



LEADERSHIP UPDATE MEETING

MAY 14, 2025

10AM

Answers to Questions from Resident Council, April 25, 2025:

1. The non-negotiable list from the BOD re: affiliation did not include protection for the Flats (but it does say that the Morgan building is protected). Are we going to sell the Flats and end the residents' contracts?
 - The JM building is non-negotiable because it is landmark protected
 - It is not our intention to sell the Flats
 - Potential affiliate candidates have seen the Flats as assets
 - We are committed to the contracts we made with the Flats Residents and have a legal obligation to do remain so
 - The Flats bring us our biggest Entrance Fees and Monthly Fees, and we are in dire need of revenue, so it would be counterproductive to get rid of our highest revenue producing apartments

Leadership Updates:

Mary Linde, CEO:

- **Affiliation:**
 - Three organizations have submitted letters indicating their interest in exploring the affiliation process with us
 - All our California based organizations
 - Two have footprints outside California as well
 - All are non-profit organizations
 - All have a strong reputation in the industry
 - Next steps: a subset of the Strategic Planning Committee of the BOD will begin the interview process
 - This will allow the committee to learn more about the potential affiliate partners and help them drill down to one or two
- **New Van:**
 - This was purchased using interest on the Out and About Restricted Endowment, with approval by the Hindes Foundation (Scott Hindes, Board Director)
 - Will someone put a thank you note on the table outside the DR so Residents can thank the Foundation?
- **Deficiency Free annual DSS survey**

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- May 2, 2025

Jon Casey, CFO:

Financial Report Status

- The Finance Team is working on closing out the First Quarter financials. We are delayed waiting for any audit Adjustments.

Actuarial Study 2024

- The Actuarial study is done every 5 years.
- We are still behind in providing the data to the contractor.
- This is due toward the end of 2025 to DSS.

2021/2022/2023 401k Audits

- The 2021 401k The IRS has waived the \$150,000 late penalty.
- The 2022 401k The IRS has waived the \$117,500 late penalty.
- The 2023 401k Audit is in process. We will file the 5500 401(k) pre-audit and amend it later with any updates

401k Fiduciary

- Our first report from SageView, the new Fiduciary on the 401(k) plan, will be presented to the Board on May 28th.
- Yardi
- The Electronic Health Record (HER) is in production. We are in our 60 day transition period with the developers.
- Training is complete and we are doing some updates to how we work in the system
- This has prompted us to look at our buildings WIFI and add access points or extenders as appropriate.
- The RentCafe portal is up for Residents. We have over 19 residents and families being connected to the portal. We hope that that number grows. The portal allows you to see more detail on your billing statement including past due amounts. Again, this requires a log-in and the data is protected. If you need more information please reach out and we can set up a time with you in the business office to get you connected.
- Our new Web-Page, developed through Yardi RentCafe, will be up and running in about 4 weeks. Again, it will generally have the same “look” as the current website but will allow some capabilities around marketing and other areas we currently do not have. This is furthering our attempts to have more facets of the business in one place.

Yardi Future Phases

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- We are adding more features to the financial core of Yardi including Fixed Assets and JobCost which will allow for much better tracking of projects and integration of depreciation (it is currently done on spreadsheets).
- We are looking at Yardi MaintenanceIQ with CoreWorks to see if we can use this tool to support resident maintenance requests and help track projects (Tie in with Job Cost). The Heritage currently uses WorxHub (a CoreWorks product) and we don't want to lose any of the functionality in that system in the potential switchover.

2024 Financial Audit

- The annual financial audit was delayed because we combined SAGE 100 and Yardi data. It is now expected to be completed by the end of May.
- The Audit Committee will meet on May 20, and if approved, will recommend to the full Board to accept the audit on May 28.
- If the audit is accepted, the DSS financial report package, which includes the audit, will follow shortly after before the end of May.

Praveen Rattan, EDHR:

Recruiting Updates

Nursing Openings

- Certified Nursing Assistant (CNA): Per Diem positions
- Licensed Vocational Nurse (LVN): Per Diem positions
- Ward Clerk: Full-Time position- next steps pending Director determination

Environmental Services

- Housekeeper: Open and Closed – in pre-employment next steps

Martha Nkhoma, EDRHS:

- We have begun transitioning to Yardi's Electronic Health Record (EHR) system.
- Care plans are currently being transferred from PointClickCare to Yardi.
 - Once the transfer is complete, care plans will be shared with residents and POAs for review. More details soon!
- We are also updating the required Department of Social Services forms. These forms will be sent to you for completion and must be signed. If you choose to decline, please indicate this on the form and sign it. Feel free to contact us if you have any questions about the contents.

Angie Lam, Director Dining Services

- We launched our Spring/Summer Menu Cycle about 4 weeks ago. We hope you are enjoying the new variety of menu options. If you have any feedback, please do not

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hesitate to let us know either by comment card or by using the "Happy or Not" Kiosk right outside the dining room.

- Memorial Day Lunch BBQ will be on Monday May 26.
- Just a friendly reminder, if you are not feeling well, please contact the Henderson clinic first. The clinical team will assess you, then let the dining department know if tray delivery service is needed. Thank you for your understanding.

Bob Connolly, Sr. Sales Manager:

Marketing:

- SF Giants Year book ad placement for 6 ½ month run
- Nob Hill Gazette Ad in July is ordered
- Special pull-out advert for SF Examiner and Gazette
- Marin Times Ad
- St. Vincent De Paul Ad
- Exploring S.J. Mercury News and Marin Independent Journal Ad
- Open House in July for prospective residents/past and qualified residents

Sales:

- Finalizing Unit 305 Perry move-in for end of month/ early June.
- Application for 235 Morgan received being reviewed/approved
- Application for 219 Perry received-being screened

Hector Arrazola, Sr. Director Facilities:

March Completed Projects

- Perry Building Basement hallways patch & paint
- Perry Elevator quarterly preventive maintenance
- Francisco building lightwells & air vents clean up, roof structure removal - will be scheduled biannually
- Porter Garden Quarterly power washing

Projects working on during the month of May 2025:

- Morgan Building Elevator / preparation for remodeling / Scheduled for some time in June, permit application delays and elevator company follow up delays
- Wi-Fi connectivity issues - Access points project
 - Francisco and Octavia emergency annunciator system
- Pending - Alarm Panel deficiencies follow up, Final inspection

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- Morgan & Perry Building Transfer Switch require test
- Room #423P Laundry Conversion - In Progress
- Apartment #235M - Shower remodel - In Progress

Cortez McFarland, Director EVS & Transportation:

Transportation:

- Excited to report that we should have our new Transportation Van real soon, Thank you to the Board of Director's team especial Mr. Scott Hindes.
- Please be advised that Friday, July 04, 2025, the van will be out of service in recognition of the holiday.

Misc.

- Thank you all who attended the Q&A meeting with Comcast on 05/01/2025.
- Comcast sitewide modem swap will begin 05/12/2025.
- Ray from Fire & Safety Service will be on site Wednesday, May 21st to conduct training with the residents in Friendship Hall at 3:00pm.

Roxana Lara, Asst. Activities Director

- Presentation on May 14th on Parkinson's Research and Movement Disorders- 3pm
- Presentation on May 15th by Best Hospice Providers on the "Mental Journey on concepts of Death and End of Life Decisions" 3pm
- Presentation on May 22nd by Pine Park on Health Insurance 101: Understanding Your Options- Medicare including the difference between PPO's & HMO's 3pm
- Lastly, working on support group for hearing loss TBA for the Summer!

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