

RESIDENTIAL FACILITIES ADVISORY COMMITTEE MEETING

February 20, 2015

at the

Office of the Long-Term Care (LTC) Ombudsman

Training Room

3855 Wolverine NE, Suite 6

Salem, Oregon 97305

MINUTES

MEMBERS PRESENT:

Dan Dunham, Chair
Bill Bard, Vice Chair
Teena Ainslie
Kelly Breshears
Michele Edwards
Betsy Welch

STAFF PRESENT:

David Berger, Interim Director/State LTC
Ombudsman
Travis Wall, Oregon State Public Guardian
Ana Potter, Deputy State LTC Ombudsman
Gretchen Jordan, LTCO Coordinator of Volunteers
Mary Ann Lebold, Office Manager

MEMBERS ABSENT:

Claudia Kyle

LTCO VOLUNTEERS PRESENT:

Doug and Carmel Chandler, Certified Ombudsmen
Tom Giles, Certified Ombudsman
Linda Setchfield, Certified Ombudsman

GUESTS:

Peggy Brey, Director, Multnomah County Aging, Disability & Veterans Services
Tina Kotek, House Speaker, Oregon's House of Representatives
Enrique Sama, Executive Recruiter, Chief Human Resources Office,
Department of Administrative Services
Andee Short, House Speaker Kotek's District Director

CALL TO ORDER: Mr. Dunham called the meeting to order and asked everyone present to introduce himself or herself.

REPRESENTATIVE TINA KOTEK, SPEAKER OF THE OREGON HOUSE OF

REPRESENTATIVES: Speaker Kotek thanked everyone for their willingness to help with the recruitment and selection of Oregon's next State Long-Term Care Ombudsman. She expressed her appreciation to program volunteers for their service and explained why service to Oregon's elders is so important to her personally. Speaker Kotek expressed her appreciation of LTCO staff and volunteers' increased visits to adult foster homes.

The Speaker came to today's meeting to gather input on what can be done to improve the quality of long-term care in Oregon. Mr. Dunham, Mr. Bard, Ms. Edwards, David Berger, Mr. Wall, Ms. Breshears, Judge Welch expressed their concerns about issues that they believe Speaker Kotek would be able to address. Speaker Kotek thanked those present for their comments and described her work already being done to address some of the issues.

Tom Giles introduced himself and described his experience. His 31-year-old son with intellectual disabilities lives in a group home in Corvallis. He described his service on numerous boards addressing the needs of people with developmental disabilities and mental illness. He is pleased to serve as a Certified Ombudsman. A legislative hearing to confirm his appointment to this Committee will be next Thursday.

PUBLIC COMMENT: There was no public comment.

COMMITTEE BUSINESS - APPROVAL OF MINUTES: Judge Welch moved that the minutes of the January 16, 2015 meeting be approved as written. The motion was seconded and passed.

CORRESPONDENCE, ANNOUNCEMENTS AND RELATED ACTIVITIES: Mr. Bard announced that the Administration for Community Living (formerly the Administration on Aging) has published a final ruling in the federal register on what Ombudsman programs must look like and what they must do. In April, David Berger will be attending 2015 Annual State Long-Term Care Ombudsman National Training Conference where he expects to learn more about this report. Mr. Bard distributed copies of a letter sent to program volunteers with the most recent edition of *Outcomes* mailed to arrive by February 14.

Ms. Edwards circulated an article in today's edition of *USA Today* about nursing home ratings.

Judge Welch testified before the Senate Judiciary Committee recently regarding a Senate Bill that would provide counsel in guardianship cases for people who are not able to provide their own counsel.

Mr. Wall is continuing to develop Oregon's Public Guardian Program (OPG) and has met with the Governor's Commission on Senior Services, Oregon's guardianship and conservatorship association and the leadership of Disability Rights Oregon. Next week he will meet with Judge Welch and Ms. Breshears to plan the development of the OPG and create position descriptions for OPG staff.

Ms. Breshears reported that there is great support for the Oregon's Public Guardian program among stakeholders.

PEGGY BREY, DIRECTOR, MULTNOMAH COUNTY, AGING, DISABILITY & VETERANS SERVICES: Before coming to Oregon three years ago, Ms. Brey worked in Michigan in positions serving the state's older residents. She described the work she is doing in Multnomah County and pointed out differences between working in Portland after working in Detroit and the differences between the relationship between the Long-Term Care Ombudsman Program and the LTC system in Oregon compared to Michigan.

Her comments then followed the *Aging, Disability & Veterans Services Division Overview*, distributed to those in attendance at the meeting. She also explained the different types of Oregon's Area Agencies on Aging.

Ms. Brey reviewed the information titled *System Overview for Aging, Disability & Veterans Services Division (ADVSD)* that was also distributed. She described her agency's role in

regulation and monitoring of Adult Care Homes and how the agency works with the Ombudsman program and its volunteers. In response to a question from Mr. Dunham, Ms. Brey explained how new staff members are trained in the agency.

In response to Judge Welch's request that Ms. Brey briefly characterize the Multnomah County's public guardian program, Ms. Brey described the guardians in the program as genuinely person-centered guardians who work with protected persons so that they are in the best, safest environment possible and do difficult work frequently making life's most difficult decisions on behalf of the people they serve. There is an increasing need for public guardian services in the County.

Mr. Berger asked the Multnomah County Certified Ombudsmen present to comment about their experience with Ms. Brey's agency. Ms. Setchfield complimented Ms. Brey's staff for their responsiveness and quality of their work. In response to Mr. Chandler's question about the relationship between case workers on her staff and the social workers involved in the PACE program in Multnomah County, Ms. Brey explained how her staff works with the PACE social workers.

Mr. Dunham thanked Ms. Brey for the time she spent with the Committee today and expressed his hopes that she will return to a future meeting.

ANA POTTER, DEPUTY STATE LTC OMBUDSMAN: Ms. Potter, as a Deputy State LTC Ombudsman, serves Marion and Clackamas Counties. Her presentation followed the Power Point Presentation that she distributed. Ms. Potter answered questions from those in attendance and asked Committee Members to offer any ideas they have for volunteer recruitment in Clackamas County. She also explained the Information Sheet about the Long-Term Care Ombudsman Program that she and Deputy State LTC Ombudsman, Debbie Boures, created for distribution to adult foster home providers.

Committee members expressed their appreciation of Ms. Potter's work and especially for the leadership she has shown in implementing the use of computers and technology in accomplishing the work of the LTCO.

COMMITTEE MEMBER REGIONAL UPDATES: In his Certified Ombudsman role, Mr. Dunham has one assigned facility, the Allworth Veterans Home in Lebanon. He will continue to visit adult foster homes in three counties. He continues to work with Mr. Bard on budget planning activities and was part of the testimony team. Mr. Dunham described the budget testimony in front of the Joint Committee on Ways and Means, listed those who testified in support of the LTCO's budget and noted that David Berger, Interim Director/State Long-Term Care Ombudsman, did a superb job in his testimony in front of the committee.

Ms. Breshears has completed the Certified Ombudsman training. She was very pleased with the quality of the training and gave credit for the quality of the training to Ann Fade, Manager of LTCO Training. She is looking forward to working with Mr. Wall and Judge Welch on the development of Oregon's Public Guardian Program.

Ms. Ainslie attended the Team Meeting for Volunteers in Multnomah County recently.

Mr. Bard, in his role as IT Committee Chair, reported on the status of the LTCO IT system.

BILL BARD, SEARCH COMMITTEE CHAIR: Mr. Bard distributed copies of the Recruitment Plan for Oregon's next State Long-Term Care Ombudsman and reviewed the steps that have been completed to date and what to expect as the recruitment process moves along.

Mr. Bard introduced Mr. Sama whose job it is to recruit heads of agencies, agency directors and executive directors. Mr. Sama reports to Michael Jordan. Mr. Sama reported on the creation of a survey that was done to gather input on what qualities people believe a State Long-Term Care Ombudsman should have. The survey results will be tabulated and a report given to the Committee.

Mr. Sama and Mr. Bard answered Committee Member questions.

GRETCHEN JORDAN, COORDINATOR OF VOLUNTEERS, LTCO: Ms. Jordan distributed copies of her January report and highlighted some areas of the report. She asked Committee Members to review her report and contact her with their questions.

DAVID BERGER, INTERIM DIRECTOR/STATE LTC OMBUDSMAN: Mr. Berger first addressed LTCO Program expansion plans. He briefly reviewed Mr. Wall's work on moving forward with the Oregon Public Guardian Program. The position description for the Director of the Residential Facilities Ombudsman program has been written. He hopes to have the position, which will be open to the community at large, posted beginning on February 24 for two weeks. His vision is that the program structure and operations will mirror the current LTCO programs with Deputy Residential Facilities Ombudsmen supervising volunteers.

Mr. Berger expressed his appreciation for volunteers and staff who have persevered in their important work through the change in agency leadership. Mr. Berger described how the Deputy staff has taken on additional duties to serve the volunteers in Multnomah County now that Mr. Berger has taken on the Interim Director position. He expressed his appreciation to LTCO support staff, Mary Ann Lebold as Office Manager and Amra Marche as Secretary/Receptionist, for the support they provide for staff and program volunteers. In addition to Ms. Jordan's volunteer recruitment responsibilities, she continues to serve as LTCO Public Relations Specialist. He thanked his numerous mentors who have assisted him in taking on his new duties as Interim Director.

Mr. Berger is very pleased with how the LTCO's budget presentation went. He is preparing responses to several questions that Legislators posed.

Mr. Berger concluded his report and took questions from Committee Members.

The Committee's next meeting will be on March 20 via teleconference. Today's meeting was adjourned at approximately 2:00 PM.