

RESIDENTIAL FACILITIES ADVISORY COMMITTEE (RFAC) MEETING

September 16, 2016

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
Kelly Breshears
Jan Friedman
Tom Giles
Claudia Kyle

STAFF PRESENT:

Fred Steele, Director/State LTC Ombudsman
Travis Wall, Oregon Public Guardian
Rebecca Feters, Deputy Director
Toni Larson, Residential Facilities Ombudsman
Lené Garrett, Volunteer Recruitment Specialist
Mary Ann Lebold, Committee Administrator and
LTCO Office Manager

MEMBERS ABSENT:

None

LTCO VOLUNTEERS PRESENT:

Linda Setchfield, Certified Ombudsman

GUESTS:

Nathaniel Boehme, LGBT Coordinator, Department of Veterans' Affairs
Elizabeth Estabrooks, Womens Veterans' Coordinator, Department of Veterans' Affairs
Keith Putman, Liaison, Governor's Commission on Senior Services

CALL TO ORDER: Ms. Edwards called the meeting to order.

PUBLIC COMMENT: There was no public comment.

COMMITTEE BUSINESS - APPROVAL OF MINUTES: Judge Welch moved that the minutes of the August 19, 2016 meeting be approved as written. The motion was seconded by Tom Giles and passed.

CORRESPONDENCE, ANNOUNCEMENTS AND RELATED ACTIVITIES: Ms. Ainslie distributed a brochure about classes offered at Mt. Hood Community College and drew Committee Members' attention to a class taught by Deputy State LTC Ombudsman, David Berger. She also distributed information about Multnomah County Sheriff Mike Reese, a good source of information about how law enforcement personnel work with people with mental illness.

Ms. Friedman distributed and discussed an article about the use of power wheel chairs in LTC facilities.

Mr. Bard distributed articles that explain a grant to establish a National Resource Center for Self-Advocacy to empower people with intellectual and developmental disabilities and an Administration for Community Living grant to create a New National Center on Law and Elder Rights. He distributed information that explains HUD's LGBT Equal Access Rule. He shared a brief video produced by Project Visibility about concerns LGBT individuals might have should they need long-term care. This link provides more information about Project Visibility:

<http://www.bouldercounty.org/family/seniors/pages/projvis.aspx>

OLD BUSINESS: Ms. Edwards has been working with Vice Chair Welch and Fred Steele to identify possible future speakers. Mr. Steele reported on the progress they have made.

TRAVIS WALL, OREGON PUBLIC GUARDIAN (OPG): Mr. Wall distributed and discussed an OPG Program Update and answered Committee Member questions about the Program Update.

TONI LARSON, RESIDENTIAL FACILITIES OMBUDSMAN (RFO): Ms. Larson distributed an RFO Program Update, explained how a monthly RFO Program Update might change as the program rollout continues and highlighted some of the issues addressed in the Program Update. She answered questions from those at the meeting.

Ms. Edwards thanked Mr. Wall and Ms. Larson for their efforts to present their monthly updates in a Program Update/Dashboard format.

LENÉ GARRETT, LTCO VOLUNTEER RECRUITMENT SPECIALIST: Ms. Garrett distributed a Recruitment & Screening Update. She enjoys her association with the LTCO and is impressed with the dedication of the LTCO staff. Ms. Garrett provided a summary of the tasks and responsibilities that she is addressing. Ms. Garrett answered questions from those present. Ms. Edwards thanked Ms. Garrett for presenting and expressed her hopes that Ms. Garrett will report to the Committee periodically. Ms. Garrett made recruitment materials available to Committee Members.

FRED STEELE, DIRECTOR/STATE LTC OMBUDSMAN: Mr. Steele distributed an LTCO Program Update.

He reported on Certified Ombudsman work under the Memory Care Initiative and said that providers are generally supportive of the initiative. He described the contacts that he has had with state legislators regarding Memory Care and Memory Care facilities. Discussion followed about providing an opportunity for legislators to learn about Memory Care and Memory Care facilities.

Four Legislative Concepts (LCs) have been submitted for Governor's office consideration. He explained the status of the LCs and how he expects them to move through the process to become legislation. Mr. Steele will provide the four final LCs to Committee Members. He described the LCs that the Department of Human Services (DHS) has announced that they will be putting forward and how the DHS LCs compare to the LTCO LCs.

State Representative Mike McLane has announced his appointment of J. W. Terry to fill the Committee position where Ms. Ainslie has generously continued to serve even though her term expired over two years ago. Mr. Steele provided limited biographical information about Mr. Terry. Ms. Edwards discussed the status of an applicant from Eastern Oregon to fill a position on the Committee.

The 2017-2019 Agency Requested Budget (ARB) has been submitted. Ms. Fetters reported that the ARB is posted on the LTCO website and highlighted some of the issues addressed in the ARB. She described how the ARB will move through the budget process.

Mr. Steele reported that work continues on re-districting which will re-define the geographical areas to which Deputy State LTC Ombudsmen will be assigned.

LTCO Management staff continues to put in place policies and procedures to provide performance reviews for staff. Mr. Steele would like to start with his performance review to hear from staff in an aggregated review and is formally asking the Committee to work with the Department of Administrative Services/Human Resources (DAS/HR) to perform his performance evaluation. Ms. Edwards asked that at least three Committee Members form a subcommittee to work with DAS/HR to complete Mr. Steele's performance evaluation. Mr. Bard expressed his concern that the Committee, in performing Mr. Steele's performance evaluation, may be exercising an executive role that may not be appropriate for an advisory committee. Ms. Edwards continues her discussion with agency legal counsel to address this issue.

UPDATE FROM INTERNAL FOCUS GROUPS (IFG): DATA IFG: Ms. Edwards asked Ms. Fetters to provide a final report on her analysis of the guardianship and conservatorship filings received at the LTCO. Ms. Fetters distributed a graphic representation of her analysis and discussed the results of her analysis. There was discussion about the LTCO's guardianship protocol and whether changes should be made to the LTCO guardianship protocol.

COURT SYSTEM LINKAGE IFG: Should LC611 become law, Judge Welch believes that Committee members should develop a procedure for Certified Ombudsmen to follow and the forms to be used to report concerns to the court about pending or ongoing guardianships.

BY-LAWS IFG: Judge Welch believes that the work on the bylaws is done at this point and that the ongoing use and updating of focus groups would meet the requirement for an annual work plan.

REVIEW/ACTION SHEET: Ms. Ainslie and Ms. Edwards had nothing to report.

COMMITTEE DISCUSSION: RFAC ROLE: Ms. Edwards has asked agency legal counsel to advise the Committee on what the Committee's role is and assist in identifying boundaries for Committee business. Ms. Friedman believes that the Committee should play a supportive role for the three programs by finding out what is needed to be most effective and help fill those needs. Discussion followed.

HOW TO REPORT: Ms. Edwards asked Committee Members how they felt about Program Updates were provided today. There was consensus that the Program Updates in the format they were presented today are preferred especially if they are delivered to Committee Members a few days in advance of a meeting so that Committee Members have an opportunity to review the Updates prior to the meeting. Committee Members were asked to forward their comments about the Program Updates to Judge Welch who will compile the comments and send the compilation out to the entire Committee.

ORGANIZATIONAL REVIEW: Ms. Edwards reported that DAS/HR and agency legal counsel have advised the Committee that they can proceed with the Organizational Review.

ELIZABETH ESTABROOKS, WOMENS VETERANS' CORRINATOR, OREGON DEPARTMENT OF VETERANS' AFFAIRS (ODVA) AND NATHANIEL BOEHME, LGBT COORDINATOR, ODVA: Ms. Breshears introduced Ms. Estabrooks and Mr. Boehme.

Ms. Estabrooks talked about the visibility of women as veterans and described the measures she has taken to increase the visibility of women veterans and how increasing the visibility of women veterans gives women veterans greater access and utilization of benefits. Ms. Estabrooks believes that the most important things to be done are to give women veterans more recognition and make it easier and safer for women veterans to seek benefits.

Mr. Boehme presented a slide presentation with information about his background, what he does in his position with ODVA, the current demographics of Oregon's veteran population, veterans' services and benefits. His presentation also included definitions of terms helpful to better understand LGBT issues plus much more information LGBT issues and their impact on persons who serve in the military. Mr. Boehme is very pleased to be working in his position where he can make LGBT folks more comfortable serving in the military openly and give LGBT veterans greater access to their benefits.

Ms. Edwards thanked Ms. Estabrooks and Mr. Boehme for presenting today and expressed her hopes that they return to a future meeting.

Committee Members interested in serving on the Performance Review Work Group or the Organizational Review Work Group please advise Ms. Edwards of your interest.

The Committee's next meeting will be on October 21, 2016 from 9:00 AM until 11:00 AM via teleconference to be chaired by Mr. Bard since both Ms. Edwards and Judge Welch will be absent.

Today's meeting was adjourned at 2:23 PM.