



FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

Terri Cantrell
State Ombudsman

MEETING MINUTES
WEST COAST DISTRICT (6)
PINELLAS COUNCIL

8/8/24

11351 ULMERTON RD, LARGO FL 33778

OMBUDSMAN PROGRAM REPRESENTATIVES			
Kathleen Hall – Council Chair	Present <input checked="" type="checkbox"/>	Deanna Thompson	Present <input type="checkbox"/>
Jane Horowitz - State Rep	Present <input type="checkbox"/>	Carol Weideman	Present <input type="checkbox"/>
Susan Rodman	Present <input checked="" type="checkbox"/>	Richard Boorman	Present <input checked="" type="checkbox"/>
Wanda Odom – Vice Chair	Present <input type="checkbox"/>	Mary Stein (online)	Present <input checked="" type="checkbox"/>
Linda Fagan	Present <input checked="" type="checkbox"/>	Zaneta Batko - LOA	Present <input type="checkbox"/>
Elise Hazzard	Present <input checked="" type="checkbox"/>	Mike Cain	Present <input type="checkbox"/>
Christine Sproule - (training only) left @ 1:35 pm	Present <input checked="" type="checkbox"/>	Sullivan Maciag	Present <input type="checkbox"/>
	Present <input type="checkbox"/>		Present <input type="checkbox"/>
	Present <input type="checkbox"/>	Patty Benitez- OIT	Present <input type="checkbox"/>
Tina Rouissiya – Office Assist	Present <input checked="" type="checkbox"/>	Maria Rossi - OIT	Present <input checked="" type="checkbox"/>
Debbie Sitkowski, Adm. Assist	Present <input checked="" type="checkbox"/>	Kathy Hefele- OIT	Present <input checked="" type="checkbox"/>
Judy Carlson, District Manager	Present <input checked="" type="checkbox"/>		
GUEST(S)			
Kathy Schultz - APS	Present <input type="checkbox"/>		
Tammy Turner - APS	Present <input type="checkbox"/>		

Training 12:00 PM Training – PEAK Performance II– Defining Cases, Complaints, and Information and Assistance.

OPEN MEETING 1 PM

CHAIR – Kathleen Hall

Vice Chair – Wanda Odom

- Called to order at 1:40 pm
- ✓ Session Statement

Quorum Established: Yes No

Minutes Approved: Yes No

Adjourned: 2:15 pm

Kathleen Hall – Chair Report

Council Membership: Pinellas Council membership is 20 including staff and ombudsman-in-training and two volunteers on leave of absence.



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State Council Representative: Jane Horowitz – Update will be provided next month

Adult Protective Services – APS: *No one in attendance*

DOM REPORT - Judy Carlson

Announcements, Reminders & Updates

✓ **Training Hours:** The Ombudsman's fiscal year 2023/2024 is ending, September 30, 2024. All Ombudsman will need to have completed 18 CEU's for certification continuance. Diandra is holding classroom training on-line from 10:30 am to 3:30 pm on August 15th and 16th. Any ombudsman is welcome to attend all or some of the training. Ask for registration information, if interested. Also, ask if you want information on other resources.

Note: The State of Florida legislature approved increased appropriations for the 2024-2025 budget for the Personal Needs Allowance (PNA) increase for all OSS Eligible ALF Residents from \$54 a month to \$160 a month. In the past many ALF's would provide \$54 to all residents; however, with the increase this may not happen.

Change in Procedure: Notifications from AHCA to the office: We will no longer be forwarding these to you unless there is an open case and consent was provided to talk with other agencies. The office staff will provide general information garnered from any recent Routine Access Visits. However, we will try to let you know when AHCA is in a facility for a survey and they expect to be there a few days, so you can also visit if you wish.

UPDATES:

Ombudsman: Sullivan has moved to Sarasota and will be volunteering for the Southwest District.

Zaneta is on leave until October 1st. Mike Cain is expected to return in September.

Data: We currently have 46 OPEN Cases making up 87 complaints. Debbie has 7 cases, Tina and I both have 9 cases, and we have two unassigned cases: Dunedin Care Ctr, and Colonnade at Beckett Lake.

CASE Discussions: Current Open Cases - updates

Meeting Adjourned -Next Meeting is Closed: September 12, 2024. Lunch will be provided.