

# **County of Albany**

Harold L. Joyce  
Albany County Office Building  
112 State Street - Albany, NY 12207



## **Meeting Agenda**

**Monday, July 10, 2023**

**6:30 PM**

**William J. Conboy II Legislative Chambers**

### **Elder Care Committee**

**CURRENT BUSINESS:**

1. CONFIRMING THE APPOINTMENT OF THE DIRECTOR OF THE DEPARTMENT OF RESIDENTIAL HEALTH CARE FACILITIES



DANIEL P. MCCOY  
COUNTY EXECUTIVE

COUNTY OF ALBANY  
OFFICE OF THE EXECUTIVE  
112 STATE STREET, ROOM 1200  
ALBANY, NEW YORK 12207-2021  
(518) 447-7040 - FAX (518) 447-5589  
WWW.ALBANYCOUNTY.COM

DANIEL C. LYNCH, ESQ.  
DEPUTY COUNTY EXECUTIVE

June 7, 2023

Hon. Bruce A. Hidley  
Albany County Clerk  
Albany County Court House  
16 Eagle Street, Room 128  
Albany, NY 12207

Hon. Necole Chambers, Clerk  
Albany County Office Building  
112 State Street, Room 710  
Albany, NY 12207

Dear Mr. Hidley and Ms. Chambers:

I write to advise that I am appointing Mark Olsen as Director of the Residential Health Care Facilities, subject to confirmation by the County Legislature. Authority to make this appointment lies in the County Charter under Sec. 302(c) and Sec. 2201. Given the size, scope and import of the Residential Health Care Facility within Albany County, I anticipate the County Legislature will take up this appointment in an expedient fashion.

I have enclosed a resume for review by the Legislature.

Please advise if there are any questions.

Sincerely,

  
Daniel P. McCoy

cc: Dennis Feeney, Majority Leader  
Frank Mauriello, Minority Leader  
Majority Counsel  
Minority Counsel



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## Legislation Text

**File #:** TMP-4302, **Version:** 1

### REQUEST FOR LEGISLATIVE ACTION

**Description (e.g., Contract Authorization for Information Services):**

Confirmation of Executive Director of the Albany County Residential Health Care Facility.

Date: 5/11/23  
Submitted By: Mike McLaughlin  
Department: County Executive's Office  
Title: Director of Policy and Intergovernmental Affairs  
Phone: 518-447-7040  
Department Rep.  
Attending Meeting: Mike McLaughlin

**Purpose of Request:**

- Adopting of Local Law
- Amendment of Prior Legislation
- Approval/Adoption of Plan/Procedure
- Bond Approval
- Budget Amendment
- Contract Authorization
- Countywide Services
- Environmental Impact/SEQR
- Home Rule Request
- Property Conveyance
- Other: (state if not listed) Confirmation

### CONCERNING BUDGET AMENDMENTS

**Increase/decrease category (choose all that apply):**

- Contractual
- Equipment
- Fringe
- Personnel
- Personnel Non-Individual

Revenue

Increase Account/Line No.: Click or tap here to enter text.  
Source of Funds: Click or tap here to enter text.  
Title Change: Click or tap here to enter text.

**CONCERNING CONTRACT AUTHORIZATIONS**

**Type of Contract:**

- Change Order/Contract Amendment
- Purchase (Equipment/Supplies)
- Lease (Equipment/Supplies)
- Requirements
- Professional Services
- Education/Training
- Grant

Choose an item.

Submission Date Deadline Click or tap to enter a date.

- Settlement of a Claim
- Release of Liability
- Other: (state if not listed) Click or tap here to enter text.

**Contract Terms/Conditions:**

Party (Name/address):  
Click or tap here to enter text.

Additional Parties (Names/addresses):  
Click or tap here to enter text.

Amount/Raise Schedule/Fee: Click or tap here to enter text.  
Scope of Services: Click or tap here to enter text.

Bond Res. No.: Click or tap here to enter text.  
Date of Adoption: Click or tap here to enter text.

**CONCERNING ALL REQUESTS**

Mandated Program/Service: Yes  No   
If Mandated Cite Authority: Click or tap here to enter text.

Is there a Fiscal Impact: Yes  No   
Anticipated in Current Budget: Yes  No

**County Budget Accounts:**

Revenue Account and Line: Click or tap here to enter text.  
Revenue Amount: Click or tap here to enter text.

Appropriation Account and Line: NH 11225 001 641011  
Appropriation Amount: \$260,000

Source of Funding - (Percentages)

Federal: Click or tap here to enter text.  
State: Click or tap here to enter text.  
County: 100%  
Local: Click or tap here to enter text.

Term

Term: (Start and end date) NA  
Length of Contract: NA

Impact on Pending Litigation Yes  No   
If yes, explain: Click or tap here to enter text.

Previous requests for Identical or Similar Action:

Resolution/Law Number: Click or tap here to enter text.  
Date of Adoption: Click or tap here to enter text.

**Justification:** (state briefly why legislative action is requested)

Mr. Mark Olsen was identified after a thorough, statewide search yielding over twenty qualified candidates. To ensure that the top candidate was chosen, Albany County conducted a two stage interview process involving the current Executive Director of Shaker Place, representatives from Human Resources and Civil Service, and independent consultants to ensure a neutral, external opinion. Mr. Olsen has the education, accreditation and experience to excel in this position. More importantly, he has the vision to ensure Shaker Place maintains its 5 star rating well into the future. We request confirmation of his appointment.



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15 Corina Court  
 Watervliet, New York 12189  
 (Cell) 518-376-0625  
[markolsen.ny@gmail.com](mailto:markolsen.ny@gmail.com)

Mark S. Olsen

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## ADMINISTRATOR / HEALTH CARE MANAGEMENT

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**EDUCATION:** State University of New York – Utica, New York  
 Bachelor of Professional Studies, Health Care Administration  
 May 1988

Hudson Valley Community College – Troy, New York  
 Associate in Applied Science, Radiologic Technology  
 May 1986

**LICENSURE:** Nursing Home Administrator (N.Y. – 03912)  
 Radiologic Technologist (N.Y. – inactive)

**PROFESSIONAL EXPERIENCE:**

**June 2008 / Present** **Administrator**  
**Kingsway Arms Nursing Center (160 Beds) Schenectady, New York**

- Achieved 5-Star CMS Rating since 2015
- Nursing Home Quality Initiative (NHQI-New York) Achieved First Quintile rating since 2015
- “Best in Class” rating from Pinnacle Satisfaction Surveys since 2014 for both Customer and Staff Satisfaction Scores
- Reorganized nursing department structure with increased clinical staffing hours and reduced costs.
- Increased overall facility CMI through better management of clinical resources.
- Transitioned to an in-house therapy program with better outcomes and Medicare utilization.
- Instituted restaurant style dining programs with improved resident intake and satisfaction.
- Increased customer and staff satisfaction scores through targeted action plans.
- Maintained high quality operations through various building and renovation projects.
- Campus based childcare program with intergenerational programs.

**March 2006 / June 2008** **Vice President – Geriatric Services, Columbia Memorial Hospital**  
**Catskill, New York (120 SNF Beds)**

- Improved facility operating margin by over \$300,000.00 annually. A seven year trend in increasing operating losses was reversed in 2007. The first quarter of 2008 has been the first quarter with an operating surplus since 2000.
- Locked-in a PRI Case Mix Index of 1.18, the highest ever for this facility.
- Successfully assembled a team of health care professionals geared toward operational success, including the hiring of an MDS Coordinator who was able to maximize Medicare reimbursement by over \$175,000.00 annually and an Admission Coordinator who increased admissions by over 48% over a 2-year period.
- Secured a \$50,000.00 grant for aesthetic and safety improvements.
- Successfully negotiated a 4-year union contract with negligible first year financial impact.
- Developed and implemented a NYS approved Ambulette transportation program that achieved a \$50,000.00/year positive cash flow.

**The Center for Wound Care (located within Kaaterskill Care)**

- Improved Center operations by \$70,000.00 annually through improved marketing efforts and reduction in operating costs.
- The Center serves as an effective referral source for inpatient admissions.

**Kaaterskill Commons, Inc. (21 Unit Senior Housing – HUD 202 Project)**

- Responsible for the overall development of this \$3.4 Million dollar project.
- Attained local Zoning and Planning Board approvals.
- Oversight of Architect and Engineer on design and site development.
- Development of corporate structure and corporate status as a 501(c)(3) entity.
- Coordination of “value engineering” activities to achieve cost effective development budget.

**December 1991 / Administrator**  
**March 2006 Eden Park Health Care Center – Catskill, New York (138 SNF Beds)**  
**(July 2000 – September 2003, Eden Park – Albany)**

- Fully transitioned the Nursing Staff from traditional 8-hour shifts to 12-hour shifts with an immediate improvement in staffing levels as well as improved continuity of care.
- Responsibly managed the \$7 million dollar budget of this 136 bed SNF with over 170 employees with a positive N.Y. survey history.
- Developed and implemented a Scheduled Short Term Stay (Respite) program.
- Developed and implemented an on-site Outpatient Therapy Center which opened in 1998 for the delivery of physical, occupational and speech therapies.
- Negotiation of all contracted services including managed care agreements.
- Developed alliance/contractual relationship with local hospital for the provision of physician services.
- Coordination and oversight of numerous physical plant improvements.
- Developed and implemented a NYS approved Ambulette transportation program with \$20,000.00/year positive cash flow.
- Designed and implemented security/safety programs to ensure residents and staff have a safe and secure environment.

**July 2000/ Administrator**  
**September 2003 Eden park Health Care Center – Albany, New York (210 SNF Beds)**

- Developed progressive partnerships with Albany Medical Center; including innovative Staffing Models, Direct E.D. Admission Process, Integrated Clinical Pathways, and other projects of mutual interest.
- Developed relationships with local health care organizations throughout the continuum of care in order to build strategic partnerships.
- Successfully increased average daily census by 13%
- Responsible for the direction and management of 280 staff members.
- Effectively managed a budget of over \$11 million dollars.
- Maximized efficiency of staffing patterns to be consistent with care needs.

October 1989/  
November 1991

**Administrator**  
**Eden Park Health Care Center – Hudson, New York (78 SNF Beds)**

- Received two “Deficiency Free” State surveys
- Effectively reduced master staffing while maintaining patient care requirements.
- Reorganization of facility departments to maximize efficiency.
- Member of the corporate newsletter committee.

October 1988/  
October 1989

**Administrator**  
**Franklin County Nursing Home – Malone, New York (80 SNF Beds)**

- Worked in cooperation with County Legislature to create initiatives geared toward improved financial viability.
- Reduced operating costs with adjusted master staffing policy.
- Revised admission policy to improve C.M.I. and payer mix.

**PROFESSIONAL ORGANIZATIONS:**

- ACTIVE
  - American Health Care Association (AHCA)
    - Appointed to Workforce Committee
  - New York State Health Facilities Association (NYSHFA)
    - Board of Directors
    - Executive Committee – Secretary/Treasurer
  - American College of Health Care Administrators (ACHCA-NY Chapter)
    - 2018 Administrator of the Year
  - Schenectady County Community College – Board Member
- INACTIVE
  - Greene County Rural Health Network – Treasurer (\$275,000 Annual Budget)
  - Green County “NY Connects” Advisory Council.
  - Greene County and Town of Catskill Chamber of Commerce.
  - Capital District Senior Issues Forum
  - Greene County Long Term Care Advisory Council (Chairman 1993-1995)
  - Greene County Managed Care Advisory Council (Commissioner Appointed)

**COMMUNITY ORGANIZATIONS:**

- Boght Hills Elementary School PTA (President 1998-1999)
- Colonie Youth Center Basketball (Coach)

**INTERESTS:**

Travel, Home Remodeling

**PERSONAL:**

Healthy and happily married with 4 children

**RESOLUTION NO. 292**

**CONFIRMING THE APPOINTMENT OF THE DIRECTOR OF THE DEPARTMENT OF RESIDENTIAL HEALTH CARE FACILITIES**

Introduced: 7/10/23

By Personnel Committee:

RESOLVED, By the Albany County Legislature, that pursuant to Article 3, Section 302 (c) of the Albany County Charter that the appointment of Mark S. Olsen, of Watervliet, New York as the Director of the Albany County Department of Residential Health Care Facilities, to serve at the pleasure of the County Executive at the salary appropriated in the Annual County Budget, is hereby confirmed, and, be it further

RESOLVED, That the Clerk of the County Legislature is directed to forward certified copies of this resolution to the appropriate County Officials.