



**FLORIDA
OMBUDSMAN PROGRAM**
ADVOCATING FOR QUALITY LONG-TERM CARE

**FIRST COAST DISTRICT
FIRST COAST SOUTH COUNCIL MEETING MINUTES
8/13/2025**

OMBUDSMAN PROGRAM REPRESENTATIVES			
Carol Arena	Present <input checked="" type="checkbox"/>	Daurice Aubuchon	Present <input type="checkbox"/>
Kathy Barth	Present <input checked="" type="checkbox"/>	David Hart	Present <input type="checkbox"/>
Linda Davis	Present <input type="checkbox"/>	Steven Stevenson	Present <input checked="" type="checkbox"/>
Diane Evanac	Present <input checked="" type="checkbox"/>	Dennis Hamel	Present <input checked="" type="checkbox"/>
Dennis Jefferson	Present <input checked="" type="checkbox"/>	Jan Wanerka	Present <input checked="" type="checkbox"/>
Gary Koehler	Present <input checked="" type="checkbox"/>	Dianne Mongelli	Present <input checked="" type="checkbox"/>
Barbara Royere	Present <input type="checkbox"/>	Michael Swain	Present <input checked="" type="checkbox"/>
Tammy Owens	Present <input checked="" type="checkbox"/>	Charlotte Van Horn	Present <input checked="" type="checkbox"/>
Lisa Dale	Present <input checked="" type="checkbox"/>	Ray Adams	Present <input type="checkbox"/>
Brenda Williams	Present <input checked="" type="checkbox"/>	Victoria Justiniano	Present <input checked="" type="checkbox"/>

GUEST(S)
Deanna Jones/ APS
Evelyn Mises / APS

OPEN SESSION

- Called to order
 - Open Session Statement
- Quorum Established: ☒ Yes ☐ No
Minutes Approved: ☒ Yes ☐

Council Chair – Dennis Jefferson

Everyone welcomed to the meeting. Introductions followed.

State Council Representative – Michael Swain

- Older American Act – passed Senate and House. Program funded until October 2026.

District Ombudsman Manager - Lisa Dale

- Out of the office for training September 9th through September 11th.
- Next council meeting has been rescheduled to 9/17/2025 at same location.
- ROM, Dennis Yonce is no longer with the program.
- I was at office yesterday; everything looked good. Still need I.T. to come and reinstall the internet.
- Lisa brought up the option to use odometer sheet instead of mileage trip for faster processing.
- Council membership is at 20 including:
 - 15 fully certified ombudsmen
 - 3 Ombudsmen in training
 - Congratulations to Steve Stevenson and Brenda Williams for completing their field training



Training

- Ombudsman can go straight to Dashboard in Get Care to find all cases and complaints.
- Case Documentation Training. Lisa went over Get Care steps from start to finish on projector.

Public Comments

- None.

Old Business/New Business

- None

Closed session

- **Started 10:43 a.m.**
- **Evelyn Mieses - APS Investigator**

ADJOURNMENT 12:15 p.m.