



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

September 8, 2025 | 10:30 a.m.

5560 Overland Ave, MSSP Conference Room, 3rd Floor

Virtual Participation

Meeting ID: 896 0683 8701

Passcode: 284631

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AGENDA

*Attachment

- 1. Call to Order:** Elaine Lewis, Chair
 - a. Welcome & Guest/Member Introductions
 - b. Confirmation of quorum (quorum = 3)
- 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 July 14, 2025, Meeting Minutes (Action)*
- 4. General Discussion:**
 - a. Review LTC Ombudsman and Facilities Subcommittee Goals*
 - b. Review Strategies for Increasing LTC Ombudsman and Facilities Subcommittee media presence to attract volunteers
 - c. Discuss Live Well Meetings
 - d. Review feedback on our recommendations for improving LTC Ombudsman volunteer on-boarding process
- 5. Next Meeting:** October 13, 2025, 10:30 a.m.
- 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
Long Term Care Ombudsman and Facilities Subcommittee

July 14, 2025, 10:30 a.m.
5560 Overland Ave, 3rd Floor, MSSP Room
San Diego, CA 92123

MINUTES

Members		Absent Members	Guests
Attendance:	Elaine Lewis, Chairman Bradlyn Mulvey Faye Detsky-Weil Rhys Jones		Rachel Lehnert, Regional Coordinator
	Staff		
	Sunita Upchurch, Brittney Willis, Lourdes Ramirez		
Item	Outcome		
1. Call to Order	Elaine Lewis called the meeting at 10:32 am a. Welcome & Guest/Member Introductions b. Confirmation of quorum (3) There was a quorum.		
2. Statement (just cause) and/or Consideration of a Request to Participate Remotely (emergency circumstances) by a Council Member	N/A		
3. Standard Business	a. Public Comments/Announcements: None b. Approval of June 9, 2025 Meeting Minutes: M/S – R. Jones/B. Mulvey (Passed 4-0)		
4. General Discussion	1. The LTC and Facilities Subcommittee continued to review the goals for consideration of goals for the current year. Because there is a new vendor responsible for the 211-phone connection, Elaine thought it was advisable to monitor it; she will ask Jana if this is possible. 2. Looking at the Living Well Program, the subcommittee was tasked with monitoring and participating in the program. Elaine would like the members to attend at least one meeting a year, be present, and report back to the subcommittee what was learned. Each area is a collection of different vendors who present topics of interest to that area. Each area of the county has a different focus: Central: housing for all, health and well-being, education and economic development; South County: food security, homeless behavior, and mental health; North County: substance abuse/prevention, and mental health. There is no West. 3. To learn about when the meetings happen, go to the website under the label of “Get Involved.” 4. There has been no feedback about the letter Elaine presented to the Board of the General Council of AIS. She will follow up about that and let us know about it. 5. The staff updated the subcommittee on progress in the goal to increasing exposure of the Ombudsman Program in an attempt to gain more volunteers. Two volunteers finished certification class; there are 28 certified volunteers presently. One staff member is doing community outreach, and the Elder Care Directory posted a whole page on Ombudsman. They are to receive \$3.1 million each year for the next three years due to legislative advocacy. The funds are divided among the LTO programs in California. This is one funding source and there are others so that the staff members present thought they would be all right budget-wise. 6. Other options were discussed to increase exposure such as doing public service announcements on radio and television in both English and Spanish. Sally, the communications manager, will be consulted to see if this could be done. The Penny Saver, The Family, Patch, and The Reader are all places that we could put out information about the Ombudsman Program. Also, we discussed whether writing public announcements would be helpful to the Department. Generating a list of places to post announcements and an outline of what to say might be helpful. Janna will be contacted to ask Sarah Jackson to speak to our group at the next meeting in September. Rachael Tate was interviewed by AARP; this interview could be used for it dealt with recruiting for long term care.		

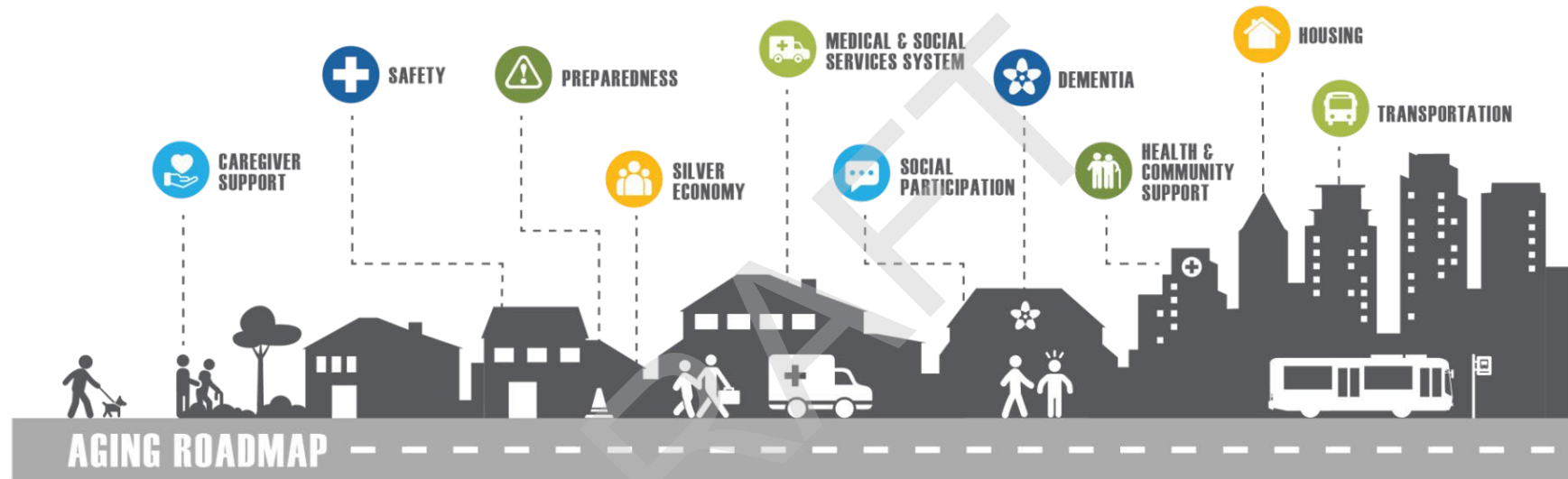
	7. Aside from ways to expose Ombudsman program, the chairman discussed our mandate to advise the AIS General Counsel about legislation related to proposals and changes in the law related to skilled nursing facilities and residential care facilities for the elderly. No one is aware of the legislation so the committee will contact Jana to find out about current legislation that the subcommittee could focus our attention on.
5. Next Meeting	September 8, 2025, at 10:30 am at 5560 Overland Avenue, 3rd Floor, MSSP Conference Room
6. Adjournment	Meeting adjourned at 11:27 am

Respectfully submitted by Bradlyn Mulvey, Secretary

AGING & INDEPENDENCE SERVICES (AIS) ADVISORY COUNCIL | GOALS 2025 – 2028

COUNCIL FOCUS: Use or gain expertise to identify, project, and anticipate needs and trends, and advise on AIS operational actions to address the needs of older adults and persons with disabilities.







AGING ROADMAP: County of San Diego’s [regional plan](#) that is implemented and organized by 10 focus areas that collectively represent the County’s comprehensive system of care, including both person-centered and community-wide efforts. Roadmap focus areas are as follows and identified throughout the Council’s Goals:








GOALS 2025 – 2028

#	Goal	Timeline	Lead	Measure	Outcome	Status
1	<p>Advise on Area Plan updates for FY 2025-2026.</p>	Feb – May 2025	Ad Hoc Area Plan Subcommittee	<ul style="list-style-type: none"> Meeting date(s) Discussion Vote and authorization of Council Chair to sign letter of transmittal 	<ul style="list-style-type: none"> Ad Hoc Area Plan Subcommittee met on 3/27/25. Area Plan public hearing comment and consideration of acceptance during Advisory Council meeting on 4/14/25. Discussion included: Area Plan 2025-2026 updates and process and content of the Area Plan. The Ad Hoc Subcommittee recommends continued consultation, input, and monitoring of progress from the Advisory Council. Authorization passed with 20 votes on 4/14/25. 	Completed







AGING & INDEPENDENCE SERVICES (AIS) ADVISORY COUNCIL | GOALS 2025 – 2028

1a	Advise on Area Plan updates for FY 2026-2027. 	Feb – May 2026	Ad Hoc Area Plan Subcommittee	<ul style="list-style-type: none"> Meeting date(s) Discussion Vote and authorization of Council Chair to sign letter of transmittal 	<ul style="list-style-type: none"> Discussion included: 	Not yet started
2	Monitor and plan for services for older adults to meet the needs of the growing population. 	Ongoing	Ad Hoc Area Plan Subcommittee and Advisory Council	<ul style="list-style-type: none"> Discussion 	<ul style="list-style-type: none"> Discussion included: 	In progress
3	Find engaging speakers for the AIS Advisory Council general meetings. 	Ongoing	Advisory Council	<ul style="list-style-type: none"> Speakers 	<ul style="list-style-type: none"> Speakers' topics included: 	In progress
4	Expand participation in appropriate Auxiliary Subcommittees. 	Ongoing	Advisory Council	<ul style="list-style-type: none"> Meeting date(s) Discussion 	<ul style="list-style-type: none"> Auxiliary Subcommittee met on: Discussion included: Authorization passed: 	In progress
5	Participate in appropriate Ancillary Subcommittees. 	Ongoing	Advisory Council	<ul style="list-style-type: none"> Meeting date(s) Discussion 	<ul style="list-style-type: none"> Ancillary Subcommittee met on: Discussion included: Authorization passed: 	In progress
6	Research and make recommendations for priority areas to support economic security amongst older adults in San Diego County. 	Ongoing	Affordability in Aging Subcommittee	<ul style="list-style-type: none"> Finding(s) Discussion 	<ul style="list-style-type: none"> Topics may include, but are not limited to, affordable housing for older adults, transportation for older adults, healthcare programs for older adults, and financial supplemental programs for older adults. 	In progress




AGING & INDEPENDENCE SERVICES (AIS) ADVISORY COUNCIL | GOALS 2025 – 2028

7	Research and make recommendations for priority areas of healthcare and hospital community systems for older adults. 	Ongoing	Healthy Aging Subcommittee	<ul style="list-style-type: none"> Finding(s) 	<ul style="list-style-type: none"> Topics may include, but are not limited to, neurodegenerative diseases of AD, PD, FTD, Dementia, polypharmacy, and life planning to increase awareness and education within the health care providers' community. 	In progress
8	Review how older adults who have the greatest economic or social need are made aware of and utilize nutrition services including CalFresh benefits. 	Ongoing	Nutrition Subcommittee	<ul style="list-style-type: none"> Finding(s) 	<ul style="list-style-type: none"> Topics may include, but not limited to, review of nutrition resources and education through the AIS website, California Association of Food Banks, California Department of Food and Agriculture, and printed materials. Examine the barriers to CalFresh benefit enrollment with online and phone applications, and how enrollment assistance is promoted through navigation support. 	In progress
9	Review the research and implementation efforts of local and national 'food as medicine' initiatives that focus on the integration of food for disease prevention and management. 	Ongoing	Nutrition Subcommittee	<ul style="list-style-type: none"> Finding(s) 	<ul style="list-style-type: none"> Topics may include, but not limited to, enhancing nutritional quality through increased fruit and vegetable consumption and the importance of good nutrition for older adults living with chronic health conditions, and how local health care providers are integrating the 'Food as Medicine' program models for the purpose of reducing food and nutrition insecurity. 	In progress
10	Increase awareness about good oral health and dental treatment options through public insurance benefits. 	Ongoing	Nutrition Subcommittee	<ul style="list-style-type: none"> Finding(s) 	<ul style="list-style-type: none"> Topics may include, but not limited to, the barriers to the utilization of Medi-Cal Dental insurance benefits, the outreach efforts by California Smile, and an annual update with Dr. Whyte, County Chief Dental Officer. 	In progress
11	Identify disease risk and injury reduction strategies to advocate for educational opportunities for older adults. 	Ongoing	Healthy Aging Subcommittee	<ul style="list-style-type: none"> Finding(s) 	<ul style="list-style-type: none"> Topics may include, but are not limited to, cardiac health, diabetes, oral health, hearing and vision loss, care and nutrition, dementia, and neurodegenerative diseases. 	In progress

AGING & INDEPENDENCE SERVICES (AIS) ADVISORY COUNCIL | GOALS 2025 – 2028

12	Monitor and advise on AIS programs through presentations and site visits. 	Ongoing	Nutrition Subcommittee	<ul style="list-style-type: none"> Meeting(s) and date(s) attended Topics may include, but not limited to, the outreach activities to the outlying and rural communities where nutrition resources are limited to distant retail businesses. 	In progress
12a	Congregate Meals (Title III C1) and Transportation to Dining Sites (Title III B). Review nutrition education and in-service requirements for congregate sites. 	Ongoing	Nutrition Subcommittee	<ul style="list-style-type: none"> Meeting(s) and date(s) attended Topics may include, but not limited to, site visits for the purpose of reviewing the social engagement and nutrition education supports and CalFresh outreach. 	In progress
12b	Home-Delivered Meals (Title III C2) 	Ongoing	Nutrition Subcommittee	<ul style="list-style-type: none"> Meeting(s) and date(s) attended Discussion included: 	In progress
12c	SNAP (Cal Fresh) 	Ongoing	Nutrition Subcommittee	<ul style="list-style-type: none"> Meeting(s) and date(s) attended Topics may include, but not limited to, tracking the proposed California legislation to maintain level of CalFresh benefits if the federal investment is decreased. 	In progress
12d	Older Adult Health Promotion (Feeling Fit, Fall Prevention, etc.) and Healthy Aging in life-long learning. 	Ongoing	Healthy Aging Subcommittee	<ul style="list-style-type: none"> Meeting(s) and date(s) attended Awareness and Promotion of local programs in lifelong learning to support Healthy Aging. 	In progress
13	Monitor pending legislation in all goal areas and participate with respective committees and AIS staff in analysis of legislation. 	Ongoing	Advisory Council and Ad Hoc Legislative Subcommittee	<ul style="list-style-type: none"> Legislation monitored Discussion included: Recommendations: 	In progress

AGING & INDEPENDENCE SERVICES (AIS) ADVISORY COUNCIL | GOALS 2025 – 2028

14	Attend <i>Live Well San Diego</i> meetings once a quarter, and monitor AIS programs in support of the <i>Live Well San Diego</i> vision. 	Ongoing	Long-Term Care & Ombudsman Facilities	<ul style="list-style-type: none"> • Date(s) of regional meeting(s) attended 	<ul style="list-style-type: none"> • Recommendations for improvement, including assessment of effectiveness or additional resources needed. • Discussion included: 	In progress
15	Advise AIS on legislative proposals and changes related to Skilled Nursing Facilities and Residential Care Facilities for the Elderly. 	Ongoing	Long-Term Care & Ombudsman Facilities	<ul style="list-style-type: none"> • Legislation monitored 	<ul style="list-style-type: none"> • Raise and maintain awareness for the AIS Advisory Council surrounding legislation related to skilled nursing facilities and residential care facilities for the elderly. • Discussion included: 	In progress
16	Monitor and advise AIS on the Ombudsman program standard of operations, goals, performance, and increasing the number of volunteers as well as advise on areas of concern related to long-term care. 	Ongoing	Long-Term Care & Ombudsman Facilities	<ul style="list-style-type: none"> • Meeting(s) and date(s) attended 	<ul style="list-style-type: none"> • Recommendations for improvement, including assessment of effectiveness or additional resources needed. • Discussion included: 	In progress