

SAN LUIS OBISPO COUNTY COMMISSION ON AGING
Department of Social Services Building, Conference Room #101 3433 South Higuera,
San Luis Obispo, CA 93401
March 26th, 2025 Minutes

Members Present: Maryanne Zarycka, Sue Gibson, Anita Shower, Paul Worsham, Laura Edwards, Jerry Mihaic, Charmaine Petersen, Mike Bossenberry, Louise Justice, Kristin Allen, Susannah Fenton, Jessica Yates, Danielle Raiss, Dianna Votaw, Claryce Knupper, Jamie Moothart, Ilene Brill, Paige Anderson, Rod Brown

Members Absent: Paulina Flores Jimenez, Alexis Okumura

Call to Order: 10:00 am

Flag Salute.

"Meeting is Being Recorded" Announcement

Public Comment:

Louise Justice

- New SLOWAV program Wheelchair Accessibility Vehicle effective now
- This program ensures that people with disabilities, including wheelchair users, have access to wheelchair-accessible vehicles (WAVs) for ride-hailing services
- Program for the whole county
- Program for 18+
- Fare increase in transportation will go into effect May 1st if approved by the board of supervisors

Laura DeLoye

- CAPSLO is creating another screening April 28th at 3pm at the downtown cinema in SLO for Hidden Creek movie
- Quarterly Caregiver Retreat with CAPSLO day care center

Jerry Mihaic

- County Supervisor meeting April 8th, county is facing a 15-million-dollar deficit, attend to make our voices heard and be informed

Danielle Raiss

- SLO Master Plan for Aging is available online and open for public comment visit the ASPC county website page

Approval of January 2025 Minutes: First motion was made to approve minutes second motion made by Laura Edwards to approve with corrections noted.

Presentation:

Long Term Care Ombudsman Services of San Luis Obispo County

Presenters: Karen Jones

Ombudsman Services

- Created 1978 with Federal Older American's Act (law)
- Available throughout the U.S.
- Part of Federal Administration on Aging/Administration on Community Living
- Part of CA Department of Aging

Mission Statement

- Promoting the highest possible quality of life and care for all residents of long term care facilities

All Services are Provided in SLO County

- Skilled Nursing Facilities
 - 7 Locations
 - 754 Beds
- Residential Care Facility for the Elderly
 - 100 Locations
 - 1,507 Beds

What Services do Ombudsman Provide?

- Resident Centered Advocacy
- Facility Monitoring Visits: 2,235 visits in 23/24
- Complaint Investigation and Resolutions: 438 investigations in 23/24
- Witness Advanced Health Care Directives: 46 Directives 23/24 CA Mandate only
- Information and Assistance (including placement information): 495 I&A Provided in 23/24
- Community Education: 18 sessions provided in 23/24
- System Advocacy

Additional Duties

- CA requires LTC Ombudsman to receive, verify and refer reports alleging abuse/neglect in:
 - Intermediate Care Facilities for the Developmentally Delayed
 - Congregate Living Facilities
 - Adult Residential Facilities
 - Adult Day Health Care and Adult Day Programs

Who Provides our Services?

- 5 paid staff (3 full-time and 2 part-time)
- 6 certified volunteers

We Investigated 438 Complaints in 2023/24

- Abuse/Neglect: 81
- Access to Information: 7
- Admission/Eviction: 16
- Autonomy/Choice/Rights: 51
- Financial and Property: 23
- Care: 104
- Activities/Social Services: 6
- Dietary: 42
- Environment: 59
- Facility Policies/Staffing: 36
- Complaints re outside providers: 1
- Others (family issues): 12

How We Help Resolve Complaints

- Education
 - Information about regulations, rights, policies and procedures
- Empowerment
 - How to resolve problems
- Direct intervention
 - Investigate, talk with staff, refer complaints to other agencies, etc.
- Follow up

Consent

- Ombudsman services are advocacy. We MUST obtain consent from the resident or the party responsible before taking action on behalf of a specific resident or group of residents.
- If a problem does not identify a specific resident or group of residents, then we can take action without getting consent from residents.

Advocacy

- Individual
 - Specific issues that do not have a legal solution and instead require mediation skills
- Systemic
 - Rules, requirements, laws that need to be created, changed or eliminated

Facility Challenges

- Long-term care is a multi-billion-dollar industry. Care facility residents and their financial resources (savings/assets) or insurance are the financial base for this industry.
- Every decision in the facility is related to money, including:
 - Staffing
 - Food quantity and quality
 - Heating/cooling
 - Repairs/maintenance
 - Activities
- Often LTCO frequently use facility regulations to resolve high \$ cost complaints

Family Issues

- Families are frequently unprepared for the difficulties they will face as their loved ones lose the ability to meet their own needs. Issues include:
 - Costs
 - Family dynamics
 - Location
 - The (lack of) willingness of the loved one to comply with the care plan
- Ombudsman use mediation skills to help families overcome some of these challenges.

When Should You Contact an Ombudsman?

When you:

- have concerns or complaints about a care facility
- are looking for placement options for a loved one
- are looking for community resources for an older adult or a person with a disability
- need information on care facility regulations
- need ideas for how to solve a problem for an older adult or a person with a disability
- need information on resources in other areas

Interested Volunteer Opportunities?

Ombudsman volunteers are part of our team and receive:

- Initial certification training
- Continuing education training
- Mentoring, assistance, and support
- Access to resources (information and supplies)
- Mileage Reimbursement
- For more information, please contact us at:
Karenjones@ombudsmanslo.org
 or 805-785-0132

Questions?

Karen Jones, Executive Director/Program Manager
karenjones@ombudsmanslo.org
805-785-0132

New Member Application

Rod Brown

- Introduction and background of Rod Brown
- Motion from Paul and second motion to approve Rod Brown as Alternate Member-at-Large, all in favor.

ASPC

Jerry Mihaic

- March 7th every first Friday of the month
- KAREN JONES PRESENTATION "ALL ABOUT CA SYSTEMS ADVOCACY & LEGISLATIVE PROCESS"

AAA

Susannah

- Senior Connection is hiring information and recourse specialist
- Reach out to Susannah if interested

Scam Update

Isabela

- National April 3rd putting on "National Crime Victims Awareness" speakers, crime survivors come in and talk to the community
- Location of the meeting will be right across from the DA's office Monterey Street
- Most common scams right now are coming from the hands of caretakers
- Online scams are hard to persecute within our area

Membership Update

- Alternate Member at Large vacant positions
- All of district supervisors' positions currently filled

Co-Chair Report

- Agenda filled with presenters until October
- November will be moved to the 19th due to Thanksgiving

Next Meeting: April 23rd, 2025 at Conference Room #101 3433 South Higuera, San Luis Obispo, CA 93401

Minutes submitted by Gabriela Garcia. Reviewed by Co-Chairs.

Long Term Care Ombudsman Services of San Luis Obispo County

KAREN JONES, EXECUTIVE DIRECTOR/PROGRAM MANAGER

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Systems Advocacy*

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Empowerment

- How to resolve problems

Direct intervention

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Follow up

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Ombudsman services are advocacy. We MUST obtain consent from the resident or the responsible party before taking action on behalf of a specific resident or group of residents.

Example: Mrs. Smith did not get her medications this morning.

If a problem does not identify a specific resident or group of residents, then we can take action without getting consent from residents.

Example: Boxes blocking a fire exit.

Complaint Examples

Family Issues

Mrs. Smith wants to return home but her daughter refuses to allow her to go home. Mrs. Smith has a lot of health issues and needs 24-hour access to skilled nursing services. She cannot afford to pay for this level of care at home. Mrs. Smith also has some confusion and is very set in her ways.

Facility Issues

Mr. Jones uses a motorized wheelchair. The nursing facility says they do not allow motorized wheelchairs.

Advocacy

Individual

- Specific issues that do not have a legal solution and instead require mediation skills

Example: Resident moves out without giving proper notice. Ombudsman asks facility to release the resident from legal requirement to give notice or pay the rent.

Systemic

- Rules, requirements, laws that need to be created, changed or eliminated

Example: Requiring skilled nursing facilities to have 96-hours of backup power during power outages.

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- Heating/cooling
- Repairs/maintenance
- Activities

Often LTCO frequently use facility regulations to resolve high \$ cost complaints.

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