



**STATE COUNCIL MEETING MINUTES
11/16/2022
VIA TEAMS VIDEO/AUDIO CONFERENCE**

STATE COUNCIL MEMBERS			
Marie Brand, Withlacoochee, Chair	Present <input checked="" type="checkbox"/>	Bill Hulse, West Central	Present <input checked="" type="checkbox"/>
Raymond "Sully" Sullivan, Northwest	Present <input type="checkbox"/>	Donna Holden, South Central	Present <input checked="" type="checkbox"/>
Marshall Kapp, Panhandle, Vice Chair	Present <input checked="" type="checkbox"/>	Michael Alexander, 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"/>
Donna Nagel, Brevard	Present <input checked="" type="checkbox"/>	Maria Cristina Clark, S Dade & FL Keys	Present <input checked="" type="checkbox"/>
Diane Mongelli, First Coast South	Present <input checked="" type="checkbox"/>	Margaret Riccardi, Palm Beach	Present <input checked="" type="checkbox"/>
Linda Howard, First Coast	Present <input checked="" type="checkbox"/>	Valerie Nubi-Collins, Treasure Coast	Present <input checked="" type="checkbox"/>
Vacant, Mid & South Pinellas	Present <input type="checkbox"/>	Mary Darling, At-Large Member	Present <input checked="" type="checkbox"/>
Jane Horowitz, Pasco & North Pinellas	Present <input checked="" type="checkbox"/>		Present <input type="checkbox"/>

OTHER OMBUDSMAN PROGRAM REPRESENTATIVES	
Terri Cantrell	State Ombudsman
Lori Berndt	Deputy State Ombudsman
Diandra Taylor	West Region Ombudsman Manager
Jo Ann Quiles	East Region Ombudsman Manager
Lynn Hearn	Legal Advocate, Central Office
Betsy McAllister	State Training Administrator
Audra Peoples	Staff Director / Public Relations Coordinator
Angela Andrews	State Council Liaison / Legal Assistant
Lynn Penley	West Central District Ombudsman Manager
Samantha Kotz	South Central District Ombudsman Manager
Judy Carlson	West Coast District Ombudsman Manager
Robert Cochrane	East Central 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
Damaris Ortiz	West Central
Lisa Dale	First Coast South District Ombudsman Manager
Teri Sinclair	North Central
Bob Hood	North Central (district 3)



1. Welcome

- a. State Ombudsman, Terri Cantrell, began meeting at 10:30 a.m.
- b. Quorum Established: Yes No

2. Discussion Items

State Ombudsman Update – Terri Cantrell

- Next face-to-face State Council meeting will be January 5-6, 2023. Was pushed back due to Hurricane Ian.
- LTCOP has hired an outside consultant, Lance Robertson, from Guidehouse Consulting, to look at our Program. Lance Robertson was formerly with the Long-Term Care Ombudsman Program in Oklahoma. This is a team of experts that is being brought in to see what our program is doing and what can be changed and improved upon. Our Program here in Florida can be much better than it is currently, and our goal is to become “trailblazers” for this program.
 - One focus will be on our Policies and Procedures and taking a deep dive into the manual to assist with getting us back on track.
 - Another focus will be on our program’s database (OMIS).
 - The consultant will visit with all District Managers, whether in person or virtually, to maximize time. It is encouraged for all staff to take notes of their ideas before these visits to share with the consultant.
- We have created a newsletter intended to update our volunteers more often on changes in our program, as well as highlight all our hardworking staff and volunteers.
- We discussed concerns over staff training and the need for increased awareness of our program in long term care communities.
- It is imperative for seniors and those in our communities to know what we do.
- Kudos were given to Lori Berndt for all her hard work and a shout out to Gloria Freyre as well.
- We are happy to have Bill Hulsey representing district 8, joining our State Council.
- Introduction of Audra Peoples, LTCOP Staff Director.

Staff Director Update – Audra Peoples

- Have been visiting multiple districts and joining in on council meetings



- We are currently working on placing newspaper ads, church bulletin ads and ads on NPR, making our presence known to those in our communities and letting the public know of our need for volunteers.
- Also planning to increase awareness through Google ads, social media and through our website.
- Television ads could be in our future as well.
- Working on updating our program brochures in both English and Spanish.
- Very grateful to be working with such a wonderful program and welcome feedback.

3. Council Questions

Q: (Jane Horowitz) When will the consultants be starting?

A: (Terri Cantrell) As soon as possible and we hope to have everything completed by February or March. This is going to be a phased approach. It will not all get done at once and could stretch out a few years.

Q: (Margaret Riccardi) Having issues sending reports because iPad is incompatible with the district office software.

A: (Terri Cantrell) Our IT consultant will focus on how to better streamline our systems to make it easier for volunteers to use and to save them time.

Q: (Cristina Clark) Will we get to have input with the consultant?

A: (Terri Cantrell) Yes.

Q: (Sharon Lauter) Are there going to be any changes on forms?

A: (Lori Berndt) Yes, we are working on updating forms, etc. I really like the task force idea.

Q: (Donna Holden) Can Tallahassee provide laptops for ombudsmen?

A: (Terri Cantrell) It is my desire to have computer loaners for volunteers.

Q: (Paul Wilson, acting rep for district 12) Are there options for grant funding?

A: (Terri Cantrell) Still learning about funding. We have current grants.

Q: (Marie Brand, Chair) asks about 18 hour continuing education and concerns for us following the national model. Can the hours of continuing classroom education roll over?



A: (Terri Cantrell) No, it cannot.

Q: (Marie Brand, Chair) asks about additional training such as conversational Spanish.

A: (Terri Cantrell) there is always room for more training. LTCOP trainer keeps all training up to date. There are training videos.

There is talk of removing assessments from statutes.

Discussed training uniformity among DOMS.

Discussed DOMS who want to come back after leaving.

Q: (Marie Brand) We know we cannot take pictures of residents but are we allowed to take photos of food or objects in the facilities?

A: (Lynn Hearn) Will be happy to look into that.

Q: (Jane Horowitz) Is there anything we can do about nursing home staff behavior?

A: (Terri Cantrell) Have a meeting with AHCA coming up, so this can be brought up.

Q: (Jane Horowitz) What is the update on the upcoming educational conference?

A: (Audra Peoples) The RFP has gone through finance and waiting on the top bid.

Q: (Margaret R) Do we have the money for loaner computers?

A: (Terri Cantrell) This is something we are working on.

Closing Comments:

(Lynn Hearn) We are very happy to have Bill Hulse join our State Representative Council.

(Terri Cantrell) Yes, Bill Hulse is doing great things and I also want to give a shout out to Gloria Freyre for doing such a great job.

(Gloria Freyre) Thank you. I feel hopeful after listening to Terri's new ideas for the program.

4. **Public Comments:** None.

5. **Adjournment:**

12:05 PM