

RESIDENTIAL OMBUDSMAN AND PUBLIC GUARDIAN ADVISORY BOARD
(ROPGAB) MEETING
(Teleconference)
August 18, 2017
at the
Office of the Long-Term Care (LTC) Ombudsman
Training Room
3855 Wolverine NE, Suite 6
Salem, Oregon 97305

MINUTES

MEMBERS PARTICIPATING:

Tom Giles, Chair
Michele Edwards
Bill Bard
Joe Leykam
Dwight Mowry
Susan Schreiber

MEMBERS NOT PARTICIPATING:

Kelly Breshears
Jan Friedman
JW Terry

STAFF PARTICIPATING:

Fred Steele, Director/State LTC Ombudsman
Rebecca Fetters, Deputy Director
Toni Larson, Residential Facilities Ombudsman
Marissa Payne, OLTCO Admin

GUESTS:

Roberta Janssen
Helen Kao
Gwen Dayton
Dolores Hubert
Travis Wall

CALL TO ORDER: Call to order 9:03 am. Committee members introduce themselves. Other people on call introduce themselves.

COMMITTEE BUSINESS

Announcements: none
Public comment: none

OLD BUSINESS: Dwight commented that the minutes from last month had ample info and were well done. The subcommittee is looking at the minutes and deciding what to do. They will have an update in September.

NEW BUSINESS: OHA abuse investigation: Toni and Fred have had conversations with agency person Justin Hopkins. The investigation is taking a look at the way OHA handles abuse reports for individuals with behavioral issues.

What is causing the changes: the statute doesn't cover the individuals. A provider was substantiated and then sued OHA because there was no authority for OHA to do that. The judge ruled it overreach on the part of the agency. They are trying to get a legislative fix to help get people covered. There will be a discussion on how we can lend a hand to get this issue to the forefront. Fred has an appointment with Gelsner and this will be brought up. How does this affect our current ombudsman? LTCO not affected. RFO might start receiving calls for that population is OAPPI isn't investigating for those individuals. People are being told to call RFO if OAPPI won't take it. This is going to be hard with the current staffing levels at RFO and mental health licensing. MH has lost half its staff. Neither agency is set up for abuse reporting. Justin Hopkins- agency director of abuse investigations at state level (OAPPI)

DIRECTOR'S REPORT: Fred: Interviews for the OPG position were Tuesday. Tom and Fred will be doing second round on the 25th. The AS2 positions had about 35 applicants. RFO- PA1 position. OPG is having conversations with Lene to develop an OPG volunteer strategic plan- using and recruiting volunteers. Lene is also making a core foundation for recruiting volunteers in LTCO as well.

Fred talked about his conversation with Debbie Kireski- policy advisor- looking forward to HB2170 in the next session. It is not on their radar at this point and not something that they are looking at. Fred will be talking to Stark regarding HB 2170 soon.

Fred also discussed with Debbie the fact that volunteers are a key priority. OPG volunteers were originally planned for 4-5 years down the road. Legislative scrutiny and Ways and Means questions means we need to look at volunteers now. We need to increase our budget, especially with IT costs increasing.

Legislative interim session runs September 18-20. Currently, there are no plans to testify for any of our programs. The following sessions are in November and January. OPG needs to report in January, not February as previously stated to the advisory board.

The Memory Care Initiative report sent to Gwen Dayton- looking forward to hearing their input. It's now cooler in Oregon, but when 100+, there were 5-6 facilities that were having a problem keeping the residents cool. Reports state that the facilities were not able to meet the needs of the residents. One of the LTCO volunteers made sure that she did all she could do to get the residents more ice. That CO ended up calling the administrator, who was on vacation but still available.

Food issues: One facility has residents going to the food bank because they have not getting enough food at mealtimes.

Dwight mentioned that the State recommendations for fans and AC states that peak temps 10-2, but that seems incorrect. The heat in Ontario is 1:30-6. Mickey agrees. Fred agrees that this needs to be changed.

Can we take the CO and heat story to emphasise the importance of volunteerism and there is a positive impact on the Oregonians.

Local legislation needs to know there stories. Recruitment uses it too.

Next economic forecast is August 23 and November 29.

OPERATIONS REPORT: Rebecca: Budget update: we are once again working with Katy Moreland! We are currently working on getting the new budget set up. Legislation thinks RFO and LTCO are one budget. Katy and DAS are able to budget and track them separately. There was an agency head briefing for eclipse- Amra attended and has written out a summary. Most staff will be telecommuting or taking the day off. There is a possible problem accessing the VPN. Having backup projects are a good way to not have to be on VPN. Diana, Toni and Rebecca will be in the office on the day of the eclipse.

Volunteers- LTCO is on hold for new training, however Lene still getting inquiries and interest. There is possible concern about the size of mid-valley training in January. It currently has 20 people, which is going to be hard. Ann is revamping the training materials and training process. We have added a pilot training Late October- early November for local folks. This reduces class size and helps Ann to work kinks out of new program. There is no cost associated with a training here at the office.

Lene's role is getting expanded, but Rebecca will address that during the OPG update.

IT update- The agency is significantly underbudgeted. Our POP was not approved. The Primary cost is IT support. Macs don't get support from DAS, but might change in the next year or so. However, the DAS costs would be similar cost to what we're paying for an awarded contract. We run about \$7500 per month. We are continuing to manage FMP, perfectforms and website, even though they are covered in the contract. This is to save money and save on Dave's time. This topic can be revisited with the board at a later date.

There was a question regarding the ability/use of using online training to help cut the costs of LTCO volunteer training. Rebecca discussed the pilot training in October/November, which will have 3 additional individuals that are going to try to use GTM or GTW format to see how that works. We have use recently with success, but Ann will be trying it out with new program. Deputies would still like a face-to-face point to make that relationship. COs have said that the face-to-face connection with the deputies and people they went to training with is important. There is the thought that using long-term COs will help with training for Ann's curriculum development.

OPG UPDATE: Rebecca: The Clackamas county meeting was earlier this week. The contract with SCCC is to provide services, which will expand their capacity (and ours). In our initial meeting, the referral process was hammered out. We also talked about what reports will look like. The APS team in Clackamas county are at the HRT and they have about 7 cases that SCC didn't have the capacity to serve, but now we will look at those cases.

Fred and Rebecca met with NWSDS regarding participation in Marion HRT and to see what barriers there are for them to participate. Rebecca reported that they came up with some good avenues to meeting NWSDS needs.

Lene is expanding her volunteer expertise into OPG volunteers. Legislative report needs to have a “job description” what a volunteer would be doing, scope, training, curriculum, basic recruitment plan. Lene to meet with Sue and Chris to pick their brains on how this could work and how supervision would work, volunteer management would work and quality of life aspects. Multnomah County Public Guardian uses volunteers, but we will probably look different than them.

DOJ billing is 20-25% of what it was.

OPG position- 7 interviews- Joe was a part of the panel. It was a long, but encouraging day. They advanced 3 people to second round interviews, which will be held August 25th. Third person on the interview panel may be Jan Friedman.

We are also conducting LTCO AS2 interviews. Marissa is moving to RFO starting September 1, so the second AS2 opening is now in OPG.

RFO UPDATE: There are now calls coming in from hospitals. Umatilla, Ontario, KFalls. Multnomah have had increased calls. SB834- DHS is looking at human rights commission for DD. There will be a report prior to Dec 1. We will be participating in those meetings. There are changes in their crisis system; cut backs that are starting to happen and they are already feeling the impact. People are finding new placements, but cutbacks are causing significant chaos in individuals.

Case example: Crossover with DD and APD. One individual takes a taxi to see his significant other, but staff is limiting his access to her. They would like to get married and live together. Since RFO started their involvement, her provider has issued a move-out notice. Provider had to withdraw the notice because it wasn't legal. Now there are retaliatory issues. There are positive communications and interactions. Another couple has come through and has expressed interest for housing both of these individuals, but funding is the problem. RFO is putting pressure on funding source.

We have opened Columbia county and it was a really good visit. The team had good conversations with a variety of people and supports. There are plenty of CO possibilities. We are currently putting together training materials to pursue this.

It will be 6-8 weeks until Marissa can come over to RFO, which will get someone in the LTCO position and trained.

Tracy working on cases in Multnomah county instead of training materials. We have been shifting and trying to keep on target; moving forward but trying to keep on top of incoming calls.

Joe commented on seeing the beginning ripple affect of budget changes. These ripples will increase. Things will be much harder and this should be a comment to make to legislation.

Minutes- Susan- moves to approve. Joe second. All approved.

Susan said that the board must remember to ask what they are asking agency to accomplish. So much is going to change due to budget cuts, and board needs to remain supportive. The team is doing a great job with staff, moving forward and getting things in place. She is very appreciative of our staff. Maybe the team can help board identify places that the board can help with.

Bill comments that he has been working PerfectForms problem this morning during the call, but it's almost solved.

There is an AARP SCAM JAM- public event- Sept 7 at OMSI, Attorney General is keynote speaker. KGW is covering.

Tom commented that if anyone has things they want on the agenda, send them to Marissa and she will forward to Tom and Jan.

The meeting was adjourned at approximately 10:41 am.