

RESIDENTIAL FACILITIES ADVISORY COMMITTEE MEETING

November 21, 2014

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  
Glenn Berk  
Kelly Breshears  
\*\*Michele Edwards  
Betsy Welch

**STAFF PRESENT:**

Mary Jaeger, Director/State LTC Ombudsman  
David Berger, Deputy State LTC Ombudsman  
Molly Twarog, Deputy State LTC Ombudsman  
Mary Ann Lebold, Office Manager

**MEMBERS ABSENT:**

Peter Fuchs  
Claudia Kyle  
Meghan Moyer

**LTCO VOLUNTEERS PRESENT:**

James Donder, Executive Volunteer

**GUESTS:**

Tyler Anderson, Assistant Attorney General, Oregon Department of Justice  
May Dasch, Alzheimer's Network of Oregon  
Fred Steele, Legal Services Developer, Department of Human Services  
Travis Wall, Oregon State Public Guardian (as of 1/12/2015)

**CALL TO ORDER:** Mr. Dunham called the meeting to order.

**PUBLIC COMMENT:** There was no public comment.

**COMMITTEE BUSINESS - APPROVAL OF MINUTES:** Ms. Breshears moved that the minutes of the October 17, 2014 meeting be approved as written. The motion was seconded and passed.

**NEW BUSINESS:** Mr. Dunham distributed copies of the Committee meeting schedule through December 2015. Ms. Welch moved that the proposed schedule be adopted. The motion was seconded and passed.

**HON. ELIZABETH WELCH, RFAC MEMBER:** Judge Welch explained conflict of interest (COI) as it relates to the State Public Guardian program residing in the same Agency as the State Long-Term Care Ombudsman. The first task of the State Public Guardian will be to develop COI

\*Participate via Skype

\*\*Participated via telephone

policies and procedures. Judge Welch noted that she is working on draft COI policies and procedures.

**KELLY BRESHEARS, RFAC MEMBER:** Ms. Breshears recently attended a County Veteran Service Officers (VSO) training conference where she distributed information about the Long-Term Care Ombudsman Program. She distributed a directory of Oregon County VSO and VSO offices to Committee Members and described the training that VSOs receive and services they provide to Veterans. Ms. Breshears distributed copies of the Oregon Department of Veterans Affairs (ODVA) opening web page and described the services that the ODVA provides and benefits available to Veterans. She distributed brochures about ODVA's Conservatorship for Veterans and Dependents program. Since this is the program that Ms. Breshears manages, she described the program in detail and was pleased to announce that her department has recently moved to making court filings electronically. Ms. Breshears distributed copies of a monthly publication, *VETS NEWS*, and a Veterans' Benefits Resource Guide. She answered Committee Member questions.

**DAVID BERGER, DEPUTY STATE LTC OMBUDSMAN:** Mr. Berger described the scope and size of District 1, Multnomah County. Mr. Bard, a Certified Ombudsman serving in District 1, mentioned that it is very helpful to have a supervising deputy living in the region they serve. Mr. Berger described "a day in the life" of a Deputy State LTC Ombudsman. He described his system advocacy activities which include working on a POLST work group, working closely with staff of the adult care home program in Multnomah County, working with SPADO addressing the issues of people with Alzheimers Disease and providing Certified Ombudsman Volunteers with tools to advocate for better and increased training of LTC facility staff. Mr. Berger listed the top complaints of LTC facility residents in his district and how he and the volunteers in his district advocate for residents to resolve these complaints. Mr. Berger answered questions from Committee Members. Mr. Dunham thanked Mr. Berger for his appearance today.

Judge Welch announced that Travis Wall has accepted an offer to be appointed Oregon's State Public Guardian. She described Mr. Wall's qualifications and experience, especially his time in developing the State of Utah's Public Guardian Program. He will begin work in January. Mr. Wall commented that he is looking forward to working with the Committee and developing Oregon's Public Guardian Program.

**COMMITTEE MEMBER REGIONAL UPDATES:** Glenn Berk reported on an event that happened on Veterans' Day in southern Oregon that led to a Veteran being awarded a Purple Heart 50 years after the heroism of the Veteran in combat.

**BILL BARD, VOLUNTEER IT CHAIR:** Mr. Bard discussed Certified Ombudsman Volunteer reporting, how it is done, how it is tabulated and how it is used to let staff know what has been accomplished. The Agency is trying to refine its data collection systems. Mr. Bard introduced James Donder, LTCO Executive Volunteer, who is working with LTCO receptionist, Amra Marché, to refine management of the critical reports provided to the LTCO from Adult Protective Services (APS) and the Office of Licensing and Regulatory Oversight (OLRO).

Mr. Donder described the work that has been done to achieve this goal. Mr. Bard reported that this work will assist the Agency in working with the Agency IT contractor in developing a refined backup system for Agency electronic files.

**MARY JAEGER, DIRECTOR/OREGON'S LTC OMBUDSMAN:** The Governor's Recommended Budget will be released on December 2. Ms. Jaeger and Mr. Walker, LTCO Volunteer CFO, expect the Governor to accept the Agency's budget as submitted.

Ms. Jaeger reported on behalf of Mr. Walker that a lease for the expanded and renovated LTCO premises should be finalized very soon.

The Committee's next two meetings, on December 21 and January 16, will be via teleconference. Today's meeting was adjourned at approximately 1:30 PM.