

800 ROCKVIEW DRIVE
WALNUT CREEK CA 94595

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

	2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE	
REVENUES							
OCCUPANCY INCOME							
5001	CABLE TV & INTERNET COUPON	4,406,820	4,538,345	2,205,083	4,410,026	4,586,573	-176,547
5101	OPERATION FEE COUPON	16,454,325	17,609,419	9,047,449	18,094,851	18,934,625	-839,774
5116	BUS GRANT	80,917	65,130	46,242	157,000	104,816	52,184
	TOTAL OCCUPANCY INCOME	20,942,062	22,212,894	11,298,774	22,661,877	23,626,014	-964,137
COMMUNITY FACILITIES INCOME							
5401	RENTALS-COMMUNITY	141,378	148,280	102,294	150,000	165,000	-15,000
5404	GUEST GOLF FEES	214,082	247,529	78,577	280,000	248,000	32,000
5405	RESIDENT GOLF FEES	368,364	405,140	143,568	430,000	400,000	30,000
5406	GOLF CARDS	296,000	307,475	269,950	330,000	310,000	20,000
5409	EXCURSION COLLECTION	262,104	232,453	146,249	225,000	250,000	-25,000
5410	TOURNAMENT FEES	24,956	12,880	16,050	25,000	20,000	5,000
5412	TICKETED EVENTS	208,555	196,719	104,465	208,000	214,000	-6,000
5419	RV SPACE LEASE	0	0	0	30,000	45,000	-15,000
5420	PERSONAL TRAINING	101,962	171,095	103,200	160,000	175,000	-15,000
5430	MERCHANDISE SALES	198,035	189,730	84,476	210,000	200,000	10,000
5431	PRO SHOP CART RENTAL	90,973	105,970	39,827	115,000	110,000	5,000
5432	PRO SHOP CLUB REPAIR	741	1,227	220	1,000	1,000	0
5433	PRO SHOP GOLF LESSON	36,355	32,752	15,040	38,000	34,000	4,000
5434	PRO SHOP DRIVING RNG	51,525	53,217	20,279	60,000	60,000	0
	TOTAL COMMUNITY FACILIT	1,995,029	2,104,467	1,124,194	2,262,000	2,232,000	30,000
FINANCIAL INCOME							
5502	INTEREST	167	319	184	0	16,000	-16,000
5504	DISCOUNTS EARNED	0	51	0	0	0	0
	TOTAL FINANCIAL INCOME	167	370	184	0	16,000	-16,000
NEWSPAPER INCOME							
5701	NEWSPAPER SERVICES	1,300	0	0	0	0	0
5703	NEWSPAPER SUBSCRIPTION OTHER	2,270	2,142	1,725	2,500	2,750	-250
5704	NEWSPAPER ADVERTISING	864,459	782,000	398,856	820,000	738,000	82,000
5705	CLASSIFIED ADVERTISING	59,419	60,329	29,378	70,000	56,000	14,000
5706	BUS ADVERTISING	48,900	57,570	5,340	30,000	30,000	0
	TOTAL NEWSPAPER INCOME	976,348	902,040	435,299	922,500	826,750	95,750
OTHER INCOME							
5801	FACILITIES USAGE FEE	0	36,200	22,450	40,000	40,000	0
5802	MISCELLANEOUS INCOME	27,212	28,101	12,595	45,000	37,940	7,060
5803	CREEKSIDE REVENUE	139,267	138,226	72,613	144,000	150,186	-6,186
5806	BUSINESS INCOME-VEHICLE MAINTENANCE	57,479	64,706	34,592	60,000	65,000	-5,000
5810	RFID REVENUE	42,500	42,990	20,770	45,000	40,000	5,000
5820	HANDYMAN INCOME	353,360	388,081	191,804	388,000	428,000	-40,000
5821	GAIN/LOSS OF FIXED ASSETS	13,275	18,752	1,300	0	0	0
	TOTAL OTHER INCOME	633,094	717,055	356,124	722,000	761,126	-39,126
	TOTAL REVENUE	24,546,699	25,936,826	13,214,575	26,568,377	27,461,890	-893,513
EXPENSES							
6104	OVERTIME WAGES	153,571	147,322	73,703	125,800	121,100	-4,700

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6107	TEMPORARY HELP	50,824	56,322	69,050	21,500	24,500	3,000
6110	SALARIES AND WAGES	7,539,259	7,803,589	3,926,171	8,286,381	8,590,768	304,387
	TOTAL SALARY AND WAGES	7,743,655	8,007,233	4,068,924	8,433,681	8,736,368	302,687
6200	EMPLOYEE BENEFITS	15,032	7,611	4,380	9,000	9,000	0
6201	SOCIAL SECURITY TAX	527,977	541,280	290,650	604,413	627,662	23,249
6202	FEDERAL UNEMPLOYMENT INSURANCE	31,299	6,955	4,482	6,107	6,241	134
6203	STATE UNEMPLOYMENT INSURANCE	44,487	34,389	20,068	39,283	27,634	-11,649
6204	HEALTH INSURANCE-NON UNION	730,120	790,216	390,477	782,024	784,994	2,970
6205	LIFE INSURANCE - NON UNION	28,133	30,255	16,420	30,461	35,756	5,295
6206	LONG TERM DISABILITY INSURANCE	15,702	17,292	10,306	19,118	23,710	4,592
6207	RETIREMENT-NON UNION	726,499	707,250	353,625	707,250	707,250	0
6209	HEALTH & WELFARE 324	558,386	552,750	292,272	618,084	603,720	-14,364
6210	RETIREMENT-UNION	954,284	937,774	469,815	1,014,313	1,023,115	8,802
6211	WORKER'S COMPENSATION	346,261	350,311	147,846	340,276	257,205	-83,071
6213	TRAVEL AND MEAL ALLOWANCE	10,372	10,008	4,968	14,100	15,900	1,800
6214	401(k) MATCH GRF	100,398	107,465	63,957	113,005	134,869	21,864
6217	EMPLOYMENT ADS	12,393	13,121	7,097	10,000	13,000	3,000
6218	PRE-EMPLOYMENT PHYSICALS	10,178	8,891	6,052	12,000	14,000	2,000
6219	STAFF TRAINING	37,988	30,876	11,594	46,800	36,500	-10,300
6220	STAFF SUPPORT	31,651	32,276	8,345	36,000	36,000	0
6222	EMPLOYEE UNIFORMS & LAUNDRY	39,693	62,870	35,351	42,550	57,350	14,800
6224	DUES AND MEMBERSHIPS	28,804	31,773	23,256	41,515	61,115	19,600
6225	SUBSCRIPTIONS AND BOOKS	3,707	12,429	7,202	13,450	32,100	18,650
6226	EMPLOYEE LICENSES/PERMITS/FEES	235	0	400	0	0	0
6227	VISION CARE	6,310	6,542	3,539	6,715	7,456	741
6229	DENTAL INSURANCE	52,344	55,011	26,704	56,297	59,427	3,130
6230	PERSONAL SAFETY EQUIPMENT	4,231	3,771	2,051	4,300	5,000	700
	TOTAL OTHER EMPLOYEE EXPE	4,316,484	4,351,117	2,200,856	4,567,061	4,579,004	11,943
6302	PROFESSIONAL SERVICES	194,466	401,636	225,742	421,783	412,409	-9,374
6303	LEGAL SERVICES	57,430	73,284	61,442	100,000	120,000	20,000
6310	POSTAGE AND DELIVERY	24,611	31,207	11,505	30,200	27,356	-2,844
6311	COPY/PRINTING SERVICES	6,414	8,528	6,305	12,300	10,235	-2,065
6312	BUSINESS PROMOTION	11,563	19,922	8,284	14,250	12,000	-2,250
6318	OBSOLETE MATERIAL	1,165	770	0	0	0	0
6401	COST OF MATERIAL USED/SOLD	208,436	175,346	74,632	168,500	173,400	4,900
6402	ADMINISTRATIVE SUPPLIES	106,980	131,302	75,867	116,600	123,600	7,000
6403	FUEL FOR VEHICLES	110,861	135,481	67,883	110,000	127,000	17,000
6404	AUTOMOTIVE SUPPLIES	102,088	95,503	51,134	111,500	110,000	-1,500
6405	EMERGENCY PREPAREDNESS	3,158	2,042	1,520	3,000	18,400	15,400
6408	SAFETY/SECURITY SUPPLIES	20,080	27,847	9,841	23,300	20,550	-2,750
6409	SUPPLIES-COMPUTER EQUIPMENT	59,582	81,293	29,973	40,000	42,000	2,000
6410	ROUTINE ENTERTAINMENT SPECIAL	84,848	84,598	38,445	85,000	85,000	0
6414	MISCELLANEOUS OPERATIONS	610	7,280	1,460	0	0	0
6415	SWIMMING POOL SUPPLIES	48,821	55,403	19,522	55,000	55,000	0
6416	LANDSCAPING SUPPLIES	45,099	48,024	24,990	65,000	50,000	-15,000
6417	FERTILIZER SUPPLIES	123,753	88,779	41,101	94,000	92,000	-2,000
6419	TURF MAINTENACE SUPPLIES	36,321	63,726	27,234	70,000	70,000	0
6420	SUPPLIES	285,530	267,421	161,626	280,600	294,200	13,600
6430	APPLIANCE SUPPLIES	1,088	1,182	391	1,000	1,000	0
6431	MECHANICAL/ELECTRICAL SUPPLIES	33,087	41,416	16,197	31,000	36,000	5,000
6432	PLUMBING SUPPLIES	4,950	6,688	4,062	5,500	6,000	500
6440	BUILDING SUPPLIES	13,281	4,588	5,846	12,000	10,000	-2,000
6441	RANGE SUPPLIES	5,664	8,294	5,188	6,000	8,000	2,000
6445	SUPPLIES LANDSCAPE EQUIPMENT	0	697	0	0	0	0
6447	COST OF TICKETED EVENTS	151,900	170,030	82,396	167,500	176,000	8,500
6450	GOLF CART LEASE	32,519	31,209	15,428	33,500	33,500	0

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6455	SUPPLIES SMALL TOOLS/EQUIPMENT	22,019	33,179	14,674	29,000	33,300	4,300
6460	PAINTING SUPPLIES	3,961	1,468	2,647	3,000	3,500	500
6463	COST OF RESIDENT EXCURSIONS	209,587	177,755	116,689	165,000	185,000	20,000
	TOTAL OPERATING EXPENSES	2,009,873	2,275,896	1,202,023	2,254,533	2,335,450	80,917
6501	TRANSPORTATION TAX/LICENSES	8,642	13,697	11,436	12,500	12,500	0
6502	FEDERAL/STATE INCOME TAX	800	800	0	800	800	0
6503	PROPERTY TAX	888,000	893,804	477,492	1,030,000	930,000	-100,000
6504	PERSONAL PROPERTY TAX	349	178	0	0	0	0
6505	SALES AND USE TAX	1,552	8,933	2,584	0	5,000	5,000
6506	OTHER LICENSES AND FEES	36,194	37,484	32,068	54,000	45,000	-9,000
	TOTAL TAXES	935,537	954,896	523,579	1,097,300	993,300	-104,000
6601	HAZARD INSURANCE	75,102	94,141	80,881	120,000	186,000	66,000
6602	AUTOMOBILE INSURANCE	55,587	55,948	27,692	58,000	63,800	5,800
6604	BUSINESS LIABILITY INSURANCE	174,141	171,670	84,634	185,000	178,000	-7,000
6606	CYBER INSURANCE	13,263	13,441	6,111	14,000	13,000	-1,000
6610	SPECIFIC FIDELITY INSURANCE	20,261	20,221	10,647	21,000	22,000	1,000
6612	EARTHQUAKE INSURANCE	175,413	182,194	93,280	200,000	205,000	5,000
6613	OFFICERS/DIRECTORS INSURANCE	73,690	73,690	36,845	77,000	77,000	0
6614	UMBRELLA LIABILITY	90,141	91,601	52,264	96,000	110,000	14,000
	TOTAL INSURANCE	677,599	702,906	392,354	771,000	854,800	83,800
6701	WATER	337,185	455,560	90,985	442,500	474,500	32,000
6702	TELEPHONE	150,158	119,351	96,535	119,480	111,220	-8,260
6703	WASTE DISPOSAL	113,563	140,689	73,179	144,000	152,500	8,500
6704	GAS AND ELECTRICITY	782,544	820,892	391,232	779,000	765,800	-13,200
6705	RECYCLING PROGRAM	424	1,183	0	0	0	0
6707	TV & INTERNET CABLE CONTRACT	4,407,032	4,409,738	2,205,583	4,410,026	4,586,573	176,547
	TOTAL UTILITIES	5,790,907	5,947,413	2,857,514	5,895,006	6,090,593	195,587
6801	NEWSPAPER PRINTING	213,997	221,016	111,036	226,000	232,000	6,000
6803	PUBLIC SAFETY CONTRACT	1,813,278	1,853,826	941,536	1,884,651	1,941,191	56,540
6807	ELEVATOR CONTRACT	4,088	9,914	1,657	10,000	10,000	0
6809	COMPUTER PROGRAM MAINTENANCE	137,600	137,238	76,619	155,500	158,000	2,500
	TOTAL CONTRACTUAL SERVICE	2,168,964	2,221,995	1,130,847	2,276,151	2,341,191	65,040
6901	EQUIPMENT RENTAL	12,789	17,449	7,851	15,450	18,450	3,000
6903	EQUIPMENT REPAIR/MAINTENANCE	234,719	242,230	87,027	220,000	211,500	-8,500
6905	BUILDING REPAIR/MAINTENANCE	43,791	59,647	47,237	57,500	60,000	2,500
6906	ELECTRICAL REPAIR/MAINTENANCE	13,700	543	2,478	12,000	10,000	-2,000
6907	PEST CONTROL	9,858	19,386	9,674	17,500	19,000	1,500
6919	REPAIR TEES, GREENS & FAIRWAYS	198,674	184,261	74,525	176,000	177,000	1,000
6927	SWIMMING POOL REPAIR/MAINTENANCE	7,550	11,252	850	10,000	10,000	0
6929	APPLIANCE/MECHANICAL REPAIR/MAINTENANCE	18,090	20,260	5,040	15,000	15,000	0
6935	TREE MAINTENANCE/REMOVAL	112,790	136,714	55,848	130,000	138,000	8,000
6939	FENCE REPAIR/MAINTENANCE	1,355	0	0	0	0	0
6972	LANDSCAPE REPAIR/MAINTENANCE	103,752	120,619	62,782	118,495	123,234	4,739
6981	TRUST FACILITY MAINTENANCE	430,371	351,090	122,961	426,000	659,000	233,000
	TOTAL REPAIRS AND MAINTENANCE	1,187,440	1,163,452	476,272	1,197,945	1,441,184	243,239
7003	BANK CHARGES-ALL TYPES	68,885	90,383	43,558	74,200	88,500	14,300
7005	UNCOLLECTIBLE ACCOUNTS	240	0	0	1,500	1,500	0

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TOTAL FINANCIAL EXPENSES	69,125	90,383	43,558	75,700	90,000	14,300
7102 VEHICLE MAINTENANCE	<u>151,629</u>	<u>136,964</u>	<u>68,810</u>	<u>173,000</u>	<u>142,000</u>	<u>-31,000</u>
TOTAL INTER-DEPARTMENT C	151,629	136,964	68,810	173,000	142,000	-31,000
8551 RECOVERIES-INTER DEPARTMENT	<u>-151,629</u>	<u>-136,964</u>	<u>-68,810</u>	<u>-173,000</u>	<u>-142,000</u>	<u>31,000</u>
TOTAL RECOVERIES	-151,629	-136,964	-68,810	-173,000	-142,000	31,000
TOTAL EXPENSES	24,899,582	25,715,292	12,895,928	26,568,377	27,461,890	893,513
DIFFERENCE	<u>-352,883</u>	<u>221,534</u>	<u>318,647</u>	<u>0</u>	<u>0</u>	<u>0</u>

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REVENUES						
TOTAL REVENUE	0	0	0	0	0	0
EXPENSES						
6104 OVERTIME WAGES	97	319	19	400	400	0
6110 SALARIES AND WAGES	487,937	494,913	227,197	473,400	423,655	-49,745
TOTAL SALARY AND WAGES	488,034	495,233	227,216	473,800	424,055	-49,745
6201 SOCIAL SECURITY TAX	29,529	30,044	16,651	26,328	22,817	-3,511
6202 FEDERAL UNEMPLOYMENT INSURANCE	274	268	94	168	168	0
6203 STATE UNEMPLOYMENT INSURANCE	1,841	1,262	422	1,064	728	-336
6204 HEALTH INSURANCE-NON UNION	42,308	54,705	27,352	54,705	58,534	3,829
6205 LIFE INSURANCE - NON UNION	2,712	2,915	1,301	2,918	2,736	-182
6206 LONG TERM DISABILITY INSURANCE	1,390	1,524	721	1,651	1,588	-63
6211 WORKER'S COMPENSATION	4,792	4,895	1,939	4,478	3,237	-1,241
6213 TRAVEL AND MEAL ALLOWANCE	1,268	858	1,376	2,000	2,000	0
6214 401(k) MATCH GRF	12,362	13,284	6,597	14,332	14,381	49
6219 STAFF TRAINING	490	395	0	600	600	0
6222 EMPLOYEE UNIFORMS & LAUNDRY	262	262	0	300	350	50
6224 DUES AND MEMBERSHIPS	415	565	235	415	415	0
6225 SUBSCRIPTIONS AND BOOKS	0	2,750	2,750	2,750	2,750	0
6227 VISION CARE	340	487	200	487	411	-76
6229 DENTAL INSURANCE	3,898	4,307	1,785	4,307	3,927	-380
TOTAL OTHER EMPLOYEE EXPE	101,882	118,521	61,422	116,503	114,642	-1,861
6310 POSTAGE AND DELIVERY	0	0	1,436	2,200	2,356	156
6311 COPY/PRINTING SERVICES	0	0	2,544	3,400	3,735	335
6312 BUSINESS PROMOTION	9,512	11,431	7,833	12,250	10,500	-1,750
6402 ADMINISTRATIVE SUPPLIES	2,798	5,509	1,463	4,500	3,500	-1,000
6420 SUPPLIES	229	303	463	1,200	1,200	0
TOTAL OPERATING EXPENSES	12,539	17,243	13,738	23,550	21,291	-2,259
TOTAL EXPENSES	602,455	630,996	302,376	613,853	559,988	-53,865
DIFFERENCE	-602,455	-630,996	-302,376	-613,853	-559,988	-53,865

105 HUMAN RESOURCES
OPERATING BUDGET
12/31/2019

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REVENUES							
TOTAL REVENUE		0	0	0	0	0	0
EXPENSES							
6104	OVERTIME WAGES	469	965	661	1,000	1,000	0
6110	SALARIES AND WAGES	492,168	456,929	87,003	169,769	178,699	8,930
TOTAL SALARY AND WAGES		492,638	457,894	87,664	170,769	179,699	8,930
6200	EMPLOYEE BENEFITS	12,103	7,611	4,380	9,000	9,000	0
6201	SOCIAL SECURITY TAX	29,682	29,866	6,573	12,988	13,669	681
6202	FEDERAL UNEMPLOYMENT INSURANCE	201	131	46	126	126	0
6203	STATE UNEMPLOYMENT INSURANCE	1,272	338	140	798	546	-252
6204	HEALTH INSURANCE-NON UNION	56,343	61,521	10,272	20,545	21,983	1,438
6205	LIFE INSURANCE - NON UNION	2,992	2,697	540	1,042	1,142	100
6206	LONG TERM DISABILITY INSURANCE	1,452	1,461	380	741	840	99
6211	WORKER'S COMPENSATION	2,727	2,644	385	938	732	-206
6213	TRAVEL AND MEAL ALLOWANCE	891	1,500	0	1,000	1,200	200
6214	401(k) MATCH GRF	15,154	12,362	2,740	4,948	5,252	304
6217	EMPLOYMENT ADS	12,393	13,121	7,097	10,000	13,000	3,000
6218	PRE-EMPLOYMENT PHYSICALS	10,178	8,891	6,052	12,000	14,000	2,000
6219	STAFF TRAINING	17,393	11,653	1,996	17,000	8,000	-9,000
6220	STAFF SUPPORT	31,580	32,276	8,345	36,000	36,000	0
6224	DUES AND MEMBERSHIPS	2,789	2,836	968	4,000	4,000	0
6225	SUBSCRIPTIONS AND BOOKS	2,762	8,042	2,301	7,000	7,000	0
6227	VISION CARE	404	415	90	180	185	5
6229	DENTAL INSURANCE	4,888	4,401	880	1,852	1,935	83
TOTAL OTHER EMPLOYEE EXPE		205,203	201,767	53,183	140,158	138,610	-1,548
6302	PROFESSIONAL SERVICES	8,098	14,628	2,343	5,000	5,000	0
6310	POSTAGE AND DELIVERY	216	206	0	0	0	0
6311	COPY/PRINTING SERVICES	403	874	76	2,200	1,500	-700
6402	ADMINISTRATIVE SUPPLIES	4,103	3,564	2,948	5,000	5,500	500
TOTAL OPERATING EXPENSES		12,820	19,273	5,366	12,200	12,000	-200
6702	TELEPHONE	240	240	0	0	0	0
TOTAL UTILITIES		240	240	0	0	0	0
TOTAL EXPENSES		710,901	679,174	146,213	323,127	330,309	7,182
DIFFERENCE		-710,901	-679,174	-146,213	-323,127	-330,309	7,182

110 PUBLIC SAFETY
OPERATING BUDGET
12/31/2019

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REVENUES							
5810	OTHER INCOME						
	RFID REVENUE	0	0	0	0	40,000	-40,000
	TOTAL OTHER INCOME	0	0	0	0	40,000	-40,000
	TOTAL REVENUE	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>40,000</u>	<u>-40,000</u>
EXPENSES							
6110	SALARIES AND WAGES	0	0	55,403	110,805	115,237	4,432
	TOTAL SALARY AND WAGES	0	0	55,403	110,805	115,237	4,432
6201	SOCIAL SECURITY TAX	0	0	3,994	8,477	8,816	339
6202	FEDERAL UNEMPLOYMENT INSURANCE	0	0	19	42	42	0
6203	STATE UNEMPLOYMENT INSURANCE	0	0	83	266	182	-84
6204	HEALTH INSURANCE-NON UNION	0	0	10,918	22,870	17,835	-5,035
6205	LIFE INSURANCE - NON UNION	0	0	409	797	864	67
6206	LONG TERM DISABILITY INSURANCE	0	0	267	532	588	56
6211	WORKER'S COMPENSATION	0	0	225	612	472	-140
6213	TRAVEL AND MEAL ALLOWANCE	308	332	0	0	400	400
6227	VISION CARE	0	0	101	216	140	-76
6229	DENTAL INSURANCE	0	0	721	1,610	1,099	-511
	TOTAL OTHER EMPLOYEE EXPE	308	332	16,737	35,422	30,438	-4,984
6311	COPY/PRINTING SERVICES	1,671	2,436	700	2,000	2,000	0
6401	COST OF MATERIAL USED/SOLD	0	0	0	0	20,000	20,000
6402	ADMINISTRATIVE SUPPLIES	7,040	8,392	3,023	8,000	8,000	0
6403	FUEL FOR VEHICLES	117	0	0	0	0	0
6405	EMERGENCY PREPAREDNESS	3,158	2,042	1,520	3,000	18,400	15,400
6408	SAFETY/SECURITY SUPPLIES	5,200	2,486	838	5,000	5,000	0
6420	SUPPLIES	0	0	585	0	0	0
	TOTAL OPERATING EXPENSES	17,186	15,355	6,666	18,000	53,400	35,400
6803	PUBLIC SAFETY CONTRACT	1,813,278	1,853,826	941,536	1,884,651	1,941,191	56,540
	TOTAL CONTRACTUAL SERVICE	1,813,278	1,853,826	941,536	1,884,651	1,941,191	56,540
6901	EQUIPMENT RENTAL	454	416	265	500	500	0
6903	EQUIPMENT REPAIR/MAINTENANCE	5,504	8,703	2,510	5,000	6,000	1,000
	TOTAL REPAIRS AND MAINTEN	5,957	9,119	2,774	5,500	6,500	1,000
	TOTAL EXPENSES	1,836,729	1,878,633	1,023,116	2,054,378	2,146,766	92,388
	DIFFERENCE	<u>-1,836,729</u>	<u>-1,878,633</u>	<u>-1,023,116</u>	<u>-2,054,378</u>	<u>-2,106,766</u>	<u>52,388</u>

116 BUS TRANSPORTATION
OPERATING BUDGET
12/31/2019

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

		2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE
REVENUES							
5116	OCCUPANCY INCOME BUS GRANT	80,917	65,130	46,242	157,000	104,816	52,184
	TOTAL OCCUPANCY INCOME	80,917	65,130	46,242	157,000	104,816	52,184
	TOTAL REVENUE	<u>80,917</u>	<u>65,130</u>	<u>46,242</u>	<u>157,000</u>	<u>104,816</u>	<u>52,184</u>
EXPENSES							
6104	OVERTIME WAGES	44,738	38,034	13,851	30,000	30,000	0
6107	TEMPORARY HELP	26,191	0	11,646	0	0	0
6110	SALARIES AND WAGES	520,476	562,854	290,563	568,304	603,813	35,509
	TOTAL SALARY AND WAGES	591,404	600,888	316,060	598,304	633,813	35,509
6201	SOCIAL SECURITY TAX	40,467	43,211	21,993	43,471	46,192	2,721
6202	FEDERAL UNEMPLOYMENT INSURANCE	719	558	350	546	546	0
6203	STATE UNEMPLOYMENT INSURANCE	4,766	2,771	1,574	3,458	2,366	-1,092
6204	HEALTH INSURANCE-NON UNION	15,391	16,668	8,334	16,668	17,835	1,167
6205	LIFE INSURANCE - NON UNION	200	124	0	0	0	0
6206	LONG TERM DISABILITY INSURANCE	121	76	0	0	0	0
6209	HEALTH & WELFARE 324	117,845	120,402	63,272	137,352	134,160	-3,192
6210	RETIREMENT-UNION	194,424	205,460	102,023	206,653	212,347	5,694
6211	WORKER'S COMPENSATION	36,779	38,054	15,464	31,357	26,085	-5,272
6213	TRAVEL AND MEAL ALLOWANCE	0	48	0	0	0	0
6214	401(k) MATCH GRF	1,213	482	0	0	0	0
6219	STAFF TRAINING	589	1,279	896	2,000	2,000	0
6222	EMPLOYEE UNIFORMS & LAUNDRY	3,985	5,963	2,697	2,500	4,000	1,500
	TOTAL OTHER EMPLOYEE EXPE	416,499	435,097	216,604	444,005	445,531	1,526
6302	PROFESSIONAL SERVICES	44,973	0	384	36,000	15,000	-21,000
6402	ADMINISTRATIVE SUPPLIES	6,739	7,904	102	7,500	0	-7,500
6403	FUEL FOR VEHICLES	71,216	84,615	40,229	65,000	75,000	10,000
6404	AUTOMOTIVE SUPPLIES	65	0	0	0	0	0
6408	SAFETY/SECURITY SUPPLIES	92	7,359	646	2,500	0	-2,500
6420	SUPPLIES	114	7,248	6,333	3,400	15,000	11,600
	TOTAL OPERATING EXPENSES	123,199	107,126	47,693	114,400	105,000	-9,400
6501	TRANSPORTATION TAX/LICENSES	1,306	2,122	2,990	3,000	3,000	0
6506	OTHER LICENSES AND FEES	0	615	240	0	0	0
	TOTAL TAXES	1,306	2,737	3,230	3,000	3,000	0
6602	AUTOMOBILE INSURANCE	18,728	20,658	10,085	21,000	23,100	2,100
	TOTAL INSURANCE	18,728	20,658	10,085	21,000	23,100	2,100
6903	EQUIPMENT REPAIR/MAINTENANCE	19,068	3,617	0	12,000	5,000	-7,000
	TOTAL REPAIRS AND MAINTEN	19,068	3,617	0	12,000	5,000	-7,000

116 BUS TRANSPORTATION
OPERATING BUDGET
12/31/2019

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

	2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE
7102 VEHICLE MAINTENANCE	71,661	57,039	27,539	70,000	60,000	-10,000
TOTAL INTER-DEPARTMENT C	71,661	57,039	27,539	70,000	60,000	-10,000
TOTAL EXPENSES	1,241,865	1,227,163	621,210	1,262,709	1,275,444	12,735
DIFFERENCE	-1,160,948	-1,162,032	-574,968	-1,105,709	-1,170,628	64,919

119 COUNSELING SERVICES
OPERATING BUDGET
12/31/2019

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

	2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE	
REVENUES							
5412	COMMUNITY FACILITIES INCOME TICKETED EVENTS	9,655	0	10,640	8,000	14,000	-6,000
	TOTAL COMMUNITY FACILIT	9,655	0	10,640	8,000	14,000	-6,000
	TOTAL REVENUE	9,655	0	10,640	8,000	14,000	-6,000
EXPENSES							
6104	OVERTIME WAGES	103	10	0	0	0	0
6107	TEMPORARY HELP	0	22,244	52	0	0	0
6110	SALARIES AND WAGES	316,315	235,026	156,248	309,977	326,905	16,928
	TOTAL SALARY AND WAGES	316,417	257,280	156,300	309,977	326,905	16,928
6201	SOCIAL SECURITY TAX	25,171	17,074	11,562	23,712	25,008	1,296
6202	FEDERAL UNEMPLOYMENT INSURANCE	241	190	98	168	168	0
6203	STATE UNEMPLOYMENT INSURANCE	1,627	862	442	1,064	728	-336
6204	HEALTH INSURANCE-NON UNION	16,246	27,651	20,545	24,421	43,965	19,544
6205	LIFE INSURANCE - NON UNION	2,204	1,868	1,159	2,232	2,453	221
6206	LONG TERM DISABILITY INSURANCE	1,333	1,150	771	1,487	1,710	223
6211	WORKER'S COMPENSATION	2,278	1,704	999	1,972	1,699	-273
6213	TRAVEL AND MEAL ALLOWANCE	165	101	115	400	500	100
6214	401(k) MATCH GRF	11,790	11,136	7,593	15,499	16,344	845
6219	STAFF TRAINING	752	1,765	629	2,500	2,000	-500
6224	DUES AND MEMBERSHIPS	135	316	270	800	800	0
6225	SUBSCRIPTIONS AND BOOKS	161	283	1,051	1,900	1,900	0
6227	VISION CARE	146	124	112	175	231	56
6229	DENTAL INSURANCE	1,637	2,377	1,520	2,697	3,344	647
	TOTAL OTHER EMPLOYEE EXPE	63,886	66,601	46,868	79,027	100,850	21,823
6310	POSTAGE AND DELIVERY	32	0	77	0	0	0
6311	COPY/PRINTING SERVICES	0	227	76	0	0	0
6402	ADMINISTRATIVE SUPPLIES	3,572	3,708	1,292	3,000	3,000	0
6447	COST OF TICKETED EVENTS	7,404	368	12,593	7,500	16,000	8,500
	TOTAL OPERATING EXPENSES	11,008	4,303	14,037	10,500	19,000	8,500
7003	BANK CHARGES-ALL TYPES	258	0	0	0	0	0
	TOTAL FINANCIAL EXPENSES	258	0	0	0	0	0
	TOTAL EXPENSES	391,569	328,184	217,205	399,504	446,755	47,251
	DIFFERENCE	-381,914	-328,184	-206,565	-391,504	-432,755	41,251

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

	2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE
REVENUES						
TOTAL REVENUE	0	0	0	0	0	0
EXPENSES						
6104 OVERTIME WAGES	3,980	4,820	5,744	6,000	5,000	-1,000
6107 TEMPORARY HELP	0	0	39,696	0	0	0
6110 SALARIES AND WAGES	419,974	439,388	198,081	453,606	465,008	11,402
TOTAL SALARY AND WAGES	423,954	444,208	243,521	459,606	470,008	10,402
6201 SOCIAL SECURITY TAX	30,525	30,746	15,492	34,699	35,574	875
6202 FEDERAL UNEMPLOYMENT INSURANCE	236	230	84	257	252	-5
6203 STATE UNEMPLOYMENT INSURANCE	1,535	865	326	1,799	1,092	-707
6204 HEALTH INSURANCE-NON UNION	20,019	23,545	11,772	23,545	33,194	9,649
6205 LIFE INSURANCE - NON UNION	2,920	3,202	1,658	3,215	3,644	429
6206 LONG TERM DISABILITY INSURANCE	1,607	1,766	990	1,915	2,295	380
6211 WORKER'S COMPENSATION	2,291	2,310	827	2,506	1,907	-599
6213 TRAVEL AND MEAL ALLOWANCE	229	197	32	200	200	0
6214 401(K) MATCH GRF	10,607	10,290	5,594	10,502	10,926	424
6219 STAFF TRAINING	984	0	0	800	500	-300
6222 EMPLOYEE UNIFORMS & LAUNDRY	-193	0	0	0	0	0
6224 DUES AND MEMBERSHIPS	0	120	0	0	0	0
6227 VISION CARE	395	371	186	371	382	11
6229 DENTAL INSURANCE	3,084	3,222	1,531	3,222	3,367	145
TOTAL OTHER EMPLOYEE EXPE	74,236	76,865	38,493	83,031	93,333	10,302
6302 PROFESSIONAL SERVICES	98,372	114,400	50,750	101,500	96,500	-5,000
6311 COPY/PRINTING SERVICES	0	0	76	0	0	0
6402 ADMINISTRATIVE SUPPLIES	1,142	1,358	1,385	500	1,500	1,000
6420 SUPPLIES	0	0	362	0	0	0
TOTAL OPERATING EXPENSES	99,514	115,758	52,573	102,000	98,000	-4,000
TOTAL EXPENSES	597,704	636,830	334,586	644,637	661,341	16,704
DIFFERENCE	-597,704	-636,830	-334,586	-644,637	-661,341	16,704

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

	2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE
REVENUES						
TOTAL REVENUE	0	0	0	0	0	0
EXPENSES						
6104 OVERTIME WAGES	17,477	516	748	0	0	0
6110 SALARIES AND WAGES	136,542	148,169	75,805	151,683	159,107	7,424
TOTAL SALARY AND WAGES	154,019	148,685	76,553	151,683	159,107	7,424
6201 SOCIAL SECURITY TAX	11,095	10,654	5,553	11,603	12,172	569
6202 FEDERAL UNEMPLOYMENT INSURANCE	66	65	30	84	84	0
6203 STATE UNEMPLOYMENT INSURANCE	400	207	86	532	364	-168
6204 HEALTH INSURANCE-NON UNION	28,171	31,205	15,602	31,205	33,389	2,184
6205 LIFE INSURANCE - NON UNION	919	1,090	565	1,094	1,193	99
6206 LONG TERM DISABILITY INSURANCE	555	657	361	712	795	83
6211 WORKER'S COMPENSATION	879	874	393	838	653	-185
6214 401(k) MATCH GRF	1,685	1,810	962	1,853	1,995	142
6219 STAFF TRAINING	4,636	7,999	2,936	10,000	12,000	2,000
6222 EMPLOYEE UNIFORMS & LAUNDRY	0	0	543	0	0	0
6227 VISION CARE	216	216	108	216	222	6
6229 DENTAL INSURANCE	1,756	1,884	895	1,884	1,969	85
TOTAL OTHER EMPLOYEE EXPE	50,377	56,660	28,034	60,021	64,836	4,815
6311 COPY/PRINTING SERVICES	76	0	0	200	0	-200
6402 ADMINISTRATIVE SUPPLIES	18,010	15,998	13,071	15,000	18,000	3,000
6409 SUPPLIES-COMPUTER EQUIPMENT	59,284	81,293	29,973	40,000	42,000	2,000
TOTAL OPERATING EXPENSES	77,369	97,290	43,044	55,200	60,000	4,800
6501 TRANSPORTATION TAX/LICENSES	0	138	0	0	0	0
TOTAL TAXES	0	138	0	0	0	0
6702 TELEPHONE	9,593	11,791	11,690	19,000	15,500	-3,500
TOTAL UTILITIES	9,593	11,791	11,690	19,000	15,500	-3,500
6809 COMPUTER PROGRAM MAINTENANCE	137,600	137,238	76,619	155,500	158,000	2,500
TOTAL CONTRACTUAL SERVICE	137,600	137,238	76,619	155,500	158,000	2,500
6903 EQUIPMENT REPAIR/MAINTENANCE	41,029	40,151	7,536	25,000	28,000	3,000
TOTAL REPAIRS AND MAINTEN	41,029	40,151	7,536	25,000	28,000	3,000
TOTAL EXPENSES	469,987	491,953	243,475	466,404	485,443	19,039
DIFFERENCE	-469,987	-491,953	-243,475	-466,404	-485,443	19,039

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

	2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE
REVENUES						
5820 OTHER INCOME						
HANDYMAN INCOME	353,360	388,081	191,804	388,000	428,000	-40,000
TOTAL OTHER INCOME	353,360	388,081	191,804	388,000	428,000	-40,000
TOTAL REVENUE	353,360	388,081	191,804	388,000	428,000	-40,000
EXPENSES						
6104 OVERTIME WAGES	0	0	2,176	0	0	0
6110 SALARIES AND WAGES	222,328	260,602	118,356	272,965	312,721	39,756
TOTAL SALARY AND WAGES	222,328	260,602	120,533	272,965	312,721	39,756
6201 SOCIAL SECURITY TAX	0	0	4,558	9,038	9,143	105
6202 FEDERAL UNEMPLOYMENT INSURANCE	0	0	71	84	84	0
6203 STATE UNEMPLOYMENT INSURANCE	0	0	384	532	364	-168
6204 HEALTH INSURANCE-NON UNION	0	0	3,876	7,753	8,295	542
6205 LIFE INSURANCE - NON UNION	0	0	425	849	892	43
6206 LONG TERM DISABILITY INSURANCE	0	0	282	565	621	56
6211 WORKER'S COMPENSATION	0	0	3,390	7,030	5,342	-1,688
6214 401(k) MATCH GRF	0	0	1,559	2,855	2,888	33
6227 VISION CARE	0	0	44	88	90	2
6229 DENTAL INSURANCE	0	0	760	1,600	1,672	72
TOTAL OTHER EMPLOYEE EXPE	0	0	15,349	30,394	29,391	-1,003
6310 POSTAGE AND DELIVERY	0	37	0	0	0	0
6311 COPY/PRINTING SERVICES	1,878	1,757	2,027	2,000	2,000	0
6414 MISCELLANEOUS OPERATIONS	961	7,387	1,517	0	0	0
6420 SUPPLIES	17,929	22,584	7,611	20,000	20,000	0
TOTAL OPERATING EXPENSES	20,768	31,764	11,155	22,000	22,000	0
TOTAL EXPENSES	243,095	292,366	147,037	325,359	364,112	38,753
DIFFERENCE	110,265	95,714	44,767	62,641	63,888	-1,247

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

	2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE	
REVENUES							
COMMUNITY FACILITIES INCOME							
5401	RENTALS-COMMUNITY	141,378	148,280	102,294	150,000	165,000	-15,000
5409	EXCURSION COLLECTION	262,104	232,453	146,249	225,000	250,000	-25,000
5412	TICKETED EVENTS	198,900	196,719	93,825	200,000	200,000	0
	TOTAL COMMUNITY FACILIT	602,381	577,451	342,368	575,000	615,000	-40,000
OTHER INCOME							
5802	MISCELLANEOUS INCOME	5,745	6,235	1,938	10,000	6,500	3,500
	TOTAL OTHER INCOME	5,745	6,235	1,938	10,000	6,500	3,500
	TOTAL REVENUE	608,126	583,686	344,306	585,000	621,500	-36,500
EXPENSES							
6104	OVERTIME WAGES	4,875	4,708	1,927	4,000	4,000	0
6107	TEMPORARY HELP	4,286	3,865	2,352	4,500	4,500	0
6110	SALARIES AND WAGES	606,092	696,965	417,128	835,006	882,875	47,869
	TOTAL SALARY AND WAGES	615,253	705,538	421,407	843,506	891,375	47,869
6201	SOCIAL SECURITY TAX	39,386	45,827	30,884	58,967	62,469	3,502
6202	FEDERAL UNEMPLOYMENT INSURANCE	463	565	426	630	529	-101
6203	STATE UNEMPLOYMENT INSURANCE	3,094	2,833	1,917	3,990	2,882	-1,108
6204	HEALTH INSURANCE-NON UNION	129,888	132,945	60,051	131,702	124,430	-7,272
6205	LIFE INSURANCE - NON UNION	3,989	4,805	2,915	4,650	6,237	1,587
6206	LONG TERM DISABILITY INSURANCE	2,092	2,562	1,711	2,685	3,846	1,161
6211	WORKER'S COMPENSATION	33,436	39,592	13,705	45,235	25,166	-20,069
6213	TRAVEL AND MEAL ALLOWANCE	690	439	0	1,000	3,500	2,500
6214	401(k) MATCH GRF	15,702	18,153	11,517	23,158	25,041	1,883
6219	STAFF TRAINING	581	922	0	2,000	2,000	0
6222	EMPLOYEE UNIFORMS & LAUNDRY	345	392	253	750	500	-250
6224	DUES AND MEMBERSHIPS	19,775	22,882	19,877	30,000	36,000	6,000
6227	VISION CARE	1,201	1,238	772	1,224	1,663	439
6229	DENTAL INSURANCE	10,451	11,342	5,737	11,251	12,903	1,652
	TOTAL OTHER EMPLOYEE EXPE	261,092	284,499	149,766	317,242	307,166	-10,076
6310	POSTAGE AND DELIVERY	201	170	48	0	0	0
6311	COPY/PRINTING SERVICES	76	0	0	0	0	0
6312	BUSINESS PROMOTION	49	0	0	0	0	0
6402	ADMINISTRATIVE SUPPLIES	7,024	9,439	9,131	11,000	11,000	0
6408	SAFETY/SECURITY SUPPLIES	6,780	6,762	2,231	7,000	7,000	0
6410	ROUTINE ENTERTAINMENT SPECIAL	84,848	84,598	38,445	85,000	85,000	0
6420	SUPPLIES	54,900	46,949	32,573	50,000	50,000	0
6447	COST OF TICKETED EVENTS	144,496	169,662	69,804	160,000	160,000	0
6463	COST OF RESIDENT EXCURSIONS	209,587	177,755	116,689	165,000	185,000	20,000
	TOTAL OPERATING EXPENSES	507,962	495,334	268,922	478,000	498,000	20,000
6501	TRANSPORTATION TAX/LICENSES	304	289	0	0	0	0

210 RECREATION
OPERATING BUDGET
12/31/2019

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

		2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE
	TOTAL TAXES	304	289	0	0	0	0
6901	EQUIPMENT RENTAL	429	964	250	400	400	0
6903	EQUIPMENT REPAIR/MAINTENANCE	3,059	3,664	3,085	3,000	5,000	2,000
	TOTAL REPAIRS AND MAINTEN	3,488	4,627	3,335	3,400	5,400	2,000
7003	BANK CHARGES-ALL TYPES	14,901	18,615	7,413	14,000	16,000	2,000
	TOTAL FINANCIAL EXPENSES	14,901	18,615	7,413	14,000	16,000	2,000
	TOTAL EXPENSES	1,403,000	1,508,902	850,843	1,656,148	1,717,941	61,793
	DIFFERENCE	-794,874	-925,217	-506,537	-1,071,148	-1,096,441	25,293

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

	2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE
REVENUES						
5802						
OTHER INCOME						
MISCELLANEOUS INCOME	0	0	0	0	1,440	-1,440
TOTAL OTHER INCOME	0	0	0	0	1,440	-1,440
TOTAL REVENUE	0	0	0	0	1,440	-1,440
EXPENSES						
6104	10,088	19,074	12,563	15,000	15,000	0
6110	313,132	384,207	195,122	410,245	438,319	28,074
TOTAL SALARY AND WAGES	323,220	403,282	207,686	425,245	453,319	28,074
6201	23,323	29,159	15,337	29,304	33,530	4,226
6202	703	740	539	378	462	84
6203	4,617	3,980	2,425	2,394	2,002	-392
6204	57,181	57,406	31,610	54,175	74,558	20,383
6205	1,037	1,239	762	1,172	2,394	1,222
6206	624	763	506	781	1,662	881
6211	21,416	25,969	10,536	23,851	19,591	-4,260
6213	4,043	4,035	2,042	4,000	4,000	0
6214	4,902	6,538	4,134	7,463	9,199	1,736
6219	2,350	911	2,213	2,000	2,000	0
6222	3,078	5,509	3,178	3,000	3,500	500
6224	0	210	0	0	0	0
6227	391	413	292	391	724	333
6229	3,546	2,935	1,763	2,707	4,547	1,840
TOTAL OTHER EMPLOYEE EXPE	127,212	139,808	75,338	131,616	158,169	26,553
6311	1,419	490	446	0	0	0
6402	652	3,699	980	0	0	0
6408	1,314	967	639	0	0	0
6409	299	0	0	0	0	0
6420	20,757	23,759	18,930	30,000	30,000	0
TOTAL OPERATING EXPENSES	24,441	28,916	20,996	30,000	30,000	0
6704	62,847	77,476	43,451	84,000	90,000	6,000
TOTAL UTILITIES	62,847	77,476	43,451	84,000	90,000	6,000
TOTAL EXPENSES	537,720	649,481	347,469	670,861	731,488	60,627
DIFFERENCE	-537,720	-649,481	-347,469	-670,861	-730,048	59,187

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

	2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE	
REVENUES							
5420	COMMUNITY FACILITIES INCOME						
	PERSONAL TRAINING	101,962	171,095	103,200	160,000	175,000	-15,000
	TOTAL COMMUNITY FACILIT	101,962	171,095	103,200	160,000	175,000	-15,000
5802	OTHER INCOME						
	MISCELLANEOUS INCOME	10,744	11,479	7,198	25,000	20,000	5,000
	TOTAL OTHER INCOME	10,744	11,479	7,198	25,000	20,000	5,000
	TOTAL REVENUE	112,706	182,574	110,398	185,000	195,000	-10,000
EXPENSES							
6104	OVERTIME WAGES	5,961	7,580	2,444	8,000	6,000	-2,000
6107	TEMPORARY HELP	2,809	5,477	0	5,000	5,000	0
6110	SALARIES AND WAGES	599,998	585,195	257,682	577,126	583,075	5,949
	TOTAL SALARY AND WAGES	608,768	598,252	260,126	590,126	594,075	3,949
6201	SOCIAL SECURITY TAX	44,752	42,841	18,767	44,128	44,607	479
6202	FEDERAL UNEMPLOYMENT INSURANCE	694	620	355	588	630	42
6203	STATE UNEMPLOYMENT INSURANCE	4,593	3,177	1,598	3,724	2,730	-994
6204	HEALTH INSURANCE-NON UNION	107,668	133,726	61,347	131,045	117,164	-13,881
6205	LIFE INSURANCE - NON UNION	2,689	2,882	1,400	2,747	3,017	270
6206	LONG TERM DISABILITY INSURANCE	1,622	1,772	930	1,827	2,100	273
6211	WORKER'S COMPENSATION	38,100	33,073	11,272	30,219	20,669	-9,550
6213	TRAVEL AND MEAL ALLOWANCE	1,649	0	0	2,000	1,000	-1,000
6214	401(k) MATCH GRF	7,726	11,464	6,463	10,661	14,455	3,794
6219	STAFF TRAINING	8,387	3,715	1,678	5,000	4,000	-1,000
6220	STAFF SUPPORT	72	0	0	0	0	0
6222	EMPLOYEE UNIFORMS & LAUNDRY	0	0	2,709	3,000	3,000	0
6224	DUES AND MEMBERSHIPS	2,730	1,644	150	2,500	1,500	-1,000
6225	SUBSCRIPTIONS AND BOOKS	70	0	462	500	500	0
6227	VISION CARE	832	982	416	975	864	-111
6229	DENTAL INSURANCE	6,057	7,524	3,067	7,517	6,756	-761
	TOTAL OTHER EMPLOYEE EXPE	227,640	243,419	110,616	246,431	222,992	-23,439
6302	PROFESSIONAL SERVICES	0	136,820	115,556	195,283	204,609	9,326
6310	POSTAGE AND DELIVERY	157	78	0	0	0	0
6311	COPY/PRINTING SERVICES	892	2,669	286	2,500	1,000	-1,500
6402	ADMINISTRATIVE SUPPLIES	6,759	9,279	6,530	8,000	10,000	2,000
6408	SAFETY/SECURITY SUPPLIES	413	276	248	1,000	500	-500
6420	SUPPLIES	40,958	19,526	11,065	20,000	20,000	0
	TOTAL OPERATING EXPENSES	49,178	168,647	133,685	226,783	236,109	9,326
6903	EQUIPMENT REPAIR/MAINTENANCE	16,251	6,711	3,451	10,000	10,000	0
	TOTAL REPAIRS AND MAINTEN	16,251	6,711	3,451	10,000	10,000	0
7003	BANK CHARGES-ALL TYPES	1,137	3,718	2,550	3,000	5,000	2,000

221 FITNESS CENTER
OPERATING BUDGET
12/31/2019

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

	2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE
TOTAL FINANCIAL EXPENSES	----- 1,137	----- 3,718	----- 2,550	----- 3,000	----- 5,000	----- 2,000
TOTAL EXPENSES	902,974	1,020,746	510,428	1,076,340	1,068,176	-8,164
DIFFERENCE	<u>-790,268</u>	<u>-838,172</u>	<u>-400,030</u>	<u>-891,340</u>	<u>-873,176</u>	<u>-18,164</u>

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

	2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE	
REVENUES							
COMMUNITY FACILITIES INCOME							
5404	GUEST GOLF FEES	214,082	247,529	78,577	280,000	248,000	32,000
5405	RESIDENT GOLF FEES	368,364	405,140	143,568	430,000	400,000	30,000
5406	GOLF CARDS	296,000	307,475	269,950	330,000	310,000	20,000
5410	TOURNAMENT FEES	24,956	12,880	16,050	25,000	20,000	5,000
	TOTAL COMMUNITY FACILIT	903,402	973,024	508,145	1,065,000	978,000	87,000
OTHER INCOME							
5802	MISCELLANEOUS INCOME	60	0	0	0	0	0
	TOTAL OTHER INCOME	60	0	0	0	0	0
	TOTAL REVENUE	903,462	973,024	508,145	1,065,000	978,000	87,000
EXPENSES							
6104	OVERTIME WAGES	6,895	5,403	3,237	6,000	6,000	0
6110	SALARIES AND WAGES	817,744	820,377	402,888	869,892	927,994	58,102
	TOTAL SALARY AND WAGES	824,639	825,780	406,125	875,892	933,994	58,102
6201	SOCIAL SECURITY TAX	60,144	60,062	29,847	66,420	70,895	4,475
6202	FEDERAL UNEMPLOYMENT INSURANCE	618	723	420	630	630	0
6203	STATE UNEMPLOYMENT INSURANCE	4,143	3,580	1,891	3,990	2,730	-1,260
6204	HEALTH INSURANCE-NON UNION	39,371	37,471	16,668	39,539	35,670	-3,869
6205	LIFE INSURANCE - NON UNION	1,692	1,840	946	1,843	1,997	154
6206	LONG TERM DISABILITY INSURANCE	907	989	535	1,070	1,176	106
6209	HEALTH & WELFARE 324	137,187	133,171	64,184	148,798	145,340	-3,458
6210	RETIREMENT-UNION	235,958	224,221	102,589	249,990	250,952	962
6211	WORKER'S COMPENSATION	71,685	68,560	30,315	63,812	50,022	-13,790
6213	TRAVEL AND MEAL ALLOWANCE	306	314	519	1,200	1,200	0
6219	STAFF TRAINING	450	435	675	1,200	1,200	0
6222	EMPLOYEE UNIFORMS & LAUNDRY	9,150	18,179	11,989	10,000	18,000	8,000
6224	DUES AND MEMBERSHIPS	600	555	400	800	6,300	5,500
6225	SUBSCRIPTIONS AND BOOKS	347	542	0	800	400	-400
6227	VISION CARE	392	326	136	352	281	-71
6229	DENTAL INSURANCE	2,775	2,476	999	2,662	2,198	-464
6230	PERSONAL SAFETY EQUIPMENT	1,782	2,167	721	2,000	2,000	0
	TOTAL OTHER EMPLOYEE EXPE	567,507	555,611	262,834	595,106	590,991	-4,115
6402	ADMINISTRATIVE SUPPLIES	0	109	0	0	0	0
6403	FUEL FOR VEHICLES	18,812	24,842	9,982	20,000	22,000	2,000
6404	AUTOMOTIVE SUPPLIES	546	0	0	0	0	0
6408	SAFETY/SECURITY SUPPLIES	1,971	4,191	1,912	3,000	3,000	0
6414	MISCELLANEOUS OPERATIONS	-14	-107	-58	0	0	0
6417	FERTILIZER SUPPLIES	115,154	80,525	38,020	84,000	82,000	-2,000
6419	TURF MAINTENACE SUPPLIES	28,536	56,045	23,013	62,000	62,000	0
6420	SUPPLIES	16,935	13,428	4,382	16,000	16,000	0
6455	SUPPLIES SMALL TOOLS/EQUIPMENT	12,342	16,393	3,744	15,000	16,000	1,000
	TOTAL OPERATING EXPENSES	194,282	195,427	80,995	200,000	201,000	1,000

461 GOLF COURSE OPERATIONS
OPERATING BUDGET
12/31/2019

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

	2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE
6501	TRANSPORTATION TAX/LICENSES	315	913	0	0	0
	TOTAL TAXES	315	913	0	0	0
6602	AUTOMOBILE INSURANCE	3,572	3,935	1,184	4,400	400
	TOTAL INSURANCE	3,572	3,935	1,184	4,400	400
6701	WATER	147,154	241,739	12,255	210,000	13,000
6704	GAS AND ELECTRICITY	7,852	8,510	2,218	7,000	800
	TOTAL UTILITIES	155,006	250,249	14,473	217,000	13,800
6901	EQUIPMENT RENTAL	0	0	0	1,000	0
6903	EQUIPMENT REPAIR/MAINTENANCE	35,767	48,731	24,534	53,000	-7,500
6907	PEST CONTROL	9,858	16,740	5,820	16,000	0
6919	REPAIR TEES, GREENS & FAIRWAYS	192,774	176,303	74,525	170,000	0
6935	TREE MAINTENANCE/REMOVAL	43,805	50,422	22,302	45,000	8,000
6939	FENCE REPAIR/MAINTENANCE	955	0	0	0	0
	TOTAL REPAIRS AND MAINTEN	283,158	292,197	127,182	285,000	500
7003	BANK CHARGES-ALL TYPES	31,503	44,790	21,342	35,000	5,000
	TOTAL FINANCIAL EXPENSES	31,503	44,790	21,342	35,000	5,000
7102	VEHICLE MAINTENANCE	79,123	77,717	40,660	100,000	-20,000
	TOTAL INTER-DEPARTMENT C	79,123	77,717	40,660	80,000	-20,000
	TOTAL EXPENSES	2,139,104	2,246,619	954,794	2,311,998	54,687
	DIFFERENCE	-1,235,642	-1,273,595	-446,649	-1,246,998	141,687

462 BOWLING GREEN MAINTENANCE
OPERATING BUDGET
12/31/2019

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

	2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE
REVENUES						
TOTAL REVENUE	0	0	0	0	0	0
EXPENSES						
6104 OVERTIME WAGES	916	341	70	600	0	-600
6110 SALARIES AND WAGES	45,985	46,606	24,372	48,914	51,183	2,269
TOTAL SALARY AND WAGES	46,900	46,946	24,443	49,514	51,183	1,669
6201 SOCIAL SECURITY TAX	3,329	3,463	1,759	3,742	3,915	173
6202 FEDERAL UNEMPLOYMENT INSURANCE	42	43	31	42	42	0
6203 STATE UNEMPLOYMENT INSURANCE	281	213	138	266	182	-84
6209 HEALTH & WELFARE 324	11,037	10,946	5,752	11,446	11,180	-266
6210 RETIREMENT-UNION	18,888	18,798	9,265	19,230	19,304	74
6211 WORKER'S COMPENSATION	4,021	4,101	1,885	4,695	2,759	-1,936
TOTAL OTHER EMPLOYEE EXPE	37,598	37,564	18,830	39,421	37,382	-2,039
6417 FERTILIZER SUPPLIES	8,599	8,254	3,080	10,000	10,000	0
6419 TURF MAINTENACE SUPPLIES	7,785	7,681	4,221	8,000	8,000	0
6420 SUPPLIES	249	103	361	500	500	0
6455 SUPPLIES SMALL TOOLS/EQUIPMENT	1,730	2,121	1,280	2,000	3,000	1,000
TOTAL OPERATING EXPENSES	18,364	18,159	8,943	20,500	21,500	1,000
6701 WATER	11,057	18,521	6,348	26,000	20,500	-5,500
TOTAL UTILITIES	11,057	18,521	6,348	26,000	20,500	-5,500
6919 REPAIR TEES, GREENS & FAIRWAYS	5,900	7,958	0	6,000	7,000	1,000
TOTAL REPAIRS AND MAINTEN	5,900	7,958	0	6,000	7,000	1,000
7102 VEHICLE MAINTENANCE	845	1,998	552	3,000	2,000	-1,000
TOTAL INTER-DEPARTMENT C	845	1,998	552	3,000	2,000	-1,000
TOTAL EXPENSES	120,664	131,146	59,115	144,435	139,565	-4,870
DIFFERENCE	-120,664	-131,146	-59,115	-144,435	-139,565	-4,870

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

	2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE	
REVENUES							
	COMMUNITY FACILITIES INCOME						
5430	MERCHANDISE SALES	198,035	189,730	84,476	210,000	200,000	10,000
5431	PRO SHOP CART RENTAL	90,973	105,970	39,827	115,000	110,000	5,000
5432	PRO SHOP CLUB REPAIR	741	1,227	220	1,000	1,000	0
5433	PRO SHOP GOLF LESSON	36,355	32,752	15,040	38,000	34,000	4,000
5434	PRO SHOP DRIVING RNG	51,525	53,217	20,279	60,000	60,000	0
	TOTAL COMMUNITY FACILIT	377,628	382,896	159,841	424,000	405,000	19,000
	TOTAL REVENUE	377,628	382,896	159,841	424,000	405,000	19,000
EXPENSES							
6104	OVERTIME WAGES	1,482	1,246	524	0	0	0
6110	SALARIES AND WAGES	161,270	154,099	74,849	183,407	190,148	6,741
	TOTAL SALARY AND WAGES	162,752	155,345	75,372	183,407	190,148	6,741
6201	SOCIAL SECURITY TAX	11,507	11,546	5,430	14,030	14,549	519
6202	FEDERAL UNEMPLOYMENT INSURANCE	275	287	183	252	252	0
6203	STATE UNEMPLOYMENT INSURANCE	1,816	1,518	822	1,596	1,092	-504
6204	HEALTH INSURANCE-NON UNION	30,244	20,875	15,940	24,421	34,111	9,690
6205	LIFE INSURANCE - NON UNION	891	948	516	990	1,102	112
6206	LONG TERM DISABILITY INSURANCE	533	584	342	660	765	105
6211	WORKER'S COMPENSATION	13,233	12,596	5,145	13,454	10,251	-3,203
6213	TRAVEL AND MEAL ALLOWANCE	0	1,172	0	500	500	0
6214	401(k) MATCH GRF	4,945	4,947	3,207	5,277	7,135	1,858
6219	STAFF TRAINING	0	260	0	500	500	0
6222	EMPLOYEE UNIFORMS & LAUNDRY	413	523	0	0	0	0
6224	DUES AND MEMBERSHIPS	1,910	2,130	1,356	2,500	2,500	0
6227	VISION CARE	244	190	88	224	181	-43
6229	DENTAL INSURANCE	2,006	1,383	1,020	1,600	2,245	645
	TOTAL OTHER EMPLOYEE EXPE	68,018	58,959	34,048	66,004	75,183	9,179
6401	COST OF MATERIAL USED/SOLD	153,616	145,384	61,767	155,000	150,000	-5,000
6402	ADMINISTRATIVE SUPPLIES	3,620	5,053	566	3,600	3,600	0
6408	SAFETY/SECURITY SUPPLIES	112	441	325	0	0	0
6420	SUPPLIES	908	2,139	903	0	0	0
6441	RANGE SUPPLIES	5,664	8,294	5,188	6,000	8,000	2,000
6450	GOLF CART LEASE	32,519	31,209	15,428	33,500	33,500	0
	TOTAL OPERATING EXPENSES	196,438	192,520	84,177	198,100	195,100	-3,000
6903	EQUIPMENT REPAIR/MAINTENANCE	1,582	637	0	2,000	2,000	0
	TOTAL REPAIRS AND MAINTEN	1,582	637	0	2,000	2,000	0
7003	BANK CHARGES-ALL TYPES	20	0	0	0	0	0
	TOTAL FINANCIAL EXPENSES	20	0	0	0	0	0

463 GOLF PRO SHOP
OPERATING BUDGET
12/31/2019

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

	2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE
7102 VEHICLE MAINTENANCE	0	210	60	0	0	0
TOTAL INTER-DEPARTMENT C	0	210	60	0	0	0
TOTAL EXPENSES	428,811	407,670	193,658	449,511	462,431	12,920
DIFFERENCE	-51,183	-24,774	-33,816	-25,511	-57,431	31,920

471 FACILITIES MAINTENANCE
OPERATING BUDGET
12/31/2019

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

	2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE
REVENUES						
TOTAL REVENUE	0	0	0	0	0	0
EXPENSES						
6104 OVERTIME WAGES	2,660	2,629	1,453	3,000	3,000	0
6110 SALARIES AND WAGES	356,258	345,888	195,516	400,279	417,532	17,253
TOTAL SALARY AND WAGES	358,917	348,517	196,969	403,279	420,532	17,253
6201 SOCIAL SECURITY TAX	26,135	25,007	14,371	30,621	31,941	1,320
6202 FEDERAL UNEMPLOYMENT INSURANCE	237	240	165	252	252	0
6203 STATE UNEMPLOYMENT INSURANCE	1,591	1,148	744	1,596	1,092	-504
6204 HEALTH INSURANCE-NON UNION	21,117	22,870	11,435	22,870	24,471	1,601
6205 LIFE INSURANCE - NON UNION	673	746	384	749	810	61
6206 LONG TERM DISABILITY INSURANCE	407	459	256	499	565	66
6209 HEALTH & WELFARE 324	53,260	43,782	29,672	57,230	55,900	-1,330
6210 RETIREMENT-UNION	88,373	76,345	44,431	96,150	96,520	370
6211 WORKER'S COMPENSATION	24,460	22,707	10,433	23,272	18,662	-4,610
6222 EMPLOYEE UNIFORMS & LAUNDRY	8,805	13,642	4,453	7,500	7,500	0
6226 EMPLOYEE LICENSES/PERMITS/FEES	235	0	0	0	0	0
6227 VISION CARE	136	136	68	136	140	4
6229 DENTAL INSURANCE	1,519	1,610	765	1,610	1,683	73
6230 PERSONAL SAFETY EQUIPMENT	447	309	275	0	500	500
TOTAL OTHER EMPLOYEE EXPE	227,396	209,003	117,453	242,485	240,036	-2,449
6302 PROFESSIONAL SERVICES	11,655	8,540	7,333	7,000	10,000	3,000
6402 ADMINISTRATIVE SUPPLIES	2,930	979	402	1,000	1,000	0
6408 SAFETY/SECURITY SUPPLIES	1,474	617	48	1,000	750	-250
6415 SWIMMING POOL SUPPLIES	48,821	55,403	19,522	55,000	55,000	0
6420 SUPPLIES	15	172	586	0	0	0
6430 APPLIANCE SUPPLIES	1,088	1,182	391	1,000	1,000	0
6431 MECHANICAL/ELECTRICAL SUPPLIES	32,409	40,281	15,457	30,000	35,000	5,000
6432 PLUMBING SUPPLIES	4,950	6,688	4,062	5,500	6,000	500
6440 BUILDING SUPPLIES	13,281	4,588	5,846	12,000	10,000	-2,000
6455 SUPPLIES SMALL TOOLS/EQUIPMENT	1,930	941	817	1,500	1,300	-200
6460 PAINTING SUPPLIES	3,961	1,468	2,647	3,000	3,500	500
TOTAL OPERATING EXPENSES	122,514	120,860	57,111	117,000	123,550	6,550
6501 TRANSPORTATION TAX/LICENSES	0	1,559	0	0	0	0
6506 OTHER LICENSES AND FEES	16,097	20,208	13,819	30,000	25,000	-5,000
TOTAL TAXES	16,097	21,767	13,819	30,000	25,000	-5,000
6807 ELEVATOR CONTRACT	4,088	9,914	1,657	10,000	10,000	0
TOTAL CONTRACTUAL SERVICE	4,088	9,914	1,657	10,000	10,000	0
6901 EQUIPMENT RENTAL	4,327	6,892	2,184	5,000	7,000	2,000
6903 EQUIPMENT REPAIR/MAINTENANCE	19,828	34,115	7,524	20,000	20,000	0

473 VEHICLE MAINTENANCE
OPERATING BUDGET
12/31/2019

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

	2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE
REVENUES						
5806	OTHER INCOME					
	BUSINESS INCOME-VEHICLE MAINTENANCE	0	0	0	65,000	-65,000
	TOTAL OTHER INCOME	0	0	0	65,000	-65,000
	TOTAL REVENUE	0	0	0	65,000	-65,000
EXPENSES						
6104	OVERTIME WAGES	7,995	21,059	7,009	8,000	8,000
6110	SALARIES AND WAGES	132,329	167,803	106,442	201,325	223,773
	TOTAL SALARY AND WAGES	140,324	188,862	113,450	209,325	231,773
6201	SOCIAL SECURITY TAX	10,434	13,805	8,390	15,401	17,119
6202	FEDERAL UNEMPLOYMENT INSURANCE	106	152	75	126	126
6203	STATE UNEMPLOYMENT INSURANCE	704	766	336	798	546
6204	HEALTH INSURANCE-NON UNION	1,790	4,522	3,876	7,753	8,295
6205	LIFE INSURANCE - NON UNION	143	346	341	593	736
6206	LONG TERM DISABILITY INSURANCE	87	214	227	396	512
6209	HEALTH & WELFARE 324	22,082	21,891	11,504	22,892	22,360
6210	RETIREMENT-UNION	39,673	39,523	19,692	38,460	38,608
6211	WORKER'S COMPENSATION	9,779	12,306	6,023	11,704	10,003
6213	TRAVEL AND MEAL ALLOWANCE	0	81	190	0	0
6214	401(k) MATCH GRF	1,125	3,067	2,407	4,144	4,891
6219	STAFF TRAINING	690	732	461	700	700
6222	EMPLOYEE UNIFORMS & LAUNDRY	3,089	3,706	1,215	3,000	3,000
6224	DUES AND MEMBERSHIPS	0	0	0	0	9,600
6227	VISION CARE	22	51	44	88	90
6229	DENTAL INSURANCE	129	320	260	548	573
6230	PERSONAL SAFETY EQUIPMENT	673	279	312	1,000	500
	TOTAL OTHER EMPLOYEE EXPENSE	90,525	101,762	55,353	107,603	117,659
6311	COPY/PRINTING SERVICES	0	76	76	0	0
6318	OBSOLETE MATERIAL	1,165	770	0	0	0
6402	ADMINISTRATIVE SUPPLIES	638	921	842	1,500	1,500
6403	FUEL FOR VEHICLES	20,716	26,024	17,673	25,000	30,000
6404	AUTOMOTIVE SUPPLIES	101,477	95,503	51,134	111,500	110,000
6408	SAFETY/SECURITY SUPPLIES	668	466	790	500	1,000
6420	SUPPLIES	199	1,630	414	1,500	1,500
6431	MECHANICAL/ELECTRICAL SUPPLIES	678	1,135	740	1,000	1,000
6455	SUPPLIES SMALL TOOLS/EQUIPMENT	4,985	5,728	1,583	6,000	6,000
	TOTAL OPERATING EXPENSES	130,526	132,253	73,251	147,000	151,000
6501	TRANSPORTATION TAX/LICENSES	6,717	7,017	8,446	9,500	9,500
6506	OTHER LICENSES AND FEES	11,846	13,167	13,971	16,000	16,000
	TOTAL TAXES	18,563	20,184	22,417	25,500	25,500
6602	AUTOMOBILE INSURANCE	33,288	31,355	16,423	33,000	36,300

473 VEHICLE MAINTENANCE
OPERATING BUDGET
12/31/2019

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

	2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE
TOTAL INSURANCE	33,288	31,355	16,423	33,000	36,300	3,300
6703 WASTE DISPOSAL	787	2,305	2,976	1,000	2,500	1,500
TOTAL UTILITIES	787	2,305	2,976	1,000	2,500	1,500
6903 EQUIPMENT REPAIR/MAINTENANCE	25,623	35,196	9,408	25,000	25,000	0
TOTAL REPAIRS AND MAINTEN	25,623	35,196	9,408	25,000	25,000	0
8551 RECOVERIES-INTER DEPARTMENT	-151,629	-136,964	-68,810	-173,000	-142,000	31,000
TOTAL RECOVERIES	-151,629	-136,964	-68,810	-173,000	-142,000	31,000
TOTAL EXPENSES	288,006	374,952	224,468	375,428	447,732	72,304
DIFFERENCE	-288,006	-374,952	-224,468	-375,428	-382,732	7,304

474 LANDSCAPE MAINTENANCE
OPERATING BUDGET
12/31/2019

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

	2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE
REVENUES						
TOTAL REVENUE	0	0	0	0	0	0
EXPENSES						
6104 OVERTIME WAGES	865	549	169	0	0	0
6107 TEMPORARY HELP	0	3,600	0	0	0	0
6110 SALARIES AND WAGES	270,111	282,900	165,697	335,496	347,313	11,817
TOTAL SALARY AND WAGES	270,976	287,048	165,866	335,496	347,313	11,817
6201 SOCIAL SECURITY TAX	19,592	19,990	11,925	25,667	26,570	903
6202 FEDERAL UNEMPLOYMENT INSURANCE	247	272	258	294	294	0
6203 STATE UNEMPLOYMENT INSURANCE	1,643	1,429	1,160	1,862	1,274	-588
6209 HEALTH & WELFARE 324	66,223	71,146	40,264	80,122	78,260	-1,862
6210 RETIREMENT-UNION	111,779	111,296	64,784	134,610	135,128	518
6211 WORKER'S COMPENSATION	18,849	18,888	8,876	19,506	15,524	-3,982
6219 STAFF TRAINING	0	62	0	1,500	0	-1,500
6222 EMPLOYEE UNIFORMS & LAUNDRY	7,181	8,767	3,380	7,500	7,500	0
6224 DUES AND MEMBERSHIPS	150	215	0	0	0	0
6225 SUBSCRIPTIONS AND BOOKS	0	428	0	0	0	0
6230 PERSONAL SAFETY EQUIPMENT	1,034	776	444	1,000	1,000	0
TOTAL OTHER EMPLOYEE EXPE	226,697	233,268	131,091	272,061	265,550	-6,511
6402 ADMINISTRATIVE SUPPLIES	0	454	461	0	0	0
6408 SAFETY/SECURITY SUPPLIES	124	220	270	300	300	0
6416 LANDSCAPING SUPPLIES	45,099	48,024	24,990	65,000	50,000	-15,000
6420 SUPPLIES	4,775	2,532	1,927	1,000	3,000	2,000
6445 SUPPLIES LANDSCAPE EQUIPMENT	0	697	0	0	0	0
6455 SUPPLIES SMALL TOOLS/EQUIPMENT	1,032	7,996	7,250	4,500	7,000	2,500
TOTAL OPERATING EXPENSES	51,030	59,922	34,898	70,800	60,300	-10,500
6501 TRANSPORTATION TAX/LICENSES	0	783	0	0	0	0
TOTAL TAXES	0	783	0	0	0	0
6906 ELECTRICAL REPAIR/MAINTENANCE	0	293	0	0	0	0
6907 PEST CONTROL	0	2,646	3,854	1,500	3,000	1,500
6935 TREE MAINTENANCE/REMOVAL	68,986	86,292	33,545	85,000	85,000	0
6939 FENCE REPAIR/MAINTENANCE	400	0	0	0	0	0
6972 LANDSCAPE REPAIR/MAINTENANCE	103,752	120,619	62,782	118,495	123,234	4,739
TOTAL REPAIRS AND MAINTEN	173,138	209,850	100,181	204,995	211,234	6,239
TOTAL EXPENSES	721,840	790,872	432,035	883,352	884,397	1,045
DIFFERENCE	-721,840	-790,872	-432,035	-883,352	-884,397	1,045

475 CUSTODIAL SERVICES
OPERATING BUDGET
12/31/2019

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

		2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE
REVENUES							
	TOTAL REVENUE	0	0	0	0	0	0
EXPENSES							
6104	OVERTIME WAGES	44,594	39,894	19,112	42,000	40,000	-2,000
6107	TEMPORARY HELP	17,538	21,137	15,304	12,000	15,000	3,000
6110	SALARIES AND WAGES	660,159	696,913	345,502	715,161	742,996	27,835
	TOTAL SALARY AND WAGES	722,292	757,944	379,917	769,161	797,996	28,835
6201	SOCIAL SECURITY TAX	50,447	52,728	26,182	54,714	56,843	2,129
6202	FEDERAL UNEMPLOYMENT INSURANCE	604	679	447	630	630	0
6203	STATE UNEMPLOYMENT INSURANCE	4,037	3,375	2,011	3,990	2,730	-1,260
6204	HEALTH INSURANCE-NON UNION	21,117	22,870	11,435	22,870	24,471	1,601
6205	LIFE INSURANCE - NON UNION	489	553	292	556	619	63
6206	LONG TERM DISABILITY INSURANCE	295	340	194	369	431	62
6209	HEALTH & WELFARE 324	150,751	151,413	77,624	160,244	156,520	-3,724
6210	RETIREMENT-UNION	265,188	262,131	127,032	269,220	270,256	1,036
6211	WORKER'S COMPENSATION	47,229	48,137	18,924	41,577	33,211	-8,366
6214	401(k) MATCH GRF	3,703	4,003	2,092	3,859	4,150	291
6219	STAFF TRAINING	686	748	110	1,000	1,000	0
6222	EMPLOYEE UNIFORMS & LAUNDRY	3,508	5,926	4,933	5,000	10,000	5,000
6227	VISION CARE	216	216	108	216	222	6
6229	DENTAL INSURANCE	1,519	1,610	765	1,610	1,683	73
6230	PERSONAL SAFETY EQUIPMENT	296	240	298	300	1,000	700
	TOTAL OTHER EMPLOYEE EXPE	550,087	554,970	272,448	566,155	563,766	-2,389
6302	PROFESSIONAL SERVICES	0	0	17,560	45,000	45,000	0
6310	POSTAGE AND DELIVERY	16	0	0	0	0	0
6420	SUPPLIES	127,562	126,071	74,948	137,000	137,000	0
	TOTAL OPERATING EXPENSES	127,578	126,071	92,508	182,000	182,000	0
6501	TRANSPORTATION TAX/LICENSES	0	876	0	0	0	0
	TOTAL TAXES	0	876	0	0	0	0
6903	EQUIPMENT REPAIR/MAINTENANCE	14,671	20,025	8,800	25,000	25,000	0
6905	BUILDING REPAIR/MAINTENANCE	23,619	39,337	31,308	30,000	35,000	5,000
	TOTAL REPAIRS AND MAINTEN	38,290	59,362	40,108	55,000	60,000	5,000
	TOTAL EXPENSES	1,438,247	1,499,223	784,982	1,572,316	1,603,762	31,446
	DIFFERENCE	-1,438,247	-1,499,223	-784,982	-1,572,316	-1,603,762	31,446

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

	2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE
REVENUES						
5701	NEWSPAPER INCOME					
5701	NEWSPAPER SERVICES	1,300	0	0	0	0
5703	NEWSPAPER SUBSCRIPTION OTHER	2,270	2,142	1,725	2,500	-250
5704	NEWSPAPER ADVERTISING	864,459	782,000	398,856	820,000	82,000
5705	CLASSIFIED ADVERTISING	59,419	60,329	29,378	70,000	14,000
5706	BUS ADVERTISING	48,900	57,570	5,340	30,000	0
	TOTAL NEWSPAPER INCOME	976,348	902,040	435,299	922,500	95,750
	TOTAL REVENUE	976,348	902,040	435,299	922,500	95,750
EXPENSES						
6104	OVERTIME WAGES	377	137	1,950	1,800	900
6110	SALARIES AND WAGES	781,005	799,484	431,497	846,673	38,079
	TOTAL SALARY AND WAGES	781,382	799,620	433,447	848,473	38,979
6201	SOCIAL SECURITY TAX	57,059	58,082	33,536	64,324	3,360
6202	FEDERAL UNEMPLOYMENT INSURANCE	886	927	619	630	-42
6203	STATE UNEMPLOYMENT INSURANCE	5,881	4,719	2,785	3,990	-1,442
6204	HEALTH INSURANCE-NON UNION	136,107	134,481	65,565	138,184	-39,685
6205	LIFE INSURANCE - NON UNION	3,522	3,859	2,249	3,872	1,084
6206	LONG TERM DISABILITY INSURANCE	2,046	2,271	1,449	2,465	902
6211	WORKER'S COMPENSATION	12,004	11,397	6,163	11,235	-1,410
6213	TRAVEL AND MEAL ALLOWANCE	514	671	435	1,000	-200
6214	401(k) MATCH GRF	8,144	8,305	8,726	6,634	10,406
6224	DUES AND MEMBERSHIPS	0	0	0	500	-500
6225	SUBSCRIPTIONS AND BOOKS	367	385	638	500	19,050
6227	VISION CARE	1,152	1,152	663	1,152	247
6229	DENTAL INSURANCE	7,041	7,462	3,211	7,462	-191
	TOTAL OTHER EMPLOYEE EXPE	234,724	233,710	126,040	241,948	-8,421
6302	PROFESSIONAL SERVICES	10,166	15,517	8,059	11,000	1,000
6310	POSTAGE AND DELIVERY	7,326	7,242	2,599	10,000	-3,000
6312	BUSINESS PROMOTION	2,002	1,731	392	2,000	-500
6401	COST OF MATERIAL USED/SOLD	0	75	0	0	3,400
6402	ADMINISTRATIVE SUPPLIES	14,118	21,102	9,708	16,000	-1,000
6408	SAFETY/SECURITY SUPPLIES	-137	0	0	0	0
6420	SUPPLIES	0	0	182	0	0
	TOTAL OPERATING EXPENSES	33,475	45,668	20,941	39,000	-100
6801	NEWSPAPER PRINTING	213,997	221,016	111,036	226,000	6,000
	TOTAL CONTRACTUAL SERVICE	213,997	221,016	111,036	226,000	6,000
6901	EQUIPMENT RENTAL	503	461	294	550	0
	TOTAL REPAIRS AND MAINTEN	503	461	294	550	0

500 ROSSMOOR NEWS
OPERATING BUDGET
12/31/2019

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

	2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE
7003 BANK CHARGES-ALL TYPES	13,505	14,826	7,759	14,000	14,000	0
7005 UNCOLLECTIBLE ACCOUNTS	240	0	0	1,500	1,500	0
TOTAL FINANCIAL EXPENSES	13,745	14,826	7,759	15,500	15,500	0
TOTAL EXPENSES	1,277,826	1,315,302	699,517	1,371,471	1,407,929	36,458
DIFFERENCE	<u>-301,478</u>	<u>-413,262</u>	<u>-264,218</u>	<u>-448,971</u>	<u>-581,179</u>	<u>132,208</u>

502 ROSSMOOR CHANNEL
OPERATING BUDGET
12/31/2019

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

		2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE
REVENUES							
	TOTAL REVENUE	0	0	0	0	0	0
EXPENSES							
6104	OVERTIME WAGES	0	37	46	0	0	0
6110	SALARIES AND WAGES	199,439	225,270	100,821	222,348	240,663	18,315
	TOTAL SALARY AND WAGES	199,439	225,308	100,867	222,348	240,663	18,315
6201	SOCIAL SECURITY TAX	15,400	17,174	7,843	17,008	18,411	1,403
6202	FEDERAL UNEMPLOYMENT INSURANCE	243	264	174	180	294	114
6203	STATE UNEMPLOYMENT INSURANCE	1,612	1,345	783	1,574	1,274	-300
6204	HEALTH INSURANCE-NON UNION	7,158	7,753	3,876	7,753	8,295	542
6205	LIFE INSURANCE - NON UNION	1,060	1,140	557	1,142	964	-178
6206	LONG TERM DISABILITY INSURANCE	630	704	385	763	849	86
6211	WORKER'S COMPENSATION	2,302	2,505	946	1,985	1,395	-590
6213	TRAVEL AND MEAL ALLOWANCE	309	261	258	800	600	-200
6214	401(k) MATCH GRF	1,341	1,625	366	1,820	1,172	-648
6227	VISION CARE	224	224	112	224	231	7
6229	DENTAL INSURANCE	2,037	2,158	1,025	2,158	2,255	97
	TOTAL OTHER EMPLOYEE EXPE	32,315	35,153	16,325	35,407	35,740	333
6302	PROFESSIONAL SERVICES	2,380	5,780	0	4,000	7,300	3,300
6402	ADMINISTRATIVE SUPPLIES	15,692	21,860	7,735	17,000	17,000	0
	TOTAL OPERATING EXPENSES	18,072	27,640	7,735	21,000	24,300	3,300
6702	TELEPHONE	579	942	365	480	720	240
	TOTAL UTILITIES	579	942	365	480	720	240
	TOTAL EXPENSES	250,405	289,043	125,293	279,235	301,423	22,188
	DIFFERENCE	-250,405	-289,043	-125,293	-279,235	-301,423	22,188

800 GENERAL SERVICES
OPERATING BUDGET
12/31/2019

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

		2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE
REVENUES							
OCCUPANCY INCOME							
5001	CABLE TV & INTERNET COUPON	4,406,820	4,538,345	2,205,083	4,410,026	4,586,573	-176,547
5101	OPERATION FEE COUPON	16,454,325	17,609,419	9,047,449	18,094,851	18,934,625	-839,774
	TOTAL OCCUPANCY INCOME	20,861,145	22,147,764	11,252,532	22,504,877	23,521,198	-1,016,321
COMMUNITY FACILITIES INCOME							
5419	RV SPACE LEASE	0	0	0	30,000	45,000	-15,000
	TOTAL COMMUNITY FACILIT	0	0	0	30,000	45,000	-15,000
FINANCIAL INCOME							
5502	INTEREST	167	319	184	0	16,000	-16,000
5504	DISCOUNTS EARNED	0	51	0	0	0	0
	TOTAL FINANCIAL INCOME	167	370	184	0	16,000	-16,000
OTHER INCOME							
5801	FACILITIES USAGE FEE	0	36,200	22,450	40,000	40,000	0
5802	MISCELLANEOUS INCOME	10,663	10,387	3,459	10,000	10,000	0
5803	CREEKSIDE REVENUE	139,267	138,226	72,613	144,000	150,186	-6,186
5806	BUSINESS INCOME-VEHICLE MAINTENANCE	57,479	64,706	34,592	60,000	0	60,000
5810	RFID REVENUE	42,500	42,990	20,770	45,000	0	45,000
5821	GAIN/LOSS OF FIXED ASSETS	13,275	18,752	1,300	0	0	0
	TOTAL OTHER INCOME	263,185	311,261	155,184	299,000	200,186	98,814
	TOTAL REVENUE	<u>21,124,497</u>	<u>22,459,394</u>	<u>11,407,900</u>	<u>22,833,877</u>	<u>23,782,384</u>	<u>-948,507</u>
EXPENSES							
6110	SALARIES AND WAGES	0	0	0	130,000	75,000	-55,000
	TOTAL SALARY AND WAGES	0	0	0	130,000	75,000	-55,000
6200	EMPLOYEE BENEFITS	2,930	0	0	0	0	0
6201	SOCIAL SECURITY TAX	0	0	0	9,771	5,738	-4,033
6202	FEDERAL UNEMPLOYMENT INSURANCE	24,446	0	0	0	42	42
6203	STATE UNEMPLOYMENT INSURANCE	-965	0	0	0	182	182
6207	RETIREMENT-NON UNION	726,499	707,250	353,625	707,250	707,250	0
6224	DUES AND MEMBERSHIPS	300	300	0	0	0	0
6226	EMPLOYEE LICENSES/PERMITS/FEES	0	0	400	0	0	0
	TOTAL OTHER EMPLOYEE EXPE	753,210	707,550	354,025	717,021	713,212	-3,809
6302	PROFESSIONAL SERVICES	18,823	105,951	23,757	17,000	17,000	0
6303	LEGAL SERVICES	57,430	73,284	61,442	100,000	120,000	20,000
6310	POSTAGE AND DELIVERY	16,663	23,473	7,345	18,000	18,000	0
6312	BUSINESS PROMOTION	0	6,760	59	0	0	0
6401	COST OF MATERIAL USED/SOLD	54,820	29,887	12,865	13,500	0	-13,500
6402	ADMINISTRATIVE SUPPLIES	12,144	11,974	16,228	15,000	25,000	10,000
6408	SAFETY/SECURITY SUPPLIES	2,068	4,061	1,895	3,000	3,000	0
6414	MISCELLANEOUS OPERATIONS	-338	0	0	0	0	0
6420	SUPPLIES	0	977	0	0	0	0

GOLDEN RAIN FOUNDATION
1001 GOLDEN RAIN ROAD
WALNUT CREEK CA 94595

	2017 ACTUAL	2018 ACTUAL	JAN-JUNE2019 ACTUAL	2019 BUDGET	2020 BUDGET	DIFFERENCE
TOTAL OPERATING EXPENSES	161,610	256,367	123,590	166,500	183,000	16,500
6502 FEDERAL/STATE INCOME TAX	800	800	0	800	800	0
6503 PROPERTY TAX	888,000	893,804	477,492	1,030,000	930,000	-100,000
6504 PERSONAL PROPERTY TAX	349	178	0	0	0	0
6505 SALES AND USE TAX	1,552	8,933	2,584	0	5,000	5,000
6506 OTHER LICENSES AND FEES	8,251	3,494	4,038	8,000	4,000	-4,000
TOTAL TAXES	898,952	907,209	484,114	1,038,800	939,800	-99,000
6601 HAZARD INSURANCE	75,102	94,141	80,881	120,000	186,000	66,000
6604 BUSINESS LIABILITY INSURANCE	174,141	171,670	84,634	185,000	178,000	-7,000
6606 CYBER INSURANCE	13,263	13,441	6,111	14,000	13,000	-1,000
6610 SPECIFIC FIDELITY INSURANCE	20,261	20,221	10,647	21,000	22,000	1,000
6612 EARTHQUAKE INSURANCE	175,413	182,194	93,280	200,000	205,000	5,000
6613 OFFICERS/DIRECTORS INSURANCE	73,690	73,690	36,845	77,000	77,000	0
6614 UMBRELLA LIABILITY	90,141	91,601	52,264	96,000	110,000	14,000
TOTAL INSURANCE	622,012	646,958	364,662	713,000	791,000	78,000
6701 WATER	178,974	195,300	72,383	206,500	231,000	24,500
6702 TELEPHONE	139,747	106,378	84,479	100,000	95,000	-5,000
6703 WASTE DISPOSAL	112,776	138,384	70,203	143,000	150,000	7,000
6704 GAS AND ELECTRICITY	711,845	734,906	345,563	688,000	668,000	-20,000
6705 RECYCLING PROGRAM	424	1,183	0	0	0	0
6707 TV & INTERNET CABLE CONTRACT	4,407,032	4,409,738	2,205,583	4,410,026	4,586,573	176,547
TOTAL UTILITIES	5,550,798	5,585,890	2,778,212	5,547,526	5,730,573	183,047
6901 EQUIPMENT RENTAL	7,077	8,716	4,858	8,000	9,000	1,000
6903 EQUIPMENT REPAIR/MAINTENANCE	52,339	40,681	20,179	40,000	40,000	0
6981 TRUST FACILITY MAINTENANCE	430,371	351,090	122,961	426,000	659,000	233,000
TOTAL REPAIRS AND MAINTEN	489,786	400,487	147,998	474,000	708,000	234,000
7003 BANK CHARGES-ALL TYPES	7,561	8,434	4,494	8,200	13,500	5,300
TOTAL FINANCIAL EXPENSES	7,561	8,434	4,494	8,200	13,500	5,300
TOTAL EXPENSES	8,483,928	8,512,894	4,257,095	8,795,047	9,154,085	359,038
DIFFERENCE	12,640,569	13,946,500	7,150,805	14,038,830	14,628,299	-589,469

**SERVICE LEVEL AND BUDGET REVIEW
With PANDEMIC IMPACT**

DEPARTMENT/AMENITY/SERVICE: Executive Services	
EXECUTIVE SUMMARY:	DATE: June 1, 2020
<p>The Executive Services Department provides oversight of GRF staff and overall administration of GRF programs and services. The Department also provides support for the GRF Board of Directors and all its various committees. The Department maintains all GRF contracts and stores the records of the Board, committees and CEO. The Department also manages the internal GRF mail distribution system.</p>	
BUDGET DETAILS:	
2020 Budget:	\$ 563,271
2020 Budgeted Full Time Equivalents (FTE):	3.63
REQUIRED STAFFING QUALIFICATIONS:	
<p>CEO: requires extensive experience managing large multi-faceted service-related operations, exceptional written and verbal communication skills and a strong fiscal background. Other requirements include experience with multi-family senior housing, negotiation skills, outstanding track record of customer service, extensive management experience, uncompromising integrity, familiarity with technology, professional, authentic, persistent and sensitive.</p> <p>Executive Services Manager:</p> <ul style="list-style-type: none"> • Demonstrated excellence in customer service, time and priority management • Demonstrated excellence in team work and collaboration • Excellent written and verbal communication skills • High levels of proficiency in MS Office (Word, Excel, PowerPoint, Publisher, Outlook) • Minimum 6 years' experience in administrative support roles of increasing responsibility, complexity and scope • Minimum 2 years' supervisory experience • Previous experience with Robert's Rules of Order • 	
LENGTH OF TIME NEEDED FOR STAFF RECRUITMENT AND TRAINING (in months):	
Recruitment:	CEO: approximately 12 months +/- 3 months Executive Services Manager: 3 months
Training:	CEO: 2 years Executive Services Manager: 6-12 months
PANDEMIC IMPACT:	
<p>The CEO and Mail Clerk have been working full time from the Gateway offices during the pandemic. The Executive Services Manager and Admin Assistant have been working from home full time during the crisis with weekly or bi-weekly trips to Gateway to pick up and process paperwork. (Note that the Admin Assistant's hours were reduced to 25 hours/week for 2020.)</p>	

EXECUTIVE SERVICES/CHIEF EXECUTIVE OFFICE

Responsibilities - CEO

Responsible to the GRF Board for overall administration of GRF staff in all aspects of GRF programs and services:

- Overall fiscal management of GRF Operations and Trust budgets.
- Community relations within and outside of Rossmoor.
- Appointing authority for all GRF staff.
- Primary staff liaison with the GRF Board.
- Involved in various special projects.

Responsibilities - Executive Services Senior Manager

- Secretary to the GRF Board of Directors, Assistant Secretary of the GRF, and Board Parliamentarian.
- Provide administrative support to the GRF Board of Directors, GRF committees, and the CEO.
- Maintenance of all GRF contracts and Board of Directors, GRF committee, and CEO records.
- Management and supervision of Senior Administrative Assistant and Mail Room Clerk.

Headcount:

	2019 Budget	2019 Actual	2020 Budget
CEO	1.00	1.00	1.00
Executive Services Manager	1.00	1.00	1.00
Admin Assistant	1.00	1.00	0.63
Mail Room Clerk	1.00	1.00	1.00
Total	4.00	4.00	3.63

EXECUTIVE SERVICES/CHIEF EXECUTIVE OFFICE

Account #6104 – Overtime Wages

We are budgeting \$400 in 2020 for overtime wages, which is the same amount we budget for in 2019. Overtime is sometimes necessary to complete time sensitive projects in a timely manner.

Account #6213 – Travel and Meal Allowance

We are budgeting \$2,000 in 2020 for travel/accommodations/per diem for the CEO to attend professional association events, which is the same amount we budgeted for in 2019.

Account #6219 – Staff Training

We are budgeting \$600 in 2020 for registration fees for the CEO to attend professional association events, which is the same amount we budgeted for in 2019.

Account #6222 – Employee Uniforms

The mail clerk is required to wear Rossmoor logo shirts during the workday, so the Foundation must provide them. We are budgeting \$350 in 2020 for employee uniforms, which is slightly higher than the \$300 we budgeted for in 2019.

Account #6224 - Dues and Memberships

We are budgeting \$265 for the CEO's CACM membership annual dues and \$150 for the CEO's Community Manager's International Association dues in 2020, for a total of \$415, which is the same amount we budgeted for in 2019.

Account #6225 – Subscriptions and Books

We are budgeting \$2,750 in 2020 for a Simbli Meeting Module subscription for software to create Board agenda packets and meeting minutes.

Accounts #6310 and #6311 - Postage and Delivery and Copy/Printing Services

Copy/printing services and postage will be required for up to three director district elections in 2020. We are budgeting \$2,356 in 2020 for postage and delivery and for the cost of including return postage on the ballot return envelopes. We are also budgeting \$3,735 in 2020 for copy/printing services for up to three district elections. Last year we

budgeted \$2,200 for postage and delivery and \$3,400 for copy/printing services for three election districts. We didn't use 1/3 of the budgeted funds because there was balloting in only two of the three Districts.

Account #6312 - Business Promotion

The primary costs for business promotion are for general Rossmoor promotional items. In 2019, funds were spent for a print and ad campaign with the San Francisco Chronicle. There were miscellaneous other expenditures, such as the Board's end-of-term event, awards for Board members leaving office, working lunches for the Board when its meetings are lengthy, and CEO business lunch meetings. We are budgeting \$10,500 in 2020 for business promotion, which is less than the \$12,250 we budgeted for in 2019.

Account #6402 - Administrative Supplies

These funds are intended to be used for miscellaneous supplies utilized by staff and the Board during the year. We are budgeting \$3,500 in 2020 for administrative supplies, which is lower than the \$4,500 we budgeted for in 2019.

Account #6420 - Supplies

These funds are intended to be used for miscellaneous costs associated with the annual Board retreats and senior staff retreats. We are budgeting \$1,200 in 2020 for supplies, which is the same amount we budgeted for in 2019.

**SERVICE LEVEL AND BUDGET REVIEW
With PANDEMIC IMPACT**

DEPARTMENT/AMENITY/SERVICE: Human Resources Department	
EXECUTIVE SUMMARY:	DATE: June 1, 2020
<p>The Human Resources Department is responsible for both leadership and administrative processes that support the acquisition, development and retention of employee assets with an organization. Operating in compliance with Federal, State and Local employment laws and regulations, HR develops and administers policies, programs and practices that directly or indirectly impact the people within the organization.</p> <p>Human Resources includes several practice areas that make up the essential components of HR services at GRF. These include: compensation design, planning and administration; employee relations; labor relations, employee benefit program administration and ERISA compliance; performance management; training and development; management/supervisor development; recruitment and staffing; employment law compliance and administration.</p> <p>In addition to the above, HR operates within these areas to preserve and enforce GRF standards as provided in our employee handbook, while supporting the integrity of GRF's culture as stated in our Vision, Mission and Values.</p>	
BUDGET DETAILS:	
2020 Budget:	\$ 331,541
2020 Budgeted Full Time Equivalents (FTE):	3.0 (50% of salaries allocated to MOD)
REQUIRED STAFFING QUALIFICATIONS:	
<p>Sr. Manager of Human Resources: 7+ years in a corporate HR setting. Professional HR certification (SPHR, SHRM-SPC) or equivalent level of experience and/or credentials. Bachelors degree in HR, Organizational Development or Business. Minimum of 4 years supervisory experience in a HR setting. Understanding and application of Federal and California employment laws; group presentations (development/presentation); policy design/development; project management and prioritization. Additional qualifications include health/welfare benefits; Workers' Compensation; understanding of Whistleblower requirements; customer service; and MS office.</p> <p>Human Resources Generalist: 3 to 5 years in an HR generalist role. Bachelors degree in HR or related business field; fluency in the Spanish language (oral, written, spoken); understanding of Federal and California employment laws. Other skills include time/project management; discretion and excellent interpersonal skills; MS Office and excellent communication skills. Ability to maintain important logs and track activities related to various HR programs and regulatory compliance needs.</p> <p>Human Resources Coordinator: 5 years of increasing responsibility within an administrative support role. At least 1 year of experience in a HR environment. Demonstrated experience and excellence in a prior administrative capacity - including strengths in customer service, time/priority management, and team work/collaboration. Excellent verbal and written communication skills. Ability to maintain strict confidentiality of materials, plans conversations, etc. Proficiency (advanced level) in MS Office. Ability to learn HR specific requirements and guidelines that impact administrative work.</p>	

LENGTH OF TIME NEEDED FOR STAFF RECRUITMENT AND TRAINING (in months):	
Recruitment:	Recruiting for each of HR's headcount roles would depend primarily on timing and market availability. As most business organizations require HR as part of their general operating needs, the available talent pool in this area is strong. However, unique aspects to GRF operations would most likely diminish the applicant pool based on our unique needs and what is desired in a capable hire. For example, a successful individual should have the essential HR business and administrative background to fulfill key operating requirements. However, candidates who have a broader base of business knowledge/experience including an understanding of city services, hospitality, community services, etc. that relate to GRF would be a more successful match to support a higher level of functioning within these roles. Estimated time in hiring is between 1 and 3 months.
Training:	Training is difficult to predict and would depend on the following: 1) application of experience in GRF's unique operating environment; 2) timing of essential HR projects during the year; 3) availability of training time with other HR team members, management, vendors, etc. There is much historical knowledge and reasons for why GRF operates in the way it does, with a slower than normal ability to change and adapt compared with other organizations of comparable size and complexity. Estimated time for training is expected over the course a period of 1 to 2 years.
PANDEMIC IMPACT:	
The Human Resources Department has continued to maintain normal operating activities during the time of the County's shelter-in-place orders. Both the HR Generalist and HR Coordinator have been able to accomplish the majority of their work responsibilities remotely, while coming onsite to attend to office centric needs as required.	

Attachment: 2020 Department Budget Narrative

HUMAN RESOURCES

Human Resource Responsibilities:

- Advising management and employees on matters of personnel policy and practice including hiring and recruitment, employee retention, employee relations, performance management, employee discipline, termination and workforce planning.
- Labor negotiations and relationship development; grievances, training, etc.
- Ensuring compliance with relevant federal and state employment laws.

Headcount:

	2019 Budget	2019 Actual	2020 Budget
Senior Manager HR (1)	1.00	1.00	1.00
HR Generalist (1)	1.00	1.00	1.00
HR Coordinator	1.00	1.00	1.00
Total	<u>3.00</u>	<u>3.00</u>	<u>3.00</u>

(1) 50% of salary allocated to MOD

**HUMAN RESOURCES
Entity 105
2020**

Account #6104 - Overtime Wages

Reflecting the department's continuing commitment to limiting overtime to the extent possible, the proposed 2020 budget continues flat from previous years at \$1,000.

Account #6200 – Employee Benefits

This account includes the Employee Assistance Program and the administrative charges for the Health Savings Account, Flexible Spending Arrangement and Commuter Benefit programs. The requested 2020 budget is flat from 2019, at \$9,000.

Account #6213 - Travel/Meals Allowance

This line item includes mileage/travel, accommodations, and meal costs for training seminars, meetings, and conferences. These expenses are generally submitted in third and fourth quarter, due to the timing of conferences, etc. For 2020, this item is requested at \$1,200.

Account #6217 - Employment Ads

This item encompasses the costs of recruiting ads. Based on current usage which reflects increased recruiting efforts, the amount requested is \$13,000.

Account #6218 - Pre-Employment Physicals

This item includes pre-employment physicals and drug tests; pre-employment background screening; post-accident drug tests; annual testing required for pest-control employees; required vaccinations; workplace injury first aid costs; required annual OSHA testing; and Department of Transportation-required random drug tests and pull notices. Due to increased hiring for seasonal positions, this item is slightly increased and requested at \$14,000.

Account #6219 - Staff Training

This line item includes program costs, materials and supplies required for several levels of training. Included are all-hands, management & supervisory team compliance and skills training, and group training as well as mandatory OSHA compliance training and supplies. It also includes departmental professional training, which includes Continuing Professional Education requirements for the Sr. Manager HR and HR Generalist. In 2019, this item was increased due to state-mandated training, which is not required in 2020. Therefore, in 2020, the requested amount is \$8,000.

Account #6220 - Staff Support

For 2020, the major components of this item include the employee holiday gift program; the service anniversary and retirement recognition programs; the holiday luncheon, employee appreciation breakfast and similar events, and department-level staff amenities. This item is flat from 2019 and is requested at \$36,000.

Account #6224 - Dues and Memberships

Included in this line item are dues and membership costs in professional organizations for Human Resources (national and local HR associations). Corporate membership in the California Chamber of Commerce has also been included here for its resources which are important to the organization's HR needs. These costs are typically paid in the fourth quarter of the year for the ensuing year's membership. For 2020, the requested amount is flat from 2019, at \$4,000.

Account #6225 - Subscriptions and Books

This line item includes on-line resource materials, books and professional subscriptions, orientation and other mandated materials; as well as the cost of compensation surveys, employee total compensation statements, and related materials. This line item is flat at \$7,000.

Account #6302 - Professional Services

This item provides for ad hoc consultancy services that may be required during the budget year. For 2020, this number remains flat at \$5,000.

Account #6311 - Copy and Printing Services

This item includes copying services for bulk training materials and other needs. This item has been reduced to \$1,500.

Account #6402 - Administrative Supplies

The 2020 budget for administrative supplies is slightly increased from 2019, and is requested at \$5,500.

**SERVICE LEVEL AND BUDGET REVIEW
With PANDEMIC IMPACT**

DEPARTMENT/AMENITY/SERVICE: Accounting and Information Technology	
EXECUTIVE SUMMARY:	DATE: June 1, 2020
The services provided include all areas of accounting & finance, information technology and insurance administration for GRF. The accompanying document will provide details of the various areas of responsibility.	
BUDGET DETAILS:	
2020 Budget:	\$ 668,000 for Accounting and \$487,000 for Information Technology
2020 Budgeted Full Time Equivalents (FTE):	8
REQUIRED STAFFING QUALIFICATIONS:	
<p>CFO – Bachelors degree in accounting or finance, 10 years experience, 7 years management experience.</p> <p>Accounting Manager – Bachelors degree in accounting, 7 years experience, 2 years management experience</p> <p>IT Manager – 7 years experience , 2 years management</p> <p>Staff Accountant – Bachelors degree in accounting, 3 years experience</p> <p>Payroll Benefits Specialist – 5 years experience</p> <p>Insurance Coordinator – 3 years experience</p> <p>IT Desktop Support – 3 years experience</p> <p>Accounts Payable/Receivable – 3 years experience</p>	
LENGTH OF TIME NEEDED FOR STAFF RECRUITMENT AND TRAINING (in months):	
Recruitment:	3 – 6 months depending on the job market
Training:	Most positions take 2 to 4 months to learn the basic skills and unless the position is filled by an internal candidate another 6 months to a year to understand Rossmoor.
PANDEMIC IMPACT:	
The functions of Accounting and IT are essential and continue through the pandemic. Several of the positions have been able to work remotely.	

ACCOUNTING & INFORMATION TECHNOLOGY

Accounting Responsibilities:

- All aspects of accounting through preparation of financial statements. Includes all general ledger, accounts receivable and accounts payable functions.
- Preparation of GRF budget.
- Payroll for all GRF employees including MOD.
- Benefit administration including all retirement plans for GRF and MOD.
- Establishing and maintaining relationship with banks, working on operational issues, as well as securing debt.
- Forecasting and monitoring cash requirements.
- Directing investments of funds.

IT Responsibilities:

- All aspects of Information Technology including wide area network infrastructure, telephone systems, cell phones, remote access, mobile messaging, hardware, application software, and operating systems
- Purchasing and inventory of all IT systems.
- Support and installations for GRF and MOD staff of all systems.
- Administrative duties including preparation of budget, software and hardware contracts, network and internet security, backups and database management.
- Research and implementation of new technologies.

Insurance Responsibilities:

- Developing and administering all aspects of the Foundation's risk management program, including risk assessment and loss control/prevention.
- Overseeing all aspects of the Foundation and the Mutuels' insurance program, including insurance placement and claims management.
- Responding to resident inquiries regarding the insurance maintained by Golden Rain and the Mutuels.

Headcount:

	2019 Budget	2019 Actual	2020 Budget
CFO (1)	1.00	1.00	1.00
IT Manager	1.00	1.00	1.00
Accounting Manager	1.00	1.00	1.00
Staff Accountant	1.00	1.00	1.00
Payroll/Benefits	1.00	1.00	1.00
Insurance Coordinator (1)	1.00	1.00	1.00
IT Desktop Support (1)	1.00	1.00	1.00
Accounts Payable/Receivable	1.10	1.00	1.00
Total	<u>8.10</u>	<u>8.00</u>	<u>8.00</u>

(1) 50% of salary allocated to MOD

ACCOUNTING

Account # 6213 Travel/Meals Allowance

This account will primarily be used for reimbursement of mileage expense.

Account # 6219 Staff Training

This account will primarily be used for risk management classes for the insurance coordinator.

Account # 6302 Professional Services

This category includes fees for the GRF audit, the retirement plan audits, tax return, fees to count ballots for the GRF Board elections, miscellaneous unforeseen expenditures, such as tax research and various retirement plan charges including preparation of accounting disclosure materials, 401K check preparation charges and any plan restatement requirements. The expense breakdown is as follows:

GRF Audit	(1)	73,000
Pension/401(k) Audits	(1)	28,000
Tax Return	(1)	10,000
Election	(2)	4,500
Retirement Plan Charges	(3)	3,000
Less Audit Fees to MOD		(17,000)
Total		<u>101,500</u>

(1) Includes no increase in audit and tax fees over prior year actual expense

(2) Potential for three district elections for GRF Board at \$1,500/ea.

(3) Based on prior years experience

Account # 6402 Administrative Supplies

This account includes expenditures for various forms including check stock, purchase requisitions and printed envelope stock; various office supplies including pens, pencils, toner cartridges, labels and calendars. The recommended budget for 2020 is \$1,500.

**INFORMATION TECHNOLOGY DEPARTMENT
2019**

Account #6219 - Staff Training

This account includes materials and technical training classes for the IT Staff. This training is vital to keep the IT department up to date on current technologies.

\$12,000

Account #6402 - Admin Supplies

Computer equipments parts such as memory upgrades, hard drives, flash drives. The account also includes, faxes, computer supplies such as DVDs, CDs, cables, mice, keyboards, switches, UPS backup power, notebook and other computer accessories and office supplies.

\$18,000

Account #6409 - Computer Equipment

Desktop and All-In-One computers for staff replacements. Apple computers for the Rossmoor news and notebooks computers.

11 HP All-In-One Computers	\$17,600
4 HP Desktop Computers	\$5,600
2 Notebooks	\$3,200
2 Apple Computers	\$5,200
2 LaserJet Enterprise Printers	\$4,400
6 Desktop LaserJet printers	\$1,500
4 Desktop Scanners	\$3,600
3 All-In-One Printers	\$900

\$42,000

Account #6702 - Telephone (communications)

This account includes backup internet connection of \$3,000, telephone maintenance contract of \$12,000, as well as new telephone equipment such as desktop phones and headsets. The \$3,500 reduction is due to switching to a new provider for our internet backup that gives us greater speeds at a reduced cost.

\$15,500

Account #6809 - Computer Program Maintenance

Software support/maintenance contracts and miscellaneous licensing for all applications including financial applications, technology support as well as other software licensing, such as Adobe Acrobat Pro, Crystal Reports, Autocad, remote access and monitoring software, etc.

Jenark	\$43,000
Technical Support	\$38,000
Sage Software	\$4,500
Fuse Mail	\$3,200
Cyber Protect	\$3,800
Anti Virus	\$4,500
Cloud Backup	\$5,000
Office 365	\$26,000
Scanning Project	\$25,000
Miscellaneous Software	\$5,000

\$158,000

Account #6903 - Equipment Repair/Maintenance

Hardware support/maintenance contracts and upgrades for HP servers and Nimble equipment as well as other network hardware support contracts for Meraki firewall, and wireless access points. The reason for the increase is that we are adding more equipment to the support contract.

\$28,000

**SERVICE LEVEL AND BUDGET REVIEW
With PANDEMIC IMPACT**

DEPARTMENT/AMENITY/SERVICE: Public Safety	
EXECUTIVE SUMMARY: SERVICE LEVELS	DATE: June 9, 2020
Public Safety Manager: Public Safety contract administration, oversight, and negotiations. Oversees all public safety activities as provided through the contract. Oversees GRF disaster planning and preparedness. Responsible for development, update, and implementation of the GRF Emergency Operations Plan. Coordinates community emergency preparedness/disaster response planning. Liaison with community disaster preparedness and response groups. Coordinates GRF programs relating to community, resident, and employee safety. Oversight and training program development for the Foundation-wide Illness and Injury Prevention Program, Occupational Safety and Health Administration training. Responsible for Department of Transportation, Federal Motor Carrier Safety Administration and the California Department of Motor Vehicles drug and alcohol programs, including enrollments, testing and inspections for commercial drivers. Conducts/assists with various types of internal investigations. Public relations regarding all community public safety concerns. Speaker at community functions regarding public safety/disaster preparedness issues. Arranges public safety community meetings. Liaison with outside public safety agencies, such as local police and fire departments, County OES, non-governmental organizations such as Red Cross for public safety issues/disaster planning. Liaison with Mutuals regarding public safety issues. Project and contract management. Budget preparation and management. Overall management of Rossmoor Nixle, including sending out communications, and training. Other duties as assigned such as the gate access control system evaluation and implementation, CCCTV evaluation and implementation, traffic study and follow-up, etc. Securitas: 24/7, 365 days, patrol and EMT for proactive patrols and response to emergency and non-emergency calls for services, including medicals. 1,040 hours contracted per week. Responds to an average 6,500 calls for service per year and 2,000 medical calls. Assists with locking/unlocking GRF facilities. Responsible for lowering and raising flags. Provides StairTrac 350 assists per year. Gate Operations including gate clearance, manages temporary guest lists. Manually authorizes 1.1 million vehicles through the gates each year. Provides central answering point for public safety calls. Dispatch	

responsibilities for patrol and EMT. Manages temporary guest lists. Phone liaison with police and fire. Responds to after-hours MOD calls and if the issues cannot be resolved, notifies MOD. Responds to Mutual CC&R violations.

Provides miscellaneous services to assist residents, such as lockouts, plumbing/electrical problems,

Provides a full-time Site Manager who coordinates all scheduling and needs to ensure contractual commitments are met. Ensures all Securitas personnel are properly licensed by the State and that EMT's have all necessary training and recertifications. Handles all Securitas personnel issues.

Manages the Public Safety Office. Manages gate access system database, issues new and renews access devices, issues identification cards, golf cart registration, tracks electric vehicles, and generates reports. Provides direct customer support. Manages permanent guest lists. Coordinates with Member Records regarding change notices.

BUDGET DETAILS:

Total 2020 Budget:	\$2,106,766
Securitas Contract:	\$1,941,191
2020 Budgeted Full Time Equivalents (FTE):	1

REQUIRED GRF STAFFING QUALIFICATIONS:

Public Safety Manager:

Bachelor's degree; extensive experience in public safety (Police or Fire) at a management level position; public relations and public speaking skills; budget management; contract administration; excellent communications skills (oral and written); customer service oriented; contract and project oversight and management. Existing relationships with the City of Walnut Creek and existing knowledge about Rossmoor is extremely desirable.

Securitas:

Since Securitas is a contractor, GRF does not participate in the recruitment or training of Securitas personnel. Securitas manages its recruitment, hiring, licensing, and training processes. These costs are included in the contract.

LENGTH OF TIME NEEDED FOR GRF STAFF RECRUITMENT AND TRAINING (in months):

Recruitment:	6
Training:	2

PANDEMIC IMPACT:

Public Safety Manager:

While the Public Safety Manager is always available 24/7, in the early stages of the pandemic, work levels were high and required a great deal of evening and weekend work. However, overall, there has been minimal impact on the day-to-day activities as those are continuing. The Public Safety Manager has been able to maintain and fulfill all job requirements during the pandemic and has played a key role in disseminating information to the community. Additionally, this position has maintained a liaison with the City, the PD and CCCFPD. This position can and has worked remotely during work but

has worked on-site as necessary. While the position requires high level of community interaction, and that has been maintained remotely through Zoom, all tasks and commitments have been met.

Securitas:

While response to non-emergency calls within manors was discontinued, public safety services have continued to be provided at high levels. Non-emergency information is taken over the phone and incident reports generated. All emergency response continues as do StairTrac services, including water leaks, lockouts, and other assists provided for MOD after hour calls. Operational staffing levels did not change. Since walk-ins at the Public Safety Office were prohibited, hours were temporarily reduced and the issuing of identification cards discontinued. Only resident access tags were issued. Information was taken over the phone and the access tag delivered to the resident.

Attachment: 2020 Department Budget Narrative

PUBLIC SAFETY/SECURITAS

Responsibilities:

- **Oversee Public Safety Contract with Securitas to include:**
 - Staffing entry gate and admitting visitors in accordance with Board approved policies
 - Community-wide street patrol
 - Providing 24/7/365 EMT services for resident, guests, and visitors
 - Respond to call for service and complete incident reports as required
 - Lock/unlock and regular security checks of Foundation buildings
 - Managing RFID process for residents, guests, employees, contractors etc as directed
 - Managing ID card process for residents, guests, employees, contractors etc. as directed
 - Manage golf cart registration
 - Managing parking restrictions in accordance with GRF and Mutual rules
 - Provide welfare checks at the request of residents' family, friends, local law enforcement or medical facilities
 - Provide Stairtrac service
- Foundation emergency response implementation and liaison with resident driven emergency preparedness groups.
- Manage Nixle
- Manage Foundation OSHA and IIPP programs
- Oversee DOT drug and alcohol program for bus drivers

Headcount:

	2020
	Budget
Public Safety Manager (1)	1.00
Total	<u>1.00</u>

**PUBLIC SAFETY
Entity 110
2020 BUDGET**

Account #6213 – Travel/Meal Allowance

This account is used for the Public Safety Manager’s travel/meals that are required for the position. The Public Safety Manager is not provided with a Foundation vehicle and as such, mileage costs incurred during the course of employment are reimbursed according the Internal Revenue Service’s annual mileage rates. In 2019, no funds were allocated to this account. For 2020, \$400 in travel/meal allowance is requested.

Account #6311 - Copy and Printing Services

This item includes copying and printing costs for reporting forms, maps, access device registration and permanent guest list forms, and other miscellaneous hand-outs supplied to residents and guests. The proposed budget reflects no increase in the past nine years and remains the same at \$2,000 for 2020.

Account #6402 - Administrative Supplies

This category includes all administrative supplies required for daily public safety operations. This line item includes community mailings (i.e., access device renewals), paper, toner, identification cards and printer ink, and other miscellaneous office supplies, etc. Expenditures for supplies that have been recently ordered and that will be ordered are not reflected in the current budget worksheet. The proposed budget for 2019 was decreased by \$1,000 and will remain flat for 2020 at \$8,000.

Account #6405 – Emergency Preparedness

This line item includes costs associated with the support of resident emergency preparedness efforts, such as the Emergency Preparedness Organization; Community Emergency Response Team (CERT); Map Your Neighborhood; Pets in Peril; administrative costs; adding and replacing supplies as required; printing costs; and Foundation emergency preparedness supplies. The proposed budget for 2020 remains flat at \$3,000.

Account #6408 - Safety/Security Supplies

This includes items such as EMT medical supplies as well as disposable items including safety tape, batteries and other safety supplies. The proposed budget for 2020 remains flat at \$5,000.

Account #6702 – Telephone

This includes the cell phone service for the Public Safety Manager and Securitas personnel used in support of public safety needs. In 2017, the public safety contractor supplied its key personnel with cell phones. The budget for 2020 remains at zero.

Account #6803 - Public Safety Contract

This budget item encompasses all labor costs for personnel and costs for the vehicles provided according to the contract with the security vendor. Also included in this budget item are the non-contracted costs for additional personnel, as requested by the Foundation, at annual events such as flea markets, the July 4th Celebration, and extra gate personnel for certain holidays. Also included are costs for personnel that may be required for emergencies, such as fire or crime watches, or other large non-recurring events. Beginning in 2020, staff negotiated, and the Board approved a new three-year contract with Securitas.

For this multi-year contract with Securitas, the 2020 increase is 3%. The proposed 2020 budget, which includes both contracted and non-contracted costs, is \$1,942,876 which is an increase of \$58,115 from 2019.

Account #6901 – Equipment Rental

The Public Safety Office accepts credit/debit card payments for access devices and identification cards. This account includes the rental of the debit/credit card reader. In 2020 the rental costs will remain flat at \$500.

Account #6903 - Equipment Repair and Maintenance

Included in this line item are maintenance and repair costs for Foundation owned security equipment such as radios and microphones, Stair-Trac equipment, gate equipment and camera systems. Also included is the replacement cost for Foundation owned flags. Maintenance is now regularly scheduled for the gate hardware and software, and the Gate, Gateway, Event Center and MOD camera systems, and in 2018 cameras were added at the Tice Creek Fitness Center. The budget for 2018 was \$5,000, however in 2018. For the first time, this budgeted amount was exceeded due to unanticipated replacement of several cameras. Again in 2019, due to unanticipated repairs for two speed signs the budget was exceeded. For 2020, an increase of \$1,000 is proposed for a total budget of \$6,000.

**SERVICE LEVEL AND BUDGET REVIEW
With PANDEMIC IMPACT**

DEPARTMENT/AMENITY/SERVICE: Bus Transportation	
EXECUTIVE SUMMARY:	DATE: June 9, 2020
<p>The Bus Transportation Department operates seven days per week 365 days per year. The service runs from 6:00 a.m. – 7:30 p.m. The Department runs fixed route, downtown service, dial a bus, and a subsidized shared ride service. The fixed routes operate within the community and service the Safeway shopping center. The Green Line provides service to downtown Walnut Creek and is funded through a Measure J grant from the county. The Dial A Bus service include paratransit service for those residents unable to use the fixed route. Dial A Bus requires advanced booking either by calling dispatch or using an App on the phone. This is a service the Department has been working to develop for the past year. The service is more direct and designed to meet the demand of individual passengers. In 2019 the department provided 120,000 rides. Please refer to the attached description of service for more information on all the service types that were being provided and that will resume as Health Orders permit.</p>	
BUDGET DETAILS:	
2020 Budget:	\$ 1,276,444
2020 Budgeted Full Time Equivalents (FTE):	11.5 FTE. The Department currently has one vacancy
REQUIRED STAFFING QUALIFICATIONS:	
All bus Drivers must maintain a class B driver license with a passenger endorsement.	
LENGTH OF TIME NEEDED FOR STAFF RECRUITMENT AND TRAINING (in months):	
Recruitment:	Recruitment for each position can take up to 6 months. This is a very difficult position to recruit for. The applicant pool is small.
Training:	Training is extensive to teach the routes and regulations
PANDEMIC IMPACT:	
<p>The pandemic has greatly impacted the operating model for the Transportation Department. The Health Orders for shelter in place and social distancing has limited the service. The service was decreased to dial a bus only, M-F with a limit of two passengers on the bus at a time. For April, a total of 320 rides were provided. In May the service was slightly expanded to provide service to restaurants offering curbside pick-up. A total of 449 rides were provided in May. Starting June 1st service is expanded to include weekends. As more services are open the bus service will continue to expand. Most staff are working 50% time as of June 1st.</p> <p>The Department has received funding from the County Measure J for the operation of the Green Line and the implementation of the On Demand (Dial A Bus) service. Funding has been requested for 2020/21 fiscal year as well as 2021/22 fiscal year. The county has yet to award the funding but has</p>	

communicated that the funding may be reduced by 25% and awarded annually instead of for two year cycles.

Attachment: 2020 Department Budget Narrative

BUS TRANSPORTATION

Responsibilities:

- Operation includes modified fixed route service, downtown service, and on demand service which includes paratransit. Beginning in the fall of 2019 a new shared ride service utilizing Uber/Lyft will be piloted. In addition, the GRF Board has adopted goals and objectives that include modifications to the existing route structure to increase availability of on demand and increase overall ridership.
- Conduct travel training to familiarize residents with local and public transit.
- Prepare grants to obtain funding for operations as well as capital.
- Implement recommendations from Transit Plan and investigate options for improving efficiency and service quality.

Headcount:

	<u>2019 Budget</u>	<u>2019 Actual</u>	<u>2020 Budget</u>
Transit Specialist	0.00	0.00	0.00
Bus Driver/Foreman	1.00	1.00	1.00
Bus Driver (40 hrs/week)	2.00	2.00	2.00
Bus Driver (36 hrs/week)	8.00	8.00	8.00
Dispatcher	0.50	0.50	0.50
	<u>11.50</u>	<u>11.50</u>	<u>11.50</u>

BUS TRANSPORTATION

Account # 5116 - Grant Revenue

The Bus Transportation Department received a grant from Measure J transportation sales tax measure for the operation of the Green Line and the implementation of a pilot on demand service. for a two-year fiscal cycle (2018/19 and 2019/20). The amount remaining for 2020 is \$53,416. Staff will apply for fiscal year 2020/21 funding as soon as a call for projects is received.

Grant Revenue: \$53,416

Account #6104 - Overtime Wages

This covers overtime hours for bus drivers working holidays, when drivers must be called in to deal with an emergency, and special events such as shuttle service for the Fourth of July.

\$30,000 is requested

Account #6219 – Staff Training

This covers the cost of training supplies and outside trainers for monthly driver safety training meetings.

\$2,000 is requested

Account #6222 – Employee Uniforms & Laundry

This budget provides funding for uniforms and laundry service.

\$4,000 is requested (Increase of \$2,000)

Account 6302 – Professional Services

This account contains the funding for the license fees for the On-Demand software program. This line also includes funding for the agreement with GO Go Grandparents for the subsidize rideshare program.

\$15,000 is requested (Decrease of \$21,000)

Account #6403 - Fuel for Vehicles

This covers fuel for Rossmoor's buses. We are estimating fuel prices to be \$4.00 per gallon.

\$65,000 is requested

Account #6420 – Supplies

This account now includes the safety/security supplies and administrative supplies which were previously separate line items.

This account has funding for supplies need for the operation such as radios, ipads, etc. It also funds safety items for the divers and passengers and administrative office supplies such as printing costs for schedules.

Amount Requested \$15,000

Account #6501 - Transportation Tax / Licenses

This covers vehicle registration for the fleet of buses.

\$3,000 is requested

Account #6903 - Equipment Repair / Maintenance

This covers the cost of repairs for department equipment.

\$5,000 is requested (Decrease of \$7,000)

Account #7102 - Vehicle Maintenance

This covers all maintenance performed on the twelve buses by the vehicle maintenance department including parts and labor.

\$70,000 is requested

Rossmoor offers a variety of convenient and easy-to-use transportation methods to meet the needs of our busy residents. Rossmoor buses operate seven days a week, 365 days a year. There are no out-of-pocket fees for this service. The following pages are full of details about the Rossmoor Bus, Dial-a-Bus, and the Paratransit service. Rossmoor transportation supplies basic information regarding the local CCTA and BART services at the Gateway Club House Bus Shelter.

Our goal in providing bus service is to help Rossmoor residents maintain their independence. You can find schedules and fliers for all bus services at the Gateway Clubhouse Bus Shelter. In addition to service throughout Rossmoor, buses take Rossmoor residents to destinations such as: downtown Walnut Creek, Target, Whole Foods, Trader Joe's and BART. This is only a partial list, so check each bus schedule to see complete route details. Rossmoor's bus service offers shopping trips to Sun Valley Shopping Center and the Crossroads Shopping Center.

Rossmoor buses are provided for the use of Rossmoor residents and their accompanied guests. As part of the security of Rossmoor, riders must always have their Rossmoor ID .

Rossmoor Transportation staff offers travel trainings on the Rossmoor bus system. Staff is available, by appointment, to visit your home for individual training.

For more information or if you have questions, contact the Rossmoor Transportation Department:
Phone: (925) 988-7670 Monday-Friday 8:00 am-4:30 pm (During Normal Business Hours)
Email: buses@rossmoor.com

Rossmoor Bus Service Hours

Weekdays Monday thru Friday: 5:50 am-7:30 pm

Saturday, Sunday & Holiday's: 8:50 am-7:30 pm

Dispatch (925) 988-7676 Phone Hours

Dispatch Monday thru Friday: 5:45 am-6:30 pm

Dispatch Saturday, Sunday & Holiday's: 8:00 am-4:00 pm

***Major Holiday's Limited Bus Services**

- New Year's Day
- Thanksgiving Day
- Christmas Day

***Other Holiday's Regular Dial A Bus Schedule**

- President Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Eve
- Christmas Eve

Dial – A- Bus

The Rossmoor Bus service operates seven days a week. Dial-A-Bus operates on weekdays, weekends and holidays. The Dial-A-Bus service areas include destinations in the Rossmoor Community, Rossmoor Shopping Center, medical centers, and scheduled trips to our downtown service area at specific times. The Dial-A-Bus will pick you up at your curbside entry.

Call (925) 988-7676 at least one hour in advance to request a ride. Rides are scheduled on a space available basis.

Weekday Downtown Schedule on Dial – A – Bus

Early Morning Dial-A-Bus service makes four trips, on request, to our downtown service area. Estimated times of arrivals for BART are 6:15, 7:00, 8:00 and 9:00 am. Dial-A-Bus also connects with the County Connection public transit that departs from the Safeway shopping center.

Weekday evenings, Dial-A-Bus service provides a 6:00 pm pick up from Bart returning to Rossmoor. Service to our downtown service area is available at 7:00 pm.

Saturday, Sunday & Holiday Dial – A – Bus

Phones (925) 988 7676 open: 8:00 am – 4:00 pm

Service hours: 8:50 am – 7:30 pm

Estimated arrival times for the downtown Walnut Creek service area are at 9:30 and 11:30 am, 1:30, 3:30, 5:00, 7:00pm

Shared Ride Service

Golden Rain Foundation (GRF) has contracted with GoGo Grandparents to provide a subsidized ride share service utilizing Uber/Lyft service. Resident's must register with the Transportation Department to utilize the subsidized service.

GoGo Grandparents schedules rides provided by Uber/Lyft. Rossmoor will subsidize \$10.00 per ride from the hours of 8:00am to 6:00pm and \$15.00 per ride from 6:01pm to Midnight. Residents must cover the remaining cost of each ride. Each resident may use the service 2 times per day with a maximum subsidy of \$20.00 per day provided by GRF.

Call the transportation office (925) 988-7670 to complete registration for this service.

Paratransit

Paratransit service has the same hours as all other services. Rossmoor's paratransit bus will go anywhere the regular Rossmoor buses go. To qualify for the Rossmoor Paratransit service, you must be physically unable to use the regular Rossmoor bus and do not drive. Paratransit riders typically use wheelchairs, heavy walkers or they might live where they are unable to access the bus stop safely. All wheelchairs must have working footrests and brakes. Paratransit riders may be combined with other riders on the Green Line and on Dial-a-Bus.

Paratransit service must be requested the day before, by contacting 925-988-7676 between the hours of 8:00am – 4:30pm.

To obtain an application please contact the Transportation Department at (925) 988-7670.

Fixed Routes

Fixed bus routes travels along major streets in Rossmoor and provide transportation to the downtown Walnut Creek via the Green Line, on a set schedule **Monday thru Friday only**.

Red Line

9:15 am – 5:00pm

- Gateway Club House
- Tice Creek Fitness Center
- Golden Rain Rd Entry 2
- Golden Rain Rd Entry 19/20
- Skycrest
- Hillside Club street bench
- Pine Knoll Entry 9/5
- Waterford North
- Waterford South
- Creekside Club House
- Dollar Club House/Event Center
- John Muir Medical Center
- Safeway Shopping Center

Blue Line

9:14am -5:00pm

- Gateway Club House
- Tice Creek Fitness Center
- Running Springs Rd
- Stanley Dollar
- Leisure Lane
- Singingwood Ct.
- Canyonwood Ct.
- Avenida Sevilla / Terra Granda 9-1
- Ptarmigan

- Tice Creek Entry 5
- Dollar Club House / Event Center
- John Muir Medical Center
- Safeway Shopping Center
- Acalanes Adult Education – By Request Only
- Grace Presbyterian Church – By Request

Yellow Line

9:00 am – 5:00pm

- Safeway Shopping Center
- Gateway Club House
- Waterford South
- Waterford North
- Tice Creek Fitness Center
- Fairlawn Ct.
- Rockledge Ln.
- Oakmont Dr Entry 4/8
- Oakmont Dr Entry 16
- Pine Knoll Entry 9
- Hillside Club House (Bus Shelter)
- Golden Rain Rd Entry 23/18
- Golden Rain Rd Entry 9
- Dollar Club House /Event Center/ Creekside Club House – By Request Only
- John Muir Medical Center
- Safeway Shopping Center

Green Line (Downtown Service)

9:50 am – 5:30 pm

- Gateway Club House
- Bart
- Target
- Locust / Leshner RCA
- Locust/Peet's Coffee
- S. California / CVS / Genova
- Kaiser / Newell
- S. Main / Chase Bank
- S. Broadway / Safeway
 - Whole Foods
- Trader Joe's
- Locust / Olympic

Non-Resident Bus Access

All non-resident must obtain a pass to be allowed to ride the Rossmoor Transportation bus services.

Three pass options are available for non-residents:

First, if the guest will be living with the resident for more than three months, the resident and the guest must register with Member Records to obtain a membership ID application. The ID authorizes the guest to ride the bus with or without the resident.

Residents still must adhere to rules regarding guests that are established by their Mutual.

Second, if the guest will be visiting for less than 60 days, the resident and guest must get an application from the Transportation department (800 Rockview Dr.). This application will allow the guest to obtain one, 30-day bus pass. This pass allows the guest to board the bus for 20 rides per month without the resident and unlimited rides when traveling with the resident.

In addition to the pass, the guest must have a valid photo ID. The pass will be punched at the start of each trip. On the last trip the driver will collect the pass.

If the guest requires another pass, the resident and guest must complete a new request form from the Transportation department.

Third, the resident can request a resident employee or caregiver pass by completing an application at the security office to obtain a Resident Employee ID card. The ID card can provide unlimited access to property and to transportation services or can have access restrictions, such as days and times, which will be listed on the ID card.

If the resident employee supports more than one resident, each resident must be listed on the security access report. That means each resident must submit an application for support for any resident employee or caregiver, regardless if the resident employee or caregiver already has an ID card.

When any of the guest or resident employee passes expire, the bus driver will take the pass.

For more information, contact

- **Transportation at 925-988-7670 Monday-Friday 8:00 am-4:30 pm**
- **Member Records at 925-988-7727**
- **Security Services at 925-988-7840.**
 - **During Normal Business Hours**

To obtain an application please contact the Transportation Department

Outside Transportation Options

- Walnut Creek Taxi 925-934-2111
- Veteran’s Taxi (Wheelchair access) 925-303-7979
- Yellow Cab 925-934-1234

Shuttles and Limo Services (Airports)

- Black Tie Transportation 800-445-0444
- Direct Airport Shuttle 888-654-6060
- East Bay Connection 925-609-1920
- Lone Star Limousine 888-565-4661

Medical Transportation (non-emergency), wheelchair/gurney

- Bay Medic Ambulance 925-689-9000
- EZ Port 925-285-6864
- Family Tree Medical Transport 925-429-0095
- One Stop MedEx 925-465-1252
- Pro-Transport 800-650-4003

Silver Ride 415-861-7433

- **Door Through Door Assisted Ride Service**

Onward 510-771-7171

- **Onward provides safe and reliable rides for older adults.**
- **Our hand-selected drivers are heavily vetted and have CPR and First-Aid certifications.**
- **They will assist and stay with the rider throughout the trip to ensure they get to their location safely.**
- **Rides can be one-way or roundtrip. Rides are \$35/hr with a 1 hour minimum**

Walnut Creek Seniors Bus 925-256-3533

- **Must register with Walnut Creek Senior Center**

**SERVICE LEVEL AND BUDGET REVIEW
With PANDEMIC IMPACT**

DEPARTMENT/AMENITY/SERVICE: Counseling Services	
EXECUTIVE SUMMARY:	DATE: June 9, 2020
<p>Counseling Services includes three full time licensed clinicians and one administrative assistant. The staff provides limited individual counseling, mediation, support groups, referral information to local and regional services, support for caregivers and families, coordination with the Rossmoor Fund, workshops, presentations, and special events. A deep dive presentation was provided to the Board in February of 2020. A copy of the power point from the deep dive is attached.</p>	
BUDGET DETAILS:	
2020 Budget:	\$ 435,221
2020 Budgeted Full Time Equivalent (FTE):	4.0 FTE
REQUIRED STAFFING QUALIFICATIONS:	
<p>The clinicians must be licensed and have experience working with a senior population.</p>	
LENGTH OF TIME NEEDED FOR STAFF RECRUITMENT AND TRAINING (in months):	
Recruitment:	Recruitment can take 1-3 months
Training:	Training would depend on experience.
PANDEMIC IMPACT:	
<p>The department has transitioned to working from home. Sessions are provided via Zoom or over the phone. Group sessions have been limited however more are being added. The department is working on a speaker series to be aired on Channel 28 or via Zoom and YouTube. The staff is still working full time hours. Moving forward the department will begin to offer onsite services in a limited fashion once Health Orders permit.</p> <p>During these difficult times the services provided by this department are critical. Temporary financial support, referral and resource information, and counseling are invaluable for many residents.</p>	

Attachment: 2020 Department Budget Narrative

ROSSMOOR COUNSELING SERVICES

Counseling Service Functions:

- Assist residents who are experiencing emotional distress through individual, couple, family and/or group counseling.
- Provide comprehensive social work services to residents and their families to resolve difficult and unsafe situations.
- Provide educational workshops for residents and their family members on topics of interest.
- Maintain a library of resource material regarding both Rossmoor and community services.
- Facilitate 7 different subject-matter specific, one and one-half hour in length, support groups.
- Plan and schedule special events including annual Health and Information Fairs, Rossmoor Women’s Conference, Men’s Conference and Optimum Wellness Lectures.
- Facilitate Wisdom Circles, a forum for residents to connect and share, and train resident leaders.
- Make presentations to Rossmoor clubs and organizations, contribute articles to the Rossmoor News, and provide programs on Channel 28 regarding topics relating to the needs and/or interests of the residents.
- Consult with Golden Rain staff to address resident needs/problems. Provide GRF staff training and support as needed.
- Supply resource and referral information to residents and/or family members to enable them to make appropriate decisions and to plan for the future.
- Assist the Mutuals by mediating neighbor disputes and advising the mutual directors regarding the most effective means for dealing with problematic resident behaviors.

Headcount:

	2019 Budget	2019 Actual	2020 Budget
Manager	1.00	1.00	1.00
Social Worker	2.00	2.00	2.00
Administrative Assistant	1.00	1.00	1.00
Total	4.00	4.00	4.00

**ROSSMOOR COUNSELING SERVICES
2019**

Account #5412 – Ticketed Events

Accounts for all ticket sales for Women's and Men's Conferences.

\$14,000 is estimated (Increase of \$6,000)

Account #6213 - Travel and Meal Allowance

This item primarily covers home visits to Rossmoor residents along with off-site meetings, as required. It includes transit, mileage, parking and bridge toll expenses incurred by staff.

\$500 is requested (Increase of \$100)

Account #6219 - Staff Training

This line item covers the cost of mandatory continuing professional education for Licensed Clinicians as required by the state of California.

\$2,000 is requested (Decrease of \$500)

Account #6224 – Dues

This line item covers costs for professional license renewals, memberships and mal-practice insurance for the Licensed Clinicians as required by the State of California.

\$800 is requested

Account #6225 – Books and DVDs

This line item covers the cost of books and DVD's in the counseling library provided to residents covering relevant topics. This line also includes the annual fees for the Electronic Medical Record system.

\$1,900 is requested

Account #6402 - Administrative Supplies

This account covers office supplies, paper products, and materials for special events.

\$3,000 is requested

Account #6447 – Cost of Ticketed Events

The Counseling Department sponsors an annual Women's and Men's Conference. This line covers the cost for speakers and other program expenses. Tickets are sold that helps to offset the cost of each conference.

\$16,000 is requested (Increase of \$8,500)

Rossmoor Counseling Services

Located in Gateway Clubhouse



Meet The Rossmoor Counseling Team

- 3 Full-time Licensed Clinical Staff
- 1 Full-time Administrative Staff

Penny Reed, LCSW

Supervisor of Rossmoor Counseling Services

Penny Reed is a licensed clinical social worker with expertise in geriatrics, mental health concerns, and the impact of chronic disease on an individual and their loved ones.



Jasmine Hajyan, LCSW

Jasmine is a licensed clinical social worker and joined our team in 2016. She has been a Social Worker for over 10 years with a background in Hospice care.



Jill Meyers, LMFT

Jill Meyers is a Licensed Marriage and Family Therapist who joined Rossmoor Counseling in July of 2018. Jill's clinical experience includes work in hospice, bereavement counseling, and community mental health.



Florence Clifton

Florence Clifton recently joined Rossmoor Counseling Services as the Administrative Assistant. A Business and Economics major, she received her Bachelor's Degree from the University of the Philippines in 1995.



Mission Statement

- ▼ The mission of Rossmoor Counseling Services is to assist Rossmoor residents to achieve life satisfaction and maintain independence.



Counseling

Services are:

- Confidential
- Voluntary
- No fees



Clinical Services

- **Brief Individual Therapy**
- **Brief Couples or Family Therapy**
- **Therapeutic services are solution-focused and time-limited.**

What to expect when scheduling a session.



- When contacting the Counseling Office, you will likely reach Flo.
- Flo will assign a clinician to you. You will be transferred to that clinician to schedule an appointment.
- Most appointments are set within a week of the first call.



- Sessions last about 50 minutes.
- Clinician helps client to tell their story and establish goals for therapy.
- Follow-up appointment is made if necessary.

Loneliness	Adjustment/ Transition issues	Long-term planning
Caregiver Stress	Bereavement	Financial Problems
Coping with Medical Problems	Safety Issues/Health Hazard	Problems with Neighbors
Anxiety	Depression	Relationship Issues
Suicidal thoughts	Alcohol and drug issues	Co- dependency

Some of the issues
Counseling Services
assists with

Rossmoor Counseling facilitates several support groups:

- Autobiography Group
- Bereavement Support
- Cultivating Friendship
- Transitions Support
- Caregiver Support



Autobiography Group

Six-week group

A group to help motivate residents to start the process of writing their memoirs. Writing topics and writing guides are provided and participants are encouraged to share their writings with the group.



Bereavement Support Group

Six-week group

This group helps residents who are struggling after the loss of a loved one. The focus is on the idea that one is forever changed by their loss and getting over it is a myth. Participants access encouragement from the facilitator and each other to begin thinking about what their life may look like in the future.



Cultivating Friendship Group

Six-week group

This group is designed to help residents establish a core group of friends and contacts. Some of the topics discussed are learning to love yourself, taking risks, and creating healthy boundaries.



Transitions Support Group

Six-week group

This group is for single women new to Rossmoor. Moving to Rossmoor as a single, divorced, or widowed woman is a unique experience that creates unexpected hardships. The focus is to establish connection among the women in the group based on shared experience and struggle.



Caregiver Support Group

On-going, drop-in group

This group is for residents caregiving for a loved one suffering from dementia. The facilitator provides education about dementia and encourages participants to share their experiences and lend support to one another.



Peer Led Support Groups

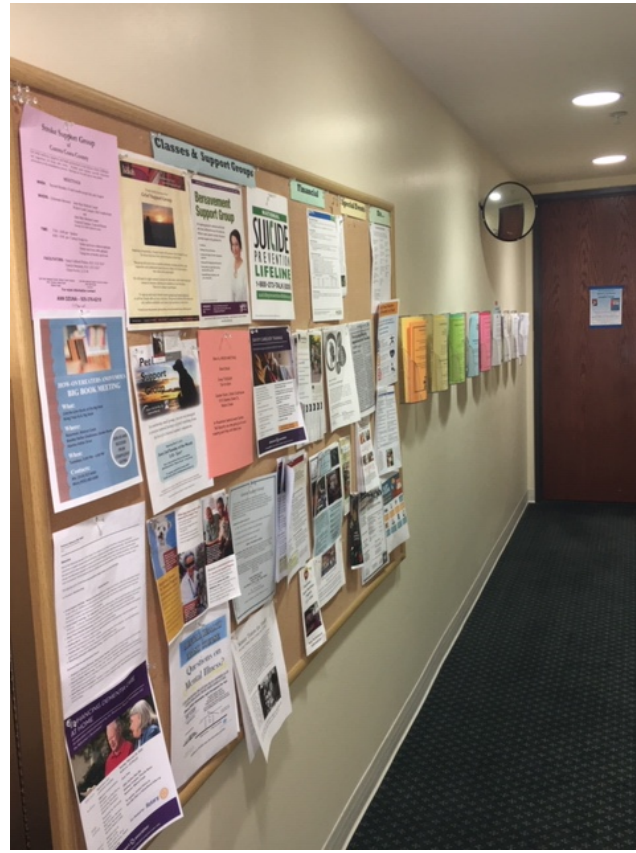
- Alcoholics Anonymous
- Overeaters Anonymous
- Peripheral Neuropathy Support Group
- Al-Anon Support Group
- Prostate Cancer Support Group
- Hearing Loss Support Group
- Low Vision Support Group





Information and Referral Services

- Our clinicians are well-versed in resources available to residents in Contra Costa County.
- Part of every assessment is determining what community resources a resident could access to increase support and independence.



Resources maintained in Counseling Services

Some of the agencies we work with:

Adult Protective
Services

Alzheimer's
Association

Advisory
Counsel on
Aging

Contra Costa
County HICAP

Diablo Valley
Foundation

In-Home Care
Agencies

Jewish Family &
Community
Services

John Muir Senior
Services

Meals on
Wheels and
Senior Outreach
Services

Rossmoor Fund

Senior Legal
Services

UC Davis
Alzheimer's
Center

Rossmoor Fund and Counseling Services Programs

- Rossmoor Fund Grant Applications
- Respite Care Program
- Safeway Gift Cards
- Optimum Wellness Lecture Series



Mediation Services

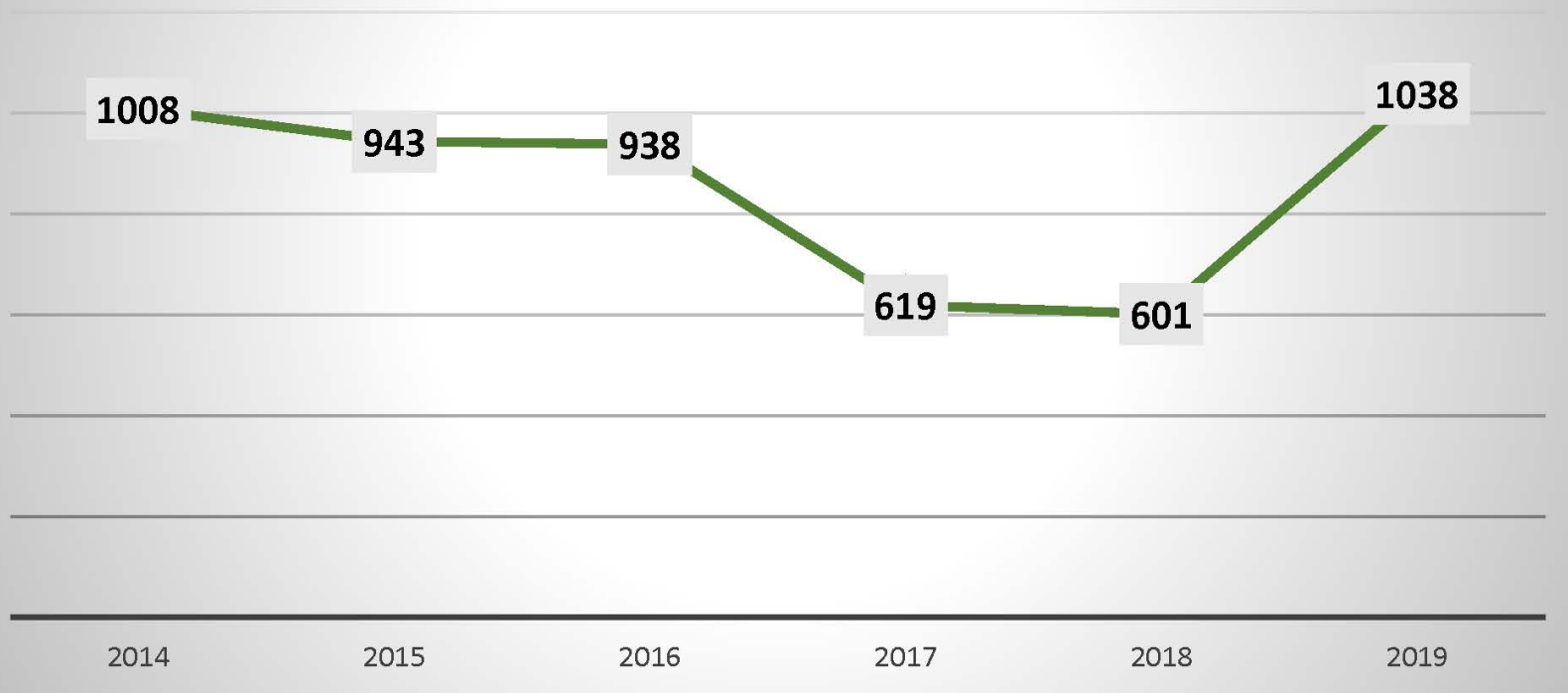
Counseling Clinicians are trained in basic mediation. Rossmoor counseling provides mediation services to residents of Rossmoor often at the bequest of mutual directors.



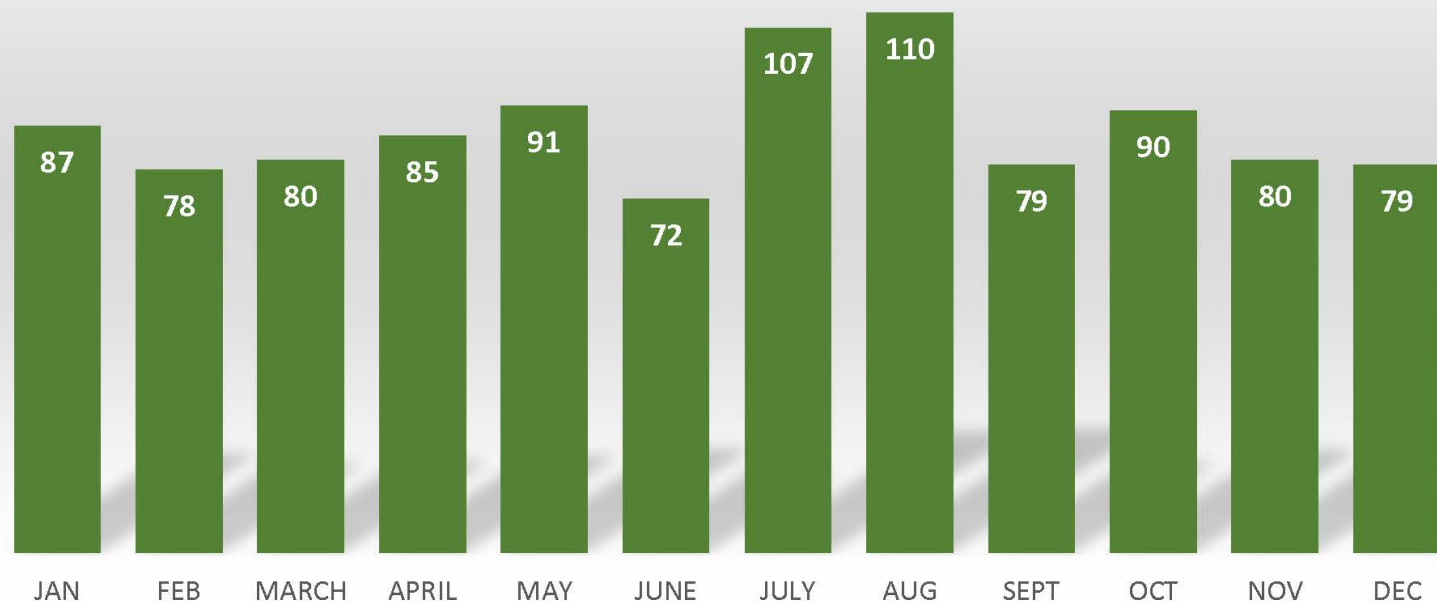
**How many
people do our
services reach?**



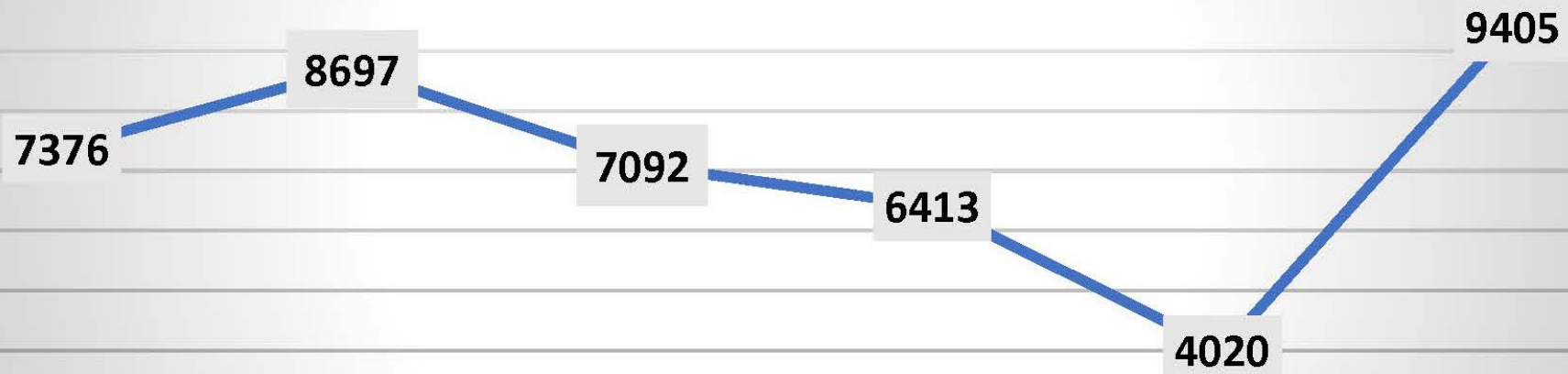
Total # of Therapeutic Sessions Provided 2014 - 2019



Total # of Therapeutic Sessions Provided 2019 Monthly Breakdown



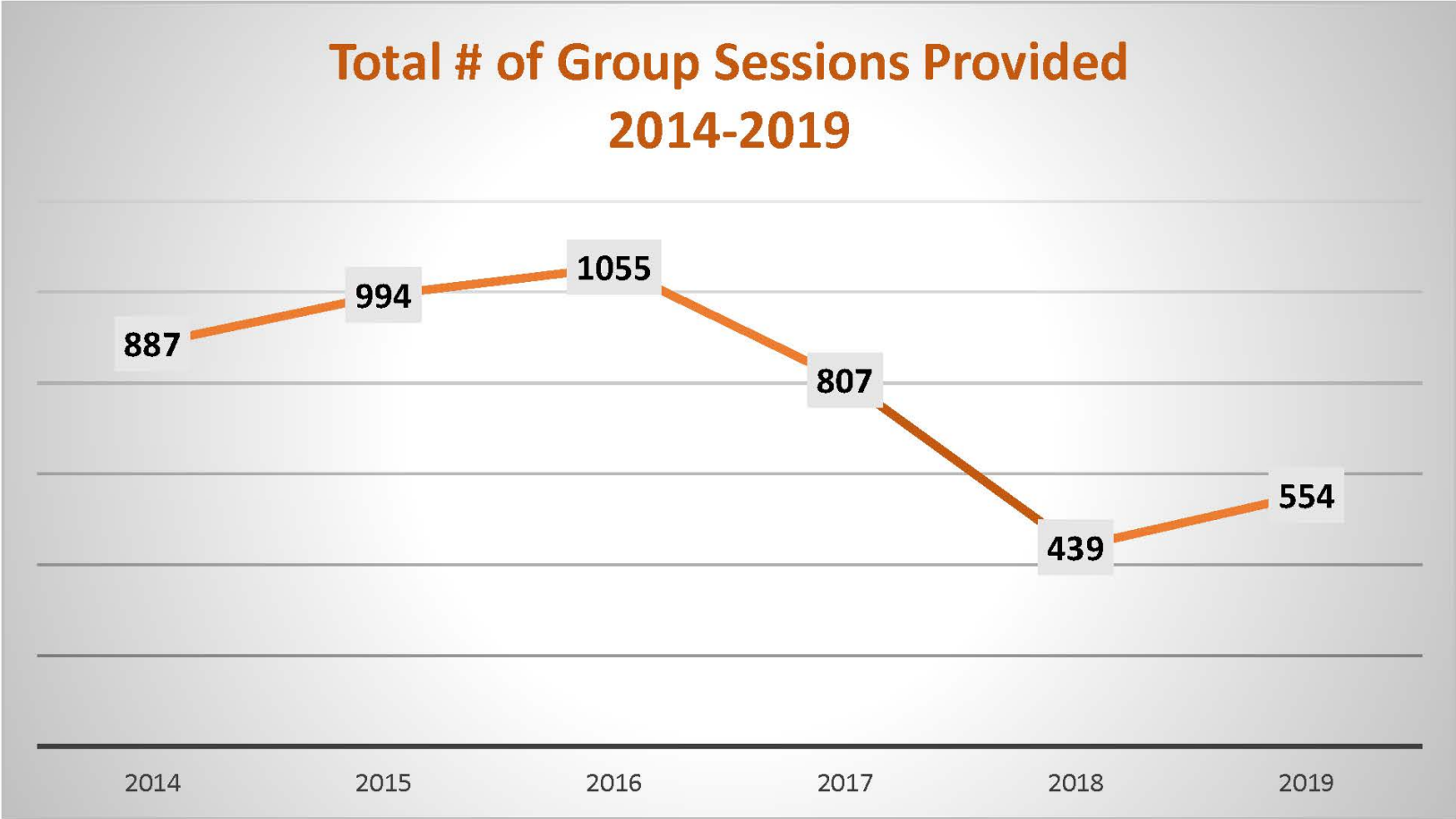
Number of Residents Helped with Information and Referral Services 2014-2019



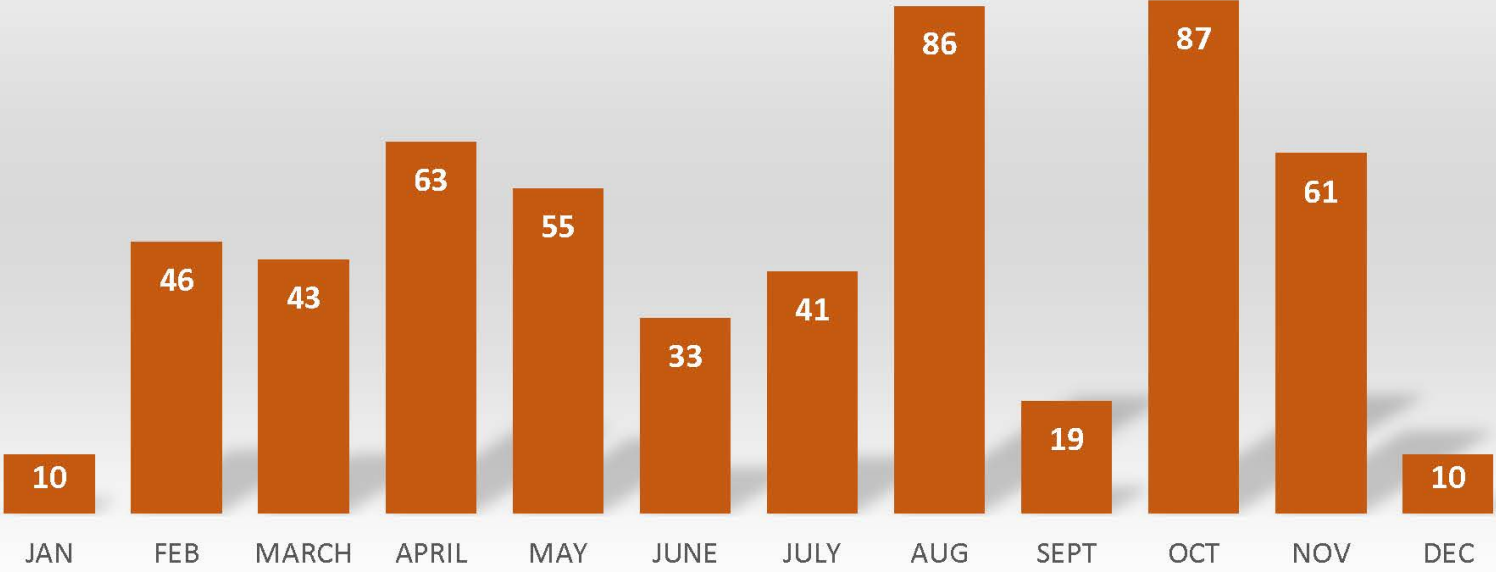
Number of Residents Helped with Information and Referral Services 2019 Monthly Breakdown



Total # of Group Sessions Provided 2014-2019



Total # of Group Sessions Provided 2019 Monthly Breakdown



* Support groups are offered in 6-week programs. This creates inconsistent numbers in months when groups start or end.

Neighbor Concerns and support to Mutual Directors



- Residents can contact the Counseling Office when they are concerned with and/or frustrated with their neighbor.
- Our department works with the Mutual directors, residents, families, and community resources to help resolve the issue.

Support to Golden Rain Foundation Staff

- Golden Rain staff know they can contact our office when they have a concern about a resident.
- Our department provides training on coping with challenging people .



Home Visits

- **Therapy in the home**
- **Long-term planning with families**
- **Drop-in visits for at-risk residents**



Family Consultation and Care Planning

- Our staff works with residents and families to help seniors age safely in place or move to a higher level of care.

Long-term care planning tools

POLST Form

The 5 wishes

**Advanced
health care
directive**

**Emergency
medical
information
forms**

**Rossmoor
Emergency
Contact Sheets**

**Survivor's 1st
year**

**Answer Book for
passwords**

**Medic alert ID
bracelets order
form**

**Hospice vs
Palliative info
sheet**

**In-home care
agencies**

**Placement
agencies**



Special Events



Optimum Wellness Lecture Series

- 1. Maintaining Quality of Life Throughout our Medical Journey**
- 2. Hospice vs. Palliative Care When Caring for Someone with Dementia**
- 3. Healthy Sleep & Aging: Updates and Tips to Improve Sleep**
- 4. Tech-wise Seniors: Gadgets to Help You Age in Place**
- 5. Creating Healthy Boundaries with Difficult People**
- 6. Emotional and Legal Protections for the Family Caregiver**
- 7. Using Speech & Physical Therapy to Stay Independent at Home**

2020 Optimum Wellness Lecture Series Topics



300 to 400 attendees

- 35 community vendors
- Cooking demos
- Health assessments
- Raffle prizes
- Exercise demonstrations
- Breakfast and lunch provided

Fall Prevention Week



- Safe ways to fall and get up
- Balance and gait
- Proper usage of canes
- Technology to reduce falls
- Parkinson's interventions
- Osteoporosis and Falls
- Foot Care
- Emergency Response Systems
- Fitness Center Fall prevention classes



The Men's Conference

- Started in 2014 by Penny Reed
- Focus on community and friendship.
- Creation of 11 Independent Men's groups in Rossmoor.
- Creation of Men of Rossmoor Club that meets every Thursday.



The Women's Conference

Rossmoor Counseling has been coordinating the Women's Conference since 1999.

The Women's Committee is integral in finding our speaker each year.

POSITIVE EXPERIENCE WITH COUNSELING

Recently I used the Counseling Services for help in dealing with some stressful matters. My experience was so positive that I wanted to draw attention to the good work being done by Director Penny Reed, LCSW, and her staff.

In addition to personal and family counseling, Reed has developed a variety of special group experiences that are informative and supportive. They range from "Optimum Wellness" lectures to small group experiences for folks dealing with bereavement, caregivers experiencing stress and even a group on cultivating friendship.

She has brought in outside speakers on a variety of subjects including "aging" and "planning for quality care."

Just a walk down the office hallway exposes displays that offer classes, self-help materials and books.

Many thanks to Reed for your imaginative leadership of these valuable services, and it's all free to appreciative residents.



RESIDENTS FORUM

THANKFUL FOR HOLIDAY DINNER

How wonderful it was to see so many people enjoying the potluck holiday dinner sponsored by the Recreation Department and Counseling Services. My thanks to Rossmoor for making this event possible.

The ham was outstanding and all the side dishes and treats people contributed, the super management by Elsie and her helper and volunteer residents, the cheerfully decorated room, plus the piano music made it a truly festive occasion. I hope that it will become a holiday tradition.

Expressions of Gratitude

LEVEL OF SERVICE UPDATE

ROSSMOOR
COUNSELING
SERVICES



Connections with community resources continue to link residents with services during Shelter in Place

Adult Protective
Services

Alzheimer's
Association

Advisory
Counsel on
Aging

Contra Costa
County HICAP

Diablo Valley
Foundation

In-Home Care
Agencies

Jewish Family &
Community
Services

John Muir Senior
Services

Meals on
Wheels and
Senior Outreach
Services

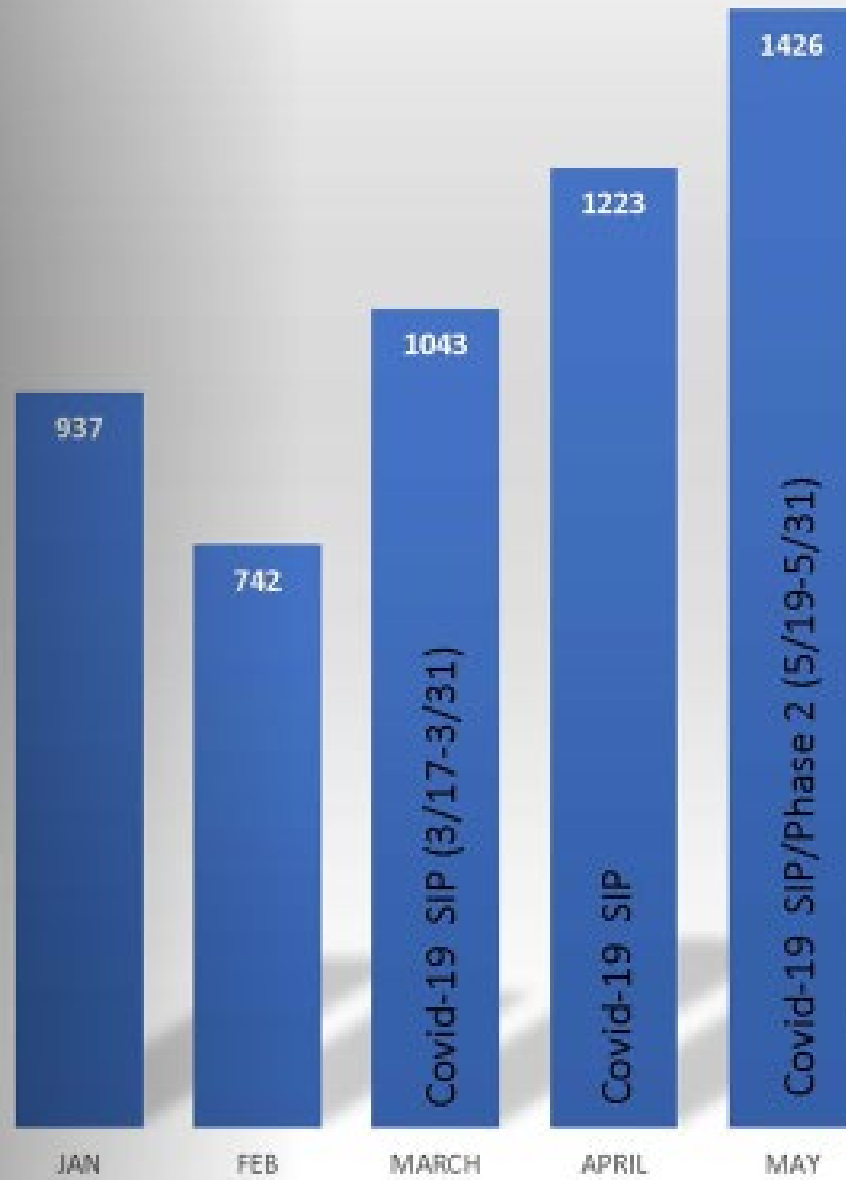
Rossmoor Fund

Senior Legal
Services

UC Davis
Alzheimer's
Center

RESOURCE AND REFERRAL CONTACTS FOR RESIDENTS

Increase in Resident Contact during Shelter in Place



**Optimum Wellness
Lecture Series continues
through webinar
technology**

Webinar is recorded and
submitted to Channel 28 to
reach a larger audience



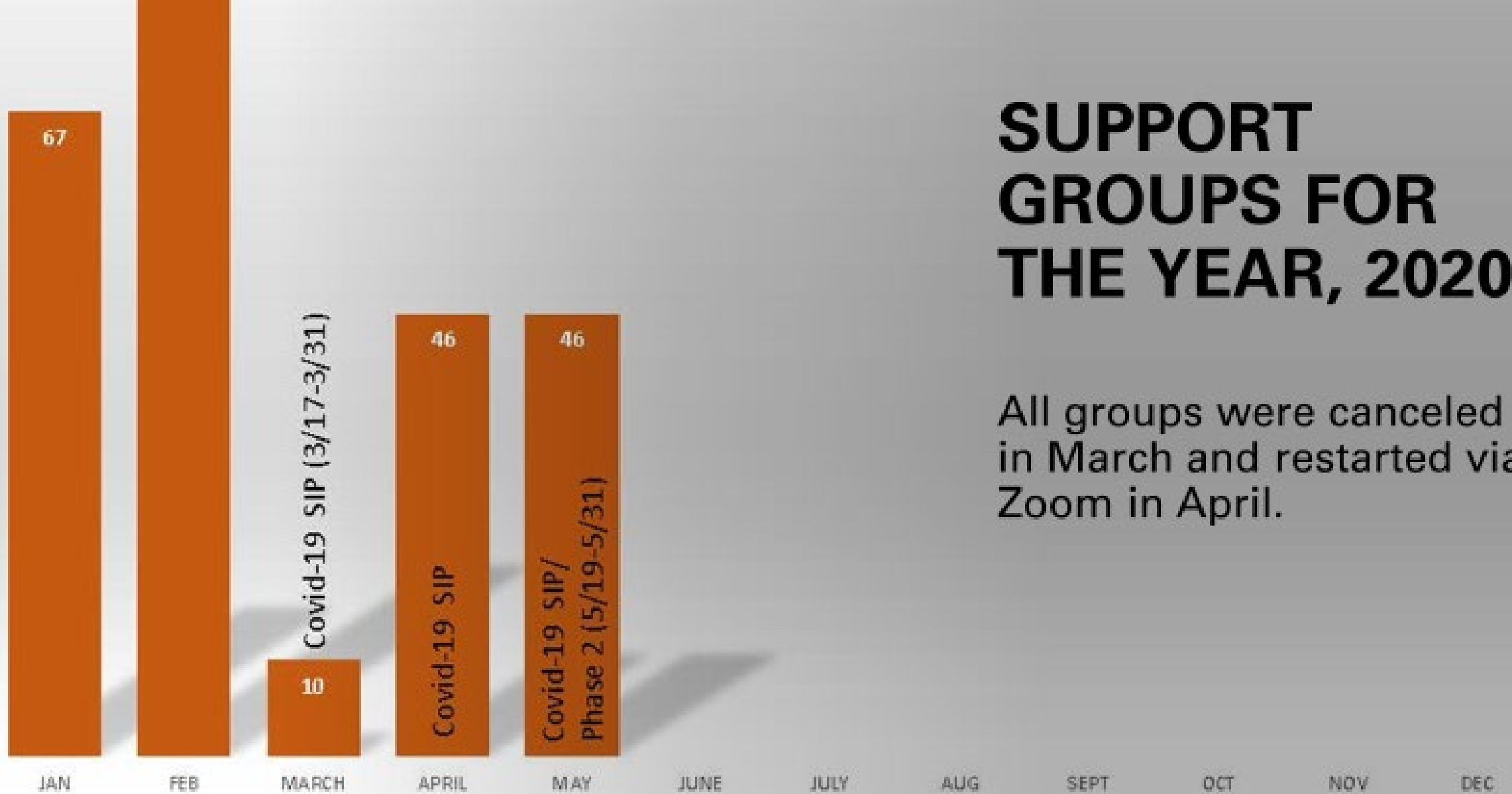
The image shows a screenshot of a webinar slide. The slide has a light beige background with a decorative graphic of thin, curved lines on the left side. At the top right, there is a small video thumbnail showing a woman with glasses. The main text on the slide reads: "OPTIMUM WELLNESS LECTURE SERIES" in large, bold, black letters. Below this, the subtitle is "Becoming Your Best Advocate: Maintaining Quality of Life Throughout Your Medical Journey". At the bottom of the slide, it says "Coordinated by Rossmore Counseling Services". The bottom of the screenshot shows a video player interface with a play button, a progress bar showing "00:00:16 / 01:34:42", a volume icon, and a "Speed" control.

Support Groups continue through Zoom Meetings



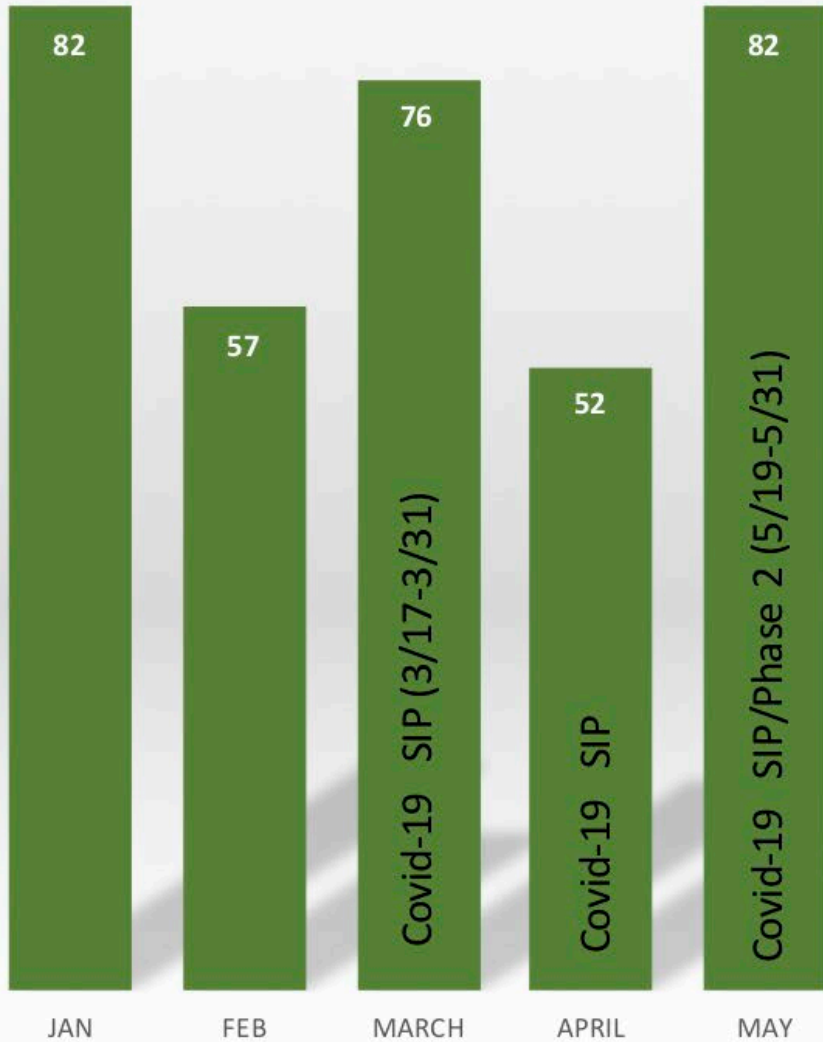
SUPPORT GROUPS FOR THE YEAR, 2020

All groups were canceled in March and restarted via Zoom in April.



**Individual and
Joint Counseling
continues via
phone or Zoom
sessions**





Therapeutic Sessions for 2020

Sessions done by phone or Zoom starting March 17, 2020

**SERVICE LEVEL AND BUDGET REVIEW
With PANDEMIC IMPACT**

DEPARTMENT/AMENITY/SERVICE: Handyman	
EXECUTIVE SUMMARY:	DATE: 06/02/2020
The Handyman Service provides repair and maintenance service to residents for items that are not covered by their Mutual. There is an annual fee of \$250.	
BUDGET DETAILS:	
2020 Budget:	\$ 364,578
2020 Budgeted Full Time Equivalents (FTE):	2
REQUIRED STAFFING QUALIFICATIONS:	
Must have the ability to repair small household items, trouble shoot common home problems and perform light construction work. Must have a California driver license.	
LENGTH OF TIME NEEDED FOR STAFF RECRUITMENT AND TRAINING (in months):	
Recruitment:	One to two months.
Training:	One month.
PANDEMIC IMPACT:	
From mid-March through May work was restricted to issues involving safety and habitability. The crew filled hours cleaning laundry rooms and trash enclosures in the mutuals. May 1 st construction was deemed an essential service and full work resumed.	

Attachment: 2020 Department Budget Narrative

HANDYMAN 2020

Responsibilities:

- The Handyman Service provides repair and maintenance service to residents for items that are not covered by their Mutual. There is an annual fee of \$250.

Headcount:

	2019 Budget	2019 Actual	2020 Budget
Handyman	2.00	2.00	2.00
Total	<u>2.00</u>	<u>2.00</u>	<u>2.00</u>

* Salaries and wages also include charges for work performed by MOD staff and an allocation of Work Order Desk expense.

HANDYMAN

Account #5820 - Handyman Income

The budget for handyman income is projected to increase to \$428,000 for 2020. This is based on current year results year-to-date and increasing the rate for co-ops from \$200 per year to \$250 per year.

Account #6110 – Salaries and Wages

Salaries and wages are based on two full time employees in the Handyman department plus charges for work performed by MOD employees and an allocation of Work Order Desk expense.

Account #6311 – Copy and Printing Supplies

This line item is for printing brochures and material related to the Handyman service. The requested budget for 2020 is \$2,000 based on past expenditure history.

Account #6420 - Supplies

The requested budget amount for materials and supplies is \$20,000 for 2020 based on current year expenditures.

**SERVICE LEVEL AND BUDGET REVIEW
With PANDEMIC IMPACT**

DEPARTMENT/AMENITY/SERVICE: Recreation	
EXECUTIVE SUMMARY:	DATE: June 9, 2020
<p>The Recreation Department includes 12.25 FTE positions. This includes the Director of Resident Services which oversees many departments. The Recreation Department provides services in many different areas including front desk reception, audio video support for rentals as well as GRF productions, Application support for all Resident Services departments, facility reservations for clubs, private residents, and GRF sponsored events, special events including movies, concerts and shows, flea markets, and community events such as the 4th of July, Recreation Classes and support for the county Friday Lunch program, Excursions including day trips and extended trips, support for clubs and organizations and staffing support of the Activities Council. A summary of each area of responsibility is detailed in the attached document.</p> <p>The Recreation Department does generate revenue for facility rentals, ticketed events and excursions. Ticketed events is budgeted to produce annual net revenue of \$40,000 and Excursions \$65,000. This is the difference between the expense in offering the programs and the revenue received from ticket sales. During the pandemic the revenue has been lost but the expenses have also been eliminated.</p>	
BUDGET DETAILS:	
2020 Budget:	\$ 1,724,919
2020 Budgeted Full Time Equivalents (FTE):	12.25
REQUIRED STAFFING QUALIFICATIONS:	
Qualifications for each position varies. The existing staff has extensive experience working for the Rossmoor community.	
LENGTH OF TIME NEEDED FOR STAFF RECRUITMENT AND TRAINING (in months):	
Recruitment:	Recruitment for each position can take 2-3 months
Training:	Training is extensive based on the position
PANDEMIC IMPACT:	
<p>The pandemic has greatly impacted the operating model for the Recreation Department. This department is 100% service oriented. The Department provides direct programming and support for residents and clubs to successfully host events. All areas are impacted by current health orders. The Department is very resilient and the customer service orientation of the staff is shining through. The staff has transitioned to online services, direct customer contact through phone calls, remote answering of calls, coordinating outside resources for food delivery, blood drive, shred day, farmers market, and more. The staff is providing articles and support for the Rossmoor News, content for channel 28, and much more. The staff is planning for the next phase of the Health Orders with plans for special events such as drive-in movies, concerts in the parking lot or parks, concerts for channel 28, a new program called Mobile Rec where the department will come to the residents to provide outdoor activities for Mutuels and entries. Content for online services will continue to be expanded and added</p>	

to Channel 28. The partnership with the Rossmoor News will continue. Most staff will be working at or near capacity by the beginning of July.

Attachment: 2020 Department Budget Narrative

RECREATION SERVICES

Responsibilities:

- Provide entertainment for all of Rossmoor including concerts, dances, movies, parties, Special Events: 4th of July celebration, flea market and fall bazaar
- Clubhouse Reservations books all events and prepares venues for private residents and approved clubs (20,000-25,000 reservations per annum). Reserves facilities for GRF and Mutual meetings and activities.
- Acts as liaison for all Rossmoor clubs and organizations. Assists with their storage & special equipment needs.
- Conduct Recreation classes and provide support to the County Friday Lunch program.
- Maintains inventory of all kitchens as well as monitoring all kitchen clean-up by residents and caterers.
- Provide excursion opportunities for day trips as well as extended tours.
- Provides audio/visual support for reservations, GRF sponsored shows and other events.
- Provide Application Support to the various Resident Service departments
- Provide front desk staffing at Gateway to support administration, provide information to residents and guests, sell tickets for Recreation activities, and provide new residents orientation binders and information.

Headcount:

	2018 Budget	2018 Actual	2019 Budget
Residents Services Director	1.00	1.00	1.00
Recreation Manager	1.00	1.00	1.00
Coordinator Room Reservations	1.00	1.00	1.00
Special Events Coordinator II	1.00	1.00	1.00
Excursion Coordinator	1.00	1.00	1.00
Coordinator	1.00	1.00	1.00
Resident Services Assistant	2.00	2.00	1.80
Applications Support Specialist I	1.00	1.00	1.00
Applications Support Specialist II	1.00	1.00	1.00
Front Desk Reception	1.50	1.50	1.70
Events Assistants	0.75	0.75	0.75
	12.25	12.25	12.25

RECREATION SERVICES

Account #5401 – Rentals Community (Revenue)

This revenue is for room rental fees for GRF facilities. The estimated revenue also includes fees for set-up of rooms and operation of audio/visual equipment.

\$165,000 is projected (Increase of \$15,000)

Account #5409 – Excursion Collection (Revenue)

The recreation department sponsors a host of day tours, extended excursions and trips to see performances and other events. Ticket prices are set to cover the cost of each event. In addition, a handling fee of \$7 is collected for each day trip ticket to cover a portion of the cost to operate the excursion desk. For extended tours GRF receives a commission.

The important figure to focus on is the net revenue (estimated revenue in account 5409 minus the estimated expenses in account 6463). This amount has increased from \$60,000 to \$65,000.

\$250,000 is projected (Increase of \$25,000)

Account #5412 – Ticketed Events (Revenue)

The recreation department sponsors approximately 50 concerts and other performances throughout the year where tickets are sold to residents and their guests. The ticket prices are set to cover the cost of the performers plus a portion of the audio/visual technician time and the Recreation Assistants time.

Net revenue (estimated revenue in account 5412 minus the estimated expenses in account 6447) remains at \$40,000.

\$200,000 is projected

Account #5802 Misc. Income (Revenue)

The department sponsors several shredding days during the year. Each shredding event generates some revenue. The cost to host this event has increase and thus the revenue projections have decreased.

\$6,500 is projected (Decrease of \$3,500)

Account # 6104 – Overtime Wages

This account covers staff wages for seasonal events such as Fourth of July, Newcomers Party, Flea market, Fall Bazaar, and New Year's Eve. The Event Coordinator may also earn overtime if he/she is needed during a performance which runs past regular business hours.

\$4,000 is requested

Account # 6107 – Temporary Help

This account covers the setup and tear-down of all holiday decorations inside of each clubhouse. This also covers kitchen help and clean up for the Friday Lunch program.

\$4,500 is requested

Account # 6110 – Salaries and Wages

This account provides the resources for the approved staffing allocation.

Account # 6213 – Travel and Meal Allowance

This account covers the mileage reimbursement for employees who travel to/from clubhouses in their personal vehicles as well as reimbursable expenses for when employees attend trainings and meetings out of the office. Trainings for 2020 include attendance at the CPRS conference in Southern California by two employees and attendance by two employees to a conference on customer service scheduled for southern California.

\$3,500 is requested

Account # 6219 – Staff Training

This account will cover the registrations costs for two staff to attends the California Parks and Recreation Society annual conference and training session as well as for two staff to attend a customer service training.

\$2,000 is requested

Account # 6222 – Employee Uniforms & Laundry

This account is used to purchase Rossmoor logo shirts for Recreation Assistants, front desk staff and AV tech employees

\$500 is requested (Decrease of \$250)

Account # 6224 – Dues/Membership

This account covers membership dues for SESAC (Society of European Stage Authors and Composers), ASCAP (American Society of Composers and Publishers), BMI (Broadcast Music, Inc.), and Motion Pictures & License Corp. These licenses are for the music and entertainment industry which we need in order to avoid an intellectual property lawsuit. This account includes the cost of applications such as Active Network, Thunder Tix (new), the marketing display board, etc. The Recreation Department is planning to transition to a new Reservation software program in 2020. Funds to cover the initial set-up have been included in this account.

\$36,000 is requested (Increase of \$6,000)

Account # 6402 – Administrative Supplies

This account is used to cover the costs of office supplies for copiers, fax, ink for printer, envelopes, file folders, markers, binders and dividers for 450 newcomer's packets, etc.

\$11,000 is requested

Account # 6408 – Safety/Security Supplies

The department maintains first aid kits located in each clubhouse. The cost to keep the kits stocked has risen over the past year.

\$7,000 is requested

Account # 6410 – Routine Entertainment Special

This consists of the costs of hosting non-ticketed events which include entertainers, refreshments and decorations. Weekly and monthly events include The Spotlight, First Saturday Dance, Movies, and Dramatic Portrayals. Special events during the year may include: Fourth of July, Mardi Gras, Oktoberfest, St. Patrick's Day, Cinco de Mayo, August concerts in the park series, and free concerts.

\$85,000 is requested

Account # 6420 – Supplies

This account is used for decorations, food and supplies for various events, coffee provided in the Clubhouses for meetings, as well as clubhouse furnishings.

\$50,000 is requested

Account #6447 – Cost of Ticketed Events

This account is used to pay for entertainers for ticketed events throughout the year. Ticket prices are intended to off-set the cost of each entertainer plus a portion of the AV staff and Recreation Assistance.

\$160,000 is requested

Account # 6463 – Cost of Resident Excursions

The Recreation Department coordinates excursions throughout the year to a variety of destinations. This account is used to cover the cost of the transportation, tickets, meals, and an escort for all excursions. Ticket prices are set for each trip to cover the estimated cost of the trip. A \$7 handling fee per day trip ticket is added to cover direct

GRF cost. In addition, GRF receives a 10-20% commission on all extended trips that are booked. Expenses in this line are offset by revenue collected under 5409.

\$185,000 is requested (Increase of \$20,000)

Account 6903 – Equipment Repair/Maintenance

The Recreation Department schedules regular tuning of all pianos in the clubhouse facilities. Because of the increased use the piano in the Event center requires more frequent tuning. In 2020 the piano in the Fireside Room will need additional repair.

\$5,000 is requested (Increase of \$2,000)

Account #7003 – Bank Charges

The Recreation Department has credit card machines that are used for the sale of tickets for shows as well as for excursions. This account covers the processing fees. There has been an increase in payments being made via credit card.

\$16,000 is requested (Increase of \$2,000)

Level of Service: Recreation

Special Events Coordinator: Full Time

Previous Level of Service: Planned a variety of weekly and monthly special events. These included concerts, comedy shows, dances, movies, free events, and large-scale community events.

2019 Stats:

- 839 Free Events: Includes Movies, Concerts, Monthly Spotlight Entertainment Program, and various shows/events.
- 4 Large Scale Community Events. (Including Annual 4th of July Event, 2500 in Attendance)
- 45 Ticketed Events.
- Average Attendance at Ticketed Events: 252.
- 11,340 Tickets Sold.

Current level of Service:

- Provides online content for the Recreation Live You Tube Channel. This includes weekly content and special contests/programs.
- Provide weekly Entertainment articles to the Rossmoor News featuring interviews with musicians & local artists.
- Serve as proofreader to content for the Rossmoor News.
- Support current on site events sponsored by the Recreation Department (Farmer's Market and Contra Costa County Food Drive)

As we continue thru Phase 2 of Reopening:

- Virtual Concerts, Comedy and various programming recorded live and broadcast simultaneously on Channel 28. (First virtual concert is 6/14)
- Drive in Movies and Concerts in the Parking lots. (Residents remain in cars and capacity is limited.)
- Provide Spotlight Program, with limited number of in person attendees. (Social distancing & masks required.) Program is recorded and broadcast on Ch.28.
- Continued online weekly content for Recreation Live YouTube Channel, that will expand to weekly talk show.

- Support and participate in “Mobile Rec”. (Mobile Rec. is a new program that brings recreation activities to neighborhoods/entry in Rossmoor. Social Distancing & masks required.)
- Continued contribution of Entertainment articles to the Rossmoor News.
- Support Rossmoor News by continuing to serve as a proofreader each week.

As we move to Phase 3 of reopening:

- Concerts with an increased number of capacity (per. Contra Costa County Guidelines)
- Adapt Special Events/programming to include components (food, Interaction etc.)
- Increase attendance as permitted for Spotlight program.
- Begin showing movies in Peacock Hall at limited capacity.
- Continue providing online weekly content for Recreation Live You Tube Channel & Channel 28.
- Continued contribution of Entertainment articles to the Rossmoor News.
- Support and participate in “Mobile Rec.” Program.

As we move to Phase 4 of reopening: (End of SIP Order)

- Concerts & Events capacity is restored. (200-450 People)
- Movies at Peacock Hall return to full capacity of 150.
- Spotlight Program can resume full capacity. (150 People)
- Continue providing online weekly content for Recreation Live You Tube Channel & Channel 28

Excursion Coordinator: Full Time

Previous Level of Service: Planned a variety local day trip excursions and extended trips. Local trips ranged from museum tours, theatre shows, baseball/basketball games, boat tours, garden tours, etc. Extended trips ranged from domestic travel within the United states and International travel as far as Kenya.

2019 Stats:

- 90 Day Trips
- 2839 Day Trip Enrollees
- 23 Extended Trips
- 194 Excursion Enrollees

Current level of Service:

- Provides online content for the Recreation Live You Tube Channel. This includes weekly “Travel Adventures” content and special contests/programs. (Rossmoor Chop Contest)
- Provide weekly Travel articles to the Rossmoor News featuring vivid travel details and photos.
- Support current on site events sponsored by the Recreation Department (Farmer’s Market and various upcoming events, including Shred Day (June) and Blood Drive (July).)
- Covers administration phones and respond to calls/inquires.

As we continue thru Phase 2 of Reopening:

- Program Coordinator for new “Mobile Rec” program which provides Recreation activities to specific entry’s/neighborhoods. Activities include music, art & crafts, demonstrations etc. The role of the coordinator is to schedule staff & help develop content. This includes promotion and coordination with Mutual Presidents/Entry Coordinators.
- Lifestyle/Social Media liaison for the Recreation Department. Will begin using social media platforms to help promote Recreation Programs, events, classes, Recreation Live and Mobile Rec. (Instagram, Twitter etc.)
- Coordinate monthly “Excursion Scavenger Hunt” contest.
- Continued online weekly content for Recreation Live YouTube Channel, “Travel Adventures”.
- Continued contribution of Travel/Leisure articles to the Rossmoor News.
- Continue to cover administration phones and respond to calls/inquires.

As we move to Phase 3 of reopening:

- Small group day trips. (Larger bus, with 50% capacity, to permitted areas: Gardens, outdoor museums, wineries etc.)
- Begin setting schedule for extended trips for travel in mid-late 2021.
- Travel Presentations (Limited room capacity based on county guidelines)
- Continue coordinating "Mobile Rec".
- Continue providing online weekly content for Recreation Live You Tube Channel & Channel 28.
- Continued contribution of Travel/Leisure articles to the Rossmoor News.
- Provide support to various Recreation Events (Drive in Movies, Concerts, Shred day, Farmers Market etc.)

As we move to Phase 4 of reopening: (End of SIP Order)

- Excursion Day Trip capacity is restored. (45 passengers)
- Extended Travel Trips can resume.
- Continue to provide Travel/Leisure content for Rossmoor News.

Level of Service: Recreation

Program/Activities Coordinator: Full Time

Previous Level of Service: Planned, taught, and scheduled a variety of Recreation Classes. Classes included: Cooking, Smart Phone, Painting, Music, Asian Art Museum, Tarot, etc. Coordinated Telecare Program, which provides wellness check 365 days a year to 35+ Rossmoor Residents. Supervised & coordinated the Friday Lunch Program. This program serves 100 residents' hot meals each week. Planned 4 Intergenerational events. These events encouraged residents to participate in Recreation activities with their grandchildren/children. Managed club lockers, mailboxes & display case schedules.

2019 Stats:

- 64 Classes
- Average Class Participation:27
- 4 Intergenerational Events (Pool Party, Fairy House, Patio BBQ and Pumpkin Patch)
- Total Intergenerational Events Attendance: 286
- Telecare Participants: 35 Per. day
- Telecare Calls:12,775 per. year
- Friday Lunch Meals Served weekly average: 100
- Annual Friday Lunch Meals Served: 4512

Current level of Service:

- Provides online content for the Recreation Live You Tube Channel. This includes weekly Craft Class, Spoon Class and Asian Art Museum presentation.
- Provide weekly Craft/Recreation Class articles to the Rossmoor News featuring step by step instructions with photos on how to create a craft project.
- Support current on site events sponsored by the Recreation Department (Farmer's Market, Shred Day etc.)
- Coordinates Telecare Program, which provides daily wellness check calls to 37+ per. day, to Rossmoor Residents.

As we continue thru Phase 2 of Reopening:

- Conduct Recreation Classes in smaller sessions of 10. (Will offer 2 sessions of each class.) Classes to include: Crafts, Music, Painting, Card Making, Cooking and Museum presentations. (Social Distancing & masks will be required.)

- Coordinate Friday Lunch Program Meal Pick Ups: County will offer 7 frozen meals each week for residents to pre-order & curbside pick-up.
- Continued online weekly content for Recreation Live YouTube Channel, and will continue to expand classes and include monthly “Rossmoor Chop” contest.
- Support and participate in “Mobile Rec” by teaching classes, providing games and various activities. (Mobile Rec. is a new program that brings recreation activities to neighborhoods/entry in Rossmoor. Social Distancing & masks required.)
- Coordinate “Shred Days”. Set & distribute schedule for June, August, September & November. (Contactless & Checks Only)
- Continued contribution of Craft/Recreation Class articles to the Rossmoor News.
- Continue Telecare Program coordination.
- Support current on site events. (Farmers Market, Spotlight, concerts etc.)

As we move to Phase 3 of reopening:

- Increase Recreation Class capacity/participation per. county guidelines.
- Adapt Friday Lunch Program/reduce capacity in room, per. county guidelines.
- BBQ on the Patio. (Reduce seating capacity on Patio and offer curbside pickup)
- Resume coordination of Redwood Room Café and daily entertainment. (Reduce seating capacity per. county regulations)
- Continue providing online weekly classes for Recreation Live You Tube Channel.
- Continued contribution of Craft/Recreation Class articles to the Rossmoor News.
- Continue Telecare Program coordination.
- Support and participate in “Mobile Rec.” Program.

As we move to Phase 4 of reopening: (End of SIP Order)

- Classes can resume at full capacity per. session. (25-50 people)
- Friday Lunch can resume back to full capacity (100-125 people)
- Redwood Room Café can resume back to full capacity.
- Continue contribution of Craft/Recreation Class articles to Rossmoor News.

Room Reservations Coordinator: Full Time

Previous Level of Service: Process Room Reservations for Rossmoor Clubs/Organizations and private residents. Provide guidance & expertise when advising Clubs, private residents and GRF staff on room set up and tech needs. Coordinate set ups, tech time and daily sketches that are distributed to custodial staff for room set up. Complete annual Club booking process for clubs each fall. Process all payment & billing for Clubs & private residents.

2019 Stats:

- Total Facility Bookings (Club, Private Resident, GRF, Internal): 31,852
- Custodial Room Set ups: 9004
- Total Events with Tech Time: 468
- Total Rossmoor Clubs/Organizations: 229

Current level of Service:

- Cancel and provide refunds to private resident & club bookings that have been impacted by SIP. (Via phone & email)
- Rebook Club/Private events for fall or early 2021.
- Creating new floorplans/room set ups as County orders continue to evolve. (Church, Picnics, Club events etc.)
- Review & update Clubhouse Rules & Information for the website.
- Gather data for upcoming Room Reservations project. (Includes gathering room usage & capacity stats.)
- Support current on site events sponsored by the Recreation Department (Farmer's Market, Posting updated signage, etc.)

As we continue thru Phase 2 of Reopening:

- Begin annual club bookings using Zoom meetings with club representatives.
- Work with clubs to adjust current set ups to meet county requirements. (Social Distancing & capacity guidelines)
- Create new Clubhouse "Virtual Tour" of rooms/facilities that will be posted on Rossmoor.com. This new tool will give residents a tour of each of our facilities, which will be useful when inquiring about booking an event.
- Send weekly booking calendar to the Rossmoor News.
- Send Monthly Board Meeting calendar to the Rossmoor News.
- Produce updated daily sketches for Custodial staff.

- Weekly billing for all club bookings.
- Provide support for Recreation events (Farmer's Market, Shred Day)

As we move to Phase 3 of reopening:

- In office appointments for clubs to complete Annual Bookings.
- In office appointments for Private Residents to book rooms and do room sketches.
- Continuous adjusting of club set ups as guidelines change/loosen. (Increase in room capacity per. county guidelines.)
- Send weekly booking calendar to the Rossmoor News.
- Send Monthly Board Meeting calendar to the Rossmoor News.
- Produce updated daily sketches for Custodial staff.
- Weekly billing for all club bookings.
- Provide support for Recreation events (Farmer's Market, Shred Day, Concerts, Drive in Movies)

As we move to Phase 4 of reopening: (End of SIP Order)

- All facility/room capacities are restored.
- Assist with Clubs resuming former set ups & large-scale events.
- Resume all current/former position duties.

Recreation Assistant II: 32 Hours

Previous Level of Service: Provide support to Room Reservations functions. Duties included but, no limited to processing room bookings for private residents & clubs, processing payment, submitting daily Room Reservation Master Schedules to Security Gate, MOD, Creekside Grill and Administration Front Desk. Assist with producing daily set up sketches for Custodial Staff. Position oversees AARP Driving Program & community classified Ads.

Current level of Service:

- Processes cancellations & refund for clubs & private resident bookings that have been impacted by SIP. (Via phone & email.)
- Provide weekly Recreation/Human Interest articles to the Rossmoor News featuring spotlight on “Extraordinary Residents.” And various interactive articles/contest. (Patio Contest & “Rossmoor celebrations”)
- Currently gathering Room Reservations Data for upcoming project. (Involves putting together usage reports for facilities and researching various types of Room usage.)
- Support current on site events sponsored by the Recreation Department (Farmer’s Market)

As we continue thru Phase 2 of Reopening:

- Work with clubs to adjust current set ups to meet county requirements. (Social Distancing & capacity guidelines)
- Begin Zoom meetings for annual bookings for small clubs (50 members or less) and repetitive private bookings.
- Submit weekly Room Reservation Master Schedule to Security Gate, MOD, Creekside Grill and Administration Front Desk.
- Support current on site events sponsored by the Recreation Department (Farmer’s Market, Shred Day etc.)
- Continued contribution of Recreation/Human Interest articles to the Rossmoor News.

As we move to Phase 3 of reopening:

- In office appointments for small clubs to complete Annual Bookings.
- In office appointments for Private Residents to book rooms and do room sketches.
- Continuous adjusting of club set ups as guidelines change/loosen. (Increase in room capacity per. county guidelines.)

- Submit weekly Room Reservation Master Schedule to Security Gate, MOD, Creekside Grill and Administration Front Desk.
- Reinstate AARP Safe Driving Program Classes. (Capacity size will be determined by current county guidelines.)
- Resume Classified AD Posting for residents. (Ads can be dropped off in person or emailed)
- Continued contribution of Recreation/Human Interest articles to the Rossmoor News.
- Support current on site events sponsored by the Recreation Department (Farmer's Market, Shred Day etc.)

As we move to Phase 4 of reopening: (End of SIP Order)

- All facility/room capacities are restored.
- Assist with Clubs resuming former set ups & bookings.
- AARP Class Capacity restored (30 People).
- Resume all current/former position duties.

Application Support Specialist II: Full Time

Previous Level of Service: Manages all software programs for Recreation, Fitness and Golf. This includes recommendations for selection, implementation, and staff training. Provide Tech Support for large scale Recreation, Club and GRF events/meetings. Create web-based tutorial videos for residents to have on-demand resources.

Current level of Service:

- Provide support & training for Recreation & Fitness staff in providing online videos/content.
- Developed YouTube Live channel platform for Recreation, Fitness & Golf Videos.
- Filmed & produced videos for Golf & Fitness.
- Provide support to the Rossmoor News. (Assist with website)
- Support Golf with new software rollout. This includes onsite support and training for staff.
- Provided weekly online content for Recreation Live Channel. (“Choose your own adventure with Javier.”)
- Support current on site events sponsored by the Recreation Department (Farmer’s Market, Shred Day etc.)

As we continue thru Phase 2 of Reopening:

- Will begin recording “Virtual Concerts” for Recreation and simultaneously broadcasting on Channel 28.
- Will configure the logistics of outdoor/parking lot events which will include Drive in Movies & Concerts.
- Film & produce “Virtual Clubhouse Tour” for Room Reservations, as a tool to be posted on the website to provide residents a guided tour of our facilities.
- Will continue to move forward on the Online Resident Portal project.
- Provide support to the Rossmoor News. (Assist with website.)
- Golf Software support as needed. (Including on site troubleshooting & training)
- Support current on site events sponsored by the Recreation Department (Farmer’s Market, Recreation Events. Etc.)

As we move to Phase 3 of reopening:

- Continue to assist with filming Recreation events/concerts and post on Recreation LIVE YouTube Channel and Channel 28.
- Provide Tech support to Recreation, Club and GRF events/meetings.
- Continue to provide support to the Rossmoor News (Assist with website document uploads.)
- Continue Online Resident Portal Project.
- Support Onsite Recreation Events as needed. (Farmers Market, Mobile Rec., Community Events etc.)

As we move to Phase 4 of reopening: (End of SIP Order)

- All Recreation, GRF & Club Events are restored.
- Position duties to fully resume.

Application Support Specialist I: 40 Hrs.

Previous Level of Service: Fulfills Audio Visual needs for Rossmoor Clubs, Recreation, GRF meetings/events, from setup to teardown. Ensured the technology aspects of a show/event were running smoothly. Provide communication to club, private residents and GRF staff prior to event to review all tech needs for show. Maintain AV equipment inventory for clubhouses.

Current level of Service:

- Provides online content for the Recreation Live You Tube Channel. This includes weekly "Tech Time with Jerold." These classes focus on residents utilizing technology to help them stay in contact with family and friends.
- Provide weekly Entertainment articles to the Rossmoor News featuring detailed instructions on utilizing technology such as "Zoom", "Facetime" and "Google Chat" etc.
- Provide one on one support to residents who request assistance using tech apps to stay connected to family & friends. (Will provide instruction via phone, email or Zoom)
- Assist with rehearsals/tech needs for Recreation LIVE classes.
- Support current on site events sponsored by the Recreation Department (Farmer's Market, Shred Day. Etc.)
- Serve as back up for Rossmoor internal Mail Clerk position.

As we continue thru Phase 2 of Reopening:

- Assist with tech needs for the recording of "Virtual Concerts" for Recreation and simultaneously broadcasting on Channel 28.
- Assist with configuring the logistics of outdoor/parking lot events which will include Drive in Movies & Concerts. (Securing equipment, screens etc.)
- Assist with sound/tech needs to "Mobile Rec" program.
- Assist with rehearsals/tech needs for Recreation LIVE classes.
- Support current on site events sponsored by the Recreation Department (Farmer's Market, Shred Day. Etc.)
- Serve as back up for Rossmoor internal Mail Clerk position

As we move to Phase 3 of reopening:

- Provide Tech assistance for Rossmoor Clubs, Recreation and GRF events/meetings (As county guidelines change, anticipated increase in Rossmoor Club/Recreation Events)
- Continue to assist with filming Recreation events/concerts and post on Recreation LIVE YouTube Channel and Channel 28.
- Continued tech support for “Mobile Rec” program.
- Support current on site events sponsored by the Recreation Department (Farmer’s Market, Shred Day, and Recreation Events)
- Serve as back up for Rossmoor internal Mail Clerk position

As we move to Phase 4 of reopening: (End of SIP Order)

- All Recreation, GRF & Club Events are restored.
- Position duties to fully resume.

Front Desk Administration Staff: 1 Full Time Senior Receptionist:40 Hrs. & 1 Part Time Receptionist :26 Hours

Previous Level of Service: Responsible for answering and directing all calls to various GRF departments. Processed ticket sales for Special Events, Excursions and Classes. They provide check in and appointments for Recreation Staff. Provided New Resident Orientation binder review to all new residents. Ordered copier/office supplies as needed. Provided support for Recreation Sponsored events. Distributed books to residents provided by the Walnut Creek Library “Books to Go “Program.

Current level of Service:

- Both positions assist with the daily wellness check Telecare calls to 35+ Rossmoor residents.

As we continue thru Phase 2 of Reopening:

- Both positions will continue to assist with the daily wellness check Telecare calls to 35+ Rossmoor residents.

As we move to Phase 3 of reopening:

- Anticipated return to the office, with social distancing/masks required.
- Front Desk staff to monitor number of residents permitted at a time. (Per. county guidelines.) Encourage residents to make appointments or conduct business via phone or email.
- Front Desk staff to ensure all visitors/guests wear masks and maintain social distancing.
- Distribute New Resident Binders. (The binder is now available electronically or residents can schedule an appointment to pick up a binder.)
- Process ticket sales for Recreation Events & Classes.
- Distribute books provided by “Books to Go” Program. (If program has resumed.)

As we move to Phase 4 of reopening: (End of SIP Order)

- Front Desk previous position duties are restored.

Recreation Assistant I

Previous Level of Service: Recreation Assistant I position provides support to various Recreation programs such as concerts, community events, the Friday Lunch program, and Room Reservations. Responsible for all clubhouse dish and supply inventory. They also monitor evening and weekend club/ private events to make sure all Rossmoor guidelines are followed.

Current level of Service:

- Assist with the daily wellness check Telecare calls to 35+ Rossmoor residents.

As we continue thru Phase 2 of Reopening:

- Continue to assist with the daily wellness check Telecare calls to 35+ Rossmoor residents.

As we move to Phase 3 of reopening:

- Serve as event staff support for Recreation Events. (Drive in Movies and Parking lot Concerts, Shred Day etc.)
- Monitor Rossmoor Club & private events, to ensure capacity and county guidelines are being followed.
- Assist with set up and tear down of "Mobile Rec" events.
- Assist Program & Activities Coordinator with Friday Lunch Program distribution of curbside meals.

As we move to Phase 4 of reopening: (End of SIP Order)

- Recreation Assistant I previous position duties are restored.

Mobile Rec Program

Program Description: Mobile Rec is a unique outreach Recreation Program that brings activities to Rossmoor entries/neighborhoods. Staff will set up pop up canopies with tables/chairs and supplies to create an activity for residents to enjoy. Staff will adhere to county guidelines and ensure mask and social distancing are followed.

Program Coordination: The Mobile Rec Coordinator will create a monthly calendar of activities that will be provided by a variety of Recreation staff. This schedule will also include which neighborhood/entry will be visited that day.

Program coordinator will need to provide outreach to Mutual Presidents & Entry coordinator to inquire if they are interested in the program. If they are interested, the Coordinator will be responsible for publicity. If residents in that entry would like to participate, they would just need to call or email to sign up.

Mobile Rec Program Activities:

-*Crafts:* 3 Step Sun Catchers, Easy Birdfeeders, Simple Step by Step Painting, Decorate your Wine Glass, 4th of July Necklaces etc.

-Ice Cream Social

-Happy Hour Fridays: Trivia Games & Wine (Prizes!)

-Music Classes: Spoon Playing, etc.

-Cooking Demos: Summer Salads, Easy Parfaits, Fresh Fruit Sangria

-Freeze Dance Contest: Prizes!

-Haiku Writing Class

-Meditation/Calm Seminar

-Tarot Class: How to

-Local Wine Vendor class on Wine tasting

-Fiesta Friday! Dress in "Fiesta" wear and sample Margaritas & chips salsa. (Social hour.)

-Self Care: Make your own Face Mask

-Musical Mondays: Small 2- or 3-piece group plays music. We provide cool lemonade while you listen.

-Possibilities are endless for activities! We will also encourage input from residents and Mutual Presidents.

Program Guidelines: Recreation will provide all equipment, set up and break down. We will also ensure all participants have masks on and practice social distancing. We will leave entry/neighborhoods in clean condition. Mobile Rec is no cost to participant for Mutual.

Anticipated Start Date: End of June or early July. This would give appropriate time for outreach and schedule to be produced.

**SERVICE LEVEL AND BUDGET REVIEW
With PANDEMIC IMPACT**

DEPARTMENT/AMENITY/SERVICE: Aquatics	
EXECUTIVE SUMMARY:	DATE: June 9, 2020
<p>The Aquatics Department provides lifeguard staff for the operation of the three pool facilities in Rossmoor. The pools are open from 6:00 a.m. to 8:30 p.m. seven days a week. The outdoor pools operate 9 months per year. Lifeguard staff is critical for the safe operation of the pools. The lifeguards enforce rules, provide instruction, monitor the pool chemistry, maintain the pool deck area, move lanes lines for classes, maintain records, and most importantly respond to emergencies or the need for first aid. Lifeguards at Rossmoor must be constantly vigilant. Incidents may occur in the water or outside on the deck, locker rooms or parking lots. GRF may operate the pools with no lifeguards however based on the level of response needed by the guards, the results could be life threatening.</p>	
BUDGET DETAILS:	
2020 Budget:	\$ 735,669
2020 Budgeted Full Time Equivalentents (FTE):	11.0 FTE
REQUIRED STAFFING QUALIFICATIONS:	
All Lifeguards must be certified and maintain certifications at all times. The Head Lifeguard is a certified trainer for American Red Cross.	
LENGTH OF TIME NEEDED FOR STAFF RECRUITMENT AND TRAINING (in months):	
Recruitment:	Recruitment for Lifeguards is ongoing. This is a very difficult position to fill. GRF has had to close pools because of a lack of staffing.
Training:	GRF can fully train and certify lifeguards. Training of the staff takes a full week. Ongoing safety training is conducted for all staff monthly.
PANDEMIC IMPACT:	
<p>The Health Orders prevent the operation of public pool facilities. Some counties are opening HOA pools however Contra Costa County has not taken this step. Based on the Health order the lifeguard staff has been mostly 100% furloughed. The part time on call staff is not being paid because they have no scheduled hours. The full and part time staff are being paid. The lifeguard staff has assisted in the delivery of the Rossmoor News and acting as Marshals on the golf course. The Head Lifeguard has been maintaining the pools and ordering chemicals. The staff has developed plans for operating once permitted by the County. Recruitment of part time on call staff will need to begin as soon as all pools are permitted to open.</p> <p>The pools are a vital part of the amenities at Rossmoor. During the peak months, the Hillside and Dollar pools have monthly attendance of around 2,500 visits each. Tice pool is open year round with daily aerobics classes and lap swimming.</p>	

AQUATICS

Responsibilities:

- Provide for the safe use of GRF pool facilities by Residents and their guests
- Provides and trains lifeguards for the three pool areas: Tice; Hillside; and Dollar
- Performs cleaning and chemical checks on pools
- Maintains records for attendance
- Enforces adopted general and specific rules for each pool facility.

Headcount:

	2019 Budget	2019 Actual	2020 Budget
Head Lifeguard	1.00	1.00	1.00
Assistant Head Lifeguard	1.00	1.00	1.00
Senior Lifeguard	2.00	2.00	2.00
Lifeguard (1)	7.00	7.00	7.00
Total	<u>11.00</u>	<u>11.00</u>	<u>11.00</u>

(1) Based on full time equivalent hours

AQUATICS

Account #6104 - Overtime Wages

Overtime wages for lifeguards are needed to cover extra shifts due to holidays, illness, vacation or when not fully staffed. Overtime has increased with the additional operating hours during the months of March and November. It has become increasingly more difficult to hire seasonal lifeguards during the fall and spring seasons which create a greater demand on overtime.

\$15,000 is requested

Account #6213 - Travel and Meal Allowance

Currently, all staff must use their personal vehicles to travel from pool to pool to conduct their work. Millage is reimbursed at the current IRS rate.

\$4,000 is requested

Account #6219 - Staff Training

Lifeguards receive ongoing training and certifications.

\$2,000 is requested

Account #6222 - Uniforms/Laundry

The Aquatics Staff is required to wear uniforms at all times.

\$3,500 is requested

Account #6420 - Supplies

This consists of various supplies such as Aqua belts and noodles for water fitness classes, replacing clocks, umbrellas, table tops, thermometers, kool grips for the hand rails, key replacements, wrist bands for kids and guests, back pack replacements for the Bag Valve Mask, first aid supplies and office supplies.

\$30,000 is requested

Account #6704 – Utilities

This account covers the gas and electricity costs to heat and operate the pools. The budget has been increased based on current year actuals to date and an anticipated rate increase of 6.4% from PG & E

\$90,000 is requested (Increase of \$16,000)

**SERVICE LEVEL AND BUDGET REVIEW
With PANDEMIC IMPACT**

DEPARTMENT/AMENITY/SERVICE: Fitness Center	
EXECUTIVE SUMMARY:	DATE: June 9, 2020
<p>The now two year old fitness center is a state of the art facility with four studios, a gymnasium and top notch equipment. The facility has over 20,000 visits per month. This facility is by far the most used amenity in Rossmoor. The fitness center is staffed by 12.83 FTE. Of these three positions are contracted through Active Wellness. The contracted staff includes a half time Manager, a FT Fitness Lead, and a FT Front Desk Lead. GRF staffing includes 7.23 FTE Fitness Trainers and 3 FTE front desk staff. The Fitness trainers have extensive experience working with the Rossmoor community. The trainers complete orientations, provide the annual free two training sessions per resident, conduct paid personal training, and teach on average a combined 30-50 group fitness classes per week.</p> <p>Since opening the new facility the GRF has contracted out management services to Active Wellness. Active Wellness manages or owns clubs all over the country. They provide access to industry standards, training, supplies, safety protocols, and management software. The relationship with Active Wellness has been very beneficial to the operation of the fitness center.</p> <p>In addition to the GRF staff, the facility hosts many clubs and leases space to independent instructors who conduct fee based classes.</p>	
BUDGET DETAILS:	
2020 Budget:	\$ 1,074,746
2020 Budgeted Full Time Equivalents (FTE):	10.23 FTE GRF staff and 2.6 FTE contract staff
REQUIRED STAFFING QUALIFICATIONS:	
All training staff is certified and maintains required continuing education. Front desk staff must have computer skills and customer service skills.	
LENGTH OF TIME NEEDED FOR STAFF RECRUITMENT AND TRAINING (in months):	
Recruitment:	Recruitment for all positions takes time to find staff with expertise working with a senior population and that have knowledge and certifications for desired group fitness classes.
Training:	Trainers must maintain certifications through annual trainings and classes.
PANDEMIC IMPACT:	
The Fitness center was closed due to Health Orders in mid-March. The Active Wellness contract was modified in April to furlough the Fitness Lead and the Front Desk Lead. The part time Fitness Manager is still working. The fitness staff has been working between 50-75% of their scheduled time. The team	

has been contacting clients to conduct training appointments via zoom. They have also been providing emailed workout recommendations and providing resources. Trainers each conduct up to 15 calls and 10-15 zoom appointments weekly. The staff has also been producing stay at home fitness videos posted to the department's YouTube Channel and linked to ticefitnesscenter.com and rossmoor.com. The fitness videos will also be run on channel 28. The department also sends out a weekly newsletter to all registered members with email addresses. The newsletter contains department info, fitness tips, links to resources, and information from other departments. A copy of the June 1st newsletter is attached.

With the leadership of Active Wellness, the department is planning for the modified opening of the facility. New protocols are being drafted so we are ready to open as soon as permitted. It is anticipated that outdoor fitness classes will be permitted soon. Classes will be scheduled at Dollar and Sportsman's Park once allowed.

The GRF Board approved an agreement with UC Davis to complete a five-year research project on the impact of diet and exercise on the prevention of diabetes and Alzheimer's. The agreement includes funding for the hiring of 1.5 FTE staff. The study is on hold until permitted to continue under new Health Orders. Once permitted management is evaluating options to utilize existing staffing levels in order to benefit from the grant resources. More information on this option will be discussed at a later time.

Attachment: 2020 Department Budget Narrative

FITNESS CENTER

Responsibilities:

- Provides trainers to operate the Fitness Center, teach fitness classes, and assist residents in proper use of equipment.
- Provides personal training and orientations.
- Coordination of contract instructors for a variety of ongoing classes and workshops.
- Arranges promotional fitness events and fitness challenges.
- Responsible for maintenance of fitness equipment

Headcount:

	2019 Budget	2019 Actual	2020 Budget
Fitness Training Staff	7.17	7.23	7.23
Front Desk Staff	4.00	3.00	3.00
Total	<u>11.17</u>	<u>10.23</u>	<u>10.23</u>

Contract Management with Active Wellness:

Fitness Manager	1.00	0.60	0.60
Fitness Lead	0.00	1.00	1.00
Front Desk Lead	0.00	1.00	1.00
Total	1.00	2.60	2.60

In August of 2018 the GRF Board approved a modification to the Active Wellness Contract. The modification included the addition of a Front Desk Lead position to replace the GRF Front Desk Coordinator position that was eliminated. Additionally, the Manager position was reduced from full time to 24 hours per week and a new Fitness Lead position was added. The combined changes increased overall staffing levels at the Fitness Center with no impact on the budget.

FITNESS CENTER

5420 Personal Training (Revenue)

Personal training is one of the most important programs offered at the Fitness Center. Personal training is offered at \$35.00/half hour or \$60.00 for an hour. Group training is also offered at \$15.00/hour per person.

Training staff is paid at a flat rate of \$40.00/hour while conducting paid training. Funds are budgeted under salaries and wages for the incremental increase in wages while conducting paid personal training.

\$175,000 is projected (\$15,000 Increase)

5802 Miscellaneous Income (Revenue)

Outside fitness instructors are charged a nominal facility use fee when using GRF facilities to conduct classes for residents and their guests. Misc. revenue also includes guest fees and revenue from merchandise sales

\$20,000 is projected (\$5,000 decrease)

6104 Overtime Wages

Overtime wages for trainers who may need to stay to cover extra shifts due to illness, vacation, or when not fully staffed. Includes coverage during holidays when Fitness Center is open. Trainers may not be scheduled for overtime in order to conduct personal training appointments.

\$8,000 is requested

6107 Temporary Help

These resources are used for temporary help when instructors are absent due to scheduled vacation or illness or there is a vacancy in staffing.

\$5,000 is requested

6213 Travel & Meal Allowance

Travel for staff to earn CECs (continuing education credits) required to maintain certifications. Staff takes advantage of courses locally and online; however, certain courses which enable staff to better serve Rossmoor residents are only available outside the Bay Area. Budget includes mileage, airfare, meals and lodging expenses.

\$1,000 is requested (\$1,000 Decrease)

6219 Staff Training

Cost of registrations for continuing education credits for staff. Industry standards require staff maintain a minimum of 50 hours/year and supervisor maintain 90 hours/year. While staff pursues as many courses as possible online and locally, some specific classes are only taught outside the Bay Area. Training also includes customer service training and management training from Active Wellness.

\$4,000 is requested (\$1,000 Decrease)

6222 Employee Uniforms & Laundry

The fitness staff is now being required to wear uniforms during their shift. Uniforms are purchased by GRF.

\$3,000 is requested

6224 Dues & Memberships

Certifications and memberships with professional organizations.

\$1,500 is requested (\$1,000 Decrease)

6225 Subscriptions and Books

The department subscribes to trade publications.

\$500 is requested

6302 Professional Services

In 2019 the Board authorized a professional services agreement amendment with Active Wellness to restructure the management services. The agreement now includes a 24 hour per week Fitness Manager, a full time Fitness Lead, and a Full Time Front Desk Lead

\$204,609 is requested (Amount is per contract)

6311 Copy & Printing Services

Production costs of flyers, class schedules, brochures, floor signage, banners, and posters for special events.

\$2,500 is requested

6402 Administrative Supplies

Paper, pencils, pens, copier ink cartridges and office supplies.

\$8,000 is requested

6420 Supplies

This covers the general supplies needed for classes and programs as well as for operation of the facility. This line typically also includes funds for equipment replacement.

\$20,000 is requested

6903 Equipment Repairs & Maintenance

This line covers the contract for weekly preventive maintenance and repairs. It also covers needed parts for repair. This line also includes funds for the updating and ongoing maintenance of the website and the monthly cost for software used at the Fitness Center.

\$10,000 is requested

7003 Bank Charges

The Fitness Center collects fees via credit card. Charges are for processing fees.

\$3,000 is requested

Tice Creek Fitness Center 2019-20

Resident Usage/Visits	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	2020 TOTAL	Last 12 Months Total	12 Month Rolling Avg.
(includes pool usage) 2011	19,016	18,525	19,368	17,058	17,357	17,544	18,720	19,615	17,871	18,423	18,016	17,392				199,889	18,136
(includes pool usage) 2012	19,733	18,369	19,182	18,608	17,528	17,277	19,264	18,948	17,045	17,944	16,733	17,163				198,061	17,969
(includes pool usage) 2013	20,006	18,820	19,699	18,322	18,050	16,248	19,195	19,731	18,435	18,766	17,382	18,872				203,520	18,470
(includes pool usage) 2014	20,624	19,703	19,120	18,586	18,720	19,102	20,073	20,472	19,636	18,920	18,184	18,586				211,102	19,140
(includes pool usage) 2015	22,183	21,640	21,418	19,378	20,231	19,505	20,041	21,335	19,320	24,888	18,793	18,593				225,142	20,350
(includes pool usage) 2016	20,993	19,860	11,006	3,264	8,627	9,692	9,465	9,501	9,001	9,415	8,492					98,323	8,718
(includes pool usage) 2017	not tracked	not tracked	not tracked	not tracked	not tracked	not tracked	not tracked	not tracked	not tracked	not tracked							
(all check-ins) 2018-19	23,076	21,963	22,929	21,041	20,978	20,158	22,161	21,348	20,048	20,237	20,069	21,138	23,385	21,842	45,227	277,297	21,278
UNIQUE Check-ins						2,910	2,933	2,896	2,836	2,873	2,939	2,945	3,070	2,932			2,926
Class/Club Participation	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	2020 TOTAL	Last 12 Months Total	12 Month Rolling Avg.
Fitness Center Staff	2920	2880	2995	2938	2866	2893	3518	3062	2892	2686	2934	2618	3156	2981	6137	38419	2962
Clubs	2713	3387	3255	3238	3021	2666	2999	2826	2990	3134	2793	3065	3376	3266	6642	40016	3052
Ind. Contractor	1085	938	1048	1240	1092	898	1209	997	988	1023	885	834	970	772	1742	12894	996
TOTAL	6718	7205	7298	7416	6979	6457	7726	6885	6870	6843	6612	6517	7502	7019	14521	91329	7010
% of total fitness center visits	29.1%	32.8%	31.8%	35.2%	33.3%	32.0%	34.9%	32.3%	34.3%	33.8%	32.9%	30.8%	32.1%	32.1%	32.1%		32.9%
# of Classes	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	2020 TOTAL	Last 12 Months Total	12 Month Rolling Avg.
Fitness Staff Classes	179	171	182	173	179	164	188	163	172	157	163	177	186	172	358	2076	173
Club Classes	262	228	252	261	269	244	267	240	244	234	219	219	239	223	462	2911	243
Ind. Contractor Classes	95	85	81	93	85	75	89	77	89	92	85	77	82	71	153	996	83
TOTAL	536	484	515	527	533	483	544	480	505	483	467	473	507	466	973	5983	499
Guest/Caregiver/Fitness Demos	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	2020 TOTAL	Last 12 Months Total	12 Month Rolling Avg.
Annual Guest Passes Used	249	196	201	141	155	154	163	181	158	123	171	251	205	173	378	2076	173
Paid Guest Pass Used	26	16	28	37	46	43	43	40	35	53	57	50	11	3	14	446	37
Caregivers	163	246	158	152	124	142	181	170	154	149	150	150	162	148	310	1840	153
Active Ed. Demo Classes				4	2	2	2						2	3	5	15	3
Active Ed. Demo Participants				14	6	13	11						9	4	13	57	10

Tice Creek Fitness Center 2019-20

Services and Class Stats	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	2020 TOTAL	Last 12 Months Total	12 Month Rolling Avg.
30-Min SESSIONS	66	131	199	224	203	205	237	243	204	202	228	203	71	163	234	2345	195
60-Min SESSIONS	43	122	139	114	139	128	174	153	153	146	170	158	82	186	268	1639	137
Semi-Private SESSIONS	0	2	5	4	11	6	6	8	4	6	4	4	1	0	1	60	5
<i>Unique PT Clients</i>	45	87	105	107	117	133	128	125	125	125	126	127	64	108		1350	113
TOTAL PT SESSIONS	109	255	343	342	353	339	417	404	361	354	402	365	154	349	503	4044	337
Pilates Reformer Classes	33	36	36	46	60	57	60	52	55	56	53	46	59	49	108	629	52
Pilates Class Participants	77	92	105	110	134	119	121	85	112	108	104	112	143	127	270	1380	115
<i>Unique Pilates Clients</i>	26	25	29	34	39	40	37	30	35	35	35	41	41	39			36
Avg. Ref. Participants	2.3	2.6	2.9	2.4	2.2	2.1	2.0	1.6	2.0	1.9	2.0	2.4	2.4	2.6			2.2
Small Group Training Classes	32	27	29	40	41	40	42	36	38	29	32	27	33	33	66	420	35
SGT Participants	82	97	93	122	153	113	115	117	141	126	112	96	127	125	252	1440	120
<i>Unique SGT Clients</i>	35	34	28	45	56	44	40	49	51	41	40	43	56	46			45
Avg. SGT Participation	2.6	3.6	3.2	3.1	3.7	2.8	2.7	3.3	3.7	4.3	3.5	3.6	3.8	3.8			3.5
Orientations	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	2020 TOTAL	Last 12 Months Total	12 Month Rolling Avg.
30 Min Orient	260	134	128	75	72	52	57	63	63	59	72	143	223	124	347	1131	94
60 Min Orient	121	150	117	97	122	99	117	101	92	81	141	161	218	117	335	1463	122
<i>Unique Orientation Clients</i>	222	199	177	136	141	116	124	127	110	107	165	201	250	177			153
TOTAL HOURS	251	217	181	135	158	125	146	133	124	111	177	233	330	179	509	2029	169
TOTAL ORIENTATION Appts	381	284	245	172	194	151	174	164	155	140	213	304	441	241	682	2594	216



TICE CREEK FITNESS CENTER



Weekly News - 6/1

Hello Rossmoor Residents,

The team at Tice Creek Fitness Center welcomes you to another edition of our weekly newsletter, designed to provide you with a few helpful tips and resources during this challenging time. If you do not want to receive the newsletter, please click the unsubscribe link at the bottom. We miss you and hope you're staying safe and active!

At this time there is no set date for the reopening of the fitness center or pools due to county and state health orders. Rossmoor is closely monitoring changes to these orders and is ready to serve the community as soon as these facilities are permitted to reopen.

Riddles of the Week



Riddle 1

If you lose me you cause people around me to lose me too? What am I?

Riddle 2

Think IT Think

(answers at bottom of newsletter)

Fit Quiz of the Week

Question 1

Does muscle burn calories even when the body is at rest?

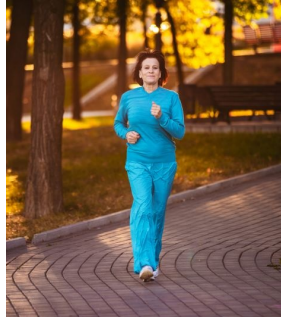
Question 2



Muscle weighs more than fat.
True or False

(answers at bottom of newsletter)

Fitness Tips



Walking with Stride

Jo Nash, Fitness Center Trainer

We love to walk but we have forgotten what's important about how we walk. Some walk with dog leashes in one hand and are able to swing their other arm. Some have a cell phone in one hand and maybe a water bottle in the other. No matter what the situation is, going back to swinging your arms and..

[Read The Full Article Here](#)

Fitness Funnybone

by: Julie Hughes, Tice Fitness Trainer

How about a hint of helpful humor for hard times? Just the act of smiling can engage facial muscles that connect to the neurons that, in turn, send signals to the brain that say "Hey, I think we're feeling better now!" A little endorphin release can go a long way. Think of how much better we can feel with exercising the funny bone on a regular basis? It's worth a try. Just as a food for thought, can you think of clichés that, if taken literally, could increase the heart rate, fitness level, caloric expenditure?

Think of all the extra calories burned per hour if you could:
Jump to conclusions, drag your heels, push your luck, toot your own horn, beat around the bush, climb the walls, swallow your pride, pass the buck, throw your weight around, make mountains out of molehills, hit the nail on the head, bend over backwards, pull out the stops, pull a fast one, add fuel to the fire, start the ball rolling, go over the edge and open a can of worms!

Hope that you find reasons to smile today!

At-Home Exercise of the Week

Scapular Wall Row

This exercise simulates a rowing motion, requires no equipment, will help you develop better posture. It focuses on the rhomboids, middle & lower traps, and posterior deltoid.

To Perform the Scapular Wall Row:

- Stand with your upper back and head against the wall and your heels 6-8 inches away.
- Bend your arms and place your elbows against the wall.
- Keep your body in a straight line and drive off the wall with your elbows, pressing your chest out and drawing your shoulder blades down and back. Brace your core and squeeze your glutes so your body moves as

one unit.

- Hold 1-2 seconds, then return to the starting position.
- Repeat 8-12 times.

Other Tips:

- Throughout the exercise, keep your body in a straight line from your head to your heels.
- Avoid arching your back.
- To make the exercise harder, walk your feet out farther from the wall.
- You can also do this from the floor (it will be harder). Lying face up, drive your elbows in to the floor, raising your head and upper back as one unit. Avoid using your abdominals; lift your chest up and draw your shoulder blades down and back.

At-Home Workout Equipment Tips

<p style="text-align: center;">Towel or Fleece Blanket</p> <p style="text-align: center;"><u>“Towel Taz”</u></p>	<ul style="list-style-type: none">• This is a great exercise for overall body conditioning.• Grab a towel, fleece blanket, or whatever you have available. The bigger and heavier it is, the harder this move will be.• Stand with your feet at least shoulder width apart and knees slightly bent.• Hold a corner of the towel in each hand and start shaking the towel up and down as quickly and powerfully as you can. At the same time, move quickly around from side-to-side, forwards/backwards, or a diagonal or circle. Move quickly, taking only a few steps in each direction, being careful to maintain balance.• Keep your chest up and avoid rounding your back. You can shake the towel up & down or from side-to-side. The quicker you move, the harder this will be.• Do 30 seconds to 1 minute on, and 30 seconds to 1 minute off (rest) for 4-6 rounds.
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Fitness Team Spotlight



Katleen Lamport - Personal Trainer

How long have you been working at Rossmoor?

It will be 27 years in October of this year, yikes!! Those years just flew by, can't believe it myself.

Why does working at Rossmoor resonate with you?

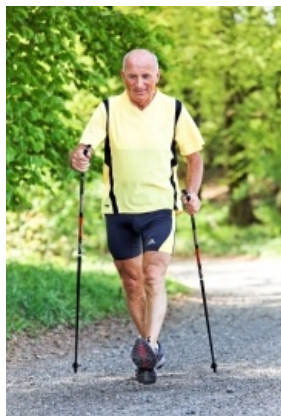
Beside doing a job that is very rewarding, it is for

the most part the friendship, camaraderie and...

[Read the Full Spotlight Article Here](#)

Walking Trails of Rossmoor

[CLICK HERE: Rossmoor Walking Trails Maps](#)



A few important benefits of walking include: balance improvement, cardiovascular conditioning, lowering blood pressure, and building muscle endurance. During this challenging time, outdoor walks can be a helpful routine to boost immune function to help fight illness, improve mood to help fight depression and/or anxiety, and to reduce other negative affects of isolation and sedentarism.

***NOTE:** As of Wednesday, April 22nd Contra Costa County is recommending that anyone who is outdoors should wear a mask. Specifically, the recommendation is for people who are in a public area where social distancing is not possible should wear a mask.*

Other Fitness Resources

[CLICK HERE: Stay-At-Home Exercise Videos](#)

Video List

Jo Nash

Wake Up Routine, Abs and Back, Pilates w/ Band, Zumba, Mat Stretch and Relax, Hands and Feet Exercises

Becky Beckelman

Pickleball Balance Core, Pickleball Warm Up, Home Chair Workout, Balance Exercises

TRX @ Home, Resistance Band Workout, Beginner Step Sculpt

Bob Huff

Frame Isometrics, Beginner Pilates, Intermediate Pilates, Forearm/Wrist/Hand Exercises, Resistance Core Training

Spencer Hino

Home Workout 101, Walking and Running Warm Up, Functional Balance

Dino Giannakis

Circuit Training Level 1, Circuit Training Level 2, Circuit Training Level 3

Emm Yee

Standing Stretches, Beginning Barre

Julie Hughes

Muscle Movers, Chair Challenge

Dennis Shimoko

Breathwork for Relaxation, Meditation Techniques, Lounge Chair Fitness, Bus Stop Fitness

[CLICK HERE: Channel 28 TV Guide](#)

Channel 28 is playing previously recorded exercise classes from the fitness team. For a schedule and class descriptions for the week, click the link above.

Transportation

Starting June 1st 2020 the Transportation department in accordance with the Contra County social distancing requirements and adhering to the opening of business and other community activities throughout the city of Walnut Creek will be adding more buses to our current Dial-A-Bus service. The buses will support the community with a limited seating capacity of 4 riders total at a time on each bus to allow continued social distancing.

The department and services will be running Sunday through Saturday. Dial -A-Bus is a same day service and requires a minimum of one-hour advance notice prior to your pickup request time.

A special downtown service will be offered to specific downtown areas previously supported by the Green Line bus with modifications to the schedule along with pick up and drop off requirements, meaning the bus will pick up at resident entry instead of the standard Gateway Clubhouse pick up location.

Phone hours are 8:00am - 4:00pm

Bus service is available from 9:30am - 5:00pm.

To Schedule a Ride please call 925-988-7676

Farmer's Market Returns!

The Rossmoor Farmers Market returned on Friday, May 15th to the Gateway Parking lot.

In order to keep everyone safe the Farmer's Market will have some guidelines for everyone to follow:

- Masks/Face Coverings are required at the market.
- Social Distancing guidelines must be adhered to. Booths will be wider and will limit how many people can be in a booth at one time to ensure safety.
- Reusable bags are not permitted. Market vendors will bag your produce/goods.
- The hours of the market are 9:30am-1:00pm every Friday now thru October.

For information please call 988-7700

Rossmoor Recreation Live

[CLICK HERE: Recreation Live on YouTube](#)

[CLICK HERE: Recreation Live Schedule](#)

The Recreation LIVE! channel features live streaming interactive content produced by the Recreation Department. It includes tours around the world, trivia games, classes, cooking demonstrations and choose your own adventures. Each episode will be hosted by a Recreation Department staff member so be sure to check the live stream schedule and tune in! Rossmoor residents are encouraged to interact via the Chat Box during the live episodes.

Recreation Contact Info

Kelly Berto

kberto@rossmoor.com

925-988-7780

Rossmoor Golf

[CLICK HERE - Golf Reopening Procedures](#)

The Golf Course has adjusted the hours available for non-golfing walkers. Walkers will be allowed on the Creekside course after 4pm.

Golf Contact Info
Mark Heptig
mheptig@rossmoor.com
925-988-786

[CLICK HERE - Golf videos on Rossoor.com](#)



Click the link above for a library of short videos that will give you an opportunity to review the basics of the swing, go over golf course strategy, look at the mental side of the game and give you some ideas on how to stay in good shape and create a better fitness and stretching routine for golf.

The videos at this time concentrate on improving or maintaining your game while we are in the shelter-in-place. That way, when the golf facilities are re-opened, you will be ready to enjoy this great game again.

Click the button below to see the full playlist of golf tips videos.

Golf Contact Info
Mark Heptig
mheptig@rossmoor.com
925-988-7861

Rossmoor Counseling

Rossmoor Counseling continues to offer counseling sessions by phone and Zoom meetings. We're currently providing two support groups via Zoom as well. Contact the Counseling Office for information on additional support groups.

- **On-going Caregiver Support Group: Wednesdays @ 10:00am**
- **Additional support groups via Zoom, contact the Counseling Office for details**

Counseling is also available by phone to discuss community resources that could help during the shelter in place or other unrelated issues as they come up. If you would like to schedule a session, join a support group, or speak to a clinician for resource information please contact the Counseling Office at **925-988-7750**.

Counseling Contact Info
counseling@rossmoor.com
925-988-7750

Riddle Answers

Answer 1: your temper
Answer 2: think twice about it

Fit Quiz Answers

Answer 1: Yes, and muscle burns calories at more than 2x the rate compared to fat while at rest.

Answer 2: False: A pound of fat is the same weight as a pound of muscle. However, muscle is more dense than fat, so a pound of muscle takes up less space than a pound of fat.

Tice Creek Fitness Center
1751 Tice Creek Drive
Walnut Creek, CA 94595
ticefitnesscenter.com
925-988-7850
fitnessdesk@rossmoor.com

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**SERVICE LEVEL AND BUDGET REVIEW
With PANDEMIC IMPACT**

DEPARTMENT/AMENITY/SERVICE: Golf Course-461 and Lawn Bowling-462	
EXECUTIVE SUMMARY:	DATE: June 9, 2020
<p>Director of Golf:</p> <p>Oversees all aspects of the golf course operation and Lawn Bowling facility.</p> <p>Works with the Golf Course Superintendent to deliver the most economically sound, beautifully maintained, playable and healthy golf course and Lawn Bowling facilities.</p> <p>Golf Course Superintendent:</p> <p>Oversee golf course crew to make sure they are safe, motivated and productive each day.</p> <p>Take care of approximately 150 acres of property.</p> <p>Plan for all maintenance on the golf course on a daily basis and work toward future projects that will enhance the property.</p> <p>Work with MOD in repairing of equipment and manage all supplies and deliveries.</p> <p>Application of any herbicides, pesticides or fertilizers are done according to county health codes and with the correct equipment.</p> <p>Golf Course Staff:</p> <p>Union employees that work to maintain all aspects of the golf course and Lawn Bowling facilities.</p>	
BUDGET DETAILS:	
2020 Budget:	\$ 2,368,685 -Dept 461 with offsetting revenues of \$980,000. \$139,565 - Dept462 with no offsetting income.
2020 Budgeted Full Time Equivalents (FTE):	1 Golf Course Superintendent and 14 Golf Course Staff.
REQUIRED STAFFING QUALIFICATIONS:	
<p>Golf Course Superintendent:</p> <p>Must be a member of the Golf Course Superintendents Association in golf standing.</p> <p>Must have all permits and certifications for State pesticide applications.</p> <p>Must maintain education on all facets of golf course maintenance.</p>	

<p>Golf Course Staff:</p> <p>Union members.</p> <p>Good physical condition.</p> <p>Willing to learn different aspects of the operation including irrigation, running different machines and technical parts of golf course operations.</p>	
<p>LENGTH OF TIME NEEDED FOR STAFF RECRUITMENT AND TRAINING (in months):</p>	
Recruitment:	
Training:	Golf Course Superintendent 4+ months. Golf Course Staff 2-3 months.
<p>PANDEMIC IMPACT:</p>	
<p>Golf Course Superintendent:</p> <p>Because of pandemic, workers at home during March 16-May 17, coming into work generally two days per week. Since May 18 coming to work three days a week with a gradual increase to full-time on site.</p> <p>Golf Course Staff:</p> <p>Continued to be on site throughout the pandemic. They were classified early on as being essential operations.</p>	

Attachment: 2020 Department Budget Narrative

GOLF COURSES, BOWLING GREENS & GOLF PRO SHOP

Responsibilities:

Golf Courses

- Maintain two golf courses (150 acres, 27 holes) on which nearly 59,000 rounds of golf were played in 2018.
- Daily maintenance on the course includes changing the hole locations and tee marker placement; raking bunkers; maintain ball washers; emptying trash receptacles; mowing greens and watering.
- Other maintenance includes mowing the fairways and roughs; fertilizing and top dressing; debris clean up; pesticide control; manage irrigation system; repair of damaged areas and maintain trees and other plantings.
- Improvement projects, such as drainage and turf restoration.
- Manage 10-14 outside tournaments on selected Mondays throughout the year.

Pro Shop

- Manage the Pro Shop operation that includes a full-service golf shop, rental carts, club repair, driving range and lesson program.
- Work with four different golf clubs to coordinate an active tournament schedule in which staff produces all the pairings, does check-in, acts as rules director and runs the award ceremony with posting of results.
- Work with the Golf Advisory Committee to set priorities for the golf program and share information.

Bowling Greens

- Maintain the three bowling greens at Hillside Clubhouse.
- Have quarterly meetings with the bowling greens committee.

Headcount:

	2019 Budget	2019 Actual	2020 Budget
Director of Golf	1.00	1.00	1.00
Golf Course Superintendent	1.00	1.00	1.00
Landscape Staff	13.00	13.00	12.00
Equipment Mechanic	0.00	0.00	1.00
Lawn Bowling Caretaker	1.00	1.00	1.00
Golf Pro	3.00	3.00	3.00
Pro Shop - Part Time Help	0.65	0.65	0.65
Total	19.65	19.65	19.65

Note: Headcount Excludes Range Workers

GOLF COURSE

Account #5404 - Guest Golf Fees

The Director of Golf is suggesting a few guest rates changes for 2020. This is after researching rates at several other facilities and doing some comparison. Although we could expect an increase in the amount collected for the year due to these rate changes, the Director of Golf is still suggesting a decrease in this line item. When doing this estimation in the past couple of years we were using a "best case" scenario for weather. We believe it may be better to be more cautious in case we have another poor weather year. The Director of Golf suggests a decrease of \$40,000 for 2020.

Account #5405 - Resident Golf Fees

These are daily fees collected from the residents. Once again, the Director of Golf suggests that even though some additional income could be realized it would be better to stay conservative. The Director of Golf suggests a decrease of \$30,000 in this line item in 2020.

Account #5406 - Golf Cards

These are the fees collected from the residents so that they have unrestricted use of the golf courses. Starting in 2014 these annual fees were sold either yearly (January-December) or quarterly. Along with the increases suggested for the daily rate in 2020 the "annual" should also be increased proportionally. The Director of Golf estimates that this could bring in additional income, but it would still be better to stay conservative in case of poor weather. The Director of Golf recommends decreasing this line item by \$20,000 in 2020.

Account #5410 - Tournament Fees

This account is for recording outside tournament fees paid to Golden Rain for renting the golf courses on Mondays. These events tend to be held by the same organizations each year. However, we did lose some long-time events in 2019. We hope to have them return in 2020 or be replaced by other events. We are being conservative and predicting fewer events during 2020 and therefore the income should go down slightly. The Director of Golf recommends decreasing this line item by \$5,000 for 2020.

Account #6104 - Overtime Wages

Scheduled overtime includes staffing to prepare the golf courses for play on high revenue holidays. We also must cover both weekend days which leads to overtime. Non-scheduled overtime includes emergency call in time and after hour repairs.

Account #6213 - Travel and Meal Allowance

This pays for the costs associated with the golf course superintendent attending national, state and regional golf course superintendent's association conferences and meetings. Attending these meetings earns points toward maintaining his superintendent credentials. There will be no change in this account for 2020.

Account #6219 - Staff Training

This pays for the continuing education seminars taken during the year (2 local seminars totaling \$400) including those necessary to maintain the superintendent's state pesticide operators license (20 hours of instruction totaling \$300).

Account #6222 - Uniforms/Laundry

This pays for uniform and laundry service for the workers on the golf course as provided by the union contract. We have had all the employees sign up for this program in 2019 and they want to use this service, therefore we need to increase this line item by \$8,000 in 2020.

Account #6224 - Dues and Memberships

This pays for dues charged to maintain memberships in the national and regional superintendent's association and the Professional Association of Pesticide Applicators. It is necessary for continuing education and staying current with the turf industry. This account also includes the monthly cost associated with the new software the department will be implementing in the fall of 2019. Therefore, an increase of \$5,500 is needed in 2020.

Account #6225 - Subscriptions and Books

This pays for internet access for off site management of the central irrigation computer. There will be a small reduction of \$400 in this account for 2020.

Account #6230 - Personal Safety Equipment

This pays up to \$200 per employee to provide steel toed work boots and other safety equipment. The Director of Golf recommends that this line item stay the same in 2020.

Account #6403 - Fuel for Vehicles

This pays for gas and diesel used to operate the equipment used to maintain the golf courses and bowling greens. Typically, the Trust Operations Auto Mechanic Foreman purchases the fuel and provides the necessary information. An increase of \$2,000 is needed for 2020.

Account #6408 – Safety/Security Supplies

We currently budget for various safety supplies. The Director of Golf recommends that this line item stay the same in 2020.

Account #6417 - Fertilizer Supplies

This pays for fertilizers, pesticide, and other chemicals used to maintain the golf courses. As many as 12 applications per year are made on our 30 golf course greens with fertilizers, fungicides and other chemicals to improve water retention and stimulate plant growth. These 12 applications total nearly \$40,000 for this account. However, we are reducing the number of herbicides being used because of the increase in mulch areas. This should save \$10,000. Algae control for the lake is \$8,000. The surrounding areas of the greens and tees are a different fertilizer application that totals \$6,000. The balance of the budget funds seed that is provided by the same distributor that sells fertilizer. We are using less Round Up throughout the operation. Therefore, the Director of Golf recommends a \$2,000 decrease in this line item for 2020.

Account #6419 - Turf Maintenance Supplies (Golf)

This pays for the sand and amendments used during green and tee aeration. During greens aeration 200 tons of sand and 15,000 lbs. of amendment will be used. The sand will cost over \$10,000. The cost of the amendment materials will be also over \$10,000. The remaining funds pay for tee and fairway renovation materials that include improved mulch, decomposed granite used on walkways and gravel used in drain lines. An additional \$2,000 will be used to enhance mulch areas with cobbles to help maintenance. The Director of Golf recommends no change in this account in 2020.

Account #6420 - Supplies

This pays for various supplies. Pipe fittings, safety supplies, ball washer soap, towels, flagsticks, flags, tee markers, etc. There are too many items to list. The Director of Golf recommends no change in this account in 2020.

Account #6455 - Small Tools/ Equipment

This pays for replacement hand tools and equipment items that cost less than \$5,000. This includes backpack blowers, string trimmers, and small mowers. We also use this account to increase our small equipment inventory to reduce renting items. We have not had any increases in this account in several years. The Director of Golf recommends a \$1,000 increase in 2020.

Account #6701 - Water

We continue to analyze and adjust the sprinklers to make them more efficient and look to convert more areas to mulch ground cover instead of grass. However, this account must go up in 2020 because of the rate increases by EBMUD that are expected to be 6.25%. The Director of Golf and Golf Course Superintendent suggest a \$13,000 increase for 2020.

Account #6704 - Gas and Electricity

Pays primarily for pumping costs of irrigation water and power for water aerators used to reduce algae in the lake. This account needs to increase by \$800 in 2020.

Account #6901 – Rental

There are times when we need to rent an item to help get work done. It often is a piece of equipment we will only use once. Having a small contingency account for these jobs is important. Therefore, the Director of Golf recommends the same number for 2020.

Account #6903 - Equipment Repair

This pays for repair or replacement of irrigation system equipment and the aerators located in the irrigation reservoir. It also may be used to make major repairs needed on the main line piping that must be completed by a contractor. This also funds upgrades to the software system that runs the irrigation system. Our irrigation pump stations, and irrigation control equipment continue to get older, so it does take more maintenance. However, staff suggests a decrease of \$7,500 in this account in 2020.

Account #6907 - Pest Control

Pays for a service that utilizes trained Border Collies to chase the Canadian Geese at Rossmoor. It also pays for a contractor to control the rodent population. There is also a pro-active program involved going on Mutual rooftops and oiling the eggs of the geese. Staff suggests that this line item remain the same in 2020.

Account #6919 - Repair Greens, Tees and Fairways

This pays for making improvements of existing systems, correcting problems or replacement of worn items on the golf courses. This includes work completed by contractors and the necessary materials. Many safety problems are addressed as we continue to install decomposed walkways to tee areas. We anticipate spending \$30,000 for sand replacement in the bunkers and using the old sand for top-dressing fairways. We will continue this program also in 2020. Drain line repairs, replacements and extensions in several areas will be done. Continued irrigation modifications and replacement of sprinkler heads and broken lines will be approximately \$40,000. We intend to modify irrigation in tree lines between several interior fairways that will

continue to reduce irrigation costs on a small scale. We will continue to reduce turf areas where possible however those opportunities are much smaller now without impacting playability for the golfers. The Director of Golf recommends this line item stay the same in 2020.

Account #6935 - Tree Maintenance/Removal

This pays for the trimming and removal of trees. Dangerous trees are removed or trimmed. Dead trees are removed. Our tree contractor and his equipment charges are nearly \$1,500 per day for a 3-man crew. Because we have many trees on the property, and many of them are older, we suggest increasing this line item by \$8,000 for 2020.

Account #7102 - Vehicle Maintenance

This pays for the maintenance of the equipment used to care for the golf courses. The Trust Operations Auto Mechanic Foreman estimates the costs for the next year.

LAWN BOWLING

Account #6417 - Fertilizer Supplies

This pays for fertilizers, pesticides and other chemicals used to maintain the three 16,000 square foot bowling greens. At least 8 fungicide applications will be made during 2020. Other chemicals that will be applied are wetting agents and insecticides. This line item will stay the same in 2020.

Account #6419 - Turf Maintenance Supplies

This pays for the sand and amendments used during green aeration 2 times per year. Staff suggests keeping this account the same for 2020.

Account #6420 - Supplies

This pays for various supplies. Included are safety supplies and pipe fittings etc. This line item will stay the same in 2020.

Account #6455 - Small Tools

This pays for replacement hand tools and equipment items that cost less than \$5,000. This includes backpack blowers, string trimmers and lawn edger. We need to purchase a walk behind verticutter from this account. So, the Director of Golf suggests we increase this line item by \$1,000.

Account #6701 - Water

This pays for half of the water used at the bowling green complex. The other half is paid from the landscaping maintenance budget for all the plantings around the bowling greens. This account is showing a decrease of \$5,500 for 2020 based on historical usage.

Account #6919 - Repair

This pays for the repair of the existing sprinkler system and the turf on the greens. Staff recommends that this account go up \$1,000 in 2020.

Account #7102 - Vehicle Maintenance

This pays for the maintenance of the equipment used to care for the greens. This account reflects a \$1,000 decrease in 2020.

**SERVICE LEVEL AND BUDGET REVIEW
With PANDEMIC IMPACT**

DEPARTMENT/AMENITY/SERVICE: Golf Shop-463	
EXECUTIVE SUMMARY:	DATE: June 9, 2020
<p>Director of Golf:</p> <p>In charge of entire golf operation including overseeing golf maintenance.</p> <p>Oversees daily operation of starting times. Making sure every customer interaction is friendly, courteous and welcoming. Treat residents and guest with respect. Make sure tee times run smoothly and on time.</p> <p>Make sure that entire staff adheres to all Golden Rain policies and training.</p> <p>Manages all facets of the operation including but not limited to the cart fleet, range operation, club repair operation, 130 golf tournament schedule (for four golf clubs and several outside events) and the lesson program.</p> <p>In charge of merchandising operation which includes buying, receiving, pricing, inventory, display, special orders for customers and selling.</p> <p>Reporting to Recreational Manager, CEO, GRF Board, resident groups and the Golf Advisory Committee.</p> <p>In charge of entire budgets related to 463, 462 and 461.</p> <p>Write articles for the Rossmoor News and produce videos for Rossmoor.com.</p> <p>Make sure the procedures for each opening and closing of the golf shop are correct and done completely and safely.</p> <p>Golf Shop Staff:</p> <p>Currently includes three golf professionals and one part-time employee.</p> <p>At the direction of the Director of Golf help with all duties mentioned above and be able to deliver excellent customer service in each aspect.</p> <p>Range Workers:</p> <p>Currently six staff members who are all high school age and work between 2-4 days per week. The shifts generally are 2-4 hours long and we have two range workers scheduled each day.</p> <p>Duties include completely cleaning carts and making sure they get charged for play the next day, pick up and clean range balls, take out garbage, vacuum and generally any other duties that could help get the operation ready for the next day.</p>	

BUDGET DETAILS:	
2020 Budget:	\$ 464,343 with offsetting revenue of \$405,000
2020 Budgeted Full Time Equivalents (FTE):	4.5
REQUIRED STAFFING QUALIFICATIONS:	
<p>Director of Golf:</p> <p>College degree.</p> <p>PGA Class A member with several years of experience in all aspects of golf course operations.</p> <p>Golf Shop Staff:</p> <p>PGA/LPGA members in good standing or history of golf background developed through other facilities. Varying degrees of experience to form a cohesive unit that works well together and brings different strengths to bear on the multi-faceted services provided.</p>	
LENGTH OF TIME NEEDED FOR STAFF RECRUITMENT AND TRAINING (in months):	
Recruitment:	
Training:	Two to six months
PANDEMIC IMPACT:	
<p>Director of Golf:</p> <p>Was on site approximately 75% of the time from March 16-May 4. Did do some work at home also. Overseeing policies and monitoring the entire facility. Attended numerous Zoom meetings. Established protocols for reopening golf operation. Did extensive cleaning, numerous projects having to do with the golf shop and still received, inventoried, priced and displayed merchandise. Director of Golf has been full -time and more since May 4.</p> <p>Golf Shop Staff and Range workers:</p> <p>Were furloughed with pay for period of March 16-May 4 (range workers just first two weeks). Golf Staff did work some hours off site on instruction videos and writing articles. All staff has been back to full-time since May 4.</p>	

Attachment: 2020 Department Budget Narrative

GOLF PRO SHOP

Account #5430 - Merchandise Sales

The golf shop sales were good for the first half of the year considering the poor weather. We have done very well this year on selling men's and women's clothing, along with golf clubs. However, past estimates in this account may have been too aggressive to attain. So, the Director of Golf recommends a small decrease this next year in the budget of \$10,000.

Account #5431 - Cart Rental

The Director of Golf recommends that this line item estimation decrease slightly in 2020.

Account #5432 - Club Repair

Anticipate the same in sales in 2020.

Account #5433 - Golf Lessons

Lessons have been increasing over the last two to three years. Staff has increased the lesson program by offering more classes for beginner and intermediate players. However, the number of teachers right now is three rather than four. So, the Director of Golf recommends a small decrease of \$4,000 in this account.

Account #5434 - Driving Range

The Director of Golf believes this line item can stay the same in 2020 because we will be increasing the price of range balls and be able to attain the estimated amount.

Account #6213 - Travel and Meal Allowance

This year the Director of Golf and the First Assistant will attend a teaching clinic and the Northern California Annual Meeting. Both these events secure necessary points so that they can maintain their PGA cards. However, there are no large, out of state trips for merchandise shows planned this year. So, this account can stay the same in 2020.

Account #6219 - Staff Training

This training is for the assistants to attend local classes to help on proper safety issues regarding club repair or golf car maintenance. This account will stay the same for 2020.

Account #6224 - Dues and Membership

We will have three PGA Members and the dues will be approximately \$2,500. This account will stay the same in 2020.

Account #6401 - Cost of Material Used/Sold

The Director of Golf sees the sales staying close to the same for 2020. However, to reflect the proper margin he recommends this account be reduced by \$5,000 for 2020.

Account #6402 - Administrative Supplies

This item will stay the same for 2020.

Account #6441 - Range Supplies

This account is for range buckets, range balls, tokens, ball pickers, range mats and other products. We will be going to a nicer range ball in 2020 that will cost more. The Director of Golf suggests increasing the line item by \$2,000.

Account #6450 - Golf Cart Lease

The golf operation has a fleet of carts which are at this time all leased from Yamaha Golf Company, along with a range cart. We are in the second year of a four-year lease and the account will have no charge for 2020.

Account #6903 - Equipment Repair/Maintenance

This includes any repairs to carts, range equipment or golf shop fixtures. Since the carts are new the Director of Golf recommends keeping this account the same for 2020.

**SERVICE LEVEL AND BUDGET REVIEW
With PANDEMIC IMPACT**

DEPARTMENT/AMENITY/SERVICE: Facilities Maintenance	
EXECUTIVE SUMMARY:	DATE: 06/02/2020
<ul style="list-style-type: none"> • Management of all maintenance for Trust facilities: 5 clubhouses; 3 pool complexes; tennis complex; and maintenance service center (800 Rockview Drive). • Public works oversees pavement maintenance; restriping of streets; concrete maintenance (trippers and replacement of defective sidewalks and curbs); sewer and storm drain maintenance. • Oversee creek and open space maintenance 	
BUDGET DETAILS:	
2020 Budget:	\$ 907,491
2020 Budgeted Full Time Equivalentents (FTE):	6
REQUIRED STAFFING QUALIFICATIONS:	
Must understand mechanical, electrical and HVAC equipment repair and maintenance. Must maintain a valid California driver's license.	
LENGTH OF TIME NEEDED FOR STAFF RECRUITMENT AND TRAINING (in months):	
Recruitment:	3 to 6 months
Training:	4 months
PANDEMIC IMPACT:	
From mid-March through May work was restricted to issues involving safety and habitability. May 1 st building maintenance was deemed an essential service and full work resumed. The crew size is down to three due to staffing issues. With clubhouses closed the crew has focused on work that normally could not be done while open.	

Attachment: 2020 Department Budget Narrative

FACILITIES MAINTENANCE

Responsibilities:

- Management of all maintenance for Trust facilities: 5 clubhouses; 3 pool complexes; tennis complex; and maintenance service center (800 Rockview Drive).
- Public works oversees pavement maintenance; restriping of streets; concrete maintenance (trippers and replacement of defective sidewalks and curbs); sewer and storm drain maintenance.
- Oversee creek and open space maintenance.

Headcount:

	2019 Budget	2019 Actual	2020 Budget
Public Works Engineer	1.00	1.00	1.00
Service Technicians	5.00	5.00	5.00
Total	<u>6.00</u>	<u>6.00</u>	<u>6.00</u>

FACILITIES MAINTENANCE 2020

Account #6104 - Overtime Wages

This budget is needed to cover all overtime for weekend emergencies and holidays. Requested budget for 2020 is \$3,000 which reflects the last two years expenditures.

Account #6222 – Employee Uniforms & Laundry

This covers laundry service and uniforms for five facilities maintenance technicians as required by the Union contract. Requested budget for 2020 is \$7,500. This represents current year expense.

Account #6302 - Professional Services

This covers miscellaneous consulting services for such things as slide repairs, special testing, water chemistry analyses for our clean water or SWPPP program, and arborist reports. Requested budget for 2020 is \$10,000. This is an increase of \$3,000.

Account #6402 - Administrative Supplies

This budget covers miscellaneous blueprinting, copying fees and plotter and printer supplies. Requested budget for 2020 is \$1,000. (No increase)

Account #6408 - Safety / Security Supplies

This covers safety devices, such as traffic cones and barricades, used by our crews for street striping maintenance and personal protective equipment (PPE) for handling pool chemicals and other potentially hazardous materials. Requested budget for 2020 is \$750. (\$250 decrease)

Account #6415 - Swimming Pool Supplies

This covers the cost of chemicals, primarily chlorine and CO₂ gas, to manage the water quality of the four swimming pools and spa plus miscellaneous pool equipment. The requested budget for 2020 is \$55,000 which reflects the last 2 years of expenditure history. (No increase)

Account #6430 - Appliance Supplies

This pays for miscellaneous appliance parts needed for repairs, mostly to clubhouse kitchen equipment. Requested budget for 2020 is \$1,000. (No increase)

Account #6431 - Mechanical / Electrical Supplies

This primarily covers supplies for lamp replacements and HVAC filters plus numerous miscellaneous refrigeration and HVAC parts for the equipment in the clubhouses. Requested budget for 2020 is \$35,000. This increase of \$5,000 represents past expenditure history.

Account #6432 - Plumbing Supplies

This budget covers plumbing parts, supplies and fixtures for the clubhouse restrooms and kitchens as well as mechanical system plumbing installations. Requested budget for 2020 is \$6,000. This increase of \$500 represents past expenditure history.

Account #6440 - Building Supplies

This covers building materials for a wide range of small repairs and unscheduled projects for the clubhouses. These can include shelving, signage, storage, flooring products, ceiling tile, etc. Requested budget for 2020 is \$10,000. (\$2,000 decrease)

Account #6455 – Supplies Small Tools / Equipment

This covers the hand tools and power tools used by the service technicians. Equipment can include paint sprayers, small generators and compressors, pressure washer, drain snaking equipment, etc. Requested budget for 2020 is \$1,300. (\$200 decrease)

Account #6460 - Painting Supplies

This covers both the exterior and interior paints we use for the clubhouses as well as for repainting the stripes, curbs and stenciling we do on the streets. Requested budget for 2020 is \$3,500. This is an increase of \$500.

Account #6506 - Other Licenses and Fees

This refers to the fees and expenses associated with county pool license fees, county hazardous materials business plan fees, fire and security alarm fees, clean water and SWPPP fees, underground storage tanks, etc. Requested budget for 2020 is \$25,000. This is a decrease of \$5,000 which represents current fee requirements.

Account #6807 - Elevator Contract

This covers the quarterly servicing of the elevator at the Del Valle clubhouse and a service contract for two chair lifts at the event center. The budget reflects the actual annual fees. Requested budget for 2020 is \$10,000. (No increase)

Account #6901 - Equipment Rental

This budget covers renting equipment for small in-house projects, such as compaction equipment, large compressors, jackhammers, scaffolding, etc. This also covers the monthly cost of porta potties in the recycling center and the addition of a porta potty to the dog park. Requested budget for 2020 is \$7,000. This is an increase of \$2,000.

Account #6903 - Equipment Repair / Maintenance

This covers maintenance of fire extinguishers, fire suppression systems, radios, pumps, alarm equipment, etc. Requested budget for 2020 is \$20,000. (No increase)

Account #6905 - Building Repair / Maintenance

This cover hiring contractors or vendors for a wide range of building repairs and maintenance such as flooring, roofing, painting, glass replacements, tile work, drywall, doors and hardware, locksmith, etc. Requested budget for 2020 is \$25,000. This is a decrease of \$2,500 which represents current year expense.

Account #6906 - Electrical Repair / Maintenance

This budget covers hiring an electrical contractor to troubleshoot problems, install new electrical circuits in the clubhouses, for streetlight repairs, and for miscellaneous data cabling. Based on actual expenses, the requested budget for 2020 is \$10,000. (\$2,000 decrease)

Account #6927 - Swimming Pool Repair / Maintenance

This covers hiring contractors or vendors to perform repairs to the four swimming pools and spa such as handrail replacements, coping repairs, tile work, pool equipment repairs, and code upgrades. Requested budget for 20120 is \$10,000. (No increase)

Account #6929 - Appliance and Mechanical Repair / Maintenance

This covers hiring contractors or vendors to perform repairs primarily for the heating, ventilation and air conditioning (HVAC) equipment, other mechanical systems, and for the major appliances in the clubhouses. Requested budget for 2020 is \$15,000. (No increase)

**SERVICE LEVEL AND BUDGET REVIEW
With PANDEMIC IMPACT**

DEPARTMENT/AMENITY/SERVICE: Vehicle Maintenance	
EXECUTIVE SUMMARY:	DATE: June 9, 2020
<p>Vehicle Maintenance includes one FT manager who oversees all regulatory compliance for GRF, manages the RV lot, and oversees the operation of the bus service. The department has two full time equipment mechanics who maintain and service over 100 vehicles and rolling stock including commercial lawn mowers, lifts, backhoes, as well as hand tools such as trimmers. The staff maintains detailed inventory and service logs for all equipment. The staff complete the acquisition of approved fleet vehicles and equipment.</p> <p>The staff maintains the busses and tracks all service and inspections in compliance with CHP regulations for motor carriers.</p>	
BUDGET DETAILS:	
2020 Budget:	\$ 448,198
2020 Budgeted Full Time Equivalents (FTE):	3.0 FTE
REQUIRED STAFFING QUALIFICATIONS:	
<p>Mechanics must have knowledge of all types of vehicles and equipment as well as the busses. They must be familiar with CHP regulations. The foreman must have computer skills and knowledge of inventory control systems.</p> <p>The Department Manager must have extensive knowledge of regulatory compliance, reporting, grant writing, and regulatory agencies.</p>	
LENGTH OF TIME NEEDED FOR STAFF RECRUITMENT AND TRAINING (in months):	
Recruitment:	The regulatory compliance manager took over a year to recruit and hire. The mechanics have been on staff for many years. It is not known the time it would take to recruit this position.
Training:	Training for all positions is significant and ongoing with seminars and online classes.
PANDEMIC IMPACT:	
<p>For the month of March – April the mechanics were rotating shifts due to a reduction in service with all departments closed. With MOD in full operation as well as the golf course, landscape, and the operation of several busses, the department is working full time.</p>	

Attachment: 2020 Department Budget Narrative

VEHICLE MAINTENANCE

Responsibilities:

- Maintains vehicles, construction equipment and small tools for Trust Operations, Mutual Operations and Bus Transportation. Vehicle repairs range from routine service and brake jobs to rebuilding bus transmissions
- Maintains trucks and golf course equipment
- Operate gas pumps and underground fuel tanks
- Provides hazardous waste disposal
- Track maintenance records for County Hazmat Program
- Maintain compliance with all relevant regulatory agencies

Headcount:

	2019 Budget	2019 Actual	2020 Budget
Compliance Supervisor	1.00	1.00	1.00
Auto Mechanic Foreman	1.00	1.00	1.00
Auto Mechanic	1.00	1.00	1.00
	<u>3.00</u>	<u>3.00</u>	<u>3.00</u>

VEHICLE MAINTENANCE

Account 6104 – Overtime

This provides resources for the occasion a mechanic may be called in or required to stay late to provide service. One of the Mechanics also serves as a back-up driver for transit.

\$8,000 is requested

Account 6219 – Staff Training

This account provides resources for regular safety training as well as training on new equipment.

\$700 is requested

Account #6222 - Uniforms / Laundry

This covers uniforms and laundry service for the shop mechanics per the union agreement.

\$3,000 is requested

Account #6230 - Personal Safety Equipment

This covers personal protective equipment for the mechanics and the shop.

\$500 is requested (Decrease of \$500)

Account #6402 - Administrative Supplies

This covers office supplies for copiers, faxes and printers.

\$1500 is requested

Account #6403 - Fuel for Vehicles

This covers fuel for all Trust departments. Fuel estimates are based on \$4.00/gallon and estimated usage.

\$28,000 is requested (Increase of \$3,000)

Account #6404 - Automotive Supplies

This covers all parts and supplies used in maintaining and repairing the fleet vehicles and equipment. The requested amount is based on historical expenditures.

\$110,000 is requested

Account #6431 - Mechanical / Electrical Supplies

This covers shop repair consumables.

\$1,000 is requested

Account #6455 - Small Tools / Equipment

This covers the cost of diagnostic equipment, shop and hand tools.

\$6,000 is requested

Account #6501 - Transportation Tax / Licenses

This covers vehicle registration renewals for the fleet.

\$9,500 is requested

Account #6506 - Other Licenses / Fees

This covers licensing and compliance inspection fees for hazardous materials handling and storage, fuel sales, and other regulatory agency fees.

\$12,000 is requested

Account #6703 - Waste Disposal

This covers removal and recycling of waste oil and filters, waste antifreeze and hazardous solids.

\$1,000 is requested

Account #6903 - Equipment Repair / Maintenance

This covers smog tests, outside vehicle repairs, and annual inspections of four man lifts. This line item varies dramatically year to year based on unanticipated major breakdowns in equipment.

\$25,000 is requested

Account #8551 - Recoveries – Inter Department

Vehicle Maintenance performs maintenance for and recovers charges from four departments: 116 – Bus Transportation, 461 – Golf Course, and 462 – Lawn Bowling Greens. The budget for this line item is the total of the vehicle maintenance budgets for these four departments.

**SERVICE LEVEL AND BUDGET REVIEW
With PANDEMIC IMPACT**

DEPARTMENT/AMENITY/SERVICE: Landscape Maintenance	
EXECUTIVE SUMMARY:	DATE: 06/02/2020
<ul style="list-style-type: none"> • Maintains all turf areas, including clubhouses and medians (done via contractor). • Maintains all landscaped areas: Del Valle: Sr. Dollar including the Event Center, Creekside, Gateway, and Hillside Clubhouses, including Sportsmen’s Park and the picnic grounds, planted area at Golden Rain Road and Rossmoor Parkway, Birdwatchers’ Park, the Berm, Tice Creek Park, Lion’s Point and Rotary Peace Park. • Landscaping maintenance includes but is not limited to: weed control, leaf and litter pick up, shrub pruning, pest control, tree pruning up to 12 feet, maintain and rotate color beds, hard-scape clean up, weekly washing of tennis courts, bocce ball court maintenance. • Monitor and maintain irrigation systems for afore-mentioned clubhouses and parks. • Minor landscape construction projects on Trust properties. • Tree pruning above 12 feet, when needed, is done by a contractor. 	
BUDGET DETAILS:	
2020 Budget:	\$ 844,397
2020 Budgeted Full Time Equivalents (FTE):	7
REQUIRED STAFFING QUALIFICATIONS:	
Must have a working knowledge of basic landscape maintenance practices. Must maintain a California drivers license.	
LENGTH OF TIME NEEDED FOR STAFF RECRUITMENT AND TRAINING (in months):	
Recruitment:	Two to four months
Training:	1 month
PANDEMIC IMPACT:	
Mid-March through April landscape maintenance was limited to work related to safety, habitability, and fire safety. The crew size was reduced from 7 to 4. As of May 1 st landscape maintenance was deemed an essential service. Full landscape services resumed, and the crew was back at full strength.	

Attachment: 2020 Department Budget Narrative

LANDSCAPE MAINTENANCE

Responsibilities:

- Maintains all turf areas, including clubhouses and medians (done via contractor).
- Maintains all landscaped areas: Del Valle: Sr. Dollar including the Event Center, Creekside, Gateway, and Hillside Clubhouses, including Sportsmen's Park and the picnic grounds, planted area at Golden Rain Road and Rossmoor Parkway, Birdwatchers' Park, the Berm, Tice Creek Park, Lion's Point and Rotary Peace Park.
- Landscaping maintenance includes but is not limited to: weed control, leaf and litter pick up, shrub pruning, pest control, tree pruning up to 12 feet, maintain and rotate color beds, hard-scape clean up, weekly washing of tennis courts, bocce ball court maintenance.
- Monitor and maintain irrigation systems for afore-mentioned clubhouses and parks.
- Minor landscape construction projects on Trust properties.
- Tree pruning above 12 feet, when needed, is done by a contractor.

Headcount:

	2019	2019	2020
	Budget	Actual	Budget
Landscape Foreman	1.00	1.00	1.00
Irrigation Technician	1.00	1.00	1.00
Landscape Technician	5.00	5.00	5.00
Total	<u>7.00</u>	<u>7.00</u>	<u>7.00</u>

LANDSCAPE MAINTENANCE 2020

Account #6222 - Uniforms and Laundry

Included in this category is a uniform service for 8 union crew members that is required by the union contract. GRF has a contract with Cintas to supply and launder pants, shirts, and coveralls. Requested budget for 2020 is \$7,500. No increase.

Account #6416 - Landscaping Supplies

This line item covers all materials and supplies needed for landscape repair and maintenance. Items included in this list are as follows:

Fertilizer - \$5,000, for the purchase of fertilizer for all shrub beds and color beds within the Trust Property. Fertilizer is applied quarterly.

Annual color - \$16,000, for the purchase of annual color to be planted at all trust property color beds. Annual color is rotated two times per year.

Plant material – \$16,000 for the purchase of plant material including trees to be used on all trust properties. Plant material is for replacement of dead or dying shrubs and trees and landscape renovation projects as determined by the Landscape Manager.

Hard goods (Rocks, Cobbles, Bark, soil, Lumber) – \$6,000, for the purchase of landscape construction supplies to be used on Trust Property landscape repair and renovation projects.

Irrigation supplies - \$7,000, for the purchase of all irrigation parts needed to maintain the irrigation systems on Trust Property. Items include but are not limited to valves, pipe, nozzles, risers, heads and controllers. Irrigation systems are maintained daily.

Requested budget for 2020 is \$50,000. \$15,000 decrease. Decrease reflects 2 years of expenditure history.

Account #6420 – Supplies

This line item covers miscellaneous supplies used by the landscape department. Supplies are primarily related to safety items such as glasses, ear plugs, hats, safety cones, vests and liquids. The requested budget for 2020 is \$3,000. Increase of \$2,000.

Account #6455 – Supplies Small Tools/Equipment

Small tools – This line item covers the replacement of hand tools and small equipment used in the landscape field. This includes but is not limited to shovels,

rakes, hoes, weed eaters and blowers. The requested budget for 2020 is \$7,000. This is an increase of \$2,500 which reflects current expenditure history.

Account #6907 - Pest Control

We will continue the practice of using our GRF staff for pest control in 2019 with supplemental help from outside vendors. Expenses for all chemicals and materials needed for plant and pest control issues includes, but is not limited to, ant and rodent control supplies, post emergent weed spray, pre emergent weed control and systemic plant disease control applicators. This also includes training and license fees for pest control applicators. The requested budget for 2020 is \$3,000. Increase of \$1,500.

Account #6935 - Tree Maintenance and Removal

This budget includes expenses for all tree work on Trust property. This work is contracted out to Waraner Brothers Tree Service or Bright View Tree Service per job based on itemized bids. Work to be done is identified by the Landscape Manager. The requested budget for 2020 is \$85,000. No increase.

The schedule is as follows:

Winter – Pruning of Crape Myrtles, Pines and spring flowering trees. Prune or remove selected trees as needed.

Spring – Pruning trees away from buildings and roofs. Prune or remove selected trees as needed.

Summer – Fire abatement work. Prune or remove selected trees as needed.

Fall - Prune selected trees for wind sail to prevent winter storm damage as needed.

Account #6972 - Landscape Repair and Maintenance

This budget includes a contract of \$99,234 with Terra Landscape for turf maintenance on all Trust Property and street medians. The remaining \$24,000 is used for miscellaneous expenses related to repair and maintenance outside of the contract such as mainline repair, storm damage repair and clean-up, drainage repair and large landscape renovations. This amount accurately reflects spending trends from 2018 and 2019. The requested budget is \$123,234. Increase of \$4,739.

The contract covers the following:

Minimum of 32 mowings per year.

6 fertilization cycles.

Turf aeration once a year.

Over seeding as needed.

Turf detaching as determined by the Landscape Manager.

**SERVICE LEVEL AND BUDGET REVIEW
With PANDEMIC IMPACT**

DEPARTMENT/AMENITY/SERVICE: Custodial	
EXECUTIVE SUMMARY:	DATE: June 9, 2020
<p>The Custodial Department cleans all GRF facilities and offices on a daily basis. The department operates 365 days per year two shifts per day. In addition to cleaning the department sets up and takes down all chairs, tables, risers, and other equipment for every facility reservation. In 2019 there were over 24,000 reservations. The department provides audio/visual support for rentals when the Application Support staff is not available. The staff also operates the starting of the movies at Peacock Hall.</p>	
BUDGET DETAILS:	
2020 Budget:	\$ 1,605,135
2020 Budgeted Full Time Equivalents (FTE):	15.0 FTE. The Department currently has one vacancy
REQUIRED STAFFING QUALIFICATIONS:	
<p>Knowledge and experience with cleaning products, floor cleaning, operation of equipment and set-up and operation of audio/visual equipment.</p>	
LENGTH OF TIME NEEDED FOR STAFF RECRUITMENT AND TRAINING (in months):	
Recruitment:	Recruitment can take several months to identify a candidate that will fit the customer service model, has AV experience, and quality references.
Training:	Training takes several weeks to learn the various areas of responsibility.
PANDEMIC IMPACT:	
<p>The department continued to work full time through the month of April. Projects included deep cleaning of all areas including the studios and clubhouse spaces. In May the department reduced hours to 75% time. The department still supports and cleans all areas still in operation including Gateway and MOD. The department has assigned staff to assist in the cleaning of laundry rooms for several mutuals and is assisting in the cleaning of golf carts.</p> <p>As the Health Orders are relaxed the department will be in high demand in all operational areas to disinfect and provide a sanitary environment for residents and staff. The department is developing cleaning and operation protocols for all service areas to meet the guidelines of the CDC and Health Orders.</p>	

Attachment: 2020 Department Budget Narrative

CUSTODIAL SERVICES

Responsibilities:

- The overall appearance and cleanliness of all clubhouses and office facilities
- Showing of various movies at the Peacock Hall
- All event set-ups at the various Clubhouses in the community including audio visual.
- Maintenance of outdoor patios and park areas which includes keeping the areas clean, trash pick-up and setting up audio/visual equipment for summer concerts
- Cleaning of four fully equipped commercial catering kitchens.
- Cleaning of six locker rooms and fitness facility equipment's.
- Cleaning of golf course restrooms.

Headcount:

	2019 Budget	2019 Actual	2020 Budget
Custodial Supervisor	1.00	1.00	1.00
Custodians	14.00	14.00	14.00
Total	<u>15.00</u>	<u>15.00</u>	<u>15.00</u>

CUSTODIAL SERVICES

Account #6104 - Overtime Wages

Overtime wages for custodians to cover shifts due to illness, holidays, vacations, and special events such as summer concerts in the parks and 4th of July.

\$40,000 is requested (Decrease of \$2,000)

Account #6107 – Temporary Help

The Custodial Department is staffed seven days per week two shifts per day. There are times when overtime is not possible and additional help is required. Temp services are used to provide the needed back-up.

\$15,000 is requested (Increase of \$3,000)

Account #6219 - Staff Training

Purchase of books, DVDs, and in-house training. Resources are proposed for customer service training as well as conflict resolution training.

\$1,000 is requested (Decrease of \$1,000)

Account #6222 – Employee Uniforms/Laundry

The Custodial Department transitioned to a standard uniform in 2018 for a more professional appearance. This practice will continue in 2019. Rental rates will be increasing in 2020.

\$6,000 is requested (\$1,000 increase)

Account #6230 - Personal Safety Equipment

Rubber boots for shower cleaning, goggles for mixing chemicals, and rain gear. This line also includes reimbursement for boots per the union contract.

\$1,000 is requested (Increase of \$700)

Account #6302 – Professional Services

In 2019 the Board approved a Janitorial contract for the cleaning of the Tice Creek Locker Rooms.

\$45,000 is requested

Account #6420 - Supplies

Supplies used to clean and stock all clubhouses, administrative offices, restrooms, pool facilities and parks. Supplies include paper towels, toilet paper, trash bags, cleaners, etc. Supplies also are required for the audio/visual equipment maintained and operated by the department.

\$137,000 is requested

Account #6903 - Equipment Repair/Maintenance

Repair and maintenance of audio/visual equipment as well as equipment used at each clubhouse. These funds help keep equipment and facilities in good repair.

\$25,000 is requested

Account #6905 - Building Repair/Maintenance

Stripping and waxing of hardwood floors, carpet cleaning, chair cleaning, contract for window cleaning, and repair or replacement of minor fixtures and furniture.

\$35,000 is requested (Increase of \$5,000)

**SERVICE LEVEL AND BUDGET REVIEW
With PANDEMIC IMPACT**

DEPARTMENT/AMENITY/SERVICE: Rossmoor News and Rossmoor.com	
EXECUTIVE SUMMARY:	DATE: June 1, 2020
<p>The Rossmoor News produces the daily newspaper delivered by 16 news carriers to the manors in Rossmoor every Wednesday. The newspaper is comprised of display, classified and legal advertising; articles written by staff and residents; photographs and other content produced or edited by staff. The Rossmoor staff also publishes three special sections, sells bus advertising and manages the Rossmoor.com website, including keeping the Breaking News page updated.</p>	
BUDGET DETAILS:	
2020 Budget:	\$ \$1,407,929
2020 Budgeted Full Time Equivalents (FTE):	11
REQUIRED STAFFING QUALIFICATIONS:	
<p>Previous newspaper experience is required for all staff positions. Advertising reps must have sales and ad design experience, as well as knowledge of basic accounting. In addition to writing and editing experience, writers/editors must know AP style, dummies and have some photography skills. The production designers need proficiency in Adobe, as well as page and advertising design experience. The photographer needs photojournalism experience. And in addition to office management, our front desk staff needs supervisory experience to oversee the news carriers and ad management and basic accounting to handle the classifieds and legals. All positions require specific skillsets acquired from previous journalism experience.</p>	
LENGTH OF TIME NEEDED FOR STAFF RECRUITMENT AND TRAINING (in months):	
Recruitment:	2-3
Training:	3-4
PANDEMIC IMPACT:	
<p>The cancelation of events and shutdown of Rossmoor resulted in the loss of 75% of our editorial content (calendars, excursion listings and all event coverage). In less than a week we had to brainstorm and produce replacement content, including the puzzles, resources, food, writers, and reader photo pages. Advertising declined by as much as 25% and another 25% needed to redesign their ads to reflect operational changes, which added to the workflow for our production desk. An increase in submitted reader photos and staff-produced photos double the time needed to process the photos for publication.</p> <p>The Public Health Order and county recommendations also affected our operations. Initially staff 65 years and older were instructed to furlough, which depleted our news carrier staff by one-third. Recreation and Aquatics staff stepped in to help with newspaper deliveries for a month. The county order instructed all staff who could work remotely to telecommute. That reduced our in-office staff by one-quarter and required extensive workarounds to produce the newspaper. With the doors locked, and for their safety, our two volunteer proofreaders were no longer allowed to come into the office. Fricke Parks, our press, reduced staffing levels by half, which meant some of our deadlines had to move earlier.</p>	

The changing public orders also required us to rewrite some articles at the last minute. These challenges had staff working late hours and weekends.

Because this was unsustainable long-term, we reached out to other departments for help. Counseling Services has provided health articles, the resident-interactive mini memoir exercise and all of the information for the resources page. Recreation staff Kelly Berto, Brian Pennebaker, Anna Pomazanova, Leslie DeWolf, Elena Ybarra and Elena Manriquez have provided articles and resident-interactive projects that are now carrying the Arts & Leisure section. During their closure, the Golf staff provided content to help us retain our Sports page. And the Fitness Center staff are supplying us with the weekly Right Fit column. This content has allowed us to return our staffing hours to normal.

With the constantly changing news and high volume of resource information, updating the Breaking News page on Rossmoor.com became a daily task. To make the website more effective, we redesigned it to include an archives of Breaking News posts and to provide a sidebar rail on the Breaking News page for those archived posts and resource pages. We also added a top bar alert on the Rossmoor.com homepage for major breaking news. As the GRF and Mutuals moved to Zoom for meetings, we also experienced a higher volume of web management work, so Recreation's Javier Roman has assisted with managing the website.

Attachment: 2020 Department Budget Narrative

**COMMUNICATIONS
ROSSMOOR NEWS AND WEBSITE**

Communications/Rossmoor News Functions:

- Publishes the Rossmoor News every Wednesday. This includes editing articles submitted by residents; reporting on meetings and events in Rossmoor; writing feature stories; taking and producing photos; selling classified, legal notices and display advertising; producing original ads and creating the final page layouts that are sent to the press.
- Develops and updates Rossmoor’s two websites: Rossmoor.com and rossmoornews.com.
- Acts as the media liaison and contact for the Rossmoor video.
- Handles the distribution of brochures and videos promoting Rossmoor.
- Creates marketing material for Rossmoor/places advertising for Rossmoor.
- Advertising staff sells bus advertising.

Headcount:

	2019 Budget	2019 Actual	2020 Budget
Sr. Manager	1.00	1.00	1.00
Asst. Managing Editor	0.00	0.00	1.00
Editor/Staff Writer (1)	1.50	1.60	1.50
Graphics Specialist (2)	2.80	2.80	2.80
Advertising Sales	2.00	2.00	2.00
Photographer (3)	0.80	0.80	0.80
Ad. Assist/Editor	1.00	0.50	0.55
Admin. Assistant (4)	0.70	0.90	0.90
Web Manager (5)	0.62	0.62	0.00
Total	10.42	10.22	10.55

(1) one at 28 hours per week, one at 32 hours per week

(2) two full time and one at 32 hours per week

(3) 32 hours per week

(4) 36 hours per week

(5) 25 hours per week

COMMUNICATIONS ROSSMOOR NEWS AND WEB 2020

Income:

Account 5703 - News Subscriptions Other

This is the budget for Rossmoor News outside subscriptions. We changed our rates in 2019 to reflect increased postage and printing costs, which accounts for the projected increase in revenue. **2020 budget: \$2,750. (Increase of \$250 from 2019)**

Account 5704 - News Advertising

Based on historical and industry-wide revenue figures, the anticipated revenue for 2020 has been decreased by 10%. This is lower than the industry-wide 17% projected decrease because we will begin selling digital advertising in the third quarter of the year. **2020 budget: \$738,000 (Decrease of \$82,000 from 2019)**

Account 5705 - Classified Advertising

Based on historical and industry-wide revenue figures, the anticipated revenue for 2020 has been decreased by 20%. **2020 budget: \$56,000 (Decrease of \$14,000 from 2019)**

Account 5806 – Bus Advertising

Bus advertising has continued to do well, with a high rate of renewal by advertisers. Most of the buses have ads on at least two sides and the back of the buses. **2020 budget: \$30,000 (Same as 2019)**

Operating Budget:

Account 6104 - Overtime Wages

Overtime is needed for the following reasons: To cover when staff is on vacation or sick; to handle heavier load of work during production of special sections and large papers; and to cover deliveries of the newspaper during frequent news carrier shortages. The increase for 2020 reflects better accounting of overtime worked and the difficulty in hiring and retaining news carriers. **2020 budget: \$2,700 (increase of \$900 from 2019).**

Account 6213 - Travel and Meal Allowance

This budget covers mileage for advertising sales staff and occasional meals for ad sales staff customers. **2020 budget: \$800 (decrease of \$200 from 2019).**

Account 6224 - Dues and Memberships

Budget is for a listing on the website Retirement.Net to showcase Rossmoor.com. **2020 budget: \$500 (same as 2019).**

Account 6225 - Subscriptions/Books

This budget covers East Bay Times subscription, the monthly subscription for the Adobe software needed to produce the newspaper and the monthly subscription for the advertising management/production software licenses. The increase reflects an industry shift from one-time Adobe software purchases to the monthly-subscription model and the addition of the advertising management/production system needed to streamline operations and sell digital advertising. **2020 budget: \$19,550 (\$19,050 increase from 2019).**

Account 6302 - Professional Services

Budget covers contract for servers, storage, maintenance, security and development work for the websites, as well as updates needed for custom-built classifieds software system. Increase reflects industry inflation and server plan upgrade needed for anticipated increase in site visits due to the residents' portal. **2020 budget: \$12,000 (\$1,000 increase from 2019).**

Account 6310 - Postage and Delivery

Budget covers second-class postage to mail subscriptions of the Rossmoor News, first-class postage, UPS and Fed Ex package mailing. This budget also covers Channel 28 mail. Audit of mailings and how we package them reflects decrease for 2020. **2020 budget: \$7,000 (\$3,000 decrease from 2019).**

Account 6312 - Business Promotion

Budget covers Rossmoor News annual listings on websites and phone directories and some Rossmoor News advertising. **2020 budget: \$1,500 (\$500 decrease over 2019).**

Account 6401 – Cost of Material Used/Sold

Budget covers cost to produce ads that are placed on the sides of the buses. This expense was originally part of the administrative supplies. We are moving it to a separate account to better track bus advertising profit. **2020 budget: \$3,400 (\$3,400 increase from 2019).**

Account 6402 - Administrative Supplies

This budget has office supplies, including paper, pens, ink cartridges for printers, tape, labels, envelopes, etc.; logo envelopes and stationery; plastic bags for delivery; rubber bands for delivery; electronic clip art for the graphics department; misc. supplies such as canvas bags, book bindery. \$3,400 moved from here to 6401, but budget decreases only \$1,000 because \$2,400 is needed for purchase of camera equipment for staff photographer. **2020 budget: \$15,000 (decrease of \$1,000 from 2019).**

Account 6801 - Newspaper Printing

Printing charge increase was 2% higher than projected for the 2019 budget. We also had to increase our color printing costs because of higher color ad sales. To offset these and additional increases in 2020, we have reduced the number of papers we print weekly, held down page sizes and raised our color advertising rates. **2020 budget: \$232,000 (\$6,000 increase over 2019)**

Account 6901 - Equipment Rental

The rental budget is for the credit card machine. **2020 budget: \$550 (same as 2019).**

Account 7003—Bank charges

These are credit card fees. **2020 budget: \$14,000 (same as 2019)**

Account 7005 - Uncollectible Accounts

This budget covers bankruptcy and/or bad debt on display advertisers, mainly due to companies that go out of business and cannot pay their bills. **2020 budget: \$1,500 (same as 2019).**

**SERVICE LEVEL AND BUDGET REVIEW
With PANDEMIC IMPACT**

DEPARTMENT/AMENITY/SERVICE: Channel 28	
EXECUTIVE SUMMARY:	DATE: June 1, 2020
<p>Channel 28 provides television programming inside Rossmoor from 6 a.m. to 9 p.m. daily. The programs range from fitness, entertainment and lectures to live Bingo on the first Tuesday of the month and the GRF Board meetings. Channel 28 also maintains Rossmoor’s official YouTube page and updates the Rossmoor Information Telephone Service (RITS) line, which provides information about activities and programs through a recorded message available by phone daily.</p>	
BUDGET DETAILS:	
2020 Budget:	\$ \$301,423
2020 Budgeted Full Time Equivalents (FTE):	2
REQUIRED STAFFING QUALIFICATIONS:	
<p>Station manager, studio coordinator and videographers must have knowledge of cameras, lighting and other studio and broadcasting equipment, as well as video editing software. They also need extensive experience in audio and video editing. Program assistant must have knowledge of several software programs and basic accounting, as well as experience with proofreading and office management skills.</p>	
LENGTH OF TIME NEEDED FOR STAFF RECRUITMENT AND TRAINING (in months):	
Recruitment:	2
Training:	3-4
PANDEMIC IMPACT:	
<p>To maintain social distancing, the program assistant and videographers have been working mostly remotely. One videographer is not taking new assignments as he shelters, leaving us with just three staff members to handle the editing.</p> <p>As events shut down in Rossmoor, Channel 28 increased original programming to at least three new shows a week to provide more entertainment for residents. We added three hours of new fitness programs a day. Our coronavirus and shelter-in-place news coverage has included updates from a Contra Costa Health Services official and the CEO. We also had to learn on the fly to utilize video conferencing for the GRF Board meetings and some of our other programming, as traditional events have remained on hiatus.</p> <p>To continue our objective of providing more entertainment for the residents, we are working with the Recreation staff to air new programming. This includes the Recreation Live shows, which will begin airing this week, and live concerts, which will begin later this month. We are formatting the videos produced by our Fitness Center trainers so that we can offer a broader range of fitness programs in the coming weeks. And we’ve looked for new sources to secure prizes so we could bring Bingo back in June.</p>	

COMMUNICATIONS CHANNEL 28

Responsibilities:

Produces programming for Channel 28. This includes recording and editing Rossmoor meetings including all GRF Board meetings, events, entertainment and lectures; editing shows submitted by residents and organizations; taking photos around the community; producing the Post-It bulletin board; and producing a bingo program, exercise shows, lecture and interview shows.

Headcount:

	2019 Budget	2019 Actual	2020 Budget
Station Manager	1.00	1.00	1.00
Studio Coordinator	1.00	1.00	1.00
Videographer (1)	0.50	0.50	0.80
Program Assistant (2)	0.80	0.80	0.50
Total	<u>3.30</u>	<u>3.30</u>	<u>3.30</u>

(1) 32 hours per week

(2) 20 hours per week

**COMMUNICATIONS
CHANNEL 28
2020**

The following are the budget details by account:

Account 6213 - Travel and Meal Allowance

Mileage for staff to travel to and from "shoot" sites. **2020 budget: \$600 (decrease of \$200 from 2019).**

Account 6302 - Professional Services

This budget is for the service contract on the broadcast equipment and unexpected equipment repairs. In 2019, an annual warranty renewal was added for the studio software/hardware to cover necessary updates and repairs. **2020 budget: \$7,300 (increase of \$3,300 from 2019)**

Account 6402 - Administrative Supplies

Supplies budget for the station includes general office supplies: DVDs, tapes, cases, batteries, books, snap cameras, paper, printer cartridges, large camera tapes; batteries for small cameras; microphones; DVD recorders; lights; replacement monitors for Apple computers; software upgrades for Apple computers; headsets and battery replacement for the large camera; and tripods. Budget also covers costs of new equipment for unexpected breakdowns. In addition, this budget covers a shed for storage of Channel 28 equipment. **2020 budget: \$17,000 (same as 2019)**

Account 6702 – Telephone

Channel 28 manager has a phone with Internet access so she can log into the broadcast system when she is away from the office. Phone with Internet access was added for the studio coordinator to insure access to the broadcast system at all times. **2020 budget: \$720 (increase of \$240 from 2019).**