



MEETING MINUTES
NORTH DADE OMBUDSMAN COUNCIL MEETING
NORTH DADE (13)
FRIDAY FEBRUARY 13TH 2026
10:30 AM EASTERN TIME
CITY OF DORAL / 3RD FLOOR MULTIPURPOSE ROOM

COUNCIL MEMBERS			
CAROLINA LOMBARDI	Present <input checked="" type="checkbox"/>	MONICA TAVERNISE	Present <input checked="" type="checkbox"/>
VIVIAN SIMO	Present <input checked="" type="checkbox"/>	VIVIAN SIMO	Present <input checked="" type="checkbox"/>
JUAN CORZO	Present <input type="checkbox"/>		Present <input type="checkbox"/>
MORDECHAI FEINSTEIN	Present <input type="checkbox"/>		Present <input type="checkbox"/>
ELIZABETH GUILARTE	Present <input checked="" type="checkbox"/>		Present <input type="checkbox"/>
CLIVE PEARCE	Present <input checked="" type="checkbox"/>		Present <input type="checkbox"/>
ELAINE BACHEMHEIMER	Present <input type="checkbox"/>		Present <input type="checkbox"/>
LORETA LLANO	Present <input type="checkbox"/>		Present <input type="checkbox"/>

OTHER OMBUDSMAN PROGRAM REPRESENTATIVES	
NAME	NAME
	MAYPU MORELL
DEBORAH LINARES	FIGORELLA PARASI (DOM)

GUEST NAME	ORGANIZATION

OPEN SESSION REPORT

Open Meeting Called to Order: 10:30 AM

Quorum Established: Yes No

Open Session Statement: Provided

Minutes Approved: Yes No

UPDATES / REPORTS

- **Welcome:** Two new upcoming volunteers were introduced to the program: **Monica Tavernese** and **Marvin Douyon**.
 - **Technical Assistance Hour – “Let’s Wing It”:**
Every Tuesday, headquarters hosts a technical assistance hour to answer questions about **GetCare**. This series is tailored for new staff and volunteers, but all are welcome to participate.
Feedback: Participants suggested that staff conducting the session should log into the **Volunteer GetCare page** to better view what volunteers see. During one session, staff were unable to replicate an issue because they were on an administrative page. **DOM Fiorella Parasi** will raise this concern with the Regional Manager.
 - **January Report:** Presented to volunteers. District performance numbers were reviewed, and volunteers expressed strong commitment to surpassing those numbers in February, demonstrating dedication to continuous improvement.
 - **Day on the Hill – Tallahassee:**
Vivian Simo shared her experience representing District 13. She met with several individuals to discuss the program and connected with the Assistant to Rep. Ana Maria Rodriguez, who was receptive and accepted program documentation.
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ANNOUNCEMENTS

- The **2025 Program Overview** was presented to the Council. All questions were addressed, and the presentation was well received.
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CLOSE SESSION

- **Open Meeting Ended:** 12:00 PM
 - **Closed Meeting Called to Order:** 12:01 PM
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TRAINING

- **Cases:** Training on updating cases and adding case notes in **GetCare** was provided.
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NEW BUSINESS

- Minutes from the last **Open Meeting** were approved.
 - **Volunteer Month:** Reminder about the Annual Volunteer Conference.
 - **Upcoming Webinar:** *Responding to Challenging Situations* – Thursday, February 26, 2026, from 3:00 PM to 4:00 PM. All encouraged to attend.
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ADJOURNMENT

- **Closed Session Ended:** 1:20 PM
- **Next Open Meeting:** May 8, 2026
- **Next Closed Meeting:** March 13, 2026, at 12:00 PM