



## AFRH CHIEF OPERATING OFFICER

### FACT SHEET NO. 16

June 15, 2007

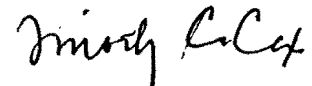
Subject: Planning Session Feedback

Earlier this week a small group of AFRH staff members and advisors met with me to discuss a number of items that currently face the Home, or will face the Home within a few short years. One common theme arose out of the meeting – our number one focus is to provide more options and choices to you, the Resident. Below is a sampling of the types of questions and issues discussed at the planning session:

- What products and services can the AFRH deliver that will allow Independent Living residents to remain truly “independent” for as long as possible?
- Can we formalize a level of care at the AFRH that bridges Independent Living and Assisted Living, i.e., “Assisted Living Lite” which will make services available to Residents who need help in certain areas, but who don’t require the full range of services normally associated with Assisted Living?
- What products and services can we develop and deliver to our residents with Post Traumatic Stress “PTS”? Do we need similar programs for residents that deal with alcohol and substance issues?
- Is our current eligibility criteria adequate, or does it need to be enhanced?
- What can we do to make spouse eligibility a reality in the near-term?
- How can we provide even more services to our residents through partnerships?
- What needs to be done to ensure the Gulfport reconstruction progresses in a timely manner thus ensuring that former Gulfport residents (to include the former residents on the Delayed Reentry List) will be able to return to Gulfport as soon as possible?

Obviously, these are just a few of the issues we discussed. In the weeks and months to come, members of the Resident Advisory Council and individual Residents will be asked to provide feedback on certain issues that were addressed at the planning session. Resident feedback and support are crucial if we are to be successful in entering a new era of increased options and choices available to AFRH residents.

In closing, I just want to emphasize that all of the issues discussed involved “enhancing” our products and service delivery. Our goal is to enhance, not eliminate, services.



TIMOTHY C. COX  
Chief Operating Officer

Copy to:  
All AFRH Residents  
All AFRH Staff Members