



## CHAMPAIGN COUNTY NURSING HOME BOARD OF DIRECTORS

### AGENDA

County of Champaign, Urbana, Illinois

Monday, June 11, 2018 - 6:30 p.m.

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In-Service Training Room

Champaign County Nursing Home, 500 S. Art Bartell Road, Urbana

#### Committee Members:

Jack Anderson – Chair

Sam Banks

Catherine Emanuel

Mary Hodson

Edmund Sutton

- I. Call to Order
- II. Roll Call
- III. Approval of Agenda/Addenda
- IV. Approval of Minutes
  - A. May 14, 2018 1 - 2
- V. Public Participation
- VI. Communications
- VII. CCNH Sale Progress Report and Next Steps
- VIII. Management Update
  - A. April Financials 3 – 5
- IX. Chair's Report
  - A. 1<sup>st</sup> Quarter Report 6 - 15
- X. Other Business
- XI. Next Meeting Date & Time
  - A. Monday, July 9, 2018 at 6:30 p.m.
- XII. Adjournment

**Board of Directors  
Champaign County Nursing Home (CCNH) –Minutes  
Urbana, Illinois  
May 14, 2018**

Directors Present: Anderson, Emanuel, Hartke, Hodson, Sutton

Directors Absent/Excused: Banks

Also Present: Asplund, Ciyou, Koenig, Miller, Petrie, Reznik

**I. Call to Order**

Chair Anderson called the meeting to order at 6:31 p.m.

**II. Roll Call**

Asplund called the roll of Directors. A quorum was established.

**III. Approval of Agenda**

The board approved the agenda as distributed (motion by Sutton, second by Emanuel, unanimous).

**IV. Approval of Minutes**

The board approved the minutes from March 12, 2018, as distributed (motion by Hodson, second by Sutton, unanimous).

**V. Public Participation**

None

**VI. Communications**

None

**VII. Management Update**

**A. February & March Financials**

Suzanne Koenig reviewed the reports. She noted February was a really good month. Ms. Koenig explained the February higher than budgeted expenses included legal fees, fines, gas for the day care van, and food for staff meetings. In March, those higher expenses included fines, nursing services (due to training), and food services.

Ms. Hodson asked for clarification regarding the staffing and food service costs. Ms. Reznik responded the ARD (Alzheimer's and Related Disorders) was over budgeted. Ms. Ciyou reported the dietary manager was making large breakfasts for administrative meetings and purchasing Farmer Brothers (premium) coffee. According to Ms. Koenig, these practices are discontinued.

Ms. Reznik noted a change that was made to the accounting/reporting process between February and March.

**VIII. Chair's Report**

None

**IX. Other Business**

Ms. Ciyou reviewed the recent and future administrative position changes, including Dietary Manager, Housekeeping Supervisor, Marketing Manager, HR Manager, Dementia Coordinator and Assistant for Finance.

**X. Next Meeting Date & Time**

Monday, June 11, 2018 at 6:30 p.m.

**XI. Adjournment**

Mr. Anderson declared the meeting adjourned 6:59 p.m.

Respectfully submitted:  
Tammy Asplund  
Recording Secretary

04/30/18

Champaign County Nursing Home  
Actual vs Budget Statement of Operations

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Description	Actual	Budget	Variance	YTD Actual	YTD Budget	Variance
<b>Operating Income</b>						
Miscellaneous Revenue	66.50	150.00	(83.50)	1,156.92	600.00	556.92
Medicare A Revenue	112,811.47	142,575.00	(29,763.53)	552,451.47	557,063.00	(4,611.53)
Medicare B Revenue	9,598.71	18,500.00	(8,901.29)	40,613.46	74,000.00	(33,386.54)
Medicaid Revenue	364,451.50	473,409.36	(108,957.86)	1,438,170.91	1,862,714.71	(424,543.80)
Private Pay Revenue	376,233.05	246,914.40	129,318.65	1,442,896.46	984,687.60	458,208.86
Adult Day Care Revenue	17,279.38	15,000.00	2,279.38	50,356.06	60,000.00	(9,643.94)
Total Income	880,440.61	896,548.76	(16,108.15)	3,525,645.28	3,539,065.31	(13,420.03)
<b>Operating Expenses</b>						
Administration	285,142.45	288,790.76	3,648.31	1,077,024.99	1,151,557.57	74,532.58
Environmental Services	87,585.56	83,604.08	(3,981.48)	286,252.57	334,416.33	48,163.76
Laundry	8,436.91	11,847.08	3,410.17	54,341.89	47,388.34	(6,953.55)
Maintenance	11,617.44	26,559.80	14,942.36	95,255.04	106,239.20	10,984.16
Nursing Services	483,067.57	451,662.75	(31,404.82)	1,913,303.82	1,805,817.09	(107,486.73)
Activities	16,384.69	18,104.79	1,720.10	69,126.32	72,419.18	3,292.86
Social Services	20,063.75	18,564.61	(1,499.14)	83,869.78	74,258.44	(9,611.34)
Physical Therapy	15,703.41	20,000.00	4,296.59	68,292.44	80,000.00	11,707.56
Occupational Therapy	12,203.97	19,000.00	6,796.03	54,818.91	76,000.00	21,181.09
Speech Therapy	1,302.15	6,750.00	5,447.85	6,185.66	27,000.00	20,814.34
Respiratory Therapy	1,786.22	1,910.00	123.78	10,245.04	7,640.00	(2,605.04)
Total This Department	3,088.37	8,660.00	5,571.63	16,430.70	34,640.00	18,209.30
Food Services	112,061.29	91,889.72	(20,171.57)	457,931.72	367,178.81	(90,752.91)
Barber & Beauty	3,609.03	3,299.06	(309.97)	14,821.62	13,196.22	(1,625.40)
Adult Day Care	17,531.36	15,428.59	(2,102.77)	70,045.76	61,714.38	(8,331.38)
Alzheimers and Related Disorders	11,151.55	40,210.50	29,058.95	66,872.59	160,841.99	93,969.40
Total Expenses	1,087,647.35	1,097,621.75	9,974.40	4,328,388.15	4,385,667.54	57,279.39
Net Operating Income	(207,206.74)	(201,072.99)	(6,133.75)	(802,742.87)	(846,602.23)	43,859.36
<b>NonOperating Income</b>						
Local Taxes	105,565.00	105,565.00		422,260.00	422,260.00	
Miscellaneous NI Revenue		290.00	(290.00)	292.60	1,160.00	(867.40)
Total NonOperating Income	105,565.00	105,855.00	(290.00)	422,552.60	423,420.00	(867.40)
Net Income (Loss)	(101,641.74)	(95,217.99)	(6,423.75)	(380,190.27)	(423,182.23)	42,991.96

Champaign County Nursing Home  
 Census Summary Report  
 For Apr-18

	Apr-18					YTD			
	Total Days	ADC	Incr/(Dcr) to Pr Mth	Mix	Occupancy	Total Days	ADC	Mix	Occupancy
Medicare A	235	7.83	0.19	5.43%	3.22%	1,019	8.49	6.09%	3.49%
Medicaid	2,336	77.87	13.83	54.01%	32.04%	8,820	73.50	52.73%	30.25%
Medicaid Pending	1,005	33.50	(8.85)	23.24%	13.79%	3,948	32.90	23.60%	13.54%
Managed Care	-	-	-	0.00%	0.00%	15	0.13	0.09%	0.05%
Private Pay	719	23.97	(0.19)	16.62%	9.86%	2,752	22.93	16.45%	9.44%
Veterans	30	1.00	0.03	0.69%	0.41%	173	1.44	1.03%	0.59%
<b>Total</b>	<b>4,325</b>	<b>144.17</b>	<b>5.01</b>	<b>100.00%</b>	<b>59.33%</b>	<b>16,727</b>	<b>139.39</b>	<b>100.00%</b>	<b>57.36%</b>

Champaign County Nursing Home  
 Avg Daily Census Summary Report  
 For Apr-18

		<u>Jan-18</u>	<u>Feb-18</u>	<u>Mar-18</u>	<u>Apr-18</u>
<u>Actual:</u>		<u>ADC</u>	<u>ADC</u>	<u>ADC</u>	<u>ADC</u>
<b>Medicare A</b>	<b>Actual</b>	<b>8.32</b>	<b>10.32</b>	<b>7.65</b>	<b>7.83</b>
	<i>Budget</i>	7.00	8.00	8.00	8.00
	<i>Variance</i>	1.32	2.32	-0.35	-0.17
<b>Medicaid</b>	<b>Actual</b>	<b>76.77</b>	<b>75.68</b>	<b>64.03</b>	<b>77.87</b>
	<i>Budget</i>	95.00	96.00	96.00	96.00
	<i>Variance</i>	-18.23	-20.32	-31.97	-18.13
<b>Medicaid Pending</b>	<b>Actual</b>	<b>27.03</b>	<b>28.29</b>	<b>42.35</b>	<b>33.50</b>
	<i>Budget</i>	11.00	11.00	11.00	11.00
	<i>Variance</i>	16.03	17.29	31.35	22.50
<b>Managed Care</b>	<b>Actual</b>	<b>0.26</b>	<b>0.25</b>	<b>0.00</b>	<b>0.00</b>
	<i>Budget</i>	3.00	3.00	3.00	3.00
	<i>Variance</i>	-2.74	-2.75	-3.00	-3.00
<b>Private Pay</b>	<b>Actual</b>	<b>21.16</b>	<b>22.43</b>	<b>24.16</b>	<b>23.97</b>
	<i>Budget</i>	23.00	23.00	23.00	23.00
	<i>Variance</i>	-1.84	-0.57	1.16	0.97
<b>Veterans</b>	<b>Actual</b>	<b>2.42</b>	<b>1.36</b>	<b>0.97</b>	<b>1.00</b>
	<i>Budget</i>	5.00	5.00	5.00	5.00
	<i>Variance</i>	-2.58	-3.64	-4.03	-4.00
<b>Total</b>	<b>Actual</b>	<b>135.97</b>	<b>138.32</b>	<b>139.16</b>	<b>144.17</b>
	<i>Budget</i>	144.00	146.00	146.00	146.00
	<i>Variance</i>	-8.03	-7.68	-6.84	-1.83

# CHAMPAIGN COUNTY NURSING HOME BOARD OF DIRECTORS

## Quarterly Report (January – March 2018)

FROM: Champaign County Nursing Home Board of Directors  
Jack Anderson, Chairperson

TO: Champaign County Board

In compliance with the Champaign County Nursing Home (CCNH) Board of Directors by-laws (Article X, Section 4), the following quarterly report ending 3/31/2018 is presented to Champaign County Board on May 24, 2018.

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### Executive Summary:

During the 2018 first quarter SAK Management Services LLC continues to serve as the contracted administrator of the CCNH. SAK continues to endeavor to improve CCNH's position in the local nursing home marketplace. They strive toward being active in our community raising awareness of the quality of services the CCNH provides to our residents and that are also available to the medical community as a partner in the care continuum.

In mid-February CCHN hosted a Quality Care Task Force presentation to representatives of Carle and OFS. The topics included bariatric, respiratory, antibiotic, and wound care services, thus outlining CCNH's current and potential capabilities for Medicare patient referrals. To date CCNH has launched a respiratory program for hospital patients with high-flow oxygen needs, and a new bariatric services program is under evaluation. These programs are being developed under a business model design unique to a not-for-profit nursing home.

On Sunday, February 25, 2018 the CCHN hosted "Art Through the Generations," its first Annual Art Fare from 1 to 5 pm. The Friends of the Champaign County Nursing Home coordinated the event using volunteers. The Fare provided 30 local artists a venue to display their works and the event's visitors the

opportunity to enjoy local musical talent such as Almost a Trio and others. The event was well attended by community and family members who were provided appetizers and beverages from the home and numerous local vendors. See Attachment #1, Art "Fare" Art Through the Generations, an executive summary and review.

The CCNH's strengths include its dedicated staff, staffing levels, quality of care, and the condition of the facility. With these four pillars providing a solid foundation upon which to build, SAK is diligently working to capitalize on these strengths toward marketing the CCNH as a local asset where the best possible quality of care is available to our residents.

The CCNH's challenges exist in its financials and perceived public image. The financial condition of the CCNH remains tenuous with its high debt and low cash balance. The County Treasurer and Auditor repeatedly caution that the financial situation at the CCNH is dire and poses a threat to the County government's operating fund and reserve balance.

The public's perception of the CCNH has and continues to be strained by several factors, including financial problems, the impending sale of the home, and patient care incidents as reported in the local media. Combined, the CCNH's financial issues and the impending sale present uncertainty which is problematic when potential residents or their families are seeking stability whether for a brief convalescence or a longer-term stay.

There are opportunities for the CCNH to improve its financial situation which SAK is pursuing and as mentioned above include increasing the census by increasing community awareness of what the home has to offer through a strategic marketing plan, and providing enhanced resident services.

A threat to the CCNH is having a competitive marketplace where there are more beds than clients. The marketplace is continuously competing for a portion of the limited number of higher paying beds, and because the margins are relatively thin any sustained adverse change in a skilled nursing home's payer mix could result in financial collapse. The CCNH continues to avert potential insolvency due to the County's financial support.

## Census

In additional efforts to increase the CCNH census, SAK, nursing home staff and volunteers are working toward implementing new programs, including the addition of enhanced pulmonary services, dental services, and a coordinated effort with University of Illinois' Business College to develop a strategic marketing plan.

The CCNH 2018 first quarter census increased three (3) from the previous quarter, the average census is about three (3) below the budgeted census:

<u>Month</u>	<u>Census</u>
January '18	136
February '18	138
March '18	139

SAK budgets based upon a projected census payer mix and calculates the variance to see if it's meeting its payer mix goals. Table 1 below provides the average daily census summary report for the first quarter of 2018. The largest census payer group continues to be Medicaid at 46%, with the actual Medicaid Pending census totaling 30%, resulting in a combined **Medicaid census total of 76%**. SAK's budgeted goal for the combined Medicaid total is 71% thus realizing an increased Medicaid census of 5%. Of note during the first quarter the Medicaid Pending census average increased over 100 percent and the Veterans average decreased over 200 percent.

**Table 1.**  
**Payer Mix - Average Daily Census (1<sup>st</sup> Quarter, 2018)**

	<u>Jan - 18</u>	<u>Feb - 18</u>	<u>Mar - 17</u>	<u>Total Jan-Mar</u>	<u>Jan-Mar Average</u>
Medicare A					
Actual	8.32	10.32	7.65	26.29	8.8
Budgeted	7.00	8.00	8.00	23	7.7
Medicaid					
Actual	76.77	75.68	64.03	216.48	72.06
Budgeted	95.00	96.00	96.00	287	95.7
Medicaid Pending					
Actual	27.03	28.29	42.35	97.67	32.5
Budgeted	11.00	11.00	11.00	33	8.1
Managed Care					
Actual	0.26	0.25	0.00	0.51	0.17
Budgeted	3.00	3.00	3.00	3	1
Private Pay					
Actual	21.16	22.43	24.16	67.75	22.6
Budgeted	23.00	23.00	23.00	69	23
Veterans					
Actual	2.42	1.36	.97	4.75	1.6
Budgeted	5.00	5.00	5.00	<u>15</u>	<u>5</u>
			Actual	413.46	137.73
			Budgeted	430.00	140.50

The year-to-date operating income ending in March 31, 2018 total from census payer mix funding sources was \$2,611,037.57. Broken down into a percentage the total revenue for each payer mix category is available below.

When viewing the Table 2 below it is important to note that the percentage of payer mix revenue does not correlated with the payer mix census. For example Medicaid pays considerable less per billable day than the other three revenue sources. So while private pay revenue constitutes 40.8% of the total annual payer mix revenue, the private pay average daily census was only 16.4% of the total census.

**Table 2.**

<b><u>Payer Source</u></b>	<b><u>Amount</u></b>	<b><u>Percent</u></b>
Medicare A Revenue	\$ 439,640.00	16.8%
Medicare B Revenue	\$ 31,014.75	1.2%
Medicaid Revenue	\$ 1,073,719.41	41.2%
Private Pay Revenue	<u>\$ 1,066,663.41</u>	<u>40.8%</u>
	\$ 2,611,037.57	100 %

### **CMS Star Rating**

Centers for Medicare & Medicaid Service (CMS) created the Five-Star Quality Rating System to help consumers, their families, and caregivers compare nursing homes more easily and to help identify areas about which they may want to ask questions.

The CMS Star Ratings for the 2017 and 2018 surveys are listed below, along with a statistical comparison of CCNH and seven other Champaign County area nursing homes for your review. Also attached is a comparative spreadsheet of the 2018 Champaign County area nursing homes for your review.

	<u>2017</u>	<u>2018</u>
Overall Rating	★	★★
Health Inspections	★	★
Staffing	★★★	★★★★★
Quality Measures	★★★	★★★★★

Legend:

★	Much Below Average
★★	Below Average
★★★	Average
★★★★	Above Average
★★★★★	Much Above Average

Table 3 below is comprised of Champaign County area skilled nursing homes and their respective CMS Nursing Home Star Rating Summary, derived from CMS Data as of February 13, 2018. In summary, the 2018 CMS star ratings for the CCNH compared to the average rating for all eight Champaign County area homes in Table 3 is:

<u>Star Rating Category</u>	<u>CCNH</u>	<u>CC Area Average</u>
Overall Rating:	2	3
Health Inspection:	1	2.375
Staffing:	4	2.75
Quality Measures:	4	4.625

**Table 3.  
Champaign County Area Homes - CMS Nursing Home Star Rating Summary - CMS Data  
February 13, 2018**

<b>Nursing Home General Information</b>	<b>Champaign County Nursing Home</b>  Urbana, IL	<b>Champaign Urbana Nrsg &amp; Rehab</b>  Savoy, IL	<b>Helia Healthcare of Champaign</b>  Champaign	<b>Heartland of Paxton</b>  Paxton, IL	<b>Heartland of Champaign</b>  Champaign	<b>Country Health</b>  Gifford, IL	<b>Illini Heritage Rehab &amp; HC</b>  Champaign	<b>Clark- Lindsey Village</b>  Urbana, IL
<b>Overall Rating</b>	★★ Below Average	★★ Below Average	★ Much Below Avg	★★ Below Average	★★ Below Average	★★★★★ Much Above Avg	★★★★★ Much Above Avg	★★★★★ Much Above Avg
<b>Health Inspection</b>	★ Much Below Avg	★ Much Below Avg	★ Much Below Avg	★★ Below Average	★ Much Below Avg	★★★★ Above Average	★★★★★ Much Above Avg	★★★★ Above Average
<b>Staffing</b>	★★★★ Above Average	★★ Below Average	★★ Below Average	★★ Below Average	★★★ Average	★★★★ Above Average	★ Much Below Avg	★★★★ Above Average
<b>Quality Measures</b>	★★★★ Above Average	★★★★★ Much Above Avg	★★★★ Above Average	★★★★ Above Average	★★★★★ Much Above Avg	★★★★★ Much Above Avg	★★★★★ Much Above Avg	★★★★★ Much Above Avg
<b>Certified Beds</b>	243	213	118	106	102	89	60	25

## **Financial Position**

For the period ending March 31, 2018 SAK's reports in its Statement of Operations the actual Operating Income for the CCNH year-to-date was \$2,645,204.67 and the actual total year-to-date Operating Expenses was \$3,240,740.80, resulting in a loss of ~~(\$595,536.13)~~ in the first quarter 2018. With Non-Operating Income from local taxes of \$316,695.00 and miscellaneous revenue of \$292.60, totaling \$316,987.60, the CCNH's net operating loss year-to-date was ~~(\$278,548.53)~~.

On a positive note, SAK reports the facility is still ahead of budget by \$49,415.71 year-to-date as budgeted net losses were \$327,964.24 due to higher than budgeted Medicare census and tight expense management.

The CCNH continues to struggle to meet its financial obligations to private vendors. Payment agreements have been made with various vendors while others remain indefinitely deferred. This untenable situation exposes the County to the potential for legal action for payment and uncertainly if vendors were to cease providing services because of the financial impact of continuous nonpayment of accounts payable by the CCNH could have on their own respective businesses.

## **Attachments:**

1. Art "Fare" Art Through the Generations, Executive Summary & Review, March 2, 2018.

**Champaign County Nursing Home**  
**Art “Fare” Art Through the Generations**  
**Executive Summary & Review**

March 2, 2018

**Purpose**

The Art “Fare” was designed to provide the public the opportunity to come to Champaign County Nursing Home and see for themselves the unique services provided at the facility and the asset this facility provides for the Champaign County community. The Friends of the Champaign County Nursing Home Catherine Emanuel, Mary, Hodson, Belden Fields, Sue Phillips, Deloris Henry and Kathy Anderson graphic design and myself Kay Bronston SAK Management services LLC Marketing, Public Relations & Customer Services Regional Director were the authors of this event.

**Art “Fare” Art Through the Generations**

On Sunday February 25<sup>th</sup> from noon to 5:00pm Twenty Talented artists showcased their talents at the Art fare. A private showing by invitation only was held from noon to 1:00pm. **Artists are** Ollie Greer, Jim O’Brian, Nik Lucks, Ruta Rauber, Rosalind Weinberg, Jeanne Shenkar, Molly Fay Harden, Fraya Relinger, Debbie Mandel. Toni Pitts, Akilia Williams, Christopher Evans, Robert Bellows, Sandra Ahen, Alice Keift, Jim Lansford, Kelly Heironymous, Victoria Christianson, Tracie Trotter and **Martha Mears, CCNH 80-year-old resident.**

**Artists** showcased paintings, photography, needlepoint, embroidery, custom one of a kind jewelry, colored pencil sketches, knitting and more. Numerous demonstration occurred throughout the event including weaving demonstrations, acrylic pouring, poetry readings and poetry on demand and block painting.

**Riggs Beer Company** provided beer sampling and information on Riggs Brewery.

**Wyldwood Winery** provided wine samples and information on Wyldwood winery.

**Musical** entertainment complimented and enhanced the Art “Fare” throughout the day.

- Tom Basset & The 5<sup>th</sup> String
- UNI Fiddle Club
- Almost a trio with Dorothy Maratino
- The Iron Strings Band

**Refreshments** were prepared and served by Champaign Nursing Home Dietary Department

## **Day of the Event**

Champaign County Park District loaned art display boards for the event. Twenty tables were rented at \$7.00 per table. These items were at each artist assigned space on the day of the event. Jeff Bronston volunteered for the event and was at the facility at 7:30 am to personally welcome each artist as they arrived, help unload their vehicle, place artwork on cart and took them back to their assign space to set up.

The VIP showing was scheduled from noon to 1:00 with public attending from 1:00 through 5:00. We anticipate that somewhere between 200 and 250/275 guests attended throughout the day. Each guest who entered the building was met by a volunteer greeter and handed a program detailing the artists participating as well as the musical guests.

Many of the attendees said that they had never been to CCNH before and were pleasantly surprised to see how nice it was. When asked what brought them out that day, the attendees responded:

- The opportunity to see the nursing home
- Attend Art "Fare"
- Nice day out good day to try something new
- Listen to the good music
- Visiting family member
- Friends of one of the artist or band members

## **Promotion of Art "fare"**

Every effort was made to promote the Art "Fare" Art Through the Generation as economically prudent as possible yet provide quality and quantity enough to generate a solid turnout.

1. 300 VIP Invitations mailed
2. 500 post cards mailed or hand delivered to key contacts
3. 50 Press releases emailed or mail to radio stations, newspapers and TV station within a 50-mile radius
4. Dozens upon dozens of Art "Fare" flyers posted throughout the area
5. CCNH Face Book as well as shared Face Book sites
6. A large advertising street sign announcing the event was set up at a busy intersection for 1 week prior to event.
7. Advertisement and story ran in February Edition of Prime Life Newspaper
8. Advertisement in New-Gazette
9. Article with photo's ran in The Public Publici.ucim.org, both on line and in print
10. Article with photo's ran in SmilePolitely.com
11. Event appeared in Multiple community calendar sites on line and in print

12. Appeared on WDWS Radio Station on Penny for Your Thoughts as Guests to talk about the show.
13. Channel 3 Live News coverage the day of the event
14. New-Gazette live coverage the day of the event

#### Feedback from Event

**“Thank you, Kay, for all your hard work and follow-up and tenacity and energy. I thought the event was better than I had imagined. And, I have already been contacted by someone who wants to participate in next year’s event.”**

**“It was a great pleasure working with you Kay. I too hope that our paths will cross again, Best of luck in your other endeavors.”**

**“First of all, thank you for organizing this event and for inviting artists to participate. As with any first-time event, there is no way of knowing how it is all going to go or not go. I felt that there was definitely a lot of positive energy amongst the participants. Your warmth and enthusiasm in welcoming me was most evident.**

**I accepted being a part of Art Fare having no expectations. The room was well-lit and comfortable. There was a variety of vendors, although it seemed that photography was most prevalent. There were lots of lookers but not so many buyers, at least at my table. The lookers were interested and polite. I did make a couple of sales early on.**

**I would participate again and encourage my art-making acquaintances to do so as well.”**

**“I had a good time, even though I was “puling prints “ for 3 hours, and so did not get to see much of the fair, and I believe you have set a new standard for art fairs by providing valet service.”**

"I agree with Rosalind... great crowd, great space, wonderful help and amazing food and music. All the exhibitors were so friendly and willing to help each other. Just an outstanding day! BTW, your energy was contagious, and I kept borrowing some!

"As far as I understood, it was to be a day for family to spend with residents and bring them down to the Art Fare, (and we did see some of that), and was also open to the public. I wondered as well what was the point of the event, because it was free for all involved... however, we were down by the music area and we saw quite a few residents and several came in and talked to us. I would put that number much higher than 6, but like I said I was in a different area altogether.

From a business perspective, MANY of our customers said they were coming and ultimately did not, so that was a disappointment, but not within the power of the event organizers, or us. People are just flaky.

I would completely on board with providing our art process for the residents at a different time, however the process we teach is on the pricey side and from what I understood, many residents only get about 30.00 a month to spend. I would love to come in and just do some demos, at no cost, because just watching acrylic pouring is pretty magical."

"I also spoke with several residents, and CNA's. There were also many children of residents taking their parents around to see all the art work. I saw them listening to music in the entryway, and even said hello to several in the food set up room. I spoke with the 80 year old lady who did the fabulous paintings to see how much they were going for because several people had asked. She had sold one (the waves) before the show, and do not know how she did during the show, but she was certainly not left out. I know we were invasive, but hopefully we brought awareness and money to the facility."