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## Mutual Administration Committee

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### **Agenda**

Administration Conference Room  
Tuesday, April 12, 2016  
1:00 p.m.

1. Call to Order/Pledge of Allegiance
2. Roll Call/Notice of Quorum
3. Chair's Announcements
  - a. Introduction of Guests and Staff:  
Randy Ankeny, Executive Director  
Carol Weller, Mutual Administration Director  
Jodi Hopkins, Assistant Mutual Administration Director  
Courtney Knapp, Stock Transfer Supervisor  
Jaime Guerrero, Security Chief  
Ruben Gonzalez, Facilities Manager  
Deanna Bennett, Recording Secretary
  - b. Rules of Order
  - c. Chair's Report
4. Approval of Minutes
  - a. Minutes of March 8, 2016 (pp. 1-5)
5. Shareholder/Member Comments – Agenda Items Only  
(*Limited to 3 minutes per person*)
6. Correspondence
  - a. Policy 5061-33, Fees (p. 6)
7. Reports
  - a. Document Sub-committee
  - b. Facilities Manager's Report

8. Unfinished Business
  - a. Pet Policy-Update: Letter for ESA Verification from Physician - Update
  - b. Disclosures on Pre-Listing Review of Stock Transfer Disclosures
  - c. Physicians Certification-Disclaimer Notice for the Physician with Questionnaire - Update
  - d. Fee Schedule for Stock Transfer Services/Attorney Services-Update; possible Addition of Deposit to ensure Return of Member ID Card
  - e. Expiring Leisure World ID Card – White Paper – Update
  - f. Employee Vehicle Parking Permits - Update
  - g. Caregiver Declaration – 90 Day Vacate Notification
  - h. Registration of Caregiver Agencies: Qualifications
9. New Business
  - a. Realtor Passes and Realtor Classes
  - b. Assisted Living Tours – Discussion Only
10. Policies
  - a. Amend Policy 5536.1-33, Guest Passes – Review of Impact on Security and Front Gate Traffic (pp. 7-10)
  - b. Amend Policy 5165-MAC (p. 11-12)
11. Staff Reports
  - a. Mutual Administration Director Carol Weller (pp.13 -15)
  - b. Executive Director Randy Ankeny
12. President's Comments
13. Shareholder/Member Comments  
*(Limited to 3 minutes per person)*
14. Committee Member Comments
15. Next Meeting/Adjournment
  - a. **Tuesday, May 9, 2016 - Next Committee meeting**
  - b. Tuesday, April 19, 2016 - Minutes distributed and posted on the Web site
  - c. Wednesday, April 27, 2016 – Agenda items due to Recording Secretary
  - d. Tuesday, May 3, 2016 – Agenda packets distributed and posted on the website



## MUTUAL ADMINISTRATION COMMITTEE MINUTES

Administration Conference Room

Tuesday, March 8, 2016

1:00 PM

### CALL TO ORDER/PLEDGE OF ALLEGIANCE

The meeting of the Mutual Administration Committee was called to order by Chair Rapp at 1:00 p.m., on Tuesday, March 8, 2016, in the Administration Conference Room. Ms. Rapp led the Committee in the Pledge of Allegiance.

### ROLL CALL

|           |   |  |
|-----------|---|--|
| Present:  | Ms. K. Rapp, Chair                                | Mrs. L. Perrotti                                       |
|           | Mr. B. Lukoff                                     | Mr. R. Stone   |
|           | Mr. P. Moore                                      | Mrs. M. Wood   |
|           |   | Ms. R. Winkler, Ex-Officio (left meeting at 3:05 p.m.) |
| Absent:   | Mr. P. Hood                                       |  |
| Staff and | Mr. R. Ankeny, Executive Director                 |  |
| Guests:   | Ms. C. Weller, Mutual Administration Director     |  |
|           | Mr. J. Guerrero, Security Chief                   |  |
|           | Mr. R. Gonzalez, Facilities Manager               |  |
|           | Ms. C. Knapp, Stock Transfer Supervisor           |  |
|           | Mrs. D. Bennett, Recording Secretary              |  |
|           | Mrs. J. Reed, GRF Representative, Mutual Four     |  |
|           | Mrs. C. Damoci, GRF Representative, Mutual Twelve |  |
|           | Thirteen Shareholder/Members                      |  |

In accordance with California Civil Code Section 4090, please be advised that a quorum of the Golden Rain Foundation (GRF) Board of Directors (BOD) is present at today's posted meeting. The business of the Mutual Administration Committee will be conducted in accordance with the agenda. As a quorum of the board is present, this meeting will be conducted as a committee meeting *and* a Board meeting. The agenda actions of the committee will be limited only to the members of the committee and will only constitute such actions in accordance with stated committee policy and/or provide recommendations to the GRF BOD at its regular Board meeting on the 4<sup>th</sup> Tuesday of the month. GRF Board members who are not committee members will be allowed to comment when recognized by the Chair and only during the proscribed Foundation member comment period, not to exceed four minutes, as set forth in Policy 5610, Participation by Foundation Members. The minutes of today's Board meeting will be presented to the Board for

approval following the approval of the committee meeting minutes in April.

### **CHAIR'S ANNOUNCEMENTS**

The Chair welcomed the Committee Members, guests and staff, including the GRF President, the Executive Director, the Mutual Administration Director, the Security Chief, the Facilities Manager, the Stock Transfer Supervisor and the Recording Secretary. She requested that members exhibit an appropriate amount of decorum.

### **MINUTES**

The Chair declared the regular meeting minutes of February 9, 2016, approved, as written.

### **SHAREHOLDER COMMENTS**

No Shareholder/members offered comments.

### **SUB-COMMITTEE REPORT**

The Chair of the Document Review Sub-committee reported that the Sub-committee met on February 29 at 1:00 p.m. to review the Welcome Book. The Sub-committee will continue to review the Welcome Book and begin review of the Bereavement document.

### **COMMUNITY FACILITIES MANAGER**

The Community Facilities Manager presented the open SRO Report.

### **UNFINISHED BUSINESS**

#### **Pet Policy – Policies 7501, Pet Ownership, 7501-SA, Service Animal and 7501-ESA, Service Animal**

The Mutual Administration Director reported that the draft Policies 7501, Pet Ownership, 7501-SA, Service Animal and 7501-ESA, Service Animal are being reviewed by corporate counsel.

#### **Disclosures on Pre-Listing – Update**

The disclosures on the pre-listing inspection report is being revised by the Physical Property Committee; this document will be included in the packet of transaction documents the Stock Transfer Supervisor is assembling to forward to corporate counsel for review.

#### **Physicians Certification – Disclaimer Notice for the Physician**

The Mutual Administration Director advised that the document is pending corporate counsel's written opinion.

Fee Schedule for Stock Transfer/Attorney Services – Update; possible Addition of Deposit to Ensure Return of Member ID Card

The Mutual Administration Director presented a draft policy, GRF Membership Photo I.D. Card. Corporate Counsel will be asked to review the policy.

Expired Leisure World ID Card – White Paper

Following a meeting with the IT Department, the Security Chief advised that ID cards could be produced in-house.

Employee Vehicle Parking Permits

The Security Chief investigated local vendors to provide blank employee vehicle parking permits. A local vendor, Sign A Rama, can provide a pass that is twice the current size. The cost is pending (the quote for the imaging on the back of the pass has not yet been received). The Security Chief remarked that this may be an option for caregiver passes also.

Caregiver Declaration Acknowledging 90 day Vacate to be Signed when Pass is Issued

The Mutual Administration Director advised that the document is pending corporate counsel's written opinion.

**NEW BUSINESS**

Method of Registration of Caregiver Agencies; Qualifications for Registration

Qualifications to register caregiver agencies are under further review by the Mutual Administration Committee.

**POLICIES**

Amend Policy 5536.1-33, Guest Passes

Mr. Moore MOVED, seconded by Mrs. Perrotti-

TO issue a total of four guest passes to shareholder/members.

The motion was carried with two no votes (Rapp, Wood).

The Committee reached consensus to delay implementation of amendment of the policy until corporate counsel can be consulted.

**STAFF REPORTS**

The Mutual Administration Director presented her report, as attached.

The Executive Director noted that reasonably controlled access to the community is the optimal



objective.

### **PRESIDENT'S COMMENTS**

The President spoke on topics discussed at today's Committee meeting.

### **MEMBER COMMENTS**

Ten shareholder/members spoke on various items related to the purview of the Committee.

### **COMMITTEE MEMBER COMMENTS**

Five Committee members spoke on the proceedings of the Committee meeting.

### **CHAIR'S COMMENTS**

The Chair thanked committee members, staff and guests for attending and participating in the meeting. The next scheduled meeting of the Mutual Administration Committee will be held on Tuesday, April 12, 2016 at 1:00 p.m., in the Administration Conference Room.

### **ADJOURNMENT**

The Chair adjourned the meeting at 3:38 p.m.

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Ms. K. Rapp, Chair  
Mutual Administration Sub-Committee  
dfb/03.08.16

**RECAP OF MOTIONS AND ACTIONS TAKEN AT THE MUTUAL ADMINISTRATION  
COMMITTEE MEETING ON March 8, 2016**

**MOTIONS:**

- **TO** amend Policy 5536-33, Guest Passes, to reflect the issuance of a total of four (4) guest passes to shareholder/members. The Committee reached consensus to delay implementation of the amendment of the policy until corporate counsel can be consulted.

***RICHARD H. WINSLOW,***

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[Rhwins1060@aol.com](mailto:Rhwins1060@aol.com)

March 21, 2016

Mrs. Leah Perrotti  
13020 Oak Hills Dr. 225F  
Seal Beach, CA 90740

Mr. Perry Moore  
13601 Del Monte Dr., 48A  
Seal Beach, CA 90740

Re: Amendment to GRF Policy 5061-33

Dear Mrs. Perrotti:

I read that you made a motion at the Mutual Administration Committee to charge shareholders \$500 for failing to return an I.D. card. The minutes of the Feb. meeting were incomplete, but it sounded like such a charge would be made if a shareholder was unable to find and return their I.D. card when selling their share, Golden Rain Foundation would penalize that person \$500 and the person would have no recourse. I have found no use for my card in 2 years and seem to have no particular reason to go to any great length to be able to find it in 10 years.

How \$500 was determined to be fair and reasonable was not mentioned in the minutes, but I cannot imagine why it would be proportionate, fair or conscionable. Assuming a share was being sold because the owner is infirm or dead and an I.D. card were lost among papers, why would Golden Rain Foundation take advantage of such circumstances? Failing to return an I.D. card costs no one anything, it is not like a library book that can be issued to someone else.

If it is being considered as a means of raising revenue, I suggest that raising the rates for using the R.V. storage parking lot, charging for concerts and charging a greens fee at the golf course would be fair and reasonable. People can choose to incur the costs or not and the costs could be reasonably calculated to represent the value and cost of the use of the facilities

Thank you for reconsidering



Richard H. Winslow

cc: Mr. R. Ankeny  
Ms. Carol Weller  
Ms K. Rapp  
Editor, The News  
D. Bennett ✓



GOLDEN RAIN OPERATIONSBOARD INTERNAL OPERATIONS**AMEND**Gate Passes

~~The Executive Director or Mutual Administration Director is~~ Per the following terms and conditions, the following are authorized to make annual guest passes, quarterly service passes and semiannual caregiver passes available.

Annual Guest Passes

The Executive Director or Mutual Administration Director is authorized to ~~make four (4)~~ provide two (2) annual guest passes available per unit. The annual guest passes are valid for one year and will be mailed with the yearly payment coupon package in December to addresses within Leisure World. Stockholders/condominium owners with outside addresses may obtain their ~~four~~ two (2) annual guest passes throughout the year from the Stock Transfer Office with proper identification.

The Mutual Corporations may be ~~Executive Director or Mutual Administration Director~~ is authorized to issue up to four (4) additional annual guest passes per unit, which may be obtained from the Stock Transfer Office if the following conditions are met:

1. The stockholder/condominium owner must appear *in person* and show valid identification and fill out a Guest Pass request.
  - a. All guest pass request will be reviewed by the respective Mutual Corporation Board for approval.
  - b. Guest Pass review process may take up to five (5) business days.
2. A \$510 fee will be charged for each additional pass, or when a replacement guest pass is requested.
3. The Mutual and apartment number shall be written on the front of the additional annual guest passes and a record of these annual guest passes will be maintained in the Stock Transfer Office.

The Executive Director and Mutual Administration Director are further authorized to (Feb 10)

**GOLDEN RAIN OPERATIONS****BOARD INTERNAL OPERATIONS****AMEND****Gate Passes**

issue additional annual guest passes, as needed, for immediate family members of stockholders/condominium owners. The request must be in writing and shall be reviewed on a case-by-case basis.

**Quarterly Service Passes**

The Executive Director or Mutual Administration Director is authorized to make quarterly service passes available. The quarterly service passes shall be produced, each in a different color, and shall expire in March, June, September and December of the year in which they are issued.

The Physical Property and Recreation departments shall issue quarterly service passes to contractors and vendors only after they have provided the required licensing, insurance and valid driver's license, as well as a request in writing containing the names of the persons receiving the passes.

The Stock Transfer department shall issue quarterly service passes to legal representatives of shareholders, staff of the Leisure World Health Care Center on Golden Rain Road and Orange County Supportive Services departments, only after they have provided the legal documentation of their authority to act on behalf of a shareholder and a photo ID.

The Stock Transfer department shall issue quarterly service passes to realtors and escrow companies only after they have provided a proper photo ID, as well as a request in writing containing the name of the person receiving the pass.

A record of these passes will be maintained in the offices from which they were issued.

**Caregiver Passes**

The Executive Director or Mutual Administration Director is authorized to make semiannual caregiver passes available to those caregivers who have applied for the caregiver pass in compliance with Mutual Policy 7557, Caregivers.

(Feb 10)



**GOLDEN RAIN OPERATIONS****BOARD INTERNAL OPERATIONS****AMEND****Gate Passes**

The semiannual caregiver passes shall be produced in two different colors, with a designation as to the caregiver being a part-time or full-time care provider. Caregiver passes will expire in June and December in the year in which they were issued. Some caregiver passes are issued on a yearly basis, in compliance with a specific mutual's policy.

The caregiver's name and the mutual and apartment number shall be written on the front of the pass. The Stock Transfer Department shall issue all caregiver passes and prepare a monthly report of passes issued.

Caregivers shall wear issued badges and passes at all times while in the community.

**Use of Passes**

The Executive Committee shall review fees for caregiver and guest passes on an annual basis during the fourth quarter of the year.

Stockholders/condominium owners can notify the Main Gate to admit a guest without an annual guest pass.

Administration is authorized to print annual guest passes and quarterly service passes in the same wallet size as the plastic key cards, with a different colors for each succeeding year so that current passes can be easily identified. Caregiver passes shall be printed and formatted to fit the accompanying badge holder.

After January 31 of each year, staff members are authorized to collect prior year guest passes when presented by guests at the gate.

Photocopying or duplicating annual guest passes, quarterly service passes or caregiver passes by members or guests is prohibited. Staff members are authorized to collect any counterfeit passes and direct the guest to the Main Gate office to be phoned in by the stockholder/condominium owner. Residents found in violation may lose their privilege to obtain additional passes at the discretion of the Executive Director or Mutual Administration Director.

(Feb 10)

**GOLDEN RAIN OPERATIONS**

**BOARD INTERNAL OPERATIONS**  
**Gate Passes**

**AMEND**

**Policy**

Adopted: 18 Oct 77

Effective: 01 Jan 78

Amended: 15 Nov 77

Amended: 21 Jul 81

Amended: 20 Nov 84

Amended: 15 Dec 87

Amended: 20 Apr 93

Amended: 16 May 00

Amended: 20 Feb 01

Amended: 16 Feb 10

Amended: 28 Oct 14

**Amended:**

**GOLDEN RAIN FOUNDATION**  
**Seal Beach, California**

(Feb 10)

**GOLDEN RAIN OPERATIONS****COMMITTEE FUNCTIONS****Mutual Administration Committee**

Pursuant to state statute (Corp. Code §7210; Corp. Code §7212(c)) and Article VII of the Bylaws of the Golden Rain Foundation (GRF), the Board of Directors (BOD) hereby establishes the Mutual Administration Committee (MAC) and grants to the Committee authority specifically stated within the GRF governing documents, policies or other authority as specifically granted by the BOD or as stated within this policy.

In accordance with Article VIII of the Bylaws, committee chair and members shall be appointed by the GRF President and approved by action of the BOD in accordance with policy 5100-30.

**1. PURPOSE:**

To review and recommend policies governing compliance with the management agreements of the sixteen (16) Mutuals. These policies govern the operations of the Mutual Administration and Stock Transfer Departments.

**2. DUTIES:**

- a. Elect a Vice-Chair at the first meeting;
- b. Meet with staff monthly or whenever such meetings are deemed necessary unless canceled by the Chair:
  - i. The Committee will hear monthly reports from the Mutual Administration, Stock Transfer, Service Maintenance and Security Departments.
- c. Post an agenda 72 hours in advance of the Committee meeting;
- d. Review monthly budget comparisons for cost centers MAC and 34;
- e. Initial approval and recommendation to the Finance Committee of the annual budgets for cost centers MAC and 34 including Capital requests and upcoming Reserve replacements;
- f. Review policies for cost centers MAC and 34 annually and send changes to the GRF BOD for approval;
- g. Review annually the fees associated with the Mutual Administration and Stock Transfer departments (See fee schedule). Recommendations to be forwarded to the Finance Committee; and
- h. Furnish a report at the GRF BOD annual meeting.



**GOLDEN RAIN OPERATIONS**

**COMMITTEE FUNCTIONS**

**Mutual Administration Committee**

**3. LIMITATIONS:**

It is to be recognized that the function of the Committee is to act in an advisory and consulting capacity.

**Regulatory or supervisory activities affecting employed personnel are functions of Management and not to be encroached upon by any Committee Chairperson or member, either individually or collectively.**

Committee does not have the authority to enter into written contracts or oral agreements with any third parties on behalf of the GRF BOD. Authority to authorize contracts and/or expenses rests solely with the BOD.

**Policy**

Adopted: 23 Sept 2014  
Amended: 24 Feb 2015

**GOLDEN RAIN FOUNDATION  
Seal Beach, California**

# Director Of Mutual Administration Quarterly Recap

## President's Council

April 7, 2016

### Income Generated For Services Rendered Through March, 2016

|   |                      |
|---|----------------------|
| Guest Passes Sold                           | \$ 14,877.00         |
| ID Cards Replaced                           | \$ 610.00            |
| Trust Review Fees @\$125 ea.                | \$ 8,625.00          |
| Transfers of Stock (24) @\$150 ea.          | \$ 7,800.00          |
| Distribution 10 cent copy service           | \$ 1,032.00          |
| Mutual 17 Rental Fees                       | \$ 4,498.00          |
| Membership Fees collected                   | \$ 337,586.00        |
| <b>Total Monies Generated Through March</b> | <b>\$ 375,028.00</b> |

### ESCROW SALES COMPARISON 2016

| Mutuals       | Jan       | Feb       | Mar       | Apr | May | June | Jul | Aug | Sep | Oct | Nov | Dec |
|---------------|-----------|-----------|-----------|-----|-----|------|-----|-----|-----|-----|-----|-----|
| One           | 7         | 2         | 5         |     |     |      |     |     |     |     |     |     |
| Two           | 2         | 3         | 4         |     |     |      |     |     |     |     |     |     |
| Three         | 2         | 4         | 2         |     |     |      |     |     |     |     |     |     |
| Four          | 1         | 3         | 2         |     |     |      |     |     |     |     |     |     |
| Five          | 2         | 2         | 3         |     |     |      |     |     |     |     |     |     |
| Six           | 2         | 3         | 2         |     |     |      |     |     |     |     |     |     |
| Seven         | 1         | 1         | 5         |     |     |      |     |     |     |     |     |     |
| Eight         | 1         | 2         | 3         |     |     |      |     |     |     |     |     |     |
| Nine          | 3         | 1         | 4         |     |     |      |     |     |     |     |     |     |
| Ten           | 1         | 3         | 1         |     |     |      |     |     |     |     |     |     |
| Eleven        | 1         | 1         | 3         |     |     |      |     |     |     |     |     |     |
| Twelve        | 1         | 4         | 1         |     |     |      |     |     |     |     |     |     |
| Fourteen      | 0         | 1         | 3         |     |     |      |     |     |     |     |     |     |
| Fifteen       | 3         | 2         | 6         |     |     |      |     |     |     |     |     |     |
| Sixteen       | 1         | 0         | 1         |     |     |      |     |     |     |     |     |     |
| Seventeen     | 2         | 1         | 0         |     |     |      |     |     |     |     |     |     |
| <b>Totals</b> | <b>30</b> | <b>33</b> | <b>45</b> |     |     |      |     |     |     |     |     |     |

### RECAP

|                                 |            |                        |  |
|---------------------------------|------------|------------------------|--|
| <b>Totals through Mar. 2016</b> | <b>108</b> | <b>\$22,741,968.00</b> |  |
| Totals through Mar. 2015        | 87         | \$ 9,226,400.          | 2015 Sales(87) ↑21% Sales Prices ↑ %   |
| Totals through Mar. 2014        | 85         | \$17,147,100.          | 2014 Sales(85) ↑24% Sales Prices ↑ 28% |
| Totals through Mar. 2013        | 138        | \$17,498,350.          | 2013 Sales(138) ↓24% Sales Prices ↑26% |
| Totals through Mar. 2012        | 110        | \$12,867,200.          | 2012 Sales(110) ↓ 2% Sales Prices ↑55% |



| RULES COMPLIANCE – LETTERS   |     |     |     |     |     |      |     |     |     |     |     |     |       |
|--|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-------|
| Mutuals  | Jan | Feb | Mar | Apr | May | June | Jul | Aug | Sep | Oct | Nov | Dec | Total |
| One  | 6   | 17  | 23  |     |     |      |     |     |     |     |     |     | 46    |
| Two  | 7   | 12  | 5   |     |     |      |     |     |     |     |     |     | 24    |
| Three  | 2   | 3   | 3   |     |     |      |     |     |     |     |     |     | 8     |
| Four   | 0   | 14  | 0   |     |     |      |     |     |     |     |     |     | 14    |
| Five   | 6   | 23  | 36  |     |     |      |     |     |     |     |     |     | 65    |
| Six  | 82  | 2   | 16  |     |     |      |     |     |     |     |     |     | 100   |
| Seven  | 4   | 4   | 2   |     |     |      |     |     |     |     |     |     | 10    |
| Eight  | 9   | 5   | 6   |     |     |      |     |     |     |     |     |     | 20    |
| Nine   | 5   | 7   | 7   |     |     |      |     |     |     |     |     |     | 19    |
| Ten  | 0   | 2   | 7   |     |     |      |     |     |     |     |     |     | 9     |
| Eleven   | 2   | 1   | 0   |     |     |      |     |     |     |     |     |     | 3     |
| Twelve   | 4   | 4   | 3   |     |     |      |     |     |     |     |     |     | 11    |
| Fourteen   | 15  | 3   | 5   |     |     |      |     |     |     |     |     |     | 23    |
| Fifteen  | 1   | 7   | 3   |     |     |      |     |     |     |     |     |     | 11    |
| Sixteen  | 0   | 0   | 0   |     |     |      |     |     |     |     |     |     | 0     |
| Seventeen  | 0   | 0   | 0   |     |     |      |     |     |     |     |     |     | 0     |
| Totals   | 143 | 104 | 116 |     |     |      |     |     |     |     |     |     | 363   |
| <b>RECAP</b> 363 ↓ 15% over 2015 @ 423 letters      Total Letters sent in the years of:<br>(2015: 1822 ) (2014:1244) (2013: 749) (2012: 577) |     |     |     |     |     |      |     |     |     |     |     |     |       |

| COLLECTIONS – Aging Receivables  |        |         |         |     |     |      |     |     |     |
|--|--------|---------|---------|-----|-----|------|-----|-----|-----|
| Mut  | Jan    | Feb     | Mar     | Apr | May | June | Jul | Aug | Sep |
| One  |        | 2679    | \$2000  |     |     |      |     |     |     |
| Two  | \$547  | \$6617  | \$2183  |     |     |      |     |     |     |
| Three  |        |         | \$ 681  |     |     |      |     |     |     |
| Four   |        |         |         |     |     |      |     |     |     |
| Five   |        |         | \$5185  |     |     |      |     |     |     |
| Six  | \$1126 | \$1126  | \$ 737  |     |     |      |     |     |     |
| Seven  |        |         |         |     |     |      |     |     |     |
| Eight  |        |         | \$1654  |     |     |      |     |     |     |
| Nine   |        |         | \$1151  |     |     |      |     |     |     |
| Ten  |        |         | \$2219  |     |     |      |     |     |     |
| Eleven   |        |         | \$3939  |     |     |      |     |     |     |
| Twelve   |        | \$2875  |         |     |     |      |     |     |     |
| Fourteen   |        |         |         |     |     |      |     |     |     |
| Fifteen  |        |         |         |     |     |      |     |     |     |
| Sixteen  |        |         |         |     |     |      |     |     |     |
| Seventeen  |        |         |         |     |     |      |     |     |     |
| Totals   | \$1673 | \$13297 | \$19749 |     |     |      |     |     |     |
| <b>RECAP</b> Through March 2016      \$34,718.00      ↓ over 2015 by      Total Collected in 2015:<br>Through March 2015      \$75,064.00      74%      \$230,622. |        |         |         |     |     |      |     |     |     |



| ATTORNEY TRUST REVIEWS   |     |     |     |     |     |      |     |     |     |     |     |     |       |
|--|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-----|-----|-------|
| Mutuals  | Jan | Feb | Mar | Apr | May | June | Jul | Aug | Sep | Oct | Nov | Dec | Total |
| One  | 2   | 0   | 3   |     |     |      |     |     |     |     |     |     | 5     |
| Two  | 5   | 4   | 5   |     |     |      |     |     |     |     |     |     | 14    |
| Three  | 2   | 2   | 3   |     |     |      |     |     |     |     |     |     | 7     |
| Four   | 0   | 0   | 0   |     |     |      |     |     |     |     |     |     | 0     |
| Five   | 2   | 2   | 1   |     |     |      |     |     |     |     |     |     | 5     |
| Six  | 0   | 2   | 3   |     |     |      |     |     |     |     |     |     | 5     |
| Seven  | 2   | 2   | 0   |     |     |      |     |     |     |     |     |     | 4     |
| Eight  | 1   | 1   | 1   |     |     |      |     |     |     |     |     |     | 3     |
| Nine   | 1   | 1   | 3   |     |     |      |     |     |     |     |     |     | 5     |
| Ten  | 2   | 0   | 1   |     |     |      |     |     |     |     |     |     | 3     |
| Eleven   | 0   | 0   | 2   |     |     |      |     |     |     |     |     |     | 2     |
| Twelve   | 4   | 2   | 4   |     |     |      |     |     |     |     |     |     | 10    |
| Fourteen   | 1   | 1   | 5   |     |     |      |     |     |     |     |     |     | 7     |
| Fifteen  | 0   | 4   | 2   |     |     |      |     |     |     |     |     |     | 6     |
| Sixteen  | 0   | 0   | 0   |     |     |      |     |     |     |     |     |     | 0     |
| Seventeen  | 0   | 1   | 2   |     |     |      |     |     |     |     |     |     | 3     |
| Totals   | 22  | 22  | 35  |     |     |      |     |     |     |     |     |     | 79    |
| <b>RECAP</b> Through March 2016 (79)   ↑3.8%   Through March 2015 (76) |     |     |     |     |     |      |     |     |     |     |     |     |       |

| REGISTRATIONS |            |      |      |       | Resource Liaison |              |
|---------------|------------|------|------|-------|------------------|--------------|
|               | Caregivers | Dogs | Cats | Other | Open Cases       | Closed Cases |
| One           | 30         | 84   | 39   | 4     | 11               | 3            |
| Two           | 27         | 72   | 40   | 3     | 14               | 4            |
| Three         | 18         | 49   | 22   | 1     | 6                | 0            |
| Four          | 15         | 37   | 26   | 0     | 2                | 1            |
| Five          | 20         | 47   | 16   | 1     | 5                | 0            |
| Six           | 17         | 45   | 18   | 0     | 3                | 1            |
| Seven         | 19         | 34   | 22   | 0     | 7                | 0            |
| Eight         | 8          | 29   | 12   | 2     | 5                | 3            |
| Nine          | 14         | 57   | 18   | 1     | 3                | 1            |
| Ten           | 21         | 28   | 21   | 1     | 7                | 0            |
| Eleven        | 14         | 27   | 14   | 1     | 8                | 0            |
| Twelve        | 27         | 36   | 18   | 1     | 6                | 0            |
| Fourteen      | 36         | 39   | 17   | 4     | 2                | 0            |
| Fifteen       | 17         | 48   | 29   | 4     | 6                | 0            |
| Sixteen       | 1          | 2    | 3    | 0     | 1                | 1            |
| Seventeen     | 6          | 6    | 8    | 1     | 0                | 0            |
| Totals        | 290        | 640  | 323  | 24    | 86               | 14           |

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| Feb<br>Actuals            | Feb<br>Budget | Budget<br>Variance | Acct #     | Description                              | Y-T-D<br>Actual | Y-T-D<br>Budget | Budget<br>Variance | Annual<br>Budget |
|---------------------------|---------------|--------------------|------------|--|-----------------|-----------------|--------------------|------------------|
| Expenses - Stock Transfer |               |                    |            |  |                 |                 |                    |                  |
| 21,257                    | 20,268        | (989)              | 6100000 33 | Salaries & Wages - Mutual Admin          | 43,181          | 41,549          | (1,632)            | 264,497          |
| 2,150                     | 2,141         | (9)                | 6140000 33 | Employment Taxes - Mutual Admin          | 4,671           | 4,616           | (55)               | 21,824           |
| 128                       | 763           | 635                | 6142000 33 | Workers' Compensation - Mutual Admin     | 711             | 1,526           | 815                | 7,110            |
| 1,876                     | 1,434         | (442)              | 6143000 33 | Group Insurance - Medical - Mutual Admin | 3,202           | 2,868           | (334)              | 17,208           |
| 55                        | 52            | (3)                | 6143300 33 | Group Insurance - Dental - Mutual Admin  | 109             | 104             | (5)                | 624              |
| 34                        | 34            | 0                  | 6143500 33 | Group Insurance - Vision - Mutual Admin  | 69              | 68              | (1)                | 408              |
| 408                       | 408           | 0                  | 6144000 33 | 401(k) Match - Mutual Admin              | 816             | 837             | 21                 | 5,329            |
| 91                        | 105           | 14                 | 6145000 33 | Group Insurance - Life - Mutual Admin    | 181             | 210             | 29                 | 1,260            |
| 86                        | 122           | 36                 | 6146000 33 | Long Term Disability Insurance - Mutual  | 171             | 244             | 73                 | 1,464            |
| 0                         | 600           | 600                | 6211000 33 | Continuing Education - Mutual Admin      | 0               | 600             | 600                | 600              |
| 679                       | 500           | (179)              | 6410000 33 | Office Supplies - Mutual Admin           | 996             | 500             | (496)              | 3,025            |
| 0                         | 0             | 0                  | 6410005 33 | Building Supplies - Mutual Admin         | 11              | 0               | (11)               | 0                |
| 28                        | 0             | (28)               | 6410010 33 | Hospitality - Mutual Admin               | 52              | 125             | 73                 | 500              |
| 0                         | 0             | 0                  | 6410015 33 | Computer Supplies - Mutual Admin         | 0               | 0               | 0                  | 1,035            |
| 0                         | 0             | 0                  | 6410020 33 | Equipment Expense - Mutual Admin         | 0               | 50              | 50                 | 100              |
| 238                       | 760           | 522                | 6410030 33 | Printer / Copier Supplies - Mutual Admin | 808             | 1,520           | 712                | 10,000           |
| 0                         | 0             | 0                  | 6410033 33 | Guest Pass Printing - Mutual Admin       | 0               | 0               | 0                  | 15,000           |
| 2,131                     | 3,000         | 869                | 6434115 33 | Legal Fees - Trust Review - Mutual Admin | 2,131           | 6,000           | 3,869              | 36,000           |
| 36                        | 38            | 2                  | 6435100 33 | Bank Service Fees - Mutual Admin         | 73              | 76              | 3                  | 456              |
| 603                       | 583           | (20)               | 6444000 33 | Equipment Rental - Mutual Admin          | 1,185           | 1,166           | (19)               | 9,761            |
| 0                         | 0             | 0                  | 6472000 33 | Equipment Repair & Maintenance - Mutual  | 0               | 250             | 250                | 1,000            |
| 446                       | 900           | 454                | 6478000 33 | Service Contracts - Mutual Admin         | 446             | 1,800           | 1,354              | 18,890           |
| 15,109                    | 0             | (15,109)           | 6482500 33 | Election Expense - Mutual Admin          | 16,389          | 0               | (16,389)           | 59,537           |
| 0                         | 0             | 0                  | 6484000 33 | Permits & Licenses - Mutual Admin        | 0               | 0               | 0                  | 100              |
| 0                         | 0             | 0                  | 6483201 33 | Mailouts - Periodic - Mutual Admin       | 0               | 0               | 0                  | 250              |
| 2,000                     | 2,000         | 0                  | 6484500 33 | Postage - Mutual Admin                   | 3,993           | 8,000           | 4,007              | 36,000           |
| 47,355                    | 33,708        | (13,647)           |            | Total Expenses                           | 79,195          | 72,109          | (7,086)            | 511,978          |
| Other Cost Recovery       |               |                    |            |  |                 |                 |                    |                  |
| 11,550                    | 10,000        | 1,550              | 5345000 33 | Certificate Preparation Fee - Escrow - M | 22,050          | 18,500          | 3,550              | 158,000          |
| 2,250                     | 3,000         | (750)              | 5360000 33 | Certificate Preparation Fee - Non-Escrow | 3,900           | 5,700           | (1,800)            | 30,750           |
| 3,355                     | 2,000         | 1,355              | 5380330 33 | Guest Pass Income - Mutual Admin         | 13,317          | 10,000          | 3,317              | 20,600           |
| 283                       | 300           | (17)               | 5380331 33 | Copy Fee Income - Mutual Admin           | 633             | 600             | 33                 | 3,600            |
| 2,500                     | 4,132         | (1,632)            | 5380332 33 | Trust Processing Fee - Mutual Admin      | 4,625           | 7,692           | (3,067)            | 60,000           |
| 250                       | 200           | 50                 | 5385000 33 | Other Income - Mutual Admin              | 550             | 400             | 150                | 2,400            |
| 20,188                    | 19,632        | 556                |            | Total Other Cost Recovery                | 45,075          | 42,892          | 2,183              | 275,350          |
| 19,719                    | 19,719        | 0                  | 5330000 33 | Income / Refund from Mutuals - Mutual Ad | 39,438          | 39,438          | 0                  | 236,628          |



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| Feb<br>Actuals | Feb<br>Budget | Budget<br>Variance | Acct # | Description            | Y-T-D<br>Actual | Y-T-D<br>Budget | Budget<br>Variance | Annual<br>Budget |
|----------------|---------------|--------------------|--------|------------------------|-----------------|-----------------|--------------------|------------------|
| 39,907         | 39,351        | 556                |        | Total Cost Recovery    | 84,513          | 82,330          | 2,183              | 511,978          |
|                |               |                    |        | Off Budget Items       |                 |                 |                    |                  |
| (7,448)        | 5,643         | (13,091)           |        | Net Income / (Expense) | 5,318           | 10,221          | (4,903)            | 0                |

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| Feb<br>Actuals                   | Feb<br>Budget | Budget<br>Variance | Acct #      | Description                              | Y-T-D<br>Actual | Y-T-D<br>Budget | Budget<br>Variance | Annual<br>Budget |
|----------------------------------|---------------|--------------------|-------------|--|-----------------|-----------------|--------------------|------------------|
| Expenses - Mutual Administration |               |                    |             |  |                 |                 |                    |                  |
| 34,208                           | 29,336        | (4,872)            | 6100000 MAC | Salaries & Wages - Mutual Administratin  | 62,647          | 60,139          | (2,508)            | 382,838          |
| 2,940                            | 2,768         | (172)              | 6140000 MAC | Employment Taxes - Mutual Administratin  | 5,958           | 6,227           | 269                | 30,595           |
| 422                              | 2,505         | 2,083              | 6142000 MAC | Workers' Compensation - Mutual Administr | 2,333           | 5,010           | 2,677              | 23,333           |
| 2,816                            | 3,359         | 543                | 6143000 MAC | Group Insurance - Medical - Mutual Admin | 5,463           | 6,718           | 1,255              | 40,308           |
| 123                              | 78            | (45)               | 6143300 MAC | Group Insurance - Dental - Mutual Admini | 193             | 156             | (37)               | 936              |
| 51                               | 48            | (3)                | 6143500 MAC | Group Insurance - Vision - Mutual Admini | 92              | 96              | 4                  | 576              |
| 1,000                            | 913           | (87)               | 6144000 MAC | 401(k) Match - Mutual Administratin      | 1,775           | 1,872           | 97                 | 11,915           |
| 72                               | 142           | 70                 | 6145000 MAC | Group Insurance - Life - Mutual Administ | 144             | 284             | 140                | 1,704            |
| 84                               | 165           | 81                 | 6146000 MAC | Long Term Disability Insurance - Mutual  | 169             | 330             | 161                | 1,980            |
| 0                                | 0             | 0                  | 6211000 MAC | Continuing Education - Mutual Administra | 545             | 0               | (545)              | 1,200            |
| 225                              | 0             | (225)              | 6214000 MAC | Meals & Special Events - Mutual Administ | 225             | 0               | (225)              | 1,800            |
| 0                                | 30            | 30                 | 6215000 MAC | Mileage - Mutual Administratin           | 0               | 30              | 30                 | 150              |
| 0                                | 500           | 500                | 6410000 MAC | Office Supplies - Mutual Administratin   | 0               | 500             | 500                | 3,025            |
| 0                                | 1,000         | 1,000              | 6410015 MAC | Computer Supplies - Mutual Administratin | 0               | 1,000           | 1,000              | 1,235            |
| 0                                | 4,167         | 4,167              | 6434120 MAC | Legal/Fair Housing - Mutual Administrati | 0               | 8,334           | 8,334              | 50,000           |
| 0                                | 0             | 0                  | 6438000 MAC | Other Professional Fees - Mutual Adminis | 0               | 0               | 0                  | 10,000           |
| 0                                | 0             | 0                  | 6482000 MAC | Dues, Memberships & Books - Mutual Admin | 0               | 600             | 600                | 800              |
| 0                                | 83            | 83                 | 6951000 MAC | Non-Budgeted Exp for Committee - Mutual  | 0               | 166             | 166                | 1,000            |
| 41,940                           | 45,094        | 3,154              |             | Total Expenses                           | 79,544          | 91,462          | 11,918             | 563,395          |
| 46,950                           | 46,950        | 0                  | 5330000 MAC | Income / Refund from Mutuals - Mutual Ad | 93,900          | 93,895          | 5                  | 563,395          |
| 46,950                           | 46,950        | 0                  |             | Total Cost Recovery                      | 93,900          | 93,895          | 5                  | 563,395          |
| Off Budget Items                 |               |                    |             |  |                 |                 |                    |                  |
| 5,010                            | 1,856         | 3,154              |             | Net Income / (Expense)                   | 14,356          | 2,433           | 11,923             | 0                |