

Veterans' Home in Holyoke Board of Trustees Meeting

A meeting of the Board of Trustees of the Veterans' Home Holyoke (HLY) was held in person, virtually and telephonically on Tuesday October 10, 2023. The meeting began at 5:34 PM.

Board Members via Webex: Chairman Collins, Kevin Jourdain, Isaac Mass and Carmen Ostrander.

Present via Webex: Michael Lynch, Chief Financial Officer (HLY); Jeff Lenahan, Quality Manger (HLY); Linda Lariviere, Quality Manager (HLY); Debra Foley, Communications (HLY); Brett Walker, General Counsel (HLY); Glen Hevy, Deputy Superintendent (HLY); Michael Ravosa, (UBS); and Kathleen Denner, Recording Secretary (HLY).

Roll Call: Chairman Collins conducted a Roll Call as follows: Trustee Jourdain (Yes), Trustee Mass (Yes), and Trustee Ostrander (Yes).

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

Public Comment: No public comment for this month.

Approval of August 8, 2023 and September 1, 2023 minutes: A motion was made by Trustee Mass seconded Trustee Jourdain, no discussion.

Roll Call Vote: Trustee Jourdain (Yes), Trustee Mass (Yes), Trustee Ostrander (Yes) and Chairman Collins (Yes).

By-law uniformity

Mr. Walker shared that the Bylaws were not sent out, because they are the same ones that were sent out previously. He will send out the most recent version so the board can review and share for modification. Chairman Collins stated that board will review and send you comments.

Groundbreaking Ceremony August 14, 2023

Chairman Collins discussed the groundbreaking ceremony. Trustee Jourdain also shared his experience of the groundbreaking and asked if we had a videographer for the event? He continued that the local media did some stories of the ceremony, and he suggested that the Home create a timeline in a documentary format of the history. Trustee Jourdain continued that we are a state agency paid for by taxpayers and they are the consumers and we need to tell the great story of the Home. Mr. Lynch agreed with everyone's ideas and suggestions and added that with such short notice in regard to contracting and procurement. Mr. Lynch stated that Trustee Mass had recommended a couple of videographers and they reached out to the agencies and they could not find a contract. He added that for fundraising they reached out to a number of vendors on the statewide contract for advertising and marketing and the responses we get back he will summarize and get them to the board. Trustee Mass asked Mr. Lynch regarding the companies he reached out to for advertising and marketing was that for the Home or for trustees to do fundraising. Mr. Lynch replied that it was for the trustees and confirmed a blanket email went out about a week ago. Trustee Mass stated that if there is no response that there is an association for fundraising professionals that has a list of

consultants. Ms. Foley added that the Governor's office streamed the event live and if we needed any of the event video, we can request it. Trustee Jourdain would like to make sure that we are taking video of the current facility and then of the new facility so when it opens we can show the before and after. Trustee Mass added that we should be doing marketing now for hiring/staffing.

CFO/Treasurer Update (Mr. Lynch)

Mr. Lynch discussed the FY24 spending plan that is attached. He shared that the Veterans' Day gift for the veterans will be sweatpants with the Home's logo. Mr. Lynch reported that donations were strong for September at \$11,000. He then requested a vote for up to \$3,000 for a holiday gift for the veterans. Mr. Lynch has communicated with 7 state vendors that are on state contract that we are seeking an audit of the Trustees Funds for FY2021 to 2023 and when he receives those responses, he will update the board next month. Mr. Lynch shared that we will soon begin planning for the FY25 where we expect to see increases related to staffing and equipment. State submitted our FY24 spending plan and soon will be preparing FY25. He continued that this will be the first fiscal year that we will have an increase related to staffing and equipment for the new building that is to be completed in 2026/27. Mr. Lynch shared that everyone on the finance team has completed or is enrolled in trainings for this year. Trustee Jourdain asked Mr. Lynch if he was able to contact Mr. Milligan who did the last audit. Mr. Lynch replied that they are not on active statewide contract and he is waiting to see what comes back from his vendor reach out.

Investments Report

Mr. Ravosa reviewed the attached investment and performance accounts. Trustee Mass has stated previously that we should be leaning into defense stocks and that we will have growth in those sectors of stocks. He added that information technology is 1/3 of the portfolio and asked what the top side range is of any one sector. Mr. Ravosa shared that we have an investment policy statement that we created this gives us about a 50/50 stock to bonds but in terms of sectors that has been up to the discretion of himself and his team, keeping it more on the value theme.

Auditor of Commonwealth of Massachusetts Performance Audit

Mr. Lynch shared that the Trustee Fund balance was \$184,955.20.

Mr. Lynch shared that the Office of the State Auditor has begun its audit of Holyoke FY21 to FY23, July 1, 2020 to June 30, 2023 and this is a scheduled audit. Mr. Lynch reported that the audit will take 8 months and discussed the 3 phases.

DCAMM New Home Quarterly Update (Mr. Lazo)

Mr. Hevy notified the board that DCAMM, Mr. Fazio, will come to the next meeting. Mr. Hevy reported domiciliary, and chiller have been demolished, installed 12" water supply line, pilings are in place as they dig a 20-foot-deep hole for footings for the new building.

Holyoke Veterans' Home Superintendent/Administrator Update (Mr. Lazo)

Mr. Hevy reported that we have 110 veterans in the Home with 2 beds available and 2 veterans identified for those beds. He continued that there are currently 114 veterans on the waitlist.

Mr. Hevy shared that the Home had a small cluster of veteran positive COVID cases approximately 3 weeks ago. There were 10 positive veterans who have recovered and are back to their units with periodic staff positives. He continued that the outbreak protocols are being followed.

Trustee Mass asked if we are starting a waitlist for the Adult Day Health program for the new building and if anyone on the current waitlist would have any interest. Mr. Hevy replied that the group has been researching the Adult Day Health program for the new building and learning how the operations will actually work. Mr. Hevy reported that the flu vaccine has been made available for the veterans and we are pending the new COVID vaccine.

Mr. Hevy stated that the Recreation team continues to have an active calendar including weekly off-site trips and unit-based activities to include families are being planned.

Mr. Hevy shared that our grant for the VR headsets has been approved and thank you to the veteran community support partners for their support of veteran actives . He continued that the VA survey medication sharing agreement has been finalized so we could correct one of the findings from the VA survey and the mental health sharing agreement is in progress. Mr. Hevy reported that the Home has received the recommendation for approval at the Federal level and has been sent to Mass. Department of Public Health with some concerns of the distance from farthest resident room to a shared bathroom. We are working with DPH to review and develop cost estimates and the waiver process. He continued for the Pinnacle scores for September we hit 100% favorability rating with 4.7 overall satisfaction rating and a 4.87 will recommend to other with 60 metrics we were best in class for 12.

Mr. Hevy stated that we have 322 organic employees with 303 active employees and reporting to work. The average HPPD for September was 6.89% which is well above the CMS gold standard.

Mr. Hevy shared that the Home continues to recruit for a recreation therapist and nursing staff, we are participating in hiring events with 30 interested applicants throughout the building.

Mr. Hevy reported that the capital improvement for 2South is completed and we are reviewing protocols if there is larger COVID outbreak. He gave an update on the new building progress.

Mr. Hevy noted that the next Veterans Community Engagement meeting is scheduled for November 13 at 1 pm.

Holyoke Veterans' Home General Counsel Update (Atty Walker)

Mr. Walker reported that the auditors are in the building, they are interviewing staff and we have been well prepared. He continued that it has been one year since the DOJ toured our facility and he has been in contact with them that he would like to close out the investigation. Mr. Walker gave a review of cases.

Quality / KPI update

Mr. Lenahan reported on the attached July and August KPI's and Quality updates.

Trustee Mass made a motion to approve \$3,000 for the veterans' holiday gifts. It was seconded by Trustee Ostrander.

Roll call vote: Mass (Yes), Ostrander (Yes) and Chairman Collins (Yes).
Motion passes unanimously.

Adjourn:

Trustee Ostrander made a motion to adjourn the meeting and it was seconded by Trustee Mass.

Roll Call Vote: Trustee Mass (Yes), Trustee Ostrander (Yes), and Chairman Collins (Yes). It was unanimously VOTED to conclude the meeting at 6:57 pm.

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

Live Stream Camera Links:

Bottom of hill:

<https://app.truelook.cloud/dashboard/15887/17943/live?code=23zqfhwe2gg13jw71x7mo4ic8>

Birds Eye View:

<https://app.truelook.cloud/dashboard/15887/17944/live?code=1cqjymxaqlkx20mb4f4laqd>

Attachments: