

## **AGENDA**

### **MEETING OF THE MIDLAND CITY HOUSING COMMISSION MONDAY, DECEMBER 5, 2016**

**3:00 P.M.**

**CITY HALL | COUNCIL CHAMBERS OVERFLOW ROOM  
333 WEST ELLSWORTH STREET  
MIDLAND, MI 48640**

1. Roll Call
2. Approval of Minutes
  - a. September 12, 2016 – Regular Meeting
3. Public Comments
4. Reports
  - a. Senior Housing – Kim Samborn & Lori Jung
5. New Business
6. Affirmatively Furthering Fair Housing Update
  - a. Housing Stability Task Force
7. Communications
8. Future Meeting Date
  - a. Monday, February 6, 2017 – Special meeting (CDBG Application Presentations)
  - b. Monday, March 6, 2017 – Next regular meeting
9. Adjournment

**MINUTES  
REGULAR MEETING OF THE MIDLAND CITY HOUSING COMMISSION  
MONDAY, SEPTEMBER 12, 2016 AT 3:00 P.M.  
COUNCIL CHAMBERS OVERFLOW ROOM  
CITY HALL  
333 WEST ELLSWORTH STREET  
MIDLAND, MICHIGAN**

**1. Roll Call**

PRESENT: Loose, Mortensen, Garchow, and Wright; Burgess joined at 3:10 PM

ABSENT: None

**OTHERS**

PRESENT: Grant Murschel, Community Development Planner; Kim Samborn, Manager of Senior Housing; and Lori Jung, Assistant Manager of Senior Housing.

**2. Approval of Minutes**

It was moved by Mortensen and seconded by Garchow to approve the minutes of the regular meeting of June 6, 2016 and the special meeting of July 8, 2016 as written. The motion was approved unanimously (4-0).

**3. Public Comments (unrelated to items on the agenda)**

None

**4. Reports**

**a. Senior Housing Reports – Kim Samborn & Lori Jung**

*Burgess joined the meeting at 3:10 P.M.*

Samborn reported on the activities, occupancy and ongoing maintenance of the facility at Riverside Place. She commented that the new walking club received a lot of participation and that the outdoor space project is moving forward. Jung reported on the activities, ongoing renovations, and occupancy of Washington Woods. They are currently in the process of working with Graham Construction out of Saginaw to execute the contract on completing the renovation project. Once Graham Construction begins work, they intend to complete 5-8 apartments every 4-6 weeks. Jung and Samborn are working to make this transition process as smooth as possible for the residents.

Garchow commented that he is glad to see additional outdoor utilization at Riverside Place. Wright commented that the scheduling of this portion will be tight but accomplishable. The Commission appreciated the update and encouraged Samborn and Jung to continue making good progress.

**5. New Business**

**a. 2017 Meeting Schedule**

Murschel presented the proposed 2017 meeting schedule.

It was moved by Garchow and seconded by Wright to approve the 2017 meeting schedule for the Housing Commission as proposed in the staff report dated August 16, 2017. The motion passed unanimously (5-0).

**4. Communications**

Murschel explained that he has been working to determine the individuals who will be participating in the PILOT Policy Review subcommittee. He has been reaching out to the various organizations as requested by

the Commission. The two representatives that have not been identified are Department of Health and Human Services and a landlord that is not represented by the Midland Area Real Estate Investors Association (MAREIA).

Mortensen suggested reaching out to the owner of Tek Cirlce, Bill Brenton, who spoke during one of the public hearings on the last PILOT proposal. Murschel indicated that he has been working with the rental inspectors to determine a landlord that has a large amount of units and will be constructive to the discussion.

- 5. Future Meeting Date**
  - a. Mid-October, 2016 – Special Meeting**
  - b. December 5, 2016 – Next Regular Meeting**

**6. Adjournment**

The meeting was adjourned by Chairman Loose at 3:53 p.m.

Respectfully submitted,



Grant Murschel  
Community Development Planner

MINUTES ARE NOT FINAL UNTIL APPROVED BY THE MIDLAND CITY HOUSING COMMISSION.

**Housing Commission Report  
December 5, 2016  
Senior Housing Report  
Riverside Place**

**Occupancy:**

Riverside Place Average Daily Occupancy since January 2016 has been **98.94%**. We have averaged five vacancies per month so far in the calendar year. Over the spring and summer, we moved in all of the people that were ready to move in from the market wait list and also moved in several from the discounted list. It is about a 3 to 6 month wait for market rent apartments and about a one to two year wait for discounted apartments.

September:	100%
October:	99.89%
November:	99.22%

**Activities:**

During the past quarter, students from the SVSU nursing program participated in a 4-week clinical rotation at Riverside Place. They assisted with the flu clinic as well as taking vital signs. We continue to build a strong relationship with the SVSU nursing department.

We are fortunate that residents and their family members have also contributed to our programming here at Riverside. Keith Bauerle, a resident, leads a monthly sing-along, which is well-attended. Another resident's daughter is now organizing and running a monthly afternoon bingo game.

In November, when we honored our veterans and the women who helped on the home front, Sandra Spyker, daughter of a former resident, provided a musical tribute. Later in the month, we honored all of our residents who volunteer at Riverside. We were also able to dedicate the pergola constructed on the corner of Rodd and Main Street with a ribbon-cutting ceremony.

**Health Services Programs:**

Our nurses continue to work with residents, families, physicians and other agencies to ensure a safe, healthy living environment for our seniors. Recently, we added an Educational Health Bulletin Board near the nurse's office. Our Health Coordinator works closely with and monitors the Supportive Living program at Riverside Place. With the recent meal plan changes, the nurses have been taking time with residents and families to ensure they understand the new

meal plan as well as helping those residents that believe they are in need of more support with meals. Our nurses do assessments, home visits as well as daily clinics. They plan family meetings as well as continually work with local area physicians, nurses and social workers to ensure that the residents at Riverside Place are able to live successfully in our setting.

Health Programs include:

- Diabetes awareness/screening
- Influenza/handwashing
- Understanding Advanced Directives
- Ongoing exercise class offered 3 times/weekly
- SVSU first year nursing students here again Fall/Winter semester
- Flu clinic in October – gave 101 shots

### **Maintenance:**

Christmas lights have been put out at Riverside Place. The interior has been fully decorated and we are approaching our annual Christmas Party with Men of Music on December 6<sup>th</sup>. We continue to work on the timers for the Christmas lights in the shrubs out front of Riverside Place to try and synchronize the timing.

The walk-in freezer in the main kitchen is broken. We are in process of gathering three quotes in order to schedule repairs which will include an entire overhaul of the system. The freezer will be like new when it is complete. We are grateful to GFS and Tim Adams of Pivot Point for accommodating us with freezers. We live in a great community as we had more than one offer to help us while our freezer is down.

The Endowment Fund Committee would like to report that the patio/pergola project is complete. Riverside Place will be taking care of final landscaping touches spring of 2017.

### **Riverside Place Meal Plan Update:**

Senior Housing's purpose is to provide seniors with safe, comfortable and affordable housing in a personalized environment. The goal is to keep residents living in their apartment independently for as long as possible. Riverside Place also provides additional services to the residents over and above simply providing an apartment for someone to live in. There is a Health Care Coordinator, an RN, an Activities Director, an on-site maintenance team as well as 20 Supportive Apartments currently contracted with Heartland Home Care and a meal plan for residents contracted with Sodexo. The desire to continue offering these services for residents is important, but we need to accomplish this while ensuring the operating expenses and capital needs are met by rent revenue while additional services (such as the meal program) are met by service charges because no tax subsidy is received.

On November 1, 2016, the Housing Commission received an update about the necessary meal plan changes at Riverside Place and Washington Woods (copy attached). The information below supplements the information in that original communication.

As mentioned above, Riverside Place operates with no tax subsidy, nor does it enjoy any other outside funding source. Established as an enterprise fund, Riverside Place must operate self-sufficiently, relying only on revenues generated through charges for rent and other services. Additional services such as the meal program must therefore be self-sustaining or a conscious decision must be made to supplement them through the rent revenues generated.

For the past 23 years, Sodexo (formerly Mariette) has been providing meal program services to the residents at Riverside Place under contract with the City of Midland. The terms of that contract provide that Sodexo may only increase meal costs equivalent to the increase in the Consumer Price Index (CPI). For many years, the CPI has increased only marginally, while labor and food costs have risen far more quickly. As a result, the meal program costs that Sodexo is permitted to charge the City of Midland no longer provide them sufficient profit to continue their operations. In fact, for 2 of the past 3 years, Sodexo has incurred a small loss in their operations. By changing their offerings and closely managing staff hours, a small profit is now being realized but remains insufficient for Sodexo to justify their continued provision of services at Riverside Place.

In addition to the operational concerns of Sodexo as expressed above, for many years the Riverside Place budgets have been absorbing (subsidizing) a sizeable portion of the meal program costs rather than passing those costs on to the residents. In 2013, the operating budget "subsidy" of the meal program had increased to \$77,819.23. Through more aggressive meal price increases that began in 2014, the "subsidy" decreased to \$69,128.81 in 2014, \$63,839.24 in 2015 and \$59,612.66 in 2016. The continued existence of this subsidy, however, has negatively impacted the capital fund at Riverside Place and threatens our continued ability to operate and maintain the facility as needed both now and into the future.

Understanding the above two factors identified a clear need for more substantial change in how Riverside Place in general, and the meal program specifically, are run. Therefore, Senior Housing Management embarked upon a mission of finding the best way to continue to offer a meal plan to Riverside Place residents. With Washington Woods facing similar conditions and concerns, a comprehensive review of the meal programs at both facilities took place. Included in that process was a survey of facility residents to determine their preferences and needs.

Based on the management review process and resident input, it was determined that separate approaches to the meal programs at Riverside Place and Washington Woods were required. Working closely with Sodexo, a lower cost plan with more limited options was developed for Washington Woods residents. That plan eliminated weekend food service, eliminated snack bar service and reduced daily meal menu options, but limited the price increase to \$8.25 per meal from the current price of \$8.10 per meal.

At Riverside Place, the choices were more diverse. Based on staff review and assessment, bidding meal service provision services out would likely have resulted in a 60% increase on meal program costs, increasing fees to maintain existing service by Sodexo would have likely resulted in a 40% cost increase, and narrowing services provided by Sodexo would limit cost increases to 27%. Knowing that approximately 25% of Riverside Place residents responded via survey to tell us that they did not want to pay more to maintain the current food service levels and knowing that no solution was going to meet all resident needs and wishes, the latter option was chosen to best address the varied opinions and wishes expressed to us. This change eliminated weekend service and snack bar service, just as at Washington Woods, but maintained greater menu choices. The cost of these additional meal options, however, increased the per meal charge from \$8.10 to \$10.25.

The revised food program was presented to residents of Riverside Place on November 2, 2016 and to residents of Washington Woods on November 3, 2016. Washington Woods residents have been generally supportive of the changes given the limited increase in per meal costs. The changes have been less favorably received at Riverside Place, based not on expense but on the loss of weekend and snack bar service.

In response to the concerns expressed at Riverside Place, management continues to work with Sodexo to identify options that may allow the continuation of weekend meal services. It is anticipated that an option will be identified and will be able to be provided to residents at a follow up meeting scheduled for December 15, 2016. As snack bar service was utilized by only 5-6 persons per night on average and would cost approximately \$15,000 more per year to operate than it generates in revenue, the continued offering of this service by the city is not feasible unless an alternate funding source could be identified. Both Sodexo and management staff are prepared to reinstate this service if such funding could be identified and secured, but that has not yet occurred. This option will also be explained to Riverside Place residents on December 15, 2016.

## **Housing Commission December 5, 2016 Washington Woods**

### **West Side Renovation Update:**

Graham construction is presently renovating the first eight apartments on the west side. Material and products have been ordered per specifications. Due to some product delays, the expected completion of the initial eight needed to be pushed back by a couple of weeks. Once this first round of apartments is completed, it is anticipated that Graham Construction will finish 8 -10 apartments every 4 weeks. Our first moves into the newly renovated apartments will begin on or around December 9<sup>th</sup>. Two Men and a Truck have been awarded the inter-facility moving bid.

To best meet the needs of the current residents, we have established 5-6 interim apartments. These are non-renovated apartments that our residents can temporarily move into if they want to keep their present apartment. We currently have moved 5 residents in the first round of interim apartments. They are expected to move back to their own apartments around the first week of January.

The scheduling of moving, asbestos abatement, renovation and final cleaning requires a steady and structured schedule. Our seniors have shown flexibility and have had a great attitude with the noise and changes.

The Washington Woods staff has worked together as a great team to help our residents get through this process. Check off lists have been developed to ensure that outside agencies are notified of each resident's move. Examples...doctor's office, social security, insurances, post office, cable, etc. Internal check offs are also in place. Examples...new leases, police/fire/911, disability listings, keys, floor maps, nursing/office files, etc. Every resident move requires a multitude of checks and changes.

### **Security Concerns:**

In September, Washington Woods started to experience late night break-in's and attempted break in's. The suspect generally would use a crow bar to gain access. Money, medication and jewelry were taken. Washington Woods has worked closely with the Midland Police Department over the last couple of months. Temporary outside lighting was installed and police made regular patrols around the building. The suspect was apprehended by the police in November. Washington Woods is presently upgrading our security cameras.

### **Occupancy:**

Washington Woods new Residency Coordinator, Kelly O'Farrell, has now been trained and is working diligently on our East side occupancy. We have quite a few east side move outs in the

previous few months. This was mainly due to our residents needing a higher level of care. Our quarterly East side occupancy average was 96.7% and West side average was 72.5% (due to not filling apartments because of the renovation).

### **Building/Grounds Maintenance:**

Washington Woods has repaired all of the outside entry door basic light fixtures with flood lights. We are attempting to obtain ideas from electricians for the replacement of our emergency path lights.

The first floor east hallway carpet was unraveling which was causing significant trip hazards for our residents. We replaced this carpet with a neutral leaf pattern in the one hallway. It does not match the other east carpet, but blends very nicely.

### **Health Services:**

The Washington Woods nursing staff provides a crucial service to our residents. Even though they are not 'hands on' or provide 'skilled' services they give guidance and support to our residents and family members. Last quarter our nurses saw 977 residents in their daily clinics and made 308 apartment visits to sick residents. They had 33 face to face family conferences and had 34 family conference calls. The nursing department also completed and updated 108 Vials of Life (medical information) with our residents. Walgreens came out and vaccinated 60 residents with the flu vaccine.

Our health programs included a six week balance class, incontinence information, battling the winter blues, foot care clinics, flu shot clinic and vial of life review.

Mid-Michigan Health Care also provides weekly in house blood draws. During this last quarter, 71 residents took advantage of this service.

### **Activities:**

Along with the normal activities of singing groups, church services, craft time, movie nights and bingo; residents of Washington Woods sponsored a rummage sale and craft sale this fall which was open to the community. Proceeds from the rummage sale went to the Tenant Council. On Halloween, residents dressed up and participated in a building parade followed by donuts and cider. A voter information/registration meeting was also held in October.

In November, Officer Paul McDonald came and presented a safety talk for our residents. Officer McDonald did a wonderful job answering everyone's questions and concerns relating to the recent break-ins.

**Meal Plan Changes:**

Over the last several months, Senior Housing management and Sodexo began working diligently to come up with a meal program that fulfilled the following:

- A meal plan based on resident desires and needs according to the survey results.
- The Washington Woods budgetary need to significantly reduce the food subsidy.
- The ability for Sodexo to keep Washington Woods as a business account.

Effective January 29, 2018; Washington Woods will be changing the noon meal service to M – F and eliminating the morning snack bar. Entrée, soup and side dish choices will be limited. Linen table service will be changed to paper placemats. Twenty meals a month will still be required for east side residents. The meal prices will be increasing to \$8.25.

This meal plan change was presented at a resident meeting held on November 3<sup>rd</sup>. Residents/families have expressed few concerns regarding this meal change.