



OREGON
LONG-TERM CARE
OMBUDSMAN



Residential
Facilities
Ombudsman
Program

**The
RESIDENTIAL OMBUDSMAN AND PUBLIC GUARDIAN ADVISORY BOARD
will hold a public meeting on:
June 18, 2021
8:30 AM — 12:00 PM**

*Due to the recent virus issues, this meeting will be held by video conference only. Attendees should not come to the office. **Instructions for how to join the meeting are below.***

Agenda

8:30 - 8:50

Call to Order/Welcome/Introductions

Approval of Agenda

Approval of Minutes

Correspondence, Announcements, Related Activities

Post meeting letter for Sen Dembrow

Biden Infrastructure Letter

Election Slate Identification

Old Business

New Business

8:50 - 9:15 Director's Policy and Legislative Update - Director Steele

9:15 - 9:30 Agency Operations report – Deputy Director Sarah Blam-Linville

9:30 - 9:40 Public Comment

9:40 OPG Operations Report: Review and discussion

9:50 LSCO Operations Report: Review and discussion

10:00 - 10:10 Break

10:10-11:10 RFO Discussion

Volunteer Program Development

Advocacy for additional staffing plan

11:10 - 11:40 Board discussion

- Agency Principles/Conflict of Interest

- Intersession Work Planning

11:40 - 12:00 Conclusions

PLEASE MUTE YOUR SYSTEM AND DO NOT USE SPEAKERPHONE OPTION

You may join the meeting from your computer, tablet or smartphone. This is a video conference meeting.

You will have the option to appear on screen using your computer camera, and/or audio only using your computer or phone.

To join the meeting, go to

<https://zoom.us/j/275006054>

Meeting ID: 275 006 0541

Phone Option:

1-253-215-8782

2750060541#

The meeting ID is: 275-006-0541

When starting/joining a meeting, you can join the audio by phone or computer.

- Choose “Join Audio by Computer” to connect your computers mic and speakers to the Zoom Meeting. You can test you Audio sources by using the “Test Computer Audio” link when joining.
- Choose “Phone Call” and dial the number provided. Enter in the Meeting ID and make sure to input the “Participant ID”. Clicking on the Mic icon will let you mute and unmute your audio once connected.

Video

Access Video settings before or during a meeting by clicking on the “Settings” icon on your Zoom Desktop Application. On the Video tab you can preview and change your camera source via the down arrow. Clicking on the Video icon will let you start and stop your video feed

Is the public permitted to attend this meeting?

Members of the public are invited and encouraged to attend Committee meetings. Persons wishing to comment are asked to indicate that they would like to speak during the public comment period and indicate the topic of their comments when they sign in before the meeting. They will be allotted three minutes to make their comments. Written summaries of public comments are appreciated to ensure they are accurately reflected in the meeting minutes. Please plan to submit 15 copies of written materials at the time of your presentation.

Who do I contact if I have questions or need reasonable accommodations?

The meeting location is accessible to persons with disabilities but right now we are not meeting in person. **A request for an interpreter or reasonable accommodations should be made at least 48 hours prior to the meeting by calling 800-522-2602.**

If you are interested in volunteering:

Prospective or current volunteers are welcome to attend any Residential Ombudsman and Public Guardian Advisory Board meeting. For an application or more information about volunteering for any of the OLTCO programs, visit www.Oregon.gov/LTCO or call Natascha Cronin at 971 600-6149.

Long Term Care Ombudsman Dashboard for June 2021 ROPGAB

Visits	98	Complaints Closed	147
New Verified Complaints	129	Resolution Rate of Closed Verified Complaints	89%

** March 2021 data

Since last ROPGAB

- Most important to report this month: LTCO visits by COs and Deputies up to 98 total visits in March (up from 10 in February)!!!
- **State LTCO elected as Treasurer and Board Member for National Association of State Long Term Care Ombudsman Programs (NASOP).**
- DHS Executive Orders, and thus COVID cases in LTC, down again – but still 50+ buildings with EOs.
- Move-out notice issue: AFH cases of residents being sent to hospital and not allowed to return, similar to what was fixed last Fall in RCF/ALFs, appear to be increasing. Legal aid has taken a couple recent cases. Working to create consistency with RCF/ALF rules.
- State LTCO presented to Senate Health Care committee on May 24; topic: COVID in LTC

- COVID impact in LTC by the numbers:
 - 56 congregate facilities (NFs, ALFs, RCFs, MCCs) with active COVID case(s) as of 6/13/2021 (94 last month)
 - 1,338 deaths in NFs, ALFs, RCFs, & MCCs as of 6/9/21
 - 49% of Oregon COVID-related deaths are in these LTC settings (does not include AFHs)

**Oregon Public Guardian and Conservator Program Update
As of June 1st, 2021**

		Notes
Guardianships & Conservatorships		
Functional Capacity	85	(Number of deputy FTE x 20) + Number transferred to SCCC = (4 x 20) + 5= 85
Appointed Clients	84	
Assessments in Progress	0	
Accepted not yet appointed	0	
Caseload	84	
Waitlist	20	Waitlist is partially reopening and will fully reopen over the next couple of months
Assessments Completed	0	
Less restrictive alternative, or family member identified to be guardian	0	
Petitions filed	0	
Petitions granted	0	
Petitions pending	0	
Petitions denied	0	
Closed	0	
Transferred to SCCCC	0	
Managed by SCCC	5	
High Risk Teams		
Teams	5 Active – 3 on Hiatus	Lane, Deschutes, Clackamas, Crook, Jefferson – Mid Valley, Umatilla and Klamath are on Hiatus.

ROPGAB – June 18th, 2021 – OPG update outline

- Changes in OPG since last ROPGAB
 - **Huge changes will occur next month!**

- Success in past month
 - OLTCO Agency budget (HB 5019-1) is nearly completely through the legislative process (Passed out of the full House on June 10th with only passing the senate and governor's signature remaining
 - Includes +6 FTE for OPG
 - Deputy program director
 - 4 Deputy public guardians
 - 1 Case Manager
 - Also includes full restoration of all previous budget cuts to DOJ and other services and supplies included in GRB
 - Advanced recruitment for “limited duration” positions has been very successful
 - Nothing final, appears we will be hiring 3 of the new deputy positions and tentatively all will be able to start prior to July 1st
 - Volunteer training program remains on track to be ready for the first training to occur this summer

- Barriers in the past month
 - Full caseload capacity with current resources remains the biggest ongoing barrier – **Change is coming soon!**



O R E G O N
LONG-TERM CARE
OMBUDSMAN

ROPGAB: Office of the Long-Term Care Ombudsman

Natascha Cronin and Carole Sebens, Recruitment Specialists

RECRUITMENT ACTIVITY REPORT – MAY 2021

LTCO 2021



R&S Volunteers = 17
 SMP Volunteers = 22
 SMP Trainees = 25
 New Volunteers Certified = 6
 Certified Ombudsman Resigned = 3
 New Applications = 5
 Volunteer Inquiries to date = 68

LTCO Certified Ombudsman = 152
 District 101 = 33 District 106 = 18
 District 102 = 23 District 107 = 10
 District 103 = 15 District 108 = 12
 District 104 = 17 District 109 = 7
 District 105 = 17

RFO 2021



New Volunteers Certified = 0
 Volunteers Resigned = 0
 New Applications = 3
 Volunteer Inquiries to date = 37
 RFO Ambassadors = 7
 Office Volunteer = 1
 Porch Drop Volunteers = 4

RECRUITMENT ACTIVITY REPORT – MAY 2020

LTCO 2020



R&S Volunteers = 20
 SMP Volunteers = 23
 New Volunteers Certified = 0
 Certified Ombudsman Resigned = 0
 New Applications = 2
 Volunteer Inquiries to date = 101

LTCO Certified Ombudsman = 157
 District 101 = 23 District 106 = 13
 District 102 = 32 District 107 = 9
 District 103 = 15 District 108 = 14
 District 104 = 26 District 109 = 7
 District 105 = 18

RFO 2020



New Volunteers Certified = 0
 Volunteers Resigned = 0
 New Applications = 0
 Volunteer Inquiries to date = 4

RFO Ambassadors = 8
 Office Volunteer = 1

VOLUNTEER RECRUITMENT & OUTREACH ACTIVITIES

May 2021

LTCO

District 1

5/4/21 Put presentation video, *Reporting for Certified Ombudsmen: The Re-Boot!*, on YouTube

District 2

5/4/21 Washington County R&S

District 3

District 4

District 5

5/5/21 Attended Team Meeting

Week long Radio PSA

5/11/21 Created article to submit to newspapers, waiting on approval

District 6

District 7

5/26/21 Marion County R&S

5/27/21 Presentation to WOU gerontology class

District 8

District 9

5/11/21 Trying to get prices for Billboards

SMP

SWTE

5/26/21 Connected with Danielle Vota as a speaker from Conflict Resolution Program at the University of Delaware

- Communicating with the Holiday Inn regarding deposit and rescheduling of event
- New dates selected: May 10, 11, 12
- Created pricing sheet/excel for give-aways at SWTE
- Ordered event banner

Statewide

5/25/21 Statewide R&S Meeting

- Got the Oregon Wine Press Magazine ad rates
- Answered recruitment questions from Rosa Walton, Louisiana State Long-Term Care Ombudsman
- Answered recruitment questions from Mary Jane Leonhardi, Regional Coordinator Coachella Valley Long Term Care Ombudsman Program-Riverside County, Council on Aging – Southern California

- Virtual Conference Veterans
- Create, order CO postcards
- Updated agency and CO website

Training

May: 11, 13, 18, 20, 25, 27

10AM - 12PM, lunch break, 1PM - 3PM

Registration, provide roster info to staff, poll questions, summary/follow-up emails, survey responses, schedule Fred visit, mailing of training materials, collections of certification paperwork, tech support, create and share videos of each session

Recruitment Status Update:

	#	Districts Represented	Notes
Ready for Training	8	1, 3, 5, 9	Vetted, but haven't registered for a training
Training in July	3	1, 5, 6	
Training in September	0		
Being Vetted	10	1, 3, 4, 5, 6, 7	
On Hold	7	1, 3, 4, 5	

RFO

This month we switched to two webinars but invited the five regions we are recruiting for. The first webinar had 4 registered and 3 attended. The second one had 3 registered but 0 attended. All is not lost though, as all who register get an email with a link to a previously recorded webinar.

Various

- Online recruitment site updates
- Provide Facebook post recommendations
- New flyer reflecting webinar updates
- Created five county map graphic for webinar
- Edited and posted webinar video on YouTube to share with attendees

Union

Klamath

Multnomah

Received one application.

Josephine

Umatilla

Other

Two applicants from Lane – one for porch drops and one for Ombudsman. Willing to work in Multnomah.

Recruitment Status Update

Multnomah – 1 waiting for training

OPG

Responded to four volunteer inquiries. Began planning for recruitment rollout for summer.

Residential Facilities Ombudsman (RFO)
Intellectual and/or Developmental Disabilities and Mental Health

ROPGAB Update : 6/18/2021

May 2021

Calls	104	Resulting cases/Investigations	17
Cases closed in May	25	Open cases as of May 31, 2021	60

Example issues for callers since last ROPGAB

- Control of schedule- Provider refusing transportation supports related to individual's financial supports and banking
- Move Out Notice- Individual given 30 day notice for continual incontinence and soiling themselves in community areas of the home
- Choice of residence- Individual would like to move to a different placement not receiving assistance
- Specialized medical equipment - Individual requires an electric lift vendor refuses to order, provider unable to provide care
- Involuntary Move Out Notice- Two individuals have lived together for 20 years, provider wants to move both of them to separate homes.
- Choice to associate and communicate with any person- Individual denied opportunity to go out to eat with a friend.
- Choice to associate and communicate with any person- Provider forbids individual to attend community events with former staff
- Availability, quantity, quality of preferred food- Individual being served unappetizing foods, not given enough time to eat
- Choice to associate and communicate with any person- (COVID) Provider overly restricting access and visits by family members
- Required medical care in home- Provider not following hospice orders
- Right of religious freedom- Individual would like to attend church
- Choice of residence- Individual would like to move to independent living but SC will not send out packet
- Service Coordinator responsiveness- SC will not respond to individual
- Support plan differs from individual's request- Care plan meetings without

the individual present. SC will not revise the ISP to reflect individual's choices

- o Financial – Rep Payee – individual's access to own funds and ability to direct own spending

Volunteers/Outreach

RFO's **11** volunteers reported a total of **97.5** hours in the month of May. Several volunteers have spent time assisting in the Porch Drops, including packing bags and making phone calls. The monthly volunteer meeting in Multnomah county has been expanded to include volunteers from all counties. The Virtual Volunteer Open houses have been fully transitioned to the Volunteer Recruiter Team.

*Per Department of Human Services and Oregon Health Authority COVID-19 guidelines, as of April 2021, RFO volunteers are now allowed entry into homes if a county is identified as outside of the "extreme" category. Volunteers had not previously been allowed to enter homes since March of 2020.

During this period, RFO staff participated in the following groups, outreach or trainings this month; Civil Commitment – Disability Rights Oregon, Debunking Nutrition Myths, Statewide Safety Manager Meeting, OHA Client Collaboration Quarterly Meeting, Wildfire Prevention, COVID Advocate group.

Porch Drop outreach

Porch Drops continued in Clackamas, Polk, Morrow and Umatilla counties during the month of May. One Ambassador delivered Porch Drop bags to 23 homes in Polk County, while two Ambassadors delivered bags to 24 homes in Umatilla County. Two deputies delivered bags to 25 homes in Clackamas County and one deputy delivered bags to 2 homes in Morrow County. Each bag included an RFO poster and information about the program. The bags for individuals also included an art project, posters/outreach materials, hand sanitizer, and an invitation to the Meet-and-Greet on Zoom. The art project bags continue to be assembled by the RFO office volunteer. A total of **289** individuals spread over **74** homes in 4 counties were

reached in the month of May. This puts the total of individuals reached over **1100!**

Porch Drops	Polk-May 2021	Clackamas-May 2021	Umatilla/Morrow-May 2021	Total To date
# of homes	23	25	26	332
License capacity	87	117	76	1284
# of bags to individuals	87	112	90	1176
# of bags to providers	23	25	26	332
# of calls to homes	30	36	28	392
# of miles driven	220	151	943	2826

From the RFO deputies this month

On challenges ...

“One person was baited into an anxiety driven behavior then calls were placed to guardian to calm individual and usually wound up leaving the facility. This caused the individual to stay at parents’ home more often than the facility.”

“Providers have been creative with getting individuals to exit the homes even when the exit does not meet criteria for evictions.”

On positive outcomes...

“I contacted a legal guardian about a positive resolution for the individual being able to stay in their home, the guardian broke into tears thanking RFO for helping their family member who desperately wanted – and had the right - to stay.”

Resources

Official OHA reports related to COVID-19 and residential settings can be found:

OHA COVID-19 Webpage (midway down link to all dashboards)

<https://govstatus.egov.com/OR-OHA-COVID-19>

OHA Weekly COVID-19 report

<https://www.oregon.gov/oha/PH/DISEASESCONDITIONS/DISEASESAZ/Emerging%20Respiratory%20Infections/Weekly-COVID-19-Report.pdf>

ODDS Weekly COVID-19 report (embedded in the above links)

<https://www.oregon.gov/dhs/SENIORSDISABILITIES/DD/ODDS%20Resource%20Library/ODDS-Residential-COVID-19-Report.pdf>