



**DISTRICT #13
BROWARD MEETING MINUTES
8/9/2024**

OMBUDSMAN PROGRAM REPRESENTATIVES			
Isabel Martin, ombudsman	Present <input checked="" type="checkbox"/>	Gloria Freyre, Regional Ombudsman Mgr.	Present <input checked="" type="checkbox"/>
Carolina Lombardi, ombudsman	Present <input checked="" type="checkbox"/>	Deborah Linares-, QC Analyst	Present <input checked="" type="checkbox"/>
Maypu Morell-, QC Analyst	Present <input checked="" type="checkbox"/>	Ada Murrugara-, trainee	Present <input checked="" type="checkbox"/>
Joyce H. Johnson, ombudsman	Present <input checked="" type="checkbox"/>		

GUEST(S)

OPEN SESSION

- Called to order at 10:35 PM Quorum Established: Yes No
- Open Session Statement Minutes Approved: Yes No **05/10/2024.**

UPDATES/REPORTS

- Gloria Freyre, regional ombudsman manager, informed the Council that the Program is actively hiring a new District Manager to fill the vacancy in the district. Once the process is complete, we will inform the Council.
- A few highlights of the past State Council meeting were provided and discussed, specifically the direction provided by our State Ombudsman about taking pictures to document our work on the field. At the State Council Terri Cantrell had asked the Council to inform the volunteers that the Program wants to stay away from this practice.
- Gloria Freyre also informed the attendees that the new Ombudsman Platform RTZ will be available to volunteers and will be rolling out by phases starting by providing access to one or two volunteers in the districts and from there to the rest of the council. In North Dade Carolina Lombardi voiced her availability to start. More information on this process will become available in the next few days.
- Gloria Freyre, projected on the screen the RTZ screen to show attendees the possibilities of the new system.
- The state of the assessments and pending routine visits was discussed trying to prioritize those facilities visited at the beginning of the year or late 2023. A list will be distributed to volunteers.

TRAINING

- Routine Access Visit (RAV) documentation and best practices.
- Q&A



ANNOUNCEMENTS

- Next Open Council meeting is scheduled for Nov 8th, 2024, at 10:30 PM at the City of Doral Government Center, located at: 8401 NW 53rd Terrace. Doral, FL 33166

PUBLIC COMMENTS

- The Executive Chief of Doral Police Department, Edwin Lopez, briefly came in to meet the attendees and to introduce himself. A group picture was taken.

ADJOURNMENT

- Open Session adjourned at 11:20 AM

CLOSED SESSION:

- Closed Session called to order at 11:30AM
- Case Investigation strategies discussed with new volunteers.
- Materials (posters, brochures, forms, and business cards) were distributed.

- Closed Session adjourned at 11:50 AM