

Veterans Home at Holyoke
Board of Trustees Meeting

A meeting of the Board of Trustees of the Veterans Home at Holyoke (HLY) was held virtually and telephonically on Tuesday August 12, 2025. The meeting began at 1:01 PM.

Board Members via Teams: No one available.

Present via Teams: Robert Engell, Executive Director (VET); Debra Foley, Communications (HLY); William Schuster (Commodore Walsh); Glen Hevy Deputy Director (HLY).

Board Members in Person: Chairman Collins

Present In person: Michael Lazo, Executive Director (HLY); JM Sorrell, Ombudsperson; Ciara Hanlon, Budget Director (HLY); Diane Diezen, Chief Medical Officer (HLY); Jeff Lenahan, Quality Manger (HLY); Kelly Jones, Director of Nursing (HLY); Kathleen Denner, Recording Secretary

Roll Call: Chairman Collins only board member in attendance.

Pledge of Allegiance: All present recited the Pledge of Allegiance.

Public Comment: No public comment for this month.

Approval of May 13, 2025 minutes: Could not approve due to not having a quorum which is required for voting.

Old Business:

Follow up on “Funds transition”

Chairman Collins shared with the group that the budget was approved by the governor. Board of Trustees may receive donation on behalf of the home this clarification. Robert shared that he spoke with the representative and discussed mechanisms to move forward, trust documents, with the board provides.

Trust fund follow up

Laundry Charges

Chairman Collins stated that Trustee Mass shared in a prior meeting a historical VA finding for funding for laundry fees to be covered in the past. Mr. Lazo shared that a veteran who is 70% of higher disable gets paid for by the Home.

New Business:**DCAMM New Home Quarterly Update (Mr. Lazo)**

Mr. Schuster shared his screen with a drone photography that was taken last week. Ahead of schedule for the masonry brick work. Geofields work is resuming. Landscaping of geofield will begin in the fall. Generators and electrical services in place. Roofing and equipment installations are in place. Mechanical installation is ongoing. Shared photos of inside installation work. Elevator installation is occurring, 1 service, 3 passenger elevators. Two of the elevators to be complete for mid-September to be used for the completion of the building.

Chairman Collins would like to have a tour. Mr. Schuster will share the materials and videos with the group.

CFO/Treasurer Update (Ms. Gentile)

Reviewed FY26 proposed budget to be voted on at the next meeting. Trustee Fund Spending plan was discussed. IN2L will now be on the main appropriations not in trustee fund. Marketing material still be reviewed with A&F.

Holyoke Veterans Home Executive Director Update (Mr. Lazo)

Mr. Lazo reported that the current census is 121 veteran residents with 3 beds available. We are at 95% occupancy. Waitlist is currently at 110. The Home has zero COVID veterans or staff. Watching measles cases and following DPH guidance. The Recreation team had a veteran written and directed play called *The Teller and The Thief*. Mr. Lazo continued that the Care Center picnics have been very successful with the last one for Care Center One occurring August 20. We have received official notification CMS for certification. This means that DPH will perform annual surveys. Submissions need to be made monthly for requirements, so we call bill Medicare.

Mr. Lazo shared that our Pinnacle report we received a 4.93% for recommend and 5% for satisfaction. We have 368 employees with 96% reporting to work. A staffing HPPD of 6.3.

Mr. Lazo stated that we have had 17 new hires, the state currently has a hiring freeze in place and with a few exemptions in place. We have requested an exemption for the HR manager position. The Home has reported 97% organic staff for July. Overtime is still being tracked.

Mr. Lazo shared that the new building timeline has been accelerating to September 2026. We have received a van donation for wheelchairs from Joseph Mucha.

Quality / KPI update (Jeff Lenahan)

Mr. Lenahan presented PowerPoint to highlight the work they are currently working on. Overview of 5-star rating system.

Veterans Home BOT Summer Picnic

Chairman Collins reviewed the picnic. Enjoyed the conversations and connections with veterans and staff.

Veteran Directed Donation

See above – van donation.

Checking Account Signatory Approval

Chairman Collins has filed his paperwork, Mr. Gentile will send approval letter to bank.

Conclusion of Term of Trustee Jourdain/Awaiting Nomination

Chairman Collins has not received any nominations to replace Trustee Jourdain.


No Executive Session Scheduled for this meeting


Adjourn: Chairman Collins concluded the meeting.

The meeting was concluded at 1:52 PM.

Respectfully submitted, Kathleen Denner, Acting Secretary for the Board of Trustees

Attachments:

 board draft slides.pdf

 BOT.Q1.Aug 2025.pptx