

Saint John's Communities, Inc.  
Board of Directors  
September 26, 2018  
Agenda

Action Required

- |  |                 |   |
|--|-----------------|---|
| 1. Call to Order                               | Stephanie Stein |   |
| 2. Invocation                                  | Bishop Miller   |   |
| 3. Approval of Minutes Pgs. 1-2                | Stephanie Stein | X |
| 4. Chairman's Report Pg. 3-5                   | Stephanie Stein |   |
| a. Introduction of New Board Members           |                 |   |
| b. Institute on Aging Update                   |                 |   |
| c. Social                                      |                 |   |
| 5. President's Report                          | Renee Anderson  |   |
| a. Introduce Keshia Exum-Pryor                 |                 |   |
| b. Operations Update                           |                 |   |
| 6. Governance Committee Pg. 6-7                | Judy Moon       |   |
| a. Report on Conflicts of Interest             |                 |   |
| b. Discussion of Board Self-Assessment results |                 |   |
| 7. Building Committee Pg. 8-16                 | John Dawson     |   |
| 8. Adjournment                                 | Stephanie Stein |   |

Board members needed for a quorum = 8. X = Items requiring Board action Please contact Nicole if unable to attend (414) 831-6861 or <a href="mailto:nsmith@saintjohnsmilw.org">nsmith@saintjohnsmilw.org</a>
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Enclosures:  
Tower Resident Council Minutes  
Windsor and Stratford Courts Minutes  
Canterbury Court Resident Council Minutes

**SAINT JOHN'S COMMUNITIES, INC.**

BOARD OF DIRECTORS

July 25, 2018

Presiding: Stephanie Stein

Present: Kathy Armbruster, Polly Beal, Deborah Conta, John Dawson, Fr. Seth Dietrich, Sanford Fedderly, Kathryn Housiaux, John Mellowes, Bishop Miller, Judith Moon, Stuart Parsons, Mary Beth Petersen, Renee Anderson, Dan Lemminger, Donna Spars, Nicole Smith

Excused: David Kuehl

Invocation: Bishop Miller began the meeting with a prayer.

Approval of Minutes: Ms. Stein requested to waive the reading of the minutes and asked for a motion to approve. Mr. Parson moved. Ms. Housiaux seconded. The motion carried.

Chairman's Report: Ms. Stein requested a motion to approve the By-Laws as amended. Mr. Parsons moved. Mr. Fedderly seconded. The motion carried.  
Ms. Stein requested the Board Members complete the Conflict of Interest statement.  
Ms. Stein invited the Board to review the Code of Ethics. The Code of Ethics was accepted as submitted.  
The ad-hoc committee was formed and met for Saint John's Institute on Aging. Resident Kent Mayfield will chair the committee.

President's Report: Ms. Anderson discussed the 2<sup>nd</sup> quarter dashboard results. Resident care indicators are all favorable.  
Ms. Anderson reviewed the new organizational chart. Kim Huntley, Director of Human Resources, has resigned. Keshia Exum-Pryor was hired for the role.  
Mike Lingle, V.P. of Facilities, is working on restructuring the Maintenance department. Dining Services has created a new position of Homemaking Manager; this is a result of splitting the Dietitian role into a part time dietitian and full time Homemaking manager.  
As part of the 150<sup>th</sup> anniversary celebration we will host an event at State Fair on August 5<sup>th</sup> for all employees and 3 guests.  
We are launching a new website. Ms. Anderson requested the Board send bios to populate the Board of Directors page.  
The 2018 Walk to End Alzheimer's is scheduled for September 8<sup>th</sup>; Ms. Anderson encouraged all members to participate.

Treasurer's  
Report:

Mr. Mellowes discussed the 2<sup>nd</sup> quarter financial reports. The construction project has consumed \$10 million thus far. The stock market has leveled off, and as a result unrealized gains are down.

Mr. Lemminger continues to monitor Windsor and Stratford financials and efforts are being made to maintain stabilized occupancy.

Governance  
Report:

Ms. Moon presented two candidates to serve on this Board for approval. Ms. Moon requested a motion to approve the committee's recommendation. Ms. Conta moved. Fr. Dietrich seconded. The motion carried. The committee continues to look for a candidate with a business background.

The Governance committee will compile the results of the Self-Assessment to present at a future meeting.

Philanthropy  
Report:

The chapel organ campaign has been completed. The full \$90k has been raised.

The employee scholarship fund has reached \$18,000.

The Foundation Board is evaluating the need for more Board members.

Social

Accountability: Ms. Armbruster reviewed the minutes for the previous committee meeting and the purpose of the committee.

Building

Committee: Ms. Petersen gave an update on the building project. May has proven to be the rainiest May in Milwaukee history which delayed construction slightly; the crew has been working Saturdays to maintain schedule. The selections process will begin September 4<sup>th</sup> for the North Tower apartments.

Final construction drawings will be presented in early August.

We will have our second and final electric shut down in September.

Adjournment: Ms. Stein requested a motion to adjourn. Ms. Beal moved. Mr. Parsons seconded. The motion carried.

**Saint John's On The Lake  
Institute on Aging Advisory Committee Meeting Minutes  
August 10, 2018**

**Present:** Renee Anderson, Dennis Conta, John George, Kent Mayfield, Dick Miller via telephone, Judy Moon, Pat Ruttum, Stephanie Stein

**Excused:** Sybil Bell, Seth Dietrich, Donna Spars

**Meeting Purpose:** Review the planning sequence. Discuss pre-read material.

Kent reviewed the Looking Forward document outlining the planning steps and the target dates associated with those steps.

The Committee agrees that we are presently in a plan to plan mode. Tangible results will not be obvious to those outside the Committee and that may prove frustrating. The Committee is committed to thoughtful study and discussion prior to undertaking any initiatives beyond the 2019 Symposium at this point.

Discussion centered around Saint John's institutional knowledge, experience and contacts as well as that of related individuals, the broader community's perceived and real needs, our ability to meet the needs, and the community's willingness to accept the Institute. The Committee agrees that partners and relationships are necessary to establish credibility in the community.

Kent encouraged Committee members to become familiar with Saint John's diversity and inclusion efforts, and shared a number of opportunities occurring in the City which may provide useful insight.

The Committee agreed to establish a regular meeting date of the second Thursday of each month at 1:00 beginning in October.

**Next meeting:** Wednesday, September 12, 2018 at 8:30 AM.

**Saint John's On The Lake**  
**Institute on Aging Advisory Committee Meeting Minutes**  
**September 12, 2018**

**Present:** Renee Anderson, Sybil Bell, Seth Dietrich, Dennis Conta via telephone, John George, Kent Mayfield, Dick Miller, Judy Moon, Pat Ruttum, Donna Spars, Stephanie Stein

**Meeting Purpose:** Review and discuss the planning sequence.

Kent pointed out that our proposed planning model mimics that used by Milwaukee County Department on Aging. He noted we are in the most difficult phase of the planning process that being document review.

Committee members shared their reactions to the reading material:

Stephanie noted 4 consistently prevalent themes: the aging of the population; the prevalence of, often multiple, chronic conditions; the challenges of care coordination; and the increasing importance of technology.

Seth described our task as daunting and the situation in the community as dire. Stephanie commented that older adults in the City don't necessarily view themselves as in need or danger; income, education and access to healthcare across all strata have improved over the last 20 years. Safety net services are more widely available for all.

The Committee reflected on the definition of "older adult" and how old age varies widely based on culture, ethnicity and economics.

Kent reminded us of the need for evidence based decision-making (as opposed to anecdotal).

Kent noted a prevalence of older adults who are homebound, lonely and isolated. Seth commented that economic means permit isolation whereas in third world cultures of limited means older adults are revered and embraced as part of the community.

Pat commented on the historic role of the church in supporting older adults and impact of dwindling membership. Kent interjected that the definition of church is changing and some cultures are more connected to their church than others.

John shared the challenges of navigating health care is not limited to older adults. He further shared our experience at Saint John's demonstrates a lack of financial knowledge among all ages groups.

Kent noted that the underserved community extends beyond people of color to LGBT older adults and those living on the fringes of middle and upper class neighborhoods/suburbs.

We were reminded of St. Anne's experience expanding from the south side to North Avenue and the recognition of the uniqueness of the two neighborhoods.

Dick commented on the ability of older adults to identify their needs first before identifying how to access those services. Judy remarked that this deficit extends to younger generations. Seth wondered how we might get ahead of the issues.

Trauma informed care was discussed; information regarding the SWIM initiatives convocation was shared.

Stephanie encouraged us to not be discouraged.

Kent asked us to consider who else in the community shares a stake in the desire for wellness, and in ways that complement our concern?

Kent suggested adding to the 6 dimensions of wellness both financial and creative wellness.

Donna shared Saint John's will have the panels celebrating the Fair Housing March on display later this month. We are hosting three events on the topic here, as well as a panel discussion for the community regarding gentrification.

Pat commented on the decline in the growth of younger people and the concern that presents for caregiving.

**Next meeting:** Thursday, October 11, 2018 at 1:00 PM. Carmen Pangilinan formerly of MCDOA and now with the Wauwatosa Department of Public Health will be at our next meeting. We will also begin to identify stakeholders and potential partners.

Saint John's Communities, Inc.  
Governance Committee  
Minutes of September 11, 2018

Present: Judy Moon (Chair), John Dawson, David Kuehl, Stuart Parsons and Renee Anderson

Conflict of Interest

The Conflict of Interest Policy was included in the July Board package. All Board members completed a Conflict of Interest Disclosure. The following Conflicts were disclosed:

- Fedderly and Petersen – Residents
- Armbruster – Parents are residents
- Beal, Conta, Dawson, Mellowes and Parsons – Shoreholder's
- Parsons - Bondholder, Chancellor of the Diocese

Judy will remind Board members to report any new conflicts as they arise.

Board Self-Assessment

The Board Self-Assessment was included in the May Board package. All Board members completed the survey, either on paper or using Survey Monkey. The Committee reviewed the compiled results; the detail and a summary of the results will be distributed to the Board. The Committee modified the survey for clarity and relevance and agreed to repeat it in 2019.

Saint John's Communities, Inc.  
Board Self-Assessment 2018  
Summary Results

Overall

Results indicated Board of Directors understands their role in governance of Saint John's and feels the Board is operating effectively.

Opportunities

Improve communication/availability of information. This will be addressed, in part, by the Board portal when the new website is finalized later this fall.

Provide education. See Discussion below.

Evaluate Committee effectiveness. The Governance Committee will seek input from Committee Chairs annually.

Review the Mission, Vision and Values Statements. The Governance Committee will review every other year, and ask the Leadership Team to do so as well. Suggested revisions will be brought to the full Board for discussion.

For Discussion

Can educational sessions be incorporated into board meetings or should a meeting(s) be added or extended to allow sufficient time for education?

In the past Board meeting evaluation forms were provided at each meeting and the results were compiled and shared however participation dwindled. Does the Board believe meeting evaluations are important and necessary? Should the practice be restored?

Process Improvement

The survey was missing a leading sentence for two sections of questions making it difficult to understand the question and likely skewing responses. Future surveys will include the additional information.

The Committee revised several questions and deleted others that were either redundant or not applicable.

A comment field will be added to gather additional information which may be helpful to interpreting responses.

The survey will be repeated in 2019.

## Summary of OAC Meeting #8 – Aug<sup>2</sup>, 2018 (Key items)

### Present:

- EUA: Jeff Holzhauser, Todd King, Oscar Avila
- SJOL: Dan Lemminger, Mike Lingle, Mary Beth Petersen (Building Cmt)
- VJS: Ben Bergles, Trevor Otto
- Witz Co: Craig Witz via phone
- zumBrunnen: Richard Lombroia

### Safety

Residents are getting “landlocked” when walking in front of the Central Tower and not using the covered walkway. Bright yellow “do not enter” tape was suggested. I stated that whatever was done should be such that residents could only walk where we want them to go. Richard mentioned cones with a spring at the base which would stop a person walking but construction trucks could drive over them and then the cones would bounce back up. This situation will improve in 1-2 weeks as the path for trucks will change.

### Schedule

- First deck pour was last Friday and went well.
- Took some heat from neighbors about staging noise at 6:30 am to be ready at 7 am for the deck pour. Noise included construction workers yelling instructions to each other. VJS will mitigate the yelling.
- New ramp location will be done early next week.
- Will be working here this Saturday.
- No lost days in the past 2 weeks. Good!
- After get out of the hole in about a month, will be less vulnerable to rain delays.
- Floors 2, 3, & 4 in the new tower podium are now scheduled for completion the end of November 2019, which would be the move in for our neighborhood residents.

### Design review

- Still meeting about the west terrace and area under the Central Tower canopy.
- Mike L described a new contract pending with Philips Pharmacy Co from Mauston (spelling?) to build a satellite pharmacy especially for medications for our neighborhood residents. EUA will meet with the pharmacy company to flesh out the plans, which will include temporary use of an apartment until the new pharmacy is built. Mary Milliren is the contact for operations questions about the pharmacy. Philips is bringing their own equipment but will need a counter and sink.
- Building permit: We now have the building permit for phase 2 (entire Tower). For relationship building, Ben will contact Henry at the City of MKE about our schedule and his onsite contact. City inspectors are on site at least weekly. EUA is submitting info for phase 3 (demolition, rebuilding, auditorium) in early 2019 as permits are good for 1 year. Will also have a permit later for phase 4 (1<sup>st</sup> floor in Central Tower, windows in Central Tower). Plumbing permit is coming soon for phase 2. Have electric and HVC permits.
- Regarding two additional variances from the state: delayed egress hardware on the CBRF floors was ok; restriction on window openings was not approved as this should extend to windows in common areas. Need to have a “limit stop” on the window but still need to escape through the window in a fire. Discussion about an accessible tool to open the windows.
- Final selections: Meeting with Jeff and Renee about the common spaces presentation in Sept. Need to show these to VJS first. EUA will copy Ben on emails to SJOL about this.
- Barn door locks are in process.

### Pricing and billing

- A list of 14 potential change orders was distributed. Additional line items are door hardware and door access for phase 2. Mike explained there are 269 doors (5 high security; 16 administration; 110 IL; 90 security; 48

mechanical and back-of-house services) involved in the new door access system which will be both wired and wireless so that keys are not needed for access. Now evaluating priority related to door usage.

- The “missing VE from initial round” item is a placeholder on the list. Hoping for more VE which can be determined once all the final plans can be seen for phase 3.

#### General business

- WE Energies easements
  - WE shutdown scheduled for the night of Sept 13 into the morning of Sept 14, approximately midnight to 3 am.
  - Ben is continuing to bug WE about the easements.

#### Owner items

- Resident selections are “an odyssey.”
  - Grand is following up with GE about our concerns.
  - Awaiting pricing from subcontractors.
- Moving neighborhood residents and staff into new building: A huge effort in a tight time frame:
  - Mike asked if VJS provides any help: no, but “will do what we can.”
  - DHS needs heads up about when we will relocate residents to their new space. EUA will check if any regulations to follow, especially nursing.
  - Not sure if furniture needs to be in place before inspected. Some FFE bought through EUA not in JVS budget
  - EUA checking if HFS Code has minimum notification to residents.

Respectfully submitted with the caveat that I probably caught ~85% of the discussion.

Mary Beth Petersen

## Summary of OAC MEETING #9 (August 16, 2018)

### **Present**

Blitch/Knevel: Ron Blitch  
Witz Co.: Craig Witz  
EUA: Jeff Holzhauser (mtg w/ residents re floor plans)  
EUA: Todd King  
VJS: Ben Bergles  
VJS: Trevor Otto  
SJOL: Renee Anderson  
SJOL: Mike Lingle  
SJOL Bldg. Comm.: John Dawson

### **First, an Aside**

As we all have found out, the major construction events have been organized into four phases. At my request (confirming I was not following what each phase included), Renee was kind enough to prepare a brief and helpful summary. In case you might find it helpful, here it is:

<b>Phase</b>	<b>Description</b>	<b>Schedule</b>
1	Utility vault	Complete
2	Partial construction of Care Neighborhoods North Tower and North Tower Garage	11/19, 1/20, 4/20
3	Demolition and Rebuild of Care Neighborhoods	10/20
4	Renovation of Central Tower lobby, Admin. Corridors, Conversion of Taylor's and commons	12/20

### **Safety**

An imposter fully dressed (including a VJS sticker on his helmet) and acting as a workman entered the area around 12:35 in the afternoon and was seen without comment from some. He stole valuables from empty offices. Mngt is comfortable that numerous cameras recorded his appearance and the police were alerted. Currently all contractors authorized to be on the property are required to wear noticeable badges and staff have been alerted to what to do to protect residents and their belongings.

A routine visit by the maintenance department to the construction area went well. It is agreed that the benefits of enabling staff to "be in the way" of halted construction is worth a modest interference as staff take a simple tour.

## **Schedule**

To date, 7 days lost attributable to weather. 15 days (total) is allowed without costs.

The upper level parking deck will be poured during the week of August 20.

The starting concrete pour of wall supports for the North Tower will begin on Sept. 6. The wall supports will be 6' thick. It is expected that 8-10 pours will be made over the course of two full days, during which Kane Ave. will be shut down.

In reference to the growing number of days lost to weather, once the paving is done VJS makes it clear that the impact of rain on scheduling will be nominal.

The permit for Phase 2 (North Tower) has been received. Permits for phases 3 & 4 (scheduled for November) will be acceptable and timely if not received by the end of the year.

Because of its impact upon work and scheduling, VJS will review (with SJOL) cabinets/doors/drawers on the 1<sup>st</sup> Level to determine which can be re-used in the lower level of the new structure and will be stored accordingly.

Renee made it clear that windows to be installed in living units must be operable. The State's rejection of the suggestion that windows with Barn Door locks may not be used is irrelevant.

Plumbing permits for windows to be installed in the North Tower (Phases 2 & 3) are received and accept SJOL's insistence that special window openings need be installed only on the health care floors.

In response to concerns about the adequacy of existing traffic control measures attributable to the construction, EUA is retaining a "traffic control consultant" to assist in appropriate fixes and to coordinate the installation of convex mirrors to minimize the chance of collisions with vehicles and/or persons.

## **Pricing and Billing**

SJOL is marking up current plans for the west terrace and canopy and the pharmacy after which the tentative plans will be submitted for costing.

The final designs and costing of the Care Centers are all but completed. The only remaining issue is the precise placement of the "Schleuter strips." If any one on our Committee is seriously interested in Schleuter strips, I suggest you insist that Ben Bergles take time away from managing the entire project so he can fully satisfy your worthy curiosity. (Just do not under any circumstances tell him who suggested you do that!)

## **General Business**

As construction continues and will continue to change and interrupt different areas, the issue of resident traffic is becoming an issue and will become a bigger issue as construction develops. In response, VJS will prepare a concept of what specifically to expect which will be reviewed by staff, either to accept as is or suggest alternatives.

After a lengthy discussion that consumed more time than any other single issue during the 90 minute meeting, it ultimately was agreed by all (contractors and staff) that every apartment in the North Tower will be equipped only with a shower in the master bathroom and in the second bathroom also. Plumbing only in the second bathroom will be installed in order to accommodate a resident who insists upon having a bathtub rather than a shower. In which case, the shower facility will be converted solely into a bathtub.

Notes from OAC Meeting #10  
9/6/18

In attendance: Ben Bergles, VJS, serving as moderator; Craig Jorgensen, VJS; Trevor Otto, VJS; Jason Scheider, VJS; Todd King EUA; Renee Anderson, SJOL; Mike Lingle, SJOL; Dan Lemminger, SJOL; Richard Lombroia, zumBrennen; Craig Witz, Witz Company, Deborah Conta, Board.

As always, the many moving parts, acronyms and abbreviations and pre-existing relationships between the players made for a fast-moving and complicated meeting. The following are highlights from the meeting.

Site visit: Construction workers have been removing buckets of water, mud and aggregate from the bottom of the building site for the past day, following this weekend and yesterday's torrential downpours. Work continues, slowed down in part because rebar has been laid over the construction site and the only way to remove the detritus, which is under the rebar, is by hand.

Ten days now have been lost due to weather delays i.e. rain. (You will remember the projection for weather delays for the entire construction process was fifteen days.) In the short term, this means the mat foundation pour, originally scheduled for today, will be on Saturday, 9/8, weather permitting.

Safety concerns: None expressed by contractors or architects. Mike Lingle reminded them, however, that SJOL has entered the nine- to fifteen-month state survey window and that any construction-related slip-ups (e.g. an exposed extension cord, ceiling tiles that have been removed, cracks in the ambulance area caused by hammering) need to be addressed on a regular basis. This is just "best practices," Renee added.

Progress update: After the mat foundation is poured this Saturday, the ramp leading down to the construction site will be removed; the expected date for the removal is 9/17. EUA is investigating possible candidates for the position of traffic controller, in order to plan for and control entrance to and egress from the construction site.

WE Energies has a planned shutdown of services to SJOL on 9/13-9/14. Before the shutdown, WE will have a surveying crew to create an as-built (?). This updated information will be incorporated into an updated plan for easements with updates expected by end of September.

The upper level parking deck construction is underway at the east end of the site.

Renee has asked relevant SJOL staff to do final review of designs for their respective work areas including resident work areas with the deadline for their comments next Tuesday, 9/11.

#### Permitting and review:

Building permit for Phase 2 has been received and plans for Phases 3 and 4 will be submitted to DHS in November 2018. Phase 3 permit from city is for demolition and replacement of health center and construction of auditorium. Phase 4 permit is for central commons and limited lower level renovation. Phase 3 requires DHS submission and then city issuance of permit but this is not on the critical path.

The DHS liaison is new to the job (began working in July) and VJS (and Mike Lingle) report this seems to be a plus so far as he is cooperative and not stifled by bureaucracy.

Finish selections: EUA (Jeff Bogart and interior design staff) will present choices for finishes in interior areas (lobby, auditorium and pre-function area and long corridor to what now ends in Taylors) to floor representatives, Charter Club members on 9/6 in the CAC. With their feedback, EUA will have final selections for presentation to residents on 9/20.

West Terrace Updates: Construction bulletins to be issued by 9/17 for west terrace, front canopy, landscaping and pharmacy. (I missed part of this discussion.) Pharmacy special requirements being coordinated by EUA.

Draw review: No issues.

Buyout updates: Some contract packages still to be awarded in next month. No further discussion.

Change orders: Possible change order (more expense) because of new dishwasher selection for apartments. Possible change order (reduction) related to sinks.

GMP update: GMP 3.0 to be provided by middle of October. Update will include construction bulletins from August, West Terrace updates and pharmacy construction.

Plaza walkway: This refers to a walkway through the existing parking garage, expected to be in use from November 2019 until approximately eleven months later (10/2020). Parts of the walkway will be covered, part (about 20 feet) will be exposed to the outside and near construction work. The goal is to not build anything but rather use what we have to create a usable route including lighting, signage and a striped pathway with cover restricted to the 20-foot exposed expanse.

Resident selections: The marketing room is being refreshed this week with new selections including paint, flooring and carpeting, cabinetry, finishes and lighting. Pricing to be done 9/7 and resident selection process begins 9/17.

## Notes from OAC Meeting 9/20/18

In attendance:

Renee Anderson, SJOL	Ben Bergles, VJS
Jeffrey Holzhauser, EUA	Jason Schneider, VJS
Mike Lingle, SJOL	Craig Witz, Witz Co
Ben Bergles, VJS	Ron Blitch, Blitch/Knevel
Oscar Avila, EJA	Deborah Conta, SJOL

As background, you may wish to visit the Witz Company website that details the SJOL project and look at long and short-term schedules and the two sections that concern open issues. This information is updated rigorously. The following are highlights from the 9/20 meeting.

Site Visit: As per usual, the meeting (fewer attendees as this was the second meeting of the month and did not include a draw review) began with a brief site visit. The temporary ramp down to the construction site has been removed.

Progress Update: The mat foundation pour on 9/8 was completed without incident. The WE Energies shutdown on 9/13-9/14 was completed without incident. To date, WE Energies has not sent a surveyor to the site and there seems to be little confidence that WE Energies easement information will be received, as scheduled, by the end of September. WE Energies also has been unresponsive regarding the issue of gas. From comments made by Ben Bergles of VJS, this lack of communication is not alarming but rather is an ongoing situation with WE Energies.

Another major milestone is the three-part pour scheduled for October (October 6, 8 and 9) which will necessitate the closure of Kane Street for those three days. These pours are for the lower level 1 deck.

No further weather delays, remains at 10 used of 15 days anticipated.

Permitting and Review: Construction Bulletin #3 (CB3) will be released on 10/3 and will include the west terrace, independent living changes and millwork changes but not the pharmacy, which will be included in CB4. Dennis Starrett, the designated DHS inspector, plans to visit the site monthly and said he wants to be apprised of events and ongoing timetable issues.

Finish Selections: To date (9/20), five residents have met with Maggie Monson, SJOL Sales and Move-in Coordinator, to review and select standard and/or upgrade finishes. Overall, per Renee, the process has been "pretty reasonable."

(As you know, the full palette of finishes (paint, flooring, faucets, countertops, et al) is available for you to see in the Marketing office in the South Tower.)

Ron Blitch will meet with Renee to discuss lighting changes, case work and care neighborhood colors. He came to the meeting with preliminary drawings of neighborhoods including color selections.

Buyout Updates: Discussion of food service package, likely to be awarded to Boelter. Some concerns expressed to Renee by John Yonkee, SJOL food service director, regarding servicing to date by Boelter, VJS to meet with Boelter to iron out current and potentially future problems.

GMP Update: GMP update to be provided first week of November 2018.

Cost Consultant Timing: Discussion regarding cost consultant questioning cost estimate for flat concrete work, Craig to give consultant's concerns to VJS. Carpentry pricing to be ready for cost consultant's review in approximately 3 weeks.

Overall, the major issues and dates from this meeting:

10/3	CB3 to be released and reviewed for change orders.
10/6-10/9	concrete pour of lower level 1 deck and closure of Kane over three-day period
11/9	revised GMP to be released
Ongoing	resident selection of finishes

Submitted with ongoing respect for the process,

Deborah

# *Saint John's On The Lake Tower Resident Council*

## **Resident Council Meeting Minutes September 4, 2018**

CHAIR: Joanne Barndt

VICE CHAIR: Jeanne Durnford

SECRETARY: Mary Ellen Winter

CENTRAL TOWER REPRESENTATIVES : Susan Ploetz, 2; Anne Luber, 3 ; Pat Busalacchi, 4; Sue Hoaglund, 5; Sue Oster, 6; Mary McAndrews, 7; Bill Eastham, 8; Virginia Brenan, 9; Barbara Kloman, 10.

SOUTH TOWER REPRESENTATIVES : Richard Lindberg, 2,3,4; Pat Rieselbach, 5,6; Wes Schaum, 7,8; ; Joan Hardy, 9,10; Martha Vogel, 11,12; Nici Teweles, 13,14; Judy Goetz, 15,16; Connie McCarty, 17,18; Gene Gilbert for Inez Gilbert, 19,20,21.

COUNCIL COMMITTEE CHAIRS : Tom Briscoe, Facilities; Cheri McGrath, Food; Cheri Briscoe, Garden and Landscape; Lloyd Lewis, Health ; Carol Ryan, Newcomers; Pat Busalacchi, Nominating; Angie Kopf, Volunteer,

SJOL BOARD MEMBERS: Sanford Fedderly, Mary Beth Petersen.

MANAGEMENT: Donna Spars.

RESIDENTS: Juanita Mast, Ed Heinecki, Jane Ziol.

The meeting was called to order at 3:04.

Agenda approved. Minutes of June, 2018 approved.

PRESIDENT'S REPORT: Joanne Barndt welcomed the newly elected Floor Representatives. She announced the resignation of Rita Rochte from the co-chair of the guides division of the Newcomers Committee. Anyone interested in filling that position should contact Joanne. She

noted that a resident in the Central Tower experienced a telephone outage and complaints about the window washing were reported. The Facilities Committee is aware of these issues.

Other concerns voiced at the meeting by members of the Council were the ongoing confusion on some floors regarding the disposal of recyclables, supplying oxygen to those who require it when there is an unexpected power outage, communication about what's happening in an unforeseen power outage, and lack of information when bank staff isn't present at scheduled times. Some residents thought that the decision by the choir director to request all remain seated during the National Anthem at the recent performance was disrespectful.

#### COMMITTEE REPORTS:

**DINING:** Nothing to report regarding Bistro chairs. The popup vegetable sales have been very popular.

**FACILITIES:** The Committee is looking to improve communication during unexpected power outages by making announcements over the public addresses system, rechecking the placement and availability of emergency orange power cords for oxygen users, and communicating with VJS if the anti-collision light on the crane goes out.

**GARDENING AND LANDSCAPING:** The maple trees, which have grown too tall and could be blown over in a strong wind, will be removed after their fall color display. They will be replaced by slower growing decorative, bird attracting deciduous trees.

The putting green in the North Plaza is showing signs of deterioration, however funds exist for its maintenance, so the facilities department is looking at some solutions.

Mums will soon be purchased for the fall display along Prospect Ave.

After a review of the declining garden & landscape budget, the committee has been assured that there is some flexibility in the facilities budget that will allow for replacement of plants lost to winter kill.

The community gardens have been very successful in their new home in the South Plaza.

There have been some sprinkler malfunctions that may not be corrected until the new construction is completed. Thank you to Kent Mayfield, Joe & Susan Mazza and Holger Peterson for supplementing Alan's hand watering.

As some residents are "aging out" of active participation, we need to focus on recruiting new residents. We would appreciate mention of our G&L activities to new residents. We are discussing additional options.

We will have our Annual G&L Committee picnic on Sept. 12.

GREEN: The Committee is looking into the possibility of the Milwaukee River Keepers giving a presentation at SJOL. On October 13th, **Gutekunst Flute Choir** will perform here. The theme of the show will be: "Water, Water Everywhere." There will be no charge, but it is hoped that there will be donations which will be used to support nature. Efforts are being made to improve recycling procedures and to prevent cross-contamination in the Health Care Neighborhoods.

HEALTH: As of September 1st SJOL's pharmacy provider is Phillips Total Care Pharmacy Service which will have an on-site medication dispensing service. Initially they will have only Health Center residents and those residents for whom concierge service staff assist with medication management. In the future they will be able to fill prescriptions for Independent Living Tower Residents upon request.

The series "Ahead of Time" for life planning and medical emergencies will be held at SJOL from September 5th to 14th.

A Health Q&A will be held, Wednesday, September 19 at 1:30 on Staying Healthy During Cold and Flu Season. Mary Milliren will be the presenter.

Floor Representatives are asked to stress the importance of obtaining the current Flu Shot. Please call the Medical Resource Clinic (6876) to schedule an appointment.

LIBRARY: A refresh for the Library includes a wall-hanging magazine rack and wall shelf and drawer for the sign-out book. A 5X` and 10X power reading magnifier replaces one that has wandered off. Health books are on the Reference Books shelf located to the left of the Library entrance. A pencil sharpener is on a shelf in the outer area on the left.

On Monday, September 20 there will be a "pop-up" session to explain the use of the Reader Magnifier machine located on a table in the back corner of the Library. A signup sheet will be posted on the Library bulletin board. This is the first in a series of "pop-up" sessions.

Floor Representatives are asked to inform newcomers wishing to donate books to the SJOL Library that resident donations are heavily relied on, but shelf space is limited. Those titles not

selected are donated to the All Saints annual hunger book sale or to other charitable causes. Residents can contact Rita Rochte if they need help making decisions.

**LIFESTREAMS:** The LifeStreams Support Committee welcomes suggestions for ongoing programs, as well as comments on current program topics and presenters, especially ways to improve presentations, scheduling, new speakers, etc. At its end-of-summer September meeting, the committee and staff will review the progress of its efforts to address race, diversity and inclusion in the community and at St. John's. Other items on the agenda include a discussion of guidelines and timelines, as well as coordination, staff support and communication/promotion for resident-initiated programs. Too, the committee will address the ongoing roles of resident hosts for LifeStreams programs, concerts and other events. Meetings are, of course, open to all residents – 2nd Wednesday of each month in the Administrative Conference Room.

**MORE OF OUR STORY:** The deadline for submissions is the 15th of the odd numbered month. If you have ideas for interesting stories about residents or their activities, contact Bobbie Schmitt, Joe Mazza or Virginia Chappell.

**NEWCOMERS:** October 4th is the date for the next Newcomers Welcome party.

**NOMINATING:** Nothing to report this month.

**VOLUNTEERS:** John George led 16 residents and 1 Shoreholder on a tour of the Health Neighborhoods. The group was primarily interested in the plans for the new facility. There are 6 independent living residents currently volunteering to transport Health Care residents to various programs. Volunteer Recognition will be held Thursday, September 27 at 4:00 p.m. The event is planned by the staff as a thank you to volunteers here and in the community in the name of SJOL.

**FLOOR REPRESENTATIVES REPORTS:**

**CENTRAL TOWER:**

**2nd Floor:** In July the Floor enjoyed the cookout hosted by the Central Tower 10th Floor. In August they met to discuss design, pharmacy, housekeeping and windows washing concerns. Several residents gathered in the Alcove during the unplanned power outage. They appreciated the efforts of Jeff Lundean, Nikee Moore and Jocelyn Gallegos in keeping them informed. Various lighting devices were demonstrated in order to prepare for future outages.

3rd Floor: Next meeting will be a joint meeting with South Tower Floors 17, 18 with a speaker from the nursing staff. The topic will be shingles. Dinner at Taylor's afterwards.

4th Floor: Nothing to report this month.

5th Floor: The Floor enjoyed the Pot Luck hosted by the 7th, 8th Floors of the South Tower, August 29th.

6th Floor: The Floor also enjoyed the Pot Luck hosted by Floors 7 and 8 of the South Tower.

7th Floor: The Floor welcomed Nancy Simuel. Meetings were held on the second Thursday of June, July and August.

8th Floor: The Floor was included in the Pot Luck hosted by Floors 7 and 8 of the South Tower.

9th Floor: The Floor met to welcome Alice Weiss. The kitchen provided cheese and crackers, but unfortunately Alice was not able to make the meeting. Residents reintroduced themselves and gave updates on their various activities. Problems brought up for discussion included communication during the unexpected power outage, lack of knowing the outlet available for those requiring oxygen and outage of the crane hazard light. Also the bank was closed at a time it was scheduled to be open. There was no notice of this unexpected lack of service.

10th Floor: The Floor hosted a cookout in July with South Tower Floors 2, 3, 4 and also invited the Central Tower 2nd Floor. The 10th Floor meets every month.

#### SOUTH TOWER:

Floors 2, 3, 4: The Floors enjoyed a picnic hosted by the 10th Floor of the Central Tower.

Floors 5, 6: No report.

Floors 7, 8: Organizational meetings of past and present floor representatives Ann MacIver, Bill Eastham and Wes Schaum were held in June and July to discuss preparations for projected meeting dates through June 2019 and possible guest speakers. Ann MacIver deserves special thanks for providing valuable advice and passing along well-organized records from her tenure.

There were no meetings during July or August. The Floor did have a potluck picnic on August 29th. This picnic included the 8th and 6th Floors from the Central Tower.

Floors 9, 10: Nothing to report this month.

Floors 11, 12: Nothing to report this month.

Floors 13, 14: It has been a hot and wet season. Our trug gardens are overflowing with vines and tomatoes. The only activity relevant to our floors is from the dogs again. Mary Beth Petersen (Pet Project) has been busy and Bowser tells me he really appreciates the instructions and maps of just where he is to relieve himself. Now that he knows where to aim he finds it easy to be obedient and follow the rules. Hope we will all have the usual wonderful Milwaukee fall.

Floors 15, 16: The 15th floor of the South Tower has embarked on a Trash Room Improvement project. Jeanne Durnford was helpful in providing two large notices to be posted next to the blue recycle bin on each floor, and it's making a difference, at least on the 15th floor. More direction from the staff would be helpful because plastic is still appearing in the recycle bin - at least on the 15th floor.

Floors 17, 18: No meetings were held.

Floors 19, 20, 21: Nothing to report this month.

MANAGEMENT: See attached.

ANNOUNCEMENTS: Town Center Interior Focus Groups, September 6, 20, at 9:30 a.m. "Doors Open" event, September 22, 23.

The next meeting of the Council will be October 2. There may be a speaker.

The meeting adjourned at 4:17 p.m.

Respectfully submitted,  
Mary Ellen Winter, Secretary.

Notes for Resident Council  
From Donna Spars  
September 4, 2018

**Old Business:**

1. Where is my neighbor? There was a request at the last meeting in June that we let a floor representative know when a resident on their floor is in the hospital or in a care neighborhood. We would prefer to continue with the system we've had for some time which is to have you check with the front desk if you're wondering about another resident. The front desk staff will be able to answer your question if the resident you're asking about has completed a "Use of Personal Information" form.

The best thing you can do to help your fellow residents know if you're in the hospital or care neighborhoods is to make sure you've completed this form. From now on we'll be sending this form out annually, beginning this month, for you to complete and return to either front desk. If you already completed the form and have no changes, there is no need to complete another form. If you completed one earlier and make a change, the new form will supplant the original form. If you don't know if you completed one earlier, please complete it—it's brief.

2. Mirrors in the Garage: There was a request to install mirrors in the garage to help prevent accidents. Mirrors have been installed in the locations requested.

**Move-ins:**

Ms. Susan Godfrey, **821**, September 4

Ms. Jane Bowers, **508**, September 6

Mr. Robert Kern, **304**, TBD

**Residents not yet moved in:**

Mr. Jacques Marringa, **310**, TBD

Mrs. Elaine Schueler, **411**, TBD

Mrs. Helen Bechthold, **517**, unknown

Mr. Frederick and Mrs. Anne Stratton, **819**, unknown

**A note from your Green Committee: Where possible, replace burnt out older incandescent light bulbs with curly fluorescent bulbs or LEDs to save electricity and increase bulb life.**

WHAT Windsor/Stratford Courts Resident Council Meeting Minutes

WHEN August 21, 2018

WHO	<input checked="" type="checkbox"/> Anilisa McDonald, DON	<input checked="" type="checkbox"/> Paul MacSwain, Social Worker	<input checked="" type="checkbox"/> Sharla Glenn
	<input checked="" type="checkbox"/> Andrew Kubaki	<input checked="" type="checkbox"/> Brenda- Volunteer Ombudsman	<input checked="" type="checkbox"/> Mike Lingle
	<input checked="" type="checkbox"/> Residents – see attached list	<input checked="" type="checkbox"/> Jennifer Bates	<input type="checkbox"/> Adam Cohen

Topic	Discussion/Conclusions	Actions/Recommendations/Follow-up
Nursing	<ul style="list-style-type: none"> <li>• A resident reports that the nursing staff is, “Just wonderful!, but once in a while we get a bad outside pool nurse.”</li> <li>• Another resident reported improvement in the evening staff.</li> <li>• Staff is not consistently hanging up resident’s clothes after they are laundered.</li> <li>• Anilisa discussed the recent changes in personnel. Saint John’s continues to seek and hire qualified staff to alleviate or eliminate the need for outside pool staff.</li> </ul>	<p>Anilisa will forward complements to regular Saint John’s staff. Outside pool staff that have been reported for poor quality of work will be put on the, “do not return” list.</p> <p>Issue will be discussed during orientation and at the next nursing meeting.</p>
Dining/Homemaking	<ul style="list-style-type: none"> <li>• A resident has made a suggestion for a standard breakfast request list.</li> <li>• A resident has reported that the options for someone with diverticulitis are too limited.</li> <li>• A resident has requested banana splits as a desert or snack.</li> <li>• A resident has made a request for a lighter/smaller meal during lunches. The same resident has also requested healthier snacks like carrots and celery.</li> </ul>	<p>This is the second monthly meeting in which this suggestion has been brought up. Check next month for follow through.</p> <p>Requests have been hear by Andy. Kitchen and homemaking staff will work together to try to accommodate.</p> <p>Plans have been given to Andy and Mike.</p>

	<ul style="list-style-type: none"> <li>The idea for a night café was visited as an option for residents who would like a snack or small meal after the bistro/homemaker staff have left.</li> </ul>	Residents can ask nursing staff for snacks at any time of the day.
Housekeeping	<ul style="list-style-type: none"> <li>A resident has requested that housekeeping staff vacuum carpet instead of sweeping it.</li> </ul>	Compliment will be forwarded to housekeeping staff. Housekeepers will be notified of the need to clean resident's room.
Laundry	<ul style="list-style-type: none"> <li>No new issues.</li> </ul>	N/A
Environmental Services	<ul style="list-style-type: none"> <li>No new issues</li> </ul>	N/A
Activities	<ul style="list-style-type: none"> <li>Monthly calendar of events was reviewed.</li> </ul>	N/A
Minutes	Resident council minutes were recorded and submitted by Paul MacSwain	
Next Meeting	The next resident council meeting for the Windsor and Stratford Neighborhoods will take place on September 18, 2018 at 2:00 in Stratford Court.	Agenda: <ol style="list-style-type: none"> <li>Review of July meeting minutes.</li> <li>Dining/Homemakers report</li> <li>Housekeeping report</li> <li>Nursing Report</li> <li>Laundry report</li> <li>Environmental Services report</li> <li>Activities report</li> </ol>

Residents in attendance:

Mary Rondinelli

Roger Senn

Dr. Donald Beaver

Barbara Curley

Patricia Cepress

WHAT Canterbury Court Resident Council Meeting Minutes

WHEN July 18, 2018

WHO	<input checked="" type="checkbox"/> Meighan Bentz, RN Manager	<input checked="" type="checkbox"/> Susan Kopesky, CSW	<input type="checkbox"/> Anne Luther, CTRS
	<input checked="" type="checkbox"/> Jennifer Bates, Tim Habrat dining	<input checked="" type="checkbox"/> Lizzie Cook, Housekeeping	<input type="checkbox"/> Residents – see attached list

Topic	Discussion/Conclusions	Actions/Recommendations/Follow-up
1. Review of last meeting minutes	June Canterbury Council meeting minutes were reviewed.	No changes were suggested. No follow-up needed.
2. (Dining Services) Dietary	A resident commented she would like sliders versus larger hamburgers. A resident commented: "soups are wonderful" A resident commented there is too much cheese served each meal. A resident commented: " the kitchen staff are too loud during meals".	Per Andy, sliders can be added to the menu. Per Andy, there is always an option to have a meal without cheese. Per Jennifer, she will speak to the homemakers to make sure they are not too loud during meals times.
3. Housekeeping	A resident commented: waste baskets are not being emptied on a daily basis.	Per Lizzie, she will talk to the housekeepers to make sure they empty the waste baskets daily.
4. Nursing	Meighan updated everyone regarding a new LPN Sarah Hoard starting mid-August in Towers and Canterbury.	No changes were suggested. No follow-up needed.
5. Environmental Services	No new issues.	No changes were suggested. No follow-up needed.
6. Laundry	A resident commented: " A fairy godmother comes and grabs my laundry basket and off they go, it is wonderful"	No changes were suggested. No follow-up needed.
7. Lifestreams	Reviewed upcoming events.	No changes were suggested. No follow-up needed.
8. Next Meeting	Next resident council meeting August 29, 2018.	Agenda: review minutes from last month.

Susan Tannenbaum  
Mary Pollack  
Donna Bachman  
Phyllis Van Wagoner

Edward Heinecke  
Annie Agard  
Nina Mussomeli  
Adrienne Haeuser

Sylvia Miller  
Herman John

Sylvia Miller

Herman John

WHAT Canterbury Court Resident Council Meeting Minutes

WHEN August 29<sup>th</sup>, 2018

WHO	<input checked="" type="checkbox"/> Meighan Bentz, RN Manager	<input checked="" type="checkbox"/> Susan Kopesky, CSW	<input checked="" type="checkbox"/> Anne Luther, CTRS
	<input checked="" type="checkbox"/> Adam Cohen, RD	<input type="checkbox"/>	<input type="checkbox"/> Residents – see attached list

Topic	Discussion/Conclusions	Actions/Recommendations/Follow-up
1. Review of last meeting minutes	July Canterbury Council meeting minutes were reviewed.	No changes were suggested. No follow-up needed.
2. (Dining Services) Dietary	Resident commented the carrots are too hard Resident commented when Shrimp Scampi was served it was too cold. Resident commented he would like rye bread available. Resident commented that at times she has to wait to get coffee in the morning.	Per Andy: he will talk to cooks to make sure carrots are fully cooked. Per Andy: he will make sure the final cook temperatures are adequate. Per Andy: Rye bread will be ordered. Per Adam: Small coffee carafes will be ordered for the tables so residents can have coffee at their convenience.
3. Housekeeping	Resident commented that rooms are not being vacuumed on a regular basis.	Per Lizzie: Resident rooms are vacuumed 1-2 times a week.
4. Nursing	Resident commented: "Staff are wonderful" and "we are lucky to have the nurses we have".	No changes were suggested. No follow-up needed.
5. Environmental Services	No new issues.	No changes were suggested. No follow-up needed.
6. Laundry	No new issues.	No changes were suggested. No follow-up needed.
7. Lifestreams	Reviewed upcoming events.	No changes were suggested. No follow-up needed.
8. Next Meeting	Next resident council meeting: September 19, 2018	Agenda: review minutes from last month.

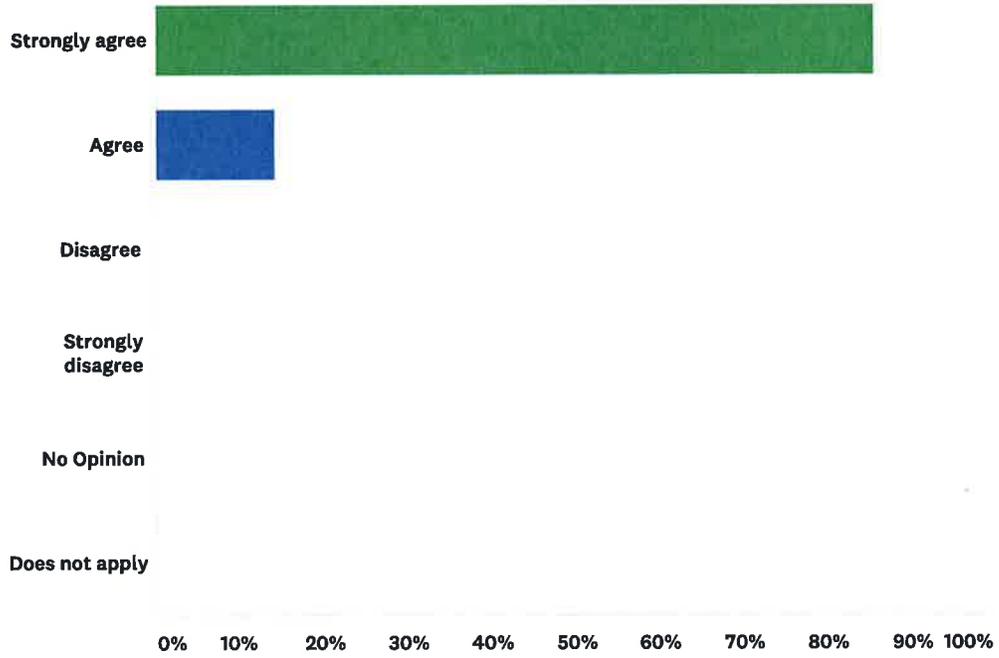
Janis Scherr  
Herman John  
Nina Mussomeli  
Phyllis Van Wagoner

Donna Bachman  
Sylvia Miller  
Richard Miswald  
Mary Pollack

David Huntington  
Susan Tannenbaum

### Q1 Board members are expected to attend board meetings in order to conduct business and make informed decisions.

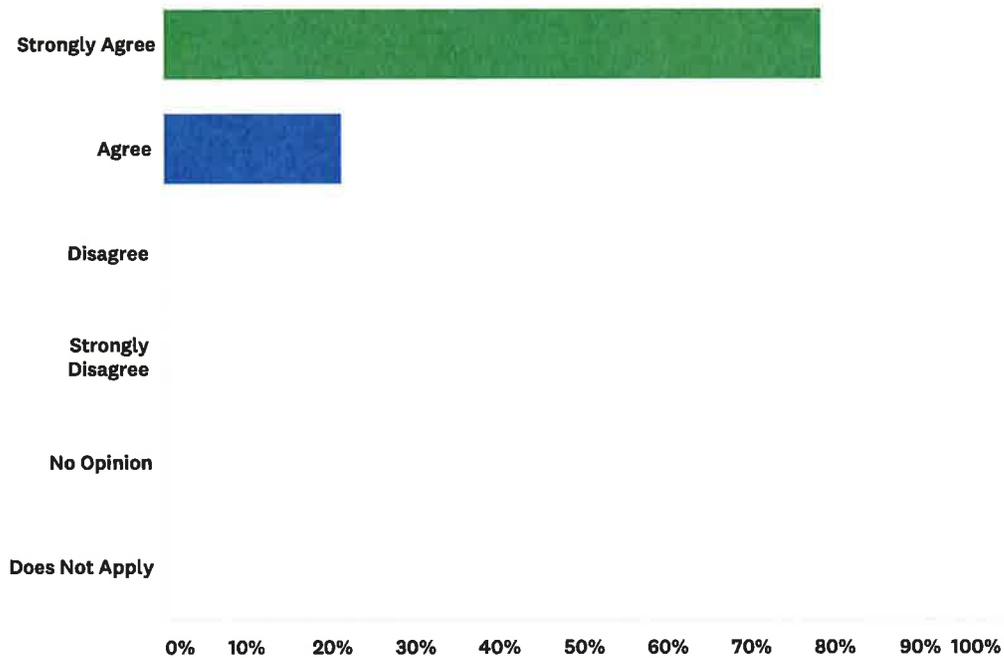
Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	85.71%	12
Agree	14.29%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
No Opinion	0.00%	0
Does not apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

## Q2 Board members receive meeting notices, written agendas, reports, minutes, and other appropriate materials with ample time to review materials in advance.

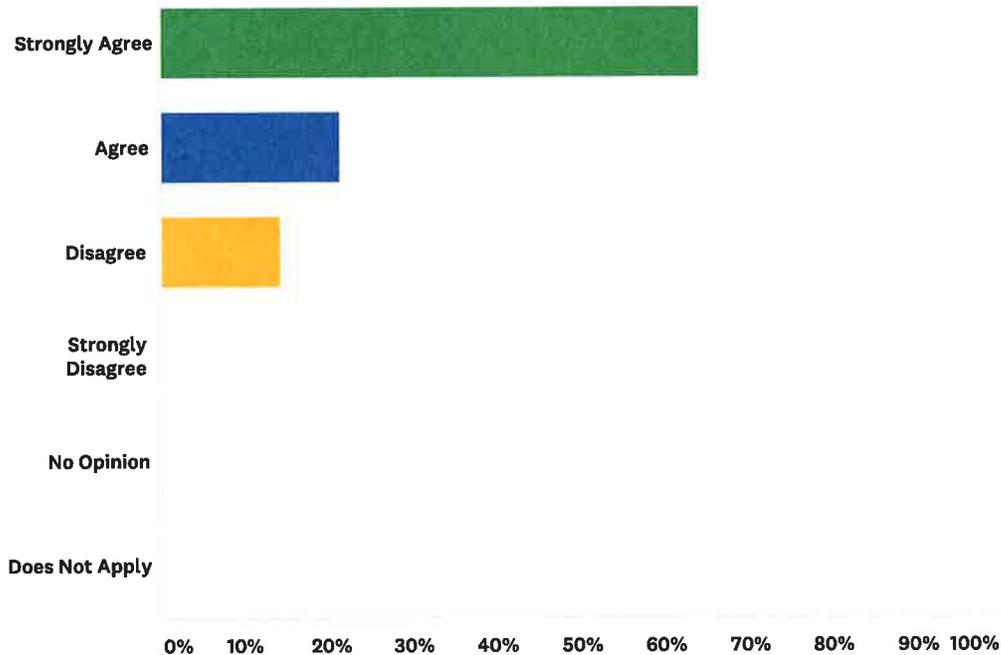
Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	78.57%	11
Agree	21.43%	3
Disagree	0.00%	0
Strongly Disagree	0.00%	0
No Opinion	0.00%	0
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

### Q3 The roles, responsibilities and authorities of the board members and officers and the CEO are stated in written documents.

Answered: 14 Skipped: 0



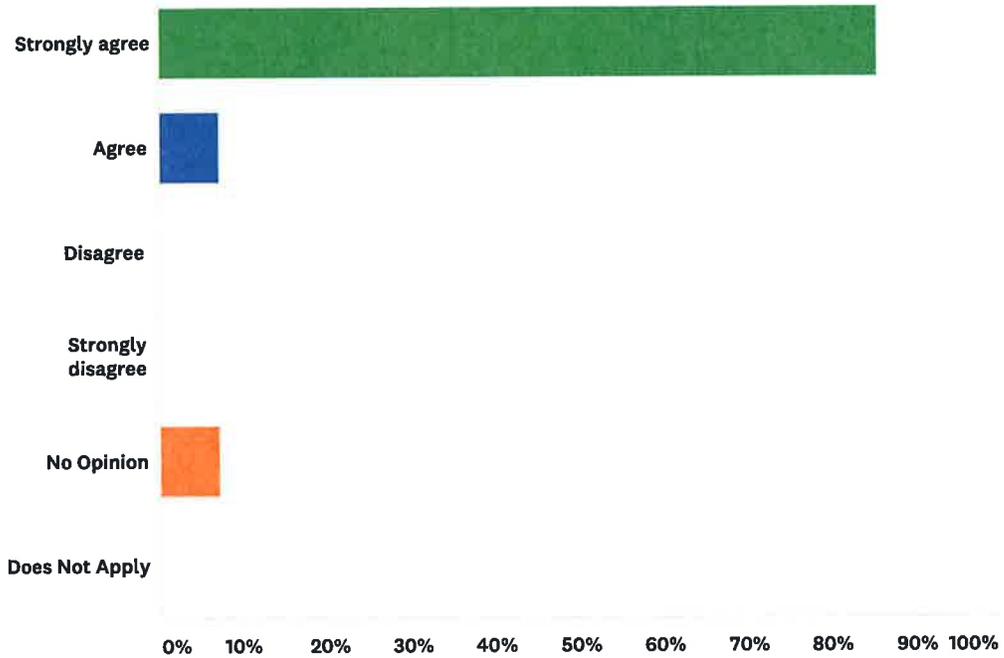
ANSWER CHOICES	RESPONSES	
Strongly Agree	64.29%	9
Agree	21.43%	3
Disagree	14.29%	2
Strongly Disagree	0.00%	0
No Opinion	0.00%	0
Does Not Apply	0.00%	0
TOTAL		14

*Stated in the Bylaws as well as the Board expectations & responsibilities both of which are contained in the Board manual shared at Board orientation & periodically updated.*

*Information will be available on Board portal.*

## Q4 Per board procedure, board members are required to disclose possible conflicts of interest.

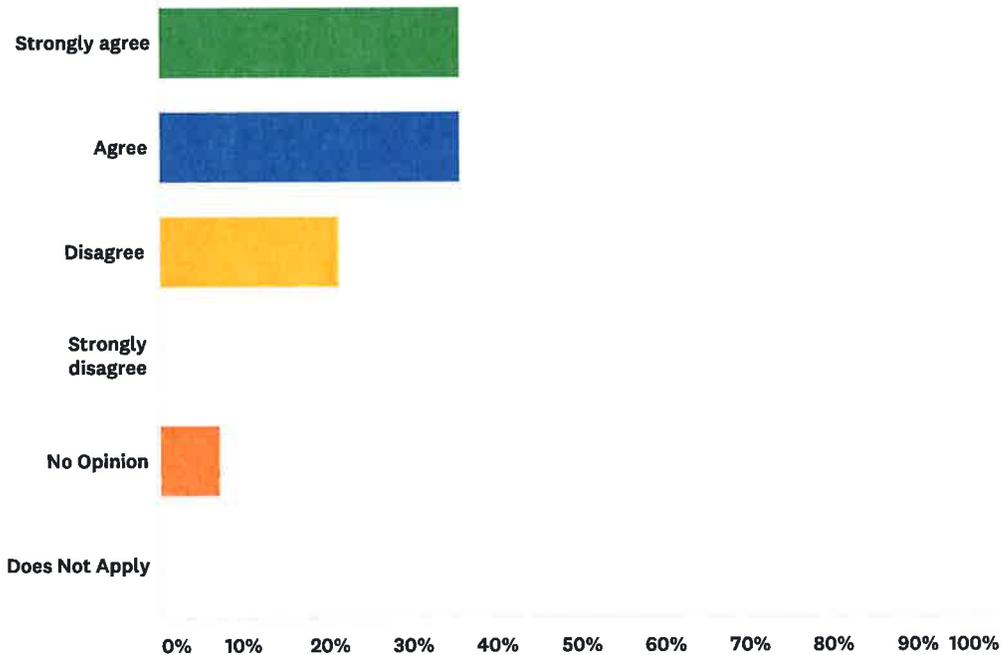
Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	85.71%	12
Agree	7.14%	1
Disagree	0.00%	0
Strongly disagree	0.00%	0
No Opinion	7.14%	1
Does Not Apply	0.00%	0
TOTAL		14

### Q5 The legal responsibilities and the potential liabilities of governance are clearly communicated to board members.

Answered: 14 Skipped: 0

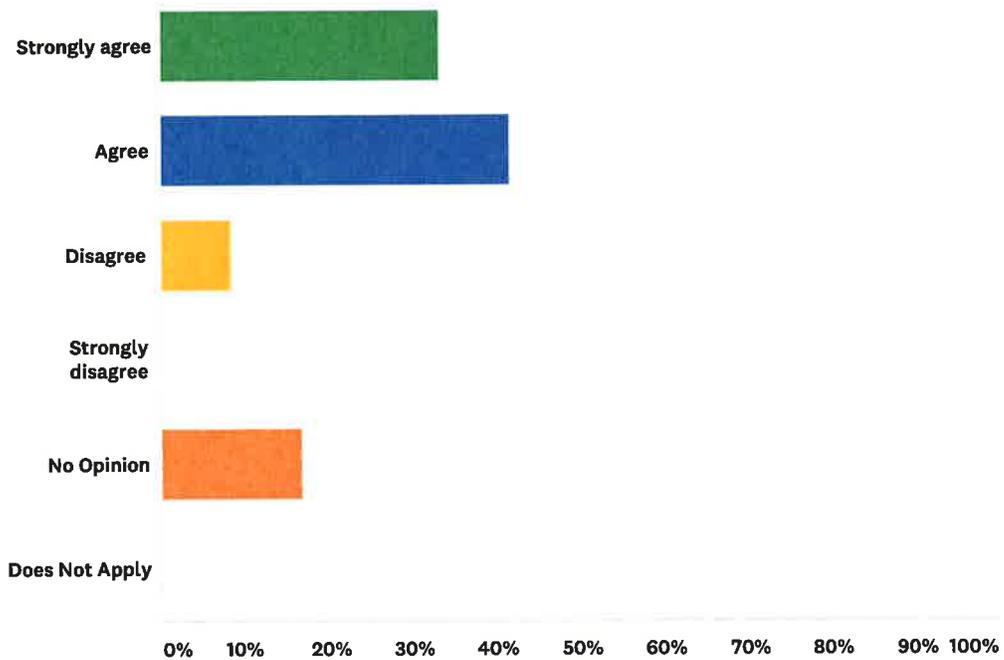


ANSWER CHOICES	RESPONSES	
Strongly agree	35.71%	5
Agree	35.71%	5
Disagree	21.43%	3
Strongly disagree	0.00%	0
No Opinion	7.14%	1
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

*Board members are expected to act in good faith in a manner they reasonably believe to be in the best interest of the organization.  
Education will be provided.*

### Q6 Board members are protected against the potential liabilities of governance through indemnity arrangements, insurance and other measures.

Answered: 12 Skipped: 2



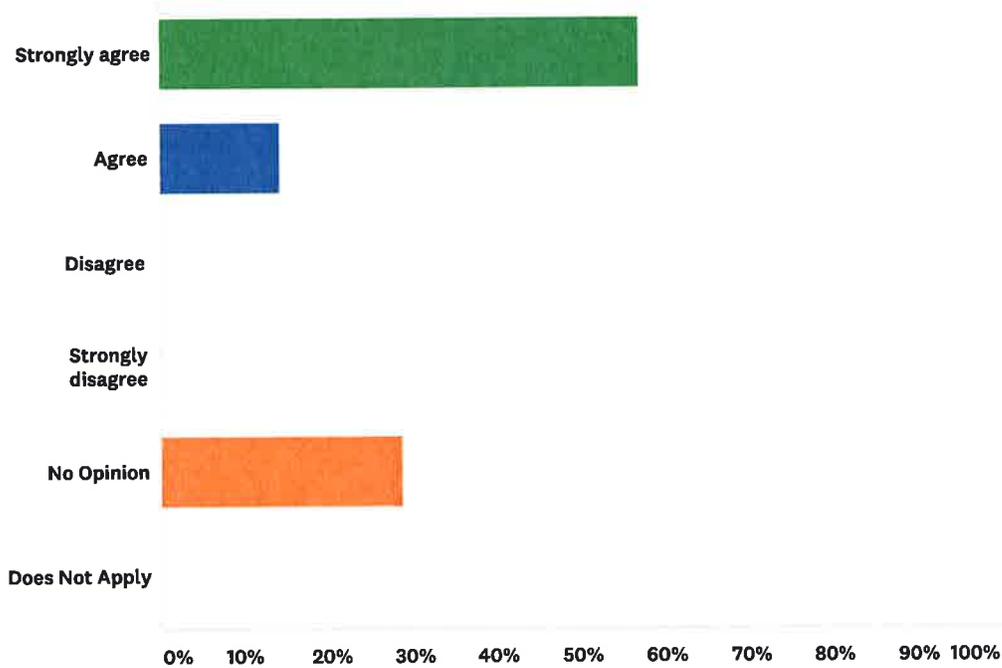
ANSWER CHOICES	RESPONSES	
Strongly agree	33.33%	4
Agree	41.67%	5
Disagree	8.33%	1
Strongly disagree	0.00%	0
No Opinion	16.67%	2
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>12</b>

*Board members are covered by Directors & Officers Insurance.*

*Our insurance agent will be invited to a future meeting to explain coverage.*

### Q7 Governance (e.g., operating in accordance with the organization's purpose, conflict of interest disclosures, code of conduct including confidentiality).

Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	57.14%	8
Agree	14.29%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
No Opinion	28.57%	4
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

*Questions 7-11 were missing the introductory sentence*

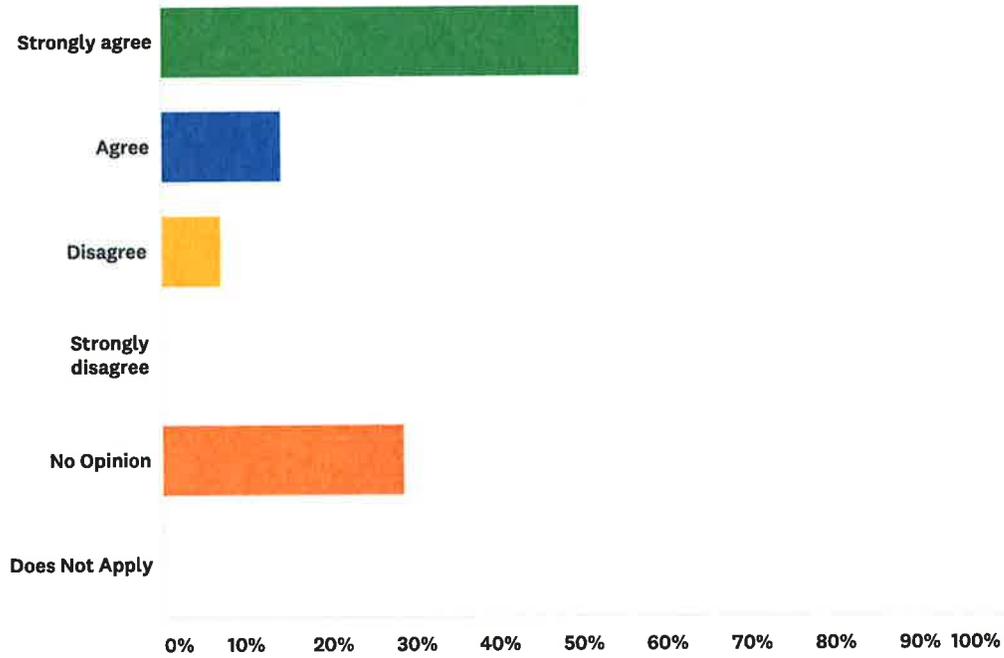
*"The Board oversees a compliance plan that ensures policies and procedures are in place in the following areas: "*

7 / 41

*The results will be disregarded. The survey will be modified.*

## Q8 Human Resources (e.g., nondiscrimination, harassment, ADA, FMLA).

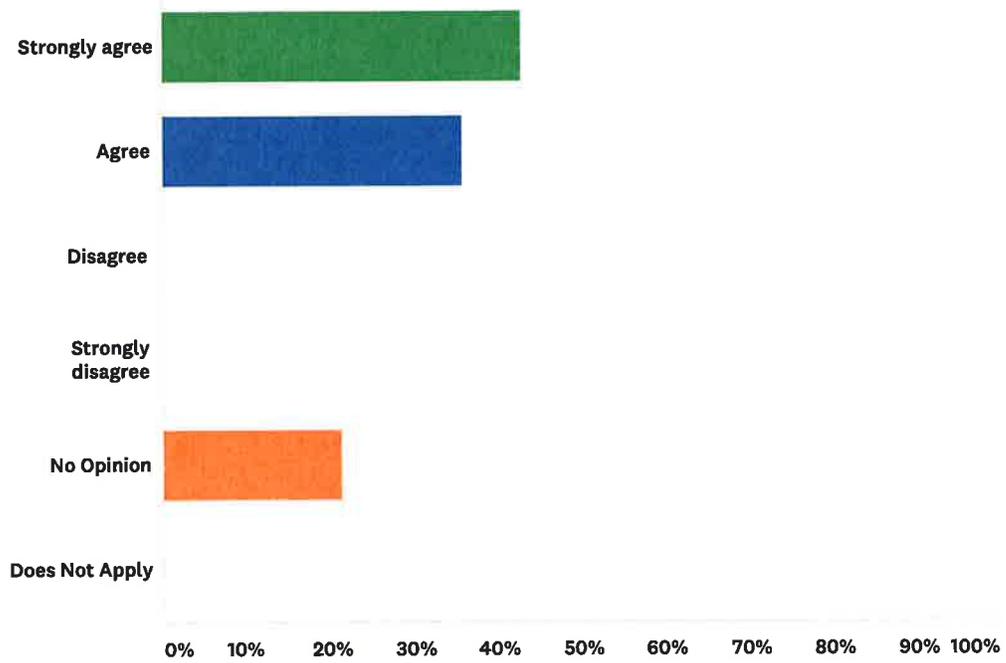
Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	50.00%	7
Agree	14.29%	2
Disagree	7.14%	1
Strongly disagree	0.00%	0
No Opinion	28.57%	4
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

### Q9 Fraud and abuse (e.g., False Claims Act, Anti-kickback Statute).

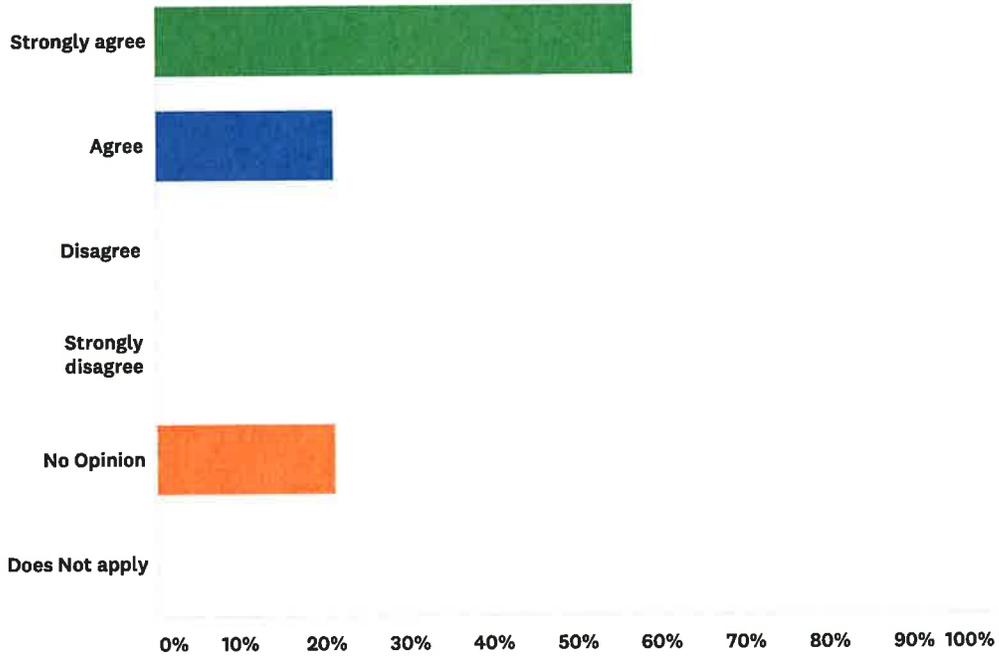
Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	42.86%	6
Agree	35.71%	5
Disagree	0.00%	0
Strongly disagree	0.00%	0
No Opinion	21.43%	3
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

### Q10 Tax-exempt status (e.g., audit procedures, review of 990, review of executive compensation).

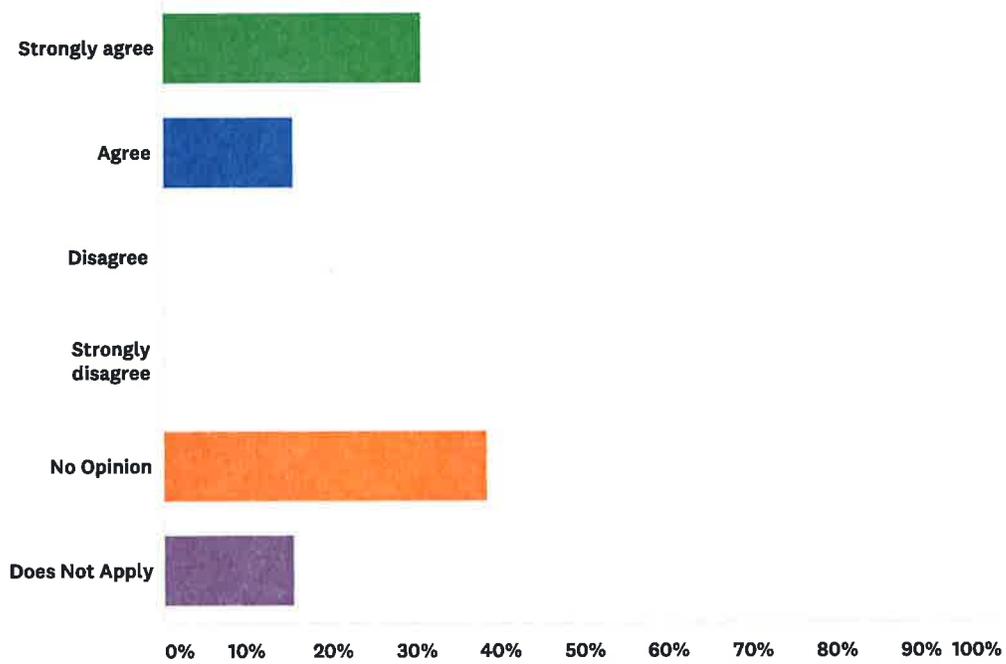
Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	57.14%	8
Agree	21.43%	3
Disagree	0.00%	0
Strongly disagree	0.00%	0
No Opinion	21.43%	3
Does Not apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

### Q11 If applicable, transparency statutes (e.g., open records, conflicts of interest).

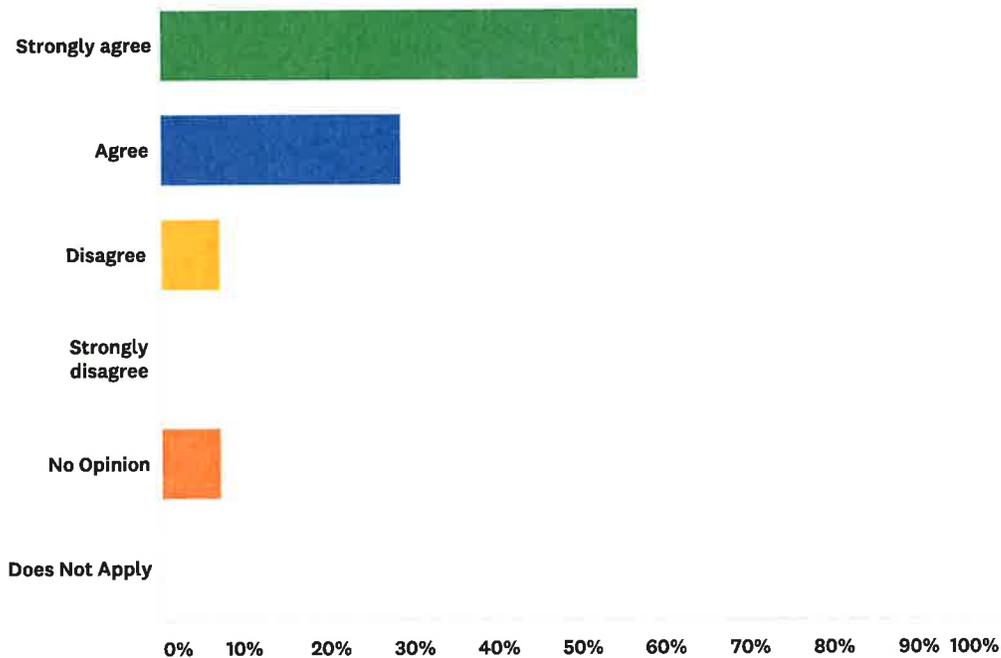
Answered: 13 Skipped: 1



ANSWER CHOICES	RESPONSES	
Strongly agree	30.77%	4
Agree	15.38%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
No Opinion	38.46%	5
Does Not Apply	15.38%	2
<b>TOTAL</b>		<b>13</b>

### Q12 The board effectively fulfills its responsibility for establishing and maintaining the organization's long-range or strategic plan.

Answered: 14 Skipped: 0



**ANSWER CHOICES**

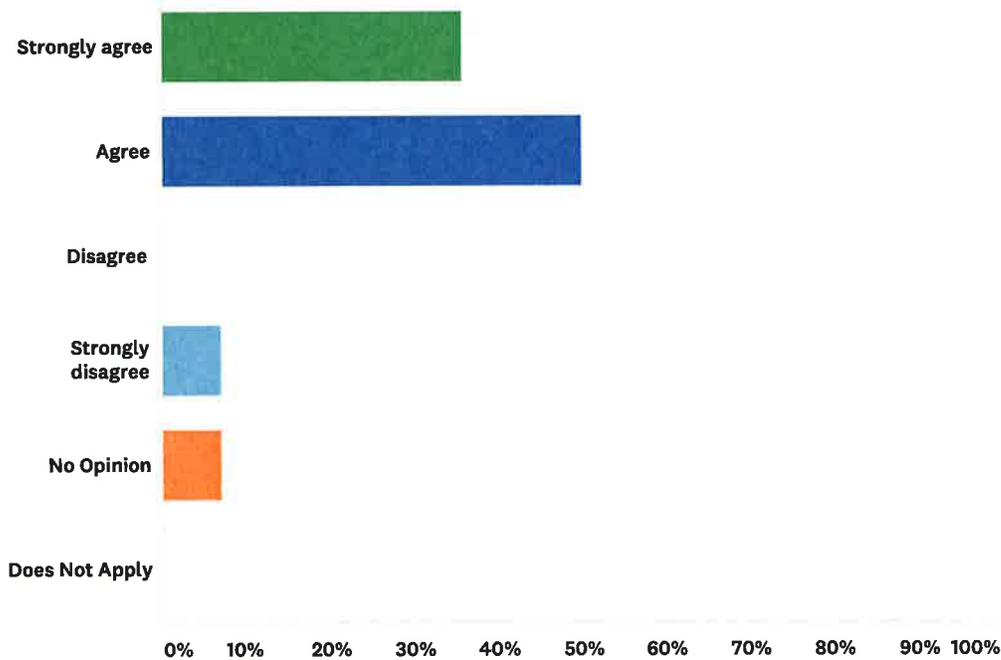
**RESPONSES**

Strongly agree	57.14%	8
Agree	28.57%	4
Disagree	7.14%	1
Strongly disagree	0.00%	0
No Opinion	7.14%	1
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

*The last strategic planning process was conducted in 2013. The plan was adopted in 2014 and its initiatives set the stage for the expansion - Leverage our Brand to Create New Sources of Revenue ; Create a Culture that Drives Innovation. The third initiative, Service Excellence, continues to be a daily focus.*

**Q13 The board regularly reviews, and revises as appropriate, the organization's direction and role (i.e., mission, vision, values statements).**

Answered: 14 Skipped: 0

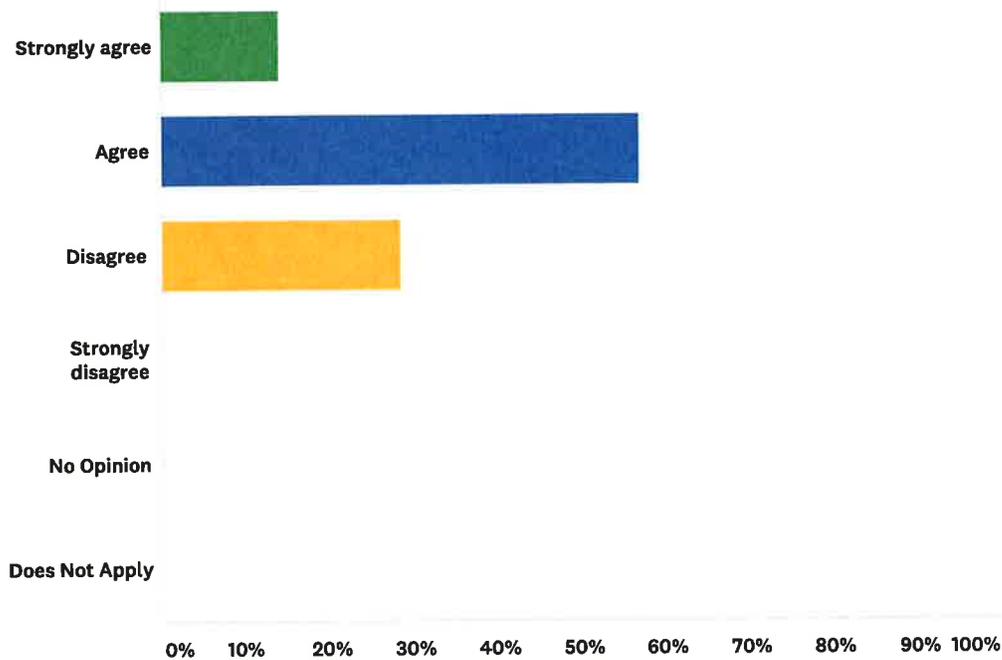


ANSWER CHOICES	RESPONSES	
Strongly agree	35.71%	5
Agree	50.00%	7
Disagree	0.00%	0
Strongly disagree	7.14%	1
No Opinion	7.14%	1
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

*The Governance Committee and the Leadership Team will review the Mission, Vision & Values statements and recommend any suggested changes to the Board.*

**Q14 Board membership is reflective of the community being served with needed professional skills/talents/life experiences and reflective of service-area demographics (race/ethnicity, gender and age mix).**

Answered: 14 Skipped: 0

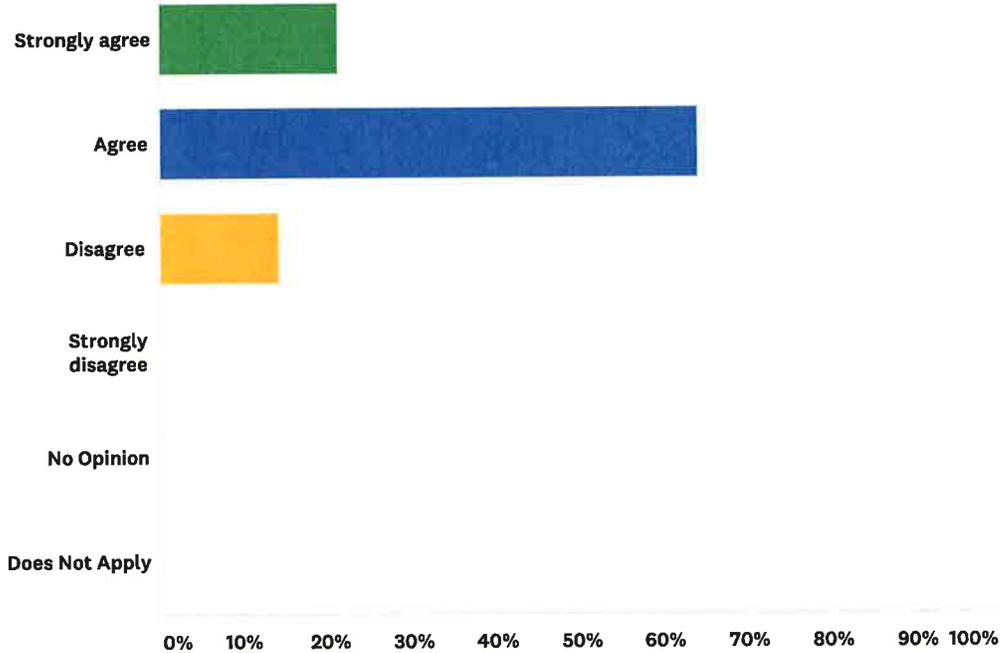


ANSWER CHOICES	RESPONSES	
Strongly agree	14.29%	2
Agree	57.14%	8
Disagree	28.57%	4
Strongly disagree	0.00%	0
No Opinion	0.00%	0
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

*Board membership mirrors the current resident population, neither are reflective of the population of the City of Milwaukee. The question will be clarified.*

**Q15 The board seeks opportunities to communicate with the community regarding the organization's services and programs and to inform and seek input to determine unmet needs.**

Answered: 14 Skipped: 0

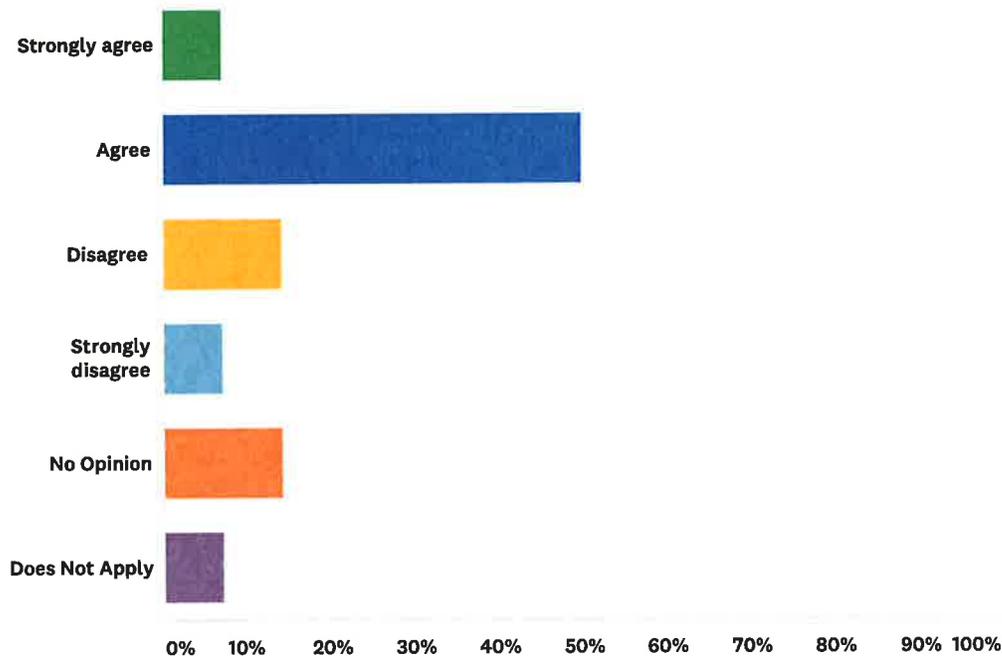


ANSWER CHOICES	RESPONSES	
Strongly agree	21.43%	3
Agree	64.29%	9
Disagree	14.29%	2
Strongly disagree	0.00%	0
No Opinion	0.00%	0
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

*The question is unclear and will be reworded.*

### Q16 Board members understand their role in advocating with elected officials.

Answered: 14 Skipped: 0

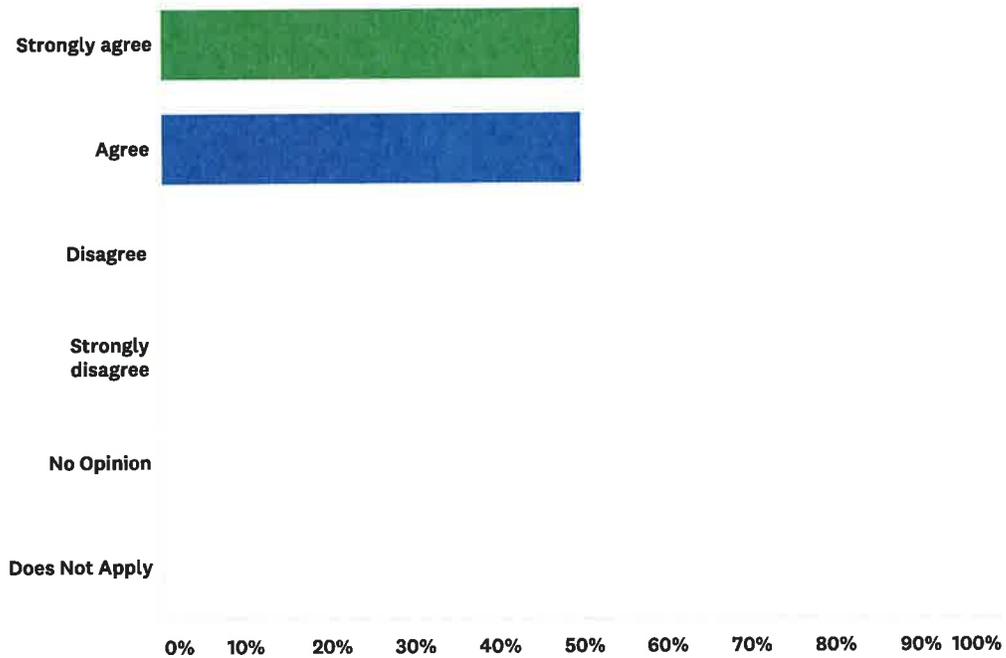


ANSWER CHOICES	RESPONSES	
Strongly agree	7.14%	1
Agree	50.00%	7
Disagree	14.29%	2
Strongly disagree	7.14%	1
No Opinion	14.29%	2
Does Not Apply	7.14%	1
TOTAL		14

*Advocacy has never historically been a board responsibility and could create divisions based upon political affiliation. Question will be removed from future surveys.*

### Q17 The board actively supports the fundraising and development programs of the organization and/or foundation.

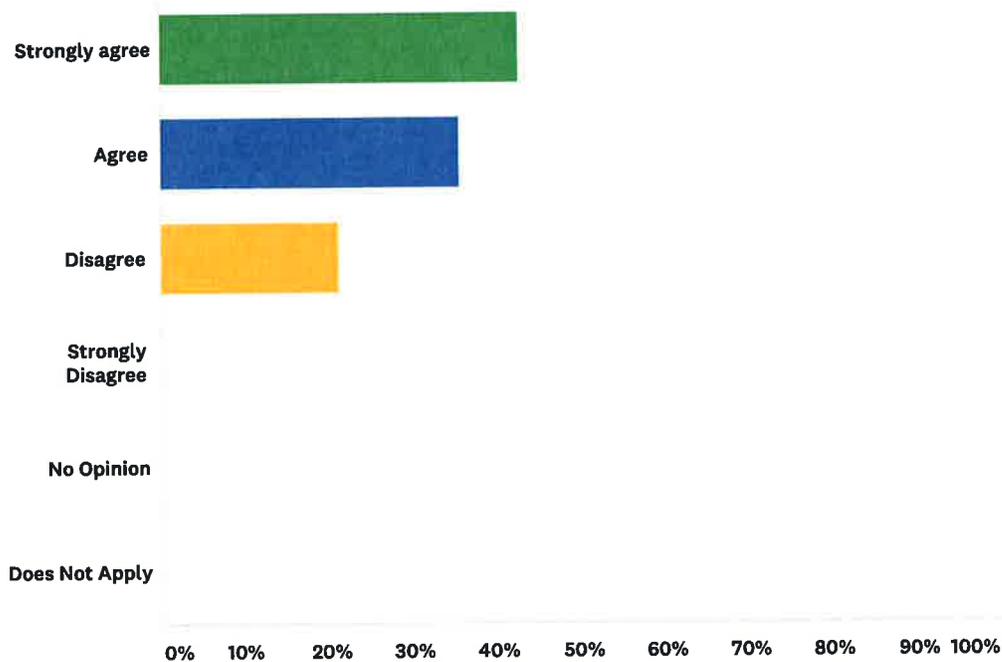
Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	50.00%	7
Agree	50.00%	7
Disagree	0.00%	0
Strongly disagree	0.00%	0
No Opinion	0.00%	0
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

### Q18 The board periodically assesses the size and structure of the board and committees to govern effectively and carry out the work of the organization.

Answered: 14 Skipped: 0



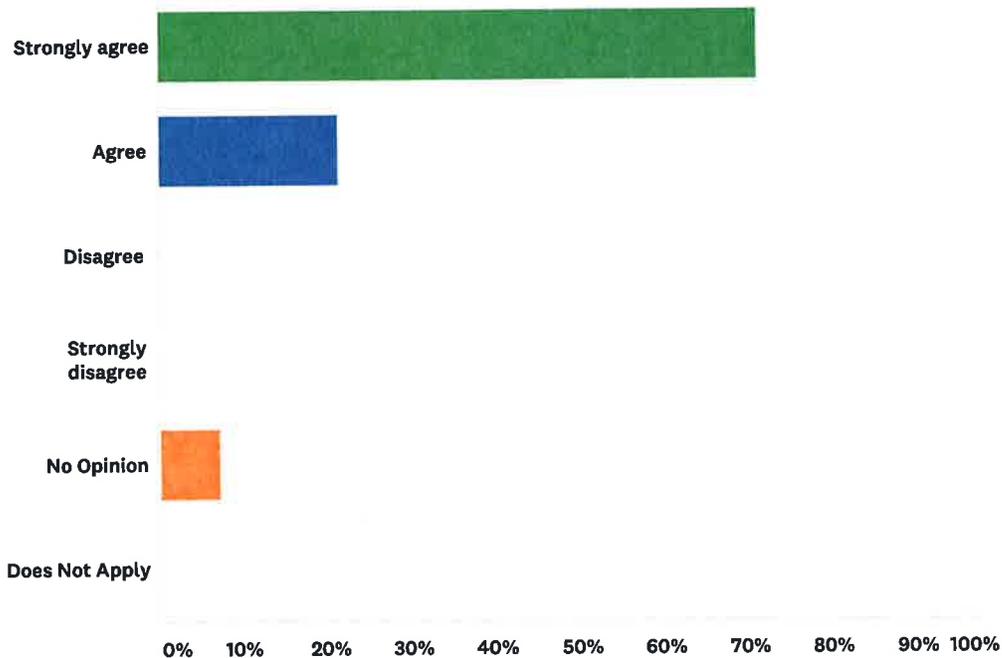
ANSWER CHOICES	RESPONSES	
Strongly agree	42.86%	6
Agree	35.71%	5
Disagree	21.43%	3
Strongly Disagree	0.00%	0
No Opinion	0.00%	0
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

*Board size and structure and committee structure is reviewed annually by the Governance Committee.*

*The Governance Committee will seek input from Committee Chairs regarding their Committee's effectiveness.*

### Q19 Board members are appointed for a specified period of time with provision for reappointment and with a limit on the number of terms.

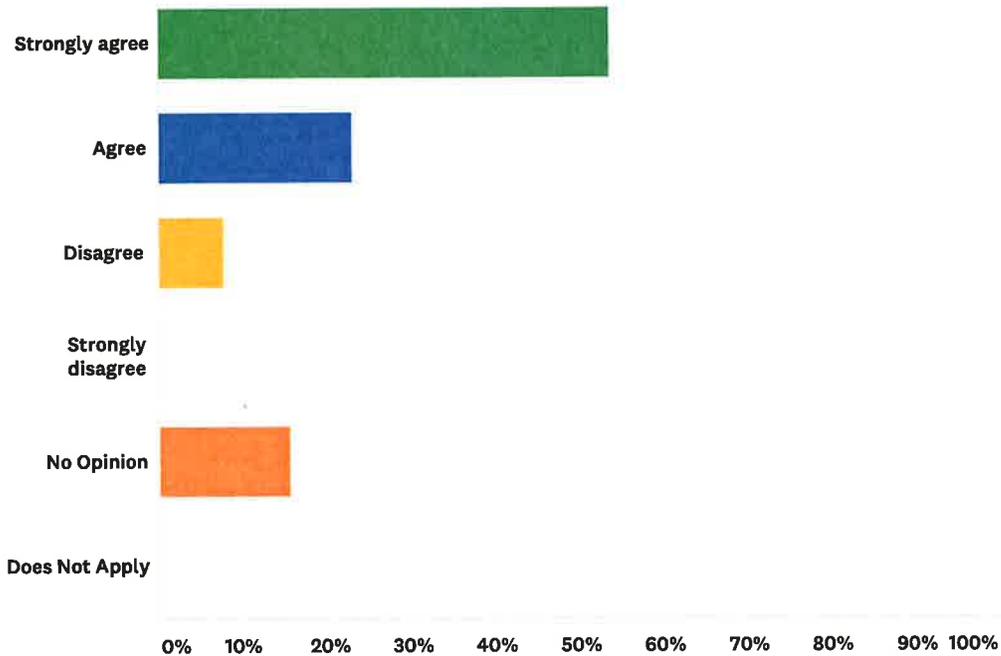
Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	71.43%	10
Agree	21.43%	3
Disagree	0.00%	0
Strongly disagree	0.00%	0
No Opinion	7.14%	1
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

### Q20 Prospective board members and board leadership are identified through an organized succession planning process.

Answered: 13 Skipped: 1

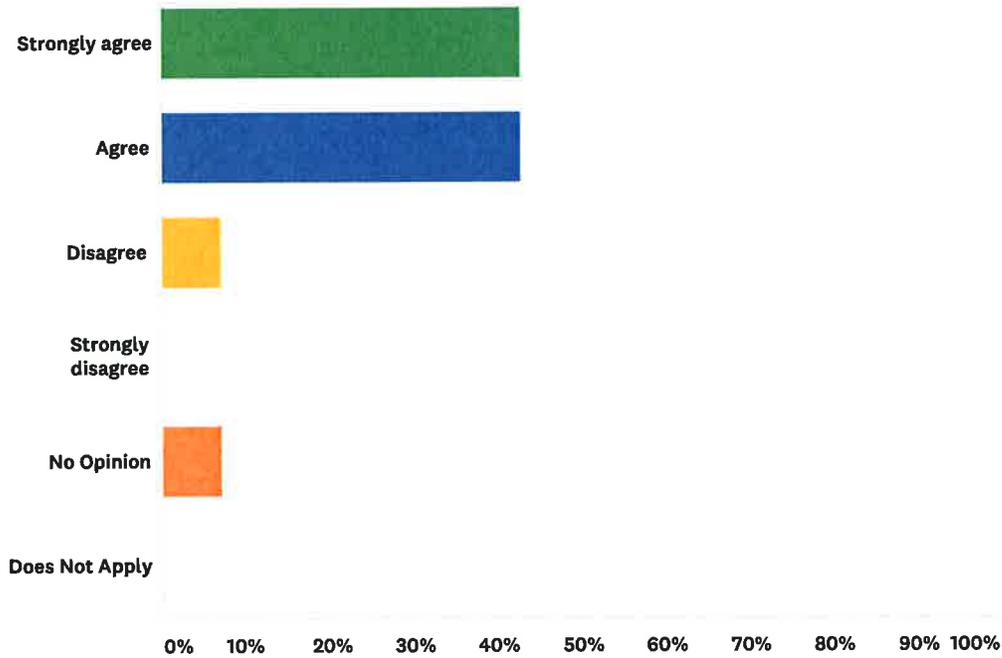


ANSWER CHOICES	RESPONSES	
Strongly agree	53.85%	7
Agree	23.08%	3
Disagree	7.69%	1
Strongly disagree	0.00%	0
No Opinion	15.38%	2
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>13</b>

*Governance Committee is responsible for board recruitment and works with board leadership on board leadership succession planning.*

## Q21 The board has a written set of bylaws that are periodically reviewed (at least once every two years).

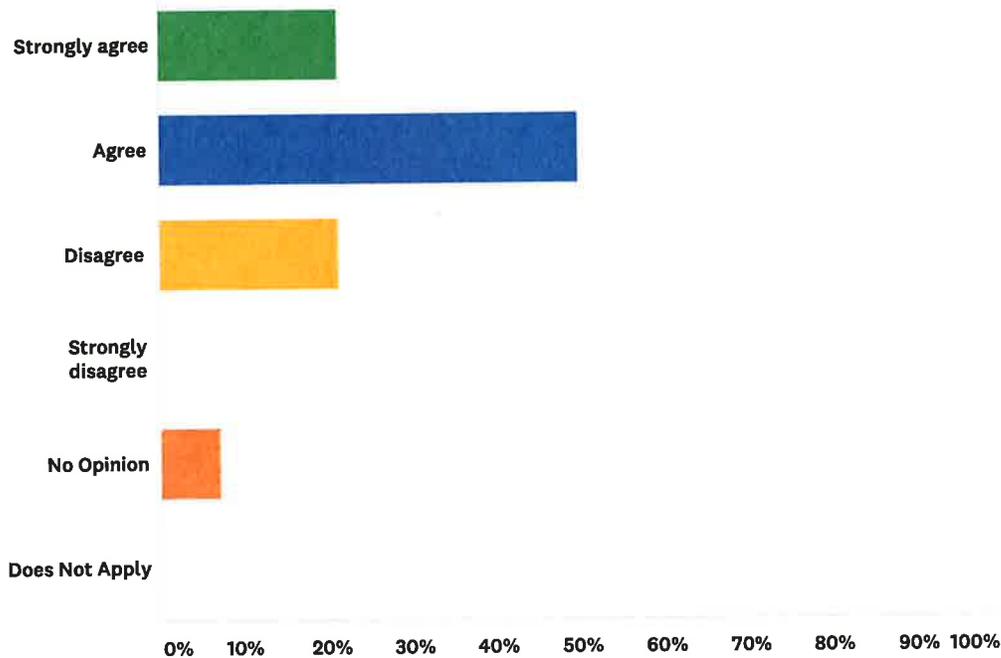
Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	42.86%	6
Agree	42.86%	6
Disagree	7.14%	1
Strongly disagree	0.00%	0
No Opinion	7.14%	1
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

### Q22 The board regularly evaluates the effectiveness of its board meetings including frequency, length and content.

Answered: 14 Skipped: 0



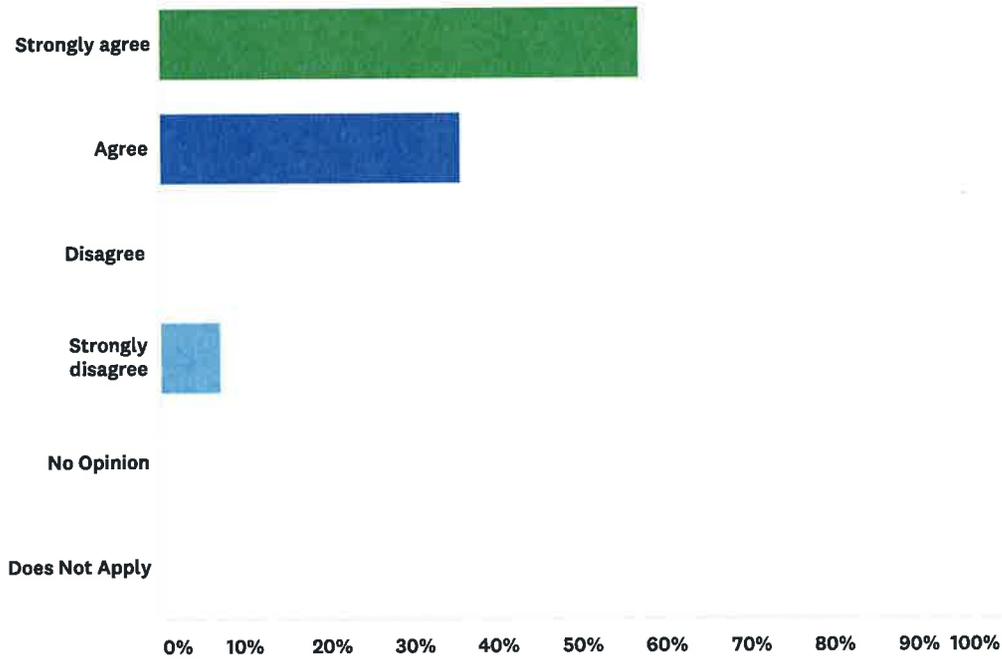
ANSWER CHOICES	RESPONSES	
Strongly agree	21.43%	3
Agree	50.00%	7
Disagree	21.43%	3
Strongly disagree	0.00%	0
No Opinion	7.14%	1
Does Not Apply	0.00%	0
TOTAL		14

*Board evaluation forms were distributed at board meetings and the compiled results were shared; the practice was recently discontinued due to poor participation.*

*Revisit practice and evaluation form?*

### Q23 Standing and ad hoc committees report regularly to the full board.

Answered: 14 Skipped: 0

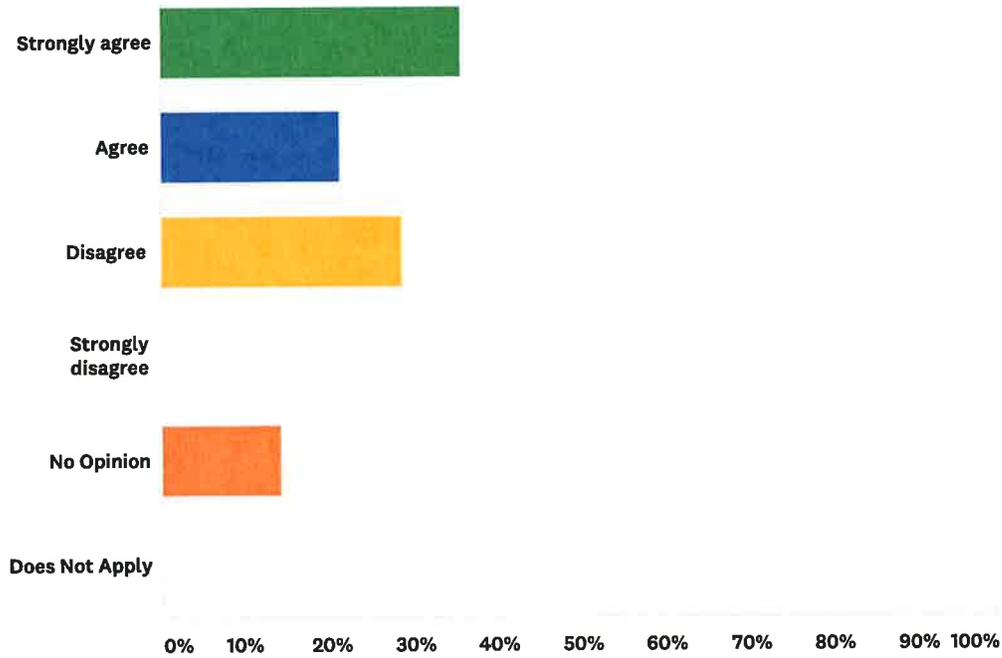


ANSWER CHOICES	RESPONSES	
Strongly agree	57.14%	8
Agree	35.71%	5
Disagree	0.00%	0
Strongly disagree	7.14%	1
No Opinion	0.00%	0
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

*Committee chairs report at each Board meeting.*

### Q24 Committees are reviewed regularly (at least once every two years) with regard to composition, goals, responsibilities and performance.

Answered: 14 Skipped: 0

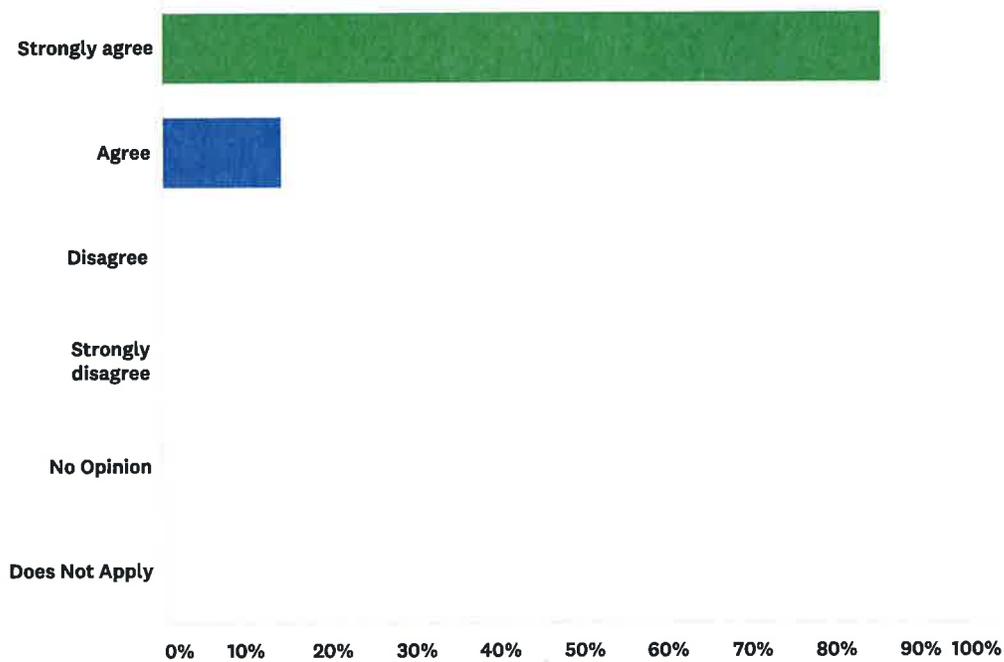


ANSWER CHOICES	RESPONSES	
Strongly agree	35.71%	5
Agree	21.43%	3
Disagree	28.57%	4
Strongly disagree	0.00%	0
No Opinion	14.29%	2
Does Not Apply	0.00%	0
TOTAL		14

*The Governance Committee will seek input from Committee Chairs annually.*

### Q25 The board chair effectively and efficiently leads the board meetings, including working with the CEO to develop the agenda.

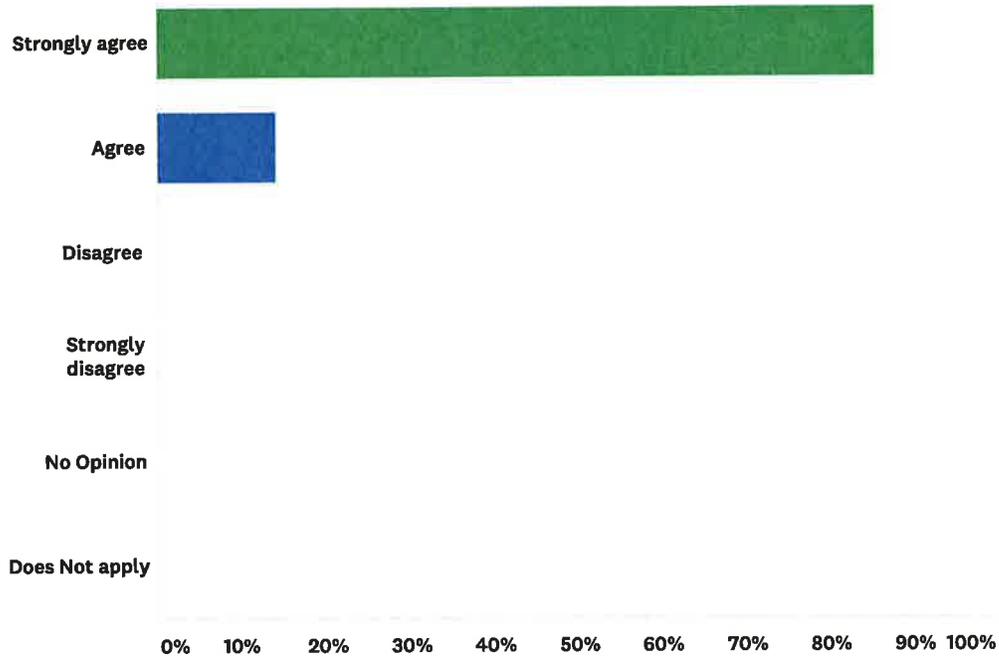
Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	85.71%	12
Agree	14.29%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
No Opinion	0.00%	0
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

### Q26 Board members are encouraged to ask questions and deliberate in a thoughtful and objective manner.

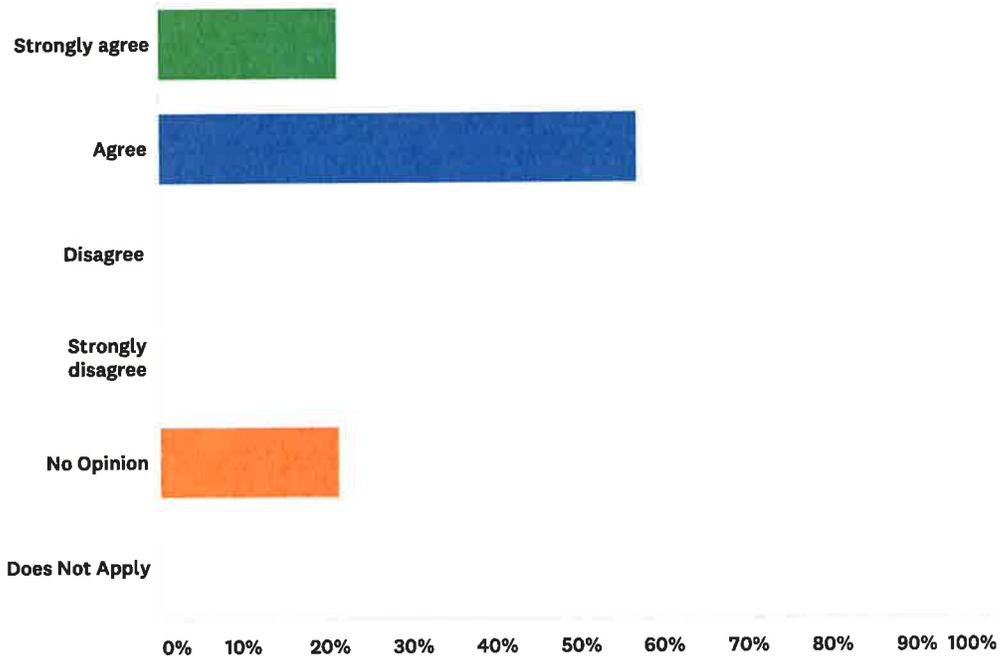
Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	85.71%	12
Agree	14.29%	2
Disagree	0.00%	0
Strongly disagree	0.00%	0
No Opinion	0.00%	0
Does Not apply	0.00%	0
TOTAL		14

### Q27 Board members are encouraged to identify education needs.

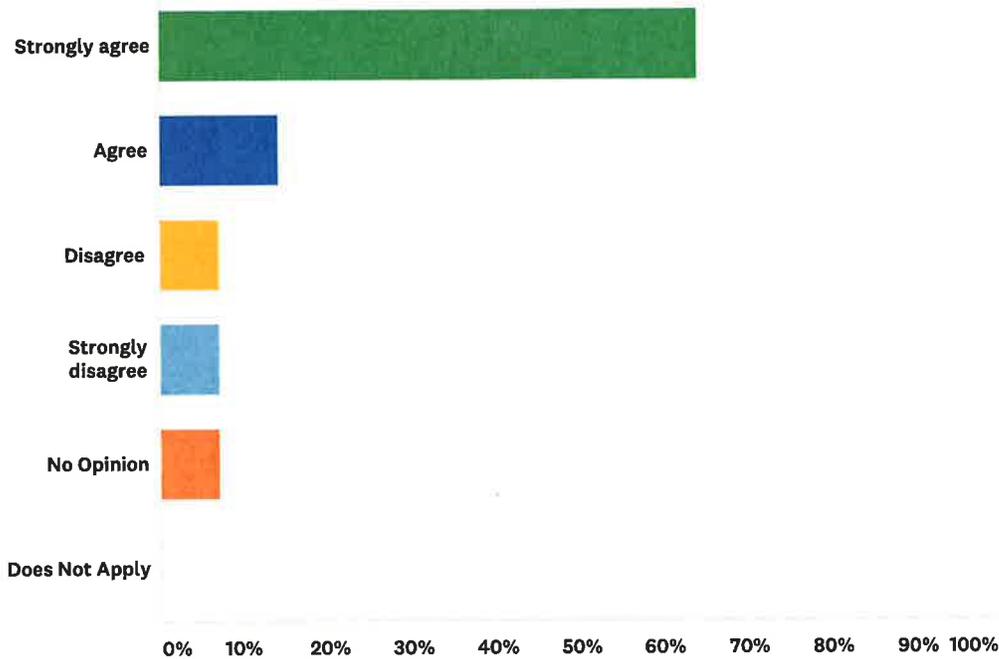
Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	21.43%	3
Agree	57.14%	8
Disagree	0.00%	0
Strongly disagree	0.00%	0
No Opinion	21.43%	3
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

### Q28 A formally established program to orient new board members.

Answered: 14 Skipped: 0



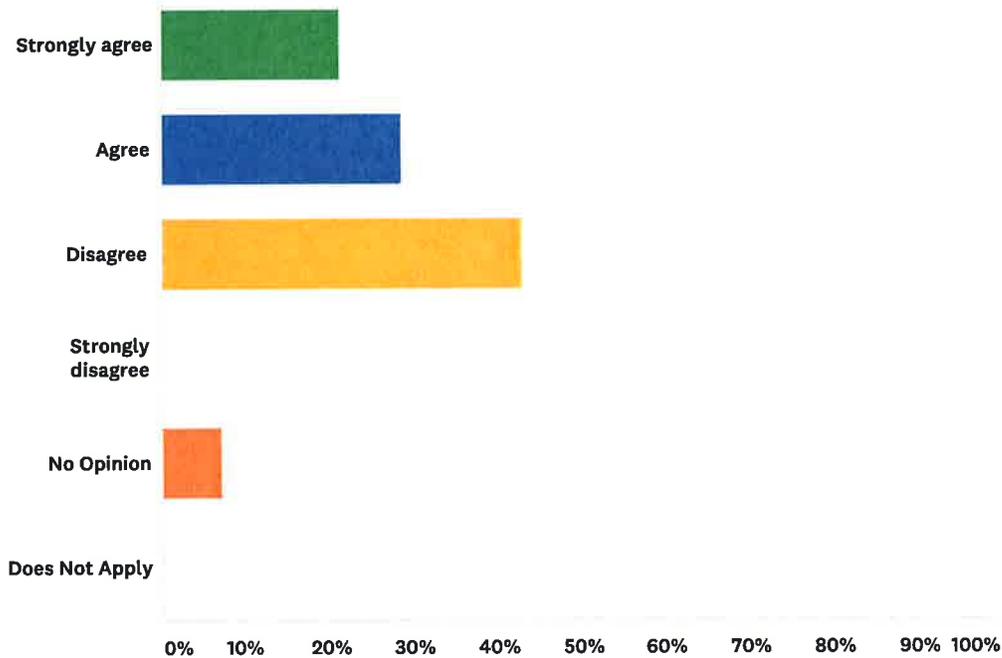
ANSWER CHOICES	RESPONSES	
Strongly agree	64.29%	9
Agree	14.29%	2
Disagree	7.14%	1
Strongly disagree	7.14%	1
No Opinion	7.14%	1
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

*Questions 28-31 are missing the intro sentence "The Board provides opportunities for development through:"*

*New Board members participate in a full day orientation with all members of the leadership team. A reference manual is delivered at Orientation. Board orientation consistently receives positive feedback.*

### Q29 Continuing education sessions for all board members, including discussions of local, state and national issues and trends.

Answered: 14 Skipped: 0

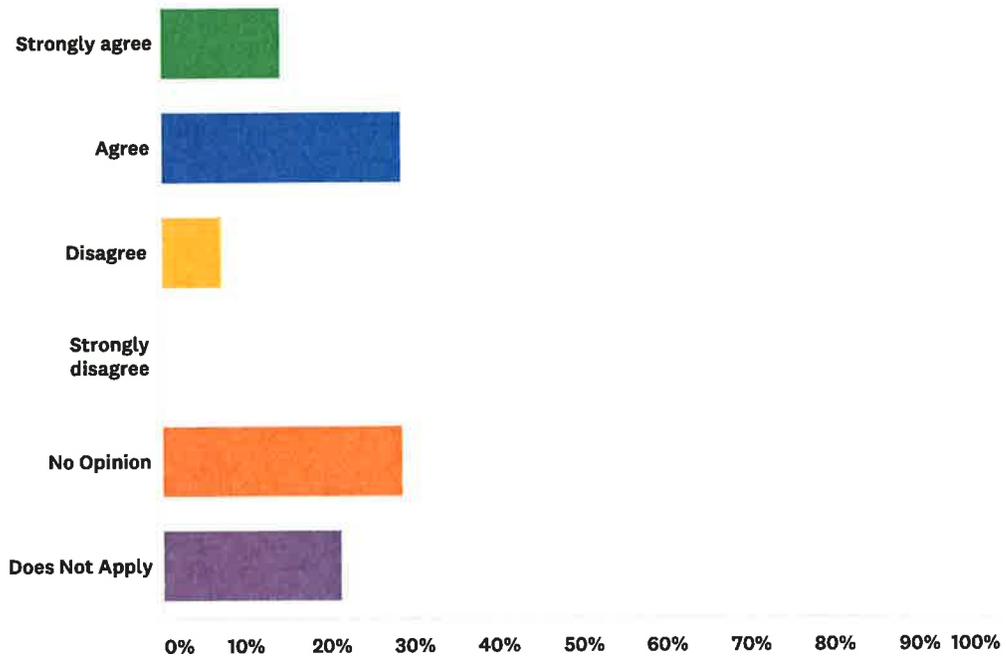


ANSWER CHOICES	RESPONSES	
Strongly agree	21.43%	3
Agree	28.57%	4
Disagree	42.86%	6
Strongly disagree	0.00%	0
No Opinion	7.14%	1
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

*Board education is an area for improvement. Time must be set aside at or added to future Board Meetings to allow.*

### Q30 Reimbursement of expenses for relevant local, state and national conferences and seminar attendance.

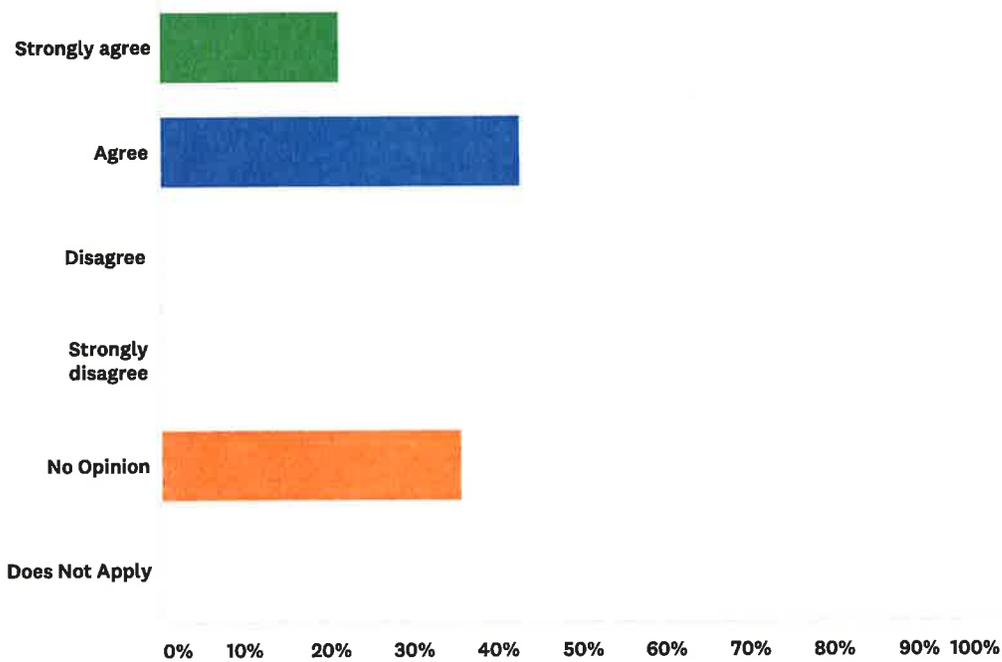
Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	14.29%	2
Agree	28.57%	4
Disagree	7.14%	1
Strongly disagree	0.00%	0
No Opinion	28.57%	4
Does Not Apply	21.43%	3
<b>TOTAL</b>		<b>14</b>

### Q31 Resources on good governance practices and best practices in service provision

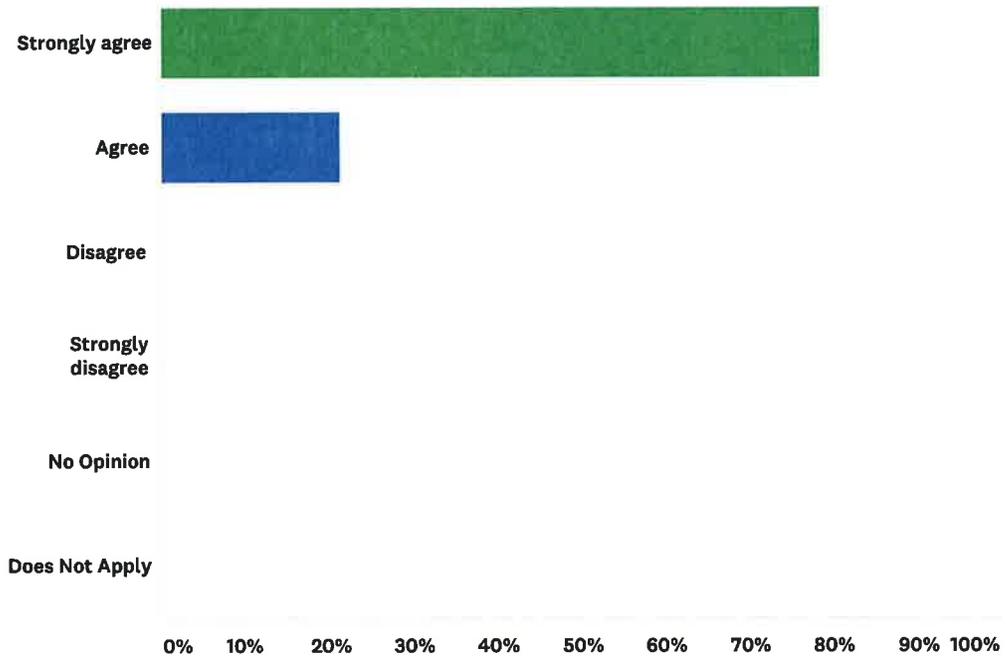
Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	21.43%	3
Agree	42.86%	6
Disagree	0.00%	0
Strongly disagree	0.00%	0
No Opinion	35.71%	5
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

### Q32 The board annually approves a budget and ensures an audit is performed.

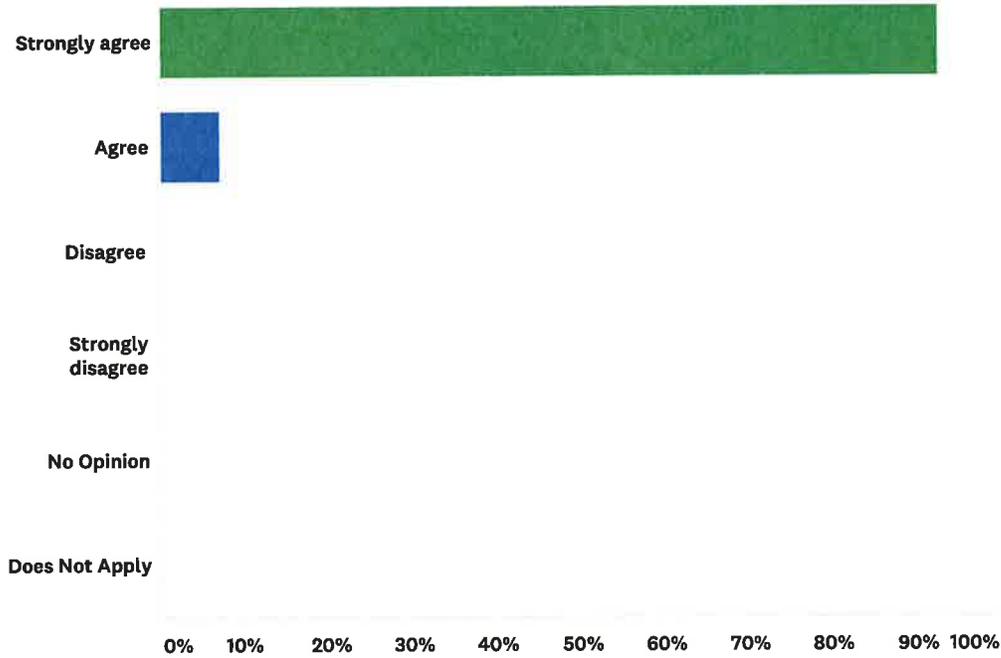
Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	78.57%	11
Agree	21.43%	3
Disagree	0.00%	0
Strongly disagree	0.00%	0
No Opinion	0.00%	0
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

### Q33 The board reviews the organization's financial position on a regular basis, including financial statements and performance metrics.

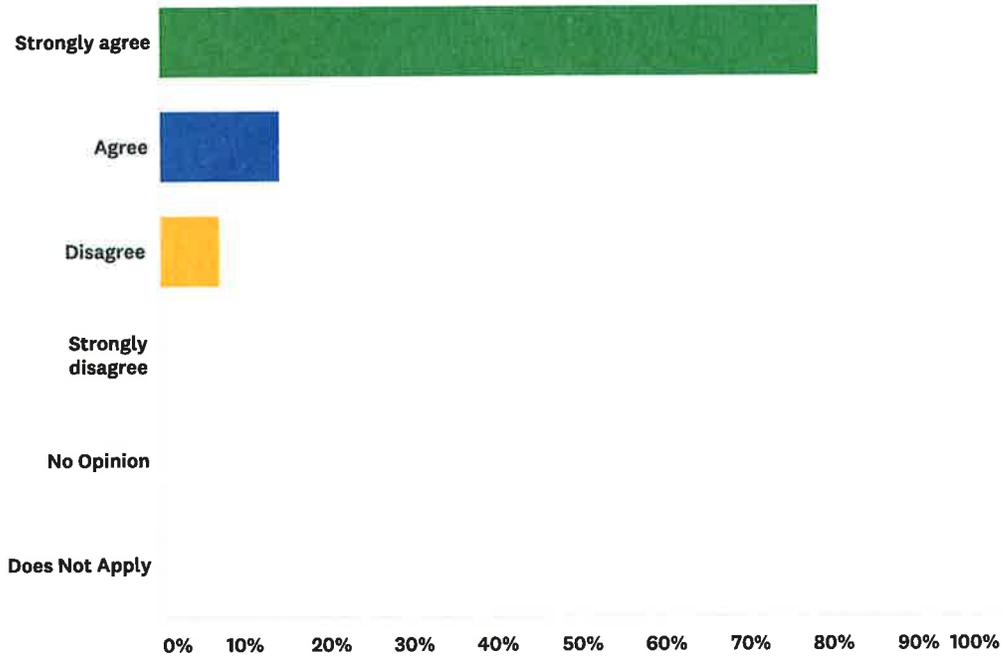
Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	92.86%	13
Agree	7.14%	1
Disagree	0.00%	0
Strongly disagree	0.00%	0
No Opinion	0.00%	0
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

### Q34 The board effectively monitors and evaluates all areas of performance, including, quality of care and services.

Answered: 14 Skipped: 0

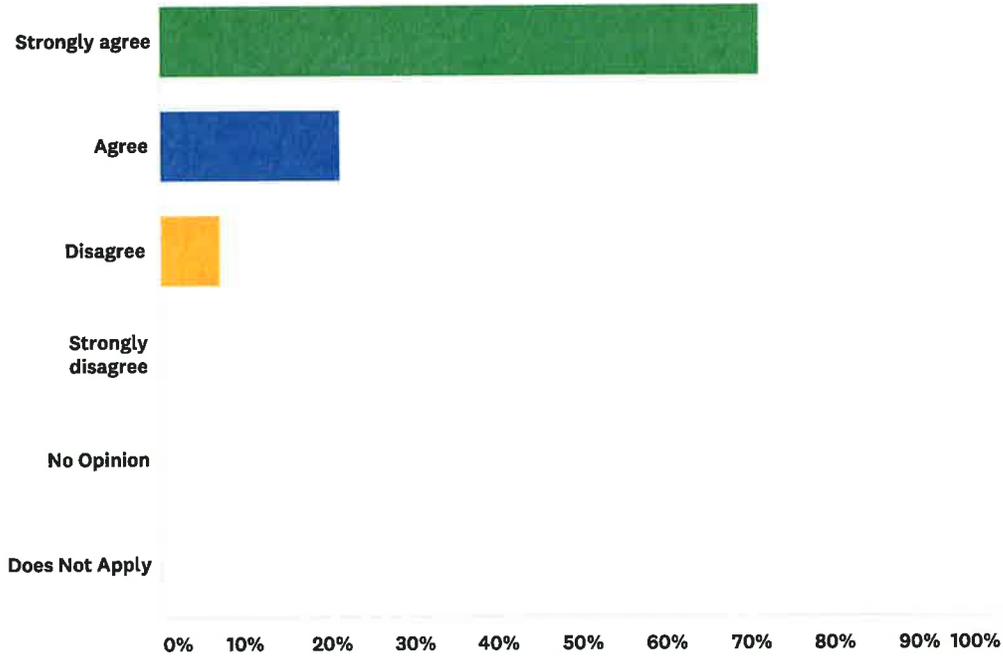


ANSWER CHOICES	RESPONSES	
Strongly agree	78.57%	11
Agree	14.29%	2
Disagree	7.14%	1
Strongly disagree	0.00%	0
No Opinion	0.00%	0
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

*Quality measures are reported quarterly on the Dashboard*

### Q35 The board reviews quality performance metrics and benchmarks.

Answered: 14 Skipped: 0

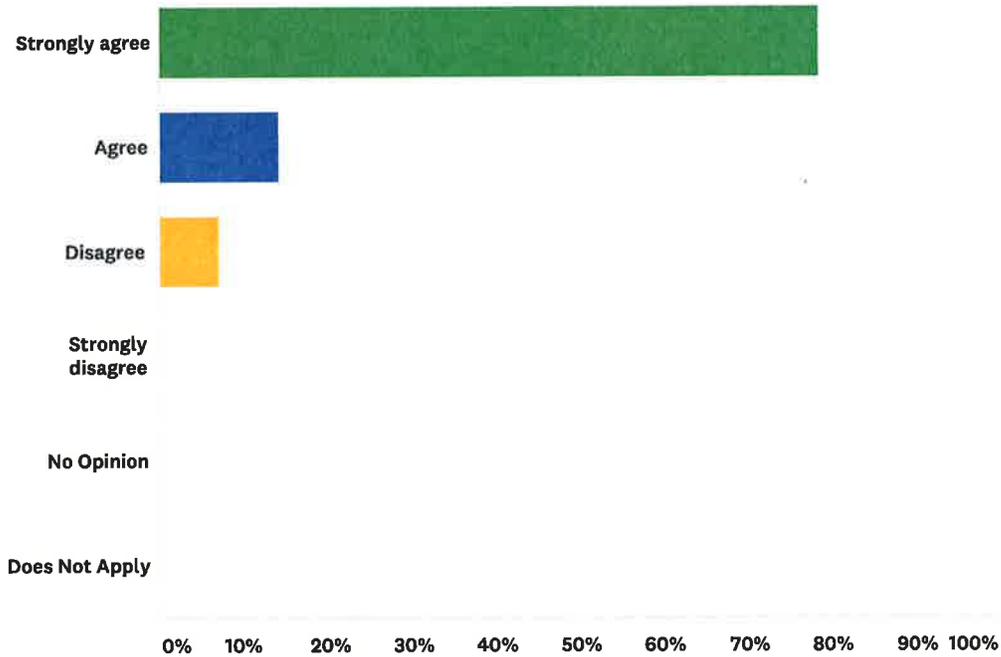


ANSWER CHOICES	RESPONSES	
Strongly agree	71.43%	10
Agree	21.43%	3
Disagree	7.14%	1
Strongly disagree	0.00%	0
No Opinion	0.00%	0
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

*See Question 34*

### Q36 The board periodically reviews resident/client satisfaction data.

Answered: 14 Skipped: 0



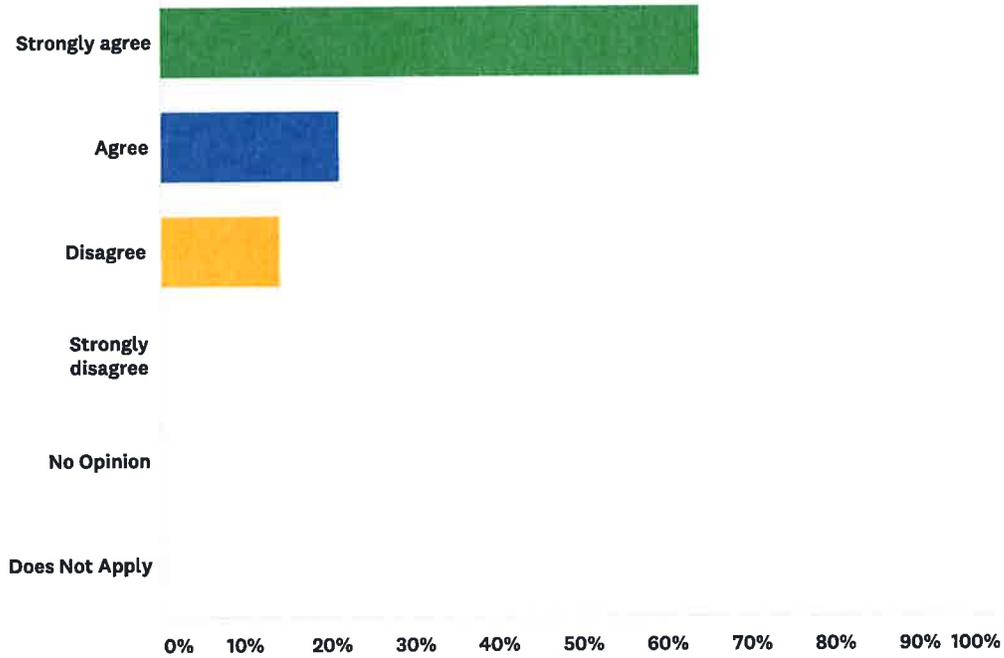
ANSWER CHOICES	RESPONSES	
Strongly agree	78.57%	11
Agree	14.29%	2
Disagree	7.14%	1
Strongly disagree	0.00%	0
No Opinion	0.00%	0
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

*Council minutes are shared in Board enclosures.*

*Survey results are included on the Dashboard quarterly for the core neighborhoods. Jones surveys are <sup>conducted</sup> reviewed biennially.*

### Q37 The board and its committees dedicate the necessary time to have meaningful discussion of quality issues.

Answered: 14 Skipped: 0

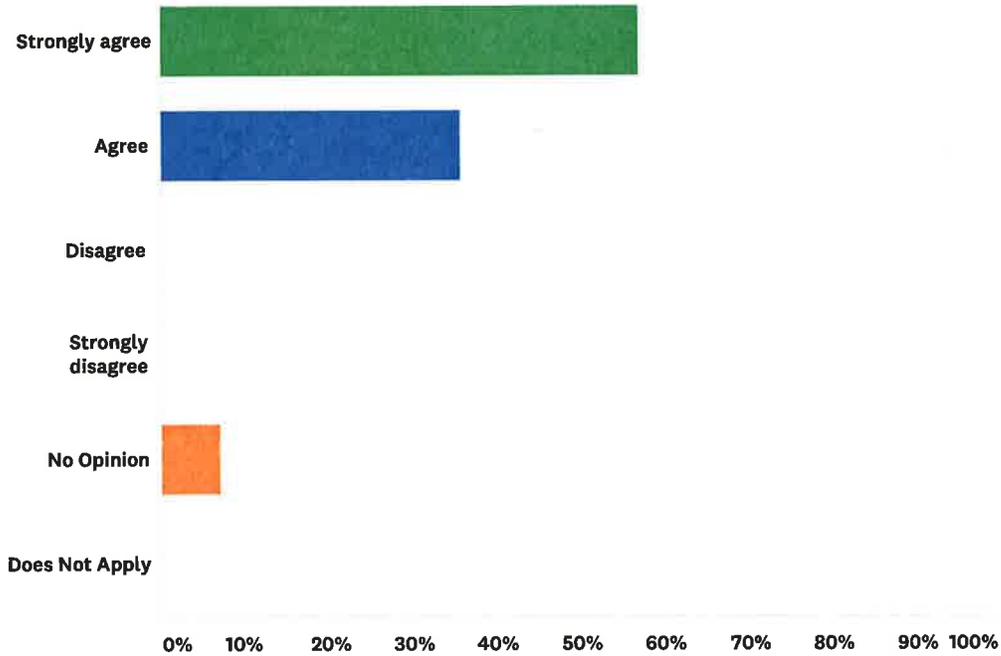


ANSWER CHOICES	RESPONSES	
Strongly agree	64.29%	9
Agree	21.43%	3
Disagree	14.29%	2
Strongly disagree	0.00%	0
No Opinion	0.00%	0
Does Not Apply	0.00%	0
TOTAL		14

*More information required.*

### Q38 The CEO, in conjunction with the board, sets specific aims each year to improve quality.

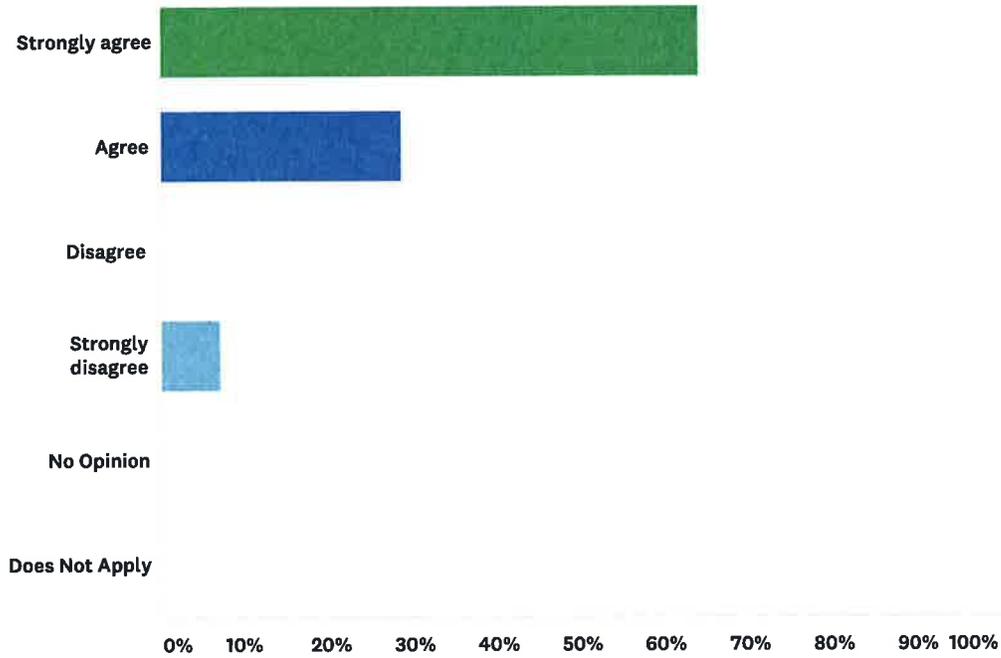
Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	57.14%	8
Agree	35.71%	5
Disagree	0.00%	0
Strongly disagree	0.00%	0
No Opinion	7.14%	1
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

### Q39 A performance evaluation of the CEO is done annually and is aligned with organization performance goals.

Answered: 14 Skipped: 0

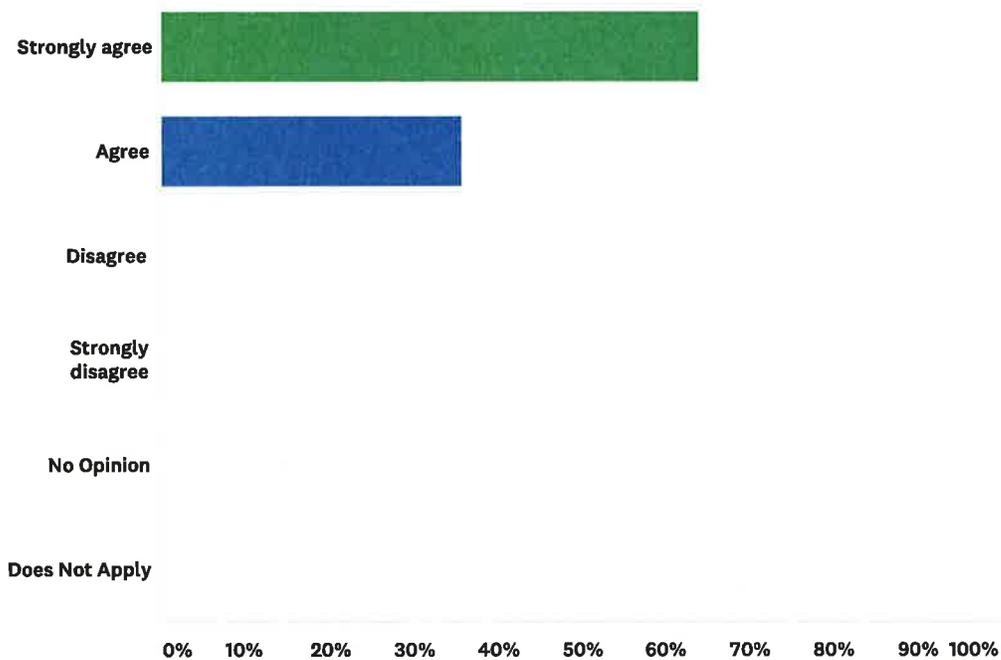


ANSWER CHOICES	RESPONSES	
Strongly agree	64.29%	9
Agree	28.57%	4
Disagree	0.00%	0
Strongly disagree	7.14%	1
No Opinion	0.00%	0
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

*Chair & Vice Chair meet with CEO annually in January. CEO performance is discussed in executive session with the full Board each January.*

### Q40 The board refrains from making decisions related to the implementation of policy that should be made by the CEO and management staff.

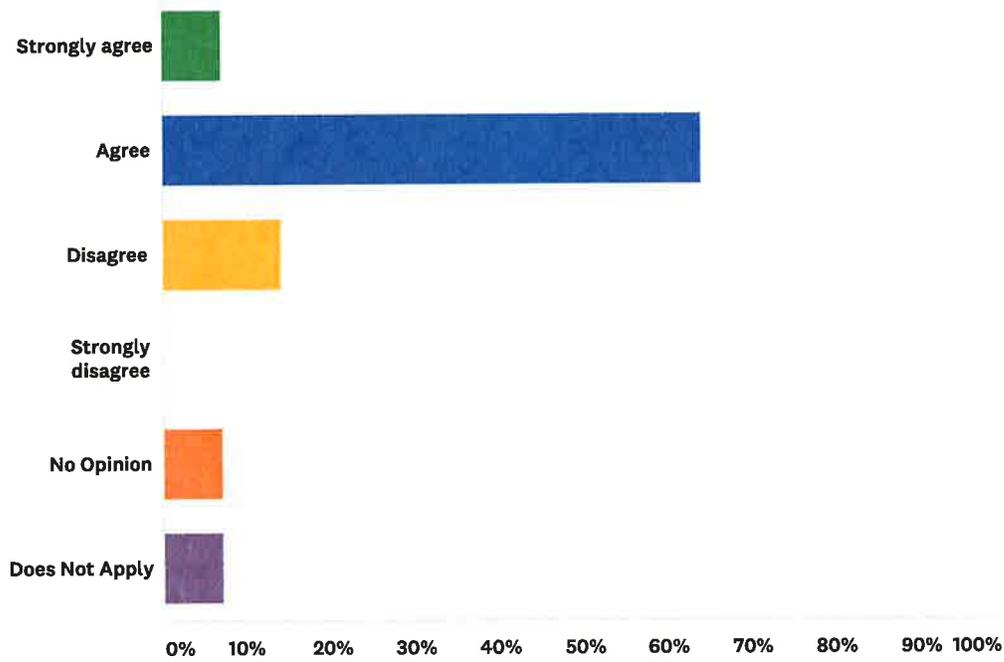
Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	64.29%	9
Agree	35.71%	5
Disagree	0.00%	0
Strongly disagree	0.00%	0
No Opinion	0.00%	0
Does Not Apply	0.00%	0
<b>TOTAL</b>		<b>14</b>

### Q41 The board regularly assesses succession planning for the CEO position to ensure continuity for the organization.

Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	7.14%	1
Agree	64.29%	9
Disagree	14.29%	2
Strongly disagree	0.00%	0
No Opinion	7.14%	1
Does Not Apply	7.14%	1
TOTAL		14

*The Chair and the Vice Chair discuss with the CEO annually.*