

The RESIDENTIAL FACILITIES ADVISORY COMMITTEE will hold a public meeting on:

Friday, January 15, 2016

**9:00 AM – 2:00 PM**

at

Office of the Long-Term Care Ombudsman - LTCO  
(in the Village East Office Complex, Building “A”)  
3855 Wolverine NE, Suite 6  
Conference Room  
Salem, Oregon 97305

## **AGENDA**

- 9:00 Call to Order**
- 9:00 – 9:15 Public Comment (See back of agenda)**
- 9:15 – 9:30 Committee Business**
- ◆ Approval of Minutes
  - ◆ Correspondence, Announcements and Related Activities
  - ◆ New Business
- 9:30 – 10:30 Katy Moreland, Client Accountant, DAS Enterprise Goods & Services**
- ◆ LTCO Budget Overview and Update
  - ◆ Q & A
- 10:30 – 10:45 Gretchen Jordan, LTCO Coordinator of Volunteers**
- ◆ Monthly Update and Report
  - ◆ 2016 Recruitment Plan
- 10:45 – 11:00 Break**
- 11:00 – 11:30 Deputy State LTC Ombudsman Todd Steele**
- ◆ Update re: District 6
  - ◆ Q & A
- 11:30 – 12:00 Toni Larson, Residential Facilities Ombudsman**
- ◆ RFO Program Update
- 12:00 – 12:15 Working Lunch Served**
- 12:15 – 12:45 Travis Wall, Oregon Public Guardian**
- ◆ Public Guardian Program Update
- 12:45 – 1:00 Delineate IT needs and resources**
- 1:00 – 1:45 Fred Steele, Director/Oregon’s LTC Ombudsman**
- ◆ Agency Updates
- 1:45 - 2:00 Confirm 2016 Calendar and Adjourn**

**Please read the important information on page 2 of this agenda.**

## **Is the public allowed to attend this meeting?**

Yes. Members of the public are invited and encouraged to attend Committee meetings. Person wishing to comment are asked to indicate that they would like to speak during the public comment period and indicate the topic of their comments when they sign-in before the meeting. They will be allotted three minutes to make their comments. Written summaries of public comments are appreciated so that public comments will be accurately reflected in Committee meeting minutes. Staff respectfully requests that you submit 15 copies of written materials at the time of your presentation and, if possible, an electronic copy of the materials to staff 24 hours prior to the meeting.

## **What if the Committee enters into Executive Session?**

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The RESIDENTIAL FACILITIES ADVISORY COMMITTEE will hold a public meeting on:

Friday, February 19, 2016

**9:00 AM – 3:00 PM**

at

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(in the Village East Office Complex, Building “A”)  
3855 Wolverine NE, Suite 6  
Conference Room  
Salem, Oregon 97305

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- 9:15 – 9:30 Committee Business**
- ◆ Approval of Minutes
  - ◆ Correspondence, Announcements and Related Activities
  - ◆ New Business
  - ◆ Old Business
- 9:30 – 9:45 Travis Wall, Oregon Public Guardian**
- ◆ Program Update
- 9:45 – 10:00 Toni Larson, Residential Facilities Ombudsman**
- ◆ Program Update
- 10:00 – 10:30 Ann Fade, Deputy State Long-Term Care Ombudsman**
- ◆ Certified Ombudsman Training Materials Update
  - ◆ Q & A
- 10:30 – 10:45 Gretchen Jordan, LTCO Coordinator of Volunteers**
- ◆ 2016 Recruitment Plan
- 10:45 – 11:00 Break**
- 11:00 – 11:30 Dani Ledezma, Housing and Human Services Policy Advisor, Office of the Governor**
- 11:30 – 12:00 RFAC Membership Needs and Process**
- 12:00 – 1:00 Working Lunch/ Fred Steele, Director/Oregon’s LTC Ombudsman**
- ◆ Agency Updates (Mission/Vision, Flow Chart, Working in Tandem)
- 1:00 – 1:15 Break**
- 1:15 – 2:45 Judge Betsy Welch – “Possibilities”**
- ◆ Discussion and Actions
- 2:45 - 3:00 Follow-up and Wrap-up**

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The RESIDENTIAL FACILITIES ADVISORY COMMITTEE will hold a public meeting **via Teleconference** on:

**Friday, March 18, 2016**

**9:00 AM — 11:00 AM**

at

Office of the Long-Term Care Ombudsman - LTCO  
(in the Village East Office Complex, Building “A”)  
3855 Wolverine NE, Suite 6  
Training Room  
Salem, Oregon

**AGENDA**

- 9:00 - 9:20**      **Call to Order/Welcome/Introductions/Committee Business**
- ◆ Approval of Minutes
  - ◆ Correspondence, Announcements, Related Activities
  - ◆ New Business
- 9:20 - 9:30**      **Gretchen Jordan, LTCO Coordinator of Volunteers**
- ◆ Final Report
- 9:30 – 9:45**      **Toni Larson, Residential Facilities Ombudsman**
- ◆ Hiring Update
- 9:45 – 10:00**      **Travis Wall, Oregon Public Guardian**
- ◆ Update on Oregon Public Guardian Program
- 10:00 - 10:30**      **Update from Possibilities Work Groups**
- ◆ Data – Rebecca, Tom Bill, Mickey
  - ◆ Legislative Concepts – Betsy, Jan
- 10:30 – 10:50**      **Fred Steele, LTCO Director/ State LTC Ombudsman**
- ◆ Agency Updates
- 10:50 – 11:00**      **Wrap up and Preview/Items for April Meeting**
- 11:00**              **Adjourn**

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The RESIDENTIAL FACILITIES ADVISORY COMMITTEE will hold a public meeting on:

Friday, April 15, 2016

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at

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3855 Wolverine NE, Suite 6

Conference Room

Salem, Oregon 97305

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- 9:00 – 9:15 Public Comment (See back of agenda)**
- 9:15 – 9:30 Committee Business**
- ◆ Approval of Minutes
  - ◆ Correspondence, Announcements and Related Activities
  - ◆ New Business
  - ◆ Old Business
- 9:30 – 9:45 Travis Wall, Oregon Public Guardian**
- ◆ Program Update
- 9:45 – 10:00 Fred Steele, Director/Oregon’s LTC Ombudsman**  
**Status re: New Committee members**
- 10:00 – 11:00 Senator Sara Gelser**
- ◆ Presentation
  - ◆ Q & A
- 11:00 – 11:15 Break**
- 11:15 – 12:00 Toni Larson, Residential Facilities Ombudsman**
- ◆ Program Update
- 12:00 – 1:00 Working Lunch/ Fred Steele, Director/Oregon’s LTC Ombudsman**
- ◆ Agency Updates
- 1:00 – 1:15 Break**
- 1:15 – 2:45 Internal Focus Group (IFG) Reports**
- ◆ Data IFG Report
  - ◆ Legislative Concepts IFG Report
- 2:45 - 3:00 Follow-up and Wrap-up**

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The RESIDENTIAL FACILITIES ADVISORY COMMITTEE will hold a public meeting on:

Friday, May 20, 2016

**9:00 AM – 2:30 PM**

at

Office of the Long-Term Care Ombudsman - LTCO  
(in the Village East Office Complex, Building “A”)

3855 Wolverine NE, Suite 6

Conference Room

Salem, Oregon 97305

## **AGENDA**

- 9:00**                    **Call to Order**
- 9:00 – 9:15**            **Public Comment (See back of agenda)**
- 9:15 – 9:30**            **Committee Business**
- ◆ Approval of Minutes
  - ◆ Correspondence, Announcements and Related Activities
  - ◆ Old Business
  - ◆ New Business
- 9:30 – 9:45**            **Travis Wall, Oregon Public Guardian**
- ◆ Program Update
- 9:45 – 10:10**        **Toni Larsen, Residential Facilities Ombudsman**
- ◆ Introduction of Staff
  - ◆ Program Update
- 10:10 – 10:45**       **David Berger, Deputy Long Term Care Ombudsman, District 1**
- ◆ Presentation
  - ◆ Q & A
- 10:45 – 11:00**       **Break**
- 11:00 – 12:00**       **Internal Focus Group (IFG) Reports**
- ◆ Data IFG Report
  - ◆ Legislative Concepts IFG Report
- 12:00 – 1:00**        **Working Lunch/ Fred Steele, Director/Oregon’s LTC Ombudsman**
- ◆ Agency Updates
- 1:00 – 1:15**           **Break**
- 1:15 – 2:25**           **Review**
- 2:25 – 2:30**           **Wrap-up and Adjourn**

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The RESIDENTIAL FACILITIES ADVISORY COMMITTEE will hold a public meeting on:

Friday, June 17, 2016

**9:00 AM – 2:30 PM**

at

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(in the Village East Office Complex, Building “A”)

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Conference Room

Salem, Oregon 97305

## **AGENDA**

- 9:00**                    **Call to Order**
- 9:00 - 9:15**            **Public Comment (See back of agenda)**
- 9:15 - 9:30**            **Committee Business**
- ◆ Approval of Minutes
  - ◆ Correspondence, Announcements and Related Activities
  - ◆ Old Business
  - ◆ Nominations for Chair and Vice Chair
  - ◆ New Business
- 9:30 - 9:45**            **Travis Wall, Oregon Public Guardian**
- ◆ Program Update
- 9:45 - 10:00**        **Toni Larson, Residential Facilities Ombudsman**
- ◆ Program Update
- 10:00 - 10:40**        **Debbie Boures, Deputy State Long Term Care Ombudsman, District 4**
- ◆ Presentation
  - ◆ Q & A
- 10:40 - 11:00**        **Break**
- 11:00 - 11:30**        **Ashley Carson-Cottingham, Director of APD – Guest Speaker**
- ◆ APD Update
- 11:30 - 12:45**        **Internal Focus Group (IFG) Reports (Working Lunch)**
- ◆ Data IFG Report – Giles /Bard/ Edwards/ Fetters
  - ◆ Court System Linkage – Welch/Friedman
  - ◆ By-laws – Breshears/Welch/Friedman
  - ◆ Review/Action Sheet – Ainslie/Edwards
- 12:45 - 1:00**            **Break**
- 1:00 - 2:00**            **Fred Steele, Director/Oregon’s LTC Ombudsman**
- ◆ Agency Updates
- 2:00 - 2:20**            **Review**
- 2:20 - 2:30**            **Wrap-up and Adjourn**

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The RESIDENTIAL FACILITIES ADVISORY COMMITTEE will hold a public meeting on:

Friday, July 15, 2016

**9:00 AM – 2:30 PM**

at

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3855 Wolverine NE, Suite 6

Conference Room

Salem, Oregon 97305

## **AGENDA**

- 9:00 Call to Order**
- 9:00 - 9:15 Public Comment (See back of agenda)**
- 9:15 - 9:30 Committee Business**
- ◆ Approval of Minutes
  - ◆ Correspondence, Announcements and Related Activities
  - ◆ Old Business
  - ◆ Election of Chair and Vice Chair
  - ◆ New Business
- 9:30 - 9:50 Travis Wall, Oregon Public Guardian**
- ◆ Program Update
- 9:50- 10:10 Toni Larson, Residential Facilities Ombudsman**
- ◆ Program/Rollout Update
- 10:10 - 10:45 Melissa Bosworth, Deputy State Long-Term Care Ombudsman, District 2**
- ◆ Presentation
  - ◆ Q & A
- 10:45 - 11:00 Break**
- 11:00 – 12:00 John Thompson, Deputy Director, Adult Abuse Prevention & Investigations, Department of Human Services**
- ◆ Status of Electronic Reporting and Abuse Reporting/Intervention.
- 12:00 - 12:50 Internal Focus Groups (IFG) Reports (Working Lunch)**
- ◆ Data IFG Report – Giles /Bard/ Edwards/ Fetters
  - ◆ Court System Linkage – Welch/Friedman
  - ◆ By-laws – Breshears/Welch/Friedman
  - ◆ Review/Action Sheet – Ainslie/Edwards
- 12:50 - 1:00 Break**
- 1:00 - 2:00 Fred Steele, Director/Oregon’s LTC Ombudsman**
- ◆ Agency Updates – Memory Care Initiative/Leg. Concepts
- 2:00 - 2:20 Review**
- 2:20 - 2:30 Wrap-up and Adjourn**

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**AGENDA**

- 9:00 - 9:15**            **Call to Order/Welcome/Introductions/Committee Business**
- ◆ Approval of Minutes
  - ◆ Correspondence, Announcements, Related Activities
  - ◆ Old Business – Organizational Review
  - ◆ New Business
- 9:15 - 9:30**            **Rebecca Fetters, Deputy Director**
- ◆ Recruiting and Volunteers
  - ◆ Budget Status
  - ◆ IT Status
- 9:30 – 9:45**            **Toni Larson, Residential Facilities Ombudsman**
- ◆ Program Update
- 9:45 – 10:00**        **Travis Wall, Oregon Public Guardian**
- ◆ Program Update
- 10:00 - 10:30**        **Update from Internal Focus Groups**
- ◆ Data – Fetters, Giles, Bard and Edwards
  - ◆ Legislative Concepts – Welch and Friedman
  - ◆ Bylaws – Breshears, Welch and Friedman
  - ◆ Review/Action Sheet – Edwards and Ainslie
- 10:30 – 10:50**        **Fred Steele, LTCO Director/ State LTC Ombudsman**
- ◆ Agency Updates
- 10:50 – 11:00**        **Wrap up and Preview/Items for September Meeting/Adjourn**

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**9:00 AM — 2:30 PM**

at

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Salem, Oregon 97305

## **AGENDA**

- 9:00**                    **Call to Order**
- 9:00 - 9:15**            **Public Comment (See page 3 of this agenda)**
- 9:15 - 9:30**            **Committee Business**
- ◆ Approval of Minutes
  - ◆ Correspondence, Announcements and Related Activities
  - ◆ Old Business
  - ◆ New Business
- 9:30 - 9:45**            **Travis Wall, Oregon Public Guardian – Program Update**
- 9:45 - 10:00**         **Toni Larson, Residential Facilities Ombudsman – Program Update**
- 10:00 - 10:30**       **Lené Garrett, Volunteer Recruitment Specialist – Presentation and Q & A**
- 10:30 - 10:45**       **Break**
- 10:45 - 11:30**       **Fred Steele, Director/Oregon’s LTC Ombudsman – Agency Updates**
- ◆ Memory Care Initiative
  - ◆ Legislative Concepts
  - ◆ Committee Recruitment
  - ◆ Budget
  - ◆ Redistricting
  - ◆ Performance Review
- 11:30 - Noon**        **Internal Focus Groups (IFG) Reports**
- ◆ Data IFG Report – Giles /Bard/ Edwards/ Fetters
  - ◆ Court System Linkage – Welch/Friedman
  - ◆ By-laws – Breshears/Welch/Friedman
  - ◆ Review/Action Sheet – Ainslie/Edwards
- Noon – 1:00**         **Committee Discussion – Working Lunch**
- ◆ RFAC Role
  - ◆ How to Report
  - ◆ Organizational Review
  - ◆ Work Plan

- 1:00 - 2:15**            **Elizabeth Estabrook, Womens Veterans' Coordinator, Department of Veterans' Affairs**  
**Nathanial Boehme, LGBT Coordinator, Department of Veterans' Affairs**  
◆ Expanded VA Services
- 2:00 - 2:15**            **Review**
- 2:15 - 2:30**            **Wrap-up and Adjourn**

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The meeting location is accessible to persons with disabilities. A request for an interpreter for the hearing impaired or for other accommodations for persons with disabilities should be made at least 48 hours before the meeting to Mary Ann Lebold at (503) 378-6533 or (800) 522-2602.

*Prospective or current volunteers are welcome to attend any Residential Facilities Advisory Committee meeting. For an application or more information about volunteering for the Ombudsman program, visit [www.Oregon.gov/LTCO](http://www.Oregon.gov/LTCO) or call Lené Garrett, LTCO Volunteer Recruitment Specialist, at 1-800-522-2602.*

The RESIDENTIAL FACILITIES ADVISORY COMMITTEE will hold a public meeting **via Teleconference** on:

**Friday, October 21, 2016**

**9:00 AM – 11:00 AM**

Office of the Long-Term Care Ombudsman - LTCO  
(in the Village East Office Complex, Building “A”)  
3855 Wolverine NE, Suite 6  
Training Room  
Salem, Oregon

**AGENDA**

- 9:00 - 9:15**            **Call to Order/Welcome/Introductions/Committee Business**
- ◆ Approval of Minutes
  - ◆ Correspondence, Announcements, Related Activities
  - ◆ Old Business – Organizational Review
  - ◆ New Business
- 9:15 - 9:30**            **Rebecca Fetters, Deputy Director**
- ◆ Recruiting and Volunteers
  - ◆ Budget Status
  - ◆ IT Status
- 9:30 – 9:50**            **Toni Larson, Residential Facilities Ombudsman**
- ◆ Program Update
- 9:50 – 10:10**        **Travis Wall, Oregon Public Guardian**
- ◆ Program Update
- 10:10 - 10:30**        **Update from Internal Focus Groups**
- ◆ Data – Fetters, Giles, and Bard
  - ◆ Legislative Concepts – Friedman
- 10:30 – 10:55**        **Fred Steele, LTCO Director/ State LTC Ombudsman**
- ◆ Agency Updates
- 10:55 – 11:00**        **Items for November Meeting/Adjourn**

### **Is the public allowed to attend this meeting?**

The public is invited to attend the meeting by coming to the Office of the Long-Term Care Ombudsman at the address shown on page 1. Members of the public will listen via speakerphone but may not be invited to participate.

### **What if the Committee enters into Executive Session?**

Prior to entering into executive session the Committee Chair will announce the nature of and the authority for holding executive session, at which time all audience members will be asked to leave the room with the exception of news media and designated staff.

Executive session will be held in accordance with ORS 192.660.

No final actions or final decision will be made in executive session. The Committee will return to open session before taking any final action or making any final decisions.

### **Who do I contact if I have questions or need special accommodations?**

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The RESIDENTIAL FACILITIES ADVISORY COMMITTEE will hold a public meeting on:

Friday, November 18th, 2016

**8:50 AM – 2:00 PM**

Office of the Long-Term Care Ombudsman - LTCO  
(in the Village East Office Complex, Building “A”)  
3855 Wolverine NE, Suite 6  
Training Room  
Salem, Oregon

**AGENDA**

- 8:50 - 9:00**            **Call to Order/Welcome/Introductions**  
    ♦ Approval of Minutes
- 9:00 – 9:45**            **State Representative Duane A. Stark**  
    **Dawn Phillips, Senior Staff**  
    ♦ Foster Care Ombudsman Program
- 9:45—10:00**          **Committee Business**  
    ♦ Correspondence, Announcements, Related Activities  
    ♦ Old Business  
    ♦ New Business  
    ♦ Public Comment
- 10:15 - 10:30**        **Rebecca Fetters, Deputy Director**  
    ♦ Recruiting and Volunteers  
    ♦ Budget Status  
    ♦ IT Status
- 10:30 – 10:45**        **Break**
- 10:45 – 11:15**        **Travis Wall, Oregon Public Guardian**  
    **Chris Rosin, Deputy Public Guardian**  
    ♦ Program Update
- 11:15 – 11:30**        **Toni Larson, Residential Facilities Ombudsman**  
    Program Update
- 11:30 - 11:45**        **Update from Internal Focus Groups**  
    ♦ Data – Fetters, Giles, and Bard  
    ♦ Legislative Concepts – Friedman

- 11:45 – 12:30**      **Working Lunch/Fred Steele, LTCO Director/ State LTC Ombudsman**  
    ◆ Agency Updates
- 12:30 – 1:00**      **Discussion of Annual Report**
- 1:00 -1:50**      **Cyndi Smith, Client Agency Human Resources Manager, Chief Human  
Resource Office**  
    ◆ Discussion of Agency and Director’s Review
- 1:50 – 2:00**      **Follow-up & Adjourn**

### **Is the public allowed to attend this meeting?**

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### **What if the Committee enters into Executive Session?**

Prior to entering into executive session the Committee Chair will announce the nature of and the authority for holding executive session, at which time all audience members will be asked to leave the room with the exception of news media and designated staff.

Executive session will be held in accordance with ORS 192.660.

No final actions or final decision will be made in executive session. The Committee will return to open session before taking any final action or making any final decisions.

### **Who do I contact if I have questions or need special accommodations?**

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The RESIDENTIAL FACILITIES ADVISORY COMMITTEE will hold a public meeting **via Teleconference** on:

Friday, December 16, 2016

**9:00 AM – 11:00 AM**

Office of the Long-Term Care Ombudsman - LTCO  
(in the Village East Office Complex, Building “A”)  
3855 Wolverine NE, Suite 6  
Training Room  
Salem, Oregon

**AGENDA**

- 9:00 - 9:15**            **Call to Order/Welcome/Introductions/Committee Business**
- ◆ Approval of Minutes
  - ◆ Correspondence, Announcements, Related Activities
  - ◆ Old Business
  - ◆ New Business
- 9:15 – 9:45**            **Toni Larson, Residential Facilities Ombudsman**
- ◆ Program Update
- 9:45 – 10:10**        **Travis Wall, Oregon Public Guardian**
- ◆ Program Update
- 10:10 - 10:30**        **Update from Internal Focus Groups**
- ◆ Data – Giles and Bard
  - ◆ Legislative Concepts – Friedman
- 10:30 – 10:55**        **Fred Steele, LTCO Director/ State LTC Ombudsman**
- ◆ Agency Updates
- 10:55 – 11:00**        **Items for January Meeting/Adjourn**

### **Is the public allowed to attend this meeting?**

The public is invited to attend the meeting by coming to the Office of the Long-Term Care Ombudsman at the address shown on page 1. Members of the public will listen via speakerphone but may not be invited to participate.

### **What if the Committee enters into Executive Session?**

Prior to entering into executive session the Committee Chair will announce the nature of and the authority for holding executive session, at which time all audience members will be asked to leave the room with the exception of news media and designated staff.

Executive session will be held in accordance with ORS 192.660.

No final actions or final decision will be made in executive session. The Committee will return to open session before taking any final action or making any final decisions.

### **Who do I contact if I have questions or need special accommodations?**

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