



## **Board of Directors' Meeting Minutes**

### **April 27, 2022**

The Board of Directors of the San Francisco Ladies' Protection and Relief Society (the Board) held its bi-monthly meeting on Wednesday April 27, 2022 at Heritage on the Marina.

**Directors Present:** Deborah Avakian, Charles Dicke, Kevin Gerber, Randy Gridley, David Gruber, Tony Hanley, Scott Hinds, Trish Otstott, Martha Torres, Leslie Van Houten and Laura Wagner.

**Directors by Conference Call:** Dennis Mooradian

**Directors Excused:** Andrew Cohen

**Staff Present:** Mary Linde, CEO and Joe Conroy, Controller

**Residents' Representative:** Patrick Alexander, Residents' Council President

- 1. Call to Order:** Chair David Gruber called the meeting to order at 4:01PM. Since this was our first in person meeting for some time, David acknowledged the presence of new board members, Martha Torres and Kevin Gerber, and Residents' Council President, Patrick Alexander.
- 2. Consent Agenda:** David Gruber asked if there were any questions concerning the reports on the Consent Agenda. Randy Gridley asked if we are offering re-payable entrance fees. Mary Linde replied that we do have them, but they have not been requested by current folks interested in Heritage on the Marina. Mary noted we are currently at 82.3% occupancy with 4 pending applications. Motion by Randy Gridley, seconded by Kevin Gerber to accept the Minutes of the February 23, 2022 Board meeting; Minutes of the March 25, 2022 Action without a Meeting; Minutes of the April 20, 2022 Audit Committee; the January and February financials; the Weekly Marketing and Occupancy Report and President Patrick Alexander's Letter to the Board. Motion Carried.

- 3. Residents' Council Report:** In addition to the written report, Patrick Alexander noted we had a great outing to San Juan Bautista, attended by 30 residents and 6 staff. Included was a tour of the mission, lunch in town and a visit to the ranch of Joe Morris, the son of resident Ann Morris. We are working on fund raisers that can be added to the Employee Appreciation Fund. In an effort to get to know the Administration staff, we had lunch with HR Director, Praveen Rattan, and plan to have lunch with Marketing Director, Janet Howell.
- 4. Board Committee Update:** Chair Gruber noted that an updated Board Committee list is on the Board Portal, and to let him know if you have interest in joining one or more of the committees.
- 5. Controller Update:** Joe Conroy reported that revenue was down vs budget, but expenses were at, or below plan. We expect new entrance fees of \$1.9MM over the next 6 weeks. We are working with Department heads to have accountability over their budgets. COVID expenses are currently over budget by \$40K primarily for Registry and supply expenses. We are on track with capital expenses. We have reached a settlement with the City concerning HCSO in the amount of \$120,000. We will pay the City, and they have agreed to distribute funds to affected employees. We have completed our research covering the past 4 years regarding CaMP and have arrived at a payout of \$360K to affected employees. We expect our new paycheck provider, ADP, to distribute the checks by the end of May.
- 6. Audit Committee Report:** Chair Randy Gridley reported we had a successful audit. The committee requests a motion to accept. Motion approved. Kevin Gerber inquired about the status of our Private Foundation application. It was reported that the state misplaced our application and our attorney is following up.
- 7. CEO Report:** Mary Linde followed her Quality Dashboard report with a commentary on the issues.
  - We have distributed the Resident Satisfaction Survey, and will distribute an Employee Satisfaction Survey in 2023.

- We continue to develop the Aging in Place model and have appointed Michael Russell, RN as our Resident Health Service Director (RHSD).
- We continue to work with Frank Rockwood on our Strategic Plan looking out 10 years to enlarge our campus to 80,000 sq ft of rentable space. Charles Dicke inquired about the current sq ft of rentable space. Mary replied she did not have it at hand but would email the number when she is back in her office. Mary emailed Charlie Dicke and the rest of the Board, the next day to report we currently have 39,000 sq ft of rentable space on campus.
- Mary reported we are still trying to get information on two buildings on Octavia St. with 10 one-bedroom and 2 garden apartments.
- We continue to engage various individuals to assist us with the requirements to build.
- A Morrison subsidiary, “Core Works” is reviewing all departments for possible efficiencies.
- We have hired CPA, Alan Ng, on a temporary basis to backup Joe.
- We continue to refresh our public spaces.
- We are looking at adding stackable washer/dryers in apartments.
- We are working on 5 apartments with a year-end goal of 92% occupancy.
- We bought “Rosie Kiosks” that allow our nursing staff to enter resident’s vitals directly to their electronic medical charts.
- We are now contracted with the Swenson Group for our IT services.
- We are in the process of developing quality metrics for each department.

**8. Strategic Plan Update:** Frank Rockwood was unable to attend, so Mary Linde provided an overview. We are looking for where we can get more apartments to reach our target of 80K sq ft of rentable space. We are also looking for staff parking. Randy Gridley mentioned that we are hopeful of getting the Strategic Planning Committee together with Frank Rockwood on either May 4th or June 8th at 2:00pm, via zoom, to get the update. It was agreed, during a timeline discussion, to hold off any discussions with neighbors until we are convinced any plan is feasible.

**9. Adjournment:** Chair David Gruber adjourned the meeting at 5:46PM with a reminder that our next meeting is Wednesday June 22, 2022 at 4:00PM.

Respectfully submitted,

Tony Hanley, Secretary

