



MEETING MINUTES

**South Central
District 17
02/09/2023
1:00pm EST**

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

OMBUDSMAN PROGRAM REPRESENTATIVES			
Marilyn Brunner	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"/>		Present <input type="checkbox"/>
Samantha Kotz, District Manager	Present <input checked="" type="checkbox"/>		Present <input type="checkbox"/>

GUEST(S)
Sheila Watkins, DCF Adult Protective Program Administrator and Guest Speaker today.
Laura Stephan, DCF Adult Protective Investigation & Services Supervisor
Robert Gellman, Public member, prospective volunteer

OPEN SESSION

• Called to order at 1:00 PM Quorum Established: X Yes No
Open Session Statement: Yes Minutes Approved: X Yes No [11/10/2022]

UPDATES/REPORTS

- Open session statement was read.
- Welcomed those present at the meeting. No one in attendance via Conference Call No. (888) 585-9008.
- Roll call conducted.
- District Ombudsman Manager: Samantha Kotz
- Welcomed everyone to the meeting.
- Thanked Ombudsman Terre Anne Lindstamer for providing the food today.
- Introduce Orrin Schaal as our new South Central Council Chair and reminded of his need to elect a Vice Chair.
- Introduced guest speaker Sheila Watkins and colleague Laura Stephan to the council, and thanked member of the public and prospective volunteer Robert Gellman for attending.

- Went around the room with each attendee introducing themselves.
 - Next Open Session meeting is Thursday, May 11, 2023, at 1:00pm at the Bartow Public Library.
 - Next Closed Session meeting is Thursday, March 9, 2023, at 1:00pm at the United Way of Central Florida.
 - OPS position is still open. We have completed the interview process and have selected a leading candidate whose application is currently under review. Hope to announce a decision soon.
 - Celebrated Marilyn with a February birthday; won't be with us today as she is currently on a cruise before beginning a leave of absence starting March 1, 2023.
 - Council Members will find a in their pickup folders, the Agency for Health Care Administration Surveys completed January 1 thru 31, 2023. Of the 28 communities surveyed in Polk, Hardee, and Highlands Counties 5 of the 15 assisted living communities, 6 of the 10 nursing homes and 1 of the 3 adult family care homes failed. There is an updated list of open cases sorted by ombudsman. Blank copies of the case investigation quality analysis, assessment quality analysis and the complaint intake form for reference. Lastly the November 10, 2022, meeting minutes for approval.
 - Announced arrival of the Ombudsman Program hats and visors with our logo to pass out.
 - All pick up folder items will be mailed out upon request.
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- State Council Representative: Donna Holden
 - Announced a State Council Meeting will be held via phone call on 02/24/2023.

ANNOUNCEMENTS

- Robert Gellman here today as a member of the public is looking to join our South Central 17 council.
- Matt Thompson, former Executive Director at Estates at Carpenters asked me to share with the council that he has taken a position outside of the medical field. He wanted the council to know that he enjoyed the close relationship that he had with us over the years and thank all the volunteer Ombudsman for what they do for our elders in the community.
- Audra Peoples Staff Director is moving forward to get the Ombudsman Programs visible to the public, both to make the public aware we are available to assist and to volunteer for the program.

GUEST SPEAKER

- **Guest Speaker: Sheila Watkins DCF Adult Protective Program Administrator**
- Provided the South-Central 17 council with a detailed overview of how DCF approaches a complaint of abuse, neglect, and exploitation from the intake, through the entrance interview, investigation, and outcome.
- Provided council with Dorothy Spencer DCF Staff Assistant contact information for questions or assistance should the Ombudsman have questions while conducting a case investigation or if they need to report a concern, but the complaint was rejected by the toll-free abuse line.

- Discussed verbiage when calling in to meet DCF's criteria and various forms of exploitation including physical and mental abuse.
- Discussed limitations of DCF and how far their authority reaches. To verify a concern DCF needs 51% preponderance of evidence versus higher percentage for law enforcement.
- DCF's reports are not part of public information. File remains confidential.
- Agency for Health Care Administration (AHCA) do have access to database.

PUBLIC COMMENTS (limited to 5 minutes each)

- Robert Gellman introduced himself and shared his background. Previously worked with the Palm Beach Council in 2020-2021.

ADJOURNMENT

- Meeting adjourned at **2:20 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 2:30 PM
- Closed Session Statement read.
- Adjourned at 3:30 PM