

RESIDENTIAL FACILITIES ADVISORY COMMITTEE (RFAC) MEETING

February 17, 2017
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
Tom Giles, Vice Chair
Jan Friedman
Bill Bard
Dwight Mowry
J. W. Terry

STAFF PRESENT:

Fred Steele, Director/State LTC Ombudsman
Travis Wall, Oregon Public Guardian
Toni Larson, Residential Facilities Ombudsman
Mary Ann Lebold, Committee Administrator and
Office Manager

MEMBERS ABSENT:

Kelly Breshears
Claudia Kyle

VOLUNTEERS PRESENT:

Linda Setchfield, Certified Ombudsman

GUESTS:

Dolores Hubert, Former Certified Ombudsman
*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 Dr. Dwight Mowry, recently appointed to the Committee by the Senate Minority Leader and asked Dr. Mowry to describe his experience. Everyone at the meeting introduced themselves. Mr. Bard introduced Dolores Hubert, a former Certified Ombudsman.

COMMITTEE BUSINESS - APPROVAL OF JANUARY 20, 2017 MINUTES: Mr. Steele and Mr. Bard asked that Certified Ombudsman Linda Setchfield be included in the list of those present at the meeting at a memory care facility described in the second full paragraph on page 4. J. W. Terry moved the minutes be approved with the addition. The motion was seconded and passed. Ms. Edwards thanked Committee Members and support staff for facilitating her remote participation in the January meeting.

CORRESPONDENCE, ANNOUNCEMENTS AND RELATED ACTIVITIES: Mr. Bard distributed an article written by Becky A. Kurtz, Director of the Office of the Long-Term Care Ombudsman Programs within the Administration for Community Living, entitled *Long-Term Care Ombudsman Program Offers Trust and Solutions* and two articles from the National Consumer Voice for Quality Long-Term Care, one entitled *Involuntary Transfer and Discharge* and the other entitled *Unnecessary Drugs and Antipsychotic Medications*. Ms. Edwards hopes that the

articles from the National Consumer Voice for Quality Long-Term Care will be shared with the Deputy State LTC Ombudsmen.

PUBLIC COMMENT: There was no public comment.

OLD BUSINESS: Mr. Steele distributed graphic representations of the agency structure under House Bill (HB) 2170 as introduced and under HB 2170 as amended. He also distributed copies of HB 2170 as introduced. He explained the differences between the two proposed structures and how the independence of the LTCO program would be maintained under the amended version. There was discussion about HB 2170 in general, the proposed changes to agency structure, the cost of implementing either proposal. Mr. Steele answered Committee Member and guest questions. The Committee will continue to discuss HB 2170. Committee Members expressed their desire to be included in discussion about the bill and be part of the development of amendments thereto. Mr. Steele described possible conflicts that might jeopardize federal Older American Act funding.

Rather than provide Program Updates, Mr. Wall and Ms. Larson agreed to comment about HB 2170. Travis Wall, Oregon Public Guardian and Conservator, talked about the impact of HB 2170 as proposed on the Oregon Public Guardian Program. Implementation of any proposed changes to the Office of the LTC Ombudsman must first insure that the Oregon Public Guardian continues to serve and advance the interests and rights of the people served by the Oregon Public Guardian Program. Ms. Larson, Residential Facilities Ombudsman, agrees with Mr. Wall that introduction of the Residential Facilities Ombudsman Program and Oregon Public Guardian Program to the Office of the LTC Ombudsman changed the face of the agency. The proposed amended structure is an improvement to the agency structure as proposed in the introduced bill. Ms. Larson believes that it is important that the Committee play an up front role in determining the agency structure.

Discussion continued about how to keep this Committee informed about HB 2170 and changes to the proposed legislation. Ms. Phillips asked that Committee Members work with Representative Stark's office to craft a mission statement that would be added to HB 2170. Jan Friedman and Travis Wall agreed to work on a mission statement. Discussion continued about the Committee's role in the legislative process and the importance of moving forward cautiously with careful consideration of the results of legislation should HB 2170 become law. Committee Members agreed that there is a need and necessity for both a foster care ombudsman and a foster parent ombudsman, but Committee Members remain uncertain about other related issues.

Ms. Edwards thanked Ms. Larson and Mr. Wall for relinquishing their standard reporting time on today's agenda so that discussion about HB 2170 could continue in depth.

DISCUSSION OF RFAC SURVEY: Ms. Edwards distributed a *RFAC Committee Survey* and a copy of the survey with Ms. Friedman's comments inserted. Ms. Edwards thanked Ms. Friedman and Mr. Giles for creating the Survey. Ms. Edwards asked Committee Members to explain what they believe to be the goal for today's discussion surrounding the Survey. Discussion followed where Committee Members made suggestions of activities and speakers that would be valuable

for Committee Members and discussed Committee procedures. Ms. Edwards invited Committee Members to have discussions in smaller groups during the working lunch period.

Drawing from the discussions, Ms. Edwards suggested that Teams (rather than Subcommittees) be formed where Committee Members work together with LTCO program managers to address issues in areas of their expertise and interest. Membership on these Teams would be “flexible.” She believes that Committee Members have great passion and a desire to be better utilized by agency program managers. She hopes that LTCO program managers will pose questions to Committee Members and tell Committee Members how they can better serve agency programs. She suggested that LTCO program managers add “prompts” to the program dashboards presented to the Committee each month. Ms. Edwards discussed moving forward with Mr. Steele’s suggestion for meeting agendas. There was discussion about possible candidates and type of individuals who should be encouraged to submit an Interest Form to the Governor’s Office. The Foster Care Ombudsman will be invited to the Committee’s March meeting. Committee Members will work together to write letters to Legislators with the Committee’s collective thoughts on legislation.

FRED STEELE, DIRECTOR/STATE LONG-TERM CARE OMBUDSMAN: Mr. Steele distributed the current agency Organizational Chart and described recent changes made to the agency’s organization.

Mr. Steele announced that seventeen Certified Ombudsman trainees will begin training next week in the Gresham area. He expressed his appreciation of Senator Laurie Monnes Anderson’s special notice to her constituents suggesting that they consider volunteering to serve as Certified Ombudsmen. He distributed copies of the January 2017 report prepared by Lené Garrett, LTCO Volunteer Recruitment Specialist, and asked Committee Members to review the report.

Mr. Steele distributed a draft agenda for the March 16, 2017 Certified Ombudsman Day at the Capitol. He described the activities planned for the day. Committee Members made suggestions about preparations that can be done to make the day most productive for Certified Ombudsmen and legislators. He distributed a draft handout intended to be handed to legislators – the handout is the first time the agency’s new logo has been published. Mr. Giles asked that the Committee be briefed on the Certified Ombudsman Day at the Capitol as part of the March meeting.

Mr. Steele distributed a list of legislative bills under consideration that would impact staff, volunteers and clients served by LTCO programs. He described and discussed key bills.

Mr. Steele asked Committee Members how LTCO staff and Committee Members could best engage legislators in discussion about the bills they are considering. Mr. Steele would like to keep this conversation going throughout the legislative session.

Today’s meeting was adjourned at approximately 2:15 PM.