



To: Martha & Mary Board of Trustees

From: Lynette L. Ladenburg, CEO

Re: CEO Report

Date: January 29, 2019

Happy New Year! It has been a couple of months since we all have been together and a lot has happened at Martha & Mary. The holidays have come and gone but the memories are still with us. It was a beautiful holiday season with lots of resident, kids and staff parties. Santa joined us for breakfast at the Child Care Center and visited all the residents in the Health and Rehab Center. All had fun and joyous times and a generous spirit of giving was all around us.

We are grateful for all the volunteers who helped during the holidays and especially thankful to our staff who give endless amounts of time, energy and love to those we care for.

As we start the New Year, it is clear that a key theme for 2019 is going to be staff appreciation and recognition. All the good work we do at Martha & Mary is performed through the hearts and hands of our employees, and every day I see the compassion, love and commitment they show to those who have been entrusted to our care.

The following "wins" recognize our team's dedication and hard work:

At Home

Congratulations goes to AT HOME! They received the 2019 Best of Home Care - Provider of Choice Award from Home Care Pulse. This marks the 10th year in a row they have won this prestigious honor. The award is based on client feedback and their dedication to providing the highest quality of care for the community. We are so incredibly proud of our in-home caregiving team. With heartfelt compassion for their clients and outstanding professional caregiving skills, they enable many seniors in the greater Kitsap community the opportunity to successfully age-in-place in the comfort of their own home. Thank you Diane Wasson and Team for your commitment to our community! We appreciate all that you do for those who need our support.



Bay Vista Commons

In January, Bay Vista Commons had their annual survey and received a zero deficiency survey. A huge CONGRATULATION goes to Jamie Payseno and the team at BVC. What an honor and reward for all the hard work and compassion provided by the staff at BVC. We are so proud of all of you.

Development

At the end of 2018 we were surprised by a generous gift from the Norcliff Foundation of \$50,000.00 towards the Garden dining room and Best Practices remodel. Thank you and congratulations to Paula Rimmer and Michael Felts for all their hard work and success in grant writing. Once again, Martha & Mary is blessed by the generosity of people who care.

Health Services

Today Martha & Mary received the *Wound Team Center of Excellence Award*, Platinum Level by United Wound Healing. We were the only one to receive the platinum level award out of 200 eligible facilities and only one award was given at the diamond level. Congratulations to Ward Erickson and his team for their remarkable work and exceptional commitment to wound care for our residents. We are very proud of the entire team of nurses who support this work.

Financial Overview

The year 2018 has shown financial stability for the entire organization. Per the draft Financial Statements, the Consolidated Change in Net Assets for the month of December was a gain of \$53,943 and an overall gain for the year of \$466,830. Cash flow continues to remain strong at 83 days. Lutheran Services net income for December was \$63,833 and \$308,821 year-to-date. Health Services census averaged 167 for the month and 166 year-to-date, representing a net loss in December of \$104,211 and overall gain for the year of \$22,012. The current month loss was due primarily to a year-end adjustment to property that resulted in \$105,932 loss on disposal of assets. The asset was the replacement of the roof. Children Services, after management fee has a net gain of \$68,928 and a year-to-date loss of \$51,740. The business interruption insurance was included in December for \$88,540. AT HOME, after management fee, has a monthly net income of \$15,540 and for the year a net gain of \$70,215. Ebenezer ended the month with a net gain of \$9,853 and a year-to-date profit of \$117,522.

MARTHASM & MARY

Continued Goals for 2019

*Operational efficiencies, recruitment and retention continue to be a primary focus in 2019, along with opportunities of growth, development, partnerships and expansion. We are setting priorities by thinking differently. Our message needs to be simple, engaging and results driven. As we work on workforce investment and using our talent and resources wisely, we will focus on the “**right person, right job**”, regular communication to staff, outreach to the community, and in restructuring employee relations – separating day-to-day human resource management from employee recruitment strategies and activities. Senior Leadership maintained, in order to thrive and continue to grow, Martha & Mary needs to focus on accountability, continuous improvement and stability.*