



# FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

**MEETING MINUTES  
FIRST COAST COUNCIL  
DISTRICT 05  
FEBRUARY 13, 2024  
10:00AM EST  
4040 WOODCOCK AVE SUITE 254  
JACKSONVILLE, FL 32207**

COUNCIL MEMBERS			
Russell Jahn, Council Chair	Present X	Linda Howard	Present
JoAnn Moore	Present X	Lisa Cohen	Present X
George Moran	Present X	Basil Smith	Present
Karen Aronowitz O.I.T.	Present X	Karen Gesell-Goetz	Present X
Kristen Atterbury	Present X		
Tracie Rayfield, District OMB Manager	Present X	Johnnetta Bryant, Quality Control Analyst	Present X

GUESTS	
NAME	TITLE
Adam Blaszkiewicz	Jacksonville Area Legal Aide
Terri Cantrell	State Ombudsman

### OPEN SESSION

- Called to order at 10:05am
  - Open Session Statement
- Quorum Established: X Yes No  
Minutes Approved: X Yes No  
(Aug 2023, Nov 2023)

### UPDATES/REPORTS

#### Council Chair, Russell Jahn

- Opening statement read to all in attendance
- Quorum was established; August and November minutes approved.

#### District Omb District Ombudsman Manager, Tracie Rayfield

- Good morning extended to all
- Discussed activity sheet
- Discussed the appeal process
- Reminded Ombudsman about COVID protocols
- Reviewed Information and Assistance topics
- Several new Ombudsman in training at various stages

**State Ombudsman, Terri Cantrell**

- Discussed Educational Conference in April
- Thanked volunteers for all of their hard work and dedication

**TRAINING**

- Transfer and Discharge process
- Case, Complaint, Basic Principles

**ANNOUNCEMENTS**

- One OMB will be leaving soon

**ADJOURNMENT**

- Meeting adjourned at 11:15AM