

Leadership Update Meeting

February 12, 2025

10am

FOLLOW UP FROM THE 1/31/25 RESIDENT COUNCIL MEETING:

- **Request to have the inner courtyard fountains painted black and fill them with water for the 100th Anniversary celebration:** We rarely fill the fountains, being mindful of water waste. Even though it is circulating water, much is evaporated, and we need to refill frequently. I do not want to paint them black, as they have been this blue color for as long as folks remember. We can, however, fill them for the 100th anniversary party, but we will likely not keep them filled once the water evaporates.
- **Follow up to the 1/22/25 Financial Meeting Minutes:**
 - 1. Are there pages missing?
 - 2. When will we receive the promised writing coming from Baker Tilley [given end of meeting promise]?

Response:

No, there are no pages missing. The responses were based on the questions we received through the Resident Council. However, we included the recorded presentation as a part of the minutes which we believe answers your question.

That second question you raised was answered around the 20 to 30 minute mark on the recording. The SFLPRS/HOTM will continue to rely on the portfolio to support operations. In the written responses, Question 3 notes "This change in classification would not separate the Society (dba Heritage on the Marina) from its investment portfolio". Baker Tilly notes are included in the responses and noted again in the recording that the test relates to the income from the portfolio and not the reliance on the portfolio (corpus and income/loss) for use in operations. The Portfolio is not restricted, so we can pull from the Corpus and not the Earnings to pass the test.

The Resident Fee increases are not based on portfolio gains and losses or the 509 test. The goal of the SFLPRS/HOTM Board is to set Resident fee increases to maintain a 1.60 or less operating ratio. Meaning for every \$1.00 of Revenue we bring in, we try and spend no more than \$1.60 in expenses.

~~~~~**THIS ENDS THE RESIDENT COUNCIL FOLLOW UP**~~~~~

## **LEADERSHIP UPDATES:**

### **Mary Linde, CEO:**

- **Affiliation update:** The Board is in the process of putting together a complete and honest description of who we are and who we serve. The plan is to approach a pre-selected group of similar non-profit senior communities to see if there is a mutual fit for affiliation. At this point we are still working on our profile and have not yet contacted any outside communities. We expect that the next step will happen over the next month or two with the hopes that we can begin more in-depth conversations with a few promising candidates later this year. This process will be ongoing throughout the year, and we will keep everyone posted on our progress.
- **Landmark status:** We have been approved by the Board of Supervisors, noting that, "the San Francisco Protection and Relief Society has a special character and special historical, architectural, and aesthetic interest and value, and that its designation as a Landmark will further the purpose of and conform to the standards set forth in the Planning Code." We are working with City Planners to have a plaque made that will hang outside our building under or above the rectangle Heritage on the Marina sign to the right of the front door.
- **Meeting Reminders:**
  - Our Semiannual meeting has been rescheduled to March 12, 2025 at 10am. It will replace our usual Leadership Update meeting but will include time for comments and questions.
  - The 100<sup>th</sup> Anniversary celebration of the Julia Morgan building is being held on March 27 from 2pm-4pm in the Morgan lobby. This is a fundraising event, and we are starting to have sponsor funding coming in.

## **Jon Casey, CFO**

### **Financial Meeting on January 22, 2025**

- The Minutes of the Q&A are attached to this Leadership Update.
- The recorded meeting is available for viewing (there are some technical glitches). The link is included in the minutes.

### **Financial Report Status**

- The Finance Team has nearly completed the November 2024 financial reports in Yardi. The draft reports are expected early this week to be sent to the Directors for review.

### **Actuarial Study 2024**

- The Actuarial study is done every 5 years. The work on this report continues.

### **2021/2022/2023 401k Audits**

- The 2021 401k Audit is with the IRS, and we are waiting for final approval.
- The 2022 401k Audit has been submitted to the IRS.
- The 2023 401k Audit has been started, and we are providing data to the auditors to help bring us current.

### **Yardi Future Phases**

- The next system to come online will be the Electronic Health Record and Medication Management. The pricing update for Aging-In-Place is completed and in final review. Training has been going on this month for the Nursing Staff.
- We are building a resident portal in Yardi called RentCafe. RentCafe aims to improve the overall Heritage experience for both residents and staff by offering a range of digital tools and services. We are having weekly meetings with Yardi to complete the implementation. We may migrate our web-page to this service to have everything in one place.

### **2024 Financial Audit**

- The 2024 Financial audit has started. The Auditors will be in later this month to work. You may see them in the Garden Room the week of February 24.

## **Praveen Rattan, Executive Director of Human Resources**

### **Recruiting Updates:**

- Nursing Openings:
  - Certified Nursing Assistant (CNA): Per Diem position(s) open.
  - Licensed Vocational Nurse (LVN): Two Per Diem positions open.
  - Ward Clerk: Full-Time Position open.
- Maintenance Openings:
  - Lead Maintenance: Full-Time position open. Interviews anticipated next week.

## **Martha Nkhoma, Executive Director of Resident Health**

- Yardi Input: We may reach out for additional details.
  - POLST and Current Medication List: Copies needed for Yardi input.
- Collaboration with Earle Baum Center for the Blind: We are coordinating a discussion about their services.
- Blood Pressure Clinic: Scheduled for next Thursday.
- Calling 911 vs. taxi rides to the ER
- Reminder: Let's continue to stay hydrated!

## **Angie Lam, Dining Services Director**

- We will be celebrating Valentine's Day & February Birthdays this Friday February 14th . Come and celebrate at our Happy Hour in Morgan Parlor at 5:00pm, followed by dinner at 5:30pm. We will also have a special Sweethearts Dinner for Valentine's Day 💕
- Our registered dietitian, Kayla Vaglio, will be here Saturday February 15th for a lunch and learn where she will be discussing Nutrition Myths.
- Our Mardi Gras Dinner will be on Tuesday March 3rd with Southern-inspired fare.
- We are in the early stages of planning our spring/summer menu cycle. If there are dishes you would like to see or you have enjoyed, please let Chef Sylvie, Alex or myself know.

## **Hector Arrazola, Sr. Facilities Director**

### **Completed Projects:**

- Adding annunciator speakers & amplifier - IN PROGRESS
- Perry & Morgan Stairs Chair Lifts
- Apartments Remodel #423 Laundry room conversion / #213 & #327- IN PROGRESS
- Cottage building new landscaping - All completed

- New nursing call system, main computer & others
- New Diesel Tank Fence
- Francisco Building #1530 - Garage Leak repair
- Francisco Building #1530 - Common areas patch, paint and carpet cleaning
- New Security Officer - AM shift - Day time coverage
- Morgan Apartment #236, patch & paint, carpet cleaning
- Friendship Hall HVAC unit went down last week, running now but waiting on parts for permanent repairs
- Parking lot, security assigned bollards and chain installation
- Missing kitchen wall tile/ repair, replacement

### **Projects working on during the month of February:**

- Adding annunciator speakers & amplifier
- Morgan Building Elevator / preparation for remodeling
- Apartments Remodel #423 Laundry room conversion / #213 & #327
- Francisco building air vents clean up, roof structure removal
- Pending - Alarm Panel deficiencies follow up, Final inspection
- Morgan & Perry Building Transfer Switch require test
- New Weekend Facilities maintenance technician - Schedule to be determined
- Morgan Apartment #236, patch & paint, carpet cleaning
- Morgan Basement security room upgrade
- Carpet replacement for apartments #247, #239, #238, #203P
- Francisco Building Garage 1530, Roof water leak

### **Cortez Mc Farland, Director Housekeeping, Laundry & Transportation** IN PROGRESS

- Front Office Camera installation
- Van- repairs to coolant line, & lift remote repair

### **ADDITIONAL INFORMATION**

- Unauthorized vehicle towed in the residential parking lot. Confirmed stolen.
- Comcast has removed several channels from our package; working on a resolution.
- Unable to obtain Ecolab hand soap, dispenser have been swapped out for Purell Hand soap.

## **Bob Conolly, Sr. Sales Manager**

### **MARKETING**

- St. Vincent De Paul Bulletin
- Marina Times Ad
- SF Chronicle ad
- Nob Hill Gazette Advert
- Richmond Times ad
- SF Giants Year Book placement, digital ad, from season opener thru October with potential for SF 49ers and Warriors

### **SALES**

- Jim and Candy confirmed move-in to #420/#411 Perry on February 19th
- Jennifer Arthur dropping off application and contract for 1530 #2 Francisco 2/13/25-move-in mid/end of March
- 22 qualified inquiries generated from Nob Hill Gazette ad
- 3rd tour and possible application for #305 Perry