



**MEETING MINUTES**  
**FIRST COAST**  
**FIRST COAST**  
**5/10/2022**  
**10:00AM**  
**4040 WOODCOCK AVENUE**  
**SUITE 254**  
**JACKSONVILLE, FL 32207**

<b>OMBUDSMAN PROGRAM REPRESENTATIVES</b>			
George Moran	Present <input checked="" type="checkbox"/>	Linda Howard, <b>STATE REPRESENTATIVE</b>	Present <input checked="" type="checkbox"/>
Russel Jahn, <b>COUNCIL CHAIR</b>	Present <input checked="" type="checkbox"/>	JoAnn Moore	Present <input checked="" type="checkbox"/>
Peter Olsen	Present <input checked="" type="checkbox"/>	Lisa Cohen	Present <input checked="" type="checkbox"/>
James Neely, <b>OMBUDSMAN IN TRAINING</b>	Present <input checked="" type="checkbox"/>	1	
Tracie Rayfield, <b>DISTRICT OMB MANAGER</b>	Present <input checked="" type="checkbox"/>		

<b>GUEST(S)</b>

**OPEN SESSION**

- Called to order at 10:04am                      Quorum Established:     Yes     No
- Open Session Statement                      Minutes Approved:     Yes     No **(2/8/2022)**

**UPDATES/REPORTS**

- Council Chair Russell Jahn
  - o Opening Statement read to all in attendance
- District Ombudsman Manager Tracie Rayfield
  - o Good Morning extended to all in attendance.
  - o Discussion regarding issues that OMB are seeing in the facilities.
  - o Spoke with OMB regarding the quarterly visits to their assigned facilities.
  - o Discussion regarding using the term “Volunteer” and not “Ombudsman”
  - o Reminded OMB to complete Activity Reports
  - o Spoke about Culture Change



**Lori Berndt**  
*Acting State Ombudsman*

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- State Council Representative Linda Howard
  - o Discussed RRR Meeting that was held on 5/6
  - o Face to Face meeting June 9-10. Will report in July
  - o Asked for opinions on new presentation video
  - o Flyers that were given out last month have all been placed at various locations around town

#### **TRAINING**

- Teepa snow Webinar Screenshots, 1 HR

#### **ADJOURNMENT**

- Open Session adjourned at 11:45am

#### **CLOSED SESSION**

This portion of the meeting is confidential and closed to the public. See § 400.0077(2), F.S.

- Called to order at 11:50am
- Closed Session Statement
- Adjourned at 12:05pm