



STATE COUNCIL MEETING
Monday, July 29, 2025
10:00 a.m. – 12:00 p.m. EST

OPEN SESSION MINUTES

STATE COUNCIL MEMBERS			
Vacant, Northwest (1)	Present <input type="checkbox"/>	Wanda Harrison, South Central (17)	Present <input checked="" type="checkbox"/>
Marshall Kapp, Panhandle (2)	Present <input checked="" type="checkbox"/>	Jane Horowitz, Pinellas (6)	Present <input checked="" type="checkbox"/>
Kelly Kerr, North Central (3)	Present <input checked="" type="checkbox"/>	Patrick Cannan, Palm Beach (11)	Present <input checked="" type="checkbox"/>
Jacqueline Dohmen, Withlacoochee (4)	Present <input type="checkbox"/>	Valerie Nubi-Collins, Treasure Coast (16)	Present <input type="checkbox"/>
Terry Lonczak, North Central (7)	Present <input type="checkbox"/>	Rita Duncan, Southwest (10)	Present <input checked="" type="checkbox"/>
Vacant, Brevard (18)	Present <input type="checkbox"/>	Paul Wilson, Broward	Present <input checked="" type="checkbox"/>
Michael Swain, First Coast South (15)	Present <input checked="" type="checkbox"/>	Carolina Lombardi, North Dade	Present <input type="checkbox"/>
Karen Gallagher, First Coast (5)	Present <input type="checkbox"/>	Charles Garavaglia, South Dade (14)	Present <input checked="" type="checkbox"/>
Vacant, East Central (9)	Present <input type="checkbox"/>	Mary Darling, At-Large Member	Present <input type="checkbox"/>
	Present <input type="checkbox"/>	Kevin Cronin, At-Large Member	Present <input checked="" type="checkbox"/>

OTHER OMBUDSMAN PROGRAM REPRESENTATIVES	
Terri Cantrell	State Ombudsman
JoAnn Quiles	Deputy State Ombudsman
Erica Hill	Legal Advocate
Angela Andrews	Legal Assistant
Diandra Taylor	Training and Development Manager
Tracie Rayfield	Transfer and Discharge Manager
Gloria Freyre	East Regional Manager
Diana Medina	West Regional Manager
GUESTS:	
Ed Wynn, OMIS Planning Contractor	

JULY 29, 2025

1. Call to Order and Attendance

- Meeting called to order at 10:02 a.m. by Chair Marshall Kapp.
- Roll call
- Quorum: ✓ Yes

- Approval of Previous Meeting Minutes: ✓ Approved

2. Chair Transition

- Chair Marshall Kapp explained the statutory expiration of his term and opened nominations for the new Chair.
- Kevin Cronin nominated Jane Horowitz.
- With no additional nominations, Jane was elected Chair by unanimous consent.
- Marshall Kapp formally handed over chair duties to Jane Horowitz.

3. Chair Remarks – Jane Horowitz

- Thanked the Council and shared her background and personal connection to long-term care.
- Announced appointment of Michael Swain as Vice Chair.
- Noted the uncertain future of the Council pending legislative action, but stressed productivity during the current term.

4. State Ombudsman Report – Terri Cantrell

- Legislative Budget Request (LBR): Focus on increasing funds for OPS staff and District Ombudsman Managers; full-time employees not viable.
- Staffing: Three employees departed from the Ocala office; internal coverage adjustments underway.
- State Council Statute Removal: Still included in the agency bill; no clear explanation provided.
- Rule Updates: Working to change "Administrative Assessments" terminology to "Routine Access Visits"; broader rule review in progress.
- Collaboration: Continued strengthening of relationships with AHCA and APS.
Training: August "Lunch & Learn" events planned; guardianship and discharge topics to be covered.
- Internal Training: September staff training to address data entry and onboarding inconsistencies.

5. Get Care – Ed Wynn

- Discussed state-mandated transitions to official email and the GetCare platform.
- Explained email and single sign-on (SSO) requirements and reassured flexibility for volunteers.
- Opened the floor for Q&A:
 - Jane Horowitz: Requested training on email collaboration features and raised SSO

time-out concerns.

- Michael Swain: Voiced concerns about privacy, communication policy tone, and trust.
- Charles Garavaglia & Rita Duncan: Cited GetCare functionality issues (e.g., disappearing time entries).
- Council Discussion: Proposed a visible improvement "punch list," clear communication on changes, and a centralized place to send suggestions.
- Ed offered direct contact for tech issues.
- Terri supported the creation of a GetCare feedback inbox.

6. Advocacy/Legislative Workgroup Report – Kevin Cronin

- Recommendations Approved by Vote.
- Education & Policy Advocacy.
- Support sign-on letters from trusted national organizations.
- Delegate decision-making authority to the Executive Committee for sign-ons.
- Increase engagement with state legislators and staff using program reports.
- Work Plan Through June 2026.
- The Advocacy Legislative Workgroup will remain a standing workgroup; other issue-based, short-term workgroups will be established as needed.
- Focus topics: APS, AHCA, civil legal aid, and GetCare user improvement group.
- Establish user-based feedback loop for GetCare.
- Create outreach through both volunteers and district managers.
- Terri accepted the recommendations of the Advocacy/Legislative Workgroup with the exception of the GetCare/IT Workgroup.

Discussion Highlights:

- Members emphasized communication consistency and legislative education.
- Jane called for volunteers to join new short-term workgroups.
- GetCare/User Support Discussion
- Terri Cantrell: Open to Gloria Freyre's suggestion for a GetCare suggestion inbox.
- Jane Horowitz: Proposed a user-testing pilot group before system-wide changes.
- Charles Garavaglia: Recommended forming a "super user" advisory group.

- Marshall Kapp: Urged that solutions and answers be shared program-wide.

7. New Business

- Conference Planning
- Diandra Taylor will oversee 2026 conference planning.
- Workgroup to assist with speakers, schedules, and logistics after location/date are finalized.
- APS Involvement
- Jane discussed improving local APS meeting attendance.
- Suggestions assigning correct APS representatives (i.e., investigators) to ombudsman councils.
- Medicaid Changes & Discharges
- Michael Swain raised concerns about potential increase in discharges due to new Medicaid laws.
- Terri confirmed the issue is being monitored; a new transfer/discharge database is in development.
- Terri will coordinate a meeting with Ed Wynn as soon as possible.
- Next State Council meetings are currently set for October 21, 2025 and January 20, 2026, but can be adjusted if needed.

8. Public Comments

- None

9. Adjournment

- Time: 1:35 PM