

RESIDENTIAL FACILITIES ADVISORY COMMITTEE (RFAC) MEETING

February 19, 2016

at the

Office of the Long-Term Care (LTC) Ombudsman

Training Room

3855 Wolverine NE, Suite 6

Salem, Oregon 97305

MINUTES

MEMBERS PRESENT:

Michele Edwards, Chair
Betsy Welch, Vice Chair
Teena Ainslie
Jan Friedman
Tom Giles

STAFF PRESENT:

Fred Steele, Director/State LTC Ombudsman
Travis Wall, Oregon Public Guardian
Rebecca Feters, Deputy Director
Toni Larson, Residential Facilities Ombudsman
Ann Fade, Deputy State LTC Ombudsman
Gretchen Jordan, Coordinator of Volunteers
Mary Ann Lebold, Committee Administrator and
Office Manager

MEMBERS ABSENT:

Bill Bard
Kelly Breshears
Claudia Kyle

LTCO VOLUNTEERS PRESENT:

None

GUESTS:

Dani Ledezma, Governor Brown's Housing and Human Services Policy Advisor
Keith Putman, Liaison from the Governor's Commission on Senior Services

CALL TO ORDER: Ms. Edwards called the meeting to order.

PUBLIC COMMENT: There was no public comment.

COMMITTEE BUSINESS - APPROVAL OF MINUTES: Judge Betsy Welch moved that the minutes of the January 15, 2016 meeting be approved as written. The motion was seconded and passed.

CORRESPONDENCE: Ms. Lebold, on behalf of Bill Bard, distributed a Fact Sheet that summarizes APS issues.

OLD BUSINESS: Ms. Ainslie suggested that all Committee Members subscribe to regular notification from the National Institutes of Health by going to the organization's web site at:

<https://list.nih.gov>

Ms. Edwards suggested that Committee Members subscribe to notifications from the Health Resources and Services Administration (HRSA) at:

<http://www.hrsa.gov/subscribe/index.html>

and to notifications from the Substance Abuse and Mental Health Services Administration (SAMHSA) at:

<https://public.govdelivery.com/accounts/USSAMHSA/subscriber/new>

TRAVIS WALL, OREGON PUBLIC GUARDIAN (OPG): Mr. Wall reported that the OPG program is now providing guardianship services to nine individuals. All of these persons were previously served by Lisa Bayer-Day, a private professional fiduciary who was arrested this past September on multiple counts of alleged criminal mistreatment of individuals she served.

Mr. Wall and OPG staff are continuing to meet and work with human service officials in Lane, Clackamas, Marion and Jackson Counties to expand the availability of public guardianship services, and more recently have begun to meet with officials in Deschutes County. As a part of this effort, OPG is working with officials and others to develop county-based multidisciplinary teams to aid in identifying, screening and referring individuals in need of public guardianship services to OPG. As envisioned, the teams will seek to identify less restrictive and intrusive alternatives for at risk and possibly incapacitated adults; referral for guardianship and/or conservatorship will be made when needed and no less restrictive alternative is possible. A Lane County team has been developed, has been meeting with OPG since November, and has begun to make referrals to the program. A Clackamas County team is also under development. The team concept is being explored with the other targeted counties.

Given the lack of public guardianship services in most Oregon counties and the interest and support of county officials and other stakeholders for developing and expanding services, he anticipates they will be supportive efforts to expand OPG, if such proposals are brought to the legislature in 2017. Mr. Wall also shared that Congress is considering legislation (Senate Bill 1614) to improve the quality of guardianship services. He answered questions from Committee members and guests. Mr. Steele, who introduced himself in his role as Oregon's Long-Term Care Ombudsman at yesterday's meeting of the Governor's Commission on Senior Services (GCSS), reported that he fielded questions about the OPG program. Mr. Wall shared his appreciation of GCSS' long time interest in and support for a state public guardianship program.

TONI LARSON, RESIDENTIAL FACILITIES OMBUDSMAN (RFO): Ms. Larson reported that Amra Marché, formerly LTCO Secretary/Receptionist, started in her position as Residential Facilities Specialist/Administrative Support on February 15. A recruitment for Deputy Residential Facilities Ombudsmen (RFO) is in process. In response to a question from Judge Welch, Ms. Larson described what the Deputy RFOs would be doing during their first weeks on the job. The most important goal is to establish a credible reputation for the program with providers and stakeholders from the very beginning. Ms. Larson continues to take calls for assistance. She described those calls and a case that she is already working on. Ms. Larson answered questions posed by everyone present at the meeting. Even though the volunteer model

for the RFO program will differ from the volunteer model for the Certified LTC Ombudsman, Ms. Larson expects the RFO volunteer program to be effective.

Ms. Edwards expressed her appreciation for the work Ms. Larson has done rolling out the Residential Facilities Ombudsman Program.

ANN FADE, DEPUTY STATE LTC OMBUDSMAN: Ms. Fade described the work that she has done preparing a Certified Ombudsman Reference Workbook. She distributed copies of the Notebook and briefly reviewed the sections of the Notebook. Ms. Fade hopes that the Notebook can be used to make the Certified Ombudsman training more focused on case studies than it is now. She answered questions from Committee Members and others at the meeting. Mr. Steele thanked Ms. Fade for her work on the Notebook which will serve multiple purposes.

GRETCHEN JORDAN, COORDINATOR OF VOLUNTEERS, LTCO: Ms. Jordan distributed and discussed her Recruitment Plan 2016. She distributed copies of a press release regarding Bill Bard's involvement with the National Consumer Voice Leadership Council for Quality Long-Term Care and copies of her January 2016 report. She reviewed the results of her volunteer recruitment efforts. She discussed a recent article in the Salem Statesman Journal about the program which has generated several inquiries about becoming a Certified Ombudsman. Ms. Edwards complemented Ms. Jordan on how she has put a protocol in place to quickly respond to applicants and move them through the vetting process and training quickly. Ms. Edwards thanked Ms. Jordan, who will be leaving the LTCO March 31, for her work on the Recruitment Plan.

Mr. Steele noted that in her time with the LTCO, Ms. Jordan has recruited 800+ volunteers and thanked her for her dedication to the program.

DANI LEDEZMA, HOUSING AND HUMAN SERVICES POLICY ADVISOR, OFFICE OF THE GOVERNOR: Ms. Edwards asked Mr. Steele to introduce Ms. Ledezma and Ms. Edwards thanked Ms. Ledezma for attending today's meeting. Ms. Ledezma asked everyone to introduce themselves. She provided Committee Members information about her background and Governor Brown's plans as they relate to human services and how to keep Oregonians healthy and safe. She described how she has worked with legislators to regain a balance to deliver state services in the health and human services arena more effectively making safety paramount. There are opportunities to recognize the connection between housing and providing services to Oregon's citizens.

Governor Brown, who has a deep commitment to diversity, has mandated that Oregon's boards and commissions reflect the demographics of the state's citizens. On behalf of Governor Brown, Ms. Ledezma encouraged Committee Members to increase outreach to rural communities; to find candidates that reflect the state's gender distribution; and to seek candidates who reflect the ethnicity of the state's citizens. All of Oregon's boards and commissions are being asked to seek candidates who will reflect the diversity of Oregon's citizens. Ms. Ledezma acknowledged this is a challenging goal. Ms. Edwards asked that the Governor's Executive Appointments office provide names of people who have submitted an Interest Form that would fill openings on this Committee and meet the Governor's goals with regard to diversity. Ms. Ledezma said that, upon

request, her office and the Governor's Executive Appointments office will work with the Committee to find applicants for Committee membership that will reflect the diversity of Oregon's citizens. She answered questions from Committee Members and LTCO staff.

FRED STEELE, DIRECTOR/STATE LTC OMBUDSMAN: All LTCO staff participated in a Strategic Planning Meeting on February 8 to craft agency vision, mission and goals for the near and more distant future. Mr. Steele believes that staff identified elements common to all three, somewhat diverse, agency programs. Mr. Steele credited the facilitator, Bill Lynch with Meetings Outcomes, for keeping the discussion on track and productive. The second Strategic Planning session will be a 2 to 3 hour session on March 7 where measurable outcomes will be established.

Mr. Steele discussed coming changes to the agency-wide Organization Chart to reflect that there are three programs within the agency.

JUDGE BETSY WELCH, RFAC MEMBER – "POSSIBILITIES": Judge Welch distributed handouts entitled *RFAC Subcommittee on Legal Systems Reforms* and *Possibilities RFAC*. She discussed the documents and encouraged Committee Members to consider possible roles that Committee Members could have in system reform and possible roles providing agency support. There was discussion with Committee Members and Mr. Steele putting forward ideas in response to Judge Welch opening comments.

Committee members decided that they would focus on (1) *reform within the legal system*, (2) *identifying other state and private agencies with responsibility for advocacy and collude with them* and (3) *data collection*. Jan Friedman, Betsy Welch and an LTCO staff person will work on the first focus. Betsy Welch will work on Focus number 2. Rebecca Fetters, Bill Bard, Michele Edwards and Tom Giles will address focus number 3. Subcommittees will report to the full Committee at the RFAC's April meeting.

Ms. Edwards distributed a proposed 2016 schedule of RFAC meetings. A final schedule was established and will be distributed to Committee Members.

Committee Members discussed whether the language in the Committee Bylaws (Section II, D. 2) regarding Committee Members' meeting attendance minimums should be enforced. A worksheet will be created tabulating Committee Member meeting attendance to determine whether Committee Members are in compliance with Section II, D. 2 of the bylaws.

The Committee's next meeting will be on March 18, 2016 by teleconference.

Today's meeting was adjourned at approximately 2:30 PM.