



## PROGRESS REPORT ON INTERIM CEO'S 2020 WORKING GOALS

July, 2020

### GOAL 1: Response to COVID-19

- a. We were pleased that our one team member who tested positive in early June tested negative in late June. We activated our mitigation plan, including staff home isolation and source tracing.
- b. As of this writing, we still have no word on testing for IL & AL residents & staff.
- c. After we provided some additional details, CADPH approved our "mitigation plan" as earlier ordered by CADPH; i.e., our plan for testing, cohorting (clustering positive residents), infection prevention & control, personal protective equipment, staffing, isolation, and communications in prep for a 2<sup>nd</sup> wave.
- d. We continue to communicate with SFDPH regarding SIP restriction. We are making internal contingency plans for re-starting services (e.g., re-opening dining hall). Unfortunately with the recent spike in cases, we expect the SIP order to be extended.

### GOAL 2: Planning for Post COVID-19 Surge

- a. *Financial effects*: Data collection continues. May was our first full month w/ data on COVID-19's effect on costs after our early positive tests in April.
- b. *Marketing plan*: See Spotlight section below.
- c. *Second wave preparation*: See item #1c under Response to COVID-19 above.
- d. *Review of emergency plan*: this objective has not yet started.
- e. *Apartment conversions*: See Spotlight section below.

### GOAL 3: Transition to Permanent CEO/Executive Director

- a. *Staff development*: This objective has started. Specific learning plans verge into confidential personnel issues and so will not be shared here.
- b. *BOD evolution*: This objective started at the May BOD meeting and will continue until completed, likely in Aug or Sep 2020. The working syllabus is attached elsewhere in this packet.
- c. *Specific transition plan*: This objective has not yet started.

### SPOTLIGHT: Marketing

- a. We have started re-casting the marketing plan (intersection of Goals 2b and 3a) with an initial completion target of mid-Sep 2020.
- b. We are giving more virtual tours via Zoom (11 through June). This is expected to grow.
- c. The pace of new resident processing shows signs of renewal. We announced new residents for Octavia Street at the end of June, and we have two pending applications for main campus apartments.
- d. We held a virtual seminar on decluttering, entitled "*Don't Leave it to Your Heirs*" (with a firm called Changing Places) as an engagement event for prospective residents on Jun 16. About 40 participated. Additional virtual seminars on various topics will be held in Aug, Sep, and Oct.
- e. Apartment conversions began on May 18 (#403/404), Jun 8 (307/308) and on Jul 16 (204/205/206). Apt #230 was completed Jun 19 (not part of 2-BR conversions – a remodel suspended by C-19). We ran into a roadblock: new planning dept staff who objected to a reduction in unit numbers, not realizing we're a care facility. Thanks to efforts by Frankie Falzone, staff to Supervisor Stefani, we received approval for over-the-counter review and expect final permits shortly.
- f. Community admissions to Health Center has been nil for 4 months for two reasons: elective surgeries dried up, and CADPH requires all new admissions to be quarantined for 14 days. Elective surgeries shows signs of improving, but we still need to deal with the quarantine period.

## INCIDENTAL

- a. The emergency generator fuel line leak was repaired on Jul 10. OSHPD required a larger temporary generator, too big for our parking lot, for the radiator repair. We are securing a city permit to use adjacent parking spaces and are designing protective scaffolding to enable pedestrian traffic.
- b. The actuarial study required by Continuing Care Branch of DSS every five years is underway. We expect to have it completed by the end of July.
- c. The quarterly Quality Assurance & Program Improvement (QAPI) meeting was held via Zoom on July 15. Laura Wagner attended as Board liaison.