

RESIDENTIAL OMBUDSMAN AND PUBLIC GUARDIAN ADVISORY BOARD
(ROPGAB) MEETING
(Face to Face)
September 15, 2017
at the
Office of the Long-Term Care (LTC) Ombudsman
Training Room
3855 Wolverine NE, Suite 6
Salem, Oregon 97305

MINUTES

MEMBERS PARTICIPATING:

Tom Giles, Chair
Michele Edwards
Bill Bard (phone)
Joe Leykam
Dwight Mowry
Susan Schreiber (phone)
Kelly Breshears
Jan Friedman
JW Terry

MEMBERS NOT PARTICIPATING:

STAFF PARTICIPATING:

Fred Steele, Director/State LTC Ombudsman
Rebecca Fetters, Deputy Director
Marissa Payne, OLTCO Admin
Chris Rosin, OPG

GUESTS:

Christian Hale
Rose Herrera
Travis Wall (phone)
Senator Dembrow

CALL TO ORDER: Call to order 9:01 am

Agenda: There is a change to the agenda- Toni will not be joining today.

Minutes: Mickey moved to approve, Kelly second, all approve

COMMITTEE BUSINESS

Announcements: none

Public comment: none

OLD BUSINESS: Tom wants to push out the minutes report to January. Susan has no problem with that, but feels there should be a conversation before January. Tom, Kelly, Jan and Susan will be in contact with each other to get that conversation going.

Jan passed out Susan's two reports regarding the minutes.

The Board is still trying to figure out what the role of the board is.

NEW BUSINESS: Bill believes we should be taking a strong stance on the sad deaths in the nursing home in Florida. While we don't have hurricanes, we do have extreme heat and weather conditions that create unsafe conditions for residents.

Mickey commented that many of our communities need to have a true disaster plan that actually takes into context what could happen at the particular place.

Bill was in Portland when the city saw ash falling for the first time since St. Helen's. Bill was told to not go outside without protection due to his heart valve. Our elderly are vulnerable and should be protected.

Rebecca stated that many facilities are not equipped with central air. During the extreme heat last month, many COs and staff were going out during weekends to make sure people were ok. On top of that, power went out last winter and facilities were handing out hand warmers as one of the sole sources of warmth.

Jan asked if there is there anything statutorily for this? If not, then there should be so that licensing can come in and ask for their disaster plan.

Fred said he began looking into the general disaster preparedness issue after the photos from a flooded Houston nursing home surfaced.

Susan thinks that having an online training and having that training accessible to COs in the field, would be beneficial to those COs when asking about disaster plans.

Tom believes there's no way our vulnerable citizens should be left. If Bill hears anything in his national committee meeting, he will bring that info to our next meeting or before.

Joe reminds us that disaster preparedness is always big when something happens, then it fades away. Fire preparedness needs to happen as fires are not random or infrequent here. This might be something to talk to licensing about.

Fred explains that the requirements and expectations are that medications are available and that evacuation exercises happen twice a year. There are plans on the coast for tsunamis. But is the plan actually going to be able to be implemented, especially with turnover rate of staff?

Dwight said that facilities need help adapting.

Mickey commented that our state has a generic state and county disaster plans. We need to get people to personalize those plans so that it meets their needs using the resources that are immediately available.

Tom concluded that we can't fix anything today, but we can keep it on our minds. We can write a letter to our legislators.

Joe wants to know what we can do to sustain the attention of this issue.

Mickey thinks the greatest failure is that the hospitals and facilities are not networked/have no connections.

Tom said we need to keep discussing and maybe have a subcommittee.

DIRECTOR'S REPORT: Fred: 1. Working towards stability with vacant positions. The new state Public Guardian is Chris Rosin. There is now a vacancy for the deputy position.

2. Volunteer plans- The agency is shifting to becoming more focused on volunteers across the board for all three programs. There is a plan to shift the LTCO volunteer recruiter, at least temporarily, to more of an agency wide role, as a volunteer expert and assist in building plans for our two new programs.

3. Legislative considerations: Fred is still working to fully understand what happened at the end of last session in regards to HB 2170 suddenly moving forward then halted. Is there still a desire for the foster child and parent ombudsman? He will be having discussions with legislators to assess the future of this concept.

There is still a conflict of interest that the OPG is housed under the LTCO.

Mickey reminds us that the agency has tried very, very hard to meet the expectations placed on us by the legislature. Our theme is advocating for the rights of the vulnerable individuals served by the programs.

Susan thinks that we may need a strategic planning process.

JW agrees and said that staff should be included with the strategic planning process

Jan said we are not confused about the conflict of interest, but how do we make sure that conflict doesn't become a problem.

Senator Dembrow: The Senator discussed his legislative perspectives regarding the OPG program. There was a budget challenge with OPG, but he is hoping that a stronger program is going to emerge. It will be a program that will partner with entities around the state so we can assure guardianship everywhere. Court visitor legislation was discussed. The efforts around court visitors had some snags- hopefully we can figure out how to get that through in 2018 or 2019.

Jan said that court visitors are so important because Oregon doesn't have court appointed attorneys or hearings.

Joe thinks that reintroduction is very important.

Mickey mentioned that people in eastern Oregon are in need of a guardian and there are not many court visitors with the qualities that will provide a good report to the court. It's an ongoing problem and there have been some terrible miscarriages, like an absentee guardian appointed who is from the west side of the state for someone in the east.

Fred said that the WINGS group has restarted and for the next year the group should be very active due to a year long grant through the bar. They are a possible resource.

OPERATIONS REPORT: Rebecca: Position updates- She is working with Chris to fill the OPG deputy position. The AS2 for LTCO has been hired- Tami Hinshaw. 1 or 2 people have been identified in that AS2 process who could serve as the OPG AS2. A part-time deputy will be recruited for LTCO to fill the remaining FTE of the current LTCO Deputy who is now part-time. The volunteer recruiter for RFO will also be posted soon.

Volunteers- Rebecca passed out Lene's report for LTCO. We are pulling reports to help us see where our areas of need are or where there are fluctuations.

This data is strictly LTCO, not RFO. The average LTCO volunteer serves 2.3 facilities and 135 individual residents.

With our existing deputy resources, LTCO can get to about 60% of facilities/beds. If a call of concern comes from one of the other 40%, someone goes out to handle that concern. Key performance measures for LTCO are almost done for the last fiscal year and they will be online.

Joe asked what is the goal of facility visits?

100% would be a great goal. It would take possibly 2-3 more deputies and an additional admin to get us to that 100%. The number of hours put in by volunteers equates to \$1.5 mil if they were paid employees.

There will be data dumps in the future with OPG and RFO databases getting up and running.

OPG UPDATE: Chris: This is his 8th day on the job. Chris' background: Bachelor's in Political Science, law degree, and an attorney in good standing with the bar. Before OPG, he was a Lane Co APS specialist. Chris has been an OPG Deputy since the beginning.

There is a transition going on and intense activity for the program. Legal costs have gone down. In his new role, Chris will probably keep doing assessments and is likely to keep certain cases. Joe wanted to make sure that Chris considers being able to balance a caseload and working on the external partnerships for the program.

OPG has developed protocols with Seniors Citizens Council of Clackamas County (SCCCC).

There are several current OPG clients that are being reviewed for transfer to SCCCC. 1 client has transferred already to SCCCC.

Our current case load is 21 plus 2 petitions, waiting for judgment signature, and possibly 1 more emergency. Looking at 20 cases max per deputy and a max of 2 intakes per month. The AS2 can do a lot of the routine casework.

Growth in the foundation of the program and how it's interacting with partners, stakeholders, counties- that's what the focus of the program is at this time, as well as increasing numbers. OPG is providing cost savings to other agencies by doing intense case management. OPG is working with hospitals and others to partner.

OPG has an after-hours number for evenings and weekends. OPG will need to do payment compensation in order for the deputies to take the phone for the weekend/evenings. Multnomah County uses a call center. The program has looked into a call center as an option, but the call volume is not there to warrant that expense.

OPG is looking at volunteers and how to use them.

ANNUAL REPORT: Mickey: The Board hasn't done a report in the last 2 years, mostly because of the change that the agency has been going through. The annual report shows facts and is a way to put a face on what the Board does.

Susan thinks we should know what we want to put into the report before deciding when to put it out.

The Board discussed what they want the report to do: Marketing plan, report card, telegraphing our priorities as an agency/board?

KPM is like report card, but only reporting on LTCO.

It could talk about priorities and goals, as well as challenges/changes.

Kelly will send out the ODVA report to everyone as an example.

Where are we sending it? Who is it going to? The Board would like to use it as a legislative tool. Need for supports and support of the volunteers. The agency has had to make cuts. It needs to go to the governor too.

The Board wants to demonstrate their support for the OPG program and the need for it.

The court visitor piece could be a component of the report. Build on the support of volunteers- elevate their role.

The report could address emergency/disaster planning.

Susan would like to include that the model of volunteerism has been violated. Reducing mileage reimbursement and training is unacceptable.

We need to be supporting volunteers with best practices and continuing education.

How do we make it happen? Susan and Joe volunteered to take charge on the annual report.

RFO: Toni was absent. A full RFO update will occur at the next Board meeting.

Rebecca answered a question about the status of the current agency budget: The agency's LAB was received yesterday. Some narrative needs to be written and then the LAB will be sent in.

Tom would like to see a detailed budget.

CLOSING THOUGHTS: October 20 is the next meeting and it will be via teleconference. Please RSVP when asked.

The meeting was adjourned at approximately 1:35pm