

Advisory Council Application

Name

Kristi Morrow

Date of Birth

[REDACTED]

Street Address (Home)

[REDACTED]

City

Napa

State

CA

Zip Code

94559

Cell Phone

[REDACTED]

Home Phone

[REDACTED]

Personal Email

[REDACTED]

Business Email

[REDACTED]

Please indicate which county you are applying to represent:

Napa County

Please indicate your membership preference:

Primary Representative

Please indicate the category for which you are applying and your category affiliation (if applicable):

Representative of health care provider organizations, including providers of veterans' health care, Local elected officials

Health care organization affiliation:

Meadows of Napa Valley Skilled Nursing and RCFE

Elected position

Commissioner for Napa County Commission on Aging

Term Start Date

11/2022

Term End Date

Renewed 11/2024

Upload Resume or CV

[KMorrow NHA Resume 2024.pdf](#) 138.11 KB

Please indicate your race and ethnicity:

White

Supervisory District in which you reside

2

Please indicate any obstacles you may have with regard to meeting attendance (example: "I am not able to meet on Mondays or Wednesdays"):

Limited Tuesday availability (must plan for in advance) and I am unable to meet the 4th Monday of every month and the 3rd Wednesday of every month

Memberships in other organizations or committees or other community participation (list name and address and nature of organization/committee or community participation):

LeadingAge

Please provide a brief description of your employment and educational history (you can also upload your resume or CV)

Please refer to resume; I have worked in the senior services space for 13+ years doing everything from grant writing/management to project management for senior facility expansions to operating a skilled nursing facility most recently.

Name

Marc Frankenstein

Relationship

Commission on Aging Chair

Phone Number

[REDACTED]

Name

Mary G. Palmer

Relationship

Commission on Aging Former Chair

Phone Number

[REDACTED]

Name

Wayne Panchesson

Relationship

Executive Director Meadows of Napa Valley

Phone Number

[REDACTED]

Why do you want to serve on the Advisory Council?

I'd like to have a better understanding of the services and resources available in the community while advocating/shedding some light on needs facing those I serve.

Applicant's Signature

Kristi Morrow

Name

Kristi Morrow

Date

12/17/24

Kristi Morrow

Napa, CA 94558 | [REDACTED] [REDACTED]

CORE COMPETENCIES

Team Player | Self-Motivated | Detail Oriented | Adaptable | Organized | Persistent | Complex Problem-Solver
Turns Confrontation into Opportunity | Collaborative | Loyal | Efficient | Strong Communicator | Versatile
Skilled in using ADP, Answers on Demand, Good Data, EPIC, MatrixCare, PointClick Care, & Workday (Electronic Health Record, Payroll, and Data Management Systems) | Skilled in utilizing Microsoft Operating Platforms
Project Manager | Skilled in Project Planning & Scheduling | Budget Planning Task Management & Delegation
Experienced in Quality Assurance & Improvement | Data Analysis | Healthcare & Senior Living Domains Knowledge

PROFESSIONAL EXPERIENCE

ADMINISTRATOR AT THE MEADOWS OF NAPA VALLEY

Pacific Retirement Services, Napa, CA (04/2019 – Present)

Manage all systems and operations within the Health Center program while maintaining compliance with all applicable California Department of Public Health regulations, federal laws, and community policies and procedures.

- Plan, organize and direct department resources in the form of an annual budget of \$600,000. Manage resources to ensure objectives are achieved while satisfying stakeholders.
- Ensure consistency and quality in the delivery of services by developing policies, procedures, and programs in alignment with local, state, and federal guidance on an ongoing basis.
- Manage department workforce of 65+ individuals. This includes but is not limited to monthly trainings, annual evaluations, disciplinary actions, coaching, hiring, and scheduling.

START-UP PROJECT MANAGER AT THE MEADOWS OF NAPA VALLEY

Pacific Retirement Services, Napa, CA (02/2018 – 10/2019)

Project management role responsible for managing all aspects of expansion development. Proactively coordinated communications between stakeholders. Author of operational policies, procedures, and programs in conjunction with local health and human services departments and state Resident Care Facility for the Elderly (RCFE) mandates.

- Expanded, improved, and developed service contracts for the community; this included linen services throughout the campus and fitness instruction for the Wellness Program.
- Developed/implemented staffing ramp-up to hire 45+ personnel to stabilize services for 92 additional families within the community over an eight-month period.
- Authored programming, policies, schedules, and newsletters for a new Wellness Program at community with the expansion of the campus and new construction of a state-of-the-art Fitness and Aquatic Center.
- Innovated and executed a marketing program to integrate existing residents into the new population, and to further engage depositors and potential buyers until construction completion.

SENIOR PROJECT MANAGER AT TRINITY TERRACE RETIREMENT

Pacific Retirement Services, Fort Worth, TX (09/2016 – 02/2018)

Project management role responsible for managing all aspects of expansion development and renovations to existing campus. Proactively coordinated communications between stakeholders. Point person for obtaining license to operate and occupy newly constructed Assisted Living and Memory Support Center. Author of operational policies, procedures, and programs in conjunction with local health and human services departments and state mandates.

- Obtained licensure, and stabilization for 15-bed Memory Care, and 17-bed Assisted Living at Life Plan Community.
- Expanded, improved, and developed service contracts for the community expansion; this included contracts for salon services, linen services, pest control, and landscaping.
- Developed/implemented staffing ramp-up to hire 60+ personnel to stabilize services for 78 additional families within the community over six months.
- Obtained occupancy for newly constructed 19 story residential facility and moved families into 75% of the 78 new apartments upon relocation to Napa, CA project.

PROFESSIONAL EXPERIENCE, CONTINUED**ADMINISTRATOR IN TRAINING**

Pacific Retirement Services, Medford, OR (05/2015 – 09/2016)

Practiced and advanced leadership/management abilities by working hands-on and collaboratively with employees across 13 Continuing Care Retirement Communities. Evaluated and enhanced procedures and processes for regulatory compliance/competence in the provision of resident-centered care, HR practices, and financial stewardship. Planned, implemented, and coordinated employee and resident surveys, standardization of systems, and educational seminars.

- Promoted the company and increased efficiency by assisting with a variety of tasks across all departments.
- Arranged meetings and helped community leadership to develop strategic plans and steps for achievement.
- Created an accurate database of training and materials for communities to utilize while also establishing a corporate standard training program for 13 campuses across Oregon, California, Texas, Washington, and Wisconsin.

ASSISTANT DIRECTOR FOSTER GRANDPARENT PROGRAM & RSVP

Community Volunteer Network (CVN) of Pacific Retirement Services, Medford, OR (10/2011 – 05/2015)

Educated and enforced guidelines/policies of the Corporation for National and Community Service and CVN to staff and future/current volunteers; planned/scheduled volunteer assignments with station staff; and cultivated new partnerships. Oversaw direct volunteer benefits including stipends, mileage, meal, and physical exam reimbursements. Wrote federal, state, and local grants and crafted innovative fundraising activities to secure budget.

- Planned strategic development for programs and funding annually with eight-member board of directors and executive director.
- Conducted annual reviews and reports regarding volunteer service impact and \$600K in grant money allocation.
- Established and developed relationship with the City of Medford for Community Block Development Grant of \$15K per year.
- Established and developed relationship with Anna May Family Foundation for local grant of \$10K annually.

OTHER EXPERIENCE

- **Sales Assistant/Receptionist**, KDRV NewsWatch 12/Chamber Communications, Medford, OR
- **Sales Associate and Cash Handler**, Old Navy, Medford/Eugene, OR

COMMUNITY INVOLVEMENT & PROFESSIONAL DEVELOPMENT

- Residential Care for the Elderly Administrator (California) | 12/2022 – present
- Commissioner, Commission on Aging, Napa, CA | 11/2022 – present
- Nursing Home Administrator (California) | 5/2022 – present
- CPR, AED, and First Aid Certified | 2018 – present
- Leadership Academy, Pacific Retirement Services, Medford, OR | 05/2018 – 3/2019
- Member, Junior League, Fort Worth, TX & Napa, CA | 09/2016 – 3/2019
- Commissioner, Medford Parks & Recreation, Medford, OR | 04/2015 – 10/2016
- Leadership Academy Fellow, LeadingAge Oregon, Portland, OR | 09/2015 – 09/2016
- Licensed Nursing Home Administrator (Oregon) | 2016 – present
- Certified HIPAA Professional (HIPAA Academy) | 2016 – present
- MDS 3.0: Resident Assessment Instrument Comprehensive Training | 2015

EDUCATION**MBA, Healthcare Management**

March 2021

Western Governors University, Salt Lake, UT

Bachelor of Arts, Political Science/Spanish/Business Administration

March 2010

University of Oregon, Eugene, OR