

The Informer



Priscilla's Corner

Priscilla Gilliam, President

Incident Reports & Log Books

What are the differences between Incident Reports and Log Books? Incident Reports are typed up on the computer and submitted to us immediately after an incident. If appropriate, we submit them to the insurance carrier for payment. Log books are bound books with hand-written accounts immediately after the incident.

Incident Reports are considered insufficient as evidence in the event of an eviction or claim, but Log Books provide generally acceptable evidence because they are so hard to change. The staff member who knows the most about what happened, should make the entry in the log book.

Log Books track the big things and also things that are odd, but maybe not meaningful, at the time (like the resident who walked through the lobby in a sport shirt, undershorts, socks, and shoes or the lady who went door to door trying to get birdseed for her bird). Log Books also help you keep track of things that did NOT happen. For example, if a service provider doesn't show up as scheduled, it should be recorded in the log book.

Best regards,

Priscilla

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Special Inserts:

- ◆ Notes from All Over

What's Up, Chuck?

Chuck Eldred, Director of Property Management

Lessons to Learn & Live By

It's not your fault but it is your problem. This might be the essential truth of all leadership and management. It is our responsibility to facilitate the best outcome for any given situation. It doesn't matter if it was the fault of previous manager, government rule, or a challenging resident. Move on and fix it without dwelling on who is to blame.

Give credit away freely: "It is amazing what you can accomplish if you do not care who gets the credit." {Harry Truman}. We all get more done if we believe in what we are doing and that it will be recognized. By the way, if you recognize someone for their part in the effort, they usually do even better the next time around.

Anyone can accomplish a mission given enough time, money, & resources: A leader completes the mission when one or more of these are missing.

Update From Occupancy

By Carmen Olivas, Director of Occupancy

Failure... Can Be a Learning Experience

We sometimes think of the world as being divided into two categories of people...those who succeed and achieve, and those who fail. People think those who succeed never fail and those who fail never succeed. Well, that thinking couldn't be further from the truth. Here are some examples from an article I read:

- Albert Einstein, considered a genius, wasn't able to speak until he was almost four years old, and his teachers said he would "never amount to much."
- Thomas Edison, inventor of the light bulb, was told by a teacher that he was too stupid to learn anything.
- Walt Disney was fired from a newspaper for "lacking imagination" and "having no original ideas."
- Lucille Ball was dismissed from drama school with a note that read, "Wasting her time. She is too shy to put her best foot forward."
- Abraham Lincoln's fiancée died, he failed in business twice, he had a nervous breakdown, and he was defeated in eight elections, before becoming President.
- The Beatles were rejected by Decca Recording Studios, who said "We don't like their sound...they have no future in show business."
- Oprah Winfrey was demoted from her job as a news anchor because she "wasn't fit for television."

So, you see, failure isn't final. Failure is a learning experience that sometimes can lead to future success. Failure can either be an obstacle to your success or it can help you persevere. It's always up to each of us. Why do I bring this up? Well, the FGA Seminar will take place this month, and there will be training. I've mentioned this before, and I'm mentioning it again...don't hesitate to ask questions if there is something you do not understand. Don't consider your question a "stupid one." There will probably be others in attendance who need the answer but think their questions will be viewed as "stupid." That's not to say that you'll receive an instant answer; we might need to consult the HUD Handbook 4350.3; you know, the book that you read before you fall asleep. You do that, right?

Here is the final tally regarding the MORs conducted in 2022: 1 Satisfactory, 4 Above Average, and 6 Superiors. (Note: If you received a Superior rating and your audit was before September 2022, there could be an audit again in 2023. If you received a Superior rating and your MOR was after September 2022, LOMOD has indicated that it will be three years before another MOR is conducted. Keep in mind that if an MOR is conducted after three years, LOMOD will audit all three certifications in the tenant file.)

We have three properties already scheduled for MOR in 2023. As much as we have answered MORs conducted in 2022, advising that properties are transitioning to RealPage's electronic waiting list, please know that one of the properties audited in 2022, received a Finding regarding the electronic waiting list. The issue had to do with information not appearing in HUD-required columns, for the tenant files selected for audit. That's right, LOMOD will want the page on the waiting list that corresponds to the tenant file being audited. LOMOD doesn't provide the list of tenant files until the morning of the audit, which doesn't leave much time to check to see if the electronic waiting list columns are up-to-date.

These individuals have completed another year with a Falkenberg/Gilliam building. Your ongoing efforts enable residents to live in comfort and safety. Thank you!

HAPPY ANNIVERSARY

Margo Reid	41 yrs.	Falkenberg/Gilliam & Associates
Brian McKay	18 yrs.	Geneva Plaza
Dawn McKay	18 yrs.	Geneva Plaza
Brigida Lomeli	19 yrs.	Falkenberg/Gilliam & Associates
Sandra Espeleta De La Cruz	1 yr.	Las Torres

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"Update from Occupancy"**

Reminders:

New Medical Mileage Rate: As of January 1, 2023, the standard medical mileage rate is 22 cents.

Application vs. Waiting List: Be sure the date and time of receipt of Application agrees with the date and time indicated on the electronic waiting list page.

Gig Employment: You may have tenants who receive income through "Gig Employment." The following is an example of types of "gig" work: Uber and Lyft (modern-day taxi drivers), Uber Eats, GrubHub, and DoorDash (food delivery). There's also WAG (making money by walking other people's dogs), Instacart (shop for groceries and deliver them to clients). When a tenant claims to be self-employed, refer to HUD Handbook 4350.3, Appendix 6-C, for HUD guidance in verifying and projecting income. Per HUD industry trainer Mary Ross, determining the net income from a business means you will be reviewing a Profit and Loss Statement or a Balance Sheet that might include expenses for an automobile. A resident may either calculate the actual cost of using their vehicle or may use the standard mileage rate...but not both.

That's' all for the start of year 2023. I look forward to seeing you this month. I also look forward to seeing the costumes, because it appears the theme of this year's seminar was a bit challenging... costume-wise. We'll choose a less challenging theme for Seminar 2024. Happy Valentine's Day! Remember, service is the heart of our business.

February Birthdays

Brian McKay <i>Geneva Plaza</i>	1
Alberto Luna <i>Pacific Manor</i>	3
Luis Urrutia <i>Verdugo Tower</i>	5
Julia Fernandez <i>Harvard Plaza</i>	7
Gloria Parra <i>Lakeside Gardens</i>	9
Curtis Capshaw <i>Green Manor</i>	13
Raul Gonzalez <i>Westminster Towers</i>	14
Jackie Thompson <i>St. Bernardine Plaza</i>	18

Please save trees; don't send cards. Thank you!



Cyndi's Connection

Cyndi Karp, Assistant Regional Supervisor

Slips, Trips, and Falls

You can slip when you lose your footing, you can trip when you catch your foot on or in something, and you fall when you come down suddenly. In addition, poor lighting and clutter can cause injuries such as sprains, strains, bruises fractures, scratches, and cuts.

Trips occur whenever your foot hits an object and you are moving with enough momentum to be thrown off balance.

Falls are the leading cause of injury-related death among adults aged 65 and older. Additionally, the death rate from falls is increasing.

Tips for you and your residents to stay safe:

- 1) Clean up spills and anything slippery in the lobby corridor and common areas.
- 2) Don't use floor cleaners that could make the floor slippery.
- 3) Make sure that the walkways and corridors are clear of any tripping hazards such as cords, wires, empty boxes, and clutter.
- 4) Make sure the floor mats lay flat rather than wrinkled or bunched.
- 5) Use handrails when walking up and down steps.
- 6) Before using any ladder or stepladder make sure it is fully open.
- 7) Check that the ladder extensions are fully locked and that the ladder legs are stable on a flat, non-slippery surface.
- 8) Clean off any slippery material on the rungs, steps, or feet of a ladder before you use it.
- 9) Don't go over the load limit noted on the ladder.
- 10) Wear the appropriate footwear for your environment.
- 11) Keep your workplace clean and tidy.
- 12) Store materials and supplies in the appropriate storage spaces.

Parking lots can also have many different hazards, such as curbs, gravel, oil patches, or a combination of these during inclement weather.

Please take the time to identify, control, and eliminate the hazards to lower the chances of a slip, trip, or fall from a resident or yourself.

Jalinne's Journal

Jalinne Vasquez, Administrative Assistant

Resident Council

As we have pursued innovations in resident quality of life, resident council and resident activities have been front and center. We understand the confusion surrounding the implementation of the activities and use of the resident debit cards. Take some time to make a list of all your questions regarding, funds, RECAP forms, activities, or general procedures of the resident council. Please feel free to include suggestions on how we can improve the programs. Bring your list to this month's upcoming Management Seminar for a collaborative discussion on these topics.

We will go over the general rules again and make sure we're all on the same page of what is expected and what we hope to accomplish for our residents. Many of you are doing a fantastic job with this new transition and we truly appreciate everyone who has been working hard to incorporate these additions and necessary adjustments to their workday routines.

I am excited to see you all this February and look forward to a fun learning experience.

