



FLORIDA OMBUDSMAN PROGRAM

ADVOCATING FOR QUALITY LONG-TERM CARE

MEETING MINUTES

FIRST COAST COUNCIL

DISTRICT 05

AUGUST 12, 2025

10:00AM EST

4161 CARMICHAEL AVE SUITE 202

JACKSONVILLE, FL 32207

COUNCIL MEMBERS			
Russell Jahn, Council Chair	Present	Linda Howard	Present
JoAnn Moore	Present X	Anne Horsman	Present X
George Moran	Present X	Sabrina Mickens	Present
Jacqueline Plant-Mason	Present	Demetrice Dowdell	Present
Karen Gallagher, STATE COUNCIL REP	Present X	Amal Rangachari	Present X
Hadley Friedman	Present X	Celeste Merrix (OIT)	Present X
Carol Shotwell	Present X		Present
		Terri Cantrell, State OMB	Present X
Tracie Rayfield, Transitions Advocate	Present X	Stephan Adelson, District Omb Manager	Present X

GUESTS	
NAME	AGENCY

OPEN SESSION

- | | | | | |
|------------------------------|---------------------|-----|---|----|
| ▪ Called to order at 10:05am | Quorum Established: | Yes | X | No |
| ▪ Open Session Statement | Minutes Approved: | Yes | X | No |

UPDATES/REPORTS

Transitions Advocate, Tracie Rayfield

- Good morning extended to all!
- Introduced guests in attendance
- Discussed staffing changes within the Program
- Discussed new changes to T&D

State Ombudsman, Terri Cantrell

- Discussed volunteer roles with the Program
- Discussed new trainings that will be available
- Discussed DOES Emails and GetCare
- Q&A Session

State Council Representative, Karen Gallagher

- Updated everyone regarding the State Council, which is continuing.
- State Council is becoming more of an advocacy role

ANNOUNCEMENTS

- None

ADJOURNMENT

- Meeting adjourned at 12:00PM