

RESIDENTIAL FACILITIES ADVISORY COMMITTEE (RFAC) MEETING

May 15, 2015

at the

DHS North Salem Office

4074 Winema Place NE, Building #53

Room 227

Salem, Oregon 97305

MINUTES

MEMBERS PRESENT:

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

STAFF PRESENT:

David Berger, Interim Director/State LTC
Ombudsman
Travis Wall, Oregon State Public Guardian
Molly Twarog, Deputy State LTC Ombudsman
Gretchen Jordan, Coordinator of Volunteers
Mary Ann Lebold, Office Manager and
Committee Administrator
Amra Marché, Secretary/Receptionist

MEMBERS ABSENT:

Claudia Kyle

LTCO VOLUNTEERS PRESENT:

None

GUESTS:

Art Ayre, Policy & Budget Analyst, Budget & Management Division, DAS
Christian Hale, JD
Kirsten Collins, Policy Analyst, Department of Disability Services, Department of Human Services

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

PUBLIC COMMENT: Mr. Hale introduced himself and expressed his appreciation of the work done by the agency staff, volunteers and Committee Members.

COMMITTEE BUSINESS - APPROVAL OF MINUTES: Ms. Edwards moved that the minutes of the April 17, 2015 meeting be approved as written. The motion was seconded and passed.

NEW BUSINESS: Mr. Dunham reviewed the Committee Membership. Of the eleven Committee appointments, there are three vacancies and one member continuing to serve in an expired term. Mr. Dunham will continue to recruit new members and asked Committee Members to assist. He hopes that all Committee positions will be filled by August.

Mr. Bard asked that a Committee Member agree to become Committee Historian and track Committee Membership.

Mr. Dunham reminded Committee Members that Committee officers will be nominated during the Committee's June meeting followed by the election of officers during the Committee's July

*Participated via telephone

meeting. In light of the agency's expansion and the imminent selection of Oregon's next State Long-Term Care Ombudsman, he proposed that current officers remain in place until August or September so that they can mentor the officers-elect who would be officially installed in September.

Mr. Bard discussed an article in the May 2015 issue of *PROVIDER* about "rementia," a protocol for treating people with dementia.

AMRA MARCHÉ, LTCO SECRETARY/RECEPTIONIST: Ms. Marché, who has been with the LTCO just over a year, distributed an updated Committee roster. She described her family and her work experience. Joining the LTCO was a natural job progression for her. She distributed and discussed a handout that outlines the three main parts of her position. She discussed the number of phone calls received on a daily basis, how incoming calls are managed and the number and nature of referrals made. She described the support that she provides to volunteers, the second largest part of her work, and, finally, the support she provides to the LTCO staff.

BILL BARD, SEARCH COMMITTEE CHAIR: DIRECTOR RECRUITMENT UPDATE: Mr. Bard distributed an updated plan for the recruitment of Oregon's next State Long-Term Care Ombudsman. The recruitment opened last week. Enrique Sama, an executive recruiter with the Governor's office, is assisting with the recruitment and selection process. Reconsideration of the reclassification request for the State Long-Term Care Ombudsman's position has resulted in the position being reclassified from Primary Executive Manager E (PEM-E) to Primary Executive Manager F (PEM-F).

IT UPDATE: Mr. Bard acknowledged the agency's need for a more comprehensive technology plan and is working with agency staff and contractors to develop that plan. He distributed a Tableau based report to illustrate information displayed graphically showing the impact of change in deputy assignment on the number of cases closed in a district. Discussion and examination of agency IT costs continue and consideration of how to reach better IT results as the LTCO grows.

Mr. Bard distributed a handout from Multnomah County's Aging, Disability & Veterans Services Division that describes the services available to Oregon's seniors, Veterans and people with disabilities.

MOLLY TWAROG, DEPUTY STATE LTC OMBUDSMAN: Ms. Twarog, who enjoyed the opportunity to be part of both Oregon's Ombudsman Program and New Mexico's Ombudsman Program, described the differences in the two programs. She described the LTCO's District 5 that includes Douglas, Jackson, Josephine, Coos and Curry Counties. She is also serving as the primary Deputy on Duty during the recruitment and selection process to fill the vacant deputy position. She described the number and unique qualities of the Certified Ombudsman volunteers in the counties she serves. She explained her procedure, which is somewhat different from what other deputies do, for introducing new Certified Ombudsman volunteers to their work. Ms. Twarog brought a 144-page facility survey to today's meeting to demonstrate how poor conditions can be in a facility when minimum staffing standards are not met and described her

work to improve conditions in the facility. The passion Ms. Twarog has for her work was evident throughout her presentation.

COMMITTEE MEMBER REGIONAL UPDATES: Mr. Dunham attended a meeting of the City Club of Corvallis recently regarding the future of housing for seniors in Corvallis. Mr. Dunham distributed and discussed a list of the issues and concerns discussed at the meeting.

Ms. Breshears reported that human resource directors received notice from the Department of Administrative Services (DAS) that a management classification and compensation study is in process that will lead to management classifications and compensation being more uniform throughout the state. Ms. Breshears described her role in the project. She recently attended an Oregon Care Partners training on dementia.

Ms. Edwards recently toured a new long-term care facility in the community where she lives. During her visit, she found several unsafe conditions that she pointed out to facility administration. On subsequent visit, she noted there was a lack of staff. Ms. Edwards believes that, because nursing homes in her community have been closed, this facility is accepting residents who need a higher level of care than they can provide. She is struggling on how to put a human face on the problems created in rural areas by the laws passed by legislators.

Judge Welch described the convoluted process of applying for a mortgage that she encountered recently. She believes this is an example of how complicated government processes, including health care in Oregon, have become.

Mr. Giles reported on the activities of Benton County's Mental Health, Addiction and Developmental Disabilities Advisory Committee and the State Rehabilitation Committee.

Ms. Ainslie attended the LTCO Recruitment and Screening meeting recently and the District 1 Team Meeting for program volunteers yesterday.

GRETCHEN JORDAN, COORDINATOR OF VOLUNTEERS, LTCO: Ms. Jordan distributed her April 2015 report. She presented examples of advertising and articles that have appeared in newspapers in some of Oregon's smaller communities, described events she will attend to recruit program volunteers and expand her network of contacts with other volunteer coordinators.

TRAVIS WALL, OREGON PUBLIC GUARDIAN: Mr. Wall reported that recruitments are open for two positions in the Oregon Public Guardian Program including two deputy guardians and the paralegal/administrative support position. He distributed copies of the recruitments, which are both open-ended. Mr. Wall and Mr. Berger described the challenges of creating position descriptions within guidelines of SB 1553 and state policies and still have staff that will be qualified to do this important work. Mr. Wall and Mr. Berger continue to engage stakeholders who have overwhelmingly expressed their gratitude that Oregon now has a Public Guardian and Conservator Program. The complexity of the way that human services are provided in Oregon has presented some challenges.

DAVID BERGER, INTERIM DIRECTOR/STATE LTC OMBUDSMAN: Mr. Berger reported that Senator Betsy Johnson carried the LTCO 2015/2017 budget to the legislature earlier today. He noted the high level of good will towards the LTCO from legislators.

Mr. Berger acknowledged Mr. Wall's leadership not only in developing the Oregon Public Guardian Program but also assisting Mr. Berger in development of the Residential Facilities Ombudsman (RFO) program. The RFO program will have a Residential Facilities Ombudsman and four deputy Residential Facilities Ombudsman. He summarized progress on the recruitment and selection of the RFO.

The LTCO Training Event will be in October at the Holiday Inn in Wilsonville where the Certified Ombudsman volunteers will be brought together for training. Mr. Berger is working with Katy Moreland, DAS Accountant, to develop a budget for the Training Event. He described possible Training Event speakers, sessions and messages for program volunteers. He invited Committee Members to share any ideas they have for topics appropriate for the Training Event.

Mr. Berger reported on the Office of Licensing and Regulatory Oversight quarterly trends meeting.

Mr. Berger introduced Art Ayre with DAS Chief Financial Office/Budget & Management who assists the LTCO with development of their budgets and helps keep the agency's budget at an appropriate level. His office makes recommendations to legislators on legislation and has a role in denying or approving classification changes to staff positions.

Mr. Berger expressed his appreciation of the volunteers for their work and service to Oregon's residents of long-term care facilities and to LTCO staff for taking on additional assignments and responsibilities due to current vacancies.

The Committee's next meeting will be June 19, 2015 via teleconference. Other meetings may be scheduled during June to address the recruitment and selection of Oregon's next State Long-Term Care Ombudsman. Today's meeting was adjourned at approximately 2:00 PM.