

LONG TERM CARE (LTC) ADVISORY COMMITTEE MEETING

January 25, 2013

Office of the Long Term Care Ombudsman (LTCO)

3855 Wolverine NE, Suite 6

(Training Room)

Salem, Oregon

**MINUTES**

**MEMBERS PRESENT:**

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

**STAFF PRESENT:**

Mary Jaeger, Director/State LTC Ombudsman  
Melissa Bosworth, Deputy State LTC Ombudsman  
Ana Potter, Deputy State LTC Ombudsman  
Gretchen Jordan, Coordinator of Volunteers  
Mary Ann Lebold, Office Manager

**MEMBERS ABSENT:**

None

**LTCO VOLUNTEERS PRESENT:**

Jane Netboy, LTCO Advocacy Volunteer  
Linda Setchfield, Certified Ombudsman  
Jerry Walker, Volunteer CFO

**GUESTS:**

Jan McManus, SEIU  
Meghan Moyer, Senior Political Organizer, SEIU  
Charles Richards, Governor's Commission on Senior Services  
Fred Steele, MPH, JD OAA Legal Services Developer, State Unit on Aging, DHS

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

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

**APPROVAL OF MINUTES:** Mr. Dunham offered an edit to the written minutes, asking that the first use of the word "to" be deleted from the fourth line of the first paragraph of Mary Jaeger's report on page 2 of the December 21, 2012 minutes. Teena Ainslie moved that the minutes of the December 21, 2012 meeting be approved as corrected. The motion was seconded and passed.

**ANNOUNCEMENTS AND CORRESPONDENCE:** Mr. Bard reported that Jon Bartholomew, Communications & Policy Director for the Alzheimer's Association Oregon Chapter, asked that the Committee, along with other advocacy groups, sign a letter in support of SPADO – the State Plan for Alzheimer's Disease in Oregon. Mr. Bard provided a copy of the letter to Committee members asking for their consensus in approval. Mr. Bard agreed to notify the Alzheimer's Association Oregon of the Committee's support of the SPADO plan.

\*Participated via telephone

\*\* Participated via Skype

Mr. Dunham distributed an article from his local newspaper about an LTC facility to be built between Corvallis and Philomath. The facility will specialize in the care of residents with dementia, will add to the number of memory care beds in the community and has the potential for lowering the cost of care for residents needing memory care.

Mr. Bard added that the Good Shepherd Medical Center in Pendleton is offering a virtual tour where members of the public can experience what it is like to suffer from Alzheimer's disease or dementia. An article about the virtual tour is attached.

Mr. Bard announced that the Campaign for Oregon's Seniors and People with Disabilities will sponsor a Senior Advocacy Day on March 26. He urged everyone at the meeting to attend and take advantage of this opportunity to meet his or her legislator and advocate for the 43,000 people under the jurisdiction of the statute.

Mr. Dunham announced that March 5 will be Alzheimer's Advocacy Day at the Legislature.

Mr. Bard commented that Jim Davis, PhD gave a report on the work of Legislative Work Group on Senior/Disability Mental Health and Addictions. Ana Potter, Deputy State LTC Ombudsman, is a member of this group. The report, which identifies all the issues that need to be addressed with regard to mental health and disability, is expected to be finalized at the workgroup's final meeting on January 31. Mr. Bard commended Dr. Davis for his leadership on this very urgent topic.

Mr. Bard announced that on April 13 Mary Jaeger and Jerry Walker will receive the Judge Stephen B. Herrell Award, a very special award from CASA for Children (Court Appointed Special Advocates of Multnomah and Washington Counties). The Judge Herrell Award recognizes their 10 years of leadership and volunteer contributions to the CASA program. The Award is in honor of the late Judge Stephen B. Herrell who is credited with authorizing the Oregon CASA Statute, and was a passionate supporter of citizen advocates. Mr. Bard distributed a copy of the announcement which can be found on the website: [casahelpskids.org](http://casahelpskids.org) under event.

Mr. Bard also noted that the annual CASA report lists the name of every volunteer in the program and suggested that the LTCAC do the same in their next annual report to the Governor and Legislature.

Mr. Bard expressed the Committee's appreciation of Mary Ann Lebold's work to prepare the agency's Affirmative Action Plan for 2013/2015. The plan has been conditionally approved by the Governor's Office pending some minor corrections to be submitted by January 30.

**CHARLES RICHARDS, VICE CHAIR, GOVERNOR'S COMMISSION ON SENIOR SERVICES (GCSS):** The GCSS is focusing more on people with disabilities and has a close working relationship with both the Department of Human Services (DHS) and the Governor's staff. Ms. Jaeger asked that a representative of the LTCO attend GCSS meetings and regularly brief the GCSS on LTCO activities. Mr. Richards suggested that Ms. Jaeger contact the GCSS Chair, Judy Strand, or Max Brown at DHS to arrange this. Mr. Bard suggested that Ms. Strand be invited to speak to the Committee at the Committee's March meeting.

**JANE NETBOY, LTCO ADVOCACY VOLUNTEER:** Ms. Netboy presented the poster with pictures of legislators that is published by Associated Oregon Industries and a card that will facilitate contact with legislators. Ms. Jaeger expressed her appreciation of Ms. Netboy's advocacy for the LTCO program, for the program's volunteers and for all seniors and people with disabilities. Ms. Netboy has been a great friend to the Ombudsman Program and a variety of other advocacy groups during her 30+ year tenure as a volunteer.

**FRED STEELE, MPH, JD OAA LEGAL SERVICES DEVELOPER, STATE UNIT ON AGING, DHS:** Mr. Steele's responsibilities include oversight of the state plan process for developing and submitting the plan that the State Unit on Aging submits every four years to Administration for Community Living (formerly the Administration on Aging) as required by the Older Americans Act. The document advises the federal government what the state is doing with federal funds to comply with the Older Americans Act and the state's plans for the next four years including the state's plans for LTC services and supports. Ms. Jaeger will be a member of team he is putting together to develop the plan. Mr. Steele explained how the plan will be created following the information on a sheet he handed out, *2013 State Plan Development Process*, which is attached.

Mr. Steele explained this Committee's role in the process. He will be included in the Committee's May meeting seeking the Committee's feedback on the proposed plan.

**JERRY WALKER, LTCO VOLUNTEER FINANCE COMMITTEE:** Mr. Walker reported that he has worked together with Mary Ann Lebold to project LTCO expenditures for the remainder of the 2011-2013 biennium. He is pleased to share that we are within our budget and we expect to conclude the biennium within our Legislatively Approved Budget projection. The projections are based on the actual results through November 2012. Using these results and the payroll for December, we have projected payroll, benefits, services and supplies expenditures for the remainder of the biennium. The projections include expected salaries, staffing, and the planned volunteer training event in May, as we have previously discussed. The LTCO is on track to end the current biennium with the required ending balance.

As is typical in every budget preparation, the Governor's office has asked all state agencies to prepare a report explaining how they would operate with a 15% reduction in funds during the 2013-2015 biennium. The Governor's office has also asked that every agency (by mid-February for the LTCO) deliver an electronic presentation of what the agency would like legislators to know about their agency. Finally, advocacy for the LTCO's budget will continue since the number of facilities where there will be volunteers assigned is directly related to the number of Deputy LTC State Ombudsman available to supervise volunteers.

Mr. Bard asked about the involvement of the Program Funding Teams to gather information about groups of state agencies and make recommendations to the Governor about services that could be combined and how funds should be shared among agencies. The Governor received the written recommendations from the Program Funding Teams privately and those recommendations were incorporated into the Governor's Recommended Budget (GRB).

Although this GRB looks pretty much like budgets have looked in the past, Mr. Walker believes that the budget process will change as the use of Program Funding Teams evolves over time.

Mr. Dunham expressed his appreciation of Mr. Walker's contribution and attention to the LTCO's financial matters.

**MEGHAN MOYER, SENIOR POLITICAL ORGANIZER, SEIU:** Ms. Moyer and Ms. McManus described Legislative Concept (LC) 2232 which proposes adding advocacy for people with Developmental Disabilities (DD) and people with Mental Illness (MI) to the advocacies of an expanded LTCO. They also provided three explanatory handouts and fielded numerous questions from Committee members.

Ms. Moyer noted that this proposal is on behalf of DD and MI Clients who have no ombudsman and entirely by SEIU (not the LTCO). The proposal provides that the LTCO would take on responsibility for advocacy for additional populations with additional staff and resources. Ms. Jaeger commented that, since there has been a direct request from the Governor's office to be helpful to citizen groups or individuals who are trying to put legislation together, LTCO staff and volunteers have assisted Ms. Moyer by responding to requests for information.

Ms. Jaeger explained that the need for a Long-Term Care Ombudsman Program came about as a response to an outcry for help for older Americans and residents housed in nursing homes in the 1970s. Now, thirty-five years later, it may be time to help other vulnerable populations in need of advocacy. For example, the change in the name of the Administration of Aging (AoA) to the Administration for Community Living (ACL) symbolizes the need to be more inclusive of other vulnerable populations across the country.

**BILL BARD, VOLUNTEER IT CHAIRMAN, LTCO:** The federal and state reports have been completed recently and will be discussed later in the meeting. Mr. Bard pointed out that it is a challenge to ensure that data is accurate and up-to-date. The number of visits made by staff and volunteers and the amount of time spent is under reported and determining exactly how many adult foster homes are licensed, open and operating in the state at any given moment are just two of the challenges in producing accurate reports.

Maintaining the agency's website has become problematic by the state's move to a new platform. Mr. Bard expressed his appreciation of Gretchen Jordan's efforts to maintain the agency website with very little training and overcome the difficulties that this task presents.

New reports are being developed in response to a request from Deputy State LTC Ombudsman Molly Twarog. For example, a report comparing total visits to total cases has been developed. This report has revealed a wide variation in how volunteers report. Supervising deputies will use this report to identify these variations.

An automated mileage reporting system has been created for Multnomah County volunteers since only Multnomah County reimburses volunteers for their mileage expense.

Mr. Dunham suggested that data on mileage incurred by volunteers to make facility visits would boost the value of the volunteer contribution. LTCO volunteers' primary reporting responsibility is completing case and activity reports. Should a volunteer report mileage, the value of the contribution could be added to the value of the work of the volunteers.

**MARY JAEGER, STATE LTC OMBUDSMAN:** Ms. Jaeger introduced Melissa Bosworth, the LTCO's recently hired Deputy State Long-Term Care Ombudsman who replaces Drew Strayer. Ms. Bosworth described her experience and background.

Ms. Jaeger distributed copies of the agency's Annual Performance Progress Report (APPR) and report to the Administration for Community Living (NORS Report). Both reports are available at the agency's website. Ms. Jaeger reviewed the information in the recent issue of *Outcomes* which summarizes, in a single page, the most important results -- by the numbers -- in the two reports. She expressed her appreciation to Mr. Bard who prepares *Outcomes*. She hopes to enhance the information somewhat so that agency results for a full biennium, rather than a twelve-month period, are presented. That piece will then be used to introduce the agency's proposed 2013/2015 budget and to educate legislators on the importance of the Ombudsman program to Oregon citizens. The January 2013 edition of *Outcomes* is attached.

Staff and Ms. Jaeger are working together to identify the topics that will be offered at the Training Event on May 1 and 2. Ms. Jaeger asked Committee members to make their suggestions about topics for the Training Event promptly. She hopes the event will not only be informative but enjoyable for program volunteers and recognition of their service.

**ANA POTTER, DEPUTY STATE LTC OMBUDSMAN, LTCO:** Ms. Potter described the districts where she supervises Certified Ombudsmen and the work of those Ombudsmen. She is proud of the increase in visits made by the Ombudsmen she supervises. She went on to talk about the number of facilities in those districts and volunteer coverage of those facilities. She described the roles she plays in system advocacy, the groups that she participates in and the presentations she has made to a variety of stakeholder groups.

In response to Ms. Jaeger's question suggesting that reporting be more closely related to funding, Ms. Potter replied, rather, that the discussion on the federal level is about what information really needs to be gathered to determine whether an Ombudsman program is effective. There is a recommendation on the federal level that states capture information about volunteer hours to determine that added value of a volunteer program.

Mr. Bard and Ms. Jaeger expressed their appreciation of Ms. Potter's work on system advocacy and her other contributions to the LTCO and program volunteers. Ms. Potter thanked the Committee for the opportunity to speak to them today.

**GRETCHEN JORDAN, COORDINATOR OF VOLUNTEERS, LTCO:** As part of the Senior Medicare Patrol project, the LTCO will be doing a volunteer satisfaction survey. She sees this as an opportunity both to get input from the volunteers about the work they do and to recognize and encourage the volunteers. Gretchen will provide a sample copy of the Volunteer and Program Assessment piece that is in development to the Committee.

Ms. Jordan distributed copies of her December 2012 report, which is attached. In addition to the usual topics addressed each month, this reports includes data about where applications came from and reasons for resignations.

Ms. Jordan was pleased to announce that the LTCO program and volunteers have been featured in both the Statesman Journal, where Mary Jaeger was quoted, and the Lake Oswego Review, where Certified Ombudsman Marcia McClocklin is featured. Links to the articles are:

[http://www.statesmanjournal.com/apps/pbcs.dll/article?AID=2013130123043&nclick\\_check=1](http://www.statesmanjournal.com/apps/pbcs.dll/article?AID=2013130123043&nclick_check=1)

<http://portlandtribune.com/lor/48-news/127010-fighting-for-the-rights-of-seniors>

The Committee's next meeting will be February 15 via teleconference. The meeting was adjourned at approximately 1:30 PM.



## 2013 State Plan Development Process

### Steering Committee

- Membership: 2 SUA staff, 3 AAA representatives, LTCO, 1-2 GCSS representatives??, 1 DHS staff (from unit working on LTC 3.0)
- Charge: 1) Establish draft state focus areas, assign to work groups. 2) Review and approve goals & objectives established by work groups

### Work Groups

- SUA staff to convene and lead work groups of focus-specific stakeholders to establish objectives & goals for each focus area
- Supported by prep work compiling resources & “cross-collaboration” info (below)

### Review & Approval Groups

Provide relevant advisory groups time/opportunity to read, review, and provide feedback on draft State Plan, and particularly on draft goals & objectives

- GCSS
  - ADRC Advisory Committee
  - LTCO Advisory Committee
  - SACs (AAA Senior Advisory Councils)
  - Oregon Disabilities Commission
  - Public Health Advisory Committee
- 

### Timeline

January 30:	Convene Steering Committee
February 15:	Finalize focus areas
March 1:	Convene work groups
April 15:	Work Groups finalize objectives & goals
April 30:	Steering Committee reviews/approves objectives & goals
May:	Review & Approval Groups process
June:	Near-final draft submitted to AoA
July 1:	Final State Plan submitted to AoA

### Resources & Cross-Collaboration Opportunities

- 17 Area Plans (particularly local level public input)
- ADRC Statewide Plan
- LTC 3.0 planning & public input
- State Plan for Alzheimer’s Disease in Oregon
- “10 year plan for Oregon” project
- Oregon Public Health Strategic Plan
- “Ending Hunger Before it Begins” project
- Transportation & Human Services Coordination Study

And here is a link to the current State Plan that was developed 4 years ago. This is, at this point, a background document for the development of the next State Plan:

<http://www.oregon.gov/dhs/spwpd/sua/docs/state-plan-2009-13.pdf>

This month we are highlighting some of the great results our volunteers and staff accomplished in Federal Fiscal Year: October, 2011 - September, 2012.

Volume 3, Number 1 January, 2013



## By the Numbers: Highlights of Federal Fiscal Year 2011/2012

**\$1.175 million** = our total program budget for the year

**76%** = the percentage of our budget coming from the State of Oregon General Fund

**24%** = the percentage of our budget coming from the Federal Government

**43,000** = the number of licensed beds we serve

**97%** of 139 Nursing Facilities visited

**90%** of 465 Residential Care / Assisted Living Facilities visited

**60%** of 1700+ Adult Foster Homes visited

**200+** = the total number of volunteers across the state

**13,547** = the visits to Oregon's licensed long-term care facilities (**97%** by volunteers)

**85%** = the percentage of complaints/concerns handled by volunteers

**96%** = the percentage of complaints resolved, or mostly resolved

**29,000+** = the hours of documented volunteer service

**\$600,000+** = the value of volunteer services contributed to the State of Oregon

For more "LTCO by the Numbers" metrics, please check out our website at <http://www.oregon.gov/LTCO>.

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

***188 Volunteers are serving in 205 Roles***

**Certified Ombudsman = 171      R&S Volunteers = 19  
Executive Volunteers = 9      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 Dec		2											1		1							4
Resigned		1	1													2						4
Current CO Dec	5	16	20	8	2	1	13	1	6	2	0	2	34	14	21	1	2	3	4	9	8	171
NCON	1	13	3	0	6	4	0	3	1	3	1	1	18	12	8	2	2	1	4	5	1	88
App Pending		3	1			1	3		1				9	3	5	2			2	1	1	33
R & S volunteers			5				2		1				3				3		2		3	19
Executive volunteers													5	1	1					2		9
Advisory Comm		1					1					1	2				1					6
SMP Trained		1	11		2					1		1	22	4	14	1		2			4	64

CON= total CO's needed

NCON=Net CO needed

***\*\* New applications this month: 3***

**Support, Outreach, and Activities for Deputies:**

**Ana (11, 21, 24)**

District 21: Support for team meeting holiday event; discussed with Ana where volunteer needs are to help work with R & S. Met with R & S committee to revise CO interview questions.

District 11:

Early planning for outreach in summer 2013.

**Ann (5, 10, 12, 13, 15)**

**District 5:**

**District 10:**

**District 12, 13:** Connected with the AAA in Ontario about a future outreach event and partnering. Working with new R & S member Glenna Parker, past CO. She has presented at several community events and some earned media too.

**Jen (22)**

**District 22:** Worked with Lake Oswego review and Marcia Mclockin about a feature article. It has been delayed publication due to other news articles taking precedence.

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

**District 23:**

**District 6 & 7:**

**District 81 & 82:**

**Valerie (1, 3, 41, 42, 43):**

**District 1:** Met with Valerie about needs in District. Will look at possible outreach plans in the spring.

**District 3:** Planning a prospective volunteer 'open house' right after the first of the year. Will invite Applicants, current CO's and outreach to papers and community organizations.

**District 41/43:** thanks to R & S committee who were able to create personalized holiday cards for volunteers in Valerie's district. We were able to hand deliver at the last CO team meeting of the year.

**District 42:** Submitted a large article to the Newport Sr Center for future publication in the 'Generations' magazine that will go out throughout Lincoln county.

**SMP Program Report:**

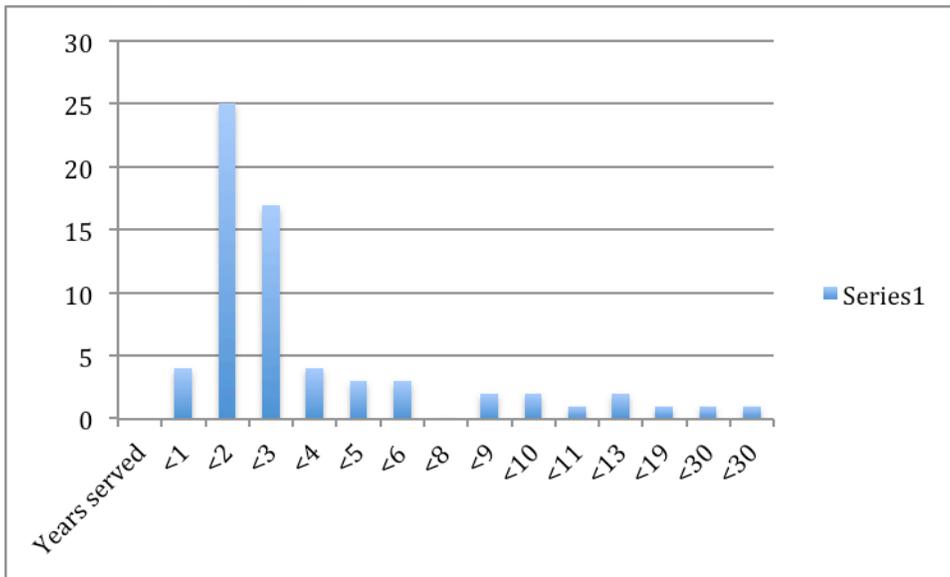
Deputies continue to add SMP training to CO support meetings. Putting together annual volunteer satisfaction survey. Thanks to Dan Dunham for his input on the survey. Planned meeting with SMP statewide director Ryan Kibby and Elaine Young for approval and input, but meeting was postponed until January. The surveys will go out then.

**Other activities and projects:**

- Awaiting 2013 training calendar from Ann so I can plan for area specific recruitment.
- Finalized reports for R & S committee hours for last FFY. I believe this is the highest number ever reported.
- Preliminary work on possible statewide 2013 training – sent out RFP's for training locations and made site visits.
- Prepared and sent Press releases about newest LTCAC member.
- 2013 plans include a feedback opportunity for all volunteers.
- Conducted four volunteer interviews in areas where no R & S committee.
- Catching up on reporting for R & S activities, SMP, and other duties that will be reflected in the federal and state reports.
- More interest from potential volunteers on Volunteer match.
- Preparing data on resignations and incoming applications for FFY 11-12. See tables at the end of this report.
- Facebook page now has 124 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.
- Working on a detailed legislator list for future advocacy use.
- Regular updates on agency website. I have received positive feedback about the ease of use and good information on the site from prospective volunteers, colleagues, and staff. The overall state system is improving with less outages; I have added more content and photos with more to come, including video.



YEARS OF SERVICE:



WHERE DO OUR APPLICATIONS COME FROM: FFY OCTOBER 1, 2011 – SEPT 30, 2012

Yellow highlight denotes where active R & S committees are.

DISTRICT	Internet	Newspaper	Other ad	Flyer	AARP	Friend	Staff	Outreach event	Partners	Other	Total
1											
3		3				1				4	8
5	1	4				2					7
6	1	2									3
7	1	1				1					3
9											0
10	2	3						4			9
11											0
12											0
13											0
14											0
15											0
21	4	1			1	2			2	4	14
22	2						1				3
23	6	1	2		2	1				2	14
24											0
41		1				4					5
42											0
43	2		1			2					5
81	2	1				1				2	6
82	1	1				2				1	5
	22	18	3	0	3	16	1	4	2	13	82