benevolent discounts given to residents whose means are insufficient to cover the entire monthly fee and charges for other services.

*** = Column 3 represents contractually obligated discounts to Medicaid (MediCal) insurers who do not pay the full amount of our published prices (according to the terms of our agreement with them). Adjustments of \$2,872,773 for Medicare and \$2,958,449 for Managed Care are not included.

Table 2
Number of Recorded Community Benefits
by Continuing Care Retirement Community
2009

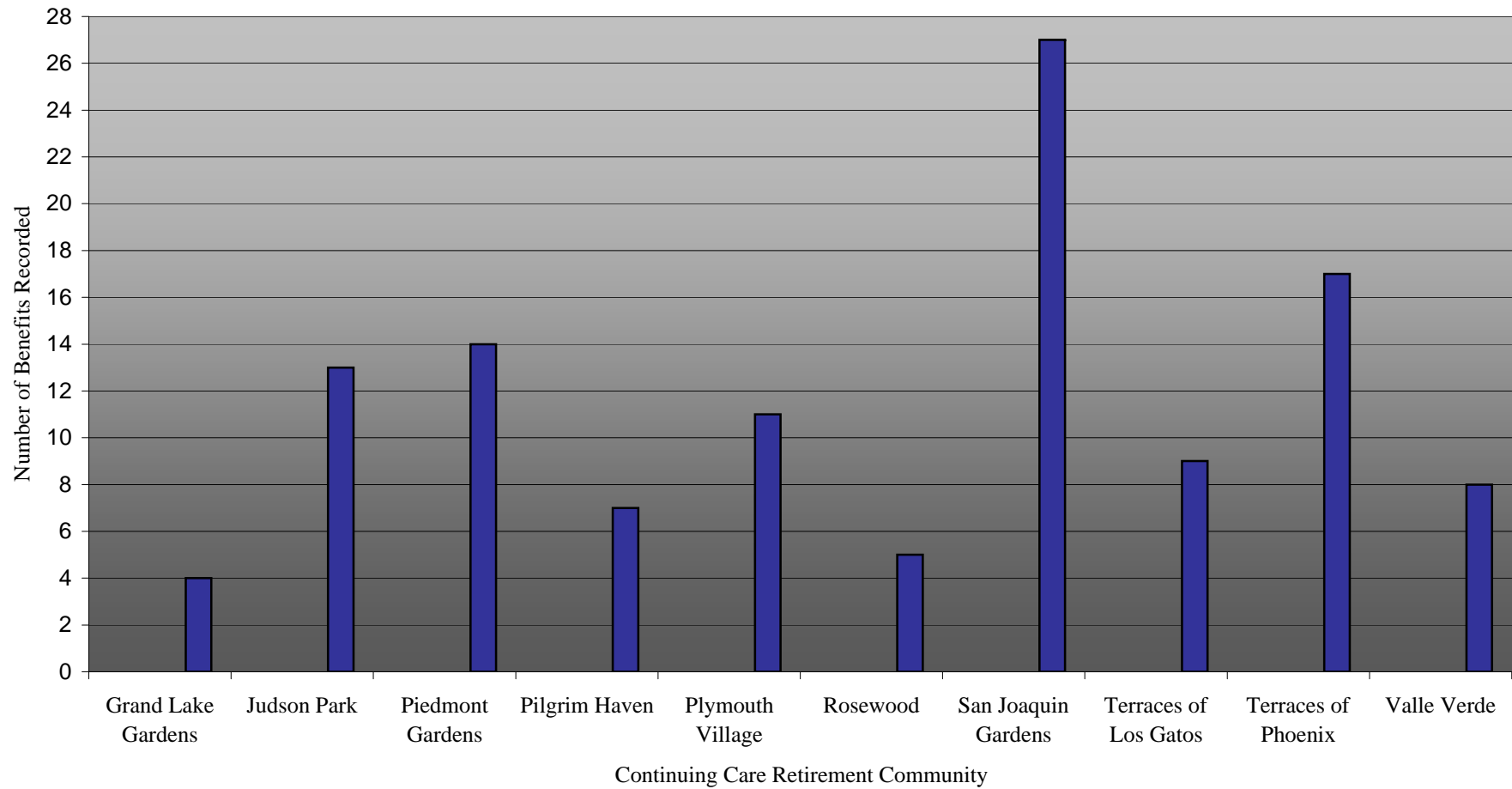


Table 3
 Number of Recorded Community Benefits
 by Affordable Housing Retirement Community
 2009

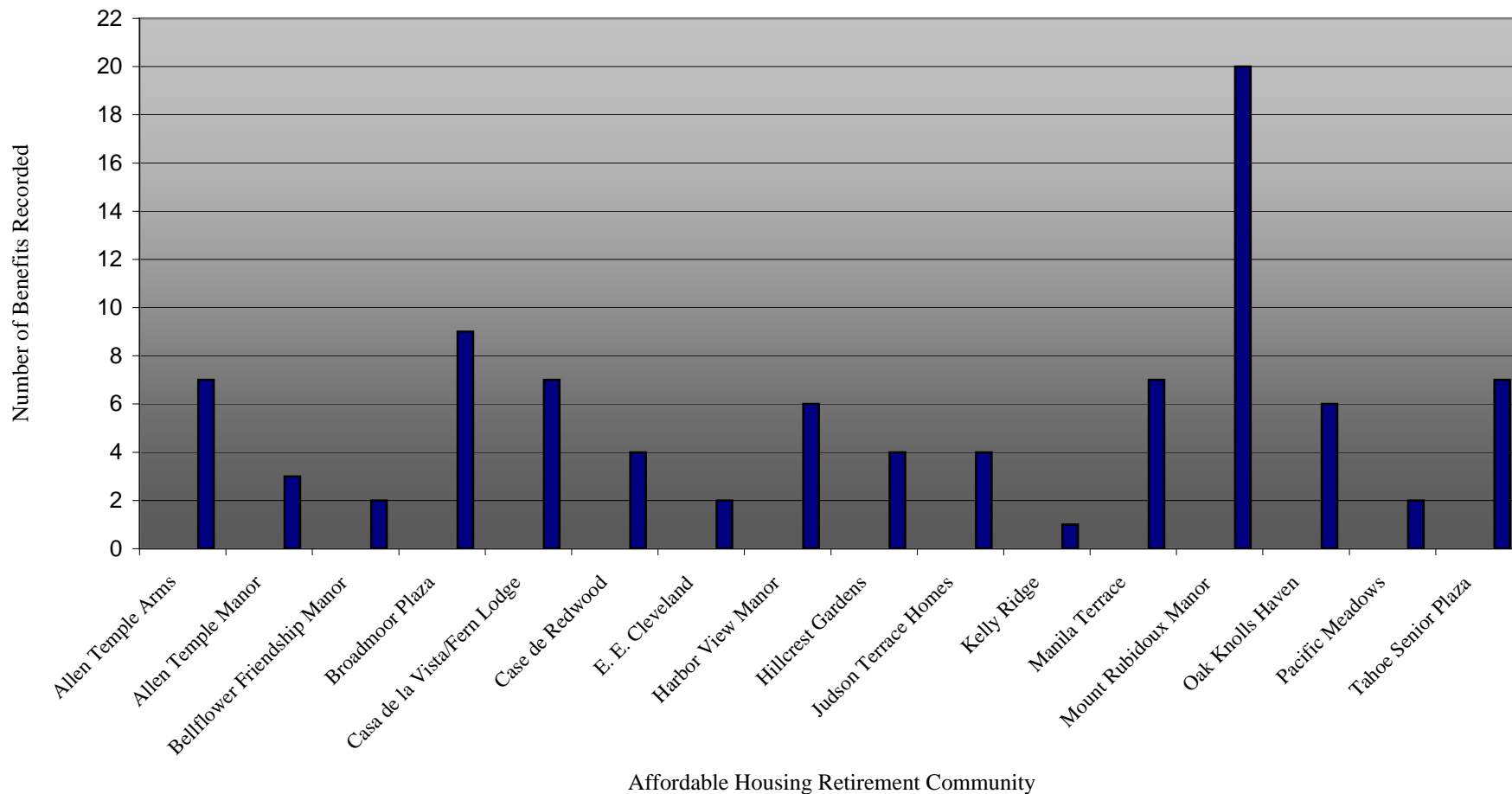
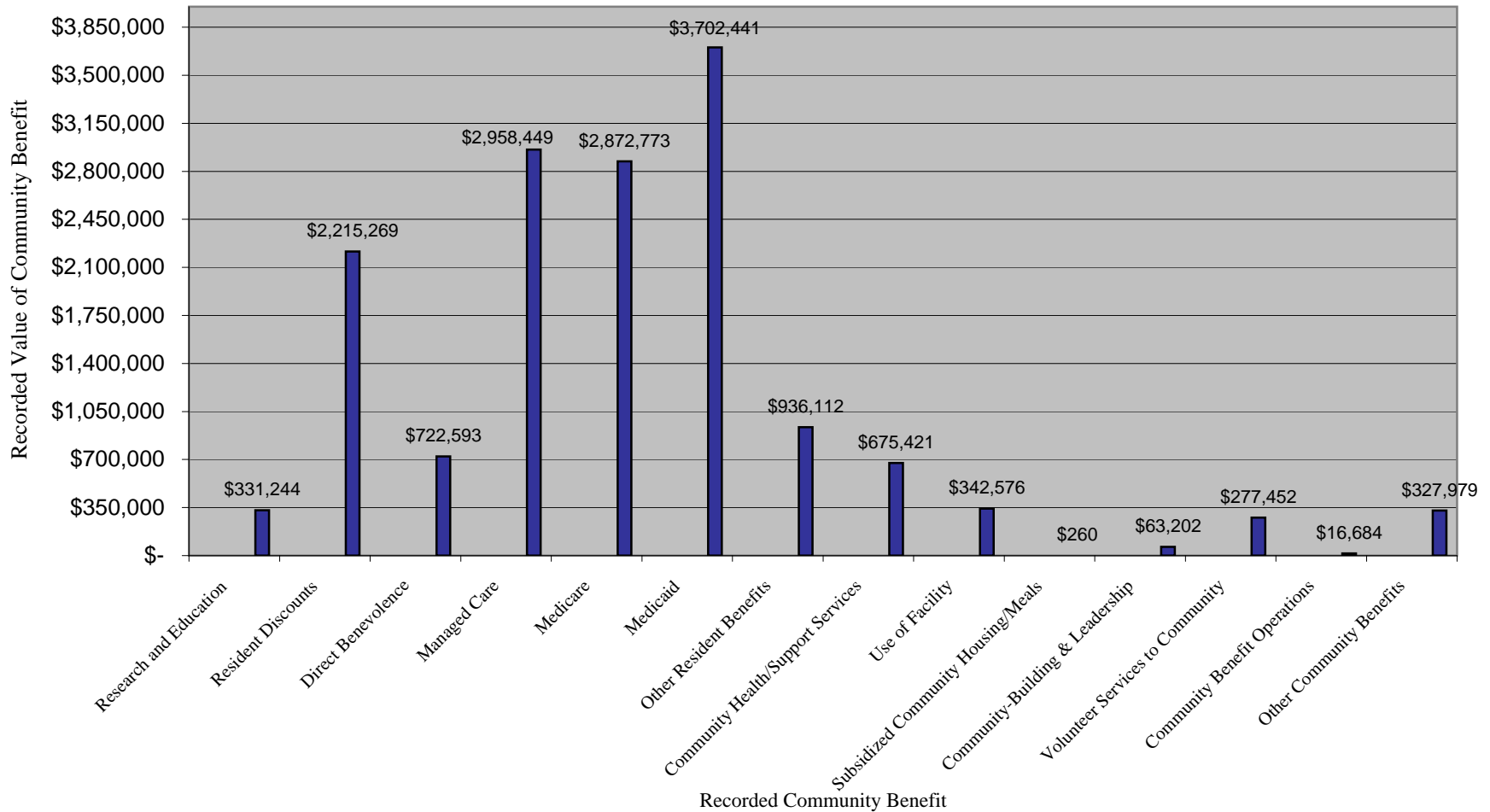


Table 4
 Recorded Value of Community Benefits
 Provided by ABHOW
 2009



The total value of all community benefits recorded by ABHOW in 2009 was \$15,442,455. Medicare and Managed Care adjustments were not included in the report as allowable benefits.

Table 5
Total ABHOW Charitable Contributions
2009

Charitable Contributions to ABHOW Residents:

Resident Discounts from Fully Established Contractual Rates	\$ 2,215,269
Direct Benevolence to CCRC residents	\$ 722,593
Managed Care	\$ 2,958,449
Medicare Adjustments	\$ 2,872,773
Medicaid Adjustments	\$ 3,702,441
Research and Education with Other Organizations	\$ 331,244
Other Community Benefits to ABHOW Residents	\$ 936,112

Charitable Contributions Benefiting the Broader Community:

Community Health & Supportive Services	\$ 675,421
Use of the Retirement Community to Other Organizations	\$ 342,576
Community Building and Leadership	\$ 63,202
Subsidized Community Housing/Meals	\$ 260
Community Benefit Operations Activities	\$ 16,684
Volunteer Services to the Broader Community	\$ 277,452
Other Services to the Broader Community	<u>\$ 327,979</u>

Total of All 2009 Charitable Contributions	\$ 15,442,455
Total Pure Charity - 2008-09	\$ 8,400,688
Total Tax Benefits Received in 2008-09	\$ 4,650,000

Table 6
 ABHOW Pure Charity Contributions
 2009

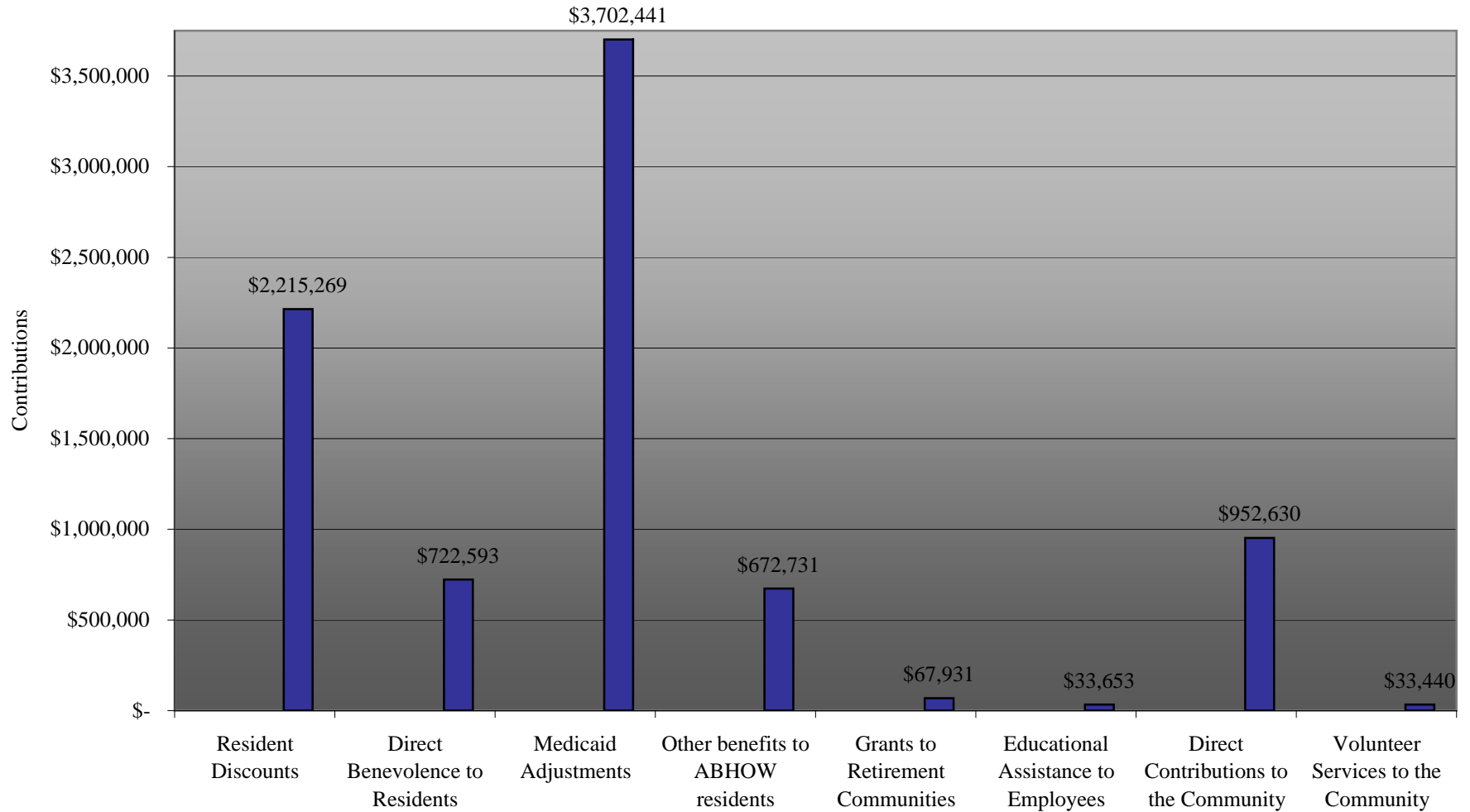


Table 7
 Community Benefits Provided and Received
 Comparative Data

