



ABHOW

THE GOOD LIFE, REDEFINED

ABHOW'S COMMITMENT TO SOCIAL ACCOUNTABILITY

COMMUNITY BENEFITS AND
SOCIAL ACCOUNTABILITY REPORT
FISCAL YEAR OCTOBER 1, 2009 TO SEPTEMBER 30, 2010

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EXECUTIVE SUMMARY

Nonprofit tax-exempt aging services providers have an obligation to demonstrate their charitable nature and the community benefits they provide. Our missions mandate such programs and our tax-exempt status depends on them as well. A vibrant social accountability program, the measure of an aging-services organization's commitment to its charitable mission, is thus an essential part of being a nonprofit tax-exempt provider. ABHOW continually demonstrates its commitment to its residents, its communities and its mission.

ABHOW's residents, team members, directors and stakeholders should once again be proud of their organization. Every day, at every community ABHOW evidences its heart. The Social Accountability Report which follows is the proof.

This year, we open our report with a message from ABHOW President and CEO David B. Ferguson:

At rush hour on the Monday before Thanksgiving, a winter storm hit Seattle. While snow and ice made driving treacherous in and around that hilly city for three days, team members at nearby Judson Park pulled together to make sure that residents' needs were met.

Team members who could make it to the Des Moines, Wash., campus safely took on the duties of those who live farther away. Some caregivers stayed in guest quarters. Executive Director Russell Akiyama and Director of Facilities Gary Trotter slept in their offices so they could drive team members to work and home again at shift changes.

The Judson Park team showed exemplary compassion and commitment – and they are not alone. In a year of continuing economic difficulty and company-wide budget cuts, when morale could have slumped, the people of ABHOW instead found ways to give to others with grace and generosity. Residents and team members alike stepped forward to care for their neighbors and to help address needs at home and across the globe. Here are a few more examples:

- *After the devastating earthquake in Haiti, residents of Piedmont Gardens in Oakland, Calif., created and donated boxes of quilts, dolls, pillows and baby garments; residents of The Terraces at San Joaquin Gardens in Fresno, Calif., collected financial donations; and a resident*

of Valle Verde in Santa Barbara, Calif., raised relief funds by selling paintings he had made.

- *Residents of Grand Lake Gardens in Oakland grew more than 550 pounds of fresh, organic produce on their campus and donated it to a nearby food program for homeless and low-income seniors.*

- *Residents and team members at The Terraces of Phoenix sponsored a casino night and auction that netted more than \$50,000 for their local foundation, money that will go toward a new activity center and to support residents who need financial help.*

- *Team members at Plymouth Village reached out to a woman who lost her husband unexpectedly just before the couple planned to move into the community. At her request, they returned her deposit – and followed up with a gift of three gourmet meals delivered to the woman’s home.*

ABHOW faces real hurdles in the months ahead, chief among them lower occupancy rates and the likely expansion of California’s provider tax on skilled nursing facilities. Yet in the face of hard times, we are inspired by the giving spirit so amply demonstrated by our residents, our team members and our community leaders.

ABHOW understands 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 other team members; subsidized health services; research with organizations such as universities; religious and other services for non-residents; resident and team member volunteer service; use of ABHOW meeting spaces by nonprofit groups; and community-building activities.

ABHOW provided \$17.8 million in community benefits in 2010, while the tax benefits the company received came to about \$3.3 million. When counting just “pure charity” – which ABHOW defines as direct contributions to residents and team members for care and services and direct contributions to other nonprofits in the wider community – ABHOW provided \$10.5 million in 2010.

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.

ABHOW provided 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 2010, Medicare and managed care adjustments totaled \$3.3 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 38 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 2010. The supportive charts and tables in the Appendices further illustrate the information contained in the report.

**THE GOOD LIFE, REDEFINED
ABHOW'S COMMITMENT TO SOCIAL ACCOUNTABILITY
2010**

THE REPORT

The report that follows is a detailed description and estimated value of all charitable contributions given in 2010 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 2010 were \$2,766,994. 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 - \$8,041
 - Judson Park - \$138,047
 - Piedmont Gardens - \$90,466
 - The Terraces at Los Altos - \$313,970
 - Plymouth Village - \$83,713
 - Rosewood - \$99,754
 - The Terraces at San Joaquin Gardens - \$315,718
 - The Terraces of Los Gatos - \$280,840
 - The Terraces of Phoenix - \$675,059
 - Valle Verde - \$266,702
 - Las Ventanas - \$494,684

Direct Benevolence to Residents

- Direct benevolence to continuing care residents by ABHOW during fiscal year 2010 was \$803,013. The breakdown by community is:
 - Piedmont Gardens - \$31,312
 - Plymouth Village - \$41,913
 - Rosewood - \$126,690
 - The Terraces at San Joaquin Gardens - \$189,683

- The Terraces of Los Gatos - \$68,888
- The Terraces of Phoenix - \$122,700
- Valle Verde - \$219,818
- Las Ventanas - \$2,009

Payment for Items Not Reimbursed by Medicaid Contracts

- Adjustments of \$4,579,391 were made to ABHOW residents during fiscal year 2010 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 - \$1,761,860
 - Piedmont Gardens - \$705,364
 - The Terraces at Los Altos - \$167,751
 - Plymouth Village - \$121,440
 - Rosewood - \$982,854
 - The Terraces at San Joaquin Gardens - \$506,195
 - The Terraces of Los Gatos - \$62,184
 - Valle Verde - \$271,743

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

Adjustments made by ABHOW for Medicare were \$3,303,723 and for other managed care services to residents were \$2,998,267 for a total of \$6,301,990. These adjustment amounts were not counted in the report as pure charitable benefits.

Charitable Contributions to ABHOW Residents and Employees

- During 2010, the ABHOW Foundation awarded grants and made contributions as follows:
 - To Allen Temple Arms I & II for van repairs - \$7,200
 - To Allen Temple Arms I & II for a Wii Fit console and game - \$350
 - To Bellflower Friendship Manor for signage painting on the van - \$250
 - To Broadmoor Plaza for security cameras - \$2,280
 - To Casa de la Vista and Fern Lodge for two computers - \$1,250
 - To Casa de Redwood for a 52-inch LCD TV - \$2,400
 - To Fern Lodge for new patio furniture - \$950
 - To Harbor View Manor for new patio furniture - \$2,060
 - To Judson Terrace Homes for general beautification and property improvements such as paint in common area, deep cleaning of carpets in common areas, planting

- annuals and flowers, and changing light fixtures in common areas - \$7,500
 - To Kelly Ridge for high-speed Internet and two computers - \$2,450
 - To Oak Knolls Haven for five outdoor benches - \$1,130
 - To Oak Knolls Haven for new patio furniture - \$3,700
 - To Oak Knolls Haven for a new 46-inch wall-mounted television for the common area - \$1,535
 - To Pacific Meadows for new furniture for the Encinas dining room - \$15,000
 - To Pacific Meadows for repairs to community room gas fireplace - \$850
 - To Tahoe Senior Plaza for security entry system - \$4,000
 - To Three Rivers Village for property improvements in the common areas - \$8,250
 - To Judson Park Resident Assistance Fund - \$1,070
- ABHOW has temporarily advanced an aggregate of \$3.6 million for working capital, pre-finance costs and other support for its 26 owned, managed and under development affordable housing communities. These advances are non-interest bearing, benefiting the projects by \$214,500.
- ABHOW made grants in 2010 to employees from its educational assistance fund in support of employees' higher education development goals - \$34,830
- ABHOW provided flu shots to its employees throughout the organization - \$16,000
- Bellflower Friendship Manor Board of Directors donated a large screen TV to the residents - \$1,450
- Window air conditioners were donated to the residents at Bellflower Friendship Manor by the board of directors - \$800
- Flu shots were offered and given to residents at Casa De Redwood - \$450
- Judson Park Resident Scholarship Committee provided grants to employees seeking higher education - \$3,000
- Judson Park Retirement Community donated cash and goods to Judson Park staff and families who experienced personal financial challenges - \$8,446
- Kelly Ridge donated rent concessions to very low-income residents who were just moving in to the community - \$1,028
- Oak Knolls Haven residents received free flu shots - \$750
- 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 team members wishing to further their education - \$1,000
- Flu shots were provided to the residents at Shepherd's Garden - \$120
- Six employees at The Terraces at Los Altos received grants for education programs related to their career development - \$3,000
- The Terraces of Phoenix made grants to assist employees' higher education development - \$9,758
- Donations were made by the residents at The Terraces of Phoenix to qualified employees for continuing education at vocational, community or state colleges - \$6,000

Research and Educational Activities with Other Organizations

- Judson Park was the training site for nursing assistant program, licensed nurse program, RN preceptor program and University of Washington dietetic internship program - \$46,000
- Las Ventanas in partnership with South Nevada Health Care Associations provided training programs for hospital social workers and discharge planners – \$1,500
- La Sierra University service learning project conducted field/lab study at Mount Rubidoux Manor for students to have interaction with seniors - \$4,114
- Piedmont Gardens in partnership with Samuel Merritt Masters of Nursing program provided ongoing interviews, education and research opportunities for nursing students - \$638
- Piedmont Gardens provided geriatric training to the students of joint medical program by University of California, Berkeley and San Francisco - \$7,500
- Rosewood's assisted living and health center were training sites for students studying to be CNAs, LVNs, RNs, home health clinician, chaplains, etc. - \$42,600
- Through the geriatric training programs at The Terraces at San Joaquin Gardens, students from Clovis Adult School certified nursing assistant program and Fresno State University's registered nurse program gained invaluable hands-on experience - \$33,500
- The Terraces of Phoenix provided outside clinical training to the students from Health Career High School, Chamberlain School of Nursing, Banner Hospital Geriatric Residency program throughout the year – \$30,000
- Valle Verde was a hosting site for four master's degree students from the Bren School of Environmental Science and Management

at the University of California, Santa Barbara to conduct their degree thesis research project – \$4,000

- Valle Verde hosted registered nurse and licensed vocational nurse training programs for students from Santa Barbara City College School of Nursing - \$60,000

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
- A variety of food programs such as Brown Bag, Commodities Programs and Alameda County Food Bank were provided to Allen Temple Arms residents - \$3,000
- Allen Temple Arms residents were offered free shuttle services to various appointments and bi-monthly grocery shopping - \$2,600
- Allen Temple Gardens and Manor residents received free groceries bi-weekly through Brown Bags program - \$750
- Shuttle services were provided to Allen Temple Garden/Manor residents to different locations throughout the Bay Area - \$200
- Broadmoor Plaza provided free grocery shuttle services twice a month to residents - \$800
- Casa de Redwood gathered basic furniture and other items and donated them to the residents coming from the shelters - \$5,000
- Podiatrist services were provided to Casa de Redwood residents at a discounted rate - \$500
- Annual free breakfast was offered at Casa de Redwood - \$460
- Residents at Casa de Redwood delivered newspapers for the other residents who were unable to get out of their apartments due to medical issues - \$3,191
- E.E. Cleveland Manor residents received nurse visits from Lifelong Medical - \$840
- Kelly Ridge offered its residents two computers with deep freeze and anti-virus protection along with free Internet throughout the community - \$11,880
- Commodities sponsored by EL Dorado County were distributed to Kelly Ridge residents - \$3,000
- Oak Knolls Haven, in partnership with the Alzheimer's Association, gave a presentation to residents - \$480
- American Red Cross and Oak Knolls Haven gave a presentation to residents on disaster preparedness - \$480

- Oak Knolls Haven gave an annual presentation on Medicare to residents - \$480
- NurseCore and Oak Knolls Haven held a blood pressure clinic every month for residents - \$2,880
- Mobile dental hygiene services presentation was given to residents at Oak Knolls Haven - \$240
- Oak Knolls Haven residents received information on Arcadian Community Care supplemental insurance for Medicare - \$240
- Residents at Oak Knolls Haven enjoyed musical performance by Kindred Spirits and Joyful Noise promoting social involvement among residents - \$1,000
- Rosewood hosted multicultural events such as Little Bit of Italy, October Fest, Paris Night, Deaf Culture, Black History, and travelogues benefiting residents of residential living, assisted living and the skilled nursing center - \$10,000
- “Viewing Art As Spirit” is held semiannually at The Terraces at San Joaquin Gardens for all residents, team members and family members - \$500
- Friday worship and prayer were offered at The Terraces at San Joaquin Gardens for residents and team members - \$900
- Tahoe Senior Plaza picked up and distributed commodities from El Dorado County Food Bank to 30 residents every month – \$1,500
- Tahoe Senior Plaza hosted major holiday parties, birthday parties at its lobby for its residents, board members, family and friends – \$6,000
- Residents at Tahoe Senior Plaza were offered free arts and crafts classes to enrich their lives - \$600
- Tahoe Senior Plaza residents were provided van transportation to grocery stores, Carson City and various field trips throughout the year - \$3,000
- The Terraces of Los Gatos Auxiliary provided volunteers at Notions ‘n Needs store, health center, assisted living and the library serving residents in need - \$51,600
- Residents at The Terraces of Los Gatos volunteered their services for Resident Council committees throughout the year - \$38,200
- Individuals served on boards and corporate membership for ABHOW in 2010 as follows:
 - ABHOW Board of Directors volunteered 1,440 hours – \$30,629
 - ABHOW Corporate Members volunteered 600 hours - \$12,762

- Cornerstone Affiliates (ABHOW's parent organization) Board of Directors volunteered 360 hours - \$7,657
- The ABHOW Foundation board members volunteered 256 hours - \$5,445
- Local continuing care retirement community board members volunteered 7,500 hours – \$159,525
- Local affordable housing retirement community board members volunteered 660 hours - \$14,038

Charitable Ministry Benefits Provided for the Broader Community

Community Health and Supportive Services

- Allen Temple Arms I & II 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 I & II - \$1,500
- Free nutritional classes were offered at Allen Temple Arms I & II to all residents in the community - \$240
- Allen Temple Gardens and Manor partnered with Arthritis Foundation to provide Fit & Strong exercise program to residents and seniors in the broader community - \$5,000
- Various health seminars touching on medical/dental/vision needs of senior adults were held at Bellflower Friendship Manor - \$1,500
- Broadmoor Plaza hosted a senior health and resource fair to cater to the residents and other neighboring communities - \$300
- Coordinated by residents, English as Second Language class was held twice a week at Broadmoor Plaza - \$3,000
- Casa de la Vista and Fern Lodge coordinated with various groups to hold presentations on insurance coverage and new Medicare guidelines, and made referrals on services available to the seniors in the community -\$840
- Casa de Redwood board members partnered with Better Living for Seniors to provide discounted and free activities throughout the year - \$20,000
- Seniors applicants received referrals from Casa de Redwood and were able to move in to the community - \$600
- Center for Elders held presentations at E.E. Cleveland Manor to provide health information to seniors in the broader community - \$6,000
- Judson Park donated free adult day care services through Elder Adult Day Services Auction - \$120

- Water aerobics classes were provided by Judson Park to any community member - \$1,400
- Judson Terrace Homes and Lodge provided health screenings for seniors by nurses and medical professionals - \$1,500
- Administrator and service coordinators at Judson Terrace Homes and Lodge counseled seniors in the community on housing and services available in the area - \$425
- Every month, Judson Terrace Homes and Lodge donated meals to EOC Homeless Shelter - \$1,353
- Las Ventanas offered support to local educational, elder related functions and events to promote senior health and smart choice - \$10,000
- Support group for Parkinson's patients and their loved ones was hosted by Las Ventanas - \$1,000
- Manila Terrace held various meetings at its social hall providing information concerning environmental, health and housing to Asian and Pacific Islander and Hispanic members in the community - \$600
- Annual HEAP energy bill discounts assessments and sign-up was conducted by Oak Knolls Haven for seniors - \$1,200
- Pacific Meadows sponsored a health fair offering flu shots, diabetes screening, blood pressure test, and eye glasses repair to residents in the surrounding communities - \$2,000
- Piedmont Gardens made donations to Discovery Shop in support of local community - \$740
- Piedmont Gardens donated 3,397 pounds of food to the Alameda County Food Bank - \$6,794
- Plymouth Village held quality health education programs open to the residents, seniors, or anyone wishing to broaden their knowledge of the topic at hand - \$5,000
- Plymouth Village hosted annual Inland Empire Senior Olympic Arts program at Kendall Place and donated award ceremony meals - \$4,000
- Local food kitchens and shelters received donated Thanksgiving turkeys from Plymouth Village for the homeless and needy members in the community - \$2,000
- The Terraces at San Joaquin Gardens held monthly seminars open to all community members on such topics as brain aerobics, spirituality and memory support - \$2,800
- The Terraces at San Joaquin Gardens hosted flu shot clinics sponsored by other health organizations serving all seniors and individuals with medical necessity in the Fresno community - \$720

- Hope Now for Youth received free worship offerings and gifts from The Terraces at San Joaquin Gardens team members and residents assisting young men in the Fresno community to leave gangs and get employment, life skills and Christian discipleship - \$2,223
- Free worship offerings were provided by The Terraces at San Joaquin Gardens to Love, INC, Evangelicals for Social Action, Marjorie Mason Center, Maroa Home, Nancy Hinds Hospice and Povorello House - \$10,148
- The Terraces at San Joaquin Gardens donated reusable appliances, AC units, cabinets, plumbing fixtures, and doors to the resale store operated by Habitat for Humanity to raise funds for home building projects for low-income families - \$30,000
- The Terraces at San Joaquin Gardens donated approximately 1,000 pounds of food to the community food bank and its employees and residents volunteered at the food bank warehouse - \$2,936
- AA meetings were held every Monday night at Tahoe Senior Plaza open to residents and members in the South Lake Tahoe community – \$5,200
- Tahoe Senior Plaza delivered total 4,056 meals to residents in need of them or not able to cook for themselves - \$8,112
- The Terraces at Los Altos hosted informational seminars on health topics with doctors and other health care professionals for members in the broader community - \$2,000
- The Terraces of Los Gatos provided referral and outreach services to families in crisis and needing accommodations - \$16,000
- Valle Verde provided 60 meals per day for community residents - \$43,800

Use of the Retirement Community Facility

- Bellflower Friendship Manor donated space for Bellflower Adult School exercise program throughout the year - \$23,040
- Adult quilting class used Bellflower Friendship Manor facility weekly to make quilts for V.A. - \$11,520
- Room made available for community population at Bellflower Friendship Manor for weekly painting class - \$11,520
- Braille used Bellflower Friendship Manor space to hold free workshops helping visually challenged adults in the community - \$1,440
- Bellflower Friendship Manor provided free space for Red Hat society meetings - \$1,000

- Bellflower Oak Street offered free space for an ESL class taught by a local nonprofit organization - \$1,000
- A local church used the social room at Bellflower Oak Street for free for Bible study opened to any community resident - \$1,200
- Broadmoor Plaza provided free meeting space for maintenance training for other housing properties - \$240
- Other nonprofit organizations used Broadmoor Plaza space to hold board meetings - \$1,200
- Broadmoor Plaza donated space for game nights held by other neighboring communities - \$1,200
- Weekly church service and communion were held at Casa de la Vista and Fern Lodge for the residents and the community at large - \$7,800
- E.E. Cleveland Manor provided free space for food storage for the commodities program - \$1,200
- 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 - \$2,000
- Anonymous Debtor's met at Grand Lake Gardens on a weekly basis - \$2,500
- Harbor View Manor donated space to community voters registration center for election officials to register voters - \$1,000
- Harbor View Manor held Halloween and Easter special events for at-risk inner-city elementary school children in Tacoma - \$2,000
- Housing Leadership Council used Hillcrest Gardens' space for monthly meetings - \$2,000
- Hillcrest Gardens provided space for weekly bible study open to the broader community - \$7,000
- Judson Park provided space to Aging Services of Washington for its meetings - \$1,200
- Judson Park donated use of the community's public space for the American Baptist, ELCA and United Methodist conferences - \$480
- Highline Community College utilized Judson Park for choir and memoir writing classes - \$1,440
- Judson Park provided free room to Hospice Foundation to hold educational sessions - \$240
- AAA used Judson Park for a safe driving course for members - \$240
- Judson Park provided free space to American Baptist Retired Ministers and Missionaries to host their board event - \$240

- Members of the Symphony Emeritus used free room provided by Judson Park for their band practices – \$4,680
- Free meeting space was offered by Judson Park to Des Moines Rotary for board meetings - \$480
- Readers Theatre – SLO Adult School used Judson Terrace Homes and Lodge for free for play reading, practice and performance - \$200
- Las Ventanas was a food drive collection site for local organizations benefiting residents and local community members – \$2,500
- University of Nevada, Las Vegas held education classes for seniors at Las Ventanas - \$5,000
- Manila Terrace provided the community’s social hall as an election polling site for Asian and Hispanic residents - \$200
- Mother Movement conducted the Blood Bank Drive at Manila Terrace - \$100
- Manila Terrace’s social hall was used by the U.S. Census Bureau to conduct trainings for its field representatives - \$400
- Los Angeles Builders Lions Club held meetings at Manila Terrace - \$450
- Mount Rubidoux Manor donated space for community awareness meetings and neighborhood watch meetings – \$1,000
- 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 bunka and quilting classes - \$4,920
- Free meeting room was provided for U.S. Census Bureau trainee sessions at Piedmont Gardens - \$1,800
- Piedmont Gardens provided free meeting space for League of Women Voters’ Ballot Measures Forum - \$250
- Piedmont Gardens was an official polling site for elections - \$600
- East Bay Moms Organization used meeting room donated by Piedmont Gardens for CPR training - \$250
- Piedmont Gardens provided rehearsal room for the Variety Pack Chorus - \$750
- Piedmont Gardens offered free use of its parking lot to neighbors for National Night Out - \$100
- Piedmont Gardens was an official polling site for elections - \$600
- Piedmont Gardens donated meeting space for meetings of Oakland community groups, such as Overeaters Anonymous, Debtors Anonymous and Business Debtors Anonymous - \$18,000

- Piedmont Avenue Neighborhood Improvement League used free meeting space provided by Piedmont Gardens for monthly neighborhood meetings - \$900
- Plymouth Village provided space for meetings, training and other reasons to local church groups, civic group, scouts, horticulture society and craft groups at no charge to the users - \$10,500
- 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 - \$100,000
- Red River Dutchman Band used The Terraces at San Joaquin Gardens space for free for monthly practices – \$2,880
- Shepherd’s Garden offered free meeting space to a nonprofit organization in the community - \$240
- Tahoe Senior Plaza offered its lobby for South Lake Tahoe Community College Dance Group to perform Polynesian dance for the residents and the public - \$756
- Sakura Dojo, a martial and healing arts studio, used Tahoe Senior Plaza’s lobby at no charge to perform martial arts demonstration twice a year for residents, friends and family - \$1,512
- Cynthia Montgomery piano studio held recitals twice a year at Tahoe Senior Plaza’s lobby for residents and parents of the students - \$1,512
- Cigna Health used Tahoe Senior Plaza site for an annual flu shot clinic open to everyone in the community – \$1,259
- The Terraces at Los Altos 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 - \$4,000
- Schools, police department, churches and other nonprofit organizations received meeting room space throughout the year at The Terraces of Los Gatos - \$8,600
- The Terraces of Phoenix provided space for All-Star Kids Tutoring reading program helping grade school children of incarcerated parents - \$2,392
- Arise Arizona used space at The Terraces of Phoenix to conduct community at large businesses offering services - \$2,392
- The Terraces of Phoenix was a Maricopa County voting site for the primary election - \$2,800
- The Gathering Place at The Terraces of Phoenix was used by Low Vision Support Group once a month for meetings - \$4,524

- Aging Services of Arizona held certified medication assistant presentation for long-term care industry staff - \$4,524
- Support group for non-residents met in The Terraces of Phoenix assisted living private dining room four times a month for four months - \$476
- Valle Verde provided meeting space for many Santa Barbara community organizations and associations, including CFIT, Retired Doctors of Santa Barbara, MIT Alumni, National Charity League, Visiting Nurses, bereavement groups, Alzheimer's Association, Hospice, homeowners associations, and local canine chapters for dog training - \$31,680
- Santa Barbara Jr. Miss Pageant, a nonprofit organization, used free space provided by Valle Verde to hold a three-day event to raise scholarships for girls in the community - \$1,500
- Valle Verde provided classroom space for the Santa Barbara City College continuing education and Vistas Lifelong Learning program, targeting seniors and adult learners in Santa Barbara - \$14,000
- Valle Verde provided meeting space to Center for Innovative Therapies, a nonprofit organization, for its monthly board meeting - \$2,880
- Visiting Nurse and Hospice Care (Serenity House) used Valle Verde as a meeting place for staff and families – \$6,240
- Valle Verde was a host site for Women's Baptist Circle for its ongoing meetings - \$2,880
- Broadway a-la Carte Theater used Valle Verde facilities for rehearsals - \$10,455

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 donation from ABHOW - \$10,000
- ABHOW gave miscellaneous donations to the Michael J. Fox Foundation, Northwest Parkinson's Foundation, St Paul's Episcopal Church, Adventures in Caring - \$3,886
- From its Social Accountability Fund, ABHOW Foundation made donations to:
 - The Contra Costa for Every Generation for Alcohol Anonymous Program for homebound seniors - \$2,500
 - The Senior Helpline Services to supplement staff salaries - \$5,000

- ABHOW Foundation contributed to Bakersfield Homeless Center, International Christian Ministries, Love in the Name of Christ - \$850
- Bellflower Friendship Manor hosted Chamber of Commerce installation and the mayor/city staff information meeting benefiting the broader community - \$1,500
- 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 community - \$736
- Judson Park worked with local Senior Services Advisory Committee to establish an Elderwatch Program for seniors at risk of physical, emotional or financial abuse or exploitation - \$834
- Pacific Meadows made a cash contribution to Monterey Peninsula Community Church - \$150
- The Terraces at Los Altos made donations to the Salvation Army, Los Altos Little League, Los Altos Senior Center, Los Altos Bookmobile, Mountain View/Los Altos Community Service Center and Los Altos History House Museum serving various populations from children to seniors - \$6,000
- Three Rivers administrator attended city council meetings concerning all members in the community - \$1,000
- Valle Verde made donations to Alzheimer's Association, Adventures in Caring, Santa Barbara Symphony and Santa Barbara Community Prayer Breakfast - \$19,700
- Valle Verde hosted Aging Services of California Los Padres regional meetings four times a year targeting senior staff and resident leaders of nonprofit senior service organizations in the greater Santa Barbara area - \$1,500

Community Benefit Operations Activities

- ABHOW dedicated management staff to coordinate the company's community benefit operations, to undertake a benefit analysis of ABHOW's social accountability program, and to speak around the country on the topic of social accountability - \$15,000

Other Benefits to the Broader Community

- Volunteer Services to Community Organizations by Residents and Staff of ABHOW and its Retirement Communities:
 - During 2010, the local retirement communities' executive directors and administrators and executives and staff of the home office donated 2,666 hours of volunteer services to local, state and national aging services organizations - \$56,706

- Residents at Bellflower Friendship Manor volunteered for community agencies by performing tasks such as stuffing envelopes, and knitting booties for babies - \$1,595
- Staff of Casa de la Vista and Fern Lodge volunteered their services on the Group Service Board for Aging Services of California - \$340
- Residents at Casa de la Vista and Fern Lodge volunteered their services at the Cancer Society, food banks and hospitals for the benefit of the community at large - \$4,424
- Casa de Redwood staff volunteered time for setting up the activities for Better Living for Seniors -\$510
- Residents at E.E. Cleveland Manor served on various community boards - \$6,636
- Harbor View Manor team members served as Board of Directors for Salishan Gardens, an ABHOW affordable housing community - \$2,127
- A Harbor View Manor Staff member served as board member for Tacoma Pierce County Affordable Housing Consortium - \$2,000
- Judson Park team members volunteered for various local boards for aging services and nonprofit organizations - \$22,118
- Residents of Judson Park donated their hours to serve at churches, schools, hospitals and other community organizations - \$39,864
- Volunteer drivers from Judson Terrace Homes and Lodge picked up food donations and delivered them to seniors in the community - \$18,377
- Both team members and residents at Las Ventanas volunteered in American Heart and Stroke Association, local boards and local charities - \$53,175
- Residents of Piedmont Gardens offered their time and talents to support students, adults, and seniors in the community - \$287,145
- Team members and residents at Plymouth Village volunteered to read to students at local elementary schools - \$5,000
- Rosewood team members and residents volunteered numerous hours at assisted living, health center, mini mart, vegetable garden and many other activities on campus and throughout the community. They also

served in churches, support groups, senior advocacy, institutional research, library, Braille, deaf and hearing organizations, Relay for Life, Pioneer Village, Epilepsy Society, Museum of Art Exhibit, and many more - \$417,488

- Two employees at The Terraces at San Joaquin Gardens are Rotarians and participated in local benevolent projects at schools, homes for low income elderly and severely handicapped - \$5,000
- A department head at The Terraces at San Joaquin Gardens donated time to help coach junior varsity football and baseball for students in early high school grades - \$2,500
- Team members of The Terraces at San Joaquin Gardens volunteered for senior living network and Asian Pacific women's organization to serve seniors and women in the broader community - \$3,403
- The Terraces at San Joaquin Gardens residents donated time and talents on and off campus in various activities and organizations to help residents and other members in the community - \$219,554
- Tahoe Senior Plaza administrator volunteered as a part-time Douglas County (Nev.) Senior Center van driver on occasional weekends - \$765
- Fifteen residents of The Terraces of Los Gatos served on board of advisors to support events, the executive director and the residents' needs - \$8,400
- Valle Verde team members provided volunteer services to community-based organizations, including Rotary, Chamber of Commerce, University of California, Santa Barbara music programs, and Santa Barbara schools - \$161,652
- Other Services to Community Organizations by Residents and Staff of ABHOW and its Retirement Communities:
 - 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 - \$8,000
 - Allen Temple Arms provided Bible study programs to residents and the East Oakland community - \$2,000

- Monthly dry goods sponsored by Alameda County Food Bank were picked up and delivered to residents over 62 or disabled at Allen Temple Gardens/Manor - \$750
- Monthly worship services were provided by the Allen Temple Baptist Church at Allen Temple Gardens/Manor - \$1,200
- Allen Temple Manor and Allen Temple Gardens provided weekly Bible study programs to the residents and the East Oakland community - \$1,300
- Church sponsored box food program offered at Bellflower Friendship Manor donated food to low income adults in the broader community - \$1,000
- Casa de la Vista and Fern Lodge donated newspaper to the Redlands High School band to assist with some of their band expenses - \$2,728
- 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 Manor residents and other frail seniors in the East Oakland area - \$5,000
- Grocery Shuttle sponsored by the City of Oakland Department of Aging were offered to the residents at E.E. Cleveland Manor - \$500
- E.E. Cleveland Manor provided free grocery bags to low income seniors in the community - \$1,500
- Residents at E.E. Cleveland Manor donated gifts to Hope Senior Housing Board - \$530
- Grand Lake Gardens provided fresh organic vegetables to St. Mary's to prepare meals for seniors - \$2,500
- Spiritual services were provided every Sunday to Grand Lake Gardens residents, family and friends - \$1,500
- 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
- Harbor View Manor participated in Tacoma Avenue Neighborhood Block Social with an ice cream social - \$1,000

- Hillcrest Gardens provided backpacks and school supplies for low-income families in the broader community - \$1,000
- Hillcrest Gardens provided transportation for the Commodities for Seniors program - \$1,000
- Judson Park was a Bayside Brunch Auction sponsor benefiting the Des Moines Legacy Foundation - \$1,000
- Resident Councils of Washington Auction received donations from Judson Park for seniors and disabled individuals in the community - \$1,220
- Judson Park donated cash and nonperishable food to Des Moines Food Bank on a regular basis - \$1,280
- Judson Park donated tangible items to Union Gospel Mission and Sharehouse - \$400
- Judson Park donated tangible items to Community Services for the Blind and Partially Sighted - \$1,000
- Kelly Ridge distributed bakery goods every Tuesday to elders in the community - \$2,000
- Knitted hats and blankets for the newborns were donated by Kelly Ridge to the newborn nursery - \$3,000
- Kelly Ridge donated quilted blankets to the hospital - \$2,000
- Free income tax services were offered at Kelly Ridge to help seniors prepare tax returns - \$7,600
- Children from low-income families received back packs filled with school supplies from Kelly Ridge - \$1,000
- Las Ventanas sponsored local charitable organization fundraising events and donated goods, gift certificates to needy children and families - \$25,000
- Free exercise classes were provided three times a week at Manila Terrace for the benefit of residents of historic Filipinotown in Los Angeles - \$4,300
- Christmas lantern-making was offered at Manila Terrace for residents of Los Angeles' Historic Filipinotown as an outreach program - \$600
- Manila Terrace distributed food donated by Food Bank to the residents of historic Filipinotown once a month - \$3,200
- Mount Rubidoux Manor held Seniors and Children Go Green event open to anyone in the community concerned about the environment - \$10,495
- Pacific Meadows held farmers market to sell produce at discounted prices to Carmel residents - \$3,000

- Canned goods were distributed at Pacific Meadows to low-income residents through the Brown Bag program - \$2,500
- The Saturday Senior Center of Piedmont Gardens provided handmade blankets, dolls, scarves, pillows and tray favors to local hospitals and shelters - \$30,416
- Piedmont Gardens donated towels, pillows for the pets to The East Bay SPCA (Society for the Prevention of Cruelty to Animals) - \$150
- Magazines donations were made by Piedmont Gardens to the Seafarer's Mission for use by the sailors - \$350
- Plymouth Village made regular donations of housewares, games and clothing from the Curiosity Shop to local charitable organizations such as Redlands Family Service and Goodwill - \$10,000
- New stuffed toys were donated by Plymouth Village to terminally ill children at Loma Linda Children's Hospital - \$3,075
- Plymouth Village dining department provided ice carvings, chef, food, wait staff, and equipment for annual Redland Rotary Club scholarship fundraiser that raised over \$45,000 for local scholarships - \$3,000
- Seniors from all over Kern County competed, socialized, and joined with other family members at the Senior Games hosted by Rosewood – \$9,500
- Busy Hands craft group, made up of residents of The Terraces at San Joaquin Gardens, made tee dresses, teddy bears, market bags, preemie caps, quilts and special Olympic scarves and caps for troops, needy children, women and others - \$20,000
- The Terraces at San Joaquin Gardens raised funds during one week for the Muscular Dystrophy Association, supporting research and caring for children with muscular dystrophy - \$1,800
- The Terraces at San Joaquin Gardens hosted annual Super Bowl of Caring fund raiser to support institutions that feed hungry persons in the Central Valley counties – \$1,003
- Donations were made by The Terraces at San Joaquin Gardens team members and residents to World Vision Haiti to assist with relief aid following the earthquake in Haiti -\$1, 175

- Team members and resident of The Terraces at San Joaquin Gardens donated gifts for developing world children who never received personal presents - \$2,000
- Shepherd's Garden provided its garden to residents and other members in the community to grow vegetables and fruits – \$1,000
- Tahoe Senior Plaza picked up baked goods donated by Safeway every Tuesday and distributed them to the residents and the members of South Lake Tahoe community - \$2,500
- Annual Bake & Rummage Sale was hosted by Tahoe Senior Plaza with proceeds for the residents council supporting residents, family, friends and the broader South Lake Tahoe community - \$1,500
- Tahoe Senior Plaza team members organized holiday performance by churches and clubs for residents and others in the broader community - \$1,200
- A monthly religious meeting was held at Tahoe Senior Plaza open to the residents and public - \$1,200
- 35 residents of The Terraces at Los Altos served as pen pals to third-grade students at neighboring schools to encourage intergenerational involvement and understanding - \$12,000
- The Terraces of Los Gatos provided outreach to needy families in the community through Toys for Tots, Community Emergency Response Team drills and Second Harvest Food Bank collection - \$9,600
- Residents of The Terraces of Phoenix participated in Tumbleweeds Organization Sandwiches for Teens program and made peanut butter and jelly sandwiches weekly for homeless teens - \$10,177
- The Terraces of Phoenix Interfaith Committee gave contributions to charitable organizations - \$1,000
- The Terraces of Phoenix Foundation resident volunteers delivered holiday dinner and flat screen TV to HUD community - \$2,200
- The Terraces of Phoenix marketing department hosted five events reaching out to members in the broader community - \$100,000
- Three Rivers staff picked up and stored the residents' commodities and donated unused commodities to homeless shelters- \$1,200

- Three staff members at Valle Verde are sponsored to participate in Rotary International helping students of St. Bernadette's School - \$5,000
- Residents of Valle Verde created hundreds of hand crafted toys and knit goods for needy families in the Santa Barbara community - \$3,000
- Valle Verde hosted ECO-FAIRE for Santa Barbara community to learn about environmental stewardship - \$5,000

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.

Table 1
Charitable Ministry Benefits to ABHOW Residents
Subsidized Allowances, ABHOW Direct Benevolence,
and Third Party Adjustments to Residents
Fiscal Year 2010

	Resident Discounts from Fully Established Contractual Rates*	ABHOW Direct Benevolence to Residents**	Medicaid Contractual Adjustments***	Total
Grand Lake Gardens	\$8,041	\$0	\$0	\$8,041
Judson Park	\$138,047	\$0	\$1,761,860	\$1,899,907
Piedmont Gardens	\$90,466	\$31,312	\$705,364	\$827,142
The Terraces at Los Altos	\$313,970	\$0	\$167,751	\$481,721
Plymouth Village	\$83,713	\$41,913	\$121,440	\$247,066
Rosewood	\$99,754	\$126,690	\$982,854	\$1,209,298
The Terraces at San Joaquin Gardens	\$315,718	\$189,683	\$506,195	\$1,011,596
The Terraces of Los Gatos	\$280,840	\$68,888	\$62,184	\$411,912
The Terraces of Phoenix	\$675,059	\$122,700	\$0	\$797,759
Valle Verde	\$266,702	\$219,818	\$271,743	\$758,263
Las Ventanas	\$494,684	\$2,009	\$0	\$496,693
	\$2,766,994	\$803,013	\$4,579,391	\$8,149,398

* = 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 \$3,303,723 for Medicare and \$2,998,267 for Managed Care are not included.

Table 2
Number of Recorded Community Benefits
by Continuing Care Retirement Community
2010

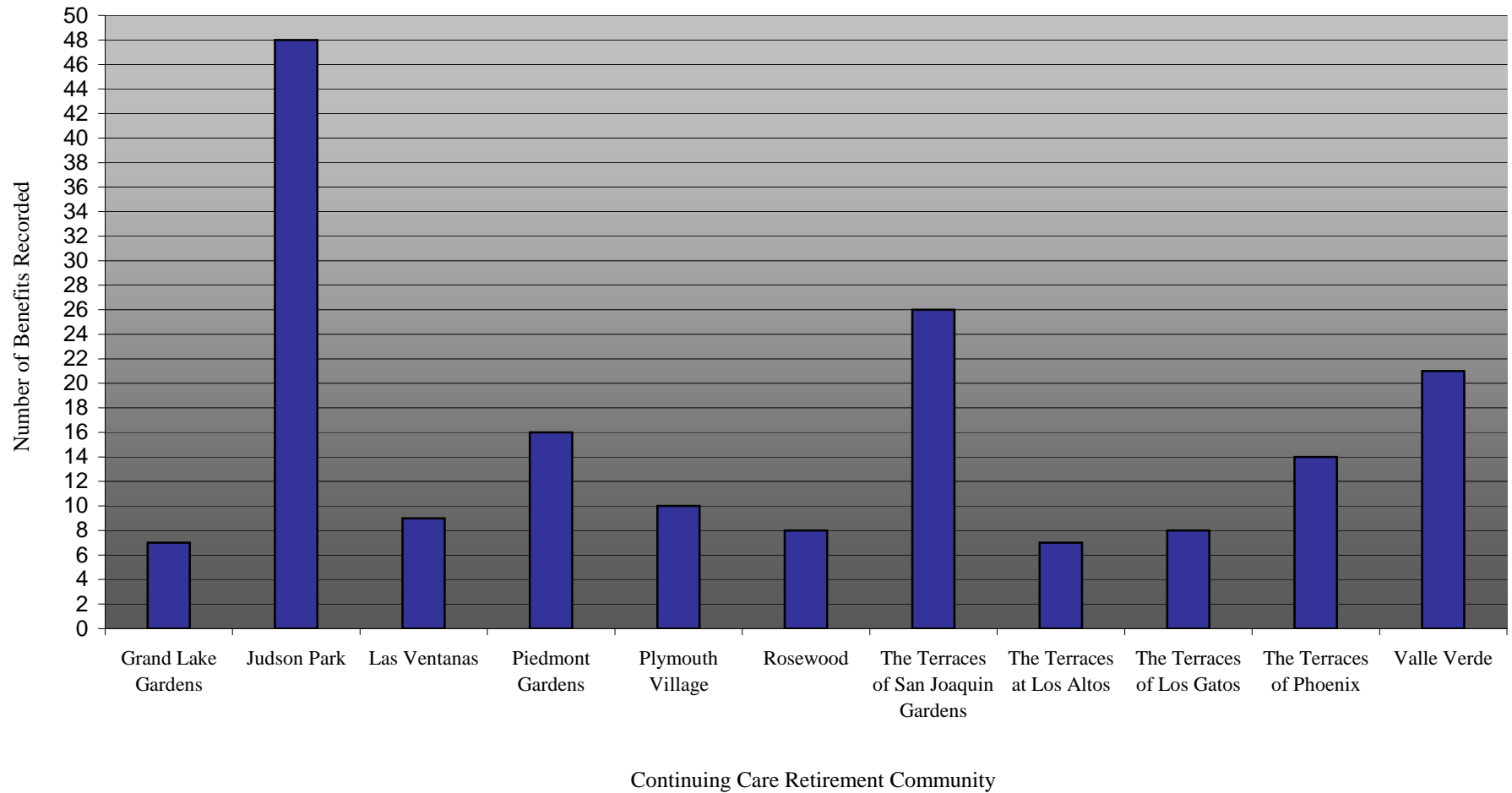


Table 3
 Number of Recorded Community Benefits
 by Affordable Housing Retirement Community
 2010

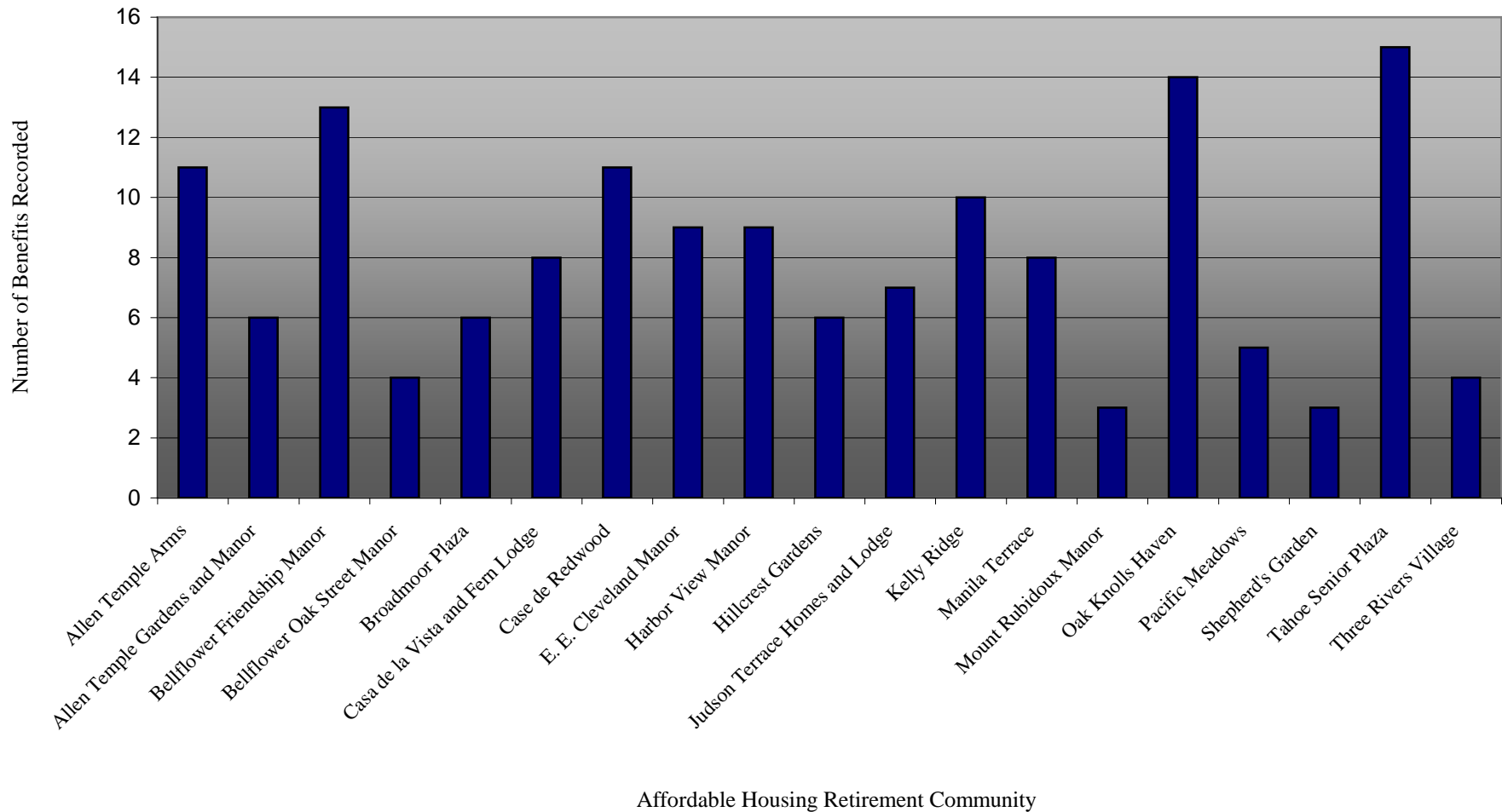
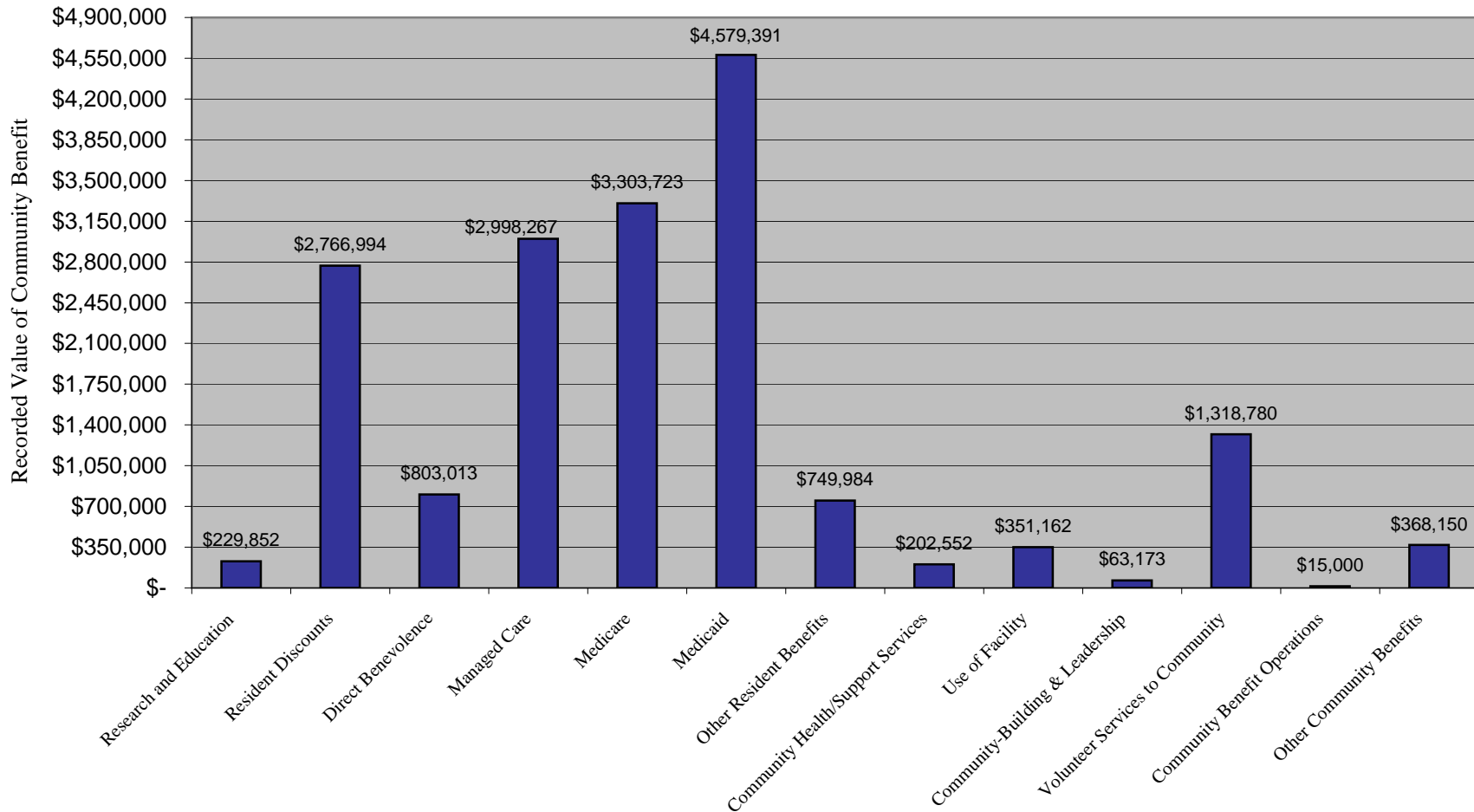


Table 4
 Recorded Value of Community Benefits
 Provided by ABHOW
 2010



The total value of all community benefits recorded by ABHOW in 2010 was \$17,750,041. Medicare and Managed Care adjustments were not included in the report as allowable benefits.

Table 5
Total ABHOW Charitable Contributions
2010

Charitable Contributions to ABHOW Residents:

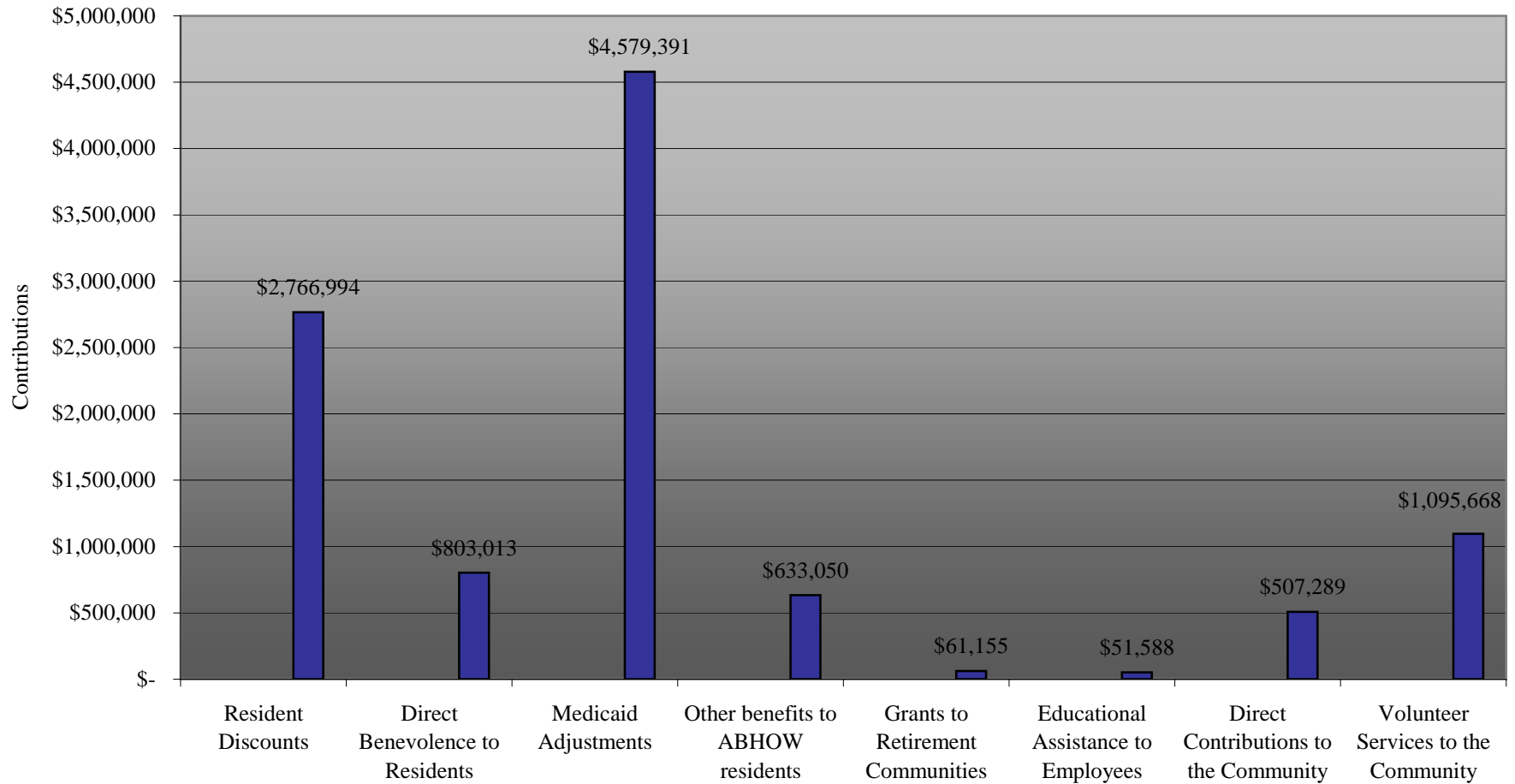
Resident Discounts from Fully Established Contractual Rates	\$ 2,766,994
Direct Benevolence to CCRC residents	\$ 803,013
Managed Care	\$ 2,998,267
Medicare Adjustments	\$ 3,303,723
Medicaid Adjustments	\$ 4,579,391
Research and Education with Other Organizations	\$ 229,852
Other Community Benefits to ABHOW Residents & Employees	\$ 749,984

Charitable Contributions Benefiting the Broader Community:

Community Health & Supportive Services	\$ 202,552
Use of the Retirement Community to Other Organizations	\$ 351,162
Community Building and Leadership	\$ 63,173
Community Benefit Operations Activities	\$ 15,000
Volunteer Services to the Broader Community	\$ 1,318,780
Other Services to the Broader Community	\$ 368,150

Total of All 2010 Charitable Contributions	\$ 17,750,041
Total Pure Charity - 2010	\$ 10,498,148
Total Tax Benefits Received in 2010	\$ 3,320,000

Table 6
 ABHOW Pure Charity Contributions
 2010



In 2010, ABHOW gave \$10,498,148 in Pure Charity contributions. For ABHOW's definition of Pure Charity, please refer to the Executive Summary of this Report.

Table 7
Community Benefits Provided and Received
Comparative Data

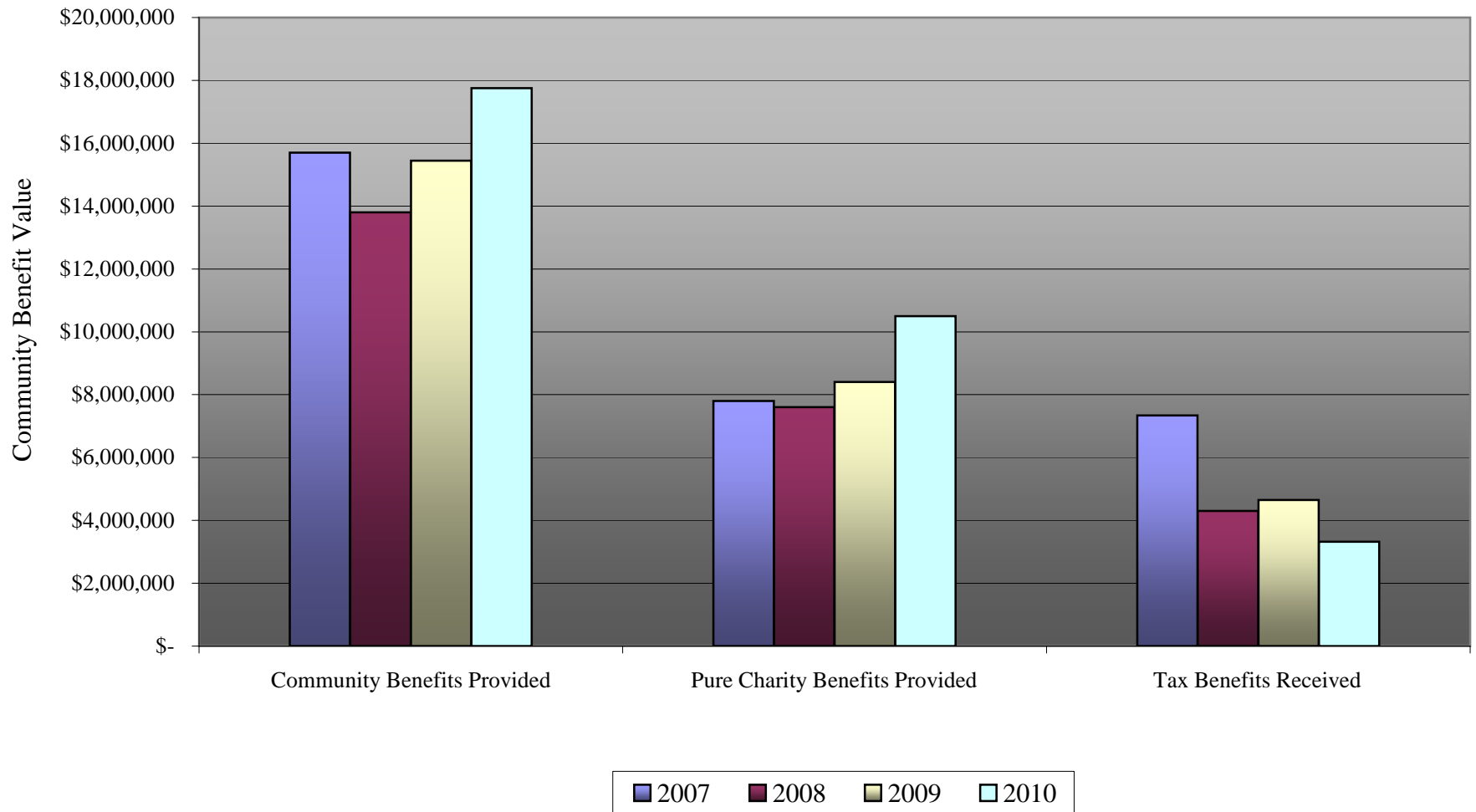
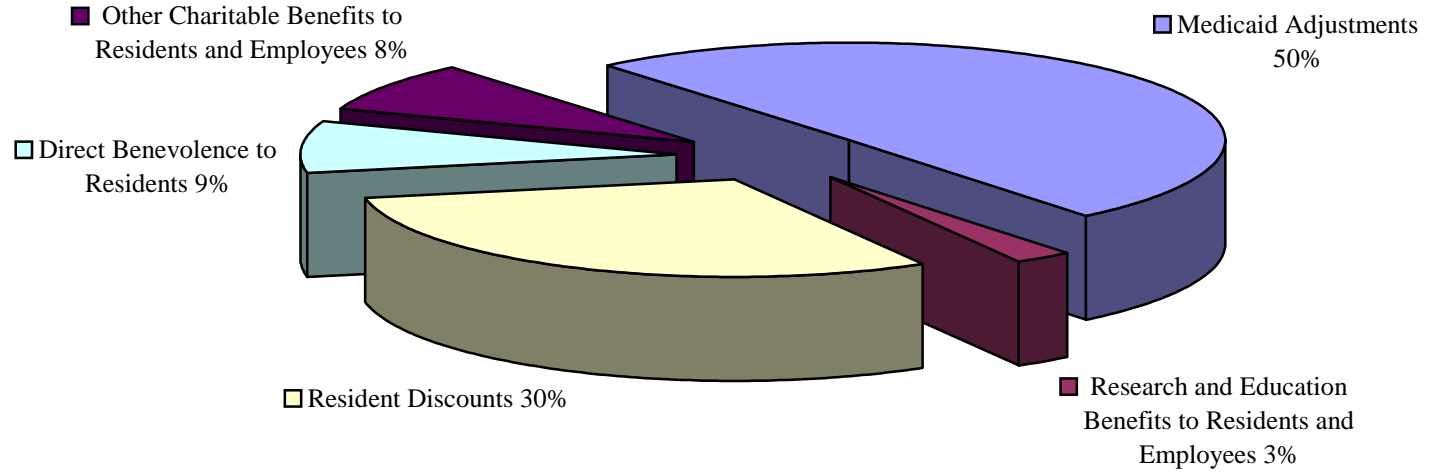
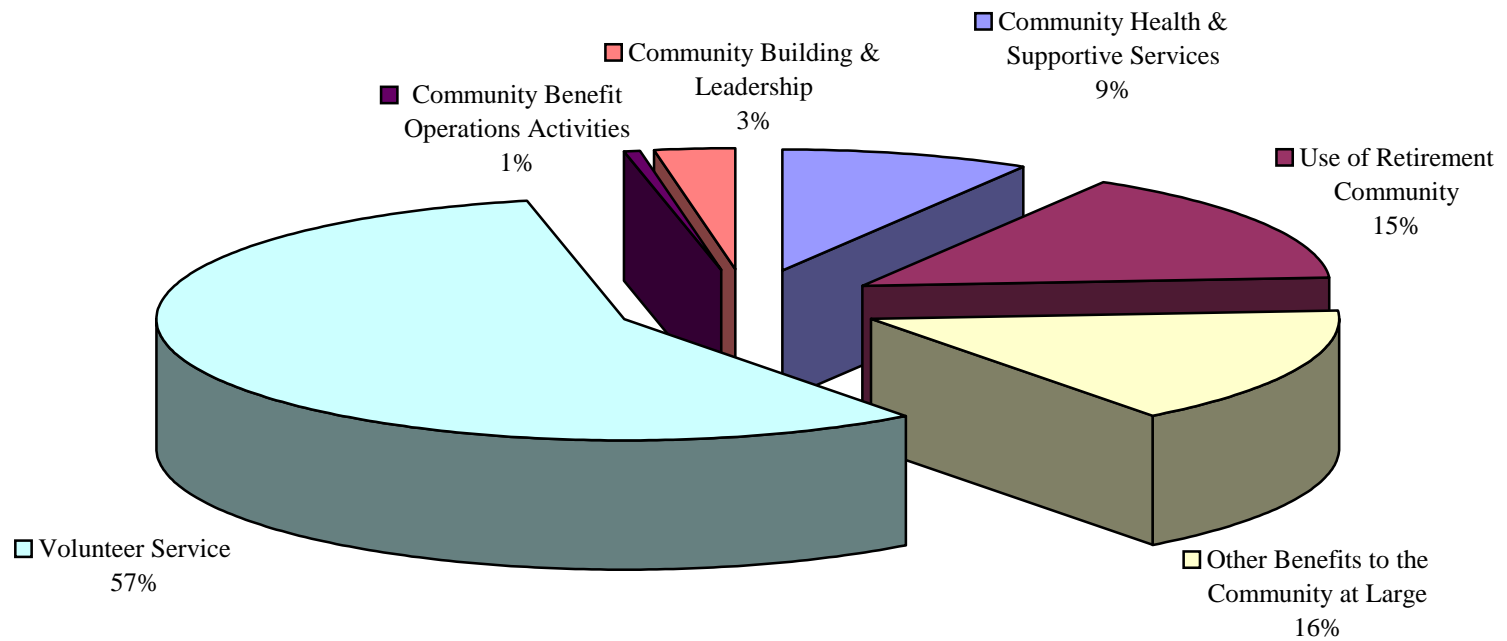


Chart 1
ABHOW Charitable Benefits to Residents and Employees
2010



The total recorded charitable benefits provided to ABHOW residents and employees in 2010 was \$9,129,234.

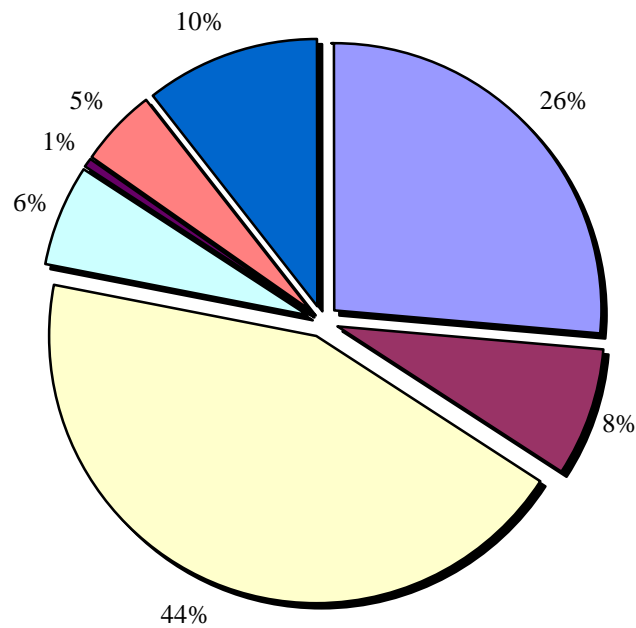
Chart 2
Charitable Benefits to the Broader Community
2010



Community Health & Supportive Services	Use of Retirement Community	Other Benefits to the Community at Large
Volunteer Service	Community Benefit Operations Activities	Community Building & Leadership

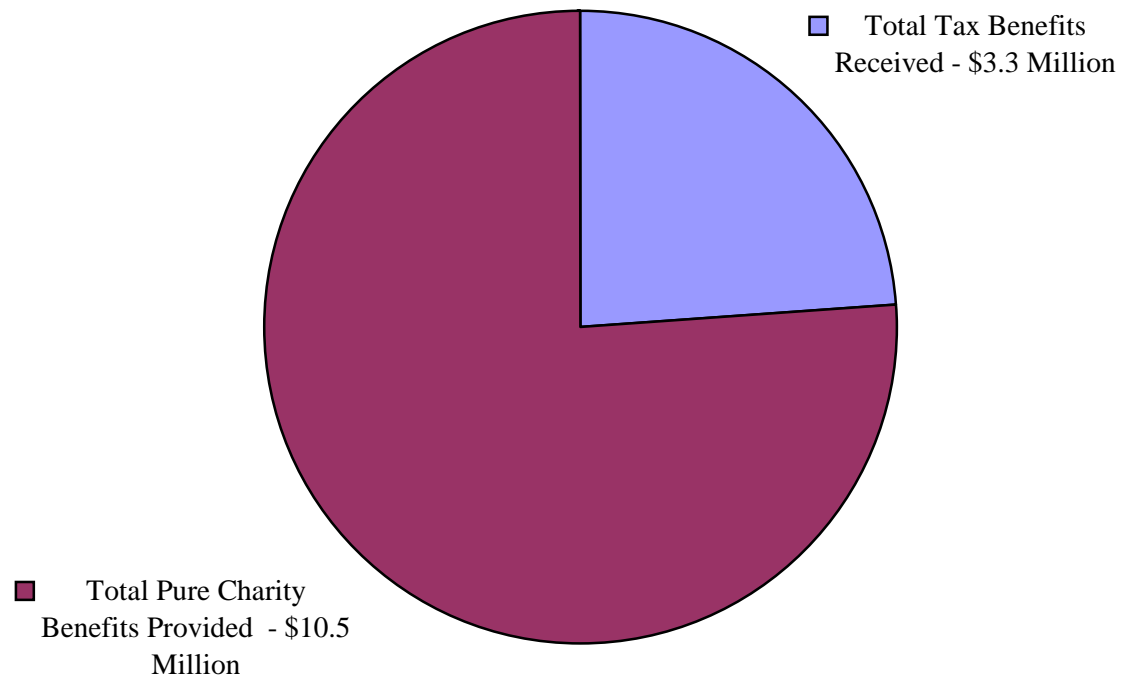
The total recorded charitable benefits provided to the broader community in 2010 was \$2,318,817.

Chart 3
ABHOW Pure Charity Contributions
2010



Educational assistance to employees is less than 1%, therefore is excluded from the chart.

Chart 4
Total Tax Benefits Received and
Total pure Charity Benefits Provided
2010



■ Total Tax Benefits Received ■ Total Pure Charity Benefits Provided