

What
KEIRO
means
TO ME

ANNUAL REPORT
Fiscal Year Ending October 31, 2011

Keiro
Senior HealthCare



A MESSAGE from Keiro

WHO WE SERV

Dear Friends,

What a year! As we celebrated Keiro Senior HealthCare's 50th anniversary in 2011, we were overwhelmed with gratitude to you, our community, for partnering with Keiro to enrich the lives of seniors, wherever they call home. We were also encouraged by the stories people shared about what Keiro's services mean to them and their families, and what peace-of-mind they have, even in the midst of an uncertain health care environment. In this report, you will see how your kind giving enhances lives all across our community. Keiro has been called a safety net for residents, a lifeline for caregivers, and an advocate for families. Your compassionate support ensures that Keiro, "respect for our elders," remains a precious value passed on from one generation to the next.

Thank you for your continued trust in us as a good steward of resources to meet the evolving needs of Our Community!

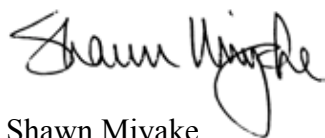
Sincerely,



Frank Kawana
Chairman
Board of Directors



Ken Matsui Images Photography



Shawn Miyake
President & CEO
Keiro Senior HealthCare



Ken Matsui Images Photography



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NDD Creative



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MY HOME

ISABEL SHIBUYA



“Once I settled into Keiro, I was relieved.
It’s home here now.”

– Isabel Shibuya, resident at Keiro Intermediate Care Facility

Keiro Senior HealthCare provides a safety net of uninterrupted care for approximately 2,500 seniors a year at its four care facilities. Approximately 60% of the residents receive government assistance in the form of Medi-Cal or Medicare. Even though government reimbursements may not fully cover the cost of care, Keiro is committed to “being there” for residents like Isabel Shibuya, whose story is below:

“You hear so much about Keiro, but until you come and live here, you would never know how great Keiro is. So many people take this kind of service for granted, but I cannot. With the wonderful staff and volunteers, Keiro is very well organized. I feel very fortunate to be here.

“My younger sister, Laura Shibuya, moved in here

9 years ago but I had to stay and take care of our house. I was doing that until I got a call from Keiro less than a year ago that they had a room for me. It’s not easy to let everything go but once I settled into Keiro, I was relieved. It’s home here now.

“It’s hard to live at home and it’s very tough for seniors to stay at home. Things like gardening, repairing, and cleaning need to be done by someone else. It is not cheap either. It’s rough all the way. Here, everything is taken care of and you can just relax or keep busy with the activities and events that are happening.

“When I was at my previous home, I was too busy to do anything because I was keeping the house in order. Now I’m busy attending events and doing activities. It’s like home but better. I have no worries now.”

MY JOY



PAULA GUERRERO

“Taking care of seniors is hard work, but I love doing it.”

– Paula Guerrero, Restorative Nursing Aide

Keiro’s care for its residents is in the hands of over 570 dedicated and compassionate staff members who contribute greatly to the high quality of life and “*genki living*” at Keiro. Staff members receive training and must comply with over 5,000 government regulations, but what residents and their families appreciate most is that they care from the heart. Restorative nursing aide Paula Guerrero is one example:

“I started working at South Bay Keiro Nursing Home as a certified nursing assistant (CNA) in 1981. Another organization offered me a position with a better opportunity, but I chose to stay at Keiro because I love the residents, families, and staff here! My husband Jose also works here as a CNA.

“Taking care of seniors is hard work, but I love doing it. The residents are good-natured and very funny. They have great stories. It’s important to listen and pay attention to them even if you are busy and have only a few minutes, because what they have to say is very valuable.

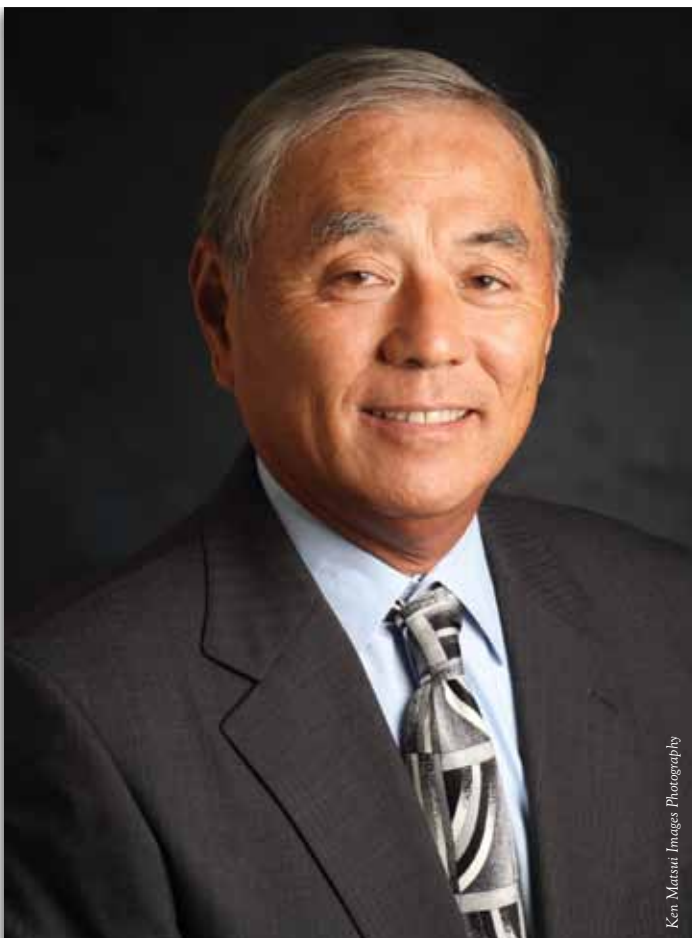
“The residents mean so much to me. We have a new system now where I can stay at one nursing station and really get to know my residents. It’s better because I can focus on an individual resident, see what they need, and provide the best care.

“I appreciate Keiro because I can care for seniors in an enjoyable environment. I even encouraged my son and daughters to work with me so they could learn the value of taking care of our elders and understand why I work here!”

MY FUTURE

“I never thought about aging, but now I’m more aware. We need to make sure that Keiro will be successful in the future.”

– Ernie Doizaki, boomer-age volunteer board member and former family member



ERNIE DOIZAKI

According to the 2000 census, there are 59,000 Nikkei Baby Boomers in Los Angeles, Orange, and Ventura counties. As this generation “comes of age,” many are realizing the importance of Keiro not only for their parents, but for themselves. Ernie Doizaki, a boomer-age volunteer board member and former family member shares his thoughts on what Keiro means to his generation:

“When I was younger, I never thought about aging. When my mother was in Keiro, it became important to me to do whatever I could to support Keiro, but I didn’t necessarily think it was for me. Now, I’m more aware of it, especially knowing that my father, the oldest surviving member of his family, only lived until 66.

“I’m realizing that it is getting more difficult to get old. There are so many rules and regulations, questions about managed care and what it means for our future. Fortunately, Keiro provides information through The Institute for Healthy Aging and is an advocate for your particular needs, and your family’s needs.

“Keiro makes me more aware of my different options. I’ve always been concerned about quality of life, and genki living, which Keiro promotes, is all about understanding how your quality of life can be improved by certain things like exercise.

“At some point, I may have to go to a nursing home, and I want Keiro to be my provider of choice. It is the only culturally sensitive organization that acts as a safety net for our community. We need to make sure we get all kinds of support – financial, non-financial, volunteer - to make sure that Keiro is successful in the future.”

MY LIFELINE



DIANA ONO



“Through Keiro, I’ve learned to be a better caregiver, while juggling my own family matters.”

– Diana Ono, caregiver

Nearly 30,000 Japanese Americans are care giving for a loved one. Many of them are boomers in the “sandwich generation,” caring for aging parents and children while trying to maintain their own health. Through Caregiver’s Conferences, seminars, and various resources on Keiro’s website, Keiro offers support to caregivers like Diana Ono, who shares her story:

“I think my caregiving experience began while I was still in high school. My family grew up with our maternal grandparents, Gonsaku and Mine Ito, and my parents were their caregivers. When my grandfather weakened, he moved to Keiro Nursing Home. We would visit often and take him for weekend trips, and when he returned to Keiro he felt very special when all the nurses would say, ‘Welcome back Ito-san.’

“A couple of years ago, my father-in-law became ill

and our family had to make some life changing decisions. I talked with Dianne Belli of The Institute for Healthy Aging at Keiro and she helped me get matters in order in case he needed long-term care. I also received expert advice from the connections I made at Keiro’s Caregiver’s Conference. This really helped my mother-in-law as she was the full time caregiver. I’ve also recommended that temple members and friends contact Keiro for help with their parents’ needs.

“Since I’m in the sandwich generation, I’m trying to prepare my parents for their future, but at the same time, I need to think about mine. I’ve learned from Keiro that I must be strong and healthy in order to be a better caregiver. Keiro’s Genki Living Expo and Women’s Wellness Conference has helped me to think about my future so I can live a long, healthy life. Yet, it is also comforting to know that there is a wonderful facility like Keiro for us if we ever need it.”

OUR COMMUNITY

“At Keiro, everyone supports each other like a family.”

– Paul and Pearl Tokuda, volunteers



PAUL & PEARL TOKUDA

Volunteers are the heart of Keiro! Whether they are creating a warm and inviting home, leading classes to promote wellness among residents or community members, or lending administrative support, Keiro could not exist without the hundreds of dedicated volunteers who give of their time and resources. Read why volunteers Paul and Pearl Tokuda continue to give:

“I started volunteering in 1999, when my mother was at Keiro Intermediate Care Facility. Even though she is no longer here, I still drive residents, pick up goods, and go to the flower market for Keiro Retirement Home. I am here almost every day.

“I feel a certain sense of duty, that I need to give back to my elders, but more than that, I really enjoy the sense of family at Keiro. We have fun and enjoy camaraderie among the volunteers and residents. We develop friendships with the seniors and are constantly helping each other out. We just want to make each other feel good.”

- Paul Tokuda

“This is my fifth year volunteering. I started at the Keiro Intermediate Care Facility beauty shop, which I still do on Mondays, then began helping with the Keiro Retirement Home sewing room and now hula on Wednesdays. I also help set up for the annual Christmas party and picnic for Keiro Retirement Home residents.

“At other nursing homes, you may see the families but you never see the volunteers. Keiro is fantastic when it comes to volunteers. You see them doing something every day with the residents, sometimes even outside of Keiro events. Everyone supports each other like a family.”

- Pearl Tokuda

OUR LEGACY

GEORGE & SAKAYE ARATANI

“We never dreamed Keiro would be like this - it’s far beyond our expectations, and we are really impressed!”

– Sakaye Aratani, wife of Keiro co-founder George Aratani



When George and Sakaye Aratani first began supporting Keiro, they never imagined the impact it would have on so many families. Now, 50 years later, the Aratani family knows firsthand the services and peace-of-mind that Keiro provides, thanks to the many people who give their time, resources, and whatever they can to help Keiro. Here is what Keiro means to them personally:

“After being in the hospital, we were planning on bringing my husband home. My daughter Linda advised me to send him to a cardiac rehabilitation facility first because he was still weak. Following the doctor’s recommendation, we decided on the facility where he was affiliated.

“I went to look at the facility. The next morning, I had some doubts, so I called Keiro to see whether there was a place for my husband. After deciding upon Keiro, I felt my heart lift. I knew that this was the better choice.

“My feelings were confirmed when I went to Keiro and saw him in a sunny, roomy, spacious, clean room. I felt a sense of relief and knew that this was the right place.

“There are so many caring people. It feels like home away from home with the familiar faces, voices, and even Japanese phrases we hear, like the Hispanic nurse asking if George was *samui* (cold). This makes me feel a lot more comfortable, especially when I am not there. I can come home at night and know that my husband is comfortable, safe, and well taken care of. It is outstanding!”

YOUR CONTRIBUTIONS AT WORK

Your support helps seniors experience the best quality of life in our facilities and encourages our entire community to age with confidence. Here are a few examples of how donations make a difference:

genki
living
expo!

(October 2011):
Supporting the health of our
entire community



Resident Dining Choices:
Maintaining resident independence
and quality of life



Our Legacy  Our Future

Keiro's 50th Anniversary (October 2011):
Celebrating 50 years of caring for seniors in our community



Healthy Aging Summit (April 2011):

Finding solutions to global aging issues



Kim Nakagahima

Facility Renovations:

Enhancing resident comfort and safety



Gregg Maeda and Associates



Gregg Maeda and Associates



Caregiver's Conference (May 2011):

Empowering caregivers with
culturally-sensitive resources



Celebrations and Special Events:

Sustaining community
values and culture



KEIRO SERVICES

Consolidated Statements of Financial Position
For the years ended October 31, 2010 and 2011

<u>ASSETS</u>	<u>2011</u>	<u>2010</u>
Current Assets:		
Cash and cash equivalents	\$ 3,441,884	\$ 2,412,810
Investments (Note 3)	12,458,847	10,734,721
Accounts receivable, less allowance for uncollectible accounts of \$398,806 and \$461,598, respectively	3,702,030	3,596,782
Funds held in trust	42,181	42,181
Other current assets	1,022,491	1,354,228
Assets whose use is limited under indenture agreement (Note 4)	409,463	384,567
Contributions receivable (Note 5)	191,032	235,882
Total Current Assets	<u>21,267,928</u>	<u>18,761,171</u>
Long-term Assets:		
Investments (Note 3)	10,852,119	11,013,325
Cost of debt issuance, net	550,745	619,588
Other assets	9,161	518,161
Assets whose use is limited under indenture agreement (Note 4)	784,241	802,070
Contributions receivable (Note 5)	2,945,819	3,226,349
Property, plant and equipment, net (Note 6)	25,547,304	24,941,224
Total Long-term Assets	<u>40,689,389</u>	<u>41,120,717</u>
Total Assets	<u>\$ 61,957,317</u>	<u>\$ 59,881,888</u>
 <u>LIABILITIES AND NET ASSETS</u>		
Current Liabilities:		
Accounts payable	\$ 1,374,847	\$ 1,543,890
Accrued expenses	1,554,119	1,624,426
Interest payable	32,732	35,665
Long-term debt, current portion (Note 8)	565,000	550,000
Funds held in trust	42,181	42,181
Total Current Liabilities	<u>3,568,879</u>	<u>3,796,162</u>
Long-term Liabilities, net of current portion (Note 8)	<u>4,600,000</u>	<u>5,165,000</u>
Total Liabilities	<u>8,168,879</u>	<u>8,961,162</u>
Net Assets:		
Unrestricted	40,036,323	37,669,343
Temporarily restricted (Note 13)	3,816,176	3,985,412
Permanently restricted (Note 13)	9,935,939	9,265,971
Total Net Assets	<u>53,788,438</u>	<u>50,920,726</u>
Total Liabilities and Net Assets	<u>\$ 61,957,317</u>	<u>\$ 59,881,888</u>

KEIRO SERVICES

Consolidated Statement of Activities
For the years ended October 31, 2010 and 2011

	<u>2011</u>	<u>2010</u>
<u>CHANGES IN UNRESTRICTED NET ASSETS:</u>		
Unrestricted operating revenues and other support:		
Patient service revenue, net (Note 9)	\$ 33,646,181	\$ 31,153,232
Rental income	3,105,495	2,907,794
Other support	55,858	243,049
Total unrestricted operating revenues and other support	<u>36,807,534</u>	<u>34,304,075</u>
Expenses:		
Patient services *	15,742,151	15,202,172
General services **	11,616,628	10,746,266
Administrative services	6,592,652	6,726,481
Fundraising services	507,439	600,637
Interest	205,401	228,493
Depreciation and amortization	2,133,149	1,843,546
Total expenses	<u>36,797,420</u>	<u>35,347,595</u>
Income (loss) from operations	<u>10,114</u>	<u>(1,043,520)</u>
Non-operating gains (losses) and other changes in net assets:		
Investment income, net	405,877	1,831,696
Contributions	1,961,869	1,893,715
Loss on disposal of property, buildings and equipment	(10,880)	(11,575)
Other	-	(550)
Total non-operating gains, net	<u>2,356,866</u>	<u>3,713,286</u>
Increase in unrestricted net assets	<u>2,366,980</u>	<u>2,669,766</u>
<u>CHANGES IN TEMPORARILY RESTRICTED NET ASSETS:</u>		
Investment income, net	66,521	754,538
Contributions	50,877	-
Other transfers	(6,104)	-
Change in value of charitable remainder unitrust agreements	(280,530)	(1,389,439)
Decrease in temporarily restricted net assets	<u>(169,236)</u>	<u>(634,901)</u>
<u>CHANGES IN PERMANENTLY RESTRICTED NET ASSETS:</u>		
Contributions	729,214	764,495
Other transfers	6,104	-
Write off of permanently restricted pledge receivable	(65,350)	-
Increase in permanently restricted net assets	<u>669,968</u>	<u>764,495</u>
Increase in net assets	<u>2,867,712</u>	<u>2,799,360</u>
NET ASSETS, beginning of year	<u>50,920,726</u>	<u>48,121,366</u>
NET ASSETS, end of year	<u>\$ 53,788,438</u>	<u>\$ 50,920,726</u>

*General Services (for residents and community) includes activities, building maintenance, dietary, education, housekeeping, The Institute for Healthy Aging at Keiro, insurance, laundry, property taxes, and social services.

**Administrative Services includes accounting/business office, administration, human resources, information technology, medical records, and purchasing.

The Consolidated Statements of Financial Position and related Consolidated Statement of Activities are excerpts from the audited financial statement for the fiscal year ended October 31, 2011. The financial statements were audited by Vicenti, Lloyd & Stutzman, LLP for October 31, 2011 and received an unqualified opinion. Full financial statements are available upon request through Keiro's Resource Development Department.

OUR PARTNERS

It takes a community to care for seniors! As an extension of family, Keiro partners with our community to provide culturally sensitive care options and guidance during one of the most stressful times a person can experience. Thanks to the continued support of donors, supporters, and volunteers, Keiro supports the quality of life that individuals desire, in any life stage, no matter where they call home.

Our deepest appreciation to all who partner with Keiro to enhance the quality of senior life in Our Community!

Awards (11/1/10 - 10/31/11)

Aging Services of California Chair
Citation Award
Nisei Week Community
Service Award

Grants (11/1/10 - 10/31/11)

California Community Foundation
Takayama Foundation

Community Partners

(11/1/10 - 10/31/11)

Alzheimer's Association -
Southland Chapter
American Diabetes Association
American Red Cross
Anaheim Free Methodist Church
Arthritis Foundation
California Telephone
Access Program
Centenary United
Methodist Church
Center for HealthCare Rights
Council on Aging – Orange County
East San Gabriel Valley Japanese
Community Center
Evergreen Baptist Church –
Los Angeles
Fujima Seiyumi Kai
Gardena Valley
Gardeners' Association
Gardena Valley JCI
Greater LA JACL Singles
Friends of Keiro
Japanese American Cultural and
Community Center
Japanese American Historical
Society of Southern CA
JACL – Las Vegas Chapter
Japanese American
National Museum
Japanese American Optimist Club
Japanese American Society of
Southern CA
Japanese Women's Society of
Southern CA
Kasa No Kai
LA Caregivers Resource Center
Les Dames
Little Tokyo Service Center
Los Angeles Nishi Hongwanji
Buddhist Temple
Monterey Park Japanese American
Senior Citizens Club

Nanka Okayama Kenjin Kai
Nikkei Singles
Nikkei Widowed Group
Orange County Buddhist Church
Orange County Sansei Singles
Osher Lifelong Learning Institute
– California State University,
Long Beach
Pasadena Buddhist
Women's Association
Pasadena Japanese
Cultural Institute
RSVP – Retired Senior
Volunteer Program
San Gabriel Valley Nikkei
Seniors Club
Senshin Buddhist Temple
Takahara Music Studio
Theta Kappa Phi Alumnae of UCLA
UCLA Longevity Center
USC Davis School of Gerontology
USC School of Social Work
U.S. FDA
Venice Hongwanji Buddhist Temple
Venice Japanese
Community Center
Venice Japanese Community
Center Pioneer Project
Ventura County JACL
West Adams Christian Church
West Los Angeles United
Methodist Church
Wintersburg Presbyterian Church

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Donors \$1,000+ (individual gifts between 11/1/10 - 10/31/11)

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 Yoshi Tanioka
 Tanno Club
 Paul & Hisako Terasaki
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Keiro Senior HealthCare is a not-for-profit 501(c)(3) organization incorporated under the laws of the State of California providing culturally-sensitive and person-centered senior services, governed by a volunteer Board of Directors.

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South Bay Keiro Nursing Home
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