



# MESSAGE FROM CEO

## 2007 ANNUAL REPORT

Sam Wan, Chief Executive Officer

### 2007 OPERATIONS HIGHLIGHTS

We had an excellent year in 2007 for our operation. Kin On Health Care Center scored another favor-able survey from the Washington Department of Social and Health Services regarding the quality of care to our residents. The Community Care Network programs met all program standards as required by our funding sources.

Financially, we were able to increase the operation reserve funds for the Health Care Center and we achieved a small surplus in the Community Care Network programs. We realized such successes and continue to improve the quality of care to the residents of the Health Care Center and clients and their family caregivers of the Community Care Network.

Another significant achievement was the establishment of the Extension Program. The purpose of this program was to extend our services to community members who have been ongoing supporters of Kin On. In June, we adopted the Tai Chi Exercise Class as its inaugural program. The classes are doing well averaging about 25 participants. We also redesigned our bilingual website to better inform our community members about our services, events and activities, and launched a new online donation feature.

These accomplishments were testimonies that we are fulfilling our mission of serving our community by providing excellent quality services to the elderly, disabled adults and their families.

### THE PEOPLE THAT WE SERVED

Kin On Health Care Center serves frail elders by providing 24-hour skilled nursing service. We have been the facility of choice for many of our elders and are maintaining a waiting list. To address the emergent need of those who required short-term rehabilitation after their hospitalization, the Board approved the development of the Transitional Care Program in the Health Care Center for 2008.

For the Community Care Network programs, we experienced a small increase in the Home Care Program. Other programs remained stable in serving those elders who are staying in their own homes. The following is a summary of the residents and clients we served in 2007:

#### Kin On Health Care Center:

Number of Residents served	121
Gender Distribution: (M/F)	36/85
No. of New Admissions	22
No. of Discharge	21
No. of Patient Days	36,230
Average occupancy rate	99.3%
Oldest	105
Youngest	32
Average Age	85

#### Community Care Network of Kin On: Total Unduplicated Clients 316

(excluding community education program participants)

Alzheimer & Dementia Support Center	37
Family Caregiver Support Center	48
Home Care Program	131
Home Health Program	98
Kin On Alert-PERS	54
Community Care Network Enrollees	75
Participants in Outreach & Education programs	725

#### Service Volume:

Hours of Home Care Services	70,964
Visits by RN, therapists and social workers	1,100

### THE STAFF WHO PROVIDED THE CARE

Kin On maintains a stable and skillful workforce for both of our operations. Our staff turnover rate is much lower than the industry average. Our job safety record is one of the best in the State. Our staff is dedicated and committed to honoring our motto: "Residents and Clients are the Center of our Attention". Staff members are dedicated to providing the best care possible to our residents and clients.

#### Kin On Health Care Center:

138 (85 Full-Time and 53 Part-Time)

Accounting	3
Activity	7
Administration	4
Dietary	16
Environmental Services	19
Nursing	86
Social Services	3

#### Community Care Network of Kin On:

72 (7 Full-Time and 65 Part-Time)

Administration	4
Family Caregivers Support Programs	2
Home Care	59
Home Health	7
Community Education & Training	0

#### BOARD OF DIRECTORS

Martin Chan  
Danny Chen  
Liang Chen  
Henry H. Chin  
Mae Chin

Ryan Chin  
Mariana Choi  
Ted Choi  
Katty Chow  
Alice Ding  
Vincent Eng  
Faye Hong

Darryl Hue  
Helen Kay  
Dennis Lam  
Ben K.Y. Lee  
David Lee  
Lilyan Leong  
Stella Leong

Sylvia Liang  
Victor Lo  
Frances Locke  
Jenny Lui  
Larry Luke  
Helen Lum  
Donald Mar

Jeni Mar  
Chun M. Ng  
Benton Ong  
Rose Soo Hoo  
Dennis T. Su  
Lo Yu Sun  
Herb Tsuchiya

May Wan  
Dianna Wang  
Anne Wing  
Evelyn Wong  
Hannah Wong  
David Wu  
Clara Cheung Yee

#### OFFICERS

May Wan, President  
Helen Kay, First VP  
Martin Chan, 2nd VP  
Katty Chow, Secretary  
David Lee, Jenny Lui, Co-Treasurers

## THE FINANCIAL RESOURCES THAT FUNDED OUR PROGRAMS

### *Kin On Health Care Center:*

Kin On Health Care Center achieved a surplus in our operation due to our efforts in controlling operation costs. The refinancing of our mortgage loan with much better terms also helped us with the cash flow.

Revenue: \$6,735,803 (pre-audited)		Expenditures: \$6,132,758 (pre-audited)	
Medicaid	91%	Administration	12%
Medicare	4%	Nursing Home Bed Tax (QMF)	2%
Private Pay	3%	Activity & Social Service	5%
Others (ie: Managed Care/Respite)	2%	Dietary	10%
		Environmental Services	14%
		Nursing	50%
		Property, Hazard Insurance & Depreciation	8%

### *Community Care Network of Kin On:*

For the Community Care Network, with community donations supporting the Family Caregiver Program and the Extension Program, we achieved a small surplus in our operation.

Revenue: \$1,698,357 (pre-audited)		Expenditures: \$1,672,670 (pre-audited)	
Government Contracts & Reimbursement	87%	Home Care Program	80%
Reimbursement from other agencies	10%	Home Health	11%
United Way of King County	2%	Social Services	8%
Others (e.g. Donations)	1%	Extension Program	1%

## THE VOLUNTEERS WHO INSPIRED US

Volunteers are the lifeline of our organization. Our volunteers provided leadership and manpower for all of our fundraising events including the South China Benefit Dinner, the 7<sup>th</sup> Annual Golf Tournament and the Auction Dinner Celebration. They also assisted in administration, resident outings and activities, nursing, social services and religious services. Many community groups and organizations also presented programs to entertain our residents all year round. Over 150 long time volunteers and supporters attended the Volunteer Appreciation Dinner in December. Hair Skill Design, Helen Kay and Wendee Ong were recognized as the recipients of the Bertha Tsuchiya Outstanding Volunteer of the Year Award that evening.

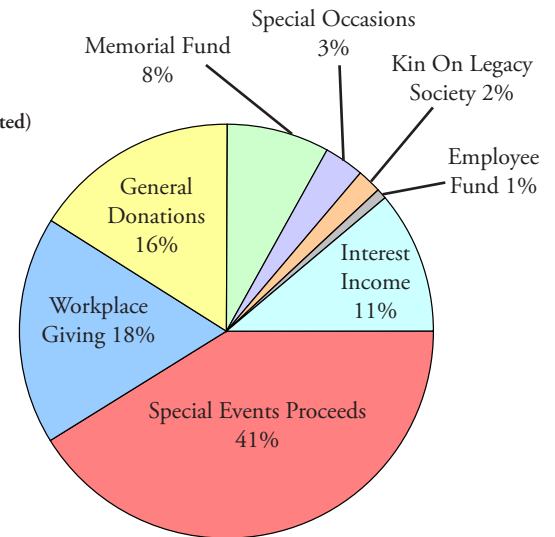
### *Volunteer Program Statistics:*

No. of Volunteers in Operation	150
Total No. of Volunteer Hours Supporting the Operation	4,983
Average Monthly Volunteer Participants	122
No. of Community Organizations Presentations	12
No. of Volunteers in the South China Dinner	77
No of Volunteers in Golf Tournament	33
No. of Volunteers in Kin On Auction Dinner	91

## THE GENEROUS CONTRIBUTIONS THAT SUPPORTED OUR MISSION

We raised \$440,436 in support of our programs. Special fundraising events which generated significant donations for Kin On included the First Hill Lions' Club Pancake Breakfast, South China Benefit Dinner, the 7<sup>th</sup> Annual Kin On Golf Tournament and the Auction Dinner Celebration. General donations from our core donors and workplace giving from employees at Boeing, Microsoft, government and public agencies and business corporations continued to provide vital resources to help us fulfill our mission. In addition, Kin On was successful in retaining grant funds from public agencies and United Way in support of the Community Care Network programs.

**Total funds received: \$443,436**



## LOOKING INTO OUR FUTURE

For 2008, we are fully committed to continuing our tradition of providing the best possible care to all our residents and clients. We are working hard to successfully implement the Transitional Care Program. We are soliciting ideas from our community on what services we need to develop in three to five years. A strategic plan will be developed to guide our efforts. We are also expanding our community support base to further our mission of caring for our elders and disabled adults. We look forward to the vigorous participation of our supporters in these efforts.