

RESIDENTIAL FACILITIES ADVISORY COMMITTEE (RFAC) MEETING

(Via Teleconference/Go-To-Meeting)

June 16, 2017

at the

Office of the Long-Term Care (LTC) Ombudsman

Training Room

3855 Wolverine NE, Suite 6

Salem, Oregon 97305

MINUTES

MEMBERS PARTICIPATING:

Michele Edwards, Chair
Bill Bard
Kelly Breshears
Jan Friedman
Tom Giles
Joe Leykam
Dwight Mowry

STAFF PARTICIPATING:

Fred Steele, Director/State LTC Ombudsman
*Rebecca Fetters, Deputy Director
Toni Larson, Residential Facilities Ombudsman
*Mary Ann Lebold, Committee Administrator and
Office Manager
*Marissa Payne, OPG Admin

MEMBERS NOT PARTICIPATING:

Claudia Kyle
Susan Schreiber
J. W. Terry

GUESTS:

Holly Berman, Consultant to the Oregon Public Guardian Program
Chris Burnett, Executive Director, Oregon Resource Association
*Charles Richards, Senior Rehabilitation Committee and State Independent Living Commission

CALL TO ORDER: Ms. Edwards called the meeting to order and asked Joe Leykam, who was appointed to the Committee recently, to introduce himself. Mr. Leykam talked about his background and interests and thanked everyone for making him feel welcome. Ms. Edwards asked everyone present to introduce themselves.

COMMITTEE BUSINESS - APPROVAL OF MAY 3, 2017 MINUTES: Ms. Edwards asked if there were any corrections or additions to the minutes of the May 3, 2017 meeting. There being none, Tom Giles moved that the minutes of the May 3, 2017 meeting be approved as written. The motion was seconded by Mr. Bard and passed.

OLD BUSINESS: Nomination of Officers - Ms. Edwards announced that Tom Giles has agreed to accept the nomination for Committee Chair and Jan Friedman has agreed to accept the nomination for Committee Vice Chair. The proposed slate was accepted by the entire Committee. Ms. Edwards asked if there were other nominations and, hearing none, Ms. Edwards closed nominations.

*Participated in person in the Training Room at the LTCO offices.

Ms. Edwards announced that June 15 was World Elder Abuse Awareness Day. Mr. Bard described Fred Steele's June 15 memo to program volunteers as a very strong, helpful memo for the program volunteers.

Ms. Edwards expressed her appreciation to Mr. Steele and Ms. Fetters for their work in making Committee Members aware of the work being done to assist providers in protecting facility residents during the August 21, 2017 eclipse who are in the Path of Totality.

TONI LARSON, RESIDENTIAL FACILITIES OMBUDSMAN (RFO): Ms. Edwards thanked Ms. Larson for providing an excellent Program Dashboard in advance of today's meeting. Ms. Larson updated Committee Members on development of the Program's database, progress on the roll out of the Program's services, described challenges encountered in some counties, the case work already being done by Program staff, and collaboration with Oregon Public Guardian (OPG) staff. In response to a question from Mr. Bard, Ms. Larson updated Committee Members on development of the volunteer component of the Program. In response to a question from Ms. Edwards, Ms. Larson updated Committee Members on the status of a case where clients being served by the Program were discharged from a hospital without proper planning. Ms. Edwards thanked Ms. Larson for the energy she has invested in the RFO Program. Ms. Larson is pleased with the progress made in spite of not being fully staffed. She expects vacant positions to be filled during July.

HOLLY BERMAN, CONSULTANT TO THE OREGON PUBLIC GUARDIAN (OPG) PROGRAM: Ms. Berman reviewed her experience with the Multnomah County Public Guardian Program and the Guardianship Task Force and her other experiences and interests in guardianship issues. She described the role that she has played as a volunteer to support and assist the OPG program moving forward. She updated Committee Members on her recommendations made to the program on (1) intake status of potential Program clients, (2) development of policies and procedures for operation of the Program, (3) development of contracts for Program services and (4) identifying Program leadership going forward.

Ms. Friedman thanked Ms. Berman for her service to the OPG Program and for participating in today's meeting. Ms. Berman responded to questions and comments from Committee Members and OLTCO staff.

Mr. Steele expressed his appreciation for Ms. Edwards' inclusion of Ms. Berman on today's agenda and for Ms. Berman's participation in and contribution to today's meeting. Mr. Steele asked Ms. Fetters to update Committee Members on progress on the four issues that Ms. Berman listed as Program priorities. Following Ms. Fetters' update, Ms. Edwards and Ms. Berman commented that Ms. Fetters and the OPG staff have made substantial progress in a very short period of time.

Ms. Edwards thanked Ms. Berman for her contribution to the OPG Program. Ms. Berman responded that she cares very much about the OPG program and would like to contribute to the Program's success.

FRED STEELE, DIRECTOR/STATE LTC OMBUDSMAN: Ms. Edwards thanked Mr. Steele for providing the LTCO Dashboard. Mr. Steele is pleased with the increased number of complaints handled by the program in the current year. He described changes to how incoming complaints are being addressed by LTCO staff. He offered to field questions about the Memory Care Initiative and described progress on the Food Initiative which is currently active. He described increased volunteer numbers and volunteer willingness to accept multiple facility assignments.

Mr. Steele explained that the unknown outcomes of pending legislation and the Governor's hiring freeze have limited progress on addressing some agency issues.

He updated Committee Members on the status of House Bill 2170, Senate Bills 57, 58, 59 and 834, and the agency budget currently being considered by legislators. He also informed the Committee of the status of House Bills 3359, 3370 and 2661 and Senate Bills 494, 502 and 503 which do not directly impact the agency but do impact individuals and facilities that the agency serves.

Mr. Steele updated Committee Members on filling the soon to be vacant OLTCO Office Manager position who provides administrative support to this Committee. He described how the position description and classification has been updated and will be filled as soon as possible when the hiring freeze is lifted. Mr. Steele also described how work will be done to fully staff the RFO Program vacancies.

REBECCA FETTERS, OLTCO DEPUTY DIRECTOR: Ms. Feters reported that over fifty percent of those who attended the May 2017 Training Event have provided feedback and described some of the comments received which have been overwhelmingly positive. Ms. Feters answered Committee Member questions. She will send more detailed information about Training Event surveys to Committee Members. Although all who participated in a Training Event both enjoyed the event and found the information made available valuable, budget issues may limit the possibilities for a Training Event in the 2017/2019 biennium.

Ms. Feters described both the options considered to reduce agency costs associated with volunteer travel reimbursements and the cost reducing measures that will be put in place. These measures will be effective for six months when the actual cost savings will be tabulated and a determination of whether the cost reducing measures will remain in place.

Ms. Edwards thanked Ms. Lebold for her support of the Committee. Ms. Lebold expressed her appreciation of the opportunity to learn from the many presenters to the Committee over the years, the warm relationships she has enjoyed with the Committee Members and her confidence in Mr. Steele and Ms. Feters to lead the agency going forward.

Today's meeting was adjourned at approximately 11:15 AM.