



Director of Planning and Community Development	C. Bradley Kaye, AICP
Riverside Place Senior Housing Manager.....	Catherine Marcy
Washington Woods Senior Housing Manager	Candace Balis
Riverside Place Senior Housing Health Coordinator	Michel Hupfer
Washington Woods Senior Housing Health Coordinator	Carole Winter

Service Statement

The goal of Senior Housing at the City of Midland is to allow our residents to “age in place” and remain in their own apartment for as long as is safely possible. Support services such as a meal plan and health monitoring are offered.

All expenses must be met with rent revenue, because no operating subsidy is received. Washington Woods and Riverside Place are debt-free and non-profit. Between the two complexes, there are a total of 364 apartments. One- and two-bedroom apartments are available. There are no maximum or minimum income levels. Residents represent a broad range of incomes.

You are eligible to live at either senior living community:

- If you or your spouse is 62 years or older in any income range;
- If you meet written tenant selection criteria and have a home assessment by our health coordinator;
- Persons 55 years of age or older in any income range are considered when there is no waiting list for those 62 years and older.

The waiting list rankings are determined by application date.

A wide variety of planned activities are offered from bingo to Bible study. Each apartment is equipped with an emergency call system, and the front entrances are locked at all times. Card and craft shops are operated by the Tenant Council. Laundry facilities and beauty shops are also located within the buildings.

Good customer service, friendly, helpful staff and a well-maintained building are key elements in drawing new residents and retaining current ones. Senior Housing adheres to fair housing policies and ensures equal housing opportunities for all people, regardless of race, color, national origin, religion, sex, familial status and/or disability.

Functions

Administration

- Prepares and administers the department budget
- Develops and administers the capital improvement budget
- Establishes and maintains good working relationships with residents, families, contractors and service agencies
- Develops resident policies, resolves resident conflicts and ensures a safe living environment for residents
- Coordinates and delegates work to appropriate personnel
- Monitors department activities to assure efficient operations and adherence to established policies, practices and procedures
- Ensures safe working methods and facilitates safe working behavior

Office Staff

- Coordinates rental application process and calculates waiting list placement
- Fills apartment vacancies, completes apartment rental paperwork and calculates rent
- Conducts tours for prospective tenants and visitors
- Composes and distributes written communications regarding policies and special events
- Plans and coordinates social activities, entertainment and other resident functions
- Inputs time card information into the payroll system
- Records resident billing and daily meal charges; prepares resident invoices
- Conducts annual resident rent review and adjusts rents
- Prepares a variety of financial reports
- Issues purchase orders and prepares bills for payment
- Orders requested supplies
- Checks in residents at daily meal
- Produces work orders for maintenance to complete

Maintenance

- Keeps inventory of supplies & places orders
- Schedules and coordinates contractual work
- Troubleshoots and makes repairs within the building, including residents' apartments
- Cleans and maintains the appearance of the public areas
- Maintains the grounds, including mowing, landscaping and removing snow
- Completes renovation on vacated apartments
- Sets up tables, chairs and equipment for activities
- Maintains grounds & maintenance equipment
- Repairs and cleans furnace and air conditioning units

Health Service Coordinator

- Conducts pre-admission assessments
- Assesses health levels of residents for continued residency and advises management of issues
- Initiates and facilitates family conferences to ensure resident is receiving appropriate health care
- Oversees resident health care services; supervises nursing staff and health care contractors
- Plans, coordinates and conducts health care education programs for housing residents and City staff
- Serves as a resident health advocate
- Acts as facility contact for discharge planning after a hospitalization or long term care stay
- Identifies the need for and administers proper infection control procedures

Senior Housing Nurse

- Assesses the needs of residents regarding their physical and mental conditions
- Monitors resident status and arranges for appropriate intervention
- Maintains and updates medical histories
- Counsels residents and families regarding aging issues
- Assists with health screening, health fairs and flu clinics
- Serves as a resident health advocate
- Responds to emergency situations

Department at a Glance - Riverside Place

Funding Level Summary	2009-10 Actual	2010-11 Actual	Adjusted 2011-12 Budget	Estimated 2011-12 Budget	Adopted 2012-13 Budget	% of Change
Riverside	\$ 1,246,535	\$ 1,296,972	\$ 1,497,893	\$ 1,519,226	\$ 1,564,556	3.0%
Total Department	\$ 1,246,535	\$ 1,296,972	\$ 1,497,893	\$ 1,519,226	\$ 1,564,556	3.0%
Personal Services	\$ 590,828	\$ 638,283	\$ 659,024	\$ 656,930	\$ 675,062	2.8%
Supplies	15,473	24,013	78,920	78,920	148,920	88.7%
Other Services/Charges	559,239	558,683	620,578	633,284	631,139	-0.3%
Miscellaneous	69,445	64,443	66,000	78,721	87,735	11.5%
Capital Outlay	1,550	1,550	63,371	61,371	11,700	-80.9%
Operating Transfers Out	10,000	10,000	10,000	10,000	10,000	0.0%
Total Department	\$ 1,246,535	\$ 1,296,972	\$ 1,497,893	\$ 1,519,226	\$ 1,564,556	3.0%

Personnel Summary

Full-Time	6	6	6	6	6
Regular Part-Time	4	4	4	4	4
Total Department	10	10	10	10	10

Department at a Glance - Washington Woods

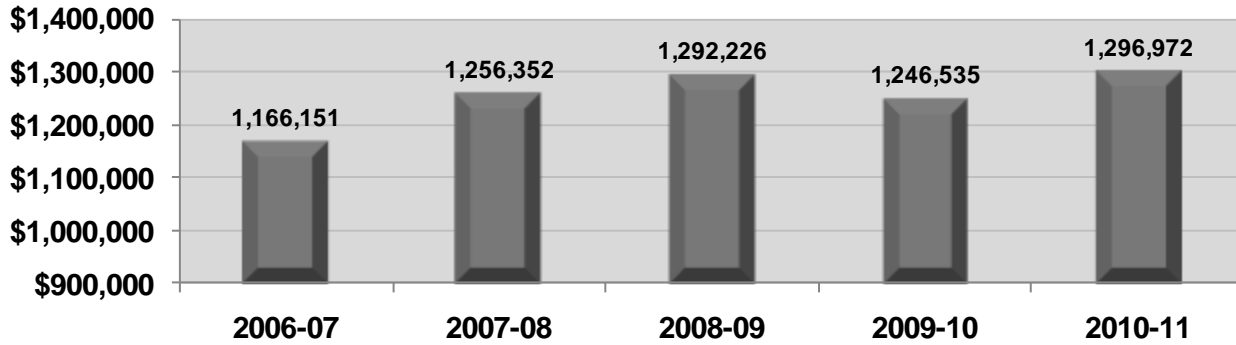
Funding Level Summary	2009-10 Actual	2010-11 Actual	Adjusted 2011-12 Budget	Estimated 2011-12 Budget	Adopted 2012-13 Budget	% of Change
Washington Woods	\$ 1,241,975	\$ 1,320,657	\$ 1,397,094	\$ 1,369,859	\$ 1,386,697	1.2%
Total Department	\$ 1,241,975	\$ 1,320,657	\$ 1,397,094	\$ 1,369,859	\$ 1,386,697	1.2%
Personal Services	\$ 631,468	\$ 671,493	\$ 697,191	\$ 689,991	\$ 711,593	3.1%
Supplies	23,887	27,669	34,084	32,278	34,884	8.1%
Other Services/Charges	514,874	538,904	577,029	541,886	553,564	2.2%
Miscellaneous	71,746	82,591	81,790	70,048	80,656	15.1%
Capital Outlay	-	-	7,000	35,656	6,000	-83.2%
Total Department	\$ 1,241,975	\$ 1,320,657	\$ 1,397,094	\$ 1,369,859	\$ 1,386,697	1.2%

Personnel Summary

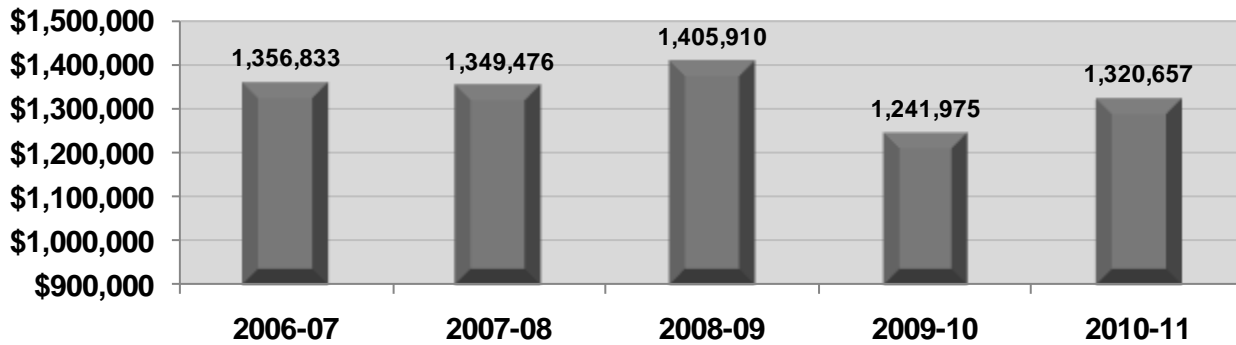
Full-Time	6	6	6	6	6
Regular Part-Time	6	5	5	5	5
Total Department	12	11	11	11	11

Summary of Budget Changes

5-Year Operating Budget History – Riverside Place

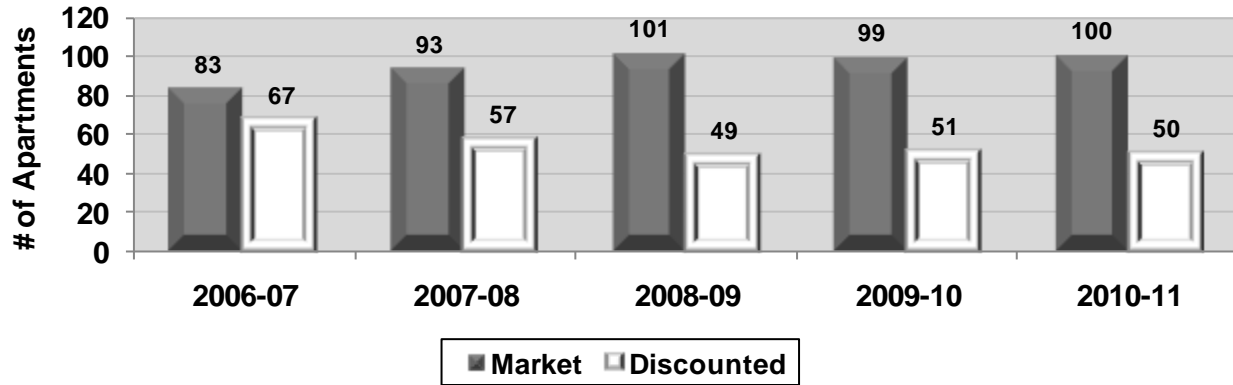


5-Year Operating Budget History – Washington Woods

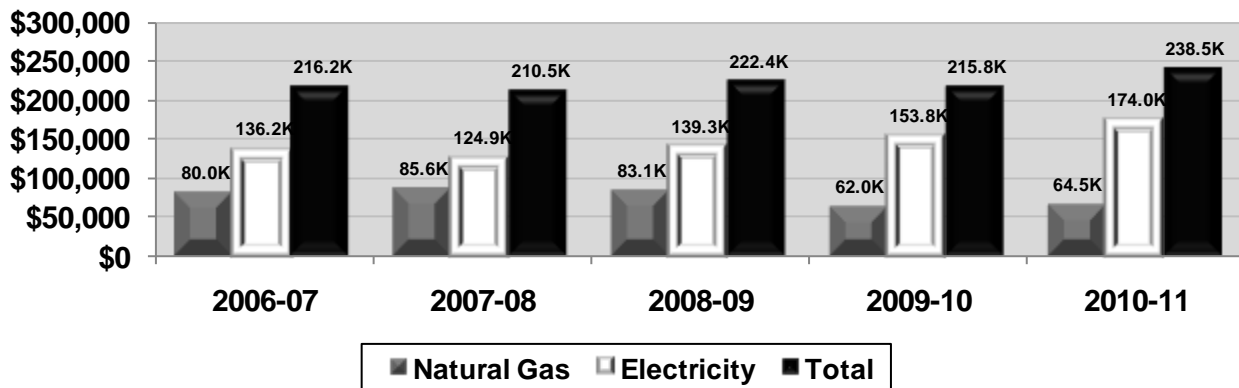


Key Departmental Trends – Riverside Place

Market vs Discounted Trend



Annual Utility Trend

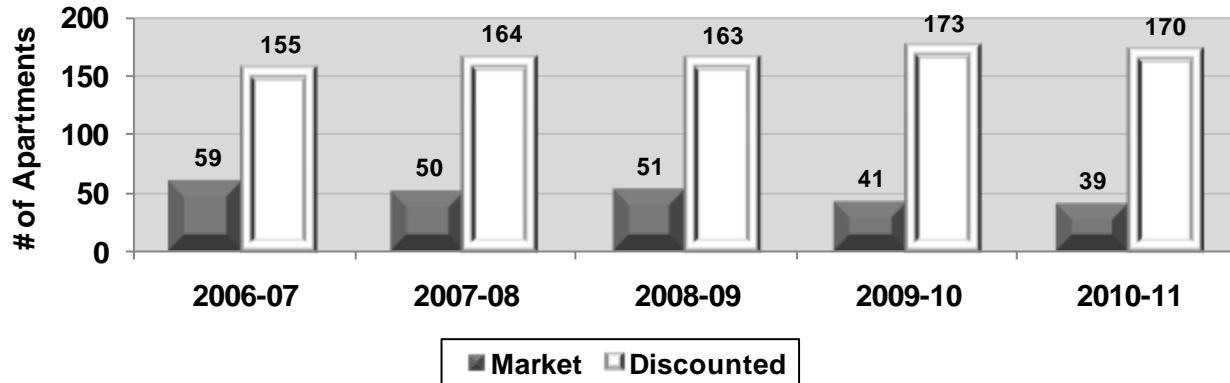


Performance Objectives – Riverside Place

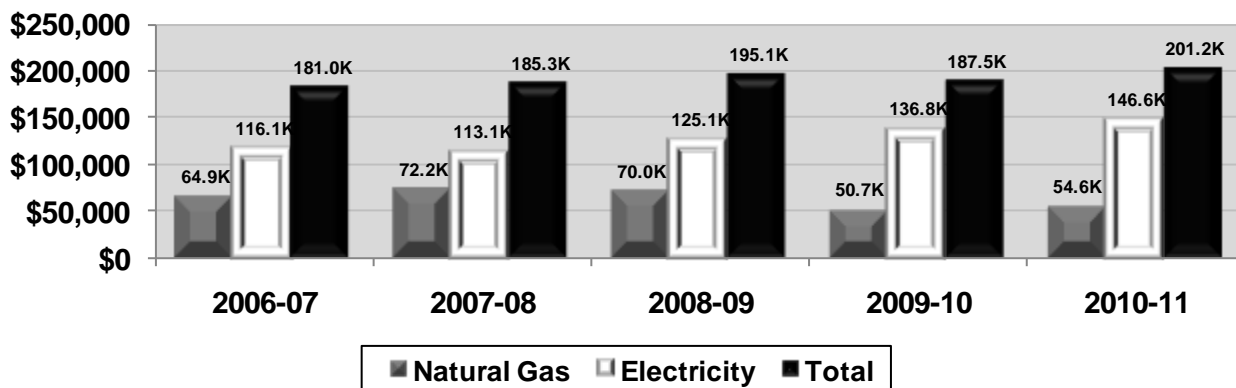
Performance Indicators (OUTPUT)	2009-10 Actual	2010-11 Actual	% Change
Apartment Renovations	29	36	24.1%
Number of apartments serviced	150	150	0.0%
Performance Indicators (EFFICIENCY)	2009-10 Actual	2010-11 Actual	% Change
% Occupancy	100%	100%	0.0%
Apartment Turnover by Maintenance (Average per month)	2.4	3.0	25.0%

Key Departmental Trends – Washington Woods

Market vs Discounted Trend



Annual Utility Trend

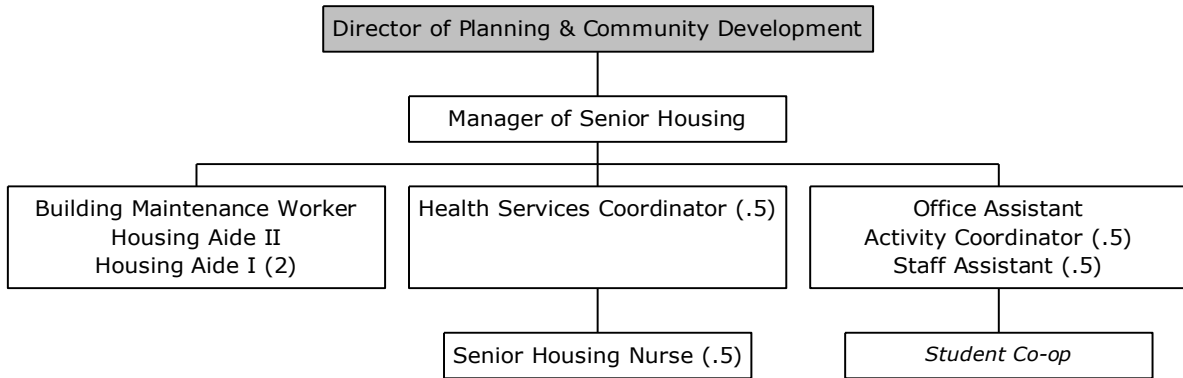


Performance Objectives – Washington Woods

Performance Indicators (OUTPUT)	2009-10 Actual	2010-11 Actual	% Change
Health Coordinator Assessments – New Residents	39	42	7.7%
Meals Served	32,646	29,195	-10.6%
Resident Activities	648	632	-2.5%

Performance Indicators (EFFICIENCY)	2009-10 Actual	2010-11 Actual	% Change
Apartment Renovations	29	51	75.9%

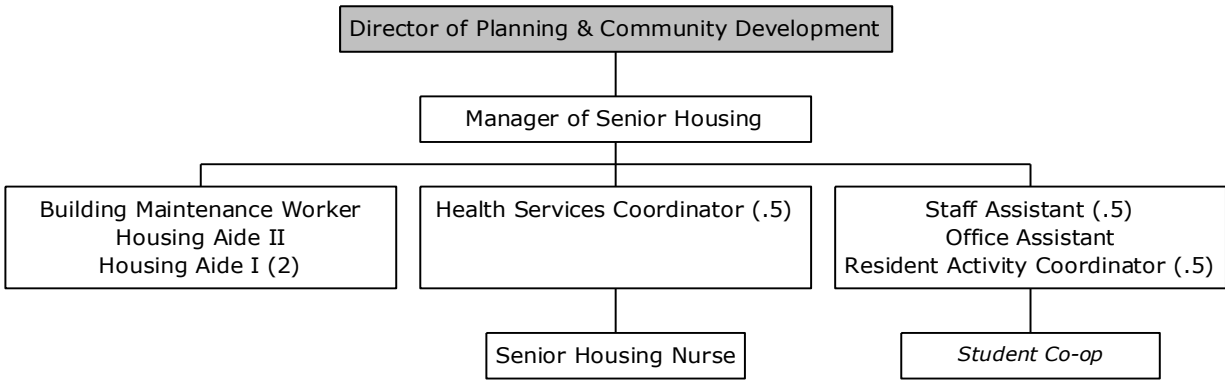
Organizational Chart – Riverside Place



Shaded boxes indicate a reporting structure to a department head that is funded outside of this budget.

Staff Summary	Approved 2010-11	Approved 2011-12	Adopted 2012-13
<u>Full-Time</u>			
Manager of Senior Housing	1	1	1
Office Assistant	1	1	1
Building Maintenance Worker	1	1	1
Housing Aide II	1	1	1
Housing Aide I	2	2	2
Total Full-Time	6	6	6
<u>Regular Part-Time</u>			
Health Services Coordinator	1	1	1
Senior Housing Nurse	1	1	1
Staff Assistant	1	1	1
Activity Coordinator	1	1	1
Total Regular Part-Time	4	4	4
Department Total	10	10	10

Organizational Chart – Washington Woods



Shaded boxes indicate a reporting structure to a department head that is funded outside of this budget.

Staff Summary	Approved 2010-11	Approved 2011-12	Adopted 2012-13
<u>Full-Time</u>			
Manager of Senior Housing	1	1	1
Office Assistant	1	1	1
Building Maintenance Worker	1	1	1
Housing Aide II	1	1	1
Housing Aide I	2	2	2
Total Full-Time	6	6	6
<u>Regular Part-Time</u>			
Health Services Coordinator	1	1	1
Senior Housing Nurse	2	2	2
Office Assistant	0	0	0
Resident Activity Coordinator	1	1	1
Staff Assistant	1	1	1
Housing Aide I	0	0	0
Total Regular Part-Time	5	5	5
Department Total	11	11	11

FUND 537 - RIVERSIDE PLACE FUND
 DETAIL OF BUDGET APPROPRIATIONS AND REVENUES
 Fiscal Year Ending June 30, 2013

	2010-11	2011-12		2012-13
	Actual	Budget	Estimate	Adopted
Operating Revenues				
Apartment rentals	\$ 1,263,328	\$ 1,290,000	\$ 1,290,000	\$ 1,290,000
Carport rentals	6,364	6,000	6,000	6,000
Total operating revenues	<u>1,269,692</u>	<u>1,296,000</u>	<u>1,296,000</u>	<u>1,296,000</u>
Operating Expenses				
Personal services	638,283	659,024	656,930	675,062
Supplies	24,013	78,920	78,920	148,920
Other charges	558,683	610,578	623,284	621,139
Reserve for contingencies	-	10,000	10,000	10,000
Total operating expenses	<u>1,220,979</u>	<u>1,358,522</u>	<u>1,369,134</u>	<u>1,455,121</u>
Net Operating Income (Loss)	<u>48,713</u>	<u>(62,522)</u>	<u>(73,134)</u>	<u>(159,121)</u>
Non-operating Revenues (Expenses)				
Food services	(64,443)	(66,000)	(72,000)	(66,000)
Supportive living	35,665	35,000	35,000	35,000
Investment earnings	2,903	4,000	3,000	3,000
Miscellaneous revenues	106,060	92,900	105,040	96,750
Miscellaneous expenses	-	-	(6,721)	(21,735)
Total non-operating revenues (expenses)	<u>80,185</u>	<u>65,900</u>	<u>64,319</u>	<u>47,015</u>
Other Financing Uses				
Operating transfer out - Washington Woods	(10,000)	(10,000)	(10,000)	(10,000)
Investment in assets	(1,550)	(63,371)	(61,371)	(11,700)
Total other financing uses	<u>(11,550)</u>	<u>(73,371)</u>	<u>(71,371)</u>	<u>(21,700)</u>
Excess of Revenues and Other Sources Over (Under) Expenditures and Other Uses	117,348	(69,993)	(80,186)	(133,806)
Working Capital - beginning of year	<u>945,374</u>	<u>1,062,722</u>	<u>1,062,722</u>	<u>982,536</u>
Working Capital - end of year	<u>\$ 1,062,722</u>	<u>\$ 992,729</u>	<u>\$ 982,536</u>	<u>\$ 848,730</u>

FUND 536 - WASHINGTON WOODS FUND
 DETAIL OF BUDGET APPROPRIATIONS AND REVENUES
 Fiscal Year Ending June 30, 2013

	2010-11	2011-12		2012-13
	Actual	Budget	Estimate	Adopted
Operating Revenues				
Apartment rentals	\$ 1,241,425	\$ 1,263,252	\$ 1,193,004	\$ 1,201,392
Carport rentals	6,062	7,218	7,092	7,000
Total operating revenues	<u>1,247,487</u>	<u>1,270,470</u>	<u>1,200,096</u>	<u>1,208,392</u>
Operating Expenses				
Personal services	671,493	697,191	689,991	711,593
Supplies	27,669	34,084	32,278	34,884
Other charges	538,904	577,029	531,886	543,564
Reserve for contingencies	-	-	10,000	10,000
Total operating expenses	<u>1,238,066</u>	<u>1,308,304</u>	<u>1,264,155</u>	<u>1,300,041</u>
Net Operating Income (Loss)	<u>9,421</u>	<u>(37,834)</u>	<u>(64,059)</u>	<u>(91,649)</u>
Non-operating Revenues (Expenses)				
Food services	(53,535)	(68,990)	(57,873)	(68,156)
Investment earnings	2,681	3,600	1,000	1,000
Miscellaneous revenues	147,247	148,202	161,749	154,050
Miscellaneous expenses	<u>(29,056)</u>	<u>(12,800)</u>	<u>(12,175)</u>	<u>(12,500)</u>
Total non-operating revenues (expenses)	<u>67,337</u>	<u>70,012</u>	<u>92,701</u>	<u>74,394</u>
Other Financing Sources (Uses)				
Investment in assets	-	(7,000)	(35,656)	(6,000)
Operating transfers in	<u>10,000</u>	<u>16,000</u>	<u>46,000</u>	<u>14,000</u>
Total other financing sources (uses)	<u>10,000</u>	<u>9,000</u>	<u>10,344</u>	<u>8,000</u>
Excess of Revenues and Other Sources Over (Under) Expenditures and Other Uses	86,758	41,178	38,986	(9,255)
Working Capital - beginning of year	<u>902,534</u>	<u>989,292</u>	<u>989,292</u>	<u>1,028,278</u>
Working Capital - end of year	<u>\$ 989,292</u>	<u>\$ 1,030,470</u>	<u>\$ 1,028,278</u>	<u>\$ 1,019,023</u>