

RESIDENTIAL FACILITIES ADVISORY COMMITTEE (RFAC) MEETING

March 17, 2017

at the

Office of the Long-Term Care (LTC) Ombudsman/OLTCO

Training Room

3855 Wolverine NE, Suite 6

Salem, Oregon 97305

MINUTES

MEMBERS PRESENT:

Michele Edwards, Chair
Tom Giles, Vice Chair
Bill Bard
Kelly Breshears
Dwight Mowry
Susan Schreiber

STAFF PRESENT:

Fred Steele, Director/State LTC Ombudsman
*Travis Wall, Oregon Public Guardian
Rebecca Fetters, Deputy Director
Ann Fade, Deputy State LTC Ombudsman
Lené Garrett, LTCO Volunteer Recruitment Specialist
Mary Ann Lebold, Committee Administrator and
Office Manager

MEMBERS ABSENT:

Jan Friedman
Claudia Kyle
J. W. Terry

VOLUNTEERS PRESENT:

Linda Setchfield, Certified Ombudsman

GUESTS:

Darin Mancuso, Foster Care Ombudsman, Governor's Advocacy Office
Ann E. McQueen, Ph. D, Safety, Oversight and Quality Unit, DHS
Keith Putman, Liaison, Governor's Commission for Senior Services
*Dawn Phillips, Chief of Staff for State Representative Duane Stark, House District 4

CALL TO ORDER: Ms. Edwards called the meeting to order. She introduced Susan Schreiber, recently appointed to this Committee by Governor Brown. Ms. Schreiber to described her experience. Everyone at the meeting introduced themselves.

COMMITTEE BUSINESS - APPROVAL OF FEBRUARY 17, 2017 MINUTES: Ms. Breshears moved that the minutes of the February 17, 2017 meeting be approved as written. The motion was seconded by Tom Giles and passed.

CORRESPONDENCE, ANNOUNCEMENTS AND RELATED ACTIVITIES: Ms. Edwards presented a letter that she signed on behalf of the Committee expressing the Committee's strong opposition to *H. R. 1215; the "Protecting Access to Care Act of 2017"* that she was asked to sign by the National Consumer Voice for Quality Long-Term Care.

Ms. Fetters announced that Certified Ombudsman Carol Hankins who serves the residents of LTC facilities in Yamhill County is one of five volunteers selected by the Aging Network Volunteer Resource Center to be honored during National Volunteer Week in April. Certified Ombudsman Hankins will be also recognized during the Statewide Training event in May.

PUBLIC COMMENT: There was no public comment.

OLD BUSINESS: Ms. Edwards met with Karen Quigley, Executive Director of Oregon's Legislative Commission on Indian Services, yesterday to begin a dialogue with tribal members to identify a person interested in serving on this Committee to fill the vacant position to be filed by a person with experience and expertise in the mental health field or one of the other positions that are currently vacant or will be vacant as of July 1, 2017.

Ms. Edwards distributed the mission statement that Committee Members agreed to provide to Representative Duane Stark's office. Mr. Giles has not been successful in his efforts to contact the Foster Parent Organization.

NEW BUSINESS: Mr. Bard, who serves on the leadership council of the National Consumer Voice for Quality Long-Term Care, distributed three articles. The first is entitled *Role of Guardian Standards in Addressing Elder Abuse* published by the National Center on Elder Abuse; the second is entitled *Medicaid: A Last Resort of People Needing Long-Term Services and Supports* published by AARP; and the third is entitled *Medicaid Funding Caps Would Harm Older Americans* published by Justice in Aging.

Ms. Edwards asked Committee Members to consider authorizing Committee Officers, after consulting with Committee Members or at a minimum with each other, to sign letters regarding issues without having aired the issues at a Committee Meeting and broad issues impacting clients served by the OLTCO programs. There was consensus among Committee Members present that this is acceptable.

ANN E. MCQUEEN, PH.D, SAFETY, OVERSIGHT AND QUALITY UNIT, DEPARTMENT OF HUMAN SERVICES (DHS): Mr. Steele introduced Ms. McQueen. Ms. McQueen distributed a pictorial image of the Safety, Oversight and Quality Unit (SOG) that she manages. She explained how formation of the unit came about and how the unit operates and answered questions from Committee Members and guests. The questions lead to extensive discussion about the Unit's operations and the possible impact of legislative actions during the current session on the Unit.

Ms. Edwards thanked Ms. McQueen for her time. Ms. Edwards hopes that Ms. McQueen will be available at future meetings.

DARIN MANCUSO, FOSTER CARE OMBUDSMAN, GOVERNOR'S ADVOCACY OFFICE: Mr. Mancuso introduced himself. He described his experience and how he learned to be an Ombudsman. He provided a video entitled *Removed* that he believes is enlightening for people not familiar with the child welfare system. Mr. Mancuso explained that the video, which was produced in Florida, is an accurate representation of the foster care system in Oregon. He explained how the episodes in the video illustrate the roles people play at all levels in the foster care system. Mr. Mancuso explained the importance of recognizing a foster child's strengths.

Mr. Mancuso answered questions from Committee Members. In response to a question from Ms. Schreiber, he explained that his primary clients are the foster children – establishment of the Foster Care Ombudsman Program was youth driven. He circulated printed materials about the Foster Care Ombudsman Program for Committee Members and guests to review. Mr. Mancuso operates the program on his own with minimal assistance from volunteers, interns and others willing to help. He listed the advantages and disadvantages of the Foster Care Ombudsman Program being part of the Department of Human Services (DHS) and the advantages and disadvantages of moving the Foster Care Ombudsman Program from DHS to the OLTCO. He described the Foster Care Ombudsman Advisory Group which is made up primarily of members of the Oregon Foster Youth Connection (OFYC) and is an informal group that supports him in his work as the Foster Care Ombudsman.

Ms. Edwards explained that the Committee has been examining the placement of the Foster Care Ombudsman Program in the OLTCO for several months and the Committee's concerns. Mr. Mancuso explained how his Ombudsman work and role might change should the Foster Care Ombudsman Program be housed in the OLTCO.

LENÉ GARRETT, LTCO VOLUNTEER RECRUITMENT SPECIALIST: Ms. Garrett distributed her Recruitment Activity Report for February 2017 and invited Committee Members and guests to ask questions about the report. She talked about the redevelopment of the Recruitment and Screening Committees in various areas of the State, the results of her recruitment efforts and other information about the Certified Ombudsman Volunteers closely following a Power Point Presentation.

Ms. Garrett thanked the Committee for welcoming her today. Ms. Edwards expressed her appreciation for Ms. Garrett's presentation.

TRAVIS WALL, OREGON PUBLIC GUARDIAN (OPG): Mr. Wall distributed the Oregon Public Guardian and Conservator Program Update for February 2017 and commented that the program's caseload is increasing. The OPG staff continues to make progress on a number of critical procurements. In recent weeks the staff has been deeply involved in the numerous legislative actions regarding guardianship under consideration in the current legislative session. He described the bills being considered regarding guardianship.

REBECCA FETTERS, DEPUTY DIRECTOR, AND ANN FADE, DEPUTY STATE LTC OMBUDSMAN: Ms. Feters described the preparations in process for the May 2017 Statewide Training Event to be held May 4 and 5. Ms. Edwards asked Committee Members to attend as much of the Statewide Training event as possible.

Ms. Fade distributed a draft *Training Event Schedule at a Glance* and provided more detail about the event schedule. Committee Members and guests suggested additional appropriate topics and speakers.

Ms. Fade also distributed an article entitled *Redefining Seniors as strong, Not Frail* written by Deborah Moon. The article contains information about the work of Bayla O'Brien who (or her business partner) will be presenting at the event.

OMBUDSMAN DAY AT THE CAPITOL: At the request of Ms. Edwards, Committee Members and guests described both positive aspects of the event and offered suggestions for improving future Ombudsman Day at the Capitol events. Mr. Steele acknowledged the work of Rebecca Fetters, Lené Garrett and Mary Ann Lebold in making preparations for the event, Certified Ombudsman Marianne Montgomery for providing the bags that were given to Certified Ombudsmen to carry their materials as they moved around the capitol and Certified Ombudsman Sam Weiss for his compelling testimony before the House Committee on Human Services and Housing. Ms. Edwards commented that the assistance that the Deputy State LTC Ombudsmen offered to Certified Ombudsmen during the day contributed to the success of the day.

INTEGRATION OF GUEST PRESENTATIONS: Ms. Edwards suggested the Committee discuss the comments of today's speakers and how those comments relate to House Bill (HB) 2170. Discussion followed. Committee members expressed their high regard for Mr. Mancuso. He clearly established an outstanding need for a foster child ombudsman and discussed areas of overlapping concerns.

FRED STEELE, DIRECTOR AND STATE LTC OMBUDSMAN: Mr. Steele described the hearing held last week regarding HB 2170. Although he testified at the hearing, Mr. Steele explained that his role is to let the legislators make a decision about the Foster Child Ombudsman Program and the Foster Parent Ombudsman Program. Discussion followed.

Mr. Steele announced that the Joint Committee on Ways and Means Subcommittee on Human Services will meet to consider the LTCO budget on March 20. At this point it is unknown exactly what the 2017/2019 state budget will look like. The next revenue forecast, which will have a substantial impact on the 2017/2019 budget, will be out in May.

Mr. Steele discussed the status of Senate Bills 58 and 59. Both are tentatively scheduled for work sessions next Wednesday.

CLOSING THOUGHTS AND ADJOURNMENT: Ms. Edwards announced that Mary Ann Lebold will be leaving the LTCO effective July 1. Ms. Edwards suggested that Committee Members consider meeting occasionally at other locations in the State. The April meeting will be via teleconference. The May meeting will be held on May 3 just prior to the Statewide Training event. Nominations for the Committee Chair and Vice Chair will be made at the June meeting.

Today's meeting was adjourned at approximately 2:30 PM.