

RESIDENTIAL FACILITIES ADVISORY COMMITTEE MEETING
(Via Teleconference)
March 20, 2015
Office of the Long-Term Care Ombudsman (LTCO)
3855 Wolverine NE, Suite 6
(Training Room)
Salem, Oregon

MINUTES

MEMBERS PARTICIPATING:

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

STAFF PARTICIPATING:

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

MEMBERS ABSENT:

Claudia Kyle

LTCO VOLUNTEERS PARTICIPATING:

Tom Giles, Certified Ombudsman

GUESTS:

Christian Hale, JD

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

APPROVAL OF MINUTES: Ms. Ainslie moved that the minutes of the February 20, 2015 be approved as written. The motion was seconded and passed.

SPECIAL REPORTS: *Update on Central Evaluation Team (CET) Process:* Mr. Bard and Mr. Dunham provided an update on the CET process where the State of Oregon uses the Hay Methodology to review agency director positions. Mr. Bard and Mr. Dunham presented their arguments for reclassification of the LTCO Director/State LTC Ombudsman position to the CET on March 5. However the CET decided the position should not be reclassified. Mr. Bard will ask that the decision be reconsidered.

Discussion followed leading to Committee Member agreement that posting of the position should be delayed until a reclassification is successful.

IT Report: Steps have been taken to prevent a complete failure of the LTCO IT system and to improve LTCO IT back up systems. Mr. Bard will continue to work with Perfect Forms staff to resolve the intermittent problems in the volunteer reporting system. Mr. Berger added that the LTCO on line reporting system has become central to collecting volunteer activity and case reports and expressed his appreciation for Mr. Bard's willingness to take calls from volunteers at any time.

COMMITTEE MEMBER REGIONAL UPDATES: Ms. Ainslie attended the Multnomah County Team Meeting last week. She described the speakers at that meeting.

Ms. Breshears attended the first meeting Oregon Public Guardian (OPG) subcommittee meeting.

Ms. Edwards reported on her work with the Ford Family Foundation which she hopes will lead to identifying a yet untapped pool of Certified Ombudsman volunteers.

Judge Welch attended Public Defense Services Commission meeting yesterday. The Commission supports a bill under consideration in the current legislative session that would authorize court appointed counsel for persons that are party to a guardianship proceeding including public guardians.

Tom Giles reported on work he has been doing with the State Rehabilitation Council (the policy partner and consumer advocacy council for Vocational Rehabilitation) to implement the Work Force Innovation and Opportunities Act, the federal reauthorization of the Federal Rehab Act and the State Employment First Executive Order, which created a path for developing policy to encourage employment of people with developmental disabilities.

Mr. Dunham, in his role as a Certified Ombudsman, is dealing with a higher number of Move Out Notices than usual. He is getting acquainted with the residents of the Allworth Veterans Home in Lebanon. He chaired a March Team Meeting in District 4 in the absence of Debbie Boures, Deputy State LTC Ombudsman, where Travis Wall, Oregon Public Guardian, explained the development of the Oregon Public Guardian Program.

GRETCHEN JORDAN, COORDINATOR OF VOLUNTEERS: Ms. Jordan, who has been focused on recruiting, asked Committee Members to read her monthly report. She has been studying the reasons for the unusually high number of recent resignations and will work closely with David Berger to improve recruitment and retention strategies.

TRAVIS WALL, OREGON PUBLIC GUARDIAN (OPG): Mr. Wall reported that he is working with the Department of Administrative Services/Human Resources (DAS/HR) to develop the Position Descriptions for the OPG Deputy Public Guardian and Administrative Support Position. Mr. Wall briefed the Committee on the work he is doing to develop the OPG Program and to foster relationships with program stakeholders. He commented that State Senator Sara Gelser has introduced a bill for supported or assisted decision-making which would authorize a new, less restrictive alternative to guardianship. The OPG supports this bill.

DAVID BERGER, INTERIM DIRECTOR/STATE LTC OMBUDSMAN: Mr. Berger is pleased with the operation of the agency. In spite of numerous changes, agency staff and volunteers continue to serve the residents of Oregon's LTC facilities.

Revisions to the LTCO's annual report the Administration for Community Living (ACL) requested by ACL staff are nearly complete. Mr. Berger expressed his appreciation of Tracy Behnke as LTCO Data Specialist, Bill Bard in his role as LTCO IT Chair and Mary Ann Lebold as LTCO Office Manager for working together to move the report along toward certification.

During Mr. Berger's February presentation to the Oregon's Joint Committee on Ways and Means, legislators asked what resources the LTCO would need to facilitate a Certified Ombudsman visit to every Adult Foster Home in the state twice annually. Senator Jackie Winters asked for more information about the LTCO's top ten complaints. Mr. Berger is preparing responses to these requests.

Work is continuing to develop relationships with stakeholders in the agency's two new programs. Local telephone numbers are in operation. Toll free numbers have been requested but a date when they will be operational is not yet determined. The recruitment for the Residential Facilities Ombudsman (RFO) is in process and will close March 31. Mr. Berger will convene a committee to conduct the

selection process. He is working on the position description for the Deputy RFO position. His next meeting with DAS/HR will be April 8.

Mr. Bard reported that a letter of appreciation from House Speaker Tina Kotek has been sent to all program volunteers. Speaker Kotek's letter reinforced the critical role that Certified Ombudsmen volunteers play.

Mr. Berger has been following the changes to the LTCO premises lease closely.

On May 4, Mr. Berger will have a strategic planning meeting with Gretchen Jordan, LTCO Coordinator of Volunteers, and the Deputy State LTC Ombudsmen to address volunteer recruitment, training and supervision.

Mr. Bard asked that the Affirmation for Long-Term Care Ombudsmen that Mr. Berger wrote and shared with the Certified Ombudsmen in Multnomah County be attached to these minutes.

During the third week of April, Mr. Berger will attend the State Long Term Care Ombudsmen Conference in Decatur, Georgia where he will be paired with a more experienced mentor.

Mr. Dunham and other Committee Members expressed their appreciation of Mr. Berger's willingness to take on the Interim Director's position and serve so well.

The Committee's next meeting will be April 17 at the LTCO Office. Today's meeting was adjourned at approximately 11:00 AM.

An Affirmation for Long-Term Care Ombudsman

I improve the quality of life for people who live in licensed care facilities. Because I am there, Residents are assured a voice in their care and protection of their rights. Sometimes, Residents come to me with problems that I'm able to solve. Other times, while the situation isn't resolved as the Resident would like, my participation allowed them an opportunity to express their preferences. Giving people a voice in their care and day-to-day schedules gives them dignity. Just by my presence, things that might be a problem are avoided, residents are empowered to speak up and Providers are encouraged to do their best. I'm an ombudsman and I make a difference!