

LONG-TERM CARE (LTC) ADVISORY COMMITTEE MEETING
(VIA Teleconference)
April 20, 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
Michele Edwards
Peter Fuchs
*Claudia Kyle

STAFF PARTICIPATING:

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

MEMBERS ABSENT:

None

LTCO VOLUNTEERS PARTICIPATING:

Jerry Walker, Volunteer Finance Committee

GUESTS:

None

CALL TO ORDER: Ms. Ainslie called the meeting to order and welcomed everyone to the meeting.

APPROVAL OF MINUTES: Dan Dunham moved that the minutes of the March 16, 2012 be approved. The motion was seconded and passed.

ANNOUNCEMENTS: Ms. Ainslie discussed the Campaign for Oregon's Seniors and People with Disabilities's request for more statewide participation in its issues. She asked that Committee members suggest people to be part of the Committee described in her handout. A copy of her handout is attached.

BUDGET AND DAS SURVEY UPDATE, JERRY WALKER AND MARY ANN

LEBOLD: Ms. Lebold presented a report on the Administrative Functions/Baseline Survey recently completed by Jerry Walker and herself. Her comments followed the attached summary.

Jerry Walker reported that the LTCO has notified the Governor's office and the legislature that the LTCO will be requesting an increase in the agency's 2011/2013 budget by Emergency Board when it meets in May. This is a request to increase the spending "limitation" to allow the LTCO to spend the additional monies that will be transferred to the LTCO by the Department of Human Services under the Senior Medicare Patrol grant. He expressed the agency's gratitude for the opportunity to participate in this grant which will lessen the burden for vulnerable Oregonians who may be facing fraud activities.

BILL BARD, CHAIR, DATA AND IT COMMITTEE: Mr. Bard reported that there has been an enhancement to the Adobe Reader application that is used to download portable document files (pdf). The enhancement has made it impossible for computer users who use a Firefox browser to download pdf files. Mr. Bard is collecting information and also working with PerfectForms to remedy this problem. He will communicate those remedies to LTCO staff and volunteers.

Ms. Ainslie thanked Mr. Bard for writing a letter to program volunteers about the agency's performance results in the recent federal fiscal year and the importance of timely reporting by Certified Ombudsmen.

GRETCHEN JORDAN, COORDINATOR OF VOLUNTEERS, LTCO: Ms. Jordan's March 2012 report has been distributed to Committee members and is attached.

She reported that several Recruitment and Screening (R & S) Committee members in Multnomah, Washington and Clackamas Counties have opted not to ask for a two-year extension to their appointment to the R & S Committee. She has started work to rebuild a Committee in those counties and hopes to have more Committee members on a Committee serving all three counties so that there can be a division of the tasks with everyone sharing a smaller part of the work. A recognition of their years of service to the LTCO will be held on May 2.

Ms. Jordan thanked Dan Dunham for his assistance in rebuilding the R & S Committee in Linn and Benton Counties.

MARY JAEGER, DIRECTOR/STATE LTC OMBUDSMAN: Ms. Jaeger talked about the future of LTCO activities in light of the SMP Training Event. LTCO's involvement in the SMP program is a new experience for LTCO staff and volunteers. The event reflected the best of the Senior Health Insurance Benefit Assistance (SHIBA) program staff and the LTCO staff. She expressed her appreciation to Gretchen Jordan for her role in being the key person that made the event run smoothly. Mr. Dunham added that he believes the entire LTCO staff performed wonderfully at the SMP Training Event last week. Ms. Ainslie was pleased to report that she felt the same.

Ms. Jaeger reported on the 2012 State Long-Term Care Ombudsman Conference that took place earlier this month. Few of the other state programs are organized like Oregon's program. Most of the state programs are organized within what we would call the Department of Human Services (DHS) reporting to the State Unit on Aging (SUA). She expressed her appreciation to those who advocated when Oregon's program was being established to make certain that the LTCO is an agency independent from DHS and the SUA. Oregon has more volunteers per staff than any other program in the country which reflects Oregon's movement towards a volunteer driven program. There was also discussion about data in a number of different conference sessions and efforts to make complaint coding more uniform across the nation. The most recent issue of *Outcomes*, produced by Bill Bard every other month, received applause from those at the conference. She also shared the workbook entitled *Guidance for Successful Transitions*, now in use across Oregon, that LTCO staff worked with DHS and LTC industry representatives to create to guide facilities on Medicaid move-outs. The workbook is available at the DHS website.

Ms. Jaeger believes the Oregon program is unique with advances in LTC that lead the nation. Oregon's program will become an example of how LTCO programs respond to change in the LTC system.

The Administration on Aging has changed its name to the Administration for Community Living and started working more closely with other agencies within DHS to address concerns of both aging individuals and people with disabilities. These changes show that "aging" can no longer stand alone but must be part of a broader spectrum than simply people who are age 65 or older. Ms. Kyle commented that, at the last Governor's Commission on Senior Services meeting, concern was expressed that, if services for people with disabilities are combined with services for seniors, people with disabilities may not get their fair share of services. Advocates for people with disabilities are studying the changes to make certain that services to people with disabilities are protected.

The Committee's next meeting will be May 18, 2012 at the Salem office. The meeting was adjourned at approximately 10:00 AM.

Tuesday, April 17, 2012 10:56:52 AM PT

Subject: FW: COSPWD - Legislative Committee Guidelines HANDOUT FOR APRIL 20TH MEETING. TEENA
Date: Monday, April 16, 2012 7:04:16 PM PT
From: Teena Ainslie
To: Mary Jaeger, Claudia Kyle, Dan Dunham, Mary Ann Lebold, Mary Jaeger, 'Mickey Edwards', Peter Fuches, Teena Ainslie, Bard, Bill
CC: Mary Ann Lebold

This was discussed at our last Campaign Meeting on April 10th and suggested we develop some guidelines and put together a Legislative Committee with the following guidelines. Take a look - if you know CO's in the our group who would like to participate on a Legislative Committee that would be part of a representative group testifying at the legislature and beyond. Please let us know. I know one CO in the N E Portland Area that learned her testifying skills from CASA and told me this last week she misses this part of the involvement in the LTCO's. If you know of people that would be good in this area, please talk to Mary about this opportunity.

Teena K. Ainslie
teena@viewkey.com
503-254-2522

"The decisions you make today become the footprints of your life"

From: Dale Penn [mailto:Dpenn@ohca.com]
Sent: Tuesday, April 10, 2012 9:38 AM
To: Dale Penn
Subject: COSPWD - Legislative Committee Guidelines

Campaign Members,

During our most recent meeting on April 5th, we discussed the possibility of creating a COSPWD subgroup: a "Legislative Committee."

This new committee would be made up of around 6-8 COSPWD members who could meet on a regular basis during a legislative session and make quick decisions on messaging, develop recommendations in support/opposition of specific bills, and help with any additional advocacy tactics that require action in a limited time frame.

During our meeting, we asked for any coalition guidelines from your respective groups/organizations that would help us develop and form such a committee. *Please forward any suggestions or guidelines you may have to me as soon as possible.* I will be sending out notice of our next Campaign meeting sometime in the next 2 weeks, which will focus on this issue.

Here are a few guidelines we have put together for forming the Legislative Committee:

1. 6-8 members representing organizational member of COSPWD.
2. Committee chair selected by COSPWD members.
3. The committee will meet on a regular basis (perhaps weekly after/before the Advocacy Coalition

- meetings) or at the call of the chair during session.
4. Outside of session, the committee will meet at the call of the chair.
 5. As with the campaign, decision-making is by consensus.
 6. The committee will develop recommendations to support/oppose specific bills during session.
 7. The committee may assist with planning of campaign's "day at the capitol".
 8. The committee may provide input on other advocacy tactics or messaging.

Thank you for all your hard work!

Dale Penn II

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SUMMARY OF MARY ANN LEBOLD'S COMMENTS

APRIL 20, 2012

Administrative Function/Baseline Survey

On March 22 the LTCO received an email from Michael Jordan, Chief Operating Officer/Department of Administrative Services, requesting that the LTCO (and all Executive Branch Agencies) complete a Baseline Survey of their Administrative Function.

A Budget Note included in SB 5502 (2011 Legislative session) called for progress toward a 10% reduction in administrative services statewide to be reflected in the 2013-15 budget.

The Baseline Survey is intended to collect information that will answer the question "How much do we currently spend of administration?" A subgroup of Administration and Business Service Directors developed the survey, which focuses on 5 functional areas that are mostly common across agencies and are believed to make up the largest financial footprint in the administrative area. The intent of the survey is not to compare agency to agency but rather to get a sense of the state as a whole. The results will serve as a starting point for creating a common definition of administrative terms and establishing baseline information as a reference when evaluating strategic outcomes within the context of the 10-Year plan.

The 5 areas are:

- Accounting & Payroll
- Finance & Budget
- Contracts & Procurement
- Human Resources
- IT

Jerry Walker and Ms. Lebold worked together to gather the information needed to complete the survey – a copy was emailed to Committee members prior to the meeting. The first step was to identify staff who did work in the 5 areas and how much time they spent each month on those tasks. As it turned out Ms. Lebold is the only paid staff identified and less than .25 of her time is spent in the key areas. The monthly hours spent in each area were the basis for calculating the dollars associated with labor and services and supplies in each of the five areas.

Ms. Lebold reviewed the highlights of the completed survey and drew attention to the LTCO relatively minimal administrative expense largely because of the support of DAS AND, **more importantly, the contribution of unpaid volunteers in the IT area and budget & finance area.**

**Gretchen Jordan, Coordinator of Volunteers – Office of the Long-Term Care Ombudsman
Monthly Report March 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 March			5	1																		4
Resigned		2	2										2	2	2				1	1		12
Current CO March	5	16	24	8	4	1	11	1	2	2	0	2	35	16	21	3	1	3	5	10	7	175
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: Support for Team meeting, met with R & S committee to present first training module.

District 11:

Ann (5,)

District 5: 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: contacting potential volunteers from names gathered by R & S team in Jan.

District 12, 13: 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. Interviewed recently resigned CO as a potential R & S volunteer for outreach & recruitment in this district.

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

District 6 & 7:

District 23: Interviewed recently resigned CO as a potential R & S volunteer for outreach &

recruitment in this district.

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

Valerie (1, 3, 41, 43):

District 1:

District 3: 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:

- 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 89 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.