



LIVE WELL  
SAN DIEGO

*Advisory Council for Aging & Independence Services*  
**LTC Ombudsman and Facilities Subcommittee**

November 13, 2023 | 2:15 PM

5560 Overland Ave, Joaquin Anguera Room, 3rd Floor

*Virtual Participation*

Call in: (669) 900-9128

Meeting ID: 848 6983 8009

Passcode: 798486

Click here to [Join Zoom Meeting](#)

**AGENDA**

\*Attachment

1. **Call to Order:** Dan McNamara, Chair
  - a. Welcome & Guest/Member Introductions
  - b. Confirmation of quorum (quorum = 2)
2. **Statement (just cause) and/or Consideration of a Request to Participate Remotely (emergency circumstances) by a Council Member, if applicable.**  
(Possible Action)
3. **Standard Business:**
  - a. Public Comment/Announcements: Members or non-members
  - b. Approval of 7/12/23 Meeting Minutes (Action)\*
4. **General Discussion:**
  - a. Review updated goals
  - b. White paper preparations
  - c. Increasing membership on LTCOF Committee
  - d. Discussion on changing the meeting time
5. **Next Meeting:** TBA
6. **Adjournment**

*This meeting is public, and the location is ADA accessible.  
If you are planning to attend and need special accommodations,  
please call (858) 495-5885 at least three days in advance of the meeting.*

Supporting documentation and attachments for items listed on this agenda may be viewed at Aging & Independence Services, 5560 Overland Avenue, Suite 310, San Diego, CA 92123, or received by calling (858) 495-5885.

Advisory Council for Aging & Independence Services  
**LTC Ombudsman and Facilities Subcommittee**  
 July 10, 2023 | 2:15 PM  
 5560 Overland Ave, Suite 310, San Diego, CA 92123

**MINUTES**

<b>Members</b>		<b>Absent Members</b>	<b>Guests</b>
Attendance:	Mina Kerr Elaine Lewis Dan McNamara		
		<b>Staff</b>	
		Mariana Emele-Lopez	
<b>Item</b>	<b>Outcome</b>		
1. Call to Order	<b>Dan McNamara, Chair, called meeting to order at: 2:15 PM</b> a. Welcome & Guest/Member Introductions b. Confirmation of Quorum = 3 Members Present		
2. Statement (just cause) and/or Consideration of a Request to Participate Remotely (emergency circumstances) by a Council Member			
3. Standard Business	a. Approval of July 10, 2023 Meeting Minutes (Action)* i. M: Elaine S: Mina		
4. Guest Speakers	Mariana Emele-Lopez; Ombudsman Program Specialist spoke to the subcommittee.		
5. General Discussion	a. Questions for the guest speakers on data i. The committee members asked questions of Mariana regarding the ombudsman program. There were several questions about the data regarding the tracking of complaints, staffing, and raising awareness. Mariana took notes and promised to share them with Lourdes and Sunita. The committee had asked specific questions about the tracking of repeated complaints by complainants from the same facility to determine if the complaints number is skewed. There was also a discussion about the possibility of an advocacy program to help assign advocates that would have ongoing relationships with individuals living in facilities without representation or advocates. We have asked to have Lourdes, Sunita, and Mariana join us again in August. b. White paper preparations i. The group had decided to wait on the White Paper topic until we have more information from the Ombudsman team. The original topic that we had chosen on advocacy remains the focus until we can get more information.		
2. Next Meeting	November 13, 2023		
3. Adjournment	3:15 PM		

Respectfully submitted by Dan McNamara.