



**STATE COUNCIL MEETING MINUTES  
2/8/2024  
VIA TEAMS VIDEO/AUDIO CONFERENCE**

STATE COUNCIL MEMBERS			
Marie Brand, Withlacoochee, Chair	Present <input checked="" type="checkbox"/>	Jan White, West Central	Present <input checked="" type="checkbox"/>
Northwest Representative	Present <input type="checkbox"/>	South Central Representative	Present <input type="checkbox"/>
Marshall Kapp, Panhandle, Vice Chair	Present <input checked="" type="checkbox"/>	Rita Duncan, Southwest	Present <input checked="" type="checkbox"/>
Sharon Lauter, North Central	Present <input checked="" type="checkbox"/>	Paul Wilson, Broward	Present <input checked="" type="checkbox"/>
Tim O'Keefe, East Central	Present <input type="checkbox"/>	Louis L.I. Grossman, North Dade	Present <input checked="" type="checkbox"/>
Brevard Representative	Present <input type="checkbox"/>	Maria Cristina Clark, S Dade & FL Keys	Present <input checked="" type="checkbox"/>
Diane Mongelli, First Coast South	Present <input checked="" type="checkbox"/>	Palm Beach Representative	Present <input type="checkbox"/>
First Coast Representative	Present <input type="checkbox"/>	Valerie Nubi-Collins, Treasure Coast	Present <input checked="" type="checkbox"/>
Jane Horowitz, Pinellas	Present <input checked="" type="checkbox"/>	Mary Darling, At-Large Member	Present <input checked="" type="checkbox"/>
Kevin Cronin, At-Large Member	Present <input checked="" type="checkbox"/>		

OTHER OMBUDSMAN PROGRAM REPRESENTATIVES	
Terri Cantrell	State Ombudsman
Diandra Taylor	West Region Ombudsman Manager
Jo Ann Quiles	East Region Ombudsman Manager
Renee Harkins	Legal Advocate, Central Office
Alice Terry	Government Operations Consultant II / Central
Audra Peoples	Staff Director / Public Relations Coordinator
Angela Andrews	State Council Liaison / Legal Assistant/Central
Lynn Penley	West Central District Ombudsman Manager
Samantha Kotz	South Central District Ombudsman Manager
Judy Carlson	West Coast District Ombudsman Manager
Alicia Salinas	South Dade District Ombudsman Manager
Tracie Rayfield	First Coast District Ombudsman Manager
Deborah Gerrell	Panhandle District Ombudsman Manager
Gloria Freyre	Broward District Ombudsman Manager
Sheila Mitchell	Palm Beach District Ombudsman Manager
Lisa Dale	First Coast South District Ombudsman Manager
Damaris Ortiz	West Central
Debbie Sitowski	West Coast
Rita Lavorgna	Southwest



Cindy Johnston	North Central
Cristina White	Panhandle
Deborah Linares	North Dade
Edilia Diaz	South Dade
<b>GUESTS</b>	

1. Meeting called to order – Chair, Marie Brand

- A. Chair Brand called meeting to order at 10:02 am
- B. Roll Call
- C. Quorum Established  Yes  No
- D. Review of Minutes from last meeting.
- E. Approval of minutes.

2. Opening Remarks – State Ombudsman – Terri Cantrell

- A. New Employees - There are new employees being added with a close search for those who will be the best fit for our program.
- B. NORS – Terri thanks the staff and volunteers for their patience as the program works on the current database.
- C. Phones – There was additional funding obtained. There is a new network/ infrastructure. Department I.T. is traveling around the state for implementation.
- D. LTCOP Website - There will be a new website coming soon provided by the Department of Elder Affairs.
- E. Food Provisions – If the districts hold meetings during a time of day when the volunteers would normally have their meals, food can now be provided.



- F. RTZ – Once OMIS is replaced with the new software, RTZ, it will make inputting of information much easier. This includes contacting the company with any issues that arise instead of going through DOEA I.T.
  - G. Jamie Freschi will continue to work with LTCOP and will present at the educational conference in April.
  - H. Guidehouse is also continuing their work with LTCOP.
  - I. Hotels – LTCOP is required to go with the lowest bid when searching for hotel venues for the conferences and council meetings.
  - J. Terri Cantrell proposes that the State Council meet virtually three times per year and do one in-person State Council Meeting during LTCOP’s annual educational conference.
3. Workgroups
- A. Legislative, Advocacy, & Regulatory – Kevin Cronin
    - i. This group met with lobbyists this quarter and discussed interactions with representatives and senators.
    - ii. Additional items discussed:
      - a. Transfer Trauma
      - b. Additional screening for staff in memory care units who are trained in CPR and first aid
      - c. Staff requirements of LPNs
      - d. Finishing touches on the group’s mission statement
  - B. Recruitment, Retention, Recognition – Marie Brand
    - i. Items discussed:



- a. Encourage all ombudsmen to wear their shirts, jackets and caps to draw attention to the program
- b. Want to continue having items with the LTCOP logo on them instead of generic items
- c. LTCOP Newsletter and making sure it is monthly
  - a. Making sure to recognize the ombudsman of the year in the newsletter
- d. New LTCOP logo
- e. New pamphlets are being printed

C. Training and Education – Diandra Taylor

- i. Discussed:
  - a. Upcoming educational conference, guest speakers, and presentations:
    - a. AHCA and their survey process
    - b. ALF Regulations vs Nursing Home Regulations
    - c. Medicaid/Medicare and personal needs allowances
    - d. Power of attorney training

4. Council Member Questions/Discussion

- A. Cristina Clark asks about the protocol on taking photographs inside facilities and expresses concern on whether or not AHCA listens to LTCOP volunteers



- B. Renee Harkins, Legal Advocate, states that there is an immunity statute but cautions volunteers not to violate residents' privacy and must obtain consent. Decide if there is an emergency situation and escalate it when you are not sure.
  - C. Marshall Kapp states that they are seeing the fruits of their labor paying off with the new volunteers in the Panhandle area. The work is being more evenly distributed.
  - D. Audra Peoples, Deputy Ombudsman, states there are eight new volunteers in Orlando, along with new volunteers in North Dade, Sarasota, and Pinellas. There are ninety-seven in training currently.
5. Old Business
- A. None
6. New Business
- A. Vote on changing the State Council meetings from two in-person a year to one in-person per year.
    - i. Marshall Kapp - first motion.
    - ii. Louis – second motion
    - iii. All in agreement
  - B. Louis wants to request a way for State Representatives to call in to the meeting at the hotel if they are unable to make it in person
    - i. Audra Peoples says she will work with the hotel to make this happen.
  - C. Audra informs everyone that the next State Council meeting is on April 18<sup>th</sup>.
  - D. Louis thanks Marie Brand for being a great Chairperson.
7. Public Comments
- A. None



8. Closing Comment – Marie Brand

A. “Each of us can make a difference, but together all can make a change”.

9. Motion to Adjourn

A. Marshall Kapp – Moves

B. Louis Grossman – Seconds

10. Adjournment at 11:40 a.m.