

Artesia Christian Home, Inc.
Board of Directors' Meeting – Agenda
Tuesday September 23, 2025
4:00 PM

In Person & Zoom

ZOOM ID CODE: 371-575-8625

PASSWORD-ACH

- I. Opening Prayer & Devotions- Randy VanEssen
- II. Roll Call –Steve Ornee
- III. Minutes of July 22nd, 2025
- IV. Committee Reports
 - A. Finance Report- Pat Henry
 - B. Promotions Report
- V. Executive Director Report
- VI. Old Business
- VII. New Business
 - A. Submitted Nomination for Upcoming Board Openings
 - 1. Trinity CRC- Sharon Stephens
 - 2. Anaheim CRC- Terry Van Dyk, agreed to a second term
 - B. Next MEETINGS
 - 1. October 8th, 2025; Promotions Committee-Noon**
 - 2. October 28th, 2025; 3 pm Finance & 4 pm Board**
 - 3. November 6, 2025; Annual Society Meeting & Dinner**
- VIII. Closing Prayer – Randy VanEssen

Artesia Christian Home, Inc.
Minutes from the Board of Directors' Meeting
4:00 PM, July 22nd, 2025 - ACH Conference Room, Artesia, California



I. Call to Order - by K. Solomon at 4:00 PM. B. Hultgrien opened with a devotion and prayer.

II. Roll Call - 12 Board Members: 10 present (7 needed for quorum)

Staff

✓ Robin Brouwer ('26)	✓ Steven Ornee ('27-2) - Sect.	✓ Randy Van Essen ('25-2)	✓ M. Robison
✓ T. Slegers ('25)	✓ Ken Solomon ('27-2) - Pres.	① S. Van Lant ('27-2) - Treas.	✓ P. Henry
✓ Bob Hultgrien ('26)	✓ Bob Struiksma ('27)	① Rob Verhoeven ('26)	C. Levi
✓ Sondi Oldenburger ('26)*	✓ Terry Van Dyk ('25) - VP	✓ Barbara Zondervan ('26)	✓ A. Walsh
① = Informed absence	* = Voting residential rep.	Non-Voting Res. Rep.	✓ Rosie Verhoeef ('26)
✓ = Present	(##-2) = last year of term/2nd consecutive term		

III. Minutes Approval - Motion to approve the May 27, 2025 meeting minutes.
 Motion to approve the June 24, 2025 meeting minutes.

Motion Passed
Motion Passed

IV. Committee Reports

- A. Finance committee June 24, 2025 meeting minutes submitted.
- B. Promotion committee July 9, 2025 meeting minutes submitted.
 Promotion committee May 14, 2025 meeting minutes will be submitted at the Sept meeting.

V. Executive Reports - oral summaries given, written reports submitted

- A. Financial Operations - P. Henry
- B. Executive Director - M. Robison
- C. Skilled Nursing - M. Robison
- D. Residential Services - A. Walsh
- E. Community Relations - M. Robison
- F. Facilities - M. Robison

VI. Old Business - Board membership status

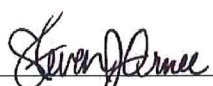
- A. T. Van Dyk, end of first term, will serve a second term,
- B. T. Slegers will stand for approval to either complete Rich Haagsma's term or stand for a 3yr term.
 This will be discussed at the board meeting in September.
- C. R. Van Essen - end of 2nd term, will assist to find a replacement candidate.
- D. Sondi Oldenberg - voting residential rep is stepping down and has a replacement candidate.

VII. Upcoming Meetings/Events: No meetings in August.

Promotions	Wednesday, Sept 10 th	Noon via Zoom
Volunteer Appreciation Tea	Thursday, Sept 11 th	1:30PM
Finance / Board	Tuesday, Sept. 23 rd	3PM/4PM
Annual Society Dinner & Meeting	Thursday, Nov 6 th	
Board Christmas Dinner	Tuesday, Dec. 2 nd	Memory Care Activity Rm
Christmas Market	Saturday, Dec 6 th	

VIII. At 4:40PM a motion to adjourn was made and B. Hultgrien closed with prayer.

Motion Passed.


 Steven Ornee, Secretary of the Board

 Date of Approval

Artesia Christian Home, Inc.
Finance Committee Meeting Minutes
Tuesday, July 22, 2025

- I. Ken Solomon opened the meeting in prayer at 3:00 PM
- II. **Board Members present:** Tim Slegers, Ken Solomon, Terry Van Dyk
Staff present: Executive Director – Michelle Robison, Controller – Patricia Henry.
Absent: Rob Verhoeven, Sandy Van Lant – both with notice
- III. The Minutes of the June 24, 2025, Finance Committee meeting, were reviewed and approved.
- IV. MONTHLY REPORTS for April 2025 were distributed for review:
 - A. **Payroll Review:** Payroll reports for 4/11/2025 (7.84% OT & 7.84% Holiday OT), 4/25/2025 (7.59% OT & 7.59% Holiday OT). Overtime and holiday pay are down but Registry expense is up to ensure employees are able to take mandatory breaks.
 - B. **Reviewed report on Extraordinary Expenses for the month of April 2025.**
 - C. **Operations Reports for April 2025 month-end were reviewed.**
 - 1. **Skilled Nursing April 2025 loss:** \$85,128; **FY 2025 loss:** \$1,051,919.
 - 2. **Assisted Living April 2025 loss:** \$9,420; **FY 2025 loss:** \$30,507.
 - 3. **Independent Living April 2025 income:** \$20,283; **FY 2025 income:** \$129,496.
 - 4. **Memory Care April 2025 loss:** \$13,004; **FY 2025 loss:** \$28,710.
 - 5. **ACH Operations total: April 2025 loss:** \$43,146; **FY 2025 loss of:** \$672,779.
 - 6. **ACH Non-operating Summary:** For April 2025 the total Facility Non-Operating Income (including interest, dividend income, donations, grant income and depreciation) was \$13,493 **FY 2025 Non-Operating Gain** of \$76,653.
 - 7. **ACH total: April 2025 reported loss of** \$29,653; **FY 2025 loss of:** \$596,126.
 - D. **Balance Sheet** for 4-30-2025 total assets (and liabilities and equity) of \$13,878,141.
 - E. **Accounts Receivable** – Balance due as of 4-30-2025 was \$930,278
 - F. **Accounts Receivable Aging Report** reviewed accounts over 30 days past due.
 - G. **Summary of Cash & Investments** as of 4-30-2025 was \$2,593,823.
 - H. **Investment Summary** showed a return -7.9% through the first quarter of 2024.
- V. **Adjournment** – The meeting was adjourned at 3:45 PM. Next Meeting September 22, 2025 @3:00 PM.

Respectfully submitted by Ken Solomon

Artesia Christian Home, Inc.
Actual vs Budget Statement of Operations - Summary
May 31, 2025

	Current Actual	Current Budget	Variance	YTD Actual	YTD Budget	Variance
Operating Revenue						
Medicare A	22,649.36	68,095.00	(45,445.64)	470,198.78	544,760.00	(74,561.22)
Medicare B	9,422.69	0.00	9,422.69	26,129.15	0.00	26,129.15
MediCal	609,991.90	332,150.00	277,841.90	3,326,723.49	2,657,200.00	669,523.49
Commercial Insurance	50,991.85	36,217.00	14,774.85	418,806.78	289,736.00	129,070.78
Private	683,109.85	857,921.00	(174,811.15)	6,004,413.39	6,863,368.00	(858,954.61)
Other Ancillary Revenue	9,758.04	0.00	9,758.04	83,373.98	0.00	83,373.98
Total Operating Revenue	\$ 1,385,923.69	\$ 1,294,383.00	\$ 91,540.69	\$ 10,329,645.57	\$ 10,355,064.00	\$ (25,418.43)
Operating Expense						
Nursing & Residential Services	659,238.09	590,064.43	(69,173.66)	4,939,646.80	4,720,515.44	(219,131.36)
Facilities	137,218.61	100,393.85	(36,824.76)	816,366.17	803,150.80	(13,215.37)
Housekeeping Services	47,052.21	51,338.82	4,286.61	355,095.21	410,710.56	55,615.35
Laundry Services	20,404.52	22,402.38	1,997.86	172,307.54	179,219.04	6,911.50
Dining Services	192,695.23	188,979.93	(3,715.30)	1,509,103.50	1,511,839.44	2,735.94
Social Services & Life Enrichment	79,673.23	73,116.77	(6,556.46)	632,018.47	584,934.16	(47,084.31)
Staff Development	12,371.63	11,531.99	(839.64)	94,825.05	92,255.92	(2,569.13)
General & Administrative	221,381.37	213,071.58	(8,309.79)	2,045,593.29	1,704,572.64	(341,020.65)
Property Expenses	8,801.17	9,897.79	1,096.62	71,767.04	79,182.32	7,415.28
Ancillary Expenses	61,246.88	42,424.37	(18,822.51)	419,861.23	339,394.96	(80,466.27)
Total Operating Expense	\$ 1,440,082.94	\$ 1,303,221.91	\$ (136,861.03)	\$ 11,056,584.30	\$ 10,425,775.28	\$ (630,809.02)
Net Operating	\$ (54,159.25)	\$ (8,838.91)	\$ (45,320.34)	\$ (726,938.73)	\$ (70,711.28)	\$ (656,227.45)
Non-Operating						
Extraordinary Items	2,253,886.48	0.00	2,253,886.48	2,251,370.98	0.00	2,251,370.98
Interest & Dividends	138.67	0.00	138.67	5,751.71	0.00	5,751.71
Donations	114,037.08	0.00	114,037.08	496,453.56	0.00	496,453.56
Depreciation Expense	(44,123.00)	0.00	(44,123.00)	(352,984.00)	0.00	(352,984.00)
Total Non-Operating	\$ 2,323,939.23	\$ 0.00	\$ 2,323,939.23	\$ 2,400,592.25	\$ 0.00	\$ 2,400,592.25
Net Income (Loss)	\$ 2,269,779.98	\$ (8,838.91)	\$ 2,278,618.89	\$ 1,673,653.52	\$ (70,711.28)	\$ 1,744,364.80

Artesia Christian Home, Inc.
Balance Sheet
May 31, 2025

Assets

Current Assets

Cash	2,997,452.45
Accounts Receivable	985,259.79
Prepaid Expenses	214,460.72
Total Current Assets	\$ 4,197,172.96

Fixed Assets

Land	1,216,888.94
Building & Improvements	14,759,756.41
Furniture Fixtures & Equipment	2,915,811.69
Work In Progress	165,915.08
Accumulated Depreciation	(8,954,136.00)
Total Fixed Assets	\$ 10,104,236.12

Other Assets

Investments	1,856,841.95
Total Other Assets	\$ 1,856,841.95
Total Assets	\$ 16,158,251.03

Liabilities and Equity

Current Liabilities

Accounts Payable	923,685.25
Accrued Salaries & Benefits	754,053.74
Other Liabilities	664.22
Total Current Liabilities	\$ 1,678,403.21
Total Liabilities	\$ 1,678,403.21

Equity

Equity	12,806,194.30
Net Income (Loss)	\$ 1,673,653.52
Total Equity	\$ 14,479,847.82
Total Liabilities and Equity	\$ 16,158,251.03

Artesia Christian Home, Inc.
Actual vs Budget Statement of Operations - Summary
June 30, 2025

	Current Actual	Current Budget	Variance	YTD Actual	YTD Budget	Variance
Operating Revenue						
Medicare A	185,503.94	68,095.00	117,408.94	655,702.72	612,855.00	42,847.72
Medicare B	(381.65)	0.00	(381.65)	25,747.50	0.00	25,747.50
MediCal	391,101.68	332,150.00	58,951.68	3,717,825.17	2,989,350.00	728,475.17
Commercial Insurance	45,532.84	36,217.00	9,315.84	464,339.62	325,953.00	138,386.62
Private	745,125.59	857,921.00	(112,795.41)	6,749,538.98	7,721,289.00	(971,750.02)
Other Ancillary Revenue	14,145.93	0.00	14,145.93	97,519.91	0.00	97,519.91
Total Operating Revenue	\$ 1,381,028.33	\$ 1,294,383.00	\$ 86,645.33	\$ 11,710,673.90	\$ 11,649,447.00	\$ 61,226.90
Operating Expense						
Nursing & Residential Services	601,949.75	590,064.43	(11,885.32)	5,541,596.55	5,310,579.87	(231,016.68)
Facilities	107,765.74	100,393.85	(7,371.89)	924,131.91	903,544.65	(20,587.26)
Housekeeping Services	43,796.49	51,338.82	7,542.33	398,891.70	462,049.38	63,157.68
Laundry Services	21,699.54	22,402.38	702.84	194,007.08	201,621.42	7,614.34
Dining Services	189,774.32	188,979.93	(794.39)	1,698,877.82	1,700,819.37	1,941.55
Social Services & Life Enrichment	75,346.06	73,116.77	(2,229.29)	707,364.53	658,050.93	(49,313.60)
Staff Development	10,755.77	11,531.99	776.22	105,580.82	103,787.91	(1,792.91)
General & Administrative	207,266.57	213,071.58	5,805.01	2,252,859.86	1,917,644.22	(335,215.64)
Property Expenses	8,801.13	9,897.79	1,096.66	80,568.17	89,080.11	8,511.94
Other Expenses	1,799.47	0.00	(1,799.47)	1,799.47	0.00	(1,799.47)
Ancillary Expenses	52,908.01	42,424.37	(10,483.64)	472,769.24	381,819.33	(90,949.91)
Total Operating Expense	\$ 1,321,862.85	\$ 1,303,221.91	\$ (18,640.94)	\$ 12,378,447.15	\$ 11,728,997.19	\$ (649,449.96)
Net Operating	\$ 59,165.48	\$ (8,838.91)	\$ 68,004.39	\$ (667,773.25)	\$ (79,550.19)	\$ (588,223.06)
Non-Operating						
Extraordinary Items	(192,809.96)	0.00	(192,809.96)	2,058,561.02	0.00	2,058,561.02
Interest & Dividends	12,168.63	0.00	12,168.63	17,920.34	0.00	17,920.34
Donations	16,162.66	0.00	16,162.66	512,616.22	0.00	512,616.22
Depreciation Expense	(44,123.00)	0.00	(44,123.00)	(397,107.00)	0.00	(397,107.00)
Total Non-Operating	\$ (208,601.67)	\$ 0.00	\$ (208,601.67)	\$ 2,191,990.58	\$ 0.00	\$ 2,191,990.58
Net Income (Loss)	\$ (149,436.19)	\$ (8,838.91)	\$ (140,597.28)	\$ 1,524,217.33	\$ (79,550.19)	\$ 1,603,767.52

Artesia Christian Home, Inc.
Balance Sheet
June 30, 2025

Assets

Current Assets

Cash	1,007,013.25
Accounts Receivable	1,342,670.69
Prepaid Expenses	208,074.75
Total Current Assets	\$ 2,557,758.69

Fixed Assets

Land	1,216,888.94
Building & Improvements	14,766,666.08
Furniture Fixtures & Equipment	2,915,811.69
Work In Progress	165,915.08
Accumulated Depreciation	(8,998,259.00)
Total Fixed Assets	\$ 10,067,022.79

Other Assets

Investments	3,484,837.50
Total Other Assets	\$ 3,484,837.50
Total Assets	\$ 16,109,618.98

Liabilities and Equity

Current Liabilities

Accounts Payable	949,095.97
Accrued Salaries & Benefits	829,350.67
Other Liabilities	760.71
Total Current Liabilities	\$ 1,779,207.35
Total Liabilities	\$ 1,779,207.35

Equity

Equity	12,806,194.30
Net Income (Loss)	\$ 1,524,217.33
Total Equity	\$ 14,330,411.63
Total Liabilities and Equity	\$ 16,109,618.98

Artesia Christian Home, Inc.
Actual vs Budget Statement of Operations - Summary
July 31, 2025

	Current Actual	Current Budget	Variance	YTD Actual	YTD Budget	Variance
Operating Revenue						
Medicare A	196,695.81	68,095.00	128,600.81	852,398.53	680,950.00	171,448.53
Medicare B	5,710.97	0.00	5,710.97	31,458.47	0.00	31,458.47
MediCal	599,830.64	332,150.00	267,680.64	4,317,655.81	3,321,500.00	996,155.81
Commercial Insurance	20,570.86	36,217.00	(15,646.14)	484,910.48	362,170.00	122,740.48
Private	773,817.92	857,921.00	(84,103.08)	7,523,356.90	8,579,210.00	(1,055,853.10)
Other Ancillary Revenue	24,639.23	0.00	24,639.23	122,159.14	0.00	122,159.14
Total Operating Revenue	\$ 1,621,265.43	\$ 1,294,383.00	\$ 326,882.43	\$ 13,331,939.33	\$ 12,943,830.00	\$ 388,109.33
Operating Expense						
Nursing & Residential Services	649,518.48	590,064.43	(59,454.05)	6,191,115.03	5,900,644.30	(290,470.73)
Facilities	95,566.28	100,393.85	4,827.57	1,019,698.19	1,003,938.50	(15,759.69)
Housekeeping Services	44,672.90	51,338.82	6,665.92	443,564.60	513,388.20	69,823.60
Laundry Services	27,005.20	22,402.38	(4,602.82)	221,012.28	224,023.80	3,011.52
Dining Services	198,625.22	188,979.93	(9,645.29)	1,897,503.04	1,889,799.30	(7,703.74)
Social Services & Life Enrichment	79,512.32	73,116.77	(6,395.55)	786,876.85	731,167.70	(55,709.15)
Staff Development	9,891.33	11,531.99	1,640.66	115,472.15	115,319.90	(152.25)
General & Administrative	228,314.66	213,071.58	(15,243.08)	2,481,174.52	2,130,715.80	(350,458.72)
Property Expenses	8,898.76	9,897.79	999.03	89,466.93	98,977.90	9,510.97
Other Expenses	0.00	0.00	0.00	1,799.47	0.00	(1,799.47)
Ancillary Expenses	62,176.96	42,424.37	(19,752.59)	534,946.20	424,243.70	(110,702.50)
Total Operating Expense	\$ 1,404,182.11	\$ 1,303,221.91	\$ (100,960.20)	\$ 13,782,629.26	\$ 13,032,219.10	\$ (750,410.16)
Net Operating	\$ 217,083.32	\$ (8,838.91)	\$ 225,922.23	\$ (450,689.93)	\$ (88,389.10)	\$ (362,300.83)
Non-Operating						
Extraordinary Items	90,541.48	0.00	90,541.48	2,149,102.50	0.00	2,149,102.50
Interest & Dividends	1,185.95	0.00	1,185.95	19,106.29	0.00	19,106.29
Donations	28,989.99	0.00	28,989.99	541,606.21	0.00	541,606.21
Depreciation Expense	(44,123.00)	0.00	(44,123.00)	(441,230.00)	0.00	(441,230.00)
Total Non-Operating	\$ 76,594.42	\$ 0.00	\$ 76,594.42	\$ 2,268,585.00	\$ 0.00	\$ 2,268,585.00
Net Income (Loss)	\$ 293,677.74	\$ (8,838.91)	\$ 302,516.65	\$ 1,817,895.07	\$ (88,389.10)	\$ 1,906,284.17

Artesia Christian Home, Inc.
Balance Sheet
July 31, 2025

Assets

Current Assets

Cash	1,248,876.21
Accounts Receivable	1,112,319.70
Prepaid Expenses	204,627.12
Total Current Assets	\$ 2,565,823.03

Fixed Assets

Land	1,216,888.94
Building & Improvements	14,769,977.02
Furniture Fixtures & Equipment	2,915,811.69
Work In Progress	165,915.08
Accumulated Depreciation	(9,042,382.00)
Total Fixed Assets	\$ 10,026,210.73

Other Assets

Investments	3,484,837.50
Total Other Assets	\$ 3,484,837.50
Total Assets	\$ 16,076,871.26

Liabilities and Equity

Current Liabilities

Accounts Payable	870,856.55
Accrued Salaries & Benefits	581,336.14
Other Liabilities	589.20
Total Current Liabilities	\$ 1,452,781.89
Total Liabilities	\$ 1,452,781.89

Equity

Equity	12,806,194.30
Net Income (Loss)	\$ 1,817,895.07
Total Equity	\$ 14,624,089.37
Total Liabilities and Equity	\$ 16,076,871.26

**Artesia Christian Home, Inc.
Investment Account Balance**

<u>Date</u>	<u>Market Value</u>	<u>Month to Month Change</u>	<u>Cumulative Change from 1/1</u>	<u>Cummulative Return*</u>
1/31/2025	2,274,543			
3/31/2025	1,856,842	(417,701)	(417,701)	-0.78%
6/30/2025	3,484,838	1,627,996	1,210,295	-12.74%

*Data from Schwab/RAI Quarterly Statements

*03/10/2025 Moved (\$400,000) from investment account to general account

* 06 25/2025 Transferred \$1,500,000 from General Acct related to ERC Refund

**Artesia Christian Home, Inc.
Cash & Investments Summary**

Financial Institution	Account	As of 05/31/2025	As of 06/30/2025	As of 07/31/2025
Schwab	CCRC Liquid Reserve Requirement by Dept of Social Services as of 1/30/2025	\$ 348,600	\$ 348,600	\$ 348,600
Schwab	Unemployment Fund Reserve	150,000	150,000	150,000
Schwab	Operating / Building Repairs / Emergencies Funds	1,358,242	2,986,238	2,986,238
	Investments Total	1,856,842	3,484,838	3,484,838
		As of 05/31/2025	As of 06/30/2025	As of 07/31/2025
Citizens Business Bank	General Account	2,416,244	170,027	260,577
Citizens Business Bank	Money Market Account- Reserves for Payroll & Operations	448,191	701,660	852,818
Citizens Business Bank	Business Savings - Reserve Required for Line of Credit	111,013	111,013	111,020
Bank of America	Pegboard Account	16,774	16,774	16,774
	Cash Total	2,992,222	999,473	1,241,189
Total		\$ 4,849,064	\$ 4,484,311	\$ 4,726,027

Donation Information		YTD 05/31/20	YTD 06/30/2025	YTD 07/31/2025
	C.A.R.E. Fund	\$ 355,773	\$ 363,553	\$ 385,414
	General Fund	17,555	18,780	19,530
	Special Fund	123,125	130,283	136,662
	Total Donations	\$ 496,453	\$ 512,616	\$ 541,606

ACH Promotions Committee Meeting, May 14, 2025

In attendance: Kristin Cramer, Eden Escobedo, Robin Brouwer, Bob Hultgrien, Sandy Van Lant, Barb Zondervan, and Michelle Robison.

Opening Prayer: Robin Brouwer

Approval of Minutes from April 9, 2025 – approved with addition of Barb Zondervan's name as being in attendance

Online Ads: 117,000 views, 315 clicks, 17 conversions. Received 47 calls. Increased activity coincides with additional funds put into advertising.

Census: Memory care - 3 rooms open. Skilled Nursing – 61 w/ 1 add'l coming from LB Memorial; Independent Living – will be full at end of month. Asst. Living – several open.

Events:

- Lunch & Learn at ACH - May 22 at 10 am; 1-2 families expected.

OLD BUSINESS:

- Family Market Update: A successful day overall with a net take of **\$4,445.50**, 23 vendors participating, and estimated 750-1,000 attendees. Vendors reported being happy with sales, with much interest in having a Christmas Market as well. Miss Artesia was in attendance and assisted with opportunity drawing. Michelle reported good response to personal text invitations she sent out in days prior. Lots of help from fabulous volunteers and ACH staff!
Ideas for future: Bring in taco guy/food trucks/other food—provide them free space in exchange for % of their sales; Coffee & Cookie Corner; coordinate with local car club for show in parking lot. Change vendor fees, creating fee schedule based on size and location booth.
- Kristin reported dining room will be completed in the next couple of weeks; parlor should be completed by end of June. Be on the lookout for some cool artwork created by Kristin.
- Video production is still in the works with Kaiden Struiksma, but it is taking longer than anticipated. Will contact him to see if he can make progress soon; otherwise will have to look for someone else. A polished video showing/explaining everything that ACH provides to residents would be valuable for promotion in churches, etc.

NEW BUSINESS:

- Lunch & Learn scheduled for May to capitalize on information distributed at Family Market.
- Discussion regarding GiveButter with focus on encouraging monthly giving with a focus on the CareFund. Discussed rolling out general “ways of giving” first, then providing donors with figures identifying deficit for care based on daily, weekly, and monthly levels
- Based on several requests for a Christmas boutique, decided to host a Christmas Market on December 6, 2025 (if there are no date conflicts). Will look at making changes based on suggestions from Family

Market as well as adding Christmas/other music (school choirs/music groups and/or other musicians on stage; carolers).

Calendar:

- **Volunteer Luncheon:** September 10
- **Annual Board Meeting & Dinner:** November 6
- **Board Christmas Dinner:** December 2
- **Christmas Market: December 6 (to be confirmed)**
- **75th Anniversary Celebration: May 2027**
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Closing Prayer: Robin Brouwer

Meeting Adjourned

ACH Promotions Committee Meeting, September 10, 2025

In attendance: Kristin Cramer, Eden Escobedo, Bob Hultgrien, Michelle Robison, Sandy Van Lant and Barb Zondervan. Robin Brouwer absent with notice.

Opening Prayer: Sandy Van Lant

Approval of Minutes from June 11, 2025 and July 9, 2025 - approved.

Google/Online Ads: Google searches: 4353 views and 282 clicks - 23 conversions and 64 calls. Side ads: 135,000 views, 107 clicks. This improvement may be due to increasing ad budget by \$100/month.

Census:

Memory care - 26 (2 female shared)
Skilled Nursing – 58
Independent Living – 2 open (1-BR has commitment, 2-BR has a call out)
Asst. Living – 57 (3 N studios available, 3 moving in from IL; 3 S 1-BR available).
*Numbers are fluid due to internal moves from one level to the other

NEW BUSINESS:

- Volunteer Appreciation High Tea - “You Are the Heart of Our Garden”: this week, September 11. Total RSVP’s 39 (only 13 non-auxiliary/BoD). Discussed low turnout briefly, and decided it was still important to recognize these volunteers.
- Trinity CRC Soup and Pie outing 9/16/2025; Bethany CRC scheduled in November.
- Monthly Giving Campaign going out again via Mailchimp on 9/17. Access at <https://www.givebutter.com/ACH-CAREfund> New donations of \$2501 already realized.
- Confusion to Clarity Seminar scheduled for Sept 25 at 5:30 PM. Mark Tigchelaar will discuss family wealth management, and Kristin will discuss cost to live at ACH. Advertising is on-going on ACH website and other community websites. Fliers are available at ACH for pick up, or email option is available for churches. 6-7 RSVPs so far.
- Kristin and Eden are now using Welcome Home, a Customer Relations Management (CRM) program, (tool for maintaining a good data base and follow up opportunities)
- New Lunch and Learn scheduled for November 13.
- Plans underway for Nov 6th Annual Society Meeting and Dinner. Invitations go out Oct 6th.

OLD BUSINESS:

- Christmas Market: December 6, 2025. \$1046 raised to date | total of 11 paid vendors. We have 2 food vendors (1 commitment, and 1 possible); 1 coffee vendor (possible); 1 music performer (jazz band from Emmanuel Church). We need more sponsors and more vendors – everyone encouraged to contact any possible leads. Michelle reminded us that we had previously discussed possibly selling coffee/food ourselves as a money maker – will need further discussion.
- 75th Anniversary update: No update. Consider open house same day as Society Meeting in November, 2026.

ROUND TABLE:

- Sandy mentioned boat/taxi ride around Alamitos Bay, which could be fun for a Resident Outing.

Calendar:

- Volunteer High Tea: September 11
- Confusion to Clarity Seminar: September 25
- Annual Society Meeting and Dinner: November 6
- Lunch and Learn: November 13
- Board Christmas Dinner: December 2 in Memory Care Activity Room
- Christmas Market: December 6
- 75th Anniversary Celebration: possible November 2026 with Society Meeting

Closing Prayer: Sandy Van Lant

Meeting Adjourned

**\$500 OFF
MOVE
IN FEE***



Artesia Christian Home **Lunch & Learn**

Thursday | Nov. 13, 2025 | 10:00 a.m.

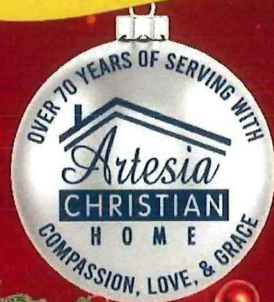
**Come and tour our cottages and apartment
living, learn what we have to offer, and
have lunch on us**

**Only 12 spots available
RSVP info@achome.org or call 562-865-5218**

You're invited to stay for BINGO at 1:30

*Must be in attendance and moved in by 12/31/25

Supporting



CHRISTMAS MARKET

HANUKKAH GIFTS | CHRISTMAS GIFTS | KWANZAA GIFTS



DECEMBER 6TH, 2025 | 10:00AM-2:00PM

First Christian Reformed Church
18411 Alburdis Ave, Artesia, CA 90701
VENDOR BOOTHS | MUSIC | FAMILY FUN AND MUCH MORE!
For more information email info@achome.org

Executive Director Report

September 23rd, 2025

3:00 pm

Board Room/Zoom

Upcoming Events

- October 8th, 2025, Promotions Committee- Noon via Zoom
- October 28th, 2025, Finance-3pm & Board-4 pm
- November 6th, 2025, Annual Society Meeting & Dinner
- December 6th, 2025, Christmas Market CARE Fund Fundraiser

Executive Director

- Annual Evaluations in progress; all departments due (9-30-25)
- 2026 Wage Classification finalized with HR.
- Prepared materials for Town Hall, All Staff Meetings, Compliance Follow Up, Mid-Year Report.
- Executive Director and Board President Annual Mid-Year Review held on 8-28-25
- Dining Services Transition to Morrison Living announced on 8-15-25. All staff notified.
- All Staff Meetings on 8-21 & 8-22 covered dining transition, raises and compliance.
- Health Insurance Update: 9% increase (original quote 14.5%; within budget)
- Sabbatical taken 9-15-25-9-19-25

HR, COMPLIANCE & TECHNOLOGY OPERATIONS

- 403(b) Audit began 8-1-25: ongoing through October
- Supervisor Wage & Hour Training due by 9-30-25
- Supervisor Timekeeping Guide pending payroll auditor approval
- ACH Internship Expansion under discussion (i.e., ALF, Community Relations)
- Supervisor Interviewing and Documentation Training due by 10-31-25
- Digital Onboarding (Paycom) roll out planned Sept/Oct

Compliance & Ethics Highlights:

- Monthly Triple Check for SNF billing due to Medicare volume.
- Class Action Hearing: Final approval scheduled for 9/17/2025. Prepared to fund.
- Payroll Audit recommendations discussed 8-27-25. Incorporating recommendations in process.
- PBJ Staffing Audit occurred 7-24-30-25. Awaiting results.
- RCFE Annual Licensing Survey 8-12-25. Zero deficiencies.
- SNF DPH Visits Self Report and complaint. Zero deficiencies.
- New Immigration Compliance Policy in development.

FINANCIAL OPERATIONS

- \$154K 403b payout processed; \$75k estimated for 2025.
- Implemented process for Compliance to Vendors working onsite
- Completed Payroll Audit with Calibrate.
- Bank & Balance Sheet accounts reconciled.
- Finalizing Financials (May-July)
- Reconcile FY 2025 donations
- Calculate wage increases & special payrolls for 10-1-25 dining transition.
- 403b and PTO accruals true ups
- Upload FY2026 Budget in Matrix
- Audit prep & Internal Controls update
- Prepare for FY2025 Reconciliations

2025 YTD Total Occupancy: 87. %
Occupancy Goal/July YTD- 94%/88%
SNF: 91%/90%
ALF: 95%/83. %
MCC: 93%/91.8 %
Cottages: 95%/92.0 %

2025 YTD Overtime: 8.1% (Holiday OT 9.4%)
July Payroll: 5.6%, 5.5 % /11.5% with Holiday & 6.4%
June Payroll: 4.7 %, 11.2% with Holiday & 5.5%
May Payroll: 6.7% & 6.9%
April Payroll: 7.8% and 7.6 %
March Payroll: 6.6% & 7.2%
February Payroll: 9.75 & 6.3%
January Payroll: 13.4% (with Holiday), 14.4% (with Holiday), 10.8%
December Payroll: 14.6% (with Holiday) 10.3%,
November Payroll: 10.7%, 12.3%
October Payroll: 9.8% 12.1 %

2025 Charity Care Total October- July TOTAL
\$586,018

2025 C.A.R.E. Fund October-July TOTAL
\$385,413.98

2025 Total Donations (including CARE FUND) October-July TOTAL
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\$541,606.21

SNF:

- DX Framework interface with Matrix enabled 7-30-25, policy development in process.
- HIPAA Training and policy and procedures updates in process
- CPI Dementia Training recertification & training underway
- Survey Prep & Facility Assessment in process
- SNF Admission Contract final revisions underway
- 6-29-25 SNF self-report to DPH. No deficiencies.
- 7-15-25 SNF self-reported to DPH. No deficiencies, during that visit DPH also visited on another complaint. That issue also found to have no deficiencies.
- Flu Shot Clinic completed for residents on 9/5/25 and ongoing flu shots being offered to employees.
- Staffing Efforts:
 - Team worked to decrease OT for SNF nursing and CNA to decrease burnout Following that many of the same staff, reportedly got part-time jobs with another facility. Reportedly, staff are receiving significantly higher wages and 2 have already resigned to work for this facility.
 - \$2/hour differential planned for SNF CNA/LVN NOC shifts only. Plan to implement with the new fiscal year
 - Recent Hires: 3 LVN's and 1 PT RN
 - Open Positions:
 - 1 CNAs (evening), 2 CNAs (day), 3 CNA (NOC)
 - 1 LVN & 1 RN on medical leave
 - Using registry on 11-7 for CNA and LVN.

Covid Updates:

A few staff have tested positive for Covid, no residents. Following most up to date guidance.

Quality Assurance Performance Improvement/ (QAPI):

- Nurse- Infection Prevention hired; CDC training complete. Will begin IP training soon.
- QAPI plan reviewed and PIP's achieved 7-16-25; PIP added and QAPI plan updated on 7-29-25

RESIDENTIAL:

- RCFE Annual Licensing Survey 8-12-25. Zero deficiencies.
- Completed project of uploading resident life histories into Matrix Point of Care
- **Covid Updates:**
 - 1+ staff
 - 1+ resident

COMMUNITY RELATIONS:

- Welcome Home – Customer Relations Management System (CRM) onboarding underway
- Events Hosted: Family Wealth Management Seminar (9-15-25), Retirement Party (8-28-25), Volunteer Appreciation Tea (9-11-25)
- Events Attended: Lakewood Chamber Mixer 7/31
- GiveButter Donation Platform launched.
- 2025 Fall Messenger went out 8/1/25
- Volunteer Audit & Retraining volunteers in progress (due 9/30/25)
- Christmas Market Promo in progress (12/6/25)
- Annual Society Meeting & Dinner planning in process (11/6/25)

Rented or Occupied Rooms: As of 9/11/25

SNF: 58 beds / 66 beds; Budgeted: 60

ALF: 56 rooms / 63 rooms; Budgeted: 60

MCC: 26 beds / 28 beds; Budgeted: 26

Cottages: 20 cottages /21-cottages; Budgeted: 20

Admissions/Discharges: July & August 2025

SNF: 15 Admissions, 12 Discharges, 5 Passed

ALF: 7 Admissions, 1 Discharges, 2 Passed,

MCC: 3 Admissions, 2 Discharges, 1 Passed

Cottages: 2 Admissions, 1 Discharge, 0 Passed;

Total: 25 Admissions, 16 Discharges, 8 Passed

FACILITIES:

- Generator Project: Paused; pending policy changes at the CA Budget level, HCAI approvals are progressing.
- Repairs: MCC washing machines, Cottage #14 alkaline damage
- Completed Cottage Door Project.
 - Donated labor: security door thresholds
- Working with Morrison to get bids to create a more efficient working system to include a required 3 compartment sink, a solution for the non-working garbage disposal, which per regulations cannot be reinstalled and replace aging stainless around perimeter of kitchen.
- Passed our annual Fire sprinkler & Fire Alarm inspections.

- New regulations do not require replacement as previously thought.. If sprinklers have been in service for 75 years they must be replaced OR a representative sample shall be submitted for testing and if acceptable can be approved. This must be repeated every 5 years after they are 75. Therefore, we do not have to replace the sprinklers over the next two years as we had previously thought unless they do not pass inspection.
- Hired: 2 Maintenance positions

Satisfaction Surveys

- Received 1 Satisfaction Survey with 80% satisfaction.
 - Positive Compassionate care
 - Needs Improvement weekend staffing and food waste.

Prayer requests

- Praise for census growth for our Assisted Living
- Tenacity for Leadership

Respectfully Submitted,
Michelle Robison, MSW, LCSW, RCFE, LNHA Executive Director

Artesia Christian Home 2025 Mid-Year Summary

Organizational Compliance

- **Wage & Hour Lawsuit:** Progressed toward settlement; implemented robust compliance processes and trainings.
- **Time & Attendance Compliance:** Developed guides, checklists, and acknowledgement processes; launched supervisor training and began payroll audit.
- **Policy Updates:** Rolled out updated PTO, Sick Time, and Holiday policies; clarified PTO mid-year.
- **Surveys & Audits:**
 - **SNF:** Survey led to dropped star rating and fines; CNA training program paused for 2 years.
 - **Residential Programs:** 0 deficiencies in surveys.
 - **Staffing Survey:** 0 deficiencies.
- **Compliance Programs:** Updated ethics and compliance materials across stakeholders, including volunteers, contractors and board members. Addressed complaints and concerns. 1 still pending.
- **Contracts & Plans:** Legal reviews completed for Admission Contracts and DSS regulatory updates.

Financial Strategies

- **Revenue Optimization:** Submitted DSS exceptions for higher care AL residents; refined staffing schedules based on census.
- **403(b) Changes:** Discontinued 3% discretionary match effective July. Discontinued 3% discretionary in January.
- **Medi-Cal:** Opted in; received \$360K in retroactive funds. Opted in again for 2026.
- **SNF Rehab Program:** Focused on census growth, added support roles.
- **Generator Project:** Secured loan; awaiting trailer bill language to proceed based on suspended mandate. Progressing with HCAI generator design approvals.

Organizational Initiatives

- **System Upgrades:** Finalized Paycom integrations and Relias training platform.
- **Culture:** Reinforced non-negotiable behaviors across communications and evaluations.
- **Communication:** Strengthened cross-departmental collaboration efforts.

Staffing & Development

- **Recruitment & Onboarding:** Digitized with Paycom ATS; training and SOPs provided.
- **Workforce Support:**

- Promoted internal talent across HR, Social Services, and Residential Services.
- Addressed CNA/RN turnover with retention strategies and shift support.
- Added back SNF nurse station and improved documentation systems.
- **Leadership Development:** Multiple CEUs and certifications completed; AIT process is paused momentarily for DON due to focus on addressing survey compliance needs.

Community Relations

- **Fundraising:** Launched **GiveButter** platform; raised nearly \$8,000 from Spring Market and monthly giving.
- **Visibility:** Increased presence at 12 community events and hosted 10 onsite engagements.
- **Admissions & Occupancy:** Improving processes; launched promo video and new materials.
- **75th Anniversary:** Planning underway; new logo and open house scheduled for late 2026.
- **Volunteer Engagement:** Updated training and processes; increased project involvement.

Technology & Facilities

- **Tech Upgrades:** Implemented MatrixCare Assist POC across programs; improved dining room AV systems, upgraded to Matrix Meal Care to Dining Services POS system, Morrison covered upgrade costs.
- **Facilities:**
 - Completed key capital projects funded by Auxiliary.
 - Ongoing maintenance and room turnover continue.
 - Generator project paused pending policy changes but HCAI approval progressing.

Other

- **COVID:** Managed two outbreak periods in SNF and Memory Care (Jan–Feb 2025).