



**DISTRICT #12
BROWARD MEETING MINUTES
11/12/2024**

OMBUDSMAN PROGRAM REPRESENTATIVES			
Shazad Kashar, ombudsman	Present <input type="checkbox"/>	Gloria Freyre, Regional Ombudsman Mgr.	Present <input checked="" type="checkbox"/>
Paul Wilson, ombudsman	Present <input checked="" type="checkbox"/>	Trudy Bell-ombudsman	Present <input checked="" type="checkbox"/>
Maggie Zalamea-ombudsman	Present <input checked="" type="checkbox"/>	Narayanan Sankara (Fred), ombudsman	Present <input checked="" type="checkbox"/>
Blanca Merchan, ombudsman	Present <input type="checkbox"/>	Ann, Garfinkel, ombudsman	Present <input checked="" type="checkbox"/>
Ifthekar Rafiq, ombudsman	Present <input type="checkbox"/>	Diana Gonzalez-ombudsman	Present <input checked="" type="checkbox"/>
Ronna Brown, ombudsman	Present <input checked="" type="checkbox"/>	Michael Nora-trainee	Present <input checked="" type="checkbox"/>
Noel Giannone, ombudsman	Present <input checked="" type="checkbox"/>	Michael Stroud, ombudsman	Present <input type="checkbox"/>
Stephan Adelson, ombudsman	Present <input checked="" type="checkbox"/>	D’Andra Grant, ombudsman staff	Present <input checked="" type="checkbox"/>
Monique Farquharson, ombudsman	Present <input type="checkbox"/>	Terressea Smith, ombudsman	Present <input checked="" type="checkbox"/>

GUEST(S)

OPEN SESSION

- | | |
|-------------------------------|--|
| ▪ Called to order at 01:05 PM | Quorum Established: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| ▪ Open Session Statement | Minutes Approved: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No 05/14/2024. |

UPDATES/REPORTS

- Attendance was taken and presentations were made around the table after the Open Session Statement was read.
- Ms. Freyre, regional ombudsman manager, welcomed all attendees to the meeting.
- Gloria F. informed the council that currently there are 6 volunteers in different stages of training.
- Gloria also updated the council on the process of hiring a new district manager for the office to replace retired manager Elizabeth Cole. Candidates were interviewed and a selection will be made soon.
- The council was informed of the number of visits and cases during the month of October 2024. A total of 82 visits. There was a discussion amount the attendees on how to increase the number of monthly visits.

TRAINING

- Gloria Freyre provided training on RTZ: How to enter the CEU’s as an Activity.
- Q & A followed the presentation. Several volunteers asked specific questions about the new system and technical issues they are experiencing.

ANNOUNCEMENTS



- Next Open Council meeting is scheduled for February 11th, 2025, at 1:00 PM at the Tamarac office, located at: 8333 W McNab Rd, Tamarac FL 33321.
- Gloria Freyre will be traveling to Tallahassee from Nov 18th-20th to meet with representatives of the Agency of the Health Administration (AHCA). Questions were requested from the attendees.

PUBLIC COMMENTS:

- No comments.

ADJOURNMENT

- Open Session adjourned at 2:45 PM

CLOSED SESSION:

- Closed Session called to order at 2:46 PM
- Case Investigation strategies discussed with new volunteers.
- Materials (posters, brochures, forms, and business cards) were distributed.
- Closed Session adjourned at 3:45 PM