



**STATE COUNCIL
QUARTERLY MEETING MINUTES
FACE-TO-FACE
Altamont Springs, FL
3/24/2017**

OMBUDSMAN PROGRAM REPRESENTATIVES			
Hanna Fink, State Chair, Broward	Present <input checked="" type="checkbox"/>	Marilyn Kane, Southwest	Present <input checked="" type="checkbox"/>
Mary Darling, Vice-Chair, Withlacoochee	Present <input checked="" type="checkbox"/>	Vacant, Palm Beach	Present <input type="checkbox"/>
Dr. Mabel Sherman, Panhandle	Present <input checked="" type="checkbox"/>	Valerie Nubi-Collins, Ph.D., Treasure Coast	Present <input checked="" type="checkbox"/>
JoAnna Emerson, North Central	Present <input checked="" type="checkbox"/>	Lucila Huerta, North Dade	Present <input checked="" type="checkbox"/>
Tony Taylor, First Coast	Present <input checked="" type="checkbox"/>	Lisa Ramirez, S. Dade & FL Keys	Present <input checked="" type="checkbox"/>
Dennis Jefferson, First Coast South	Present <input checked="" type="checkbox"/>	Wanda Harrison, South Central	Present <input checked="" type="checkbox"/>
Carol Weideman, Mid & S. Pinellas	Present <input checked="" type="checkbox"/>	Phyllis Tedesco, Northwest	Present <input checked="" type="checkbox"/>
Jane Spencer, Pasco & N. Pinellas	Present <input checked="" type="checkbox"/>	Gina Cooper, At-Large Member	Present <input type="checkbox"/>
Jim Lynch, West Central	Present <input checked="" type="checkbox"/>	Jean Anastasi, At-Large Member	Present <input checked="" type="checkbox"/>
Lauren Eiel, East Central	Present <input checked="" type="checkbox"/>	Choice Edwards, At-Large Member	Present <input type="checkbox"/>
Philip Weddle, Brevard	Present <input checked="" type="checkbox"/>		
GUEST(S)			
Michael Milliken, State Ombudsman Nancy King, Legal Assistant, SC Liaison York Shuler, Data Analyst Zaynab Salman, Legal Advocate Vanessa Jeannot, East Central District Manager Annie Busby, East Central Ombudsman		Betsy McAllister, State Training Administrator Mike Phillips, North Region Manager Jo-Ann Quiles, East Region Manager Robin Baker, West Region Manager Erin Long, East Central Assistant	

WELCOME

- Called to order at 8:00 a.m.
- Welcome

UPDATES/REPORTS

- State Council Chair – Hanna Fink
 - Good morning extended to all.
 - Thanked all for joining the meeting and for all their hard work and devotion to the program.
- General Discussion
 - Question was raised of the issue with the AHCA reports having key information redacted. SO stated that he is aware of the problem. If you need the complete report, ask your DOM.
 - Question presented if recruitment efforts would be happening in all areas like the one in Brevard. Recruitment efforts will focus on areas most needy and as budget allows.
 - Will we be attending the Florida Council on Aging Conference? Decision has not been made.
 - A large budget request from Legislature is not as easily accepted as asking in “small doses.” We are constantly seeking ways of requesting more funding.
 - Time frame and responsibilities for discharges in being reviewed and concerns voiced.
 - Referencing Resident Records: Always advise resident or representative to reference CFR 483.12.(G)(2) to obtain their records.
 - Discussion of multiple audits the program is addressing.

Break into Workgroups: Meet back at 11:00

Workgroup Reports:

- **Recruitment, Recognition and Retention Workgroup – Jim Lynch**
 - * Each council needs to have an RRR liaison to present their ideas to the Workgroup.
 - * When a volunteer leaves the program, someone needs to reach out to them to see what their reason is to see if it can be corrected and they then remain as a volunteer.
 - * Perhaps the program could elect their own State Ombudsman of the Year separate from DOEA.
 - * Over 55+ communities need to be approached in each area.
 - * Recognition of birthdays, deaths, etc. should be a common practice by all councils.
 - * Perhaps volunteers would appreciate recognition of these events from the SO.
 - * Each council could provide the workgroup with their “best practices” for RRR and a list could be produced to be distributed to all councils.
 - * Ask an Ombudsman is a great tool. Seek resources in your area for free publishing. (Newspapers, newsletters, church bulletins, volunteer brochures produced in your area.)
 - * All ombudsman should be taking advantage of promoting the program on social media.
- **Data Workgroup – Dr. Valerie Nubi-Collins**
 - * Addressed the staffing trends in small ALFs. Data inconclusive.
 - * Track monthly increase and decrease of volunteers.
 - * Track ombudsman hours – do your activity reports.
 - * Track data for electing Ombudsman of the Year if an option.
 - * If any workgroup needs data, make a request and we will see if it is available or a report can be developed to capture the needed information.
- **Training & Education Workgroup – Philip Weddle**
 - * Promote new training module.
 - * Have your DOM remind everyone that is meets the required 10 CEs.
 - * Reviewing need for Sensitivity Training.
 - * How does and individual get concerns “up the ladder” when not being satisfied with DOMs resolution of concern?
 - * Where to go if questions on budgeting, etc. Is HQs open to speaking with volunteers if the volunteer is not getting an answer from their DOM?
 - * Research literature that can be good training for those that like to read instead of look at a computer.
 - * Training on what to look for on the Face Sheet or medical records.
 - * Let Betsy know if your area has a conference happening so the information can be distributed to all councils.
 - * What are the Legislative parameters?
- **Advocacy Workgroup – Lauren Eiel**
 - * Mental Health, Memory Care and Smoking/Non-Smoking are areas of concern.
 - * Gather top 5 complaints from Mental Health facilities.



- * Meet and Greets are very effective in the Northwest Council. Perhaps a training on this can be developed.
 - * LMH: staffing on weekend concerns; appropriate activities; discharge concerns. Report to Advocacy Workgroup by April 20th.
 - * Smoking and non-smoking issues are becoming more prevalent. Some facilities are attempting to go smoke-free. What does that mean for the residents that smoke? Request input from your councils and report back to Advocacy Workgroup by April 20th.
 - * Memory Care: what are the most common complaints: staffing; activities; food. Have memory care or secure unit mentioned in dialogue of complaint so we can track the data. Report by April 20th.
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- Tony would like the list of “best practices” to be implemented.
 - Jane thanks Mr. Milliken for the changes in travel reimbursement. Reimbursement is happening much quicker now.
 - Hanna thanks all for their attendance and devotion to the program and the residents. Wishes all a safe trip home. Request important information is relayed to their councils.

12:00 p.m. – Meeting adjourned.