



## MEETING MINUTES

WEST CENTRAL

11/01/2024

10:30 a.m., EST

SENIOR CONNECTION CENTER, 8928 BRITTANY WAY, TAMPA, FLORIDA 33619

AND MICROSOFT TEAMS Meeting ID: 276 186 764 011 Passcode: Hu6jdB

Or call in (audio only) +1 850-792-8943 Conference ID: 843 691 594#

COUNCIL MEMBERS			
Laura Adams	Present <input checked="" type="checkbox"/>	Audrea Harvey	Present <input checked="" type="checkbox"/>
Hannah Alex	Present <input type="checkbox"/>	Harland Henry	Present <input checked="" type="checkbox"/>
Maria Angelos	Present <input type="checkbox"/>	Carol Jean Jones	Present <input checked="" type="checkbox"/>
Michele Bambrick	Present <input type="checkbox"/>	Diane Mayes	Present <input checked="" type="checkbox"/>
Carol Boraiko	Present <input checked="" type="checkbox"/>	Bob Murphy	Present <input checked="" type="checkbox"/>
Carolyn Chisano	Present <input type="checkbox"/>	Kathleen Ritch	Present <input type="checkbox"/>
Irene Dion	Present <input checked="" type="checkbox"/>	Lourdes Rodriguez	Present <input type="checkbox"/>
Regena Evers	Present <input checked="" type="checkbox"/>	Jan White	Present <input checked="" type="checkbox"/>
Marguerite Fisette	Present <input checked="" type="checkbox"/>	Laura Zimmerman	Present <input type="checkbox"/>

OTHER OMBUDSMAN PROGRAM REPRESENTATIVES	
NAME	TITLE
Lynn V. Penley	District Ombudsman Manager
Ashley Lee	Ombudsman in Training

GUEST NAME	ORGANIZATION
Karuna Khan-Gordon, Medical Healthcare Program Analyst	Agency for Healthcare Administration (AHCA)
Charisse Martinez, Sr. Human Services Program Specialist	Department of Children and Families (DCF)
Joby Pullappally, Environmental Supervisor II	Florida Department of Health – Hillsborough County (DOH)

### OPEN SESSION

- Called to order at 10:31 a.m.
  - Open Session Statement
- Quorum Established: ☒ Yes ☐ No  
Minutes Approved: ☒ Yes ☐ No [08/02/2024]

### UPDATES/REPORTS

- Irene Dion, Council Chair, welcomed all attendees.
- Lynn V. Penley, District Ombudsman Manager reported:

- Office closed on November 11 for Veterans Day and November 28 and 29 for Thanksgiving.
- Next public council meeting scheduled Friday, February 7.
- Reviewed deadlines for complaint cases, visits, and training hours.
- Karuna Khan-Gordon (AHCA) reported on the Agency's response to the recent hurricanes and facility requirement to report emergency status in the AHCA Health Facility Reporting System during emergencies.
- Charisse Martinez (DCF) introduced as the new DCF representative to the Ombudsman meetings.
- Joby Pullappally (DOH) reported DOH site visits to storm affected assisted living facilities and encouraged Ombudsmen to report food safety issues.

### **TRAINING**

- Innovative Ombuds Part 1: Information & Assistance and Discussion

### **ANNOUNCEMENTS**

- November birthdays: Jan White and Bob Murphy.
- Congratulations to Laura Zimmerman who received her five-year service pin.

### **NEW BUSINESS**

- None.

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

- None.

### **ADJOURNMENT**

- Meeting adjourned at 11:23 a.m.