

RESIDENTIAL FACILITIES ADVISORY COMMITTEE MEETING
(Via Teleconference)
December 18, 2015
Office of the Long-Term Care Ombudsman (LTCO)
3855 Wolverine NE, Suite 6
Salem, Oregon

MINUTES

MEMBERS PARTICIPATING:

Michele Edwards, Chair
Judge Betsy Welch, Vice Chair
Teena Ainslie
Bill Bard
Kelly Breshears
Jan Friedman
Tom Giles

STAFF PARTICIPATING:

*Fred Steele, Director/State LTC Ombudsman
Gretchen Jordan, Coordinator of Volunteers
*Mary Ann Lebold, Office Manager and
Committee Administrator

MEMBERS ABSENT:

Claudia Kyle

LTCO VOLUNTEERS PARTICIPATING:

Bev Haines, Certified Ombudsman

GUESTS:

None

CALL TO ORDER: Ms. Edwards called the meeting to order and asked participants to introduce themselves. Ms. Edwards introduced Jan Friedman who Governor Brown appointed to the Committee on November 19, 2015. Ms. Friedman is looking forward to her service on this Committee and believes that the Committee has the potential to improve the lives of the vulnerable populations served by the three LTCO programs.

APPROVAL OF MINUTES: Ms. Ainslie moved that the minutes of the Committee's November 2015 meeting be approved as written. The motion was seconded and passed.

CORRESPONDENCE: Ms. Lebold reported that, in response to distribution of notice of this meeting to LTCO volunteers, Sue Nelson, a Certified Ombudsman in Washington County, expressed her interest in the Residential Facilities Ombudsman Program and her intention to be at the Committee's January meeting. Ms. Lebold was contacted by an individual on November 20 expressing interest in membership on this Committee and has forwarded information about RFAC membership and application information to the caller. Ms. Edwards is in touch with the Executive Director for County Mental Health and Developmental/Intellectual Directors around the state who will provide information to all the County Mental Health Directors in Oregon to let them know that we are seeking applicants for appointment to this Committee. Ms. Ainslie has been in touch with a person who is retiring after a career in mental health. He is not interested in Committee membership at this time but will pass information about this Committee onto his colleagues.

ANOUNCEMENTS: Ms. Edwards announced that Mr. Wall and Ms. Larson would not be joining the meeting today.

GRETCHEN JORDAN, COORDINATOR OF VOLUNTEERS: Ms. Jordan distributed her November report to Committee Members along with her draft 2016 Volunteer Recruitment Plan. She is receiving staff and Committee comments in preparation for streamlining the recruitment plan. A 2016 Certified Ombudsman Training schedule has been completed and published on the LTCO Website. Mr. Steele described the intricate, complicated

work that was done by the Deputy State LTC Ombudsmen, Ms. Jordan and himself to finalize the 2016 Certified Ombudsman Training Schedule.

TONI LARSON, RESIDENTIAL FACILITIES OMBUDSMAN (RFO): On behalf of Ms. Larson, Ms. Edwards distributed a basic glossary to Committee Members. Ms. Edwards asked that Committee Members and staff avoid using acronyms when speaking at Committee meetings. The Administrative Specialist position for the RFO Program is expected to be filled by mid or late January. The Position Description for the Deputy RFO's is under review at the Department of Administrative Services Human Resources office. Mr. Steele commented that one or more Deputy RFOs will be hired as soon as possible to start to be trained to begin taking requests for assistance that have already started coming in by telephone. Ms. Edwards asked Committee Members to review Ms. Larson's report which was distributed prior to the meeting.

TRAVIS WALL, OREGON PUBLIC GUARDIAN (OPG): On behalf of Mr. Wall, Fred Steele reported that, since the OPG is now fully bonded, the OPG can move forward on emergency guardianships where Lisa Byer Day had been the guardian and has now been removed. The OPG will move forward on a permanent guardianship to provide fiduciary services to the program's initial protected person. Mr. Wall has continued working with OPG stakeholders in Marion, Clackamas and Lane Counties to form groups where individuals will work together at the local level to screen individuals who may be candidates to be served by the OPG and make referrals to the OPG.

JUDGE ELIZABETH WELCH, RFAC MEMBER: Judge Welch asked Committee Members to turn their attention to a hand out that she prepared to help Committee Members work toward being dedicated to LTC System Advocacy. She believes that Committee Members should identify what they would like to accomplish and what they have to do to achieve their goals. She asked Committee Members to provide feedback to her ideas. Discussion followed. Ms. Breshears moved that Committee Members meet in Executive Session from 2 PM until 3 PM following the January 15, 2016 meeting to identify their objectives and how they will work towards those objectives. The motion was seconded and passed.

FRED STEELE, DIRECTOR/STATE LTC OMBUDSMAN: Mr. Steele explained the advocacy for residents of the independent living portions of Continuing Care Retirement Centers (CCRCs) in SB 307 was sponsored by Senator Betsy Johnson and passed by the state legislature during its 2015 session. Certified Ombudsman volunteers will provide this advocacy. To become familiar with CCRCs, Mr. Steele visited four CCRCs. He explained how CCRCs operate to provide a residence where individuals can live and "age in place." Mr. Steele explained how the LTCO is preparing to provide this advocacy beginning January 1, 2016. Tracy Behnke, LTCO Data Analyst, has already made changes to the LTCO data collection procedures to capture inquiries about situations in CCRCs. Mr. Steele described how LTCO staff will work with CCRC liaison committees already in place in CCRCs to address complaints of CCRC residents. He believes that careful, accurate tracking the inquiries will be critical in effectively providing this advocacy. He believes that contact with residents of the independent living portion of CCRCs will lead to some of those residents becoming Certified Ombudsmen. Mr. Steele discussed the possibility of being asked to provide additional advocacies and the importance of giving careful consideration to such requests and the appropriateness of taking on even more advocacies.

Ms. Edwards asked that Mr. Steele provide a LTCO budget update. LTCO management staff meets monthly with Katy Moreland, Department of Administrative Services/Shared Financial Services Client Accountant serving the LTCO. Ms. Moreland will be a guest at the January 15 Committee Meeting. Mr. Steele believes that LTCO expenditures for the 2015/2017 biennium are on track. His only budgetary concern is with the OPG funding but he believes that this will be resolved when salary funding is finalized in the next few months. The OPG staff is preparing a Request for Proposals for the OPG Case Management Software.

Mr. Steele announced that, because of Deputy Director Rebecca Fetter's experience with similar reports, the Annual Performance Progress Report for the year that ended June 30, 2015 has already been finalized by

Tracy Behnke, LTCO Data Analyst, with Ms. Fetter's assistance. The NORS report for the federal fiscal year that ended September 30, 2015 is close to being complete.

Mr. Steele reported that the Elder Abuse Work Group is convening in January to discuss legislation to be presented in the 2016 legislative session and possible plans for the 2017 legislative session.

James Toews, who directed Oregon's Department of Human Services/Seniors and People with Disabilities for many years, is now with the Administration for Community Living and recently was named Acting Principal Deputy Administrator.

The Committee's next meeting will be Friday, January 15, 2016 at the LTCO offices. Ms. Edwards reviewed guests expected to present at the January meeting. Ms. Edwards thanked Ms. Jordan for attending today's meeting, Mr. Steele for speaking on behalf of Mr. Wall and Bev Haines for listening to the meeting.

The meeting was adjourned at approximately 10:45 AM.