



October 2024

M.E.S.H. Monthly Report: Board of Directors

WhiteStone
A MASONIC & EASTERN STAR
COMMUNITY  EST. 1912

Founded on fellowship. Inspired by you.

WhiteStone A Masonic & Eastern Star Community | 700 S. Holden Road | Greensboro, NC 27407

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VISIBILITY OCTOBER 2024

WHITESTONE COMMUNITY VISIBILITY – LEADERSHIP:

DATE(S):	MEETING(S)/EVENT(S)
Weekly:	<i>Women’s Coffee – Fellowship Hall 9am-10:30am, Wednesdays</i>
Weekly:	<i>Men’s Coffee – Fellowship Hall 9am-10:30am, Fridays</i>
Weekly:	<i>Wine Down – Fellowship Hall 3:30pm-5pm, Fridays</i>
Monthly:	<i>Masonic Luncheon [1st Tuesday] Main Dining Room</i>
Monthly:	<i>Resident Council Meeting [Last Thursday] Fellowship Hall</i>
Monthly:	<i>New Resident Orientation & Lunch [3rd Wednesday]</i>
October 2nd	<i>WhiteStone Annual Oktoberfest</i>
October 5th	<i>WS Capital Campaign Donor Event</i>
October 9th	<i>Quarterly All Staff</i>
October 17th	<i>WS Annual Fall Festival</i>

WHITESTONE FRATERNAL VISIBILITY - LEADERSHIP

DATE(S):	MEETING(S)/EVENT(S)
Monthly:	<i>Masonic Luncheon [1st Tuesday] Main Dining Room</i>
Monthly:	<i>MESH Chapter #379 Meeting [1st Tuesday] Fellowship Hall</i>
Monthly:	<i>MESH Lodge #771 Meeting [2nd Saturday] Fellowship Hall</i>

WHITESTONE RESIDENTS: COMMITTEES, SERVICES & SUPPORT

DATE(S):	MEETING(S)/EVENT(S)
Weekly:	<i>Women’s Coffee - Fellowship Hall 9am-10:30am, Wednesdays</i>
Weekly:	<i>Men’s Coffee - Fellowship Hall 9am-10:30am, Fridays</i>
Weekly:	<i>Caregiver Support Group - Woodbury Game Room 1p-2p, Thursdays</i>
Weekly:	<i>Worship Service – Streamed on Channel 1390 & Chapel 10am-11am, Sundays</i>
Monthly:	<i>WhiteStone Resident Committee: Marketing [1st Wednesday]</i>
Monthly:	<i>WhiteStone Resident Committee: Spiritual [1st Wednesday]</i>

DATE(S):	MEETING(S)/EVENT(S)
Monthly:	WhiteStone Resident Committee: Activities [2 nd Thursday]
Monthly:	WhiteStone Resident Committee: Food & Beverage [2 nd Thursday]
Monthly:	WhiteStone Resident Committee: Buildings & Grounds [2 nd Monday]
Monthly:	WhiteStone Resident Committee: Campus Care Alliance [3 rd Tuesday]
Monthly:	WhiteStone Resident Committee: Auxiliary [3 rd Wednesday]
Monthly:	WhiteStone Employee Gratitude Initiative Committee
Monthly:	Resident Council Meeting [Last Thursday] Fellowship Hall
As Needed:	WhiteStone COVID Task Force
October 5 th	WS Capital Campaign Donor Event
October 17 th	WS Annual Fall Festival

WHITESTONE BOARD OF DIRECTORS: COMMITTEES, SERVICES & SUPPORT

DATE(S):	MEETING(S)/EVENT(S)
October 5 th	WS Capital Campaign Donor Event
October 11 th	OES Foundation Board Meeting
October 15 th	NCMF Board Meeting

LIFECARE SERVICES [LCS]: SERVICES & SUPPORT

DATE(S):	MEETING(S)/EVENT(S)
October 1 st	LCS/WS BluePrint Follow Up Call
October 25 th	LCS/WS BluePrint Follow Up Call

WHITESTONE EXPANSION: PROJECT(S) & REPORTING

DATE(S):	MEETING(S)/EVENT(S)

WHITESTONE TECHNOLOGY INFRASTRUCTURE: PROJECT(S) & REPORTING

DATE(S):	MEETING(S)/EVENT(S)

WHITESTONE NEW RESIDENT: PROSPECTING EVENT(S):

DATE(S):	MEETING(S)/EVENT(S)
Monthly:	<i>New Resident Orientation & Lunch [3rd Wednesday]</i>
October 10th	<i>Marketing Event: Fall In Love with WhiteStone</i>
October 17th	<i>WS Annual Fall Festival</i>

WHITESTONE EMPLOYEE: RECOGNITION, RECRUITMENT, & RETAINMENT:

DATE(S):	MEETING(S)/EVENT(S)
Bi-Weekly	<i>New Hire and General Orientation</i>
October 1st	<i>Staff Appreciation: Grinder Coffee Truck</i>
October 7th – 11th	<i>HealthCare Food Service Week</i>
October 15th	<i>WS Employee Benefits Fair</i>
October 21st – 25th	<i>Pastoral Week</i>
October 28th – November 1st	<i>Maintenance Week</i>
October 29th	<i>Staff Appreciation: Caramel Apple Bar</i>
October 30th	<i>Fire Extinguisher Training</i>
October 31st	<i>Halloween Costume Contest & Goodie Bar</i>

WHITESTONE EMPLOYEE: OCTOBER ANNIVERSARIES

SERVICE DATE:	EMPLOYEE NAME:	DEPARTMENT	YEARS OF SERVICE:
10/1	Queston Wilson	Health & Wellness	13 yrs
10/1	Chris Hicks	Food & Beverage	4 yrs
10/5	Joseph Bodenheimer	Business	1 yr
10/12	Bernadette Abasolo	Nursing	1 yr
10/12	Kelly Brown Moore	Food & Beverage	1 yr
10/12	Alexiss Moore	Business	1 yr
10/13	Bashimah Adams	Nursing	2 yrs
10/13	Cumeshia Brown	Nursing	2 yrs
10/14	Shay Loerzel	Nursing	3 yrs
10/14	Keisha Scott	Assisted Living	3 yrs
10/16	Curtis King	Security	11 yrs
10/19	QuinCESS Hall	Nursing	1 yr
10/19	Shanna Hamby	Assisted Living	1 yr

SERVICE DATE:	EMPLOYEE NAME:	DEPARTMENT	YEARS OF SERVICE:
<i>10/19</i>	<i>Arianna Steele</i>	<i>Nursing</i>	<i>1 yr</i>
<i>10/19</i>	<i>Jequetta Thomas</i>	<i>Nursing</i>	<i>1 yr</i>
<i>10/26</i>	<i>Arielle Ferrentino</i>	<i>Food & Beverage</i>	<i>3 yrs</i>
<i>10/26</i>	<i>Nadine Laba</i>	<i>Food & Beverage</i>	<i>3 yrs</i>
<i>10/26</i>	<i>Jennifer Robards</i>	<i>Nursing</i>	<i>15 yrs</i>
<i>10/27</i>	<i>Andrea Bullard</i>	<i>EVS</i>	<i>2 yrs</i>
<i>10/28</i>	<i>Deborah Bryant</i>	<i>Marketing</i>	<i>3 yrs</i>
<i>10/29</i>	<i>Kaelah Wiggins</i>	<i>Food & Beverage</i>	<i>4 yrs</i>
<i>10/29</i>	<i>Matthew Zirker</i>	<i>Food & Beverage</i>	<i>4 yrs</i>
<i>10/30</i>	<i>Tracy Lynch</i>	<i>Food & Beverage</i>	<i>6 yrs</i>
<i>10/31</i>	<i>Derita McNair</i>	<i>Assisted Living</i>	<i>7 yrs</i>



KEY PERFORMANCE INDICATORS – OCTOBER 2024

GREEN *Light Key Performance Indicators [KPI's]: Summary of Findings –*

YTD NOI	Actual of 426,802 on budget of (974,044), a positive variance of 1,400,847.
YTD IL Closings	Budget of 30 with actual closings of 59.
YTD Net Sales IL	Budget of 10 with actual net sales at 44.
IL MTD Occupancy	Average occupancy of 198.3 on budget of 173.5.
YTD REVPOR	REVPOR budget of 5,780 with actual 6,201 a 7.3% variance.
YTD EXPPOR	EXPPOR YTD budget at 6,678 with actual 6,636, a 0.6% variance.

YELLOW *Light Key Performance Indicators [KPI's]: Summary of Findings –*

HC MTD Occupancy	Average occupancy for the month of 79.81 with budget of 83.28
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RED *Light Key Performance Indicators [KPI's]: Summary of Findings –*

Memory Care MTD Occupancy	Averaged 7 on budget of 10.
AL MTD Occupancy	Averaged 18.26 occupied for the month on a budget of 22.
Days in AR	39% of total AR 90 days outstanding or 716,690. Benchmark is 15% negative variance of 438,430.



COVID-19 TASKFORCE & UPDATE(S) – OCTOBER 2024

For the month of October, we experienced a plateau in the number of covid cases compared to September. This included residents in both the Care and Wellness Center and Independent Living. Per regulation, visitation to the CWC continued as usual, with that added safety precautions protocols of wearing a mask, social distancing, and hand sanitizing. We continued to test our staff and residents, according to CDC and CMS guidelines, throughout the month.



WHITESTONE LEADERSHIP TEAM: DIRECTORS REPORT

DIRECTOR NAME	DEPARTMENT
<i>Mr. Mark Lewis, LNHA</i>	<i>Executive Director</i>
<i>Mr. Josh Hillegass, LNHA</i>	<i>Health Services Administrator</i>
<i>Dr. Ray Robinson</i>	<i>Assisted Living Manager</i>
<i>Mrs. Tracy Armwood, SPHR</i>	<i>Director, Human Resources</i>
<i>Ms. Debi Bryant</i>	<i>Director, Sales & Marketing</i>
<i>Mr. Joel King</i>	<i>Director, Plant Operations</i>
<i>Mr. Robert Reese Sr.</i>	<i>Director, Environmental Services</i>
<i>Mrs. Jenna Grant</i>	<i>Director, Fraternal Friendship Program</i>
<i>Ms. Nikki Stafford</i>	<i>Director, Finance</i>
<i>Mr. Jonathan Szarke</i>	<i>Director, Food & Beverage</i>
<i>Mrs. Gina Prevost, LRT/CTRS</i>	<i>Director, Community Life Services</i>
<i>Mrs. Misty McAden</i>	<i>Director, Spiritual Services & Chaplain</i>
<i>Ms. Archana Patel</i>	<i>Executive Assistant</i>
<i>Ms. Crystal Condy</i>	<i>Director, Clinical Services</i>

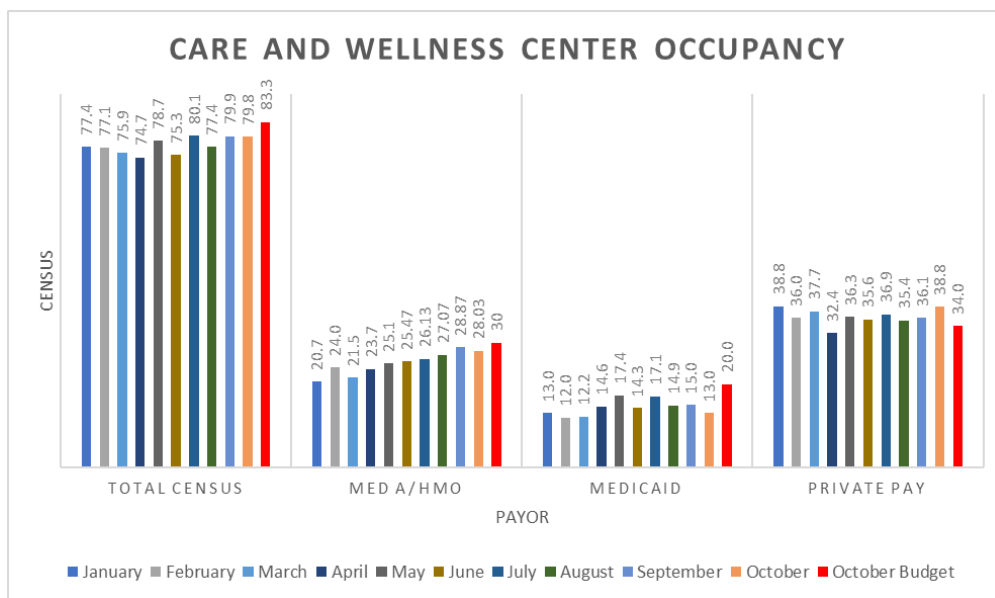
I. HEALTH CENTER ADMINISTRATION REPORT

September 2024 Overview

In October, we took time to recognize the dedication and hard work of our teams during Healthcare Food Service Week, Pastoral Week, and Maintenance Week. Each of these departments plays a vital role in ensuring the well-being and comfort of our residents and staff. We took this opportunity to express our gratitude and celebrate their invaluable contributions to the overall care and experience of our residents and community. In preparation for our Annual Survey by CMS, we focused on ensuring that all aspects of our facility met or exceeded regulatory standards. This preparation included a Mock Survey completed by Life Care Services. Our preparation efforts were designed not only to meet compliance requirements but also to continue enhancing the quality of care for our residents. We aimed to foster a culture of continuous improvement, positioning ourselves for a successful survey outcome and continued excellence in skilled nursing services.

Census Updates

In October, our Care and Wellness Center continued the same path that we saw in September. As you can see below, we came just short of our budgeted total census with an average for the month of September of 80 occupied beds on a budget of 83 occupied beds. Our Short-Term Rehabilitation Census continued strong in October as well, maintaining an average of 28 beds on a budget of 30. You can see a slight decrease in our Medicaid census as we unfortunately did have a few Residents pass away during the month of October which impacted both those numbers and our overall census. We look forward to continuing this census momentum into the end of 2024!



Clinical Updates

From September 30th to October 3rd, the Care and Wellness Center completed a Mock Survey that was conducted by Life Care Services. This survey was focused on the Center’s overall preparedness for our upcoming Annual Survey from CMS. This survey took an overarching look at our systems, processes, and day-to-day operations to identify any areas that may be of risk if surveyors were to enter our building. Following the completion of this Mock Survey, our team has several areas where we’ll be building plans of correction around to address any potential issues. These areas of focus include infection control, bed rails, as-needed medication utilization, staff competency and training requirements, and several other areas. During her time

with our Community, the Mock Surveyor did note positive feedback shared by the Residents and Families that were interviewed as part of her process. We're thankful for the insight that was provided as a result of this Mock Survey, and we look forward to continuing our preparedness for our upcoming annual survey.

II. ASSISTED LIVING & MEMORY CARE REPORT

Last months overview

October was filled with opportunities for innovation for Assisted Living and Memory Care. We were able to sign contracts with three new neighbors to our community. With Twenty-seven residents moved into 3421 Hiram we are making the calibrations needed to ensure future success. Thanks to the partnership between marketing, CWC, health navigation and AL we are making immense movement toward our goals. This is the sixth month that we hit the 90% goal required by the Department of Insurance (DOI). In addition to our admission goals, we work to promote a culture of family and togetherness among our residents and their loved ones.

The second floor has surpassed 75% of its capacity, which is a first for our team. The group has identified many potential residents who are appropriate for the services provided in the Rice Retreat. We are currently above 65% in MC as we are working to book the eighth apartment to be filled. Activities and dietary staff are working to provide resident center care in their respective areas. To include family style meals in memory care and individualized options for each resident.

Accomplishments for the month

Assisted Living has been able to in-service staff to improve resident care. The subjects ranged from heartfelt connections to extraordinary impressions for all staff members. Supervisor in charge (SIC) training has taken off and we will name our first graduates. We broke our own record for census by hitting the 27 mark this month. As we build census, we also are auditing our own system to ensure best practices

We have been able to help in celebrating our staff members by celebrating our AL manager who has been selected for the 2025 LeadingAge Leadership Academy Fellows program. As we grow, we want to make more investments in the lives of our staff members. The Assisted Living team was able to host an education on the importance of senior living and its effects on family members / caregivers. We continue to create lasting change for the AL and MC community at WhiteStone.

Plans for the next month

Assisted living and memory care is looking to increase the census while educating staff on the importance of resident-centered care in the following month. Our current laurels include the following.

AL/MC is working toward the goal of 30 residents. As we aim improve upon the 90% mark, there are census needs in both AL and MC.

- Adding more activities to the calendar to include Wine Down and community outings.
- increasing our opportunities to share the AL/MC journey.

Issues and Concerns

There are five opportunities for the assisted living and memory care community. With constant focus on the following items, the team will experience success in accomplishing organizational goals. The four items are listed below.

- *Training staff on the daily requirements of operating a thriving assisted living and memory care community.*
- *lower overtime while fully staffing the AL/MC independently.*
- *Staff access to communication and updating of resident conditions.*
- *Creating protocols to circumvent the growing pains of developing AL/MC*
- *orient staff with the who, what , when and by what means of AL/MC.*

III. HUMAN RESOURCES REPORT

October 2024 Overview

Turnover

35.60% turnover YTD 2024. Compared to 31.60% through October 2023.

Overtime:

1759.97 hrs of OT for October 2024. Note there were 3 PR's in October. Compared to 931.24 hrs for October 2023. An increase of 828.73 hrs on the month and total YTD increase in overtime from last year by 3155.22 hrs.

Workers Compensation

We have had a recent inquiry from an attorney's office related to a former employee, Bobby Lender, from the maintenance department. He did have an incident at work that was not reported right away, related to his knee, however, he never went out for medical treatment and expressed no issues with his knee. We do have an attorney and adjuster assigned to the case.

We have a CNA who had tooth knocked when a combative resident pushed her head down causing her to hit her mouth on the bed rail. This has been assigned an adjuster and we are working to get her tooth repaired.

<u>MONTHLY TURNOVER</u>		
	2024	2023
Jan	2.23%	2.89%
Feb	3.40%	0.41%
Mar	3.44%	4.68%
Apr	3.86%	2.16%
May	1.86%	2.62%
Jun	3.78%	2.04%
Jul	3.64%	4.35%
Aug	4.31%	5.77%
Sep	1.99%	2.94%
Oct	7.09%	3.62%
Nov		1.05%
Dec		2.11%
TOTAL	35.60%	34.64%

EEOC and Legal Updates:

As of this date, we have not received further action related to Loretta Clark. We received the EEOC dismissal on September 10th which started a 90 day window for her to seek further counsel. We still have 30 days before the 90 days expire.

On May 17th, we received notice of another EEOC charge filed by an environmental services employee, Robin Allen. The position statement has been submitted to the EEOC. We are waiting on their response.

Budgeted FTEs:

Total October FTEs – 212.87

2024 Budgeted FTEs – 228.85

Variance – -16.01 (UNDER budget)

Over Budget:

Servers – 1.31 FTEs

Housekeepers – 1.25 FTEs

AL CNAs – 1.62 FTEs

Recruiting:

Meghane, our Recruiter continues to do an amazing job!

Recruiting summary for October 2024:

- 269 new candidates
- 33 Scheduled interviews
- 21 offers with 14 hires

YTD:

- 4,456 candidates processed
- 568 scheduled interviews
- 257 offers with 198 hires

Retention:

For October we had many events. We kicked October off with Employee Appreciation with The Grinder Café truck on site on October 1st. We are celebrating HealthCare Food Service week on October 7th to 11th; Pastoral week on October 21st to 25th; Maintenance Week on October 28th to November 2nd.

We held our quarterly All Staff Meeting to introduce the resident driven Employee Gratitude Initiative. The staff were very appreciated and moved by the residents’ efforts to recognize them.

We also kicked off our Employee Engagement Survey with a 90% participation rate goal. As of this date (11/6) we have a 100.8% participation rate!

Recommendation and/or Other Information:

As indicated in last month’s report, we received a 33% increase in our medical insurance renewal. We did go to market, however, unfortunately, the other carriers would not give a firm proposal. We have pushed back on BCBS with hopes of getting the renewal down to a 20-25% increase. This has been accounted for in the budget.

Job Openings Report

IMMEDIATE OPENINGS 11/06/24

Job Title	# of Openings	New Candidate Pipeline	Attempting to Contact	Interviews Scheduled	Offers Pending
Nurse - 2nd shift Full Time	1	4	9		3
HC Dietary Manager	1	3	2	3	
Nurse Supervisor 3rd shift	1		3		
CNA - 2nd shift FT	2	3	15		1
RN Weekend Supervisor 7a-7p	1				

Total openings: 6

Total offers: 4

Opening after offers: 4

Interviews scheduled: 3

Ready for orientation: 4 new hires for 11/07/24

IV. MARKETING & SALES REPORT

Monthly Marketing Report					
September 2024					
Current Occupancy: (211)	199	94%			
Sold Occupancy:	205	97%			
Available Units:	<u>Villa</u>	<u>Cottage</u>	<u>IL Apts</u>	<u>Res Apts</u>	
	0	0	0	6	
Explanation:	<u>Villa</u>	<u>Cottage</u>	<u>IL Apts</u>	<u>Res Apts</u>	
				146 Benn	341
				144 Benn	343
				244 Benn	349
Sales:	5	241, 249, 103, 528, 415	Cancel:	0	
Move-In: (Oct)	1	241	Upcoming MI:	6J	IL103
				IL334	IL528
				Benn 249	IL415
Transfers:	0				
MO (Oct):	3	528, 415, 144			
Upcoming MO:	<u>Unit</u>	<u>reason</u>	<u>Est MO</u>		
	701 FMD	HLOC	11/14/2024		
	701 RL	Deceased	11/24/2024		
Upcoming Events:	11/13/2024	Diamond Dining WL Luncheon			
	11/14/2024	Friendsgiving Discovery Luncheon			
Department Highlights:	Roadmap to 95% in IL				
	Campus Wide Road to 95% Campaign				
	New WL Collateral coming soon				

V. PLANT OPERATIONS / ENVIRONMENTAL SERVICES REPORT

PLANT OPERATIONS

Last Month's Activities

- *Monitor work order system for efficiency and department needs*
- *CWC Annual Fire Extinguisher training*
- *Still Working with Engineers on IL humidity issue's*
- *Continue to work with Brightview on existing work orders and problem areas*

Accomplishments for the Month

- *Install of automatic door opener for elevator vestibule*
- *Change air filters for all campus*
- *Completed Gay Terrace demo*

Plans for the Next Month

- *Complete Boiler Installation for CWC*
- *Hire 2 part-time security guards*
- *Customer service training*

Issues and Concerns

- *Continue to address work orders asap. We have had 2 vacant positions come open in Security. We are currently looking for 1 more team member.*

ENVIROMENTAL SERVICES

Last Month's Activities

Conducted in-services with staff.

- *No fault attendance policy recap!! (Always)*
- *Do use the side door of I.L. west & do not prop it open at any time!*
- *Proper break times: 9:30am-9:45 am; Lunch breaks CWC staff 12pm-12:30pm; Main staff 12:30pm-1:00pm*
- *Only clock in "5" min before your shift only, unless authorized.*
- *Reporting employee incidents immediately.*
- *Uniforms have been ordered*
- *Staff disciplinary's are increasing for attendance issues.*
- *Department Vision: To build a partnership with the community to have a clean, safe & positive environment for all individuals who meet our staff here at Whitestone.*
- *Department Goal: To hire and sustain adequate staffing to support the department vision & the Whitestone Community.*
- *Extra ordinary Customer Service Care towards staff*
- *Staff did a great job assisting with the donor event.*
- *Positive work Environment. How can we do better towards each other.*
- *Go over the Employee Handbook.*
- *Staff meeting every Wednesday@7:15am.*

Accomplishments for the Month are as follows:

- *Welcome new staff member: Shanice Smith*

Plans for the next Month

- *Continue working with staff updating on & off schedules.*
- *Installation of washer and dryer in CWC*

Issues and Concerns

- *Several staff members still have attendance issues (Disciplinary Actions were issued).*

VI. OUTREACH PROGRAM: THE FOUNDATION

October 2024 Overview Assistance:

- *Outreach total of \$14,540.61*
 - *7 long-term members*
 - *1 short term member (Emergency)*
- *15 WhiteStone residents received assistance*
 - *11 in Independent Living*
 - *3 in Assisted Living*
 - *1 in Memory Care*

New Referrals & Outreach:

- *2 potential referrals are being processed by our Outreach Coordinator*
 - *(2) are for scholarships (Move-In Assistance or Current Resident)*
 - *(0) are for Long Term Assistance*
 - *(0) for Short-Term / Emergency Assistance*

If you know of a member needing assistance, please contact:

Jenna Grant

Director of Fraternal Friendship

Email: jgrant@meshhome.org Phone: (336) 601-5593.

VII. FINANCE REPORT

Medicaid – *3 or the 9 Medicaid Pending applications have been approved. Anticipate approval for 1 more soon. Some of these will also have unmet medical needs agreements done for them that Nikki will begin working on now that approvals received, and census corrected and updated.*

TSI was engaged for collections and accounts are starting to be sent to them to work. The accounts that will be turned over are those accounts that WhiteStone has invoiced and sent 30, 60, 90-day letters to.

WhiteStone has engaged a company called Blue Orange to assess the HIPAA compliance testing – per LCS is due this year. The team is working through the data collection and submission for this. Ongoing – the preliminary report has been received and the WhiteStone team will have a final meeting with Blue Orange to finalize as well as an internal meeting to discuss any corrections that are needed. Overall, the report was very good and no external flags were discovered.

The group for the retirement plan has engaged Veronica Bray to conduct an RFP for plan services as it's been 5 years since the last RFP was done. Ongoing – meetings have been put on the calendar for proposal review as well as TPA interviews.

The 2025 Budget will be presented at the November 9th board meeting

WhiteStone has engaged CareFeed an LCS and CPS vendor to assist with billing options for residents to pay their bills online. This is like how a doctor's office or hospital invoice and provide options for online payments. The goal is to roll this out in January or February.

Empower – *the official letter to Empower regarding the 2019, 2020 and 2021 compliance testing around profit sharing contributions has been sent certified mail to Empower's General Counsel. No update regarding the receipt of the letter is available currently. Lance from Empower did respond and I will be following up with him to see if he is open to having a meeting to discuss the letter and his follow-up. I did reach out to Barbara Ruby, and she was not surprised by the response as it is in line with our document and agreement but I'm going to see if Lance is open to working on this if not it will advance to the next stage. Update – I was finally able to get a meeting scheduled with Empower representatives to discuss this matter in July given scheduling conflicts it took some time to find a date and time that worked. I will update after the meeting. UPDATE: the meeting was held, and information was turned in to Empower. As of today, there has been no update, but I have reached out. During the meeting I was asked to present the lost earnings amounts that were paid as there is potential room for recoupment there. I have communicated with Barbara Ruby regarding this as previously reported above and noting this was a long shot for us to try, we are still working to see if there is anything that can be done. I have followed up regarding this as I was informed on 10/9, they were hoping to have a proposal to me, but I still have not received that. Full transparency, the RFP for the retirement plan could have caused a delay in their proposal but I do not know that for certain. I have requested an update before the 11/9 board meeting.*

VIII. FOOD & BEVERAGE REPORT

Bistro Dinner

We're working on a plan to open our Bistro for some dinner services to help with our busy dining room. We are planning on running our regular menu as well as some specials. We've extended an offer to a candidate for this role and are waiting to get her onboarded and trained so we can move forward.

IL Dining Room Carpet

Installation of the carpet has begun. It's really helping to brighten up the space.

Staff Outing

We had a staff outing at Round 1, with bowling and pizza. A good time was had by those that attended.

Healthcare Foodservice Workers Week

We celebrated our staff all week long with several lunches and treats from area businesses.

Thanksgiving Feast

We have an amazing spread planned for Thanksgiving, as well as a "Friendsgiving" event earlier in November with some classic and creative menu items.

IX. COMMUNITY LIFE SERVICES REPORT

Independent Living Programming:

- *Total Number of Activities: 101*
- *Total Number of Sessions: 243*
- *Total Number of Cancellations: 3*
- *Total Participation: 3037*
- *Average Participation: 12.5 (~13 per activity)*
- *Participation Percentage: 83.2% (84/103 activities had participants).*
- *Total number of check-ins: 348*

Changes since August:

- *Total Number of Activities decreased by 2*
- *Total Number of Sessions increased by 23 (11.0% Increase)*
- *Total Participation decreased by 232 (6.4% Decrease)*
- *Average Participation decreased by 2.7 (15.6% Decrease)*
 - *(Note: Average = Total Participation/Total Number of Sessions)*
- *Participation Percentage decreased by 14.8%*
- *Total Number of Check-Ins increased by 37 (11.0% Increase)*
- *Sessions of Intergenerational Activities (Intergenerational Scrapbook, line Dancing Class, Choreography Lecture): 3*

Staffing Updates:

- *Stable.*

Other Items I have completed or I am working on:

- *Continuing to focus on new IL residents that are moving in – getting to know them, get them involved, etc.*
- *Working on uploading resident pictures to touchtown/uniquest and in to Point Click Care as we get them (this is ongoing)*
- *Working on keeping email list updated for CWC families as well as a separate list for AL families.*
- *Lifelong Learning Opportunities – exploring this for our Blueprint Meeting-a work in progress and trying to make contacts. We have on the calendar for November opportunities for residents to sign up for life long learning classes and WhiteStone will provide transportation.*
- *Chit Chat and Healthcare Highlights every month*
- *Host List in CWC*
- *Exploring Motivation Alliance Program and what it has to offer our residents. (Same system as we saw at Croasdaile Village when we visited)*
- *Veterans Day Program Prep (November 11th)*
- *NC Zoo Presentation (November 13th)*
- *AL Thanksgiving (Nov. 21st) for residents and families*
- *Holidazzle December 4th*
- *Memory Tree Dedication program prep (December 5th)*
- *Christmas Door Decoration Contest (December)*
- *Silent Auction (December 12th)*
- *NC Zoo Presentation (November 13th)*

- *AL Thanksgiving (Nov. 21st) for residents and families*

X. CHAPLAIN & SPIRITUAL SERVICES REPORT

Worship Services:

- *4 regular Chapel services (communion is 1st Sunday of the month, services are livestreamed) (planned but did not conduct 1 – guest speaker with Pat Thames)*

Deaths & Funerals:

- *6 deaths (Lloyd, Rumley, Barringer, King)*
- *0 Funerals*

Pastoral Encounters:

- *CWC – 43+ (some with family present, lunch walk through occasionally)*
- *AL – 5+ (as well as walk through(s) at lunch to greet residents)*
- *IL – 18+ (as well as walk through at meals occasionally to greet resident)*

Weekly Bible studies/worship:

- *CWC – 3*
- *AL – 3*
- *IL – 4*

Support Groups:

- *RISE x2 (difficult prognosis support)*
- *HOPEFUL x2 (grief workshop)*

Meetings:

- *CWC daily report*
- *“traffic” meeting*
- *Spiritual Support Committee*
- *Auxiliary Committee*
- *Resident council*

Miscellaneous:

- *attended IL coffees and other activities as able.*
- *NCMF Donor Event 10/5*
- *Continued card ministry*
- *Prepared articles for newsletter*
- *Rabbi visit 10/29*

Working on the following for November:

- *All saints Day*
- *Veteran’s Service*
- *Support Group planning (especially for holiday support)*
- *Weekly Bible studies for all levels of care*
- *Holocaust movie 11/4*

Long-term:

- *preparation for special services – memory tree, Thanksgiving, Christmas, Hanukkah*
- *enrichment of spiritual support for all faiths – planning a small area for a meditation room open to all faiths*

Upcoming Out of Office: *October 10th – 16th*