



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

**MEETING MINUTES  
NORTH DADE OMBUDSMAN COUNCIL MEETING  
NORTH DADE (13)  
FRIDAY AUGUST 8<sup>TH</sup> 2025  
10:30 AM EASTERN TIME  
CITY OF DORAL / 3<sup>RD</sup> FLOOR MULTIPURPOSE ROOM**

COUNCIL MEMBERS			
CAROLINA LOMBARDI	Present <input checked="" type="checkbox"/>		Present <input type="checkbox"/>
VIVIAN SIMO	Present <input checked="" type="checkbox"/>		Present <input type="checkbox"/>
ELAINE BACHEMHEIMER	Present <input type="checkbox"/>		Present <input type="checkbox"/>
MORDECHAI FEINSTEIN	Present <input type="checkbox"/>		Present <input type="checkbox"/>
JUAN ALBERTO CORZO	Present <input checked="" type="checkbox"/>		Present <input type="checkbox"/>
CLIVE PEARCE	Present <input type="checkbox"/>		Present <input type="checkbox"/>
LORETTA LLANO	Present <input checked="" type="checkbox"/>		Present <input type="checkbox"/>
ELIZABETH GUILARTE	Present <input checked="" type="checkbox"/>		Present <input type="checkbox"/>

OTHER OMBUDSMAN PROGRAM REPRESENTATIVES	
NAME	NAME
	MAYPU MORELL
DEBORAH LINARES	IORELLA PARASI (DOM)

GUEST NAME	ORGANIZATION
RAYLIN UBEDA	APS PROGRAM ADMINISTRATOR
LATORRIA GRIER	APS REGIONAL PROGRAM SUPERVISOR

**OPEN SESSION**

- Open Meeting Called to order at 10:30AM
- Quorum Established: ☒ Yes ☐ No
- Open Session Statement
- Minutes Approved: ☒ Yes ☐ No

**UPDATES/REPORTS**

**District Goals and Updates**

- The **vision and goals** of the District 13 Ombudsman Program were presented, including targets for **monthly visits** and **referrals** made.
  - The **District Ombudsman Manager (DOM)** shared visit and referral statistics for **June and July**, emphasizing the importance of meeting monthly outreach and advocacy goals.
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### **Outreach and Volunteer Engagement**

- An upcoming **community outreach event** was discussed: the **ADA Resource Fair**, scheduled for **Saturday, September 6th, 2025, from 10:00 AM to 3:00 PM**. All volunteer ombudsmen were encouraged to attend and support public engagement.
  - We officially welcomed a **new certified volunteer, Juan Alberto Corzo**, to the team.
  - Volunteers were reminded of the importance of completing their **Continuing Education Units (CEUs)** to maintain active certification. Volunteers who have not yet completed a full year of service are **exempt** from this requirement.
  - Volunteers received **Music Box Initiative flyers** to present to **Assisted Living Facility (ALF)** administrators. This initiative enables residents to receive personalized music boxes programmed to their individual musical preferences. It has proven particularly beneficial for residents with **dementia** or those in **hospice care**, helping improve mood, memory, and quality of life.
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### **Announcements**

- **Raylin Ubeda**, APS Program Administrator, and **Latorria Grier**, APS Regional Program Supervisor, attended the Council meeting by invitation to provide insight into the **Adult Protective Services (APS)** role in safeguarding vulnerable adults across **Miami-Dade County**.
  - Their presentation covered:
    - The **mission and scope of APS**.
    - **Statistical data** on elder abuse and neglect in the region.
    - **Case examples** that demonstrated the different forms of abuse APS investigates (neglect, exploitation, physical and emotional abuse, etc.).
  - A **Q&A session** followed the presentation. Questions from ombudsmen included:
    - What actions are taken after allegations are confirmed?
    - What are the consequences for perpetrators?
    - How long does it typically take for APS to respond to a referral?
  - Raylin and Latorria emphasized the value of a **collaborative working relationship** between APS and the Ombudsman Program and stressed the **shared responsibility** in protecting long-term care residents.
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## Training

- A **Complaint-Related Visit training** session was conducted using **GetCare**, focusing on how to properly enter, document, and track complaint visits.
  - A **case management refresher** was provided during the closed session, including:
    - **Timelines** for case investigations.
    - **Required documentation** procedures.
    - The importance of completing cases in a timely manner.
  - Volunteers were reminded to use the **program email address** for all formal communications, particularly when corresponding with **facilities** or submitting documentation to the Ombudsman team.
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## New Business

- A **change to the meeting time** was approved: the next meeting on **September 12th, 2025**, will begin at **12:00 PM**.
  - The **minutes from the last Open Meeting** held on **May 9th, 2025**, were reviewed and **approved**.
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## Adjournment

- The **Open Meeting** was adjourned at **12:45 PM**.
- The **Closed Meeting** was adjourned at **1:55 PM**.
- The **next Open Meeting** is scheduled for **November 14th, 2025, at 10:30 AM**.
- The **next Closed Meeting** will take place on **September 12th, 2025, at 12:00 PM**.

