

RESIDENTIAL FACILITIES ADVISORY COMMITTEE (RFAC) MEETING

November 20, 2015

at the

Office of the Long-Term Care (LTC) Ombudsman

Training Room

3855 Wolverine NE, Suite 6

Salem, Oregon 97305

MINUTES

MEMBERS PRESENT:

Michele Edwards, Chair
Betsy Welch, Vice Chair
Teena Ainslie
Bill Bard
Tom Giles
Claudia Kyle

STAFF PRESENT:

Fred Steele, Director/State LTC Ombudsman
Travis Wall, Oregon State Public Guardian
Rebecca Fetters, Deputy Director
Toni Larson, Residential Facilities Ombudsman
Steph Delage, Deputy State LTC Ombudsman
Gretchen Jordan, LTCO Coordinator of Volunteers
Mary Ann Lebold, Committee Administrator and
Office Manager

MEMBERS ABSENT:

Kelly Breshears
Jan Friedman

LTCO VOLUNTEERS PRESENT:

Linda Setchfield, Certified Ombudsman

GUESTS:

Keith Putman, Governor's Commission on Senior Services

CALL TO ORDER: Ms. Edwards called the meeting to order and asked everyone in the room to introduce themselves.

PUBLIC COMMENT: There was no public comment.

COMMITTEE BUSINESS - APPROVAL OF MINUTES: Ms. Kyle moved that the minutes of the September 18, 2015 meeting be approved as written. The motion was seconded and passed. Since there was not a quorum at the October 16, 2015 meeting, the events of that meeting were recorded as "Meeting Notes." There were no comments about the October 16, 2015 Meeting Notes.

Announcements: Mr. Bard, recently nominated to join the Leadership Council for the National Consumer Voice for Quality Long-Term Care, has been elected to the position for a three-year term. He described the duties and responsibilities of the position. The link below will take you to a site where you can sign up to receive the organization's weekly newsletter.

http://wfc2.wiredforchange.com/o/8641/signup_page/join-us

Ms. Edwards congratulated Mr. Bard on his election to this position.

Ms. Edwards announced that Jan Friedman of Portland with Disability Rights Oregon has been appointed to this Committee to fill the Committee position that became vacant when Meghan Moyer resigned. Committee members and LTCO staff are working to expedite additional Committee Member appointments. Ms. Edwards and Judge Welch described the background of those currently under consideration. Ms. Edwards and Mr. Steele have requested that representatives of National Alliance on Mental Illness, in accordance with SB 626, have been asked to propose four candidates to fill mental health vacancies on this Committee.

New Business: Mr. Bard announced that the book, *40 Words of Wisdom*, has arrived and will be presented to David Berger in appreciation of his recent service as Interim Director/State LTCO Ombudsman.

Mr. Bard distributed copies of the report, *Visitation Results FFY2014/2015*, prepared by James Donder, former LTCO Executive Volunteer. Mr. Bard drew Committee Members' attention to certain information in the report and answered Committee Member questions.

Ms. Edwards distributed copies of the *November 2012 Secretary of State Audit Report – Boards and Commissions: Common Risks, Needed Oversight and Steps to Manage Them*. She believes this document would be helpful to Committee Members in understanding their role as Committee Members.

TRAVIS WALL, OREGON PUBLIC GUARDIAN (OPG): Ms. Edwards congratulated Mr. Wall, Oregon's Public Guardian, on now having the program's first client being served. Mr. Wall announced Marissa Payne has filled the Administrative Specialist position and described Ms. Payne's background. Mr. Wall and the two Deputy Public Guardians are now certified by the NGA.

The OPG staff is looking into how they can best serve counties in Oregon. Mr. Wall described how the OPG staff is reacting to the suspension of the NGA certification and subsequent arrest of a person providing guardianship and other fiduciary services to numerous persons in Oregon, Washington and Idaho. Mr. Wall plans to work with Working Interdisciplinary Network of Guardianship Stakeholders, the Department of Human Services (DHS) and Oregon Health Authority (OHA) to address abuses that may occur under guardianships and how to reduce these abuses. Mr. Wall and the Deputy Public Guardians have also identified individuals under consideration to receive guardianship services. The OPG staff is developing their priorities as the program moves forward. He distributed printed materials, under development, describing the services of the Oregon Public Guardian Program and describing Program Referral issues and procedures.

Ms. Edwards thanked Mr. Wall for his comments.

TONI LARSON, RESIDENTIAL FACILITIES OMBUDSMAN (RFO): Ms. Larson provided an update on her efforts to develop the RFO program. She has been identifying and

contacting stakeholders in hopes that they will provide input helpful to development of an effective RFO program. Although the program is not yet in operation, she has begun taking calls and is learning about the nature of calls that will come into RFO program staff and the issues that will be presented. She is working to determine how best to get information about the RFO program into residential facilities -- perhaps a facility poster is not the best way to make residential facility residents aware of the services offered by the RFO program. RFO program positions are being developed with the Department of Administrative Services/Human Resources. She is preparing a glossary of terms used in the developmental disabilities and mental health field that will be helpful to members of this Committee. Ms. Larson visited Adult Foster Homes in Washington County with Deputy State LTC Ombudsman, Melissa Bosworth, recently and found visiting with residents to be enlightening on many levels. She expressed her appreciation of Committee Member input to her work.

Judge Welch and Ms. Edwards expressed their concern that one individual, Ms. Larson, has been charged with single-handedly, developing what has turned out to be two distinct advocacy programs. LTCO staff and Committee Members are beginning to understand that this is a more substantial project than originally thought. Ms. Larson described how she is managing development of two programs at once. There was discussion about the enormity of the project and how it could best be managed.

STEPH DELAGE, DEPUTY STATE LTC OMBUDSMAN: Ms. Delage, hired last July and now the Deputy State LTC Ombudsman assigned to District 3 (Marion and Clackamas Counties), described her past experience. She has known and admired LTCO staff for many years and always believed that, if she were not at DHS, she would like to be part of the LTCO team. Her biggest challenge at this time is Certified Ombudsman volunteer recruitment. She distributed a sheet illustrating the need for more Certified Ombudsmen in her district. She discussed the percentage of facilities visited in the year that ended September 30, 2015 and her efforts to attract, train and retain both Certified Ombudsmen and Recruitment and Screening volunteers. Ms. Delage's listed her goals for the next year. She answered questions from Committee Members. Ms. Delage commented that there are four Continuing Care Retirement Communities in District 3 which will start receiving LTC Ombudsman services under SB 307 soon.

GRETCHEN JORDAN, COORDINATOR OF VOLUNTEERS, LTCO: Ms. Jordan distributed copies of her October 2015 report, a report summarizing the feedback received on the October Training Event and her Recruitment Plan for 2016. She reviewed the details of the 2015 Training Event Feedback report. Ms. Edwards added that, during the recent regional meeting, Certified Ombudsmen expressed that they would like discussions, at a future Training Event, about the different types of facilities in small groups so that they could identify how the facilities vary from one area of the state to another. Ms. Jordan asked Committee Member to provide feedback on her Recruitment Plan 2016 promptly. Ms. Edwards asked that Committee Members read and consider the 2016 Recruitment Plan and expect to discuss the plan as part of the January 2016 meeting.

REBECCA FETTERS, LTCO DEPUTY DIRECTOR: Ms. Feters described her experience. She has already attended three days of the Certified Ombudsman training and believes that all

staff should attend the Certified Ombudsman training promptly after joining the LTCO since it provides great insight to the program and program volunteers. She has met individually with many of the LTCO staff already and hopes to have had some time with all LTCO staff by the end of November to understand exactly what each staff person contributes. She has started working with DAS to more fully develop telecommuting/teleworking policies and procedures and to update staff position descriptions to reflect more correctly what each staff person does.

In response to a question from Ms. Edwards, Ms. Fetters said that, in the next six months the LTCO will have a clear mission statement and a better understanding and use of the data we collect. In eighteen months, she believes that the LTCO will have experienced even more growth and will be adjusting to that growth.

JUDGE ELIZABETH WELCH, RFAC MEMBER AND VICE CHAIR: Judge Welch listed the numerous issues needing clarification that she and Chair Edwards have identified with regard to this Committee. In spite of the long list of issues to be addressed, Judge Welch proposed that the chief role of this Committee should be system advocacy. The issues frequently encountered in facilities need to be identified – what needs to change? The Committee should be a “spark plug” to improve facilities. The Committee needs to identify the kind of persons that should join the Committee to move this goal along and then create a course of action by Committee Members, in partnership with LTCO staff, to bring about improvements in facilities. She asked Committee Members to respond to her proposal. Discussion including Committee Members, LTCO staff and program volunteers followed. Ms. Edwards suggested that, as part of the December meeting, Committee Members discuss and define the next steps that need to be done to start the process of effecting positive change in facilities.

FRED STEELE, DIRECTOR/STATE LTC OMBUDSMAN: Mr. Steele, who distributed copies of a proposed/draft LTCO Org Chart, outlined the considerations that went into creating this “rough draft” LTCO Org Chart and answered questions about the Org Chart. In addition to vision and mission statements, Mr. Steele will develop a strategic plan that will provide a clear set of plans and direction to LTCO staff and will be meaningful to legislators in explaining what the LTCO provides to Oregon’s most vulnerable citizens. He next talked about “housing with services” that are being discussed and what the LTCO role may be in these communities. Mr. Steele met with Senator Dembrow recently to update him on the LTCO program. Representatives Gilliam and Clem are considering legislation that would improve conditions in LTC facilities. Mr. Steele has attended three days of the Certified Ombudsmen training and is working with Ann Fade, Deputy Ombudsman, to revamp Certified Ombudsman training starting by identifying core competencies for Certified Ombudsmen.

2016 MEETING CALENDAR: Ms. Edwards directed Committee Members to a draft Meeting Schedule that was distributed to Committee Members prior to the meeting. Committee Members generally expressed a preference for face-to-face meetings. Judge Welch moved that January and February 2016 meetings be at the LTCO offices. The motion was seconded and passed.

The Committee’s next meeting will be via teleconference on December 18, 2015.

Today’s meeting was adjourned at approximately 2:00 PM.