

LONG TERM CARE (LTC) ADVISORY COMMITTEE MEETING
May 18, 2012
Office of the Long Term Care Ombudsman (LTCO)
3855 Wolverine NE, Suite 6
(Training Room)
Salem, Oregon

MINUTES

MEMBERS PARTICIPATING:

Teena Ainslie, Chair
*Bill Bard, Vice Chair
Dan Dunham
*Peter Fuchs
*Michele Edwards
Claudia Kyle

STAFF PARTICIPATING:

Mary Jaeger, Director/State LTC Ombudsman
Drew Strayer, Deputy State LTC Ombudsman
Gretchen Jordan, Coordinator of Volunteers
Mary Ann Lebold, Office Manager

MEMBERS ABSENT:

None

LTCO VOLUNTEERS PARTICIPATING

None

GUESTS:

May Dasch, Alzheimer's Network of Oregon
Matt Evans, Executive Director, Independent Adult Foster Home Association
*Erinn Kelley-Siel, Director, Department of Human Services (DHS)
Gregory W. Motzkin, Provider/Caring Hearts Adult Foster Care Home, Inc.
Bill Olson, Co-Chair, Advocacy Coalition of Seniors and People with Disabilities and
Co-Chair Human Services Coalition Tax and Revenue Committee
Charles Richards, Vice Chair, Governor's Commission on Senior Services (GCSS)
Fred Steele, NPH/JD, Older American's Act Legal Services Developer

CALL TO ORDER: Ms. Ainslie called the meeting to order and introduced our guests.

PUBLIC COMMENT: There was no public comment.

APPROVAL OF MINUTES: Claudia Kyle moved that the minutes of the April 20, 2012 meeting be approved. The motion was seconded and passed.

CORRESPONDENCE: Bill Bard commented that the Committee had acknowledged the outstanding work of the LTCO staff on State Employee Recognition Day (May 9, 2012) in an individual letter to each staff member.

ANNOUNCEMENTS: Bill Bard moved that the agency website should indicate that inquiries should be directed to the email address established for the Committee which is LTCAC@ltco.state.or.us. The motion was seconded and passed.

On May 12, Bill Bard, Ms. Ainslie, Mary Jaeger and other program volunteers participated for the second year in the Gay & Grey Expo 2012 sponsored by Friendly House. Kendall Clawson, the Governor's Executive Appointments Director, read the Governor's Proclamation (attached) where the Governor acknowledged his support the event and the Lesbian, Gay, Bisexual and Transgender (LGBT) community. Mr. Bard participated on a panel as part of the event. Ms. Jaeger is pleased that many vendors and representatives of social agencies attended the event. It was also an opportunity for the LTCO to display both Ombudsman information and Senior Medicare Patrol (SMP) information.

Ms. Ainslie attended an event regarding Ride Connection which provides free transportation for individuals age 65 and over in the Portland area.

Dan Dunham has become more involved in the Oregon Alzheimer's Network and is pleased that a national announcement was in his local newspaper regarding advances in treating Alzheimer's Disease.

Claudia Kyle recently attended a "Money Smart" event where people could learn how to avoid financial fraud. Materials about the LTCO program were displayed and received attention.

Matt Evans commented that Mary Jaeger had addressed the Independent Foster Home Association in January in Portland where Mary Jaeger addressed the group's 150 members. He was pleased with Ms. Jaeger's willingness to field a wide variety of questions from the adult foster home providers at the meeting.

ERINN KELLEY-SIEL, DIRECTOR, DEPARTMENT OF HUMAN SERVICES (DHS):

Ms. Kelley-Siel expressed her appreciation to the Committee for making time for her visit with the Committee and her appreciation of the work that LTCO program volunteers do. She is pleased with the way that DHS, the private sector, the non-profit sector, the Ombudsman program and other stakeholders are working together to solve the complex issues that DHS and LTCO clients face in long-term care in Oregon.

Ms. Kelley-Siel explained that DHS staff has recognized that the current economic climate will not change soon and that they must focus their efforts on serving their clients with the limited resources available. Programs need to be based on the people they serve – not department funding streams.

DHS is actively involved in the 10-year budget process proposed by the Governor. Ms. Kelley-Siel is asking stakeholders to engage with the Department around what DHS priorities should be from both a budget and a planning perspective. The process will point back to the Governor's new, outcome oriented process. DHS' role in helping people continue to be healthy and live independently as they age is part of the "healthy people" outcome. Adult protective services (APS) and licensing will be in the "safety" outcome area.

Ms. Kelley-Siel invited Committee members to ask questions.

Ms. Jaeger commented that the LTCO is also in the “safety” outcome area. Ms. Kelley-Siel is pleased that the system is working as evidenced by the LTCO and facility licensing both being in the “safety” outcome area.

Mr. Dunham believes that state statutes regarding staffing in LTC facilities need to require higher staff ratios because of the increased number of LTC residents suffering from dementia. He asked that Director Kelley-Siel, DHS and other stakeholders join in this advocacy. Ms. Kelley-Siel commented that a proposal has already been made to address this issue and urged Mr. Dunham to comment about that proposal.

Dr. Fuchs shared a concern about minimum staffing in LTC homes. When several new residents are admitted at once, the care of other residents is reduced. He believes that the acuity of residents must be factored into staffing ratios. Ms. Kelley-Siel and her staff are seeking a way to use current, limited funding to pay for more staff. It is both a challenge and an opportunity to create more capacity with no increase in funding.

Michele Edwards asked what would be the most productive way for citizens in Oregon’s rural areas to contribute. Ms. Kelley-Siel commented that there are on-line surveys where she hopes stakeholders in rural areas will contribute. She also invited Ms. Edwards to contact herself, Marie Cervantes and Trish Baxter – all at DHS – with her comments and concerns. Ms. Edwards believes that it is important that people with mental health issues be given an opportunity to contribute. Ms. Kelley-Siel believes that, although it is challenging for local mental health authorities to be involved in the creation of the Coordinated Care Organizations (CCOs), it is also critical that they be involved to make certain that the mental health issues addressed are relevant.

Mr. Dunham suggested the Ms. Kelley-Siel meet with Oregon’s community college presidents about her vision for the future of LTC and tap into the knowledge that they have about what is happening around the state in the LTC field. While CNA staffing seems to be adequate, Mr. Dunham would like to see training of other staff in community-based care facilities to be more widely offered and required. Ms. Kelley-Siel will be calling on Ms. Ainslie and Mr. Dunham to serve as ambassadors when she contacts community college presidents.

Claudia Kyle asked Ms. Kelley-Siel to explain the synergies between seniors, people with disabilities and the CCOs. Ms. Kelley-Siel sees a potential for a clearer vision about hospital discharge and on-going care needs and individuals being placed where they want to be. At this time, healthcare services during other than normal business hours are available at hospital emergency rooms which cost the most. She hopes that the medical care model will more closely reflect the social climate of LTC where services are delivered at all hours at the same cost.

Ms. Kelley-Siel repeated her appreciation of being invited to talk to the Committee and thanked Committee members for their volunteer service.

CHARLES RICHARDS, VICE CHAIR, GOVERNOR'S COMMISSION ON SENIOR SERVICES (GCSS):

Mr. Richards thanked the Committee for inviting him to serve as the GCSS liaison to the Committee. The GCSS is a conduit between the people of Oregon and the Governor. There is reduced funding for the GCSS which now has only eleven members – down from twenty-one. Mr. Richards hopes that there will be new members appointed to the Commission by the time of their July meeting. The Commission understands that it must work with the resources it has – not the resources that it would like to have.

FRED STEELE, NPH/JD, OLDER AMERICAN'S ACT LEGAL SERVICES DEVELOPER:

Since this is Older American's month, Mr. Steele was invited to talk to the Committee about his roles that are part of the Older American's Act and his work in his Legal Services Developer capacity and in his Adult Protective Services capacity.

As legal services developer he focuses on finding funding for legal services for seniors and being a resource to the Area Agencies on Aging that receive the legal service funding and their contractors. Mr. Steele described a foreclosure case to illustrate his role and the impact of the work he does. He is also working at the national level on Older American's Act reauthorization. Mr. Steele is pleased that Senator Jeff Merkley is engaged with Older American's Act reauthorization and elder rights specific to financial exploitation.

The Director of DHS convened the adult protection and safety team in the summer of 2011, which led to House Bill 4084. One of the biggest pieces of the bill was specific to financial exploitation. With passage of the bill, law enforcement personnel and district attorneys now having access to financial records in five days or less when there is an active investigation into financial exploitation. The bill also increased the statute of limitations to prosecute financial exploitation related crimes from three years to six years. An elder abuse conviction can no longer be expunged from a record. Multi-disciplinary teams are now being formed in compliance with House Bill 2442, passed by the 2009 legislature.

Mr. Dunham asked Mr. Steele to whom Certified Ombudsman/SMP volunteers should report observed cases of financial fraud and abuse. Although the relationship of the Certified Ombudsman to the multi-disciplinary teams in regard to these matters is yet to be addressed, Mr. Steele believes that the multi-disciplinary teams should be contacted and that volunteers should be part of the multi-disciplinary team meetings. Ms. Jaeger added that volunteer Certified Ombudsmen should first contact their supervising deputy about the financial abuse and then report the abuse to APS. Mr. Steele believes that the Ombudsman program should be represented on the multi-disciplinary teams which are to be composed of representatives of county mental health programs, local DHS staff, local APS staff, law enforcement, the district attorney offices and advocates for vulnerable populations.

In response to Mr. Olson's question about what deterrents are in place to prevent financial abuse, Mr. Steele used the abusive actions of persons designated with power of attorney (POA) as an example. POAs are to be used to benefit people but those holding POAs sometimes use the

assets of others to benefit themselves. Mr. Steele believes that drawing attention to financial abuse incidents and media exposure is important. He is working to coordinate media outreach events throughout the state on June 15, World Elder Abuse Awareness Day.

There are approximately 114 APS investigators, 15 to 17 APS managers and 7 or 8 screeners across the state. Mr. Steele hopes that the legislators will provide for more APS investigators in the 2013/2015 biennium. In the meantime, resources are being evaluated hoping that more services can be delivered with the funds currently available. Data is being analyzed to determine where resources are best being used and where the application of the resources could result in more benefits.

Mr. Bard asked what will happen if the Older American's Act is not funded. Mr. Steele believes that it will fit into a continuing resolution and the program will continue. He sees support for the LTC Ombudsman program from many stakeholders and is quite certain that the Ombudsman program will be funded.

Mr. Bard also asked about the name of the Administration on Aging being changed to the Administration for Community Living (ACL) – an umbrella organization over aging, disabilities and developmental disabilities. Ms. Jaeger believes the significance of the name change relates to how federal dollars will be allocated and how the federal government looks at people served by the ACL. Age, in and of itself, does not presume disability – nor does need presume age. Ms. Edwards is pleased to see this policy change and hopes that it will lead to resources following the individual to best meet their needs.

Mr. Motzkin asked about protection for providers from abusive, unfounded complaints. Mr. Steele explained that a group has been formed to look at all incidents in facilities to understand what is happening in facilities and how incidents should be labeled. Mr. Steele would like to move towards a goal of 100% reporting but this goal will not be met if providers can only expect a punitive response from APS when they self-report.

Ms. Ainslie thanked Mr. Steele for spending time with the Committee today and hopes that he will come to meetings on a regular basis.

MARY JAEGER, DIRECTOR/STATE LTC OMBUDSMAN: On May 22 Ms. Jaeger and Mr. Walker will request that the Emergency Board increase the agency's 2011-2013 spending limitation so that the LTCO will have the authority to spend the funds to be transferred to the LTCO under the contract with DHS/State Unit on Aging (SUA) for the agency's SMP efforts.

Mr. Bard asked whether Committee members would like to write a letter to Oregon's national congressional delegation in regard national funding priorities outlined in a recent message from Joseph Rodrigues, California's State LTC Ombudsman, and President of the National Association of State LTC Ombudsman Programs. Mr. Bard will draft a short letter on behalf of the entire Committee to be reviewed and signed by all Committee members. He will seek Mr. Steele's assistance in recommending priorities that reflect Oregon's context.

Dan Dunham drew Committee members' attention to the information distributed yesterday regarding CCOs and especially the impact of CCOs on long-term care.

GETCHEN JORDAN, COORDINATOR OF VOLUNTEERS: During April Ms. Jordan focused on the SMP Training Event, continuing work with the Recruitment and Screening (R & S) Committees and planning for outreach during the late spring and summer. A complete monthly report for April is attached to these minutes.

Mr. Dunham reported that a number of people have been identified as potential R and S Committee members in the Linn/Benton County area and hopes to have the Committee in place during June. The R & S Committee members who resigned from the District 21 R & S Committee were honored at an event early in May and Ms. Jordan continues to work on adding new members to the Committee. Volunteers in Districts 82 (Josephine County) and District 10 (Deschutes County) are making progress to recruit potential R & S Committee members.

Ms. Jordan continues outreach efforts in Eastern Oregon and the southwest corner of Oregon to attract Certified Ombudsman volunteers to be trained during the summer and fall.

Ms. Jordan will be the LTCO SMP Coordinator and work closely with Ryan Kibby, OAA Program Analyst, SUA. The LTCO is well on its way to fulfilling its SMP obligations under the LTCO's agreement with DHS/SUA.

The LTCO's website is in the process of being updated now that the state has fully transitioned to a new website software product. Ms. Jordan encouraged everyone to view the website and enjoy the LTCO's increased ability to provide information about the LTCO. Mr. Bard added that the link to the LTCO's document library is improved and an SMP forms gateway will be added to the website.

Mr. Bard commented that the Administration on Aging has recognized the important of utilizing the professional backgrounds that volunteers bring to a program in addition to their Ombudsman skills. Under Ms. Jaeger's leadership and commitment, the skills and professional backgrounds of program volunteers are being recognized and used appropriately. Mr. Bard believes this improves the overall LTCO volunteer experience as well as delivering services that would otherwise be out of reach for the agency.

DAN DUNHAM AND GRETCHEN JORDAN: Ms. Jordan and Mr. Dunham will provide a report to the Committee at each meeting regarding the LTCO's SMP activities. Mr. Dunham has been appointed to the SMP Steering Committee.

Ms. Jordan, who worked with Ms. Jaeger to create a message to help LTCO Certified Ombudsman volunteers understand the SMP opportunity, will attend Certified Ombudsman Team Meetings to deliver the message and encourage Certified Ombudsmen to participate in the SMP.

BILL BARD, CHAIR, DATA AND IT COMMITTEE: Mr. Bard and a select group of LTCO staff have been working on a Performance Measure Dashboard. The data that we collect must be accurate, useful in producing the reports that the agency needs, support collecting the Performance Measure results and be relevant to the new budget process. This will take effort both by the volunteers who collect and report most of the data and by staff.

Teena Ainslie asked that Committee members suggest speakers and subjects to be addressed in future meetings. The Committee's next meeting is tentatively scheduled for June 15 via telephone.

The meeting was adjourned at approximately 1:30 PM.

STATE OF OREGON
PROCLAMATION
OFFICE OF THE GOVERNOR

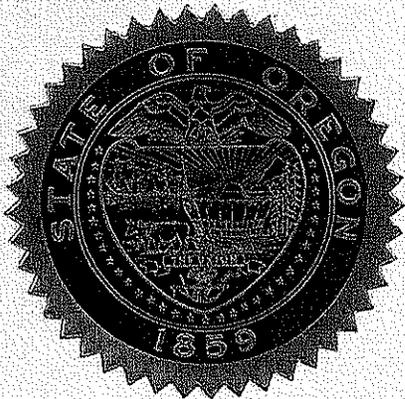
- WHEREAS:** Sexual minority seniors are more likely to live alone and lack adequate support networks, and are five times LESS likely to seek available resources; and
- WHEREAS:** An estimated 4,300 LGBT adults reach the age of 65 each year in Oregon and will each year for the next 18 years as the Baby Boomers become eligible for retirement; and
- WHEREAS:** Friendly House, a well-respected 82-year-old non-profit neighborhood center and social service agency offers a unique program called Gay & Grey that addresses the social, health and housing needs of the LGBT senior community, and has garnered national recognition and prestige by being accepted as an affiliate of the national non-profit SAGE (Services and Advocacy for LGBT Elders); and
- WHEREAS:** Gay & Grey has conducted more than 100 Diversity Trainings for students entering the fields of health care and social work, and the success of these trainings was statistically proven in an analysis conducted by University of Portland.

NOW,
THEREFORE: I, John A. Kitzhaber, M.D., Governor of the State of Oregon, hereby proclaim **May 12, 2012** to be

GAY & GREY DAY

in Oregon and encourage all Oregonians to join in this observance.

IN WITNESS WHEREOF, I hereunto set my hand and cause the Great Seal of the State of Oregon to be affixed. Done at the Capitol in the City of Salem in the State of Oregon on this day, April 30, 2012.




John A. Kitzhaber, M.D., Governor


Kate Brown, Secretary of State

Gretchen Jordan, Coordinator of Volunteers – Office of the Long-Term Care Ombudsman
 Monthly Report April 2012

197 Volunteers are serving in 210 Roles

Certified Ombudsman = 175 R&S Volunteers = 18
 Executive Volunteers = 11 Advisory Committee Members = 6

Dist	1	3	5	6	7	9	10	11	12	13	14	15	21	22	23	24	41	42	43	81	82	Total
CON	6	29	23	7	8	5	12	4	7	5	1	3	52	26	29	3	4	4	8	14	9	259
New CO in April			1																			
Resigned																						
Current CO April																						
NCON	1	13	0	0	4	4	1	3	5	3	1	1	17	10	5	0	3	1	3	4	2	81
App Pending	1	2	3	1	1	2	2	1	1				10	4	3				5	3	3	42
R & S volunteers			5				2						7				1				3	18
Executive volunteers		1											5	2	1					2		11
Advisory Comm		1					1					1	2				1					6

CON= total CO's needed NCON=Net CO needed

Support, Outreach, and Activities for Deputies:

Ana (11, 21, 24)

District 21: Presentation at Russellville park on LTC options; outreach table. Outreach table for Money Smart presentation (see below). Support for Team meeting, met with R & S committee to present first training module.

District 11:

Ann (5,)

District 5: Outreach table for Money Smart Presentation (see below). Working with R & S team to create recorded PSA's.

Drew (9, 10, 12, 13, 15, 42)

District 9: Follow up with existing applicants waiting to be trained.

District 10: Sent 15 press releases regarding new volunteer training; specific conversations about feature articles from the Pendleton and Redmond papers. Interviewed potential volunteers from names gathered by R & S team in Jan.

District 12, 13: Sent 45 press releases about upcoming training with requests to be part of any local radio shows. We did have one request and Drew and I participated in a morning talk show 'Bits and Pieces' for the Hermiston area on KOHU on April 23. Working with Drew for outreach plans for May-July in several specific areas. Continued work with Mickey Edwards for continued planning for EO outreach. Will be spending additional time and efforts after the conference and May/June/July.

Jen (22)

District 22: Support for team meeting. Attended monthly county-wide networking meeting.

Molly (6, 7, 23, 81, 82)

District 6 & 7:

District 23:

District 81 & 82: Rescheduled Southern Oregon training for May; interviewed two potential candidates.

Valerie (1, 3, 41, 43):

District 1:

District 3: Outreach table for Money Smart Presentation (see below). Support for team meeting.

District 41/43: Met with Dan Dunham for outreach and support for new R & S committee members; met with a group of citizens Dan pulled together to talk about next steps – some great possibilities. Continued follow up with R & S committee chair.

Other activities and projects:

- Creating a slideshow from conference photos for deputies to show at CO meetings in May. Will show at May LTCAC meeting.
 - Mary approved purchase of two more projectors as Deputies are using these resources more for trainings and there have been numerous scheduling conflicts.
 - Planning and restructuring for R & S committees state and regionally. Many thanks to Dan Dunham, Mickey Edwards, Bill Bard, and Teena Ainslie for their support and individual efforts.
 - Working with Ann on revising training dates to meet volunteer, staff and agency needs.
 - Annual conference seemed to go well and it was great to see staff and volunteers connect. This will go a long way for volunteer recognition/retention. Many thanks to everyone!
 - Six applications were given out at the conference and one has already been returned.
 - Two presentations given to Oregon State Parks and Salem/Keizer School district about volunteer management, and LTCO.
 - AARP & DCBS partner annually in a very well done event around 'Money Smart Week' in Portland, Salem, and Eugene. Staff from SHIBA traditionally have an information table at these events, I asked for LTCO to also have a table. Thanks to Diane Bishop from Lane County and Claudia Kyle from Salem for attending these events where I was already committed to other evening events. The Portland event I attended was well done and good neighborhood turnout.
 - There has been a significant increase in CO resignations – many are from those who have served their year commitment. This is somewhat typical of baby boomer volunteer behavior – many are moving on to other projects or have health issues (a normal trend). I am reaching out to several of them to see if they'd like to be involved in other ways (possible R & S). One has already agreed to do so.
 - Part of a national online work group with NASUAD to create a national survey regarding volunteer program supports for SMP/LTCO/SHIBA. The survey will be out in late March of this year. There will be continued opportunities for me to be involved with this national workgroup.
 - Executive volunteer Nancy Larson has completed the scrapbooks with news articles and ads. Will have on display at the conference.
 - Continued training with R & S members on online reporting.
 - The R & S training manuals are being distributed to committee members and beginning modules are completed.
- Facebook page now has 92 friends. If you are on facebook, search for Long Term Care Ombudsman Oregon and 'like' us. Future plans to enhance facebook for more outreach and information.
- Continued support and coaching with staff on volunteer management issues and transition with staff

changes.

-Working on a detailed legislator list for future advocacy use.

-Planning and organizing conference details, rooming lists, etc. Created online registration for April conference created using free online system for volunteers and staff. Creating weekly reports for staff so they can track who has registered. This has been a huge timesaver for Sherry and Mary Ann. Most invitations and responses have been done electronically.

-Planning for volunteer recognition activities in April at conference.

-Agency brochures are completed and reordered larger quantity at substantial discount. These should last several years.

-All state of Oregon websites are transitioning to a new website management system called Microsoft SharePoint. Attended two classroom trainings to learn the new system. Our website should transition in April. We will be able to make our website a lot more user friendly and add more content once that happens.

-R & S self-assessments have been tabulated. The three main areas for R & S committee needs for training and support: 1. Developing an annual plan, 2. Preparing monthly reports, and 3. Setting recruitment goals. The new training manuals address many of the details for committee members, new and experienced. A detailed report is available upon request.

-Worked with staff to create a process for sending out a link to an online customer service survey. Once the website can be updated that will be added as well.