

**Continuing Care Retirement Community  
Disclosure Statement  
General Information**

Date Amended: 04/30/18

FACILITY NAME: Plymouth Village Retirement Community  
 ADDRESS: 900 Salem Drive; Redlands, CA ZIP CODE: 92373 PHONE: 909-793-1233  
 PROVIDER NAME: HumanGood NorCal FACILITY OPERATOR: HumanGood NorCal  
 RELATED FACILITIES: HumanGood RELIGIOUS AFFILIATION: Nonsectarian  
 YEAR OPENED: 1962 NO. OF ACRES: 37 MULTI-STORY:     SINGLE STORY:     BOTH: \_X\_  
 MILES TO SHOPPING CTR: 2 MILES TO HOSPITAL: 4

NUMBER OF UNITS:	INDEPENDENT LIVING	HEALTH CARE
APARTMENTS - STUDIO	<u>0</u>	ASSISTED LIVING <u>30</u>
APARTMENTS – 1 BDRM	<u>36</u>	SKILLED NURSING <u>48</u>
APARTMENTS – 2 BDRM	<u>106</u>	SPECIAL CARE <u>10</u>
COTTAGES/HOUSES	<u>43</u>	DESCRIBE SPECIAL CARE: <u>Dementia</u>
% OCCUPANCY AT YEAR END	<u>86.0%</u>	

TYPE OF OWNERSHIP:  NOT FOR PROFIT     FOR PROFIT    ACCREDITED:  Y     N    BY: CCAC

FORM OF CONTRACT:     LIFE CARE                     CONTINUING CARE             FEE FOR SERVICE  
 ASSIGN ASSETS             EQUITY     ENTRY FEE     RENTAL

REFUND PROVISIONS (Check all that apply):  90%     75%     50%     PRORATED TO 0%     OTHER: 80%

RANGE OF ENTRANCE FEES: \$50,000\_\_\_ TO \$345,565\_\_\_ LONG-TERM CARE INSURANCE REQUIRED?  Y     N

HEALTH CARE BENEFITS INCLUDED IN CONTRACT: Dependent on contract signed (permanent transfer credits, medical reimbursement)

ENTRY REQUIREMENTS: MIN. AGE: 62    PRIOR PROFESSION: NA    OTHER: \_\_\_\_\_

**RESIDENT REPRESENTATIVE ON THE BOARD (briefly describe their involvement):** The 9 member board of HumanGood NorCal (formerly known as ABHOW) includes 1 resident from the 7 CCRCs in the obligated group and 1 resident from HumanGood NorCal's affiliate, HumanGood SoCal (previously known as Southern California Presbyterian Homes). Resident Council Presidents from each of the 7 CCRCs are invited to attend all meetings of the HumanGood Board and are provided with the related board materials in advance.

**FACILITY SERVICES AND AMENITIES**

COMMON AREA AMENITIES	SERVICES AVAILABLE		INCLUDED IN FEE	FOR EXTRA CHARGE
	AVAILABLE	FEE FOR SERVICE		
BEAUTY/BARBER SHOP	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	HOUSEKEEPING TIMES/MONTH	2-4
BILLIARD ROOM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	NUMBER OF MEALS/DAY	1-3
BOWLING GREEN	<input type="checkbox"/>	<input type="checkbox"/>	SPECIAL DIETS AVAILABLE	Yes
CARD ROOMS	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
CHAPEL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	24-HOUR EMERGENCY RESPONSE	<input checked="" type="checkbox"/>
COFFEE SHOP	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	ACTIVITIES PROGRAM	<input checked="" type="checkbox"/>
CRAFT ROOMS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SOME UTILITIES	<input checked="" type="checkbox"/>
EXERCISE ROOM	<input checked="" type="checkbox"/>	<input type="checkbox"/>	APARTMENT MAINTENANCE	<input checked="" type="checkbox"/>
GOLF COURSE ACCESS	<input type="checkbox"/>	<input type="checkbox"/>	CABLE TV	<input checked="" type="checkbox"/>
LIBRARY	<input checked="" type="checkbox"/>	<input type="checkbox"/>	LINENS FURNISHED	<input type="checkbox"/>
PUTTING GREEN	<input checked="" type="checkbox"/>	<input type="checkbox"/>	LINENS LAUNDERED	<input checked="" type="checkbox"/>
SHUFFLEBOARD	<input type="checkbox"/>	<input type="checkbox"/>	MEDICATION MANAGEMENT	<input checked="" type="checkbox"/>
SPA	<input type="checkbox"/>	<input type="checkbox"/>	NURSING/WELLNESS CLINIC	<input checked="" type="checkbox"/>
SWIMMING POOL-INDOOR	<input type="checkbox"/>	<input type="checkbox"/>	PERSONAL NURSING/HOME CARE	<input checked="" type="checkbox"/>
SWIMMING POOL-OUTDOOR	<input checked="" type="checkbox"/>	<input type="checkbox"/>	TRANSPORTATION-PERSONAL	<input checked="" type="checkbox"/>
TENNIS COURT	<input type="checkbox"/>	<input type="checkbox"/>	TRANSPORTATION-PREARRANGED	<input checked="" type="checkbox"/>
WORKSHOP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OTHER Internet	<input checked="" type="checkbox"/>
OTHER Computer Lab	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OTHER Concierge	<input checked="" type="checkbox"/>
<b>OTHER</b> Community Garden	<input checked="" type="checkbox"/>			

All providers are required by Health and Safety Code section 1789.1 to provide this report to prospective residents before executing a deposit agreement or continuing care contract, or receiving any payment. Many communities are part of multi-facility operations which may influence financial reporting. Consumers are encouraged to ask questions of the continuing care retirement community that they are considering and to seek advice from professional advisors.

**PROVIDER NAME:** HumanGood NorCal \_\_\_\_\_

<b>CCRCs</b>	<b>LOCATION (City, State)</b>	<b>PHONE (with area code)</b>
Terraces at Los Altos	Los Altos, CA	650-948-8291
Grand Lake Gardens	Oakland, CA	510-893-8897
Piedmont Gardens	Oakland, CA	510-654-7172
Plymouth Village	Redlands, CA	909-793-1233
Valle Verde	Santa Barbara, CA	805-687-1571
Rosewood	Bakersfield, CA	661-834-0620
Terraces of Los Gatos	Los Gatos, CA	408-356-1006

**MULTI-LEVEL RETIREMENT COMMUNITIES**

**FREE-STANDING SKILLED NURSING**

**SUBSIDIZED SENIOR HOUSING**

HumanGood NorCal owns HumanGood Affordable Housing (previously known as Beacon Communities) which owns or manages over 60 affordable senior housing communities. These activities are not part of the obligated group.

**\* PLEASE INDICATE IF THE FACILITY IS LIFE CARE.**

In addition to HumanGood NorCal, HumanGood owns directly or through its affiliates, 10 CCRC's in five western states and owns or manages 63 subsidized senior housing communities. Additional disclosure of corporate structure is included in the audited financial statements.

PROVIDER NAME: HumanGood NorCal

	2014	2015	2016	2017
<b>INCOME FROM ONGOING OPERATIONS</b>				
<b>OPERATING INCOME</b> (excluding amortization of entrance fee income)	115,160,000	116,091,000	122,970,000	130,091,000
<b>LESS OPERATING EXPENSES</b> (excluding depreciation, amortization, & interest)	<u>111,185,000</u>	<u>109,080,000</u>	<u>120,965,000</u>	<u>121,642,000</u>
<b>NET INCOME FROM OPERATIONS</b>	3,975,000	7,011,000	2,005,000	8,449,000
<b>LESS INTEREST EXPENSE</b>	6,616,000	6,778,000	7,464,000	9,616,000
<b>PLUS CONTRIBUTIONS</b>	572,000	1,323,000	956,000	984,000
<b>PLUS NON-OPERATING INCOME (EXPENSES)</b> (excluding extraordinary items)	<u>1,384,000</u>	<u>1,422,000</u>	<u>1,778,000</u>	<u>2,935,000</u>
<b>NET INCOME (LOSS) BEFORE ENTRANCE FEES, DEPRECIATION AND AMORTIZATION</b>	<u>-685,000</u>	<u>2,978,000</u>	<u>(2,725,000)</u>	<u>2,752,000</u>
<b>Non-Cash pension termination expense included in operating expense above</b>			<u>7,325,000</u>	
<b>NET CASH FLOW FROM ENTRANCE FEES</b> (Total Deposits Less Refunds)	<u>18,315,000</u>	<u>16,839,000</u>	<u>23,163,000</u>	<u>24,980,000</u>

**DESCRIPTION OF SECURED DEBT AS OF MOST RECENT FISCAL YEAR END**

LENDER	OUTSTANDING BALANCE	INTEREST RATE	DATE OF ORIGINATION	DATE OF MATURITY	AMORTIZATION PERIOD
Series 2010	\$101,075,000	4.25% to 6.25%	2/16/2010	2040	30 years
Series 2012	\$17,220,000	1.96%	1/2/2012	2036	24 years
Series 2013	\$20,000,000	2.1% to 5.0%	2/1/2013	2043	30 years
Series 2013	\$975,000	2.07%	2/1/2013	2020	7 years
Series 2015	\$48,285,000	2 to 5%	5/28/2015	2045	30 years
2016 Capital Lease					

**FINANCIAL RATIOS (see next page for ratio formulas)**

	2015 CCAC Medians 50 <sup>th</sup> Percentile (optional)	2015	2016	2017
<b>DEBT TO ASSET RATIO</b>	38.81	50.07%	47.37%	35.35%
<b>OPERATING RATIO</b>	97.78%	97.97%	97.47%	97.72%
<b>DEBT SERVICE COVERAGE RATIO</b>	2.46	3.08	3.04	2.94
<b>DAYS CASH-ON-HAND RATIO</b>	315	362	342	372

**HISTORICAL MONTHLY SERVICE FEES**  
AVERAGE FEE AND PERCENT CHANGE

	2014		2015		2016		2017	
STUDIO								
ONE BEDROOM	2,475	4.00%	2,572	4.00%	2,675	4.25%	2,789	
TWO BEDROOM	2,699	4.00%	2,806	4.00%	2,915	4.25%	3,043	
COTTAGE/HOUSE	2,952	4.00%	3,069	4.00%	3,191	4.25%	3,327	
ASSISTED LIVING	5,031	3.50%	5,423	3.50%	5,665	4.00%	5,861	
SKILLED NURSING	254/day	3.50%	266/day	3.50%	272/day	4.00%	281/day	
SPECIAL CARE	6,437	3.00%	5,740	3.00%	6,064	4.00%	6,321	

**COMMENTS FROM PROVIDER:**

The above financial information and related disclosures represents the performance of the HumanGood NorCal Obligated Group which consists of 7 California CCRCs and the Home Office. The financial information is taken from the other

financial information section of the audited financial statements. The days cash on hand ratio includes unrestricted cash and investments from HumanGood Foundation West (formerly known as American Baptist Foundation of the West.)

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## FINANCIAL RATIO FORMULAS

### LONG-TERM DEBT TO TOTAL ASSETS RATIO

$$\frac{\text{Long-Term Debt, less Current Portion}}{\text{Total Assets}}$$

### OPERATING RATIO

$$\frac{\begin{array}{l} \text{Total Operating Expenses} \\ \text{-- Depreciation Expense} \\ \text{-- Amortization Expense} \end{array}}{\begin{array}{l} \text{Total Operating Revenues} \\ \text{-- Amortization of Deferred Revenue} \end{array}}$$

### DEBT SERVICE COVERAGE RATIO

$$\frac{\begin{array}{l} \text{Total Excess of Revenues over Expenses} \\ \text{+ Interest, Depreciation,} \\ \text{and Amortization Expenses} \\ \text{-- Amortization of Deferred Revenue} \\ \text{+ Net Proceeds from Entrance Fees} \end{array}}{\text{Annual Debt Service}}$$

### DAYS CASH ON HAND RATIO

$$\frac{\begin{array}{l} \text{Unrestricted Current Cash} \\ \text{And Investments} \\ \text{+ Unrestricted Non-Current Cash} \\ \text{and Investments} \end{array}}{(\text{Operating Expenses} - \text{Depreciation} - \text{Amortization})/365}$$

**Note:** These formulas are also used by the Continuing Care Accreditation Commission. For each formula, that organization also publishes annual median figures for certain continuing care retirement communities.