

RESIDENTIAL FACILITIES ADVISORY COMMITTEE MEETING

(Via Teleconference)

January 16, 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  
Claudia Kyle  
Judge Welch

**STAFF PARTICIPATING:**

\*Mary Jaeger, Director/State LTC Ombudsman  
Gretchen Jordan, Coordinator of Volunteers  
\*Mary Ann Lebold, Office Manager

**MEMBERS ABSENT:**

Meghan Moyer

**LTCO VOLUNTEERS PARTICIPATING:**

None

**GUESTS:**

None

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

**APPROVAL OF MINUTES:** Since there were no corrections or additions to the minutes of the December 19, 2014 meeting and the minutes of the December 29, 2014 meeting, Chair Dunham deemed both sets of minutes approved as written.

**ANNOUNCEMENTS:** Ms. Edwards and Certified Ombudsman Virginia Bloom provided training on resident rights to adult foster home providers in their community recently. The providers who attended earned a credit for one unit of continuing education. Ms. Edwards thanked Mary Ann Lebold, LTCO Office Manager, and Arma Marché, LTCO Receptionist, for their assistance in preparing for the training.

Mr. Bard described a housing guide to be published by Services & Advocacy for Gay, Lesbian, Bisexual & Transgender Elders (SAGE) and a Multnomah County presentation about Adult Care Homes (ACH) whose providers would like their ACH to be known as Lesbian, Gay, Bisexual and Transgender (LGBT) friendly. Information about the guide and the presentation is attached to these minutes.

**NEW BUSINESS:** Mr. Dunham appointed a sub-committee to advise the public guardian program with the authority to add members of the community to the sub-committee and guide the program. Judge Welch will be sub-committee Chair. Ms. Breshears will also serve on the sub-committee. Ms. Edwards thanked Mr. Dunham for his role in creating the sub-committee.

**COMMITTEE MEMBER UPDATES:** Ms. Edwards inquired about follow-up by Department of Human Services (DHS) for residents moved out of closing nursing facilities. Ms. Jaeger suggested she contact Mike McCormick, Director of the Office of Aging and People with Disabilities (APD), to determine whether or not APD was involved in follow-up with residents who have moved regarding their health status and well being. Ms. Edwards is concerned, not only about transfer trauma, but also

documenting follow-up for the frail residents who had to move due to nursing facility closures. She noted that her area in Eastern Oregon has had two recent closures (Baker City and La Grande).

Ms. Edwards expressed her concerns about activities of staff who do licensing of adult foster homes and investigation of complaints about incidents in adult foster homes in northeast Oregon where Ms. Edwards serves as a Certified Ombudsman. She is working to improve service by state staff to adult foster home providers in northeast Oregon.

Ms. Kyle is looking forward to repeating the Certified Ombudsman training at the end of January so that she can resume her Certified Ombudsman duties.

Mr. Dunham described a situation in an LTC facility where he serves as a Certified Ombudsman and had been addressing resident concerns. The LTCO notified licensing, which promoted on-site visits to the facility. A state legislator received communication from facility residents about their concerns and Mr. Dunham is meeting with the legislator at their request to review their concern list.

Mr. Dunham has designated Mr. Bard as Chair of the search committee for Oregon's next State LTC Ombudsman. To prepare themselves for their role in the selection process, Mr. Bard suggested Committee Members review the rules for public meetings including meetings that are "executive session." He explained the Committee responsibilities in the search and recruitment process. He described the overall process and the role of Enrique Sama, Executive Recruiter with the Department of Administrative Services, who will represent the Governor's office in the process. Mr. Bard answered Committee Member questions. Committee Members suggested a variety of search and recruitment activities. Beginning on Tuesday January 20, David Berger will begin service in his role as Interim Director/State LTC Ombudsman. On January 26, Mr. Dunham and Mr. Bard will have a meeting and conversation with LTCO staff to solicit their ideas about specific knowledge, skills and experience they would like to see in the new State LTC Ombudsman. There was agreement and enthusiasm for a thorough, transparent search. Committee Members agreed that the link to the recruitment should be posted on the agency website (as well as the state website) and that a section be devoted to sharing the public process with the public. They also agreed that Mr. Sama's suggestion for a "poll" of advocates, stakeholders, volunteers and agencies be implemented.

**TRAVIS WALL, OREGON PUBLIC GUARDIAN:** Mr. Wall is pleased to have been appointed Oregon Public Guardian. He is looking forward to working with sub-committee members Welch and Breshears. First steps of the project are planning and developing an implementation timeline. Ultimately a formal plan for development of the program will be created. He has begun to connect with stakeholders in Oregon and other states where there are public guardian programs. He hopes to identify resources that will help in development of the program. There will be consideration of how to deliver services while the program is being developed. In addition to program development, there will be a need to train staff. Mr. Wall will complete Certified Ombudsman training to better understand the LTC Ombudsman program and will complete National Guardianship Association, Inc. (NGA) training leading to certification. He answered Committee Member questions.

**GRETCHEN JORDAN, COORDINATOR OF VOLUNTEERS:** Ms. Jordan has distributed her December report to Committee Members. She reviewed Certified Ombudsman training session details. She is working with the Recruitment and Screening volunteers on a distribution plan for the recently produced video about the LTC Ombudsman program and other activities to attract Certified Ombudsman volunteers. Mr. Dunham expressed his gratitude for Ms. Jordan's work and gave her credit for the increased numbers of Certified Ombudsman volunteers in the counties where he serves as a Certified Ombudsman which has made him more effective in his Certified Ombudsman work.

**MARY JAEGER, DIRECTOR/STATE LTC OMBUDSMAN:** At the request of the Governor's office, Ms. Jaeger and Jerry Walker have agreed to present the LTCO budget to the Joint Committee on Ways and Means and work with legislators to ensure that the LTCO budget will move through the 2015 legislative session and receive full approval. The initial Joint Committee on Ways and Means meeting is scheduled for February 12. She would like the Committee Chair and Vice Chair to attend this meeting and asked that letters of program support be sent to legislators. She expressed her appreciation of the generosity of the Director of the Oregon Department of Veterans Affairs (ODVA), Cameron Smith, in allowing her to take time away from her new position at ODVA to present the LTCO budget to Oregon's legislators.

Ms. Jaeger expressed her appreciation for the work done by Bill Bard in his role as volunteer IT chair, James Donder in his role as Executive LTCO volunteer and Tracy Behnke in her position as the LTCO Data Specialist in preparing the LTCO's Annual Performance Progress Report to the state of Oregon and the LTCO's annual report to the Administration for Community Living. Ms. Jaeger gave an overview of the annual reports and answered Committee Member questions. An advance copy of the sheet describing the highlights of the report will be provided to program volunteers.

Ms. Jaeger asked that Mr. Wall meet with herself, Mr. Walker, Judge Welch, Ms. Breshears and David Berger to do some specific, strategic planning for funding the Oregon Public Guardian Program.

Ms. Jaeger suggested that Mr. Bard contact the Governor's office to determine the status of applications of persons who have expressed their interest in being appointed to the Committee. There was discussion of how to attract qualified persons to submit an Interest Form showing their desire to serve on this Committee.

The Committee's next meeting will be February 20 at the LTCO office. Today's meeting was adjourned at approximately 10:43 AM.

# LGBT Welcoming Adult Care Homes

January 22, 2015

11:45 a.m.

Multnomah County Boardroom

Presentation at the meeting of the Board of  
County Commissioners

Refreshments and meet and greet following  
presentation:

- Meet Operators with the designation
- Learn more about how Operators become designated
- Celebrate this new innovative program
- Share your passion and support for serving LGBT adults

**Multnomah County provides innovative leadership to LGBT older adults and people with disabilities**

Aging, Disability & Veterans Services Division LGBT Alliance in collaboration with our Adult Care Home Program has created a groundbreaking designation for *LGBT Welcoming Adult Care Homes*. Participating homes have completed a number of requirements including a series of educational workshops.



For more information about our designation process and a list of these newly designated homes please contact Carolyn McGrath, Placement Specialist, Aging Disability & Veteran Services Division, 503.988.3770 or [carolyn.mcgrath@multco.us](mailto:carolyn.mcgrath@multco.us)

**You are Invited to the Launch Party**

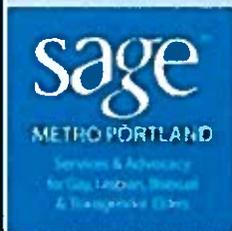
**For:**

**The 2015 Edition**

**Guide to LGBT-Friendly Senior Housing in Oregon**

**With special guests from Multnomah County Adult Care Home Program**

We are happy to announce the upcoming release of the second edition of the Guide to LGBT-Friendly Senior Housing in Oregon. Help us celebrate this release, as well as the new designation for LGBT-Friendly Adult Care Homes, by joining us for an afternoon mixer. You can learn about housing resources in the area and meet housing providers dedicated to supporting the LGBT community.



**January 22, 2015, 2-3:30pm**  
**Friendly House**  
**1737 NW 26th Ave**  
**(503)224-2640**  
**[www.friendlyhouseinc.org](http://www.friendlyhouseinc.org)**

