

LOHO Board of Directors
Board Meeting Minutes
Tuesday, March 18, 2025 at 10 am
At the Gathering Place and Via Zoom

Quorum: Total 7 Directors, so 51% is 4 attending Directors

Present at the Gathering Place: LOHO Board Members June Coover, Karen Gilbert, Barbara Orcutt, Shannon Wilbur, and Nancy Wynen; Hamlet Executive Director Heather Harrison; Hamlet Cottages Manager Matt Newman; Hamlet House Administrator Amy Hatchel. Guest Barbara Thomas attended as well.

Board Members Mary Ann Cameron and Kip Greenthal were absent.

Chair Barbara Orcutt called the meeting to order at 10 am.

Declaration of Conflicts: No conflicts declared.

Announcements: Barbara Thomas sat in on the meeting to consider becoming a member of the Board.

Approval of the February 18th, 2025 Board Meeting Minutes:

Meeting minutes from the February 18, 2025 Board meeting had been distributed in advance of the meeting.

***Action:** Karen moved to accept the meeting minutes. Nancy seconded the motion, and they were approved unanimously.*

Hamlet House Report:

Manager's Report/Questions by Amy Hatchel

- We still have 6 rooms filled, including the double occupancy Medicaid room. For the past month, we have had one open market rate room, and Amy would like Board members to help spread the word that it is available.
- This week, two new part time staff started, and there is another who had previously almost finished their HCA course and is interested in working for Hamlet House.
- Because we now have Medicaid residents, we may be eligible for subsidized training for staff through DSHS. The Economic

Development Council has been helping to fund staff training but may no longer be able to do this.

- Amy reports it seems to be easier to recruit younger staff who would work for a year or so before moving into a nursing program or other opportunities. Staffing is better now!
- Amy explained some of the details about how Medicaid reimbursement is conducted, i.e. paying at the end of the month instead of at the beginning, as well as other complexities. Significant delays in payment have occurred after the Hamlet House bank account number was changed following being hacked ~six months ago, but usually, DSHS payment will be coming in mid-month, the following month.

Cottages Report:

Manager's Report/Questions by Matt Newman

- It is Matt's 6th week on the job.
- He is learning financial systems and other duties from Heather, as well as taking care of minor cottage issues.
- He is reorganizing the storage room in the Gathering Place.
- Sent message out and has had input from residents, generally doing more.
- He's responding to inquiries about cottages and clarifying expectations with interested parties. There are 65 people interested in a one bedroom, 120 interested in a two bedroom (but this sometimes includes two people for one Cottage). About half the interested parties are people interested in a cottage soon...
- There is not a waitlist, but rather an "interest list".

Financial Report by Heather Harrison

- Heather reviewed the financial report, giving explanations to supplement the spreadsheet info. For instance, staff appreciation was high due to the Board giving gift cards in exchange for staff completing a survey. She expressed satisfaction with the numbers/bottom line at present and explained how sick and vacation time added to payroll over the past few months, since these funds get paid on top of staff working their normal hours. Amy requested a follow-up discussion around whether staff can donate un-used sick hours to a staff member

that needs them. This discussion will be scheduled for an upcoming Board meeting.

- Heather gave a report on repairs and maintenance costs for the Hamlet House heat recovery system, heat pumps, and water heaters, which were evaluated and some repairs and maintenance done with more significant costs to come. Amy and Heather have been looking for the original purchase order for the Hamlet House commercial water heaters since they are still under warranty if these purchase orders can be found (lifetime warranty).

Lopez Island Home and Hospice Support (LIHHS) Report by June Coover, who sits on both The Hamlet's Board and LIHHS's.

- They have a new client services manager, Stephanie Vallejo.
- They are planning a home fall prevention workshop in May.

OLD BUSINESS

Investment and Finance Update, by Heather Harrison

- Heather: A T-Bill was mostly reinvested with interest going to HH.
- She consulted with Peggy Means who suggested The Hamlet might want to explore hiring an investment consultant, especially since we do not have a treasurer. (Barbara commented that other organizations on the island are seeking a treasurer, as well.)
- Rising Sun is our current accountant, and Heather is planning to hire them for bookkeeping as well when we come up to the top of their waiting list. She will also reach out to another person to recruit for treasurer.

Board Governance Update, by Shannon Wilbur

- Governance had an interim meeting last month to begin reaching out to people being recruiting for the board. Barbara Thomas attending this Board meeting is one of the outcomes of it.

Fundraising Update, by Heather Harrison in Kip Greenthal's absence

- Give Lopez will be in May and we need to begin thinking about what we want to have as our ask. Nancy made a suggestion for patio

expansion, but Heather is hoping that our Give Lopez ask can be for something that we already have budgeted in.

- A letter to recruit Fundraising Committee members was drafted by Heather, then edited by Kip and sent to four candidates. Sandy Melzer wrote back that he is currently burnt out on fundraising, but might be interested in helping us think about our fundraising some this summer.
- She does not know where Kip got to with potential fundraiser plans.

STRATEGIC PLAN TASKS FOR MARCH, by Shannon Wilbur

- Review Employee Satisfaction Survey verbiage & results- June/Kip/Nancy. 100% return on survey! June, Kip, and Nancy developed the survey and June implemented it. The intention was to incorporate the results into actionable items, such as the survey be done annually and be incorporated into the Employee Handbook. Also, exit interviews should be instituted. In April, a statement to put into the Employee Handbook about annually implementing surveys will be discussed.
- Hamlet House staff overall rated working at Hamlet House a B+. Decision needed on what further actions to be done with the results of the survey. One negative comment came from an employee who had not had HCA training (not a caregiver) and had a criticism that reflected important information that is normally covered in the training. Amy will make sure in the future that all employees have the training about blood-borne pathogens and communicative diseases.
- Discussion ensued about the idea of developing triage guidelines for staff in the care of Hamlet House residents. Amy and Karen will discuss this with Robin VanHyning at an upcoming meeting.
- Topic was discussed related to partnering with other agencies to jointly provide Hamlet Services: Nancy will talk with Lopez Library about this regarding educational opportunities and June will talk with Island Rides.
- Shannon discussed our need to recruit a Treasurer and outlined the tasks therein.

REVIEW COTTAGE COMPS & RENT INCREASES, by Matt, Heather, & Amy.

- Matt: cottage rents are near industry standard. Other retirement apartments provide different services or facilities, so difficult to

compare. AFH rates are hard to get from other facilities. Amy stated that the AFH Council is good resource for information.

- On Lopez, 1BR apartments rent for \$1500-\$2250, 2 BR \$2500-\$3500.
- Friday Harbor: 1 BR \$1200-\$2200, 2 BR \$2200-\$4000.
- Village at the Harbor, assisted living: studio apt \$4000 with meals.
- We are still in the same range, though look lower than others.
Hamlet Cottages: \$1187 is our 1-bedroom moderate rate, the new resident rate is \$2,373 for our 2-bedroom.
- Attorney Justin Jones will review the Resident Handbook and Cottage lease policies, but Heather wants us to review some of these changes before sending to Justin.
- Cottage Lease agreement has been rewritten because of the large number of changes needed. We discussed some of the details of lease changes and gave input to Heather. We discussed increasing the rent increase cap in the lease from 5% up to 10% in acknowledgement of rising inflation potential and our need to be a sustainable organization. "Fixed rate increases for market rate cottages" (the 2018 Policy) uses a rather complex calculation and Heather asked for the elimination of this in favor of using a straight percentage increase to help people understand and predict their rent increases.

Action: *Karen Gilbert moved that we eliminate the 2018 policy of using a fixed rate increase for market rate Cottages. Shannon seconded it. It was approved unanimously.*

OTHER DECISIONS AND DISCUSSIONS:

- Fundraising portion of the Strategic Plan postponed until April when Kip is present.
- Work on climate change preparedness postponed until a new resident representative has been chosen.
- HH Manager & Executive Director compensation review will be done by June.
- There was a discussion of how we should define "independent living". Karen will check into how senior housing apartments word their leases regarding "independent living" apartments. Heather requested to

remove this requirement from the lease (since it included a resident potentially having to provide a PCP's assessment of the Resident's level of independence), and the Board was generally in agreement with this.

Founders' Fund Update, by Heather Harrison

Heather and Shannon will meet Thursday to discuss a potential grant for the Founders' Fund. Heather will also continue to work with Anne Grech to find other grants through Grant Station.

Public Comment:

Barbara Thomas was asked if she had any comments before leaving the meeting. She strongly recommended focusing on the physical aspects of the buildings. She recommended creating a schedule so that we know when the appliances and other physical aspects of The Hamlet are going to start giving out. Heather shared that a great deal of this has already been done, but we are continuing to work on improving it.

The Board went into Executive Session at 11:59 am.

The Board came out of Executive Session at 12:20 am.

Nancy Wynen was thanked for her six years on the Board, since she will miss what will technically be her last Board meeting. Nancy shared some stories from her time on the Board.

ADJOURN

Next Board Meeting: April 15, 2025 from 10 - noon

Respectfully submitted by:

Karen Gilbert, filling in for secretary Mary Ann Cameron
LOHO Board of Directors