Heightened Scrutiny

SETTING INFORMATION		
Setting Name:	Evergreen Place – Streator	SLP
Address:	1529 East Main Street Streator, IL 61364	

HEIGHTENED SCRUTINY INFORMATION
Maximum Capacity of the Facility: 88 Current Occupancy (10/21/16): 50 Proof of licensure by state agency On Site Validation Tool Description of the proximity to community settings used by individuals that do not receive Medicaid funded home and community-based services
Provider qualifications for staff
Documentation of modifications made to meet requirements for provider-owned or controlled settings
Documentation of procedures in place by the setting that support individuals access to activities in the greater community
Documentation that the individuals selected the setting from among setting options, including non-disability-specific settings
Description of the proximity to avenues of available public transportation or an explanation of how transportation is provided
Other relevant information -Photographs -Arial Photographs -HUD Tax Credit Review -Mission Statement -Resident Satisfaction Survey

State of Illinois
Department of Healthcare and Family Services

Supportive Living Program Certification

This certificate authorizes the following to deliver services under the Supportive Living Program, subject to the limitation set forth below as to the number of units and number of residents, and confirms that the facility named has complied with all rules and regulations necessary for certification. This certificate is valid only for the location set forth below.

Name Evergreen Place Streator

Address 1529 East Main Street

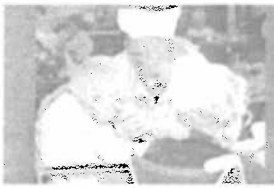
City/State/Zip Streator, Illinois 61364

Number of Units 53 Maximum Number of Residents 88

Effective Date April 24, 2009

Pat Quinn, Governor

Barry S. Maram, Director



ILLINOIS DEPARTMENT OF PUBLIC HEALTH

Nursing Homes in Illinois

Bruce Rauner, Governor

Who Regulates Nursing Homes?
A Listing of Illinois Nursing Homes
How to Select a Nursing Home
Centers for Medicare and Medicaid Services Nursing Home Compare Website
Quarterly Reports of Nursing Home Violation
Illinois Law on Advance Directives
Nursing Homes with No Certification Deficiencies
Nursing Home Care Act
Illinois Health Care Worker Registry
Centers for Medicare and Medicaid Services Nursing Home Quality Initiative

Facility Information

HERITAGE HEALTH-STREATOR

1525 EAST MAIN STREET
STREATOR IL 61364

ADMINISTRATOR: JANETTE M STRABALA
TELEPHONE: 815-672-4516

Licensee ID	:0048066
Facility ID	:6004311
Skilled beds	:130
Intermediate beds	:0
Icf-dd beds	:0
Shelter Care beds	:0
Community Living beds	:0
Under 22 beds	:0
Medicare beds	:20
Medicare/Medicaid beds	:110
Medicaid beds	:0
Fax	:815-672-5466
County	:Lasalle
Medicare Certification Number	:14-5062
Medicare Skilled Certification Number	:
Medicaid ICF/DD Certification Number	:
Medicaid DD Certification Number	:
Medicaid Swing Bed Certification Number	:

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idph online home nursing homes in illinois

On-Site Assessment – Residential and Non-Residential HCBS Settings Validation Checklist

Provider Name:	Evergreen Place - Streator
Name/Address of setting:	1529 E. Main Streator, IL 61364
Contact at the setting:	Deb Clayton RN - Director
Visited With:	[redacted]
Surveyor Name:	Debbie Boguin, HFS
Date Completed:	4-26-16

What type of facility license, certification/registration, etc. does the setting possess? (Mark the appropriate box)

	Community Integrated Living Arrangement - License	X	Long Term Care Facility
	Developmental Training - Certificate		Illinois Department of Public Health Certificate/License
	Department of Children and Family Services - License		Adult Day Services – Certification by DoA

Which of the following best describes the setting: (Mark the appropriate box)

	Child Group Home		Site-Based Permanent Supported/Supportive Housing
	Day Habilitation-Facility Based:	X	Supportive Living Facility (SLF)
	Residential Habilitation		Supported Residential
	Comprehensive Care in Res. Setting		Community Living Facility
	Community Integrated Living Arrangement (CILA)		Other (please specify):
	Adult Day Services		

Check *Yes, No, NA* or *Addressed by Person Centered Plan (Plan)*	**Yes**	**No**	**Plan**	**NA**
Public Comment Received?				
Does the setting provide both on-site and off-site services?		X		* Env
Is the setting located in a building that is also a publicly or privately operated facility that provides inpatient institutional treatment, or in a building located on the grounds of, or immediately adjacent to a public institution? Sister NF physically attached.	X			
Is the setting a farmstead, a gated community, or part of a multi-setting campus?	X	* Env		

Category 1

The setting/home is integrated in and supports full access to the greater community, including opportunities to seek employment and work in competitive integrated settings, engage in community life, control personal resources, and receive services in the community, to the same degree of access as individuals not receiving Medicaid HCB services.

Check *Yes, No, NA* or *Addressed by Person Centered Plan (Plan)*	Yes	No	Plan	NA	Additional Comments
(1) Do individuals/family members receive information, which approximates their level of understanding, regarding services in the broader community and access options, such as public bus/taxi/van services and special transportation providers?	X				
2. Does the setting utilize access to the community as part of its plan for services?	X				
3. Do individuals have an opportunity to seek employment in competitive integrated settings?	X				
(4) RESIDENTIAL ONLY: Does the setting encourage visitors or other people from the community to visit?	X				
(5) RESIDENTIAL ONLY: Do the residents have the freedom to move about inside and outside the home or are they primarily restricted to one room or area? If restrictions are placed on movement inside and outside the residence, have the restrictions been approved by the individual (or the legal authority acting on the individual's behalf) and the setting's care team and is it documented in the Individual Service Plan?	X				

If circled, leave blank

Category 2

The setting gives individuals the right to select from among various setting options, including non-disability specific settings.

Check *Yes, No, NA* or *Addressed by Person Centered Plan (Plan)*	Yes	No	Plan	NA	Additional Comments
6. Are individuals and their families encouraged to participate in the care planning process?	X				
7. Does the person centered plan identify various setting options provided to the participant?		X			Not a current requirement for SLP. This is included in the initial level of care determination completed by the CCU or DRS.
8. Does the person centered plan identify the individuals' choice to receive services at this setting?	X				
9. Does the person centered plan identify non-disability setting options?		X			Not a current requirement for SLP. This is included in the initial level of care determination completed by the CCU or DRS.
10. Does the person centered plan identify safety concerns that impact options or choice?				X	
11. NON-RESIDENTIAL ONLY: Does the individual have a choice regarding Day Setting options?				X	
12. RESIDENTIAL ONLY: Does the individual have a choice/option for a private unit?	X			X Error	Private apts avail.

If unsure, leave blank

Category 3

The setting ensures individuals' rights of privacy, dignity, respect, and freedom from coercion and restraint.

Check *Yes, No, NA* or *Addressed by Person Centered Plan (Plan)*	Yes	No	Plan	NA	Additional Comments
13. Does the setting have policies and procedures that address the individuals' rights of privacy, dignity, respect, and freedom from coercion and restraint?	X				
14. Does the setting inform individuals of their rights to privacy, dignity, respect, and freedom from coercion and restraint?	X				
15. Does the setting post individuals' rights in a visible location? answer yes or no	X				Not a requirement for SLP.
16. Have the individuals been informed of their rights and have they received a written copy of their rights?	X				
17. Does the setting conduct communications about individuals' medical conditions, financial situations, and other personal information in a place where privacy/confidentiality is assured?	X				
18. Does the setting ensure that individuals have privacy while using the bathroom unless the individual has a documented need for assistance?	X				
19. If an individual needs assistance with personal care needs, are arrangements made for this to be done in private?	X				
20. Does the setting offer a secure place to store individuals' personal belongings?	X				
21. Does the setting staff communicate with individuals based on needs and preferences, including alternative methods of communication where needed (e.g., assistive technology, Braille, large font print, sign language, and residents' language)?				X	
22. Are individuals allowed to dress or groom in a manner that is appropriate to the setting while honoring individual choice and lifestyle preferences?	X				

If circled, leave blank

23. Does the setting impose restrictions regarding access to the community in accordance to the individuals' assessed needs and level of supervision required while maintaining the highest level of independence?				X	
24. Does the setting utilize restraints only in accordance with the Mental Health Code?				X	Restraints are not allowed in SLP. Ø resid. observ. in restraints
25. Does the setting use delayed egress devices or have secured perimeters only in accordance with individually approved plans of care?	X Error			X	Doors locked at night for security. Resid's not prevented from exiting.

Category 4

The setting optimizes individual initiative, autonomy, and independence in making life choices, including daily activities, physical environment, and with whom to socially interact.

Check *Yes, No, NA* or *Addressed by Person Centered Plan (Plan)*	Yes	No	Plan	NA	Additional Comments
26. Does the setting offer daily activities that are based on individuals' needs and preferences?	X				
27. Can individuals choose with whom to interact?	X				
28. Can individuals choose which activities to participate in?	X				
29. RESIDENTIAL ONLY: Can individuals choose to dine alone or in a private area?	X				
30. RESIDENTIAL ONLY: Can individuals participate in activities in the community alone?	X				
31. NON-RESIDENTIAL ONLY: Does the setting allow individuals to have a meal/snack to meet their needs and preferences?				X	
32. NON-RESIDENTIAL ONLY: Does the setting provide individuals the option to choose both individual and group activities?				X	

If excluded, leave blank

Category 5

The setting facilitates individual choice regarding services and supports, and who provides them.

Check *Yes, No, NA* or *Addressed by Person Centered Plan (Plan)*	Yes	No	Plan	NA	Additional Comments
33. Does the setting inform individuals/family members that they have a choice to modify their services?	X				
34. Does the setting have policies that support individuals' choice of services that meet their needs and preferences?	X				
35. Does the setting have a complaint/grievance policy?	X				
36. Does the setting inform individuals how to file a complaint/grievance?	X				addressed & not recvd also
37. Does the setting allow individuals to voice concerns or ask questions regarding the services received?	X				
38. **RESIDENTIAL ONLY:** Can residents seek services from a service provider other than the one assigned to their particular case; such as a different therapist or social worker, to the extent that alternative staff are available?	X				
39. **NON-RESIDENTIAL ONLY:** Does the setting have policies that support individuals' choice of services that meet their needs and preferences?				X	

Category 6

The setting is a physically accessible setting.

Check *Yes, No, NA* or *Addressed by Person Centered Plan (Plan)*	Yes	No	Plan	NA	Additional Comments
40. Is there any public area within the setting that is not physically accessible to all individuals? If so, is there programming or staff available to provide necessary accommodations?		X		X	All common areas are accessible.
41. Can individuals access the settings amenities such as bathrooms and equipment as needed? If not, is there programming or staff available to provide necessary accommodations?	X				
42. Does the setting ensure physical accessibility based on individual needs (e.g. grab bars, seats in the bathroom, ramps for wheelchairs and table/counter heights appropriate to the individual)?	X				

Category 7 (RESIDENTIAL ONLY)

This setting provides for a legally enforceable agreement between the provider and the consumer that allows the consumer to own, rent, or occupy, the residence and provides protection against eviction.

Check *Yes, No, NA* or *Addressed by Person Centered Plan (Plan)*	Yes	No	Plan	NA	Additional Comments
43. As applicable, do individuals have a lease, or for settings in which landlord-tenant laws do not apply, a written residency agreement?	X				
44. Are individuals informed of their rights regarding housing and when they could be required to relocate? contract should include a section re: discharge	X				

Category 8 (RESIDENTIAL ONLY)

The setting provides for privacy in units including lockable doors, choice of roommates and freedom to furnish and decorate the sleeping or living unit within the lease or other agreement.

Check *Yes, No, NA* or *Addressed by Person Centered Plan (Plan)*	Yes	No	Plan	NA	Additional Comments
45. Do individuals have a choice regarding roommates or private accommodations?	X				
46. Is there a process for changing roommates or acquiring other accommodations if desired by the individual?	X				
47. Can individuals choose their own bedroom furniture and accessories?	X				

Category 9 (RESIDENTIAL ONLY)

The setting provides for options for individuals to control their own schedules including access to food at any time.

Check *Yes, No, NA* or *Addressed by Person Centered Plan (Plan)*	Yes	No	Plan	NA	Additional Comments
48. Do individuals have access to food as desired?	X				
49. Do meal schedules allow for some flexibility in eating times?	X				
50. Do individuals have the option of eating alone?	X				

if circled leave blank

Category 10 (RESIDENTIAL ONLY)

The setting provides individuals the freedom to have visitors at any time.

Check *Yes, No, NA* or *Addressed by Person Centered Plan (Plan)*	Yes	No	Plan	NA	Additional Comments
51. Are the times of visits restricted in any way?		X			
52. Can visitors see individuals in the individuals' rooms or in common areas of the home?	X				
53. Can visitors take the individuals outside the setting for activities, such as for a meal or shopping?	X				
54. Can visitors take the individuals for a longer visit outside the home, such as for holidays or a weekend?	X				

51 + 52 if participants are observed w visitors include a comment

Follow Up/Next Steps

Notes Sister NF connected via a hallway. Doorway to Evergreen is locked. Separate entrances.

Assessment Completed By Debbie Beguin, HFSN Date 4-26-16

Facility/Site Evergreen Place - Streator

Reviewed By Kara Helton Signature Kara Helton Date 5-11-16 6/18/16

City of Streator, Illinois
and Zip code 61364
"A Quiet Surprise on the Prairie"
www.streatorchamber.com http://ci.streator.il.us

Economic Development Facts and Contacts

Incentives

Streator Area Enterprise Zone
- •Property Tax Abatement
- • Investment Tax Credit
- • Job Tax Credit
- • Sales Tax Exemption

Revolving Loan Fund
- • Low interest participation loans

Tax Increment Financing
- •Streator has 2 TIF districts

Illinois Incentives & Financing
- • The city partners with the Illinois Dept. of Commerce & Economic Opportunity.

Fast Track Review and Processing
- • The city Development Review Team expedites and coordinates all issues

Communications Broadband & Internet

Frontier Communications
800-921-8101
Mediacom
800-332-0245
iFiber
ifiber.org

Contact

City Manager Scott Wrighton
815-672-2517 Ext. 4
Chamber of Commerce
Stephen Jonland
815-672-2921
Mayor Jim Lansford
815-672-2517 Ext. 4
Planning 7 Zoning City Engineer
Jeremy Palm
815-672-2517 Ext. 236

Utilities

Electric- ComEd
800-334-7661
Gas- NICOR
888-642-6748
Water- Illinois American Water
855-705-8435
Waste Water- City of Streator
815-672-2517 ext. 235

Industrial Parks

Streator Industrial Park
Stephen Jonland, 815-672-2921
Eagle Point Business Center
Vince Luckey, 815-672-2931
Westgate Industrial Park
Jeff Williams, 815-674-1628

First Contact Team

City of Streator
Mayor Jim Lansford
815-672-2517 Ext. 4
City Manager Scott Wrighton
815-672-2517 Ext. 4
City Engineer Jeremy Palm
815-672-2517 Ext. 236

Chamber of Commerce
Executive Director Jack Dzuris
815-672-2921
Economic Development
Stephen Jonland
815-672-2921
or
815-822-0101

Shopping Centers

Northpoint Plaza
Wayne Feldman, 815-674-0888
Kroger Plaza
James Roche, 317-925-011
Walmart Center
Kevin Vernick, 773-237-0620

Labor Market Information

Illinois Dept. of Employment Security - www.ides.illinois.gov
Workforce Development
Business Employment Skills Team
815-433-4550
www.best-inc.com

Labor Market Within 45 Minutes

County	Population	# Employers
LaSalle	113,924	50,786
Livingston	38,950	16,421
Grundy	50,063	25,059
Marshall	12,640	6,098
Putnam	6,006	2,712
Total	221,583	101,106

Major Employers

Vactor Mfg.	600
Results Streator	450
St. Mary's Hospital	315
DSI	390
U.S. Foods	240
Heritage Health/Evergreen	239
Owens Illinois	220
Teleperformance	160
Luckey Logistics	130
Walmart	139
Kroger	129
Vissering Construction	95
Stertil/ALM	65

Prepared By
Streator Area Chamber Commerce and Industry 320 E. Main P.O. Box 360 Streator, IL 61364
Telephone 815-672-2921 | Fax 815-672-1768 | Email sacci@mchsi.com
www.streatorchamber.com

City of Streator, Illinois
and Zip code 61364
"A Quiet Surprise on the Prairie"
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Community Life

Schools

Streator Elementary Schools
1520 N. Bloomington St.
Streator, IL 61364
815-672-2926
5 Elementary Schools K-5
1976 Students
130 Teachers
1 Jr. High School 6-9
45 Teachers
618 Students

Streator Township High School
600 N. Jefferson St.
Streator, IL 61364
815-672-0545
866 Students
63 Teachers
ACT Composite Score 19.9

Woodland School Community Unit Dist.
5800 E. 3000 N. Rd.
Streator, IL 61364
815-672-5974
Elementary
249 Students
18 Teachers
Jr. High School
116 Students
5 Teachers
High School
127 Students 17 Teachers
ACT Composite Score 19.5

Community College
Illinois Valley Community College
815 N. Orlando Smith Rd.
Oglesby, IL 61348
815-220-8268
www.ivcc.edu

Health Care

St. Mary's Hospital
111 Spring St.
Streator, IL 61364
815-673-2311
www.stmaryhospital.org

Number of Beds	127
Number of Doctors	35
Number of Dentists	8

24 Hour Emergency Room
Cancer Treatment Center
Helicopter Ambulance
Home Health
MRI Services
Vascular Lab
CT Services

Churches

Streator is the home of 20 churches of many protestant, and catholic denominations

Tourism

Events attractions calendar of events accommodations and outdoor recreation
www.streator.org

Parks

The City of Streator has 6 parks available for family recreation and community events, including:
- Spring Lake Nature Area 37 acres of nature including trails, waterfalls, 2 creeks, and wildlife
- Marilla is 40 Acres with a creek, fishing, picnic areas, and open recreation
- City Park in the center of the community with trees, child recreation equipment, and is the location for many community events
- Hopalong Cassidy River Trail & Canoe Launch offers the opportunity to join with nature along the Vermillion River

Youth Sports

Streator is an active community with many activities focused on youth sports and leagues including:
- Baseball
- Softball
- Soccer
- Football
- Golf

Streator YMCA
710 Oakley Ave.
Streator, IL 61364
815-672-2148
7 days a week the YMCA offers programs in youth and adult sports, recreation, and activities

Events

- Concerts in the Park
- Pipe Dreams organ concert
- 4th of July including a parade and fireworks
- Roamer Cruise Nite on Labor Day weekend
- Light up Streator decorates the entire City Park for the month of December

Community Theatre

Engle Lane Theatre offers a variety of productions each year with musical and dramatic productions

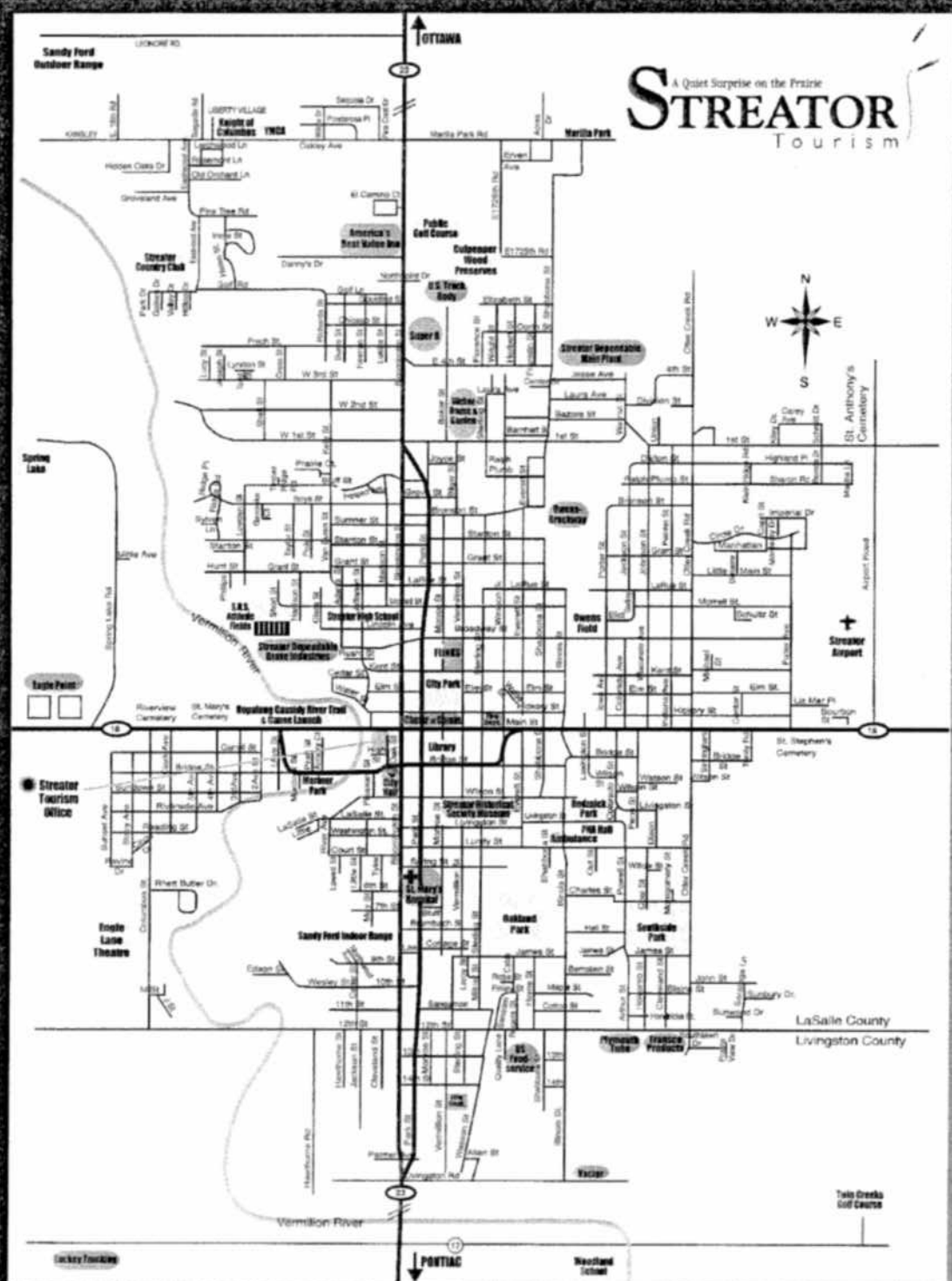
Close to Streator

- Starved Rock State Park
- Matthiessen State Park
- Buffalo State Park
- Illinois State Park
- Illinois River

Golf

Public: Anderson Field
Twin Creeks Golf Course
The Eastwood Golf Course

Prepared By
Streator Area Chamber Commerce and Industry 320 E. Main P.O. Box 360 Streator, IL 61364
Telephone 815-672-2921 | Fax 815-672-1768 | Email sacci@mchsi.com
www.streatorchamber.com



Streatorland Historical Society Museum
815.672.2443

America's Best Value Inn
815.672.8400

Super 8 Motel
815.672.0080

Canoe the Vermillion
815.673.3218

Weber House & Garden
815.672.8372

A Quiet Surprise on the Prairie
STREATOR
Tourism

118 Oak Street
888.485.9895 - 815.672.2055
www.streator.org

LEGEND

Recreation & Entertainment

Tourism & Lodging

Industry

Services

Police	911 non-emergency	672.3111
Fire	911 non-emergency	672.2266
Hospital	673-2311	

Supportive Living Program

Staff Qualifications

The Department of Healthcare and Family Services conducted an on-site annual certification review at **Evergreen Place of Streator** in **December 2015**. This review confirmed employment of adequate licensed nursing staff, certified nursing assistants and a licensed dietician, as required by the 89 IL Administrative Code, Subpart B, 146.235.

89 IL Adm Code, Subpart B, Section 146.235 Staffing

c) The SLF shall have licensed and certified staff sufficient in number to meet the needs of the population being served.

f) The SLF shall employ certified nursing assistants (CNAs) as follows:

1) Qualifications:

Must be 18 years of age or older and have successfully completed no later than 120 days after employment a nursing assistant training course or a Department of Public Health approved equivalent training and competency evaluation.

g) The SLF shall employ or contract with a dietitian.

j) Nurses on staff, or subcontracted, shall be licensed by the State of Illinois and shall be responsible for nursing services set forth in Section 146.230.

WORN JERABEK ARCHITECTS, P.C.
212 W. Superior Suite 600, Chicago, IL 60610
(p) 312 642 5587 (f) 312 642 4189 www.wwapc.com

July 22, 2008

Evergreen Place-Streator
1529 E. Main Street
Streator, Illinois 61364

To whom it may concern:

To the best of my professional knowledge and belief, the Evergreen Place-Streator supportive living facility was designed and constructed in accordance with the following applicable laws, codes and ordinances:

- Part 146, Subpart B of the Illinois Administrative Code (commonly referred to as the SLF Regulations)
- 2006 International Building Code
- 2000 NFPA 101 Life Safety Code
- 2002 NFPA 13
- 2005 National Electrical Code
- 2006 International Fire Code
- 2006 International Property Code
- 2006 International Mechanical Code
- 2006 International Fuel Gas Code
- 2006 International Energy Conservation Code
- 2004 Illinois Plumbing Code
- Federal Fair Housing Amendments Act of 1988
- 1997 Illinois Accessibility Code
- Section 504 of the Rehabilitation Act of 1973
- Americans With Disabilities Act Architectural Guidelines (ADAAG)

Sincerely,

Michael Jerabek, AIA
State of Illinois Licensed Architect, #001-016811

HH-HERITAGE HEALTH DR-DINING ROOM PDR-PRIVATE DINING ROOM ER-EVERGREEN ROOM FL-FRONT LOBBY FR-FITNESS ROOM CL-CLUB

August 2016

This is Happiness Happens Month!

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 9:15 EXERCISE—FR 10:00 SERVICES—HH 2:15 BINGO—HH	2 1:00 Walking Club—FL 2:00 Corn Shucking – ER	3 9:15 EXERCISE –FR 10:00 Coffee Corner –ER 1:00 SCRABBLE –CL	4 OUTING 9:30 YMCA CHAIR VOLLEYBALL & LUNCH AT CHIPPERS	5 9:15 Exercise—FR 10:00 BINGO—ER 1:00 Welcome Club Meeting—ER	6 9:45 BINGO—HH 1:00 Open Cards –CL
7 1:00 Open Cards –CL	8 9:15 EXERCISE –FR 10:00 SERVICES CHARLES ZULZ-ER 2:15 BINGO –HH	9 9:30 SENTIMENTS WITH SUE –CL 12:00 RESIDENT COUNCIL—DR	10 9:15 EXERCISE-FR 1:00 Travis Trivia—CL 6:00 Rhino Bowl –CL	11 10:00 WALMART –FL 1:00 SCRABBLE –CL 6:00 GG Bowl –CL	12 9:15 EXERCISE –FR 10:00 BINGO—ER 1:00 Chair Volleyball-ER	13 9:45 BINGO—HH 1:00 Open Cards-CL
14 1:00 Mexican Train Dominoes –ER 6:00 Movie—CL	15 9:15 EXERCISE –FR 10:00 Services with Charles Zulz –ER 2:15 BINGO –HH	16 11:30 BIRTHDAY PARTY –DR 1:00 Walking Club—FL	17 9:15 EXERCISE –FR 4:00 Ice Cream Social for Streator Unlimited 6:00 Rhino Bowl –CL	18 10:00 Let's Bowl—CL 1:00 Travis Trivia—CL 6:00 GG Bowl—CL	19 9:15 EXERCISE –FR 10:00 BINGO—ER 1:00 Senior Selfie Day 6:00 Trivia with Gwen-	20 9:45 BINGO—HH 1:00 Open Cards –CL
21 1:00 Open Cards– CL	22 9:15 EXERCISE –FR 10:00 Services with Charles Zulz –ER 2:15 BINGO –HH	23 9:30 Sentiments with Sue-CL 1:00 Bean Bags—ER	24 Manicures By Appointment 9:15 EXERCISE –FR 10:45 Services—CL 6:00 Rhino Bowl—CL	25 10:00 Dollar General - FL 1:00 Jim & Girls—CL 6:00 GG Bowl—CL	26 9:15 Exercise –FR 10:00 BINGO—ER 1:00 Mix & Mingle – CL	27 9:45 BINGO –HH 1:00 Open Cards –CL
28 1:00 Open Cards—CL 6:00 Movie –CL	29 9:15 EXERCISE –FR 10:00 Walking Club—FL 2:15 BINGO –HH	30 2:00 BIG BINGO DAY—ER	31 9:15 EXERCISE-FR 1:00 Safe Banking Seminar –CL 6:00 Rhino Bowl—CL			
				*** Remember to check your daily itinerary on your breakfast tables for changes or additions to this calendar ***		

You can sign up for activities in the Club Lounge Outings Binder

HH-HERITAGE HEALTH DR-DINING ROOM PDR-PRIVATE DINING ROOM ER-EVERGREEN ROOM FL-FRONT LOBBY FR-FITNESS ROOM CL-CLUB

SEPTEMBER 2016

WELCOMING AUTUMN MONTH!

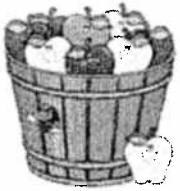
Sun	Mon	Tue	Wed	Thu	Fri	Sat
[redacted]	*** Remember to check your daily itinerary on your breakfast tables for changes or additions to this calendar ***			*1* *10:00 Lawn Darts –FL* *6:00 GG Bowl –CL*	*2* *9:15 Exercise—FR* *10:00 BINGO—ER* *1:00 Open Cards—CL*	*3* *9:45 BINGO—HH* *1:00 Open Cards – CL*
4 *Labor Day Parade at Noon* *1:00 Open Cards –CL*	*5 Happy Labor Day!* *9:15 Exercise –FR* *No Mass Today at HH* *2:15 Bingo—HH*	*6* *9:30 Sentiments with Sue –CL* *10:30 Egg Toss—FL* *1:00 Vern & Vern—CL*	*7* *9:15 Exercise—FR* *10:00 Services—HH* *1:00 Travis Trivia –CL* *6:00 Rhino Bowl –CL*	*8* *9:00 Tanner's Orchard Adventure –FL* *1:00 SCRABBLE –CL* *6:00 GG Bowl –CL*	*9* *9:15 Exercise –FR* *10:00 BINGO—ER* *1:00 Chair Volleyball-ER*	*10* *9:45 BINGO—HH* *12-2:30 Family Reunion Picnic—Back Parking Lot*
9/11 *Remembrance Day* *1:00 Mexican Train Dominoes –ER* *6:00 Movie—CL*	*12* *9:15 Exercise –FR* *10:00 Services with Charles Zulz –ER* *2:15 BINGO –HH*	*13* *12:00 Resident Council – DR* *3:00 Let's Bowl—CL*	*14* *9:15 Exercise –FR* *1:00 Newsletter Meeting –CL* *6:00 Rhino Bowl –CL*	*15* *10:00 Walmart-ER* *1:00 Let's Bowl –CL* *6:00 GG Bowl—CL*	*16* *9:15 Exercise –FR* *10:00 BINGO—ER* *1:00 Bean Bags –ER* *6:00 Trivia with Gwen-*	*17* *9:45 BINGO—HH* *1:00 Open Cards – CL*
18 *1:00 Open Cards– CL*	*19* *9:15 Exercise –FR* *10:00 Services with Charles Zulz –ER* *2:15 BINGO –HH*	*20* *9:30 Sentiments with Sue* *Hymn Sing-CL* *11:30 Birthday Party –DR*	*21* *9:15 Exercise –FR* *10:00 Wellness Wednesday-CL* *6:00 Rhino Bowl—CL*	*22* *10:00 Dollar General-FL* *1:00 Jim & Girls—CL* *6:00 GG Bowl—CL*	*23 9:15 Exercise –FR* *10:00 BINGO—ER* *1:00 Mix & Mingle to Celebrate Matt's Honor Flight –CL*	*24* *9:45 BINGO –HH* *1:00 Open Cards – CL*
25 *1:00 Open Cards—CL* *6:00 Movie –CL*	*26* *9:15 Exercise –FR* *2:15 BINGO –HH*	*27* *2:00 BIG Bingo Day—ER* *MATT is on his Honor Flight today!*	*28* *29 Manicures by Appointment—ER* *9:15 Exercise—FR* *10:45 Services –CL* *6:00 Rhino Bowl—CL*	*29* *7:30 Legislative Update-DR* *1:00 Chair Volleyball-ER* *6:00 GG Bowl—CL*	*30* *9:15 Exercise –FR* *10:00 BINGO—ER* *1:00 Let's Cook—ER*	

You can sign up for activities in the Club Lounge Outings Binder

HH-HERITAGE HEALTH DR-DINING ROOM PDR-PRIVATE DINING ROOM ER-EVERGREEN ROOM FL-FRONT LOBBY FR-FITNESS ROOM CL-CLUB

OCTOBER 2016

CELEBRATION OF APPLES MONTH!



Sun	Mon	Tue	Wed	Thu	Fri	Sat
[redacted]	[redacted]	*Jean Flohr 10/30*	*** Remember to check your daily itinerary on your breakfast tables for changes or additions to this calendar ***			*1* *9:45 BINGO—HH* *1:00 Open Cards –*
2 *1:00 Mexican Train Dominoes—ER*	*3 9:15 Exercise –FR* *9:30 Greentree Flu Clinic—ER* *10:00 Services—HH* *2:15 Bingo—HH*	*4* *9:30 Sentiments with Sue –CL* *1:00 Scrabble—CL*	*5* *9:15 Exercise—FR* *1:00 Travis Trivia –CL* *6:00 Rhino Bowl –CL*	*6* *10:00 Walmart* *1:00 Jim & Girls –CL* *6:00 GG Bowl –CL*	*7* *9:15 Exercise –FR* *10:00 BINGO—ER* *1:00 Bean Bags—ER*	*8 9:45 BINGO—HH 1:00 Open Cards –CL* *2-4:00 Mary Yedinak 95th –ER*
9 *1:00 Open Cards – CL* *6:00 Movie—CL*	*10* *9:15 Exercise –FR* *10:00 Services with Charles Zulz –ER* *2:15 BINGO –HH*	*11* *12:00 Resident Council – DR* *2:00 Apple Toss Game—ER*	*12 9:15 Exercise –FR* *1:00 Newsletter Meeting – CL* *10:00 Wellness Wed-CL* *6:00 Rhino Bowl –CL*	*13* *9:30 Peru Shopping Adventure And Lunch at Steak & Shake -FL* *6:00 GG Bowl –CL*	*14* *9:15 Exercise –FR* *10:00 BINGO—ER* *1:00 Movie & Popcorn –ER*	*15* *9:45 BINGO—HH* *1:00 Open Cards – CL* *Happy Sweetest Day*
16 *1:00 Mexican Train Dominoes– CL*	*17* *9:15 Exercise –FR* *10:00 Services with Charles Zulz –ER* *2:15 BINGO –HH*	*18 9:30 Sentiments with Sue -CL* *11:30 Birthday Party – DR*	*19* *9:15 Exercise –FR* *1:00 Paul & Shirley –CL* *6:00 Rhino Bowl—CL*	*20* *10:00 WALMART-FL* *2:00 Masterpiece and Merlot—ER* *6:00 GG Bowl—CL*	*21 9:15 Exercise –FR* *10:00 BINGO—ER* *2:00 Welcome Club Social Mix &Mingle– CL*	*22* *9:45 BINGO –HH* *1:00 Open Cards – CL*
23 *1:00 Open Cards— CL* *6:00 Movie –CL*	*24 Manicures by Appointment* *9:15 Exercise –FR* *2:15 BINGO –HH*	*25* *2:15 Big Bingo Day— ER*	*26 9:30 Senior Expo Trip -FL* *10:45 Services –CL* *6:00 Rhino Bowl—CL*	*27* *10:00 Coffee Corner—ER* *1:00 Vern &Vern –CL* *6:00 GG Bowl—CL*	*28* *9:15 Exercise –FR* *10:00 BINGO—ER* *1:00 Let's Cook—ER*	*29* *9:45 Bingo –HH* *1:00 Open Cards- CL*
30 *1:00 Open Cards-CL*	*31 9:15 Exercise—FR* *11:30 Halloween Lunch – DR* *2:15 Bingo –HH* *4-6:00 Trick or Treat –CL*	You may sign up for trips in the Adventure Binder in the Club Lounge.				

Supportive Living Program

Participant Choice of Providers

The Department of Healthcare and Family Services verifies participant choice of providers from among setting options, including non-disability-specific settings, by verifying participants have a signed resident contract with the Supportive Living Provider (SLP) provider. One hundred percent (100%) of new waiver participants are reviewed during on-site annual certification reviews at each SLP provider to verify there is a signed contract. Additionally, in response to new requirements for person-centered planning, participant service plans will include documentation that the individual has chosen to receive services from the SLP provider, or that they would like to receive a referral for another setting/provider. This requirement will go into effect with the approval of the Supportive Living Program waiver renewal application. The Department of Healthcare and Family Services will monitor this requirement during on-site annual certification reviews.

An on-site annual certification review was conducted at **Evergreen Place of Streator** in **December 2015**. **Evergreen Place of Streator** was found to be compliant with documentation of participant choice of provider.

Evergreen Place transportation options:

Evergreen Place provides transportation, routinely, Monday through Friday, during normal business hours. We have a handicap accessible van and a 14 passenger handicap accessible bus. Our transportation services are available for a variety of appointments, shopping, banking, volunteer opportunities and community events. Residents may also access our transportation for an assortment of regularly scheduled outings and community events. We are able to accommodate evening and weekend return transportation back to Evergreen Place post hospital or emergency department discharge.

Evergreen residents can also choose to bring their own vehicles. We have parking accommodations for our drivers and visitors. Residents have the choice of having family or friends assists with their transportation.

Evergreen Place staff will assist residents in arranging alternative transportation, such as NCAT.

IVCH & Horizon House Flat Fare Rates:

Within LaSalle/Peru City Limits: $2.50

City to City rides in other communities (i.e. Oglesby to Oglesby): $2.50

Oglesby/IVCC	$3.00
Utica:	$4.00
Tonica:	$4.00
Lostant:	$4.00
Dazell:	$4.00
Spring Valley:	$4.00
Ottawa/Marseilles	$5.00
Mendota:	$5.00
Spring Valley to Ottawa:	$5.00

Fare Rates from LaSalle/Peru to Another Location

Streator:	$5.00	Tuesday & Thursday
Rutland:	$5.00	2nd Monday & 3rd Wednesday
Toluca:	$5.00	2nd Monday & 3rd Wednesday
Earlville:	$5.00	1st Monday, 3rd Wednesday, & 4th Tuesday

Streator to Mendota: $10.00 Based on space availability

Same Day Hospital/Dialysis/Medical Discharge and/or Ride Change: **$5.00 fare**

Note: Wheelchairs provided by the hospital or facility will be recovered by that facility at a designed location.

Space & Availability Destinations

Spring Valley
Dalzall
Mark
Hennipen
Ladd
Princeton

Destinations Out of the NCAT Service Area

Newark
Sandwich
Somonauk
Millington
Yorkville
Morris

NCAT

2016 Holidays

May 30, 2016	Memorial Day
July 4, 2016	Independence Day
September 5, 2016	Labor Day
November 11, 2016	Veteran's Day
November 24, 2016	Thanksgiving Day
November 25, 2016	Friday after Thanksgiving
December 23, 2016	Xmas Holiday
December 26, 2016	Xmas Holiday
December 30, 2016	New Year's Eve
January 1, 2017	New Year's Day

NCAT
NORTH CENTRAL AREA TRANSIT

Operation Changes Effective February 29, 2016

Any discrepancies within this information are subject to change with the final determination to be made by NCAT Administration

NCAT Operation Hours:
Monday – Friday
6:00 AM - 6:00 PM

Dispatch Hours:
Monday – Friday
7:00 AM - 5:00 PM
New Dispatch Number
1-877-874-8813

NCAT Operation Changes

Effective February 29, 2016

As of January 1, 2016, North Central Area Transit (NCAT) moved their organization and dispatch center from Lee-Ogle County Transit System (LOTS) in Dixon to Bureau & Putnam Area Transit (BPART) in Princeton. With this change and transition, several changes have and/or will occur over the next couple of months to be in compliance with State of Illinois and Federal Transportation Regulations.

One of the biggest changes that will affect our clients will be the fare structure of the NCAT System. Previously, NCAT fares were based on one of several factors that often brought confusion to the clients on what their fare was for their ride. To simplify the fare structure, NCAT has establish a "Flat Fare Rate" for all clients that will go into effect on Monday, February 29, 2016. With this new "Flat Fare Rate," some clients will see an increase in their fares while others will see their fares decrease. While some clients may be disappointed in seeing their fares increased, they also must understand that the State of Illinois and the Federal Government are looking at balancing their budgets and their actions effects NCAT and the services that we can and can not provide. We at NCAT understand our riders' financial concerns, but to operate at our current level with the resources we receive or do not receive from our government some action has to be taken. We thank you for understanding. Within this brochure is the new "Flat Fee Rate" that will go into effect on Monday, February 29, 2016.

Also affected is the number of days and locations NCAT can travel to during the week or month. Because the size of the NCAT fleet, the geographic size of LaSalle County, the efficiency of routes, and vehicle cost factors, NCAT will only be able to travel to certain locations on certain days of the week or month. Look for those locations and dates that riders can travel to within this brochure.

Another change is NCAT's operation hours. Previously, NCAT operated from 8:00 am to 4:30 pm. Beginning on February 29, 2016, NCAT's new operation hours will be from 6:00 am until 6:00 pm. The last pick up in town is 5:30 pm and for out-of-town rides, the last pick up is at 4:45 pm.

City of Ottawa Flat Fare Rates:

Within Ottawa City Limits:	$2.50
City Mini Buses:	$2.00

City to City rides in other communities (i.e. Streator to Streator): $2.50

Naplate:	$2.50
Marseilles:	$3.00
Grand Ridge:	$3.00
Utica:	$4.00
Oglesby:	$4.00
Illinois Valley CC:	$4.00
Streator:	$5.00
Seneca:	$5.00
Tonica:	$5.00
Spring Valley:	$5.00
Mendota:	$5.00
LaSalle/Peru:	$5.00

City of Ottawa Designated Rides & Rates:

To Sheridan: $5.00
1st Wednesday, 3rd Monday, & 4th Thursday

To Tonica or Lostant: $5.00
Any Tuesday

To Earlville: $5.00
1st Monday, 3rd Wednesday, & 4th Tuesday

Fare Rates from Streator to Another Location

Grand Ridge:	$3.00	Anyday of the week.
LaSalle/Peru:	$5.00	Tuesday & Thursday
Rutland:	$5.00	Tuesday
Tonica:	$5.00	Tuesday
Toluca:	$5.00	Tuesday
Lostant:	$5.00	Tuesday
Mendota:	$10.00	Space Availability

Same Day Hospital Discharge: $5.00
*Note: Wheelchairs provided by the hospital must be recovered by the hospital at a designated place.

No Show Riders:
If a ride is not cancelled by the client, or if a rider forgoes their trip, it is considered a "no show." A no show results in a rider being billed for their missed ride and if the rider receives three (3) no shows in a thirty (30) day period, their riding privileges will be suspended for thirty (30) days.

City of Streator, Illinois
and Zip code 61364
"A Quiet Surprise on the Prairie"

www.streatorchamber.com http://ci.streator.il.us

Transportation and Location

Highways

Interstate Highways
- 10 Miles West
- 18 Miles North
- 20 Miles East

State Highways
HWY 18 E-W
HWY 23 N-S

Airports

Chicago O'Hare	90 Miles
Chicago Midway	90 Miles
Bloomington (CIRA)	55 Miles
Peoria	60 Miles

General Aviation

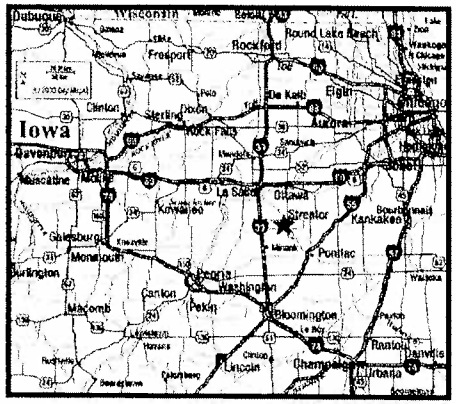
Peru, IL	35 Miles

RailRoads

Burlington Northern SantaFe
Norfolk Southern
Illinois Railnet

Barge Service

Illinois River	15 Miles



Travel Distance and Times

Bloomington	55 Miles	1 Hr.
Champaign	90 Miles	1:45 Hrs.
Chicago	90 Miles	1:45 Hrs.
Cleveland	400 Miles	7 Hrs.
DesMoines	280 Miles	4:45 Hrs.
Detroit	335 Miles	6 Hrs.
Kansas City	410 Miles	7:15 Hrs.
Milwaukee	180 Miles	3 Hrs.
Omaha	370 Miles	7.50 Hrs.
Peoria	60 Miles	1:15 Hrs
Quad Cities	100 Miles	1:45 Hrs.
Rockford	90 Miles	1:45 Hrs.
St. Louis	210 Miles	3:45 Hrs.

Prepared By
Streator Area Chamber Commerce and Industry 320 E. Main P.O. Box 360 Streator, IL 61364
Telephone 815-672-2921 | Fax 815-672-1768 | Email sacci@mchsi.com
www.streatorchamber.com

City of Streator, Illinois
and Zip code 61364
"A Quiet Surprise on the Prairie"

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Overview

Incorporated in 1868, Streator's beginnings are rooted in the coal mining industry - which, along with the establishment of railroads and manufacturing corporations, helped to fuel the prosperity of the then-fledgling town. The community has experienced significant development throughout the years and is today the area of more than 22,000 residents and numerous businesses.

Streator is a mature community led by a progressive Mayor and City Council that utilizes the City Manager - Council form of government. A Mayor, four City Council Members and a City Manager compose this municipal entity, which works together to ensure a high quality of life for City residents and businesses.

The community is well-supplied with a wealth of first-rate amenities, such as public safety through the City's Fire and Police Departments, recreational facilities and services, excellent public and private educational institutions and unmatched medical care through St. Mary's Hospital.

Additional senior health residential care facilities include: Liberty Village, Heritage Health and Evergreen Place, Parker Nursing and Rehabilitation Center and Streator Senior Apartments. A thriving Central Business District and ample retail possibilities only add to the appeal.

What's more, a wide variety of residential opportunities are available in Streator, which includes quality single-family homes, spacious town home and condominium developments, comfortable apartment complexes and amenity-filled senior residential alternatives. The styles and price ranges are just as diversified, with everything from low-to-moderate home prices and upper-level custom designed residences. The area is home to many distinctive historic dwellings as well.

The City has maintained its valued Midwestern roots, all the while still incorporating thoughtful planning for the future. With all of this and more, Streator has proven itself to be a preeminent place for professionals and families, as well as businesses in search of a solid, prosperous economy.

City Government

City of Streator
204 S.Bloomington St.
Streator, IL 61364
815-672-2517

Mayor Jim Lansford	Ext. 4
City Manager Scott Wrighton	Ext. 4
City Engineer Jeremy Palm	Ext. 236
Public Works David Fussell	Ext. 235
City Clerk Pam Leonard	Ext. 4

Legislators

US Senator Richard Durbin	202-224-2152
US Senator Mark Kirk	202-224-2854
Congressman Adam Kinzinger	202-225-3635
State Senator Susan Rezin	217-782-3820
State Representative Frank Mautino	217-782-0140

Population

Zip Code 61364	20,133
City of Streator	13,710
LaSalle County	113,924
Livingston County	38,950

Demographic Details

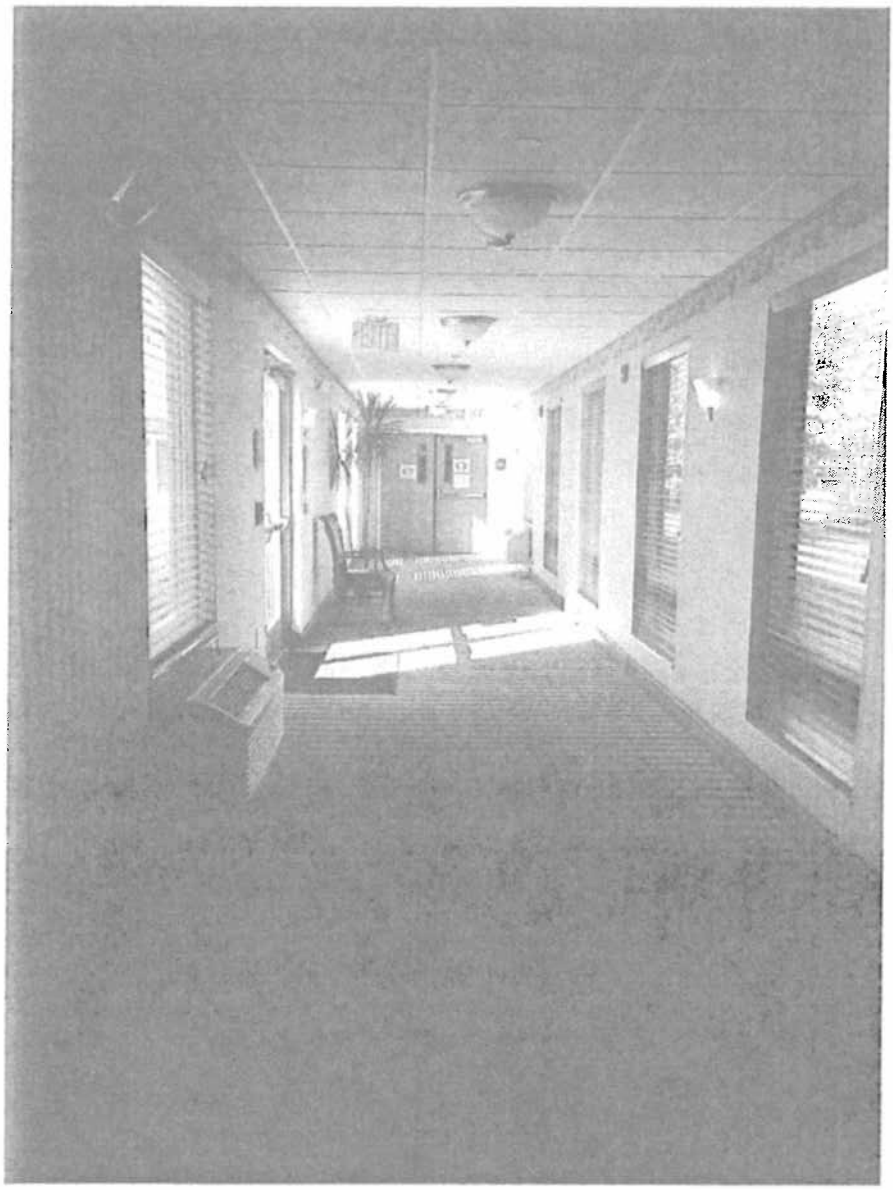
Zip Code 61364

Population	20,133	
White	18,677	92.8%
Black	399	2 %
Other	1,057	5.2%
Male	9,871	49%
Female	10,262	51%
Median Age	41.7	
No. Households	8,263	

Prepared By
Streator Area Chamber Commerce and Industry 320 E. Main P.O. Box 360 Streator, IL 61364
Telephone 815-672-2921 | Fax 815-672-1768 | Email sacci@mchsi.com
www.streatorchamber.com

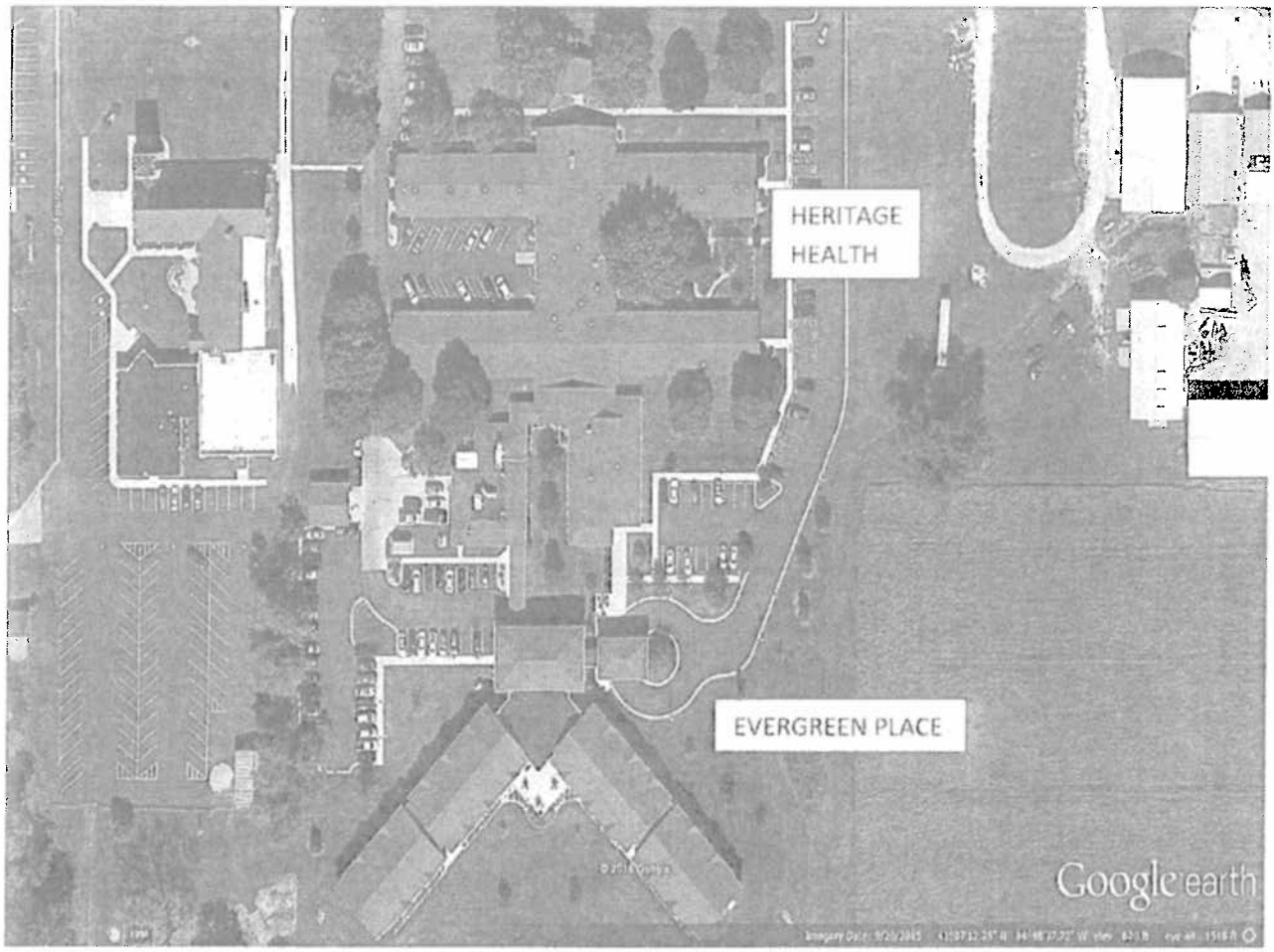
FRONT SIGN-NOTE
DISTINCT ADDRESSES AND
PHONE NUMBERS

EVERGREEN FRONT ENTRANCE



HALL AND DOUBLE DOORS BETWEEN EVERGREEN AND HERITAGE

EVERGREEN EMPLOYEE ENTRANCE


HERITAGE
HEALTH
EVERGREEN PLACE
Google earth

ILLINOIS HOUSING
DEVELOPMENT AUTHORITY

401 N. Michigan Avenue
Suite 700
Chicago IL 60611
312.836.5200
866.324.4431 TDD
www.ihda.org

Bruce Rauner, *Governor*

JUN 0 8 2015

Attn: Benjamin Hart
Evergreen Streator LP
115 West Jefferson St., 401
Bloomington IL 61702

RE: Evergreen Place - Streator, RS-ADM-2646 / FTE-2646-07
2015 Tax Credit Inspection

Dear Mr. Hart:

The Illinois Housing Development Authority appreciates the cooperation received from your staff while performing our recent 2015 Tax Credit inspection on June 4, 2015. Please note that the above-mentioned development's inspection was completed without findings or violations. The inspection included unit interiors, common areas, building(s) exterior, building(s) systems, and physical conditions.

If you have any questions or wish to discuss any matter regarding the inspection, please do not hesitate to contact me at 312.836.7344.

Sincerely,

Edward Marshall/rb

Edward Marshall
Field Inspector I
Asset Management Services

EM/rb

Illinois Housing Development Authority
401 N. Michigan Ave. Suite 700
Chicago, Illinois 60611
(312) 836-5200

Management Review & Property Inspection
Summary Sheet

(For ADMIN, AMBAC, BIBP, CDBG, FAF, HPP, HTF, NSP, RS, TCAP, TFB, 80/20 & 1602 developments)
Rev. 8/13/2015

For each item reviewed, mark a block in column A (acceptable), M (management to correct within 60 days), or I (items requiring immediate action). After discussing items with owner or management agent, enter the estimated completion date in the TCD (Target Completion Date) column.

Development Name & Address
Evergreen Place - Streator
1529 E. Main Street
Streator, IL 61364

Owner's Name: Evergreen Streator, LP — Since: (Mo/Yr) 07/15/08

Resident Manager's Name: Deb Clayton — Since: (Mo/Yr) 11/01/11

Agent's Name: Streator Management LLC — Since: (Mo/Yr) 07/18/08

IHDA No.: 17/10-2646-01/FTE-2646-07

Loan Position(s): 1st & 2nd

Type of Program: Risk Share; Administrative Loan; Tax Credit

No. of Units: Total 53; Program 41 (Highest IHDA loan position only); Vacant 0; Tax Credit 41; PIS Date 11/07/08

Occupancy: 100%

Total # of units turned over in Year 20 14 = 14 (28% %)

(Note: For YTD, see pg. 6 Section 15 b)

Purpose of Report: [ ] Initial Review [X] Annual Review

Inspected Date: 11/13/2015

Tenant Type: [ ] Family [ ] Elderly [ ] Mixed [ ] SRO [X] SLF/Assisted Living [ ] Special needs population

Date of Last: Annual Inspection 5/18/2012; Desk Review 11/25/2013

Date transferred to AMS: 08/01/06 (Drill MLs except RS/Ambac)

Was the development prepared for the inspection by utilizing and updating the IHDA binder? [X] Yes [ ] No

A. Maintenance & Security	A	M	I	TCD
1. General Physical Condition	X			
2. Work Scheduling	X			
3. Vacant Unit Preparation	X			
4. Security Program	X			

I. Maintenance and Security Rating: [ ] Superior [X] Above Average [ ] Satisfactory [ ] Below Average [ ] Unsatisfactory [ ] Not Rated

B. Financial Management	A	M	I	TCD
5. Accounting and Bookkeeping	X			
6. Cash Controls	X			
7. Cost Controls	X			
8. Submission of Reports	X			
9. Financial Compliance	X			
10. Rent Schedule Compliance	X			
11. Rental Collection	X			
12. Accounts Receivable/Payable	X			
13. Reserves and Escrows	X			

II. Financial Management Rating: [ ] Superior [X] Above Average [ ] Satisfactory [ ] Below Average [ ] Unsatisfactory [ ] Not Rated

C. Leasing & Occupancy	A	M	I	TCD
14. Tenant Selection and Orientation		X		60 days
15. Vacancy and Turnover	X			
16. Leases and Deposits	X			
17. Eviction Procedures	X			
18. Tenant Files and Records	X			

III. Leasing and Occupancy Rating: [ ] Superior [ ] Above Average [X] Satisfactory [ ] Below Average [ ] Unsatisfactory [ ] Not Rated

D. Tenant/Management Relations	A	M	I	TCD
19. Tenant Satisfaction	X			

IV. Tenant/Management Relations: [ ] Superior [ ] Above Average [X] Satisfactory [ ] Below Average [ ] Unsatisfactory [ ] Not Rated

E. Drug-Free Housing Policy	A	M	I	TCD
20. House Rules That Aid And Support Drug-Free Housing.	X			
21. Overall Development Plan For Drug-Free Housing	X			

V. Drug-Free Housing Policy Rating: [ ] Superior [ ] Above Average [X] Satisfactory [ ] Below Average [ ] Unsatisfactory [ ] Not Rated

F. General Management Practices	A	M	I	TCD
22. Organization and Supervision	X			
23. Staffing and Personnel Practices	X			
24. Operating Procedures and Manuals	X			
26. Training	X			
26. Office Administration	X			
27. Insurance and Bonding	X			
28. Management Agreement	X			
29. Program Compliance	X			

VI. General Management Practices Rating: [ ] Superior [X] Above Average [ ] Satisfactory [ ] Below Average [ ] Unsatisfactory [ ] Not Rated

G. File Review	A	M	I	TCD
30. Resident File Maintenance				
31. Household Information				
32. Verification				
33. Leases				
34. Certification/Recertification Activities				
35. Move-Out File Review				
36. Applicant Rejection Review				

VII. File Review Rating: [ ] Superior [ ] Above Average [ ] Satisfactory [ ] Below Average [ ] Unsatisfactory [X] Not Rated

VII. Rating of Overall Management Operation (mark applicable box): [ ] Superior [ ] Above Average [X] Satisfactory [ ] Below Average [ ] Unsatisfactory

Signatures:

Inspection prepared by: Rosalyn Bearden — Title: MOR Specialist — Date: 12/8/15

Inspection approved by: David Lees, CPM — Title: Director/Asst. Director/Manager, AMS — Date: 12/3/2015

Item No.	For each 'M' and 'I' item checked, describe findings and give recommendation for correction. Explain any "Below Average" or "Unsatisfactory" rating.
	Development's Description:
Non-IHDA HUD Subsidies	None
Addt'l IHDA Program Units	
Unit Composition	18- Studios and 35 1- bedroom units
Number and Type of Bldg.	1 two-story building
Amenities	Dinning room, private dinning room, community center, fitness center, club room, library and spacious sun room and patio.
Work Out and Additional Comments	

Mission Statement

Evergreen Senior Living is committed to providing service delivery which promotes and embraces the individuality and independence of those we faithfully serve. The spirit of our team is enriched by exceeding what our customers thought was possible. By valuing this deep commitment and cultivating cherished relationships within our local communities, we are recognized as performance leaders in the markets we serve.

Evergreen Senior Living Values

Independence: At all times, we encourage our residents, families and employees the right to personal choice.

Individuality: We understand and respect the needs of each resident, family and employee. We embrace differences and encourage uniqueness.

Sense of Belonging: By functioning as a team, we create a family atmosphere that is inclusive, emotionally supportive and enjoyable.

Dignity: In all situations, every resident, family and employee deserves respect, privacy and freedom of choice.

Excellence: In everything we do and every interaction we have, we strive to provide the highest commitment to quality and customer service.

*TAKEN FROM PAGE 1 OF OUR EVERGREEN RESIDENT HANDBOOK

[Mail By Date Goes Here]

inQ™ Experience Surveys

Community Name Goes Here
Supportive Living Resident Experience Power Survey

Instructions: Please read each statement and select your answer by marking one checkbox like this: ☒
Respond to all statements. If you have no experience with the subject of the statement, mark "Does Not Apply". Be honest about your answers; they will be kept completely anonymous. Thank you.

1. Overall, I am satisfied with the care and services provided to me at this community.

☐ 10 ☐ 9 ☐ 8 ☐ 7 ☐ 6 ☐ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1 ☐ 0

← Strongly Agree ——— Neutral ——— Strongly Disagree →

2. How likely is it that you would recommend this community to a friend or family member?

☐ 10 ☐ 9 ☐ 8 ☐ 7 ☐ 6 ☐ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1 ☐ 0

← Extremely Likely ——— Neutral ——— Extremely Unlikely →

Please mark your level of agreement with the following statements.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
3. I feel safe and secure.	☐	☐	☐	☐	☐	☐
4. My belongings are safe and secure.	☐	☐	☐	☐	☐	☐
5. I have the necessities I want to feel at home in my residence.	☐	☐	☐	☐	☐	☐
6. I can make choices about my daily routine.	☐	☐	☐	☐	☐	☐
7. I can have privacy whenever I want.	☐	☐	☐	☐	☐	☐
8. This community has a home-like atmosphere.	☐	☐	☐	☐	☐	☐
9. I can relate to other residents in this community.	☐	☐	☐	☐	☐	☐
10. The grounds are well maintained.	☐	☐	☐	☐	☐	☐
11. I have access to common areas.	☐	☐	☐	☐	☐	☐
12. Overall, I am satisfied with the staff.	☐	☐	☐	☐	☐	☐
13. I am satisfied with the knowledge/skills of the staff.	☐	☐	☐	☐	☐	☐
14. The staff regularly discusses my care with me.	☐	☐	☐	☐	☐	☐
15. The staff genuinely cares about my well-being.	☐	☐	☐	☐	☐	☐
16. The staff responds promptly to my requests.	☐	☐	☐	☐	☐	☐
17. I have access to community policies and procedures.	☐	☐	☐	☐	☐	☐

SAMPLE

NONE

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Please mark your level of agreement with the following statements.	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Does Not Apply
18. I feel the policies and procedures are clear.	☐	☐	☐	☐	☐	☐
19. I feel I have the opportunity to provide input into the development and implementation of policies and procedures.	☐	☐	☐	☐	☐	☐

Please rate the quality of care/services you receive at this community.	Very Good	Good	Neutral	Poor	Very Poor	Does Not Apply
20. Housekeeping	☐	☐	☐	☐	☐	☐
21. Laundry services	☐	☐	☐	☐	☐	☐
22. Maintenance	☐	☐	☐	☐	☐	☐
23. Dining services	☐	☐	☐	☐	☐	☐
24. Social services	☐	☐	☐	☐	☐	☐
25. Access to healthcare services	☐	☐	☐	☐	☐	☐
26. Access to personal care	☐	☐	☐	☐	☐	☐
27. Activities and programs	☐	☐	☐	☐	☐	☐
28. Transportation services	☐	☐	☐	☐	☐	☐
29. Management or administration	☐	☐	☐	☐	☐	☐

Information about you:	Under 60	60-69	70-79	80-89	90-99	Over 99
30. My age in years:	☐	☐	☐	☐	☐	☐

	Male	Female
31. My gender:	☐	☐

	Very Good	Good	Fair	Poor	Very Poor
32. I would rate my overall health as:	☐	☐	☐	☐	☐

	Less than 1 year	1-2 years	3-5 years	6-10 years	More than 10 years
33. I have lived in this community for:	☐	☐	☐	☐	☐

Please use the area below to comment on any part of your experience with this community.

NONE

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