

GHBC RESIDENT COUNCIL MINUTES

August 15, 2022

Chair Carole Hunt called the meeting to order at 10:01 a.m. Council members present were: Andrea Baumann, Anne Blacksten, Madi Green; Jane Gore, Don Gurney, Peter Kearney, Wayne Kelley, Sally Michel, Judith Miller; and Otto Reinbacher. Also present were Martha Trunk, Recording Secretary, Justin Carwile, Executive Director, Mike Molino, chair of the Dining Services Committee and residents, Christer Ahl and Jane Staub. Mar_T Ahrens, Sally Recinos and Jack Kalish were not present.

Approval of August 8, 2022 Community Meeting Minutes

Sally Michel moved to approve the August 8, 2022 Community Meeting and Madi Green seconded the motion. The vote was 11 ayes and 0 nays.

Executive Director Report

Justin Carwile, Executive Director provided the following information:

The Beauty Salon reopening is delayed due to supply chain issues for some of the lights.

The Cox installation is going well. Installation in the Pointe is expected to be completed this week. The 2nd and 3rd floors of the Crossroads will then be scheduled.

The Pointe Balcony coating project, which will be on both the ceiling and the patio floors, is on hold. The contractor is waiting for permits from Fairfax County. Staff will assist with the moving of patio furniture.

Coating the sidewalk from the Pointe Patio to the Bistro is expected to be completed by the end of October.

The Medication Room is now open in its new location.

A new cappuccino machine is being installed today.

The Action Station renovation is expected to be completed in mid-September.

The Crossroads windows project is complete except for 4 windows. Sally Michel pointed out a 5th one. Justin said he'd let Bryce know.

The recruiting for the Volunteer Coordinator/Communications position is ongoing.

Judith Miller indicated that it is difficult to contact Dr. Nelson. Justin said that they were aware of the problem and were working to identify the root cause of the delays.

Andrea Baumann asked about the difficulties guests encounter when signing in. Justin said Accu-Shield, the kiosk operator, has an app that can be downloaded which will enable guests to answer the questions prior to arrival. They will receive a QR code, which they can show the receptionist.

Justin does not have a date when Cox business will activate Channels 2 and 43.

Andrea complimented Catie on the great job she did explaining the Cox remote.

Peter Moutsos, head of Dining Services, is working on addressing the concerns highlighted in the dining services survey.

Dining Services Survey

Mike Molino, chair of the Dining Committee, sent the Resident Council members a PowerPoint presentation with the results of a survey about Dining preferences. This was a "test" survey

which was sent to and taken by 81 Council Members, Dining Service Committee Members, and a select group of interested residents. The survey covered food preferences on several levels.

The survey results indicated that more than two thirds (66.7%) of the 81 residents who responded considered the overall assessment of food choices in all venues of GHBC to be Good to Excellent. There was a big disparity between daily entrees and always available choices in both the JDR and Bistro. Always Available items were rated Good to Excellent by 87.2% for the Bistro and 83.8% for the JDR. The survey results show that the major concern of those who took the survey was the daily entrees.

Mike stated that he had briefed the Dining Services team and Peter Moutsos and his team were very receptive to improving all the ratings especially the issue of daily entrees. Several Council members indicated that they had observed significant improvements since the survey was taken.

Since this was a “test” survey which was sent only to select groups of people, it cannot be considered a statistically valid “random sample”. Jane Gore said she had done the math and the survey takers were only about 18% of the residents. Because of this, Mike recommended that a survey be offered to all residents so that Dining Services will have more reliable data. The council members agreed that a survey of all residents would be a good idea.

In concept, Mike’s plan is to send out a shorter survey to all residents, which would include a question “Would you be interested in taking a more detailed survey.” Then those who agree would be sent a more detailed survey to collect data on food preferences. Peter Moutsos would like to have detailed data in his continuing efforts to improve the dining experience, Jane Gore suggested a positive approach to the survey questions, “How would you make better?”

Mike brought up the subject of IT support to the Dining Services Department and stated that Peter has sought input from contractors to improve the data system. This led to several council members giving their opinions of IT support.

Getting back to the planned surveys, Mike said he would be asking for volunteers to help test and administer the surveys and analyze the results. Judith Miller complimented Mike on the survey and the many hours he spent developing it, administering it and summarizing the results. She reiterated that Peter was very receptive to the survey results and very willing to use them to improve.

September Community Meeting

Carole Hunt raised the issue of possibly canceling the September Community Meeting on September 10th since Xan Smith, the Chief Financial Officer, will present the budget for next year on September 13th. It was suggested that Xan’s meeting begin with the In Memoriam and welcome to new residents. Carole said that Chris White wanted to speak about the election and Jeanne Springmann wanted to show a video about scamming. The possibility of Justin showing the scamming video at a Town Hall rather than at a Community Meeting was suggested. Carole was going to talk to Chris about the purpose of her presentation. No decision was made.

Committee Liaison Reports

Carole Hunt reported that the BOMCOM committee was in need of a co-chair and secretary.

Don Gurney, on behalf of the Fitness Committee, reported that the sign up for the Senior Olympics was underway. Goodwin House will pay any entrance and associated fees. To encourage residents to sign up, the fitness committee will have a table in the rotunda on August 17th and 18th during lunch and dinner hours. Don mentioned that it wasn't just an athletic competition but included activities such as Bocce Ball, Duplicate Bridge, Canasta, Rummikub, Table Tennis and Pool. He reported that half of the undesirable fitness equipment has been replaced and replacement of the remaining equipment is in progress.

Wayne Kelley reported:

CFO Xan Smith will preview the upcoming FY 2023 Budget at a GHBC Finance Committee meeting on September 7 (Wednesday) at 1:30 p.m. in the Board Room. Resident Council members are invited.

Kelley said that for the first nine months of FY 2022, ending June 30th, the Goodwin Living Obligated Group reported operating income of \$13 million. The primary reason was investment income of \$12 million, plus Federal Cares Act and Provider Relief funds of \$1.5 million. However he cautioned that net resident-related operating income which excludes investment income was a loss of \$2 million. (Goodwin uses Net Operating Margin, NOM, as one measure of whether resident-related income covers resident-related expenses).

Bailey's Crossroads in June met its occupancy goal of 95.3% for Independent Living. But it recorded only 87.9 % for Assisted Living, falling 7% short of the 95.3% goal. Kelley noted that assisted living was closed to new occupants during much of the Pandemic in 2020-21. It has not yet recovered. Net entrance fees collected through June were \$24 million compared to a budget of \$19 million due largely to higher resident turnover than anticipated at both Goodwin House Alexandria and Bailey's Crossroads. Entrance fees are a key component of Cash Flows, funds available for paying bills.

In August 2022 Goodwin Living acquired The Hermitage, a senior living rental community with 109 residents in Alexandria, and renamed it "Alexandria View." The purchase was funded by the Goodwin House Development Corporation (GHDC) and a bank loan. The Development Corporation had about \$26 million in assets transferred from the Obligated Group over a period of years. Kelley noted that the View reported operating losses in recent years. Goodwin management expects to improve View operating revenues. Something to watch, Kelley added, is whether the Goodwin Board of Trustees continues to transfer \$2 million each year from the Obligated Group to the Development Corporation.

Peter Kearney reported that the Spiritual Life Committee has revised their Spiritual Quest for Meaning topics for the Fall. They are going to concentrate on how entrenched racism developed and, in the Spring, they will concentrate on the future using speakers from various community institutions.

Sally Michel stated that the Newcomers Meeting Topics for the next two weeks are: the Library and the Silver Panthers. The Newcomers Meetings have been well attended.

Andrea Baumann indicated that individuals from the Technology Committee were assisting residents with the new Cox remote. She said the installation of access points is a slow process. They can only

install them in 2 or 3 apartments in a day. A way to check your internet speed is to go to speedtest.net. A good speed is 40 and the new system promises much more.

Otto Reinbacher has sent 54 welcome to staff notes. The Human Resources Department has stopped the yellow stars on new server badges. He has assisted with 4 calls for disposal of furniture and with the help of Tina McNeeley, one of them was directed to Habitat for Humanity Restore.

Madi Green reported that the Community Service Committee received 250 pairs of socks during the Committee Fair and signed up 3 new members for the Committee. The socks were distributed to three local shelters. The newest project is to provide new underwear to the migrants who have been sent to DC from Texas. There will soon be a box in the lobby. (Person responsible for this is in quarantine). These people have applied for amnesty and have a destination except for the processing of paperwork. Individuals on the 2nd and 3rd floors are individually doing their service projects because Independent Living residents have not been able to join them because of the quarantine restrictions. Donated clothing has been sent to Our Lady Queen of Peace and the Clocktower Thrift Shop.

Anne Blacksten indicated that the Grounds Committee did not meet in July and are meeting this week.

Carole Hunt adjourned the meeting at 11:03.

Submitted by Martha Trunk

Sally Michel made a motion to approve the minutes, Wayne Kelley seconded the motion. The vote was 11 Ayes, 2 Abstentions and 1 not voted.