Impact Report | 2024

EXCELLENCE through INNOVATION







It's important to know where you are going and what you are creating. In 2023, Center for Elders' Independence put together a charter to expand on our mission and declare the future of CEI. These charter statements are our guiding lights as we continue moving forward, innovating and leading the way. Join us in creating something wonderful.

WE ARE PASSIONATELY DEDICATED to

supporting the health, dignity, and quality of life for all older adults in our community.

OUR PARTICIPANTS CAN RELY ON US

to deliver on our care promises at all times.

WE HONOR OUR WORD. We make things happen.

WE ARE COMMUNITY LEADERS

who are inspired to make life better for our neighbors.

WE STAND FOR ACCESS to affordable, comprehensive social and medical care for all seniors and fiercely advocate for healthcare equity.

WE VALUE OUR TEAM as highly skilled healthcare champions. Together, we collaborate to impact lives by delivering what matters most to those we serve.

WE ARE AN EXEMPLARY AND INNOVATIVE care system that addresses the complex medical and social needs of seniors, allowing them to live at home.

WE EMPOWER self-expression, creativity, and fun.

TO ENSURE OUR MISSION ENDURES, we are responsible stewards of our resources.

WE PROVIDE fulfilling and meaningful career opportunities that support our neighbors.

WE ARE A DIVERSE AND INCLUSIVE ORGANIZATION, reflective of our community.
We bring our humanity, respective cultures, and life experiences to our work.

WE ARE COMMITTED to the neighborhoods we serve and are catalysts for dynamic connections with caregivers, benefactors, volunteers, and other community partners.





Innovation for Excellence

Fulfilling our Charter requires that CEI is grounded on a foundation of best practices, while pursuing excellence through innovation. We are building best practices in providing excellent participant care and experience; best practices in data security and efficiency in our work; best practices in PACE center design; plus best practices in hiring and retaining great employees, to name a few key areas of focus. This critical work calls for creative thinking and embracing innovation.

We have spent much of the last year transforming how we do business. We designed new state-of-the-art PACE centers, which focus on delivering a highly satisfying participant experience, while promoting efficient workflow.

We analyzed our information systems to build a new and improved infrastructure. These improvements increase security and provide a more efficient work experience for our teams. Using AI, we redesigned our recruitment system to identify and reach top candidates who are best suited for CEI.

We innovated around participant care and received the Age-Friendly Health System – Committed to Care Excellence recognition, through the Institute for Healthcare Improvement. This recognition certifies that the quality of care we give is based on best practices.

We are doing all of this because we are passionate about supporting the health, dignity and quality of life for all older adults and we are community leaders who are committed to the neighborhoods we serve. We are committed to increasing access to PACE for the growing number of elders who are going to need us over the next several decades.

Thank you for joining us on this journey. Your partnership is vital as we build on our more than forty years of history to become a PACE program that is innovative and resilient for our community.

Respectfully,

Maria E. Zamora, MBA

President and Chief Executive Officer



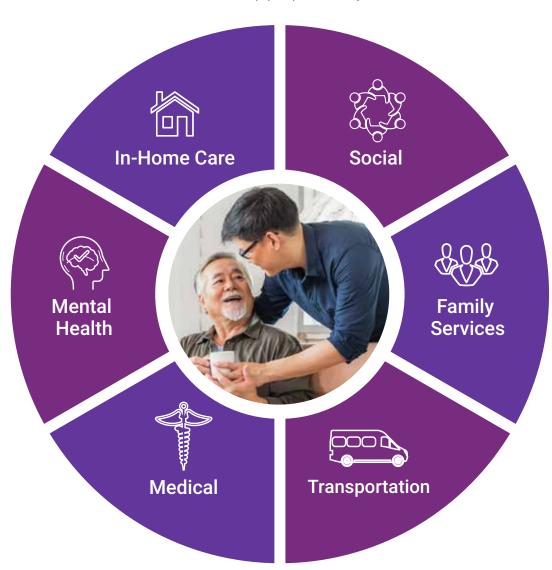


PACE: The Most Innovative Care System for Seniors

The Program of All-Inclusive Care for the Elderly, or PACE, was established by a doctor and a social worker – not an insurance company. The innovation came from the people who were providing the care and knew how seniors needed need highly coordinated care that included not just medical care but all the social services that keep people healthy.

- Transportation to the centers and specialist medical appointments
- Medical care including dental, vision, podiatry, massage, acupuncture, and specialists
- Curated activities and opportunities to interact with friends
- Rehabilitation gym with physical and occupational therapists
- · Spiritual care
- · Medications delivered to seniors' homes
- Nutrition and meals
- In-home care assistance
- Care coordination with social workers who know seniors

It's all bundled into one highly coordinated, high-touch operation. The expertise and experience of Center for Elders' Independence has helped East Bay seniors thrive for over 40 years. CEI became the 11th PACE Program in the country and the second PACE program in California. There are now 178 PACE organizations in 33 states plus the District of Columbia.



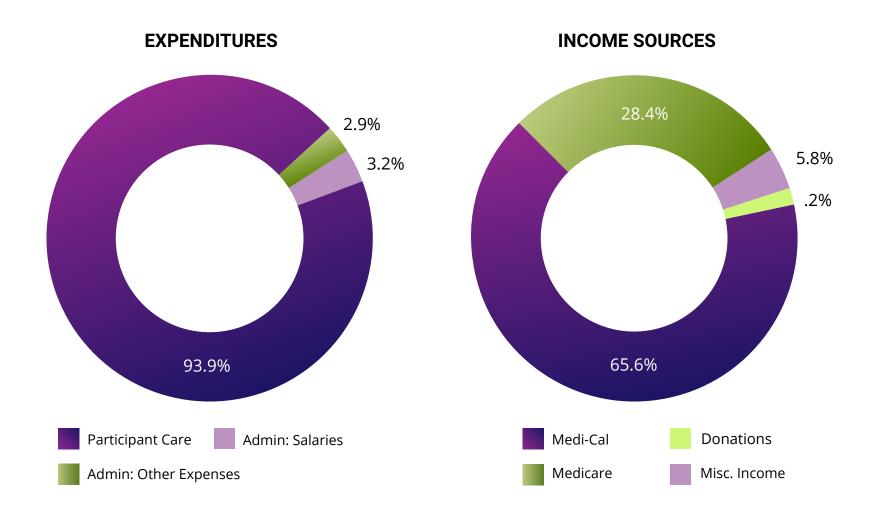




Fiscal Stewardship Furthers Mission of Senior Care

Because of CEI's diligent fiscal stewardship, **CEI participants receive close to 94% of funding** towards direct care and services. The vast majority of our funding comes from either Medicare (federal) or Medi-Cal (state) along with private donations to cover extra programs.

As a community-based nonprofit organization, we take stewardship very seriously and maximize each dollar we receive to make sure our mission to provide PACE services to East Bay seniors is sustainable.





Extensive Care Makes a Difference

CEI participants interact with over 10 team members on a regular basis ranging from their home care personal care attendant to their physician or nurse practitioner; from their social worker to the center director; from their activities coordinator to their physical therapist. Wrap-around services are exactly that through the power of the PACE program. PACE delivers results every day, making a huge difference in seniors' lives. Whether it is help inside the home or making new friends at the center, East Bay older adults blossom with the keen attention and care at CEI.









Home Care Doubles, Providing More Access

In order to provide even more excellent home care to meet the needs of participants, it was apparent more home care providers were essential. It was also apparent that scaling up the workforce would take longer than desired and we needed to be innovative about how to add more home care providers quickly.

CEI partnered with Cross Country Workforce Solutions in Spring 2024 to double the number of team members forming One Home Care Team. Driven by CEI's commitment to address the pressing needs of our participants, One Home Care Team expands CEI ability to provide homecare to participants. These services include bathing, grooming, light housekeeping, meal preparation, along with friendly, warm companionship.

With this innovative approach, **CEI increased the number of service hours 420% from last year** and currently provides 3,100 hours per week of home care. In-home care now is provided to 33% of participants, keeping people in their homes instead of care facilities. Participant satisfaction has increased with the increase in staff since implementation.

Home care is an essential part of discharge planning, especially those participants being released from either the hospital or skilled nursing facilities. As Center for Elders' Independence continues to expand access to PACE services, home care will also expand to meet those needs.















New Aquatics Program Eases Pain & Isolation

The Physical Therapy Department wanted to find additional appealing ways for strength-building exercise and socialization, especially for those participants who have chronic pain, obesity, and osteoarthritis.

The PT Team developed an aquatics class for participants. CEI rented a local community swimming pool to conduct two one-hour exercise sessions for two groups of participants. Participants were selected based on their needs for either a maintenance program, chronic pain management interventions, or having a chronic condition that would benefit from water-based exercise.

The innovative test program was funded by donations from the CEI Foundation's new fund Healthy Living Fund. The CEI Foundation created this new fund specifically for the aquatics program and other ways of healthy living emerging from a desire to provide healthy and uplifting experiences for participants.

After two pilot rounds of 10-week classes, all participants reported that they could walk farther; experienced positive physical and emotional changes; had an increase in exercise tolerance; and best of all, had a decrease in pain levels. They also enjoyed lunch with their classmates at the pool. The water aerobics class at a San Leandro pool provided participants opportunities to socialize, exercise, and energize. It rejuvenated the body and the spirit and significantly reduced social isolation.

Because this new aquatics program is so successful, it is becoming a year-round offering thanks to CEI Foundation funding. If you would like to donate toward this program, please see page 20 for Contributing & Supporting.













Transportation Makes It All Happen

When elders stop driving, they lose much of the ability to get out and see friends or to get to medical appointments.

With the growing need in the community for PACE, CEI is growing our transportation services to meet the needs. We have hired new drivers, purchased 11 new buses, and contracted with a third party partner who can help with afterhours needs and individual appointments for participants.

CEI saw a way to improve participant satisfaction around transportation. There was a need for more on-site coordination between the participants, the drivers and the staff. CEI added new transportation coordinators at each location. This has greatly improved communication with participants awaiting rides to and from their homes or medical appointments.

We have upgraded software and provided training on new tablets that allow for GPS tracking. This makes routing and rerouting more efficient and improves our drivers' on-time performance.

But it is the relationship between the drivers and the participants that shines the most.

"I knew CEI was the place for me the second week I was here. There was a tiny woman getting on the van who had dementia. She was angry and upset and I watched the driver (a huge man) wrap this little woman in a gentle hug that calmed her down. He showed such compassion. He was holding her hand like he was her grandson. "

-Ms. Gladys White, PACE East Oakland







Expanding Spirituality to Build Community

CEI is expanding spiritual care for participants. As we age, we begin to take stock of what our lives have meant, cope with losses and transitions, and may seek to live a deeper inner life. Our board-certified interfaith chaplains provide guidance and support to our older adult population as they navigate the challenges of grief, meaning-making, and connecting with community. Our chaplains also support families and caregivers as their loved ones face the end of life.

A second interfaith chaplain was added to our Spiritual Care team this year, increasing participants' access to high quality spiritual support. In collaboration with the Behavioral Health and Palliative Care teams, Spiritual Care offerings take the form of one-on-one sessions, group facilitation, memorial services, rituals and religious programming tailored to meet the participants' varied spiritual needs.

The new Healing and Hope Fund from the CEI Foundation bolsters these efforts at all five PACE centers. With the support of the Fund, we offered Holiday Bereavement Support presentations at all our day centers. This program offered education about experiences of loneliness and loss that may come up during the holidays, especially for the older adult population, and taught effective coping skills for managing the "holiday blues."

At CEI, spirituality is central to fostering connection, meaning, and resilience. With an expanded Spiritual Care program, we continue to offer healing and hope to participants, families, and staff, guided by our dedicated chaplains.

If you are interested in supporting Spiritual Care at CEI, see page 20 for Contributing & Supporting.







Smiles & Friendship Shine at CEI's Summer Picnics

Socialization is essential for seniors' health, boosting both physical and mental well-being by reducing isolation, enhancing mood, and supporting cognitive health. At CEI's recent Olympic-themed picnics, senior participants from all six locations attended three picnics at Richmond, Danville, and San Leandro parks. Each picnic celebrated a day of fun, food, and friendship.

Highlights included the opening torch ceremony, chair volleyball, egg relay races, and ribbon dancing. Transportation was provided to and from each event. Check out our photos for unforgettable moments!

















High Tech Innovations Build for the Future

CEI is committed to increasing access to PACE for seniors. That means we need to become more secure, more efficient and have capacity to grow.

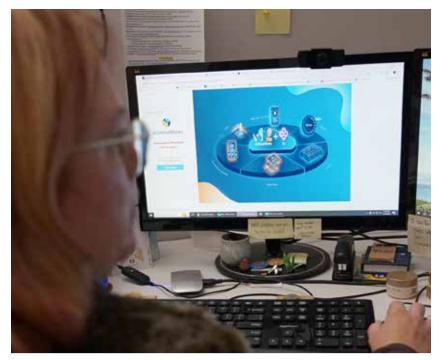
CEI is investing in secure technology systems that will allow seamless integration of platforms and facilitate collaboration. These systems are designed to make the work of our teams more efficient and enjoyable by using virtual assistants when possible, and to make our work easier.

We are keeping our data secure with stronger firewalls. Every day, thousands of "bots" attempt to break our firewalls. We have implemented AI (Artificial Intelligence) to block those attempts keeping our data secure and out of the hands of thieves and scammers. CEI's AI-powered systems help to continuously protect seniors and their healthcare data.

This past summer, CEI started using AI-driven solutions to speed up the hiring process by using AI algorithms to very quickly broaden the talent pool with more candidates applying to each open position seamlessly. Having high quality and talented people quickly join the company is vital to CEI's future.

In the Finance Department, a virtual assistant fondly named "Joe" is being tested to automate claims payments and data entry, freeing up staff to verify and solve problems. It makes the work more efficient and scalable, especially in medical coding work and claims. By leveraging current software, we automated 560 man-hours a year of manual labor plus we can better forecast budgets three quarters ahead through streamlining and improving the budgeting process.

CEI is truly building for the future, now.







Using Innovative Technology to Communicate

Being able to communicate and be understood is critical to participants accessing the innovative, high quality care CEI provides. Through the power of technology and the Internet, we now offer on-demand video interpretation at all centers. This allows all staff the ability to communicate with participants quickly and effectively in their chosen language. We offer our participants over 240 different languages, through either video or audio, on demand.

The rolling carts, equipped with a specialized iPad and enhanced speakers, are well used and well received by everyone. Participants are able to express their needs and learn next steps in their language regardless of where they are in the center. Staff loves the ability to ask and answer questions via video.





CEI Increases Access to PACE for Tri-Valley Elders

In March 2024, CEI opened an Alternative Care Setting (ACS) in the Tri-Valley area. This ACS location in Livermore offers local seniors a place to enjoy lunch, work on their rehab exercises while building friendships in the very large center of over 23,000 square feet of space.

The location features an arts & crafts room, a memory care room, a serving kitchen, two patios (inside and outside), and a fireplace along with an expansive senior rehab gym with a mock-up apartment for occupational therapy.

Currently participants attending the ACS visit the PACE clinics at either Concord or San Leandro. Tri-Valley is slated to become a full PACE center in 2025, which will allow participants to visit their medical providers at the same location as the rest of their services. Currently, close to 100 seniors living in Danville, Livermore, Pleasanton, Dublin, and San Ramon enjoy spending their days at ACS Tri-Valley.









CEI Recognized as an Age-Friendly Health System

Through the hard work and steadfast dedication to the 4Ms of senior healthcare, CEI is officially recognized by the John Hart Foundation and the Institute for Healthcare Improvement as an Age-Friendly Health System. CEI earned the Level 1 designation in February and Level 2 Committed to Care Excellence in November. Level 2 demonstrates that we implement and follow through on the 4Ms of senior healthcare – Mentation, Mobility, Medication, and Matters Most. Our individualized care plans are based on these aspects of senior healthcare with Matters Most as the crux of the care plan.

This prestigious designation puts Center for Elders' Independence in an elite group of healthcare systems. As of November 2024, there are only 4,100 other healthcare systems with this recognition nationwide.



Committed to Care Excellence



101 Years of Life: PACE Leads to Living Well

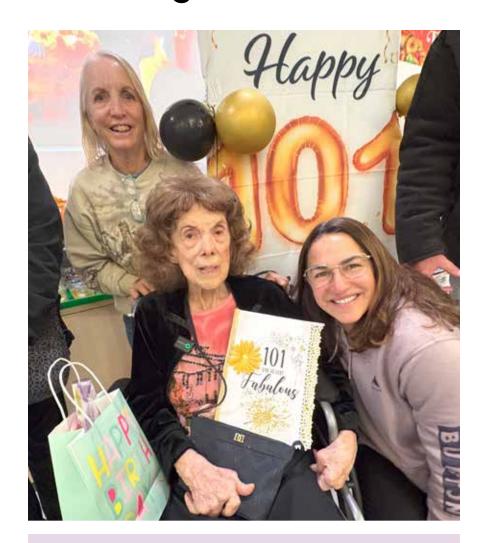
At 101 years old, Connie Myers' life is a remarkable tapestry of resilience, family, and community. From her spirited youth in Denver, where she danced the two-step until 2 a.m., to her significant contributions during the war effort alongside her five brothers – an endeavor that earned them a feature in the *Oakland Tribune* – Ms. Myers' story is one of determination and zest for life.

In today's world, the focus on longevity – or increasing our years on earth – often overshadows the concept of health span, which emphasizes the quality of those years. "At CEI, we believe in extending the years we spend in good health – by fostering social connections and a sense of community," says Dr. Jim Mittelberger, Chief Medical Officer. "It's the difference between simply aging and living fully. Inspired by the world's Blue Zones, social engagement is a key factor in longevity."

A Daughter's Journey for Care

Her daughter, Janet Rolf, lives three hours away in Redding. The distance and her own challenges made finding the right care for her mother a priority. Janet recalls the initial struggles of securing the right program: "Nobody returned our calls, and I had to be pretty consistent about calling. I had considered other programs which required more help from family caregivers but decided against them." Ms. Myers lives in El Sobrante with her other 72-year-old daughter, who does not drive. "The arrangement posed many challenges meeting my mother's social needs."

Ms. Myers is an extrovert who loves to go out and dance. After breaking her hip at 92, she demonstrated her indomitable spirit by reapplying for her driver's license just six months later. However, as her dementia and loneliness grew, her world shrank to the confines of her home and the television screen.



"At CEI, we believe in extending the years we spend in good health – by fostering social connections and a sense of community,"

— Dr. Jim Mittelberger, Chief Medical Officer

The Transformation at CEI

Janet speaks warmly about the changes she has seen since her mother joined CEI. "Mom is in better condition now. The social activities and friendships have made such a big difference," she says. Janet also appreciates the comprehensive care her mother receives, addressing specific needs such as nail cutting and ensuring nutritional well-being. "I'm grateful that 'no one leaves hungry' at CEI. It's a godsend," Janet adds.

PACE: Your Life Just Got Better

Ms. Myers receives home care twice a week and attends the PACE Berkeley Center twice a week. Her daughter Janet emphasizes the peace of mind CEI provides, knowing her mother is in a nurturing environment where she thrives.

Dr. Mittelberger continues, "It's important to differentiate between simply living a long life and having a long life filled with good health and quality experiences, and one of the best ways to live the most years is to live the years actively connected to others. Our goal at CEI is not just to extend the years of life but to ensure those years are lived with meaning. Ms. Myers' improvement is a perfect example of how comprehensive care can enhance the quality of life. We are so proud she comes to the center regularly at the age of 101."

Ms. Myers' life at CEI is a testament to the power of community and the importance of specialized care for elders. Her story is a beacon of hope and an example of how the right support can transform lives, even in the later stages of life. As she continues to enjoy her days filled with activities and companionship, she remains a cherished member of the CEI family, proving that age is just a number when it comes to living life to the fullest.









The Center for Elders' Independence Foundation offers five essential funds to support seniors in diverse ways, ensuring their well-being and helping them live independently within their communities.

Helping Hands Emergency Assistance Fund provides financial aid to seniors in crisis. When emergency situations arise, this fund enables short-term support for expenses such as relocation costs, rental deposits, or minor home modifications, helping participants maintain their stability and avoid potential disenrollment from the PACE program.

Fund for Excellence ensures that Center for Elders' Independence can consistently deliver exceptional care to seniors facing medical and other health-related challenges. This fund supports vital areas like center upkeep, service expansion, fleet maintenance for transportation, and nutrition programs, raising the standard of senior healthcare delivery.

WebLinks Program Fund empowers seniors with digital connectivity. Through an iPad training course, participants gain access to the digital world, reducing social isolation while facilitating telehealth access and online engagement. Graduates receive an iPad and up to 24 months of home internet access if required, allowing for sustained digital involvement.

Healthy Living Fund enriches the lives of seniors by reducing social isolation and promoting mental and physical health. It expands PACE Center activities by offering social and cultural outings and exercise opportunities such as water aerobics, theater shows, concerts, and local tours, fostering community involvement and personal growth.

Hope and Healing Fund bolsters the Spiritual Care Program, supporting seniors' mental and emotional needs. It offers compassionate spiritual guidance and grief counseling to participants and caregivers, providing comfort during challenging times such as loss, illness, or personal crisis. Spiritual Care offerings take the form of one-on-one sessions, group facilitation, memorial services, rituals and religious programming tailored to meet our participants' varied spiritual needs.





Funding Access to PACE

Last September 28, the Center for Elders' Independence Foundation hosted its 2nd Annual Tri-Valley Texas Hold'em Tournament, drawing over 160 community leaders, government officials, influencers, sponsors, and CEI team members for a memorable night of fun, networking, and charity. The tournament winner walked away with \$500, while other players won bottles of premium wines. The evening was a resounding success, bringing together the community to support a vital cause for seniors. The event successfully raised funds to furnish and equip two new PACE locations set to open in 2025.









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Because we are all caregivers.



Funding Innovation

The CEI Foundation has secured \$1.79 million in grant funding over the past fiscal year. Notable achievements include acquiring two buses worth \$280,000 from the Federal Department of Transportation and Caltrans for the transportation department. TRANSPAC also contributed \$176,000 for transporting seniors in Contra Costa County.

A successful capital campaign raised funds for new CEI locations in El Sobrante and Livermore, thanks to our generous donors. These funds will furnish and equip the centers, expanding access to PACE for more seniors.

Special thanks to the Harry & Jeanette Weinberg Foundation, whose team visited CEI in March 2024. Their tour of the San Leandro center and meetings with President and CEO Maria Zamora and other key staff resulted in a \$500,000 grant. Additional grants included \$200,000 from the William G. Irwin Foundation and \$60,000 from the HEDCO Foundation.

The Joseph and Vera Long Foundation awarded \$50,000 to the WebLinks Program to provide advanced coursework. The Johnson & Johnson Northern California Retirement Group awarded a grant of \$5,000 to support the WebLinks program also. Alameda County Measure A contributed \$61,000 for palliative care. Kaiser Permanente gave \$25,000 for an Access to Care Grant.

With these generous contributions, the CEI Foundation continues to support all CEI Fund programs, making a significant impact on our community.

CONTRIBUTING & SUPPORTING

There are many ways to contribute and support the CEI Foundation's work in caring for the older adults at Center for Elders' Independence. Your financial donations make a real difference as the Foundation augments equipment, education, and services that PACE does not cover. With your help, we can get creative to solve the complex challenges seniors sometimes face. On behalf of the seniors we serve, thank you for your contributions.

How to Support Seniors

To financially support and help expand programs for seniors, you can:



Visit our website: <u>ceifoundation.elders.org</u> to support a specific cause.



Call our Fund Development Department at 510-318-7162 and speak with us directly about your gift.



Mail the enclosed return envelope with your check or credit card information.

Show Your Caregiver Pride!

Wear this Caregiver Pride pin to show your support for caregivers. To receive one for free, scan the QR code and complete the request form. A pin will be mailed directly to you.







Annual PACE Party Honors Nancy Skinner

Held on May 9 aboard the USS Hornet moored in Alameda, the CEI Foundation gathered nearly 300 CEI friends, staff and other supporters for the annual PACE Party. California State Senator Nancy Skinner attended as she was honored for her steadfast commitment to PACE and California seniors, including a \$1 million budget allocation for CEI's future West County location, with the Center for Elders' Independence Legacy Award. After her heartwarming speech, attendees stood up and gave her a resounding standing ovation showing their gratitude for her dedication and hard work in Sacramento.

Funds raised from the annual PACE Party support Center for Elders' Independence in a variety of ways including supporting the Helping Hands Emergency Assistance Fund and the popular WebLinks Program, as well as creating the Health Living Fund and the Healing & Hope Fund. Seniors benefit greatly from your donations and efforts to ensure their lives continue to thrive and blossom with innovative wrap-around services.

















Thank You to Our Generous Donors

CEI Team Member

January 1, 2024 - December 31, 2024

\$200,000 to \$500,000

Bay Area Metro Center California Department of Aging

Contra Costa County Transportation Authority

The William G. Irwin Charity Foundation

The Harry & Jeanette Weinberg Foundation

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Maria Mendez by Maria Accardo

Mildred McGill by René Lewellyn

Marion Mo by Peter & Karen Campbell

John Judge Murphy by Nora Murphy

Naidu Permaul by Jane & Lauren Permaul

Sunny Quach by Minh Trinh

Florence & Paul Raskin by Dr. David Anderson & Beichen Li

Heidi & Josh Bergmann Susan Neuhaus Sadie Shane Rosenbaum by Cynthia Shane Smith

Marshall Sneiderman by Cynthia Shane Smith

Linda Trowbridge by Michael Smart

Irma Tuzon by Ron Tuzon

Mary Walter by Tom Hyland

Patricia Weberling by Debra Weberling

Carl Williams by Regina Edge Pugh

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Moira Celario Randie Ellington

Rickey Ganter

Carlos Garcia Cecilia Garcia Lacey Gentry Yaminah Holmes

Connie Van Hy Xavier Jenkins

Joanna Li

Miu Ling

Sally Matthias

Sheryl Morasco Cynthia Nickerson

Renalyn Panganiban

Alexandra Quinones Sparkles Sibley

Cynthia Shane Smith

Alex Veytsman

Ella Veytsman Fernando Vidales

Belinda Vidales



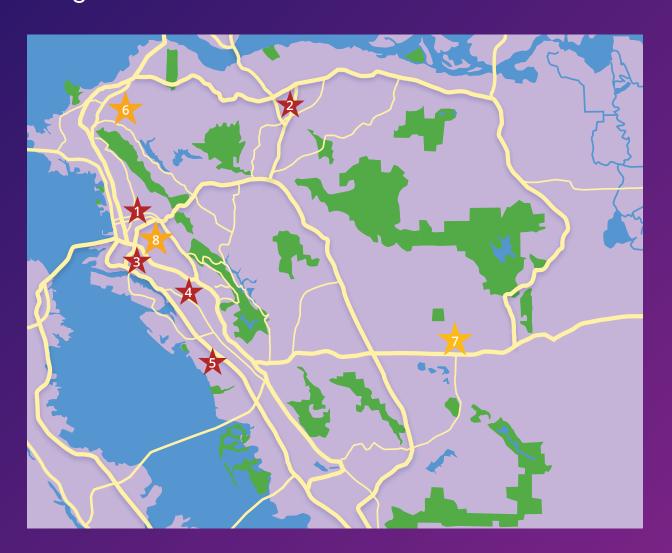




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Center for Elders' Independence

Integrated PACE Healthcare In-Home and In-Center



LOCATIONS

- 1. PACE Berkeley 1497 Alcatraz Avenue Berkeley, CA 94702
- 2. PACE Concord 1465 Civic Court Concord, CA 94520
- 3. PACE Downtown Oakland 510 17th Street Oakland, CA 94612
- 4. PACE East Oakland 7200 Bancroft Avenue, Suite 188 Oakland, CA 94605
- 5. PACE San Leandro 1850 Fairway Drive San Leandro, CA 94577

COMING SOON

- 6. West County 3645 San Pablo Dam Road El Sobrante, CA 94803
- 7. Tri-Valley 2441 Constitution Drive Livermore, CA 94551
- 8. Temescal 3901 Broadway Oakland, CA 94611









