

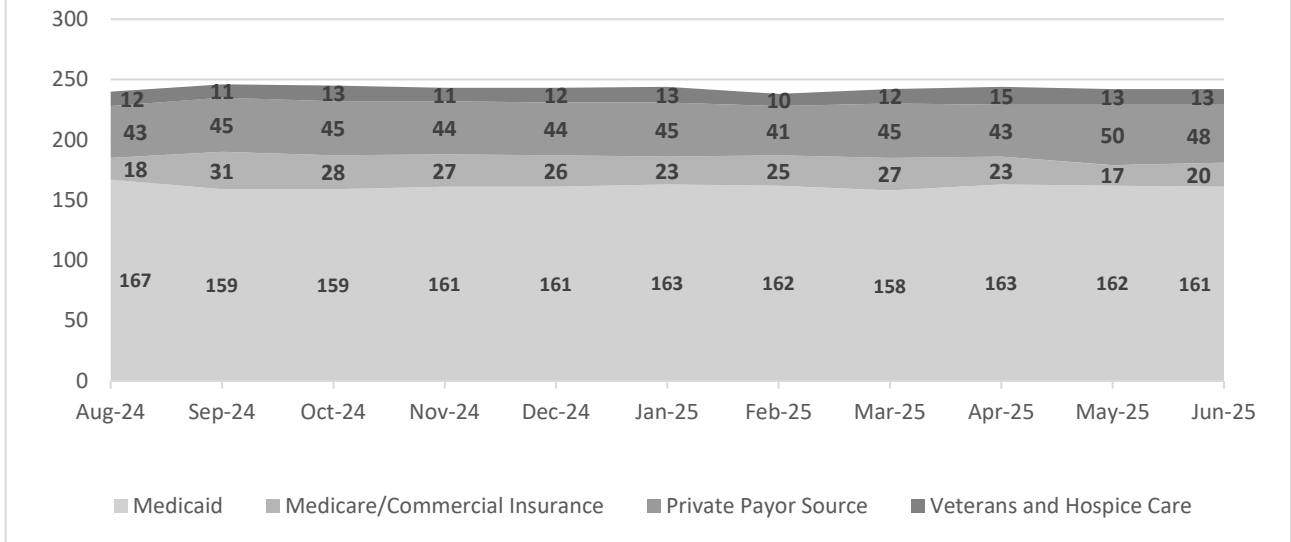
Department Name	Shaker Place Rehabilitation and Nursing Center
Account(s)	6020, 7180

Department Function
<p>Shaker Place Rehabilitation and Nursing Center (SPRNC) provides excellence in long term care services to the people of Albany County and surrounding areas. The facility provides a nurturing atmosphere staffed by 360 qualified and compassionate individuals who are able to offer innovative health care through complex medical services and comprehensive care planning. The Department's vision is a community integrated health care continuum in which every individual is treated in the best way possible. Shaker Place has licensed staff 24-hours per day in our 250-bed residential skilled nursing facility. Our residents live with dignity in a comfortable, safe, and home-like setting. Shaker Place has a reputation as leaders in the marketplace for serving residents who might otherwise not normally be considered for private sector admission, such as those needing mental health services, those with behavioral problems, residents with advanced dementia, and those with clinically complex conditions. Organizationally, the facility consists of twelve departments including: Nursing, Physical Therapy, Occupational Therapy, Speech Therapy, Respiratory Therapy, Food and Nutrition, Social Work, Therapeutic and Leisure Time Activities, Medicine, Environmental Services, Administration, and Finance.</p>

Current Year Highlights
<ul style="list-style-type: none"> • Our daily resident census has remained stable at %. This stability provides for a more predictable revenue position. • In March 2025 Shaker Place held its first Certified Nurse Aide (CNA) Training Program and anticipate the successful certification of up to 50 CNA on an annual basis. • Due to the success of the CNA Training Program as well as other recruitment efforts, there has been a total elimination of the use of nurse staffing agencies. This will save over \$1 million dollars per year. • Shaker Place is now in its 2nd year of a budget neutral 3-year agreement with CDTA which provides all Shaker Place staff with free access to their full line of bus transportation and bicycle services, providing approximately 18,000 free rides per year. • As of July 2025, The Colonie Youth Center (CYC) will begin paying rent as per the lease agreement for Little Sprouts Day Care Center. Little Sprouts reached capacity in early 2025. • Customer satisfaction remains a vital metric to overall success. Shaker Place has partnered with Pinnacle Quality Insights, a national long-term care customer service survey organization which provides monthly customer satisfaction interviews and data. Based on the results, we have earned their Customer Experience Award for 2025. • A full-service retail Café will be complete by the end of the year. The Café will provide quality food offerings, as well as healthy alternatives, at affordable prices for our staff. The café will also be available for residents and visitors. • The combined Shaker Place and Albany County Department of Public Works Garage construction will be completed in July 2025 and will provide much needed vehicle and supply storage.

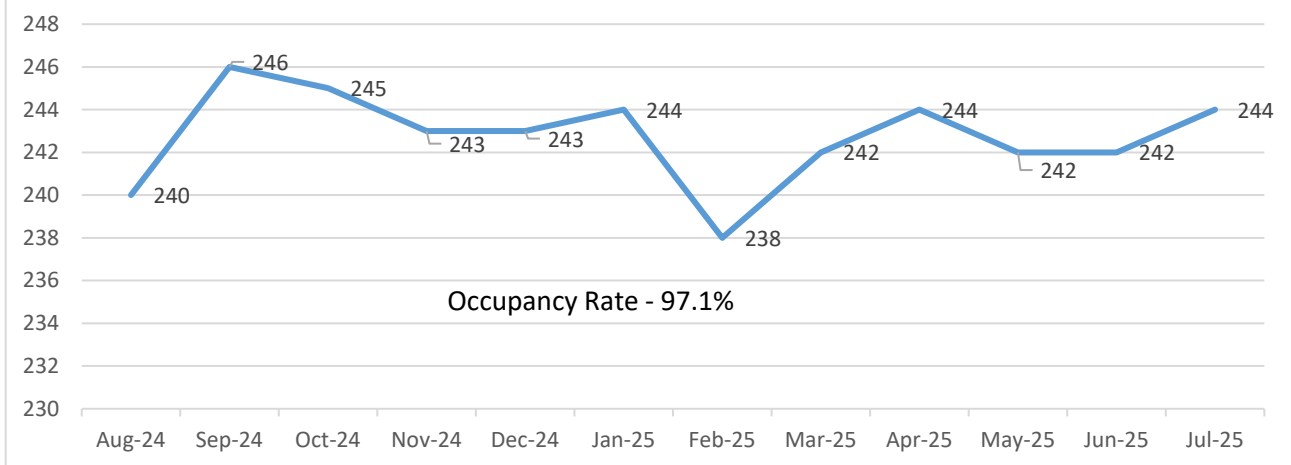
Next Year Projects
<ul style="list-style-type: none"> • Employee satisfaction with their work environment and culture is essential to reducing costly turnover. There is a plan to partner with a satisfaction survey company that specializes in long term care and utilizes a text based platform to perform surveys as early as 48-hours after employment. • The facility is currently in the application process with New York State to operate the center's own ambulette transportation service. The goal of the service would be to provide medical transportation to residents. It would be paid through Medicaid, for Medicaid beneficiaries, or through fee for service. This would be a 5-day per week service staffed by Shaker Place employees. It is anticipated that the program to be fully operational by January 2026. • Work on the 2026 budget implementation with a focus to continue to improve financial performance. • Continue the focus on the CMS Five-Star rating system to assure maximum operational performance.

SHAKER PLACE CENSUS DATA BY PROVIDER PAY TYPE



(LICENSED CAPACITY = 250)

SHAKER PLACE TOTAL CENSUS



As the chart indicates, Shaker Place has seen its resident census continue to rebound in 2025 after sinking to a low point of 155 residents (62% full) during the pandemic. The facility’s census is represented by heavier segments from Medicaid and Private Pay options but continues to diversify through other pay types. With the census over 97% full, the facility remains focused on providing the best care for all residents.

For more information regarding the Shaker Place Rehabilitation & Nursing Center, please visit the County Website.

Link to Website | www.albanycounty.gov/NursingHome or www.shakerplace.org