



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

**MEETING MINUTES**

**South Central Council**

**District 17**

**08/11/2022**

**1:00pm ET**

**Bartow Public Library, 2150 S. Broadway Avenue, Bartow, FL  
and via Conference Call No. (888) 585-9008 - Room Code: 767 510 585**

<b>COUNCIL MEMBERS</b>			
Marilyn Brunner	Present <input checked="" type="checkbox"/>	Lee Earls	Present <input type="checkbox"/>
Linette Geisel	Present <input type="checkbox"/>	Wanda Harrison	Present <input checked="" type="checkbox"/>
Donna Holden	Present <input checked="" type="checkbox"/>	Marcella Lancaster	Present <input checked="" type="checkbox"/>
Terre Anne Lindstamer	Present <input checked="" type="checkbox"/>	Orrin Schaal	Present <input checked="" type="checkbox"/>

<b>OTHER OMBUDSMAN PROGRAM REPRESENTATIVES</b>	
<b>NAME</b>	<b>TITLE</b>
Samantha Kotz	District Ombudsman Manager

<b>GUEST NAME</b>	<b>ORGANIZATION</b>
Jodi Streussnig	Alzheimer's Association Program Manager
Karuna Khan-Gordon	Medical/Health Care Program Analyst, Agency for Health Care Administration (AHCA)
Laura Stephan	Adult Protective Investigator Supervisor, Department of Children and Families (DCF)
Matt Thompson	Administrator, The Estates at Carpenters
Somer Hancock	Administrator, Valencia Hills Health & Rehabilitation
Jolanda Reese	Assistant Administrator, Valencia Hills Health & Rehabilitation

**OPEN SESSION**

- Called to order at 1:00 PM      Quorum Established:    X Yes     No
- Open Session Statement      Minutes Approved:    X Yes     No [5/12/2022]

**UPDATES/REPORTS**

- Deputy Council Chair: Wanda Harrison
- Welcomed those present in person and on the conference call.
- Conducted roll call.
  
- District Ombudsman Manager: Samantha Kotz
- Welcomed everyone to the meeting and thanked guests for attending.

- Appreciation and recognition expressed to Wanda Harrison for providing lunch.
- Next Closed Session meeting is Thursday, September 8, 2022, at 1:00pm at the Bartow Public Library. Shantina Hardie with AHCA will be joining us as our guest speaker.
- Next Open Session meeting is Thursday, November 10, 2022, at 1:00pm at the Bartow Public Library.
- Other upcoming meetings are the Florida Health Care Association and Agency for Health Care Administration joint training in Tampa Thursday and Friday, September 22 and 23, 2022 and the State Council Meeting Thursday and Friday, September 29 and 30 at the Rosen Plaza Hotel, Orlando. I will be attending both these meeting but will have my state cell should you need to reach me.
- Shared State Ombudsman Terri Cantrell and Regional Ombudsman Manager Lori Berndt recent trip to Minnesota's Ombudsman Program. Minnesota has a similar model to Florida, and this is part of the program's efforts working towards being the best program in the country.
- OPS position is still open and is currently being reposted.
- Reminder, if not already done so, please turn in your activity sheets and travel for July.
- Council Members will find a copy of the new visit and assessment form in their pickup items. We will begin using this October 1, 2022.
- Council Members will also find hard copies of their Ombudsman Summaries in their pickup items. Reminder that this year the continuing education requirement has increased to 18 hours.
- Reminder that with the postage increase any prepaid envelopes will need additional funds. I have stamps today if needed.
- State Council Representative: Donna Holden
- Nothing new to report.

### **TRAINING**

- Guest Speaker Jodi Streussnig provided a slide presentation on the Alzheimer's Associations ALZ Star Program. She reviewed the 10 warning signs of Alzheimer's, shared statistics on Alzheimer's and discussed the differences between Alzheimer's, dementia, and normal aging. Florida has the second largest population dealing with Alzheimer's and dementia diagnoses in the USA, with 580,000.

### **ANNOUNCEMENTS**

- We have a new staff member in Tallahassee. Audra Peoples joins from the Alzheimer's Association as our new State Ombudsman Training Administrator. She has a background in marketing and communications and is working to make the program more visible and increase our volunteer numbers. She has already reached out to churches with congregations over 2000 and placed advertisements on their church bulletins. She is also asking for any ideas or suggestions, if you think of something please share those with me and I will pass them on.

### **NEW BUSINESS**

- Council Member Orrin Schaal made a motion for any continuing education credit hours above and beyond the 18-hour yearly requirement, up to a maximum of 5 hours, be allowed to carry over into the next calendar year. The District Council voted unanimously to have State Council Representative Donna Holden present this at the next State Council Meeting.

### **PUBLIC COMMENTS** (limited to 5 minutes each)

- Matt Thompson, Administrator at The Estates at Carpenters provided a brief overview of issues surrounding nursing homes from a provider perspective. He brought up new CMS guidelines which they are reviewing, industry staffing shortages where numbers have not recovered from workers who left the industry during COVID, and the new Medicaid payment increase and how that attached wage increase may affect the industry.
- Jolanda Reese, Assistant Administrator at Valencia Hills Health and Rehabilitation introduced herself and Administrator Somer Hancock.

### **ADJOURNMENT**

- Meeting adjourned at **2:45 PM**

### **CLOSED SESSION**

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

- Called to order at 3:00 PM
- Closed Session Statement
- Adjourned at 3:45 PM