2013-2014 Executive Budget Proposal
Summary

By: Stephen B. Hanse, ESQ., Vice President, Governmental Affairs

On Tuesday, January 22nd, Governor Cuomo unveiled his 2013-14 Executive Budget. The Governor’s proposed budget limits growth in state spending to below two percent and closes an estimated budget gap of $1.35 billion.

On Wednesday, January 30th, Stephen Hanse, Vice President of Governmental Affairs, testified on behalf of NYSHFA and NYSCAL before the Joint Senate and Assembly Hearing on the Executive’s Health and Mental Hygiene Budget proposal. Joining Stephen were Dick Herrick, NYSHFA President & CEO and Mark Olsen, Chairman of NYSHFA’s Legislative Committee.

Among the initiatives advanced within the Executive’s Health and Mental Hygiene Budget are the following:

- Proposes to extend the two percent across-the-board reduction in Medicaid payments through March 31, 2015;
- Proposes the elimination of the ability to set trend factor adjustments for nursing homes, assisted living program beds and other Medicaid sectors;
- Requires managed care contracts with nursing homes to provide standard rates of compensation “to ensure the retention of a qualified workforce capable of providing high quality care;”
- Proposes to continue the Medicaid Global Spending Cap until March 15, 2015;
- Proposes to sunset $30M in payments for financially disadvantaged nursing homes effective December 31, 2012, and redirects this funding to nursing homes through Vital Access Provider program payments;
- Proposes to extend the six percent reimbursable cash receipt assessment;
- Extends audit authority for calendar year 2002 cost reports filed by nursing homes through December 31, 2018;
- Proposes to eliminate the requirement that certain rate adjustments for 2007 and 2008 for nursing homes be subject to reconciliation;
- Requires spousal support for the costs of community-based long term care, and applies spousal protections to all managed long-term care enrollees;
- Authorizes the DOH to establish capital reimbursement methodologies for nursing homes through regulations promulgated in consultation with the nursing home industry;
- Calls for the development of a regulatory pricing reimbursement methodology in consultation with affected providers for specialty nursing home facilities;
- Includes capital construction costs into the assisted living program rate; and
- Includes 4,500 additional ALP beds, targeted for the newly identified 49 transitional adult home providers affected by the recent regulations published by the DOH, and streamlines the competitive process to secure these ALP beds.
A Message from the President

DICK HERRICK, PRESIDENT AND CEO
rherrick@nyshfa.org

As you will see from the first and fourth pages of this newsletter, Stephen Hanse has transitioned rapidly into the new Vice President of Governmental Affairs position which he assumed on January 22.

Coincidently, the day that Governor Cuomo unveiled his 2013 – 2014 Executive Budget coincided with Stephen’s first opportunity to staff the Legal Action Committee audio conference, and the rapid fire orientation program continued onward.

With the government relations program being a vital part of the value package which we deliver to our members, this transition has understandably taken a very high priority with regard to my time as well as the Executive Committee. There is no more important part of my duties than to bring the best and the brightest to each of the staff positions and I feel very confident that that tradition has continued with Stephen joining NYSHFA. I certainly want to express my appreciation to the active involvement of our Board of Directors as well as the considerable time and leadership provided by our Executive Committee in supporting me in this very important activity.

So budget time is upon us. We need to take a different approach to many of the things we do, not the least of which is our approach to the NYS Executive Budget, the Legislature, and all of the agencies with which we engage on behalf of our members. It seems every day we are attending meetings, either in person or by conference call, to deal with issues directly with various agencies and to participate in various workgroups, which many times overwhelm our calendar. Fortunately, we have a staff as well as supportive members that allow us to meet the time management challenges to ensure that we are always “at the table” on behalf of our members. On February 4, Stephen and I spent a full day at the American Health Care Association in Washington in order for Stephen to engage immediately with their government relations team as the activity which they have on their work-plan is a vital part of both our federal and state agendas. The fiscal cliff, deficit reduction, Obama Care, Managed Medicare and Medicaid, etc.: all are threats to the operational viability of our members and in some cases opportunities. Here again, we must be at the table at the federal level as we are in Albany to assure that the best interests of our members are represented.

Certainly those of you that have participated in many of the audio conferences, training programs and other on-going initiatives know full well that the government relations area is not the only area of activity, even though it seems to dominate our agenda. Here again this demonstrates that the leadership team at NYSHFA is deep in talent, commitment and are executing our continuing work-plan as the other major initiatives are implemented.

Our collaborative efforts and relationships with other associations and other stakeholders that are of similar interests have never been stronger. We are committed to continue as well as strengthen those relationships as we move forward.

The concluding message is, as NYSHFA itself transitions through change that change is being managed well and where possible we are seizing the opportunity to mitigate the negatives and identify the opportunities that best benefit our members.

Thank you for your continued support.
**February 22**

**NYSHFA Employee Recognition Awards Program Deadline**

Applications have been mailed to all NYSHFA member facilities for the 2013 Employee Recognition Awards Program. Each year, NYSHFA recognizes outstanding skilled nursing facility staff in the following categories: Registered Nurse, Licensed Practical Nurse, Certified Nurses Aide, and Heart and Hands Award (non-nursing/non-managerial staff). Recipients of the awards will be honored at the Awards Ceremony during the NYSHFA/NYSCAL Annual Convention, June 23–26, 2013 at the Turning Stone Resort & Casino in Verona, NY. To access an application, visit the NYSHFA website at [http://www.nyshfa.org](http://www.nyshfa.org).

**February 22**

**NYSCAL Awards Programs Deadline**

NYSCAL is pleased to announce that we have expanded the Assisted Living Awards program this year. In addition to the Assisted Living Volunteer of the Year and the NYSCAL Scholarship award, the Association will recognize an Administrator, Nurse, and frontline caregiver for their work. In addition, NYSCAL will award one adult care/assisted living facility for their overall social and recreational programming during National Assisted Living Week. NYSCAL has mirrored this expanded awards program after the National Center for Assisted Living’s (NCAL) Awards program. As a result, the NYSCAL winners will be nominated for the NCAL national awards. All winners will be honored at our annual convention’s awards banquet on June 25 at The Turning Stone Resort and Casino. All of the awards applications can be found on the NYSHFA/NYSCAL website at [http://www.nyshfa.org](http://www.nyshfa.org).

**March 19**

**SAVE THE DATE - March 19th Albany Reception**

On Tuesday, March 19th, NYSHFA will be hosting an evening reception in Albany honoring Senator Kemp Hannon, Chairman of the New York State Senate Standing Committee on Health. As Chairman of the Health Committee, Senator Hannon plays a vital role in shaping health care policy throughout New York. Please join us for an enjoyable evening with the Senator. We will provide additional details in the near future. Please feel free to contact Stephen Hanse, Vice President of Governmental Affairs at (518) 462-4800 (ext. 25) if you have any immediate questions.

**March 21 – 22**

**Social Service & Activities Conference**

Holiday Inn

This conference, designed for Social Service and Activities Staff, will bring together presenters who will motivate and inspire. They will offer attendees a variety of practical strategies they can apply in their day to day practice. The Program includes discussion on:

- Alternative therapies to enhance wellness
- DOH update on current initiatives
- Superior customer service
- Creating “Meaningful” Activities
- Management of special needs population

CEUs for Social Workers and Activity Directors have been applied for. Don’t miss out, register today! For more information, visit [http://www.nyshfa.org](http://www.nyshfa.org) and click on Education.
Richard J. Herrick, President of NYSHFA, is pleased to announce that Stephen B. Hanse, Esq. has joined the Association as their Vice President of Governmental Affairs.

Stephen is a seasoned governmental affairs professional and a practicing attorney with extensive experience representing clients in numerous areas where law, business and government intersect. Prior to joining NYSHFA, Stephen was with the firm of Featherstonhaugh, Wiley & Clyne, LLP in Albany, NY where he had a longstanding history of success in representing numerous fortune 500 companies, healthcare organizations and healthcare providers before New York’s Executive, Legislative and Judicial branches of government.

In addition, Stephen previously served as the Vice President of Governmental and Regulatory Affairs of the Energy Association of New York State representing the state’s major energy companies in legislative, regulatory, and budgetary affairs. Earlier in Stephen’s career he was the Director of the New York State Senate Labor Committee, and was a legislative analyst and legislative assistant for several standing committees of the New York State Assembly.

Stephen said he “looks forward to continuing to concentrate and expand his efforts in the healthcare sector on behalf of the skilled nursing and assisted living members of NYSHFA.”

James D. Featherstonhaugh, Senior Partner with Featherstonhaugh, Wiley & Clyne, LLP, said, “The professionals, staff and clients Stephen served at FWC will miss him enormously. He leaves with our respect and genuine affection. FWC’s loss is NYSHFA’s gain.”

Stephen serves as a board member of the Albany Law School Government Law Center, board member of the Greene County YMCA, member of the Government Affairs Committee of the Business Council of New York State, trustee for the Village of Coxsackie, member of the New York State Bar Association and the Greene County Bar Association and is a past member of the Board of Heermance Memorial Library.

Stephen and his wife, Maureen, reside in the Village of Coxsackie with their four sons. Stephen is admitted to the Bar in New York State, the United States District Court for the Northern District, and the United States Court of Appeals for the Second Circuit.
Super Storm Sandy

Super Storm Sandy dealt a devastating blow that continues to impact the lives of thousands of long term care residents and employees alike. Hospitals, Skilled Nursing Facilities and Adult Care Facilities had to be totally evacuated due to the storm surge. Although most residents and patients have returned to their “home” facilities, there are still residents who were relocated to other facilities who continue to operate above capacity to meet the demand. There are also facilities that may never reopen due to extensive structural damage creating job loss for many employees.

Throughout the time of the storm, NYSHFA maintained continual communication with the LTC providers by creating a webpage on the public side of our website which is easily accessible via the internet. On the webpage, we were able to post all official communication in “real time” as soon as it was received. Our goal throughout this crisis and beyond is to insure providers have the most accurate and timely information available. We continue working with DOH, the Commissioner of Health and the Governor’s office to assist in the resolution of the many complex issues that resulted from this massive storm.

In an effort to assist the many long term care employees whose lives have been significantly impacted by this devastating storm, the Foundation for Quality Care has established a Hurricane Relief Fund. While many LTC employees were caring for patients and residents, their own homes were being battered, flooded and even destroyed. Many of these individuals lost their homes, some lost their cars, and some lost all their possessions. In addition, hundreds have also lost their jobs due to facility closures related to storm damage. The goal of the Hurricane Relief Fund is to provide funds directly to employees in need. Several thousands of dollars have been distributed thus far. Our hope is to assist as many of these dedicated individuals as possible and your donation will help us to meet our goal. To make a donation and learn about the fund, go to http://www.thefqc.org/hurricane-relief-fund/.

Verrazano Nursing Home, Staten Island, NY

Resort Nursing Home, Arverne, NY

Kingsbridge Heights Rehab. and Care Center, Bronx, NY

South Shore Healthcare, Freeport, NY

Huntington Hills Center for Health and Rehab., Melville, NY
NYSHFA 2012 in Review

Following are highlights of the Association’s accomplishments during 2012:

Legislative

- Analyzed and gave Testimony on the NYS budget.
- Drew over 100 NYSHFA/NYSCAL members to Albany for a very successful state legislative visitation day. NYSHFA staff and members met with over 100 legislators and/or staff.
- Participated in the AHCA Congressional Conference: visited 20 New York Senators, Congressional Representatives and/or staff.
- Provided comment and met on numerous regulations, Executive Orders and other state actions including: Executive Salary and Administrative caps, Sprinkler Mandate, Bed Hold rate cuts, CON reform, Capital Cost reimbursement and OMIG issues.
-lobbied, filed memos, testified and met on numerous legislative issues including but not limited to: state budget, destruction of medication, the appeals cap, mandatory staffing, safe patient handling.
- Initiated and conducted numerous “call for action” alerts by members on state and federal issues.
- Worked closely with AHCA on numerous legislative issues and political action events.

Legal Action

- Constructed a legal action committee page on the NYSHFA website to act as a resource to educate and inform NYSHFA members on pertinent legal topics.
- Pursued litigation on behalf of NYSHFA members in such areas as: Base Price, Equity Withdrawal, OMIG/PRI and Trend Factor cuts.
- NYSHFA continues to support individual member facility litigation as appropriate as well as file amicus briefs on other cases as warranted.

C.A.R.E.

- The NYSHFA political action committee continues to spend over 97% of your contributions to make donations to selected state legislative candidates.
- In 2012 alone C.A.R.E. made 161 contributions requested by NYSHFA members and staff. In the vast majority of cases, NYSHFA members or staff attended the events.
- NYSHFA in consultation with AHCA/PAC, conducted four events in New York for candidates running for the Congress. We participated in Washington or in the candidates’ district for numerous other Federal, Senate and Congressional events.
Membership / Business Development / NYSCAL

- Shelley Wagar Sabo was hired as the Executive Director of the New York State Center for Assisted Living.
- NYSCAL membership grew from 1,116 beds to a total of 5,691 beds in 40 communities. Part of this growth was due to the membership merger of the New York Coalition of Quality Assisted Living (NYCQAL) into NYSCAL.
- A 2012 Assisted Living Work Plan was developed to identify the key components in building the NYSCAL infrastructure.
- NYSHFA / NYSCAL Membership have a combined membership of 283 facility based members, totaling 46,324 beds. Associate Members total: 113.
- A Member Communications Assessment Audit was completed and results presented to the Board of Directors. As a result of the audit, many changes and enhancements will be completed in 2013 including: redesign of Member Mailings and NYSHFA website; development of an association Facebook page; and enhancing two-way communications between members and the Association.

Foundation for Quality Care

- FQC developed, tested and launched a new web site in 2012. This web site is state-of-the-art and demonstrates the breadth and success of the 10 years of grant and program development, the Art from the Heart calendar, the Nurse Scholarship Program and ongoing marketing for training programs. This web site can be found at www.thefqc.org.
- FQC established a “Long Term Care Heroes Hurricane Relief Fund” that had raised more than $40,000 by the end of 2012. The fund will remain active for one year, and will be used to support basic needs for the workers in long term care that were impacted.
- Received a two-year grant in 2012-13 from the NYS Department of Health/Department of Labor, Health Workforce Retraining Initiative in eight regions of the state in the amount of $723,819 to continue the Long Term Care Leadership Institute Programs. In 2012, the FQC delivered seven classroom programs for Administrators, Directors of Nursing, Nurse Educators, Nurse Managers, and Quality Improvement Teams graduating more than 160 leaders. Four new clinical webinars were delivered serving more than 1,600 long term care nurses and clinical professionals.
- Received a one-year grant from Medline Industries, Prevention Above All Discoveries Grant Program, in the amount of $100,000 to conduct a full empirical research study entitled, “Warfarin Safety for Residents in Skilled Nursing Facilities.” FQC is implementing evidenced based interventions for residents on warfarin in 12 skilled nursing facilities. FQC is partnering with IPRO, the state's Quality Improvement Organization for research oversight and evaluation.
- FQC implemented the grant deliverables under the Federal Hospital Preparedness Program (HPP), NYS Department of Health grant that concluded on June 30, 2012. FQC convened two programs on May 3 in NYC and May 4 in Westchester on the “Hospital to Nursing Home Surge” project. Over 300 attendees registered for the two events, and participants were encouraged to use the contacts and resources presented during these sessions to assist in developing and enhancing their emergency preparedness activities. Received a continuation grant for 2012-13 in the amount of $27,930.
- FQC concluded the activities of the Geriatric Nursing Assistant Career Development Program (GNACD) funded by the Langeloth Foundation. FQC established two online toolkits for program sustainability that will be available for purchase on the FQC website in 2013.

NYSHFA 2012 in Review

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NYSHFA 2012 in Review

Member Operational Support

Expert consultative and advocacy on the following topics/activities for 2012:

- QIS survey trends and top quality issues cited from regions across the state.
- New Guidance to Surveyor topics: QAA; Drug Regimen Review; Advanced Care Planning: Nutrition and Feeding Tubes, etc.
- Provided facilitated district meetings with DOH staff from regional and central offices to discuss inconsistencies in complaint survey results.
- Facilitated members input into a variety of DOH initiatives, i.e. the revised electronic incident reporting system; Medical Director and Attending Physicians guidelines; NYS Quality Pool; Disaster Planning; new IIDR process.
- Initiated partnerships with state and national clinical leaders representing the health care continuum and developed programs on some of the top clinical issues: pressure ulcer prevention; safe administration of warfarin; preventing unnecessary hospitalizations; reducing the off label utilization of antipsychotic medication in residents with dementia.
- Emergency/Disaster Response: Assisted members throughout the Super Storm Sandy event this fall and continued to advocate for needs remaining from last year’s Hurricane Irene and Tropical Storm Lee.
- Created a separate webpage for Clinical, Quality and Operations on our NYSHFA member website for a better 24 hour service and linkage to resources.
- MDS 3.0 – implementation of this new system and evaluation of changes needed.
- Providing direct input and discussion on the Medicaid MDS audit system.
- Leading SNFs to improve their quality systems and culture through education, consultation and partnerships in the National Nursing Home Campaign, the American Health Care Quality Committee and Awards Program, and IPRO’s development of tools and best practices.
- Incorporated AHCA’s Quality Initiative and its four goals into NYSHFA work plan for 2012-2015. Provided education for NYSHFA owners, LNHA and their leadership staff on the four goals and will continue this effort into our 2013 work plan. Provided a forum for discussion of this initiative with NYS Commissioner of Health and AHCA’s Vice President for Quality.
- Continuing as a partner in the Local Area Network for Excellence (LANE) for the National Quality Campaign for Advancing Excellence by providing free educational sessions on person centered care; dementia care and reducing off label antipsychotic medications for residents with dementia and resources on the LANE’s website: www.empirequality.org.
- Implementing and creating Grant sponsored education for LNHA, DON, RN, LPN’s and Quality teams Specialists, CNA’s and Nurse Educators to enhance skills of our SNF workforce.
- Provided over 116 hours of continuing education credits for LNHA. Venues included the Mid-Winter Conference, Annual Convention, Nurse Leadership Conference, Social Worker Conference, and the Fall Education Conference, fourteen Audio Conferences and four free Webinars, a CD Library that allows LNHAs to obtain CEUs by distance learning, a one day seminar on QIS training and one on Reducing Off label Anti-psychoactive medication usage for persons with dementia. Revised NYSHFA’s Conducting Effective Investigation Manual to be distributed early 2013.
- Provide input on a number of advisory committees/task forces related to advanced directives, quality issues, MDS, infection control, transitions across the health continuum, and nursing/clinical practice.
- Presented current policy, regulatory, quality and clinical topics at regional, state and national conferences.
NYS QIO begins Phase II of the 10th Scope of Work with Nursing Homes

The NYS Quality Improvement Organization (QIO) announced that they are beginning to focus on Phase II of their 10th Scope of Work for the Nursing Home Quality Care Collaborative (NHQCC). In phase II, the QIO will be providing Quality Improvement (QI) training to Nursing Home participant teams and will assist with the implementation of QI practices into everyday work using Quality Assurance Performance Improvement (QAPI) principles and additional tools and resources. All nursing homes in the collaborative must focus on unnecessary use of antipsychotic medications in residents with dementia. NHs may also choose any other topic area to apply QAPI principles to, as well. Therefore, there is clearly some overlap with other statewide and national initiatives already in progress which will maximize a focus on these topics and quality improvement strategies. Patricia Gagliano, MD will be taking the QIO Phase II work.

Recruitment for this phase ended on January 31, 2013. Phase II will run from early 2013 through July 2014. The stakeholder collaborative piece of this phase of the initiative is an instrumental one. All nursing homes have been invited to participate.

INTERACT: A Program to Reduce Hospitalizations

Dr. Joseph Ouslander, INTERACT’s founder, conducted an INTERACT Institute in Boca Raton on January 8-11, 2013 to introduce INTERACT’s Version 3 materials and implement a train the trainer program for selected participants from across the country. The goal is of this program is to reduce unnecessary hospitalizations and improve quality care to post acute and long term care residents across the country.

Karen Morris, RN, MS, Director of Clinical and Quality Services, Nancy Leveille, RN, MS Sr. Director, Member Operational Support, New York State Health Facilities Association (NYSFHA) and Shelly Glock, LNHA, MBA, Island Peer Review Organization (IPRO) applied, were selected by the INTERACT Institute team and actively participated in this program.

This spring NYSFHA and IPRO are happy to announce that we will be partnering to host a full day of education on April 10 and May 21, 2013 in Verona and East Elmhurst, NY respectively, followed by a year of free coaching to Skilled Nursing Facility (SNF) teams interested in utilizing this program.

NYSFHA previously assisted Dr. Ouslander with testing his preliminary tools and providing education through a grant funded project using INTERACT in 20 homes in New York, Massachusetts and Florida a couple years ago and continued this process by providing an overview of INTERACT through our Foundation for Quality Care’s DOH/DOL HWRI funded Leadership Quality series. This next step will assist in fully implementing evidenced based strategies to improve care in SNF across New York State. For more information on INTERACT go to: http://interact2.net/

For more information about Clinical, Quality and Operational Services, contact: Nancy Leveille at nleveille@nyshfa.org or Karen Morris at kmorris@nyshfa.org.
Energy Conservation Tips from Energy Plus®

How much energy are you wasting? Energy Plus understands that NYSHFA members work hard to pay their energy bills and want to limit additional expenses caused by wasted energy.*

Follow these conservation tips for more efficient energy consumption:

- Heat and cool smartly. Heating and cooling accounts for almost half your energy bill—about $1,000 a year! Changing air filters regularly and using a programmable thermostat can help save energy, increase comfort, and help protect the environment.
- Seal and insulate your home. Reduce air leaks and stop drafts by using caulk, weather stripping, and insulation to seal your home. This can save you up to 20% on heating and cooling costs!
- Limit fireplace usage. Contrary to popular belief, fireplaces actually pull more heat out of a household than they create. When the fireplace is not in use, make sure to close the damper so that heat will not escape. If the fireplace is in use make sure to lower your thermostat.
- Change light bulbs. Replace five of your light bulbs with ENERGY STAR® light bulbs and you could save up to $70 a year on energy bills!
- Spread the word. Tell family and friends that energy efficiency is good for their homes and good for the environment because it helps to lower greenhouse gas emissions and air pollution.

Energy Plus encourages NYSHFA members to live an energy efficient lifestyle and offers them the opportunity to earn Cash Back on their energy bills.

Here is the special offer from Energy Plus**:

- $ For each residential electric account you enroll, you’ll get a $25 Enrollment Bonus after two months of active service and earn 2% Cash Back every twelve months of active service on the supply portion of your electric bill.
- $ Commercial electric accounts you enroll with Energy Plus will receive a $50 Enrollment Bonus after two months of active service and earn 3%-8% Cash Back every twelve months of active service on the supply portion of your annual electric bill.
- $ Get even more Cash Back when you enroll your natural gas accounts. Receive an additional $25 Enrollment Bonus for each natural gas account that you enroll after two months of active service.

Enrolling is easy. There are no sign-up fees, cancellation fees, or long-term commitments. In fact, nothing about the way your service is delivered will change. Your utility company will continue to deliver your energy, mail your bill, read your meter and handle any service emergencies. To be eligible, you need an address within the Energy Plus service area. Energy Plus is one of the nation’s fastest-growing energy companies, serving more than 200,000 customers. As one of the only companies to offer superior customer service, green energy options and an ongoing rewards program to every customer, Energy Plus is becoming the preferred energy company for an increasing number of homes and small businesses.**

To learn more or to enroll, visit www.EnergyPlusRewards.com/NYSHFA6132


**Important Offer Details: Electricity service offer valid for NY residents excluding areas serviced by the Long Island Power Authority (LIPA). Natural gas offer valid for NY residents with heating accounts in areas serviced by Consolidated Edison, National Grid (Keyspan NY), National Grid (Niagara Mohawk), New York State Electric and Gas (NYSEG), Orange & Rockland and National Fuel Gas. Electricity service is provided through Energy Plus Holdings LLC and natural gas service is through its affiliate Energy Plus Natural Gas LLC. Limited-time offer only available to first-time Energy Plus residential and small commercial customers. Previous and existing Energy Plus customers are not eligible. Offer is non-transferrable, cannot be combined with other Energy Plus offers or Energy Plus Natural Gas offers, is subject to change or cancellation and is not available for all rate classes, customer types or in all areas. Additional eligibility requirements, terms and conditions may apply. Please see our Terms of Service for full details which can be found online via the web address listed above and in your Welcome Email/Letter. Energy Plus has been deemed an eligible supplier by the NY PSC. Rewards Information: Active accounts are defined as those (i) that are billing more than $0 and (ii) for which we have not received a request to discontinue service. Please note, if you enroll both electric and gas accounts, it is possible your services will start on different dates, so your bonuses may be awarded on different dates. Your Cash Back rebate will be mailed automatically after the close of your twelfth billing cycle which means you must have an active Energy Plus account for 12 billing cycles to receive the Cash Back rebate. Account eligibility for a natural gas Enrollment Bonus requires a minimum of 500 annual therms or ccf, based on historic usage as estimated by your utility at the time of enrollment. Energy Plus Holdings and Energy Plus Natural Gas are solely responsible for the content of this marketing material and for the selling to, solicitation of, and enrollment of customers for energy supply services. NYSHFA provides us access to its members as a benefit for members.
PRIME Services Inc. is pleased to announce the development of eTableServ, a touch screen menu application that can be customized to your nursing and assisted living community’s dietary needs. This program is specifically designed to allow staff to select from a specified menu adapted to the resident’s dietary requirements and needs whether it is at their table or bedside. It is as easy as tapping your fingers.

Take advantage of the industry’s newest trend of Restaurant Style Dining with eTableServ and separate your facility from the rest! www.eTableServ.com • www.DietechSoftware.com
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