



**MEETING MINUTES**  
**EAST CENTRAL COUNCIL**  
**EAST CENTRAL DISTRICT**  
**NOVEMBER 12, 2025**  
**12:00 – 2:00 PM**  
**RENAISSANCE SENIOR CENTER**

COUNCIL MEMBERS			
Susan Bird	Present	Joanne Veguilla (District Manager)	Present X
Fatina Carroll	Present	Olga Pargas (Quality Control Analyst)	Present X
Nadine Castro	Present		
Robert Cochrane	Present		
Michele Earney	Present		
Owen Glick	Present X		
Maria Golder	Present X		
Cynthia Kirkwood	Present		
Tim O'Keefe	Present X		
Michelle Rouseeau (OMB in training)	Present		
Judy Rivera-Melendez	Present		

GUESTS	
NAME	AGENCY

### **OPEN SESSION**

- |                               |                                      |
|-------------------------------|--------------------------------------|
| ▪ Called to order at 12:00 PM | Quorum Established:    Yes   X   No  |
| ▪ Open Session Statement      | Minutes Approved:       Yes   X   No |
|                               | (August 13, 2025)                    |

### **UPDATES/REPORTS**

#### **District Ombudsman Manager, Joanne Veguilla**

- District manager Joanne Veguilla informed the volunteers present that several volunteers are in the process of being certified.
- Volunteers were informed that if they do not have an Elder Affairs email account, they will not be able to access Get Care. Any questions or concerns can be directed to the office.
- Copies of the Quality Assurance document were given to the volunteers to serve as a guide when documenting visits and cases.

### **TRAINING**

- Quality Assurance Facility Visit and Case Review

### **ANNOUNCEMENTS**

- Next Open Session Meeting will be February 11, 2026

### **ADJOURNMENT**

- Meeting adjourned at 1:30 PM