



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

October 13, 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 September 8, 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. Explore recommendations for improving LTC services
 - e. Review feedback on our recommendations for improving LTC Ombudsman volunteer on-boarding process
 - f. Review previous goals from Aging & Independence Services (AIS) Advisory Council | GOALS 2022 – 2025*
5. **Next Meeting:** November 10, 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

September 8, 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		
	Staff		
	Brittney Willis, Lourdes Ramirez		
Item	Outcome		
1. Call to Order	Elaine Lewis called the meeting at 10:34 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: Staff members reported five people in orientation class now and 3-4 will join in October. There was an article in Eldercare, an AIS quarterly publication on the Ombudsman program. b. Approval of July 5, 2025 Meeting Minutes: M/S – R. Jones/E. Lewis (Passed 4-0)		
4. General Discussion	<p>The group discussed various topics related to aging and long-term care including legislative proposals, committee goals, and potential areas for collaboration. They considered advising on legislative proposals at both the state and the federal levels, ensuring their goals are representative and exploring how they can support the Office of the Long-Term Care Program. Also, they touched on the importance of engaging speakers for the AIS General Council meetings and addressing misconceptions about the aging populations.</p> <p>The conversation shifted to setting priority areas for economic security and healthcare for older adults and nutritional services. The members discussed the increasing awareness about oral health and disease risk reduction strategies, as well as monitoring AIS programs and pending legislation. The group explored strategies for increasing the Long-Term Care Ombudsman and Facilities exposure via media presence to attract volunteers.</p> <p>The group delved into Live Well meetings, the Live Well San Diego Long Term Care Facilities Telebriefing, and the need to dig deeper into Live Well to identify relevant aspects for their work. They discussed a letter that was submitted to the General Council and the hope for a positive outcome.</p> <p>The topic of IHSS (In-Home Supportive Services) and its relationship to AIS and how it relates to the Long Terms Ombudsman and Facilities Subcommittee was raised. They dis-cussed hospice care, the Older Americans Act, and the complexities of navigating the system for long-term care services.</p> <p>The conversation touched on the role of the AIS Call Center, the IHSS Public Authority, and the challenges of ensuring continuity of care as individuals transition between different care settings. Also, the committee addressed issues related to inappropriate placements in long-term care facilities and home.</p>		

	The group discussed the need for more geriatric doctors and specialized training, as well as the impact of immigration policies and inherited wealth on long-term care. Mentioned were the sliver economy, long term care insurance, and the challenges of affording and utilizing such insurance.
5. Next Meeting	October 13, 2025, at 10:30 am at 5560 Overland Avenue, 3rd Floor, MSSP Conference Room
6. Adjournment	Meeting adjourned at 11:34 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




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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

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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

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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

AGING AND INDEPENDENCE SERVICES (AIS) ADVISORY COUNCIL | GOALS 2022 – 2025

LT1 Monitor and make recommendations for enhancements or change to Choose Well.

LT2 Promote awareness of respite/adult day care programs, in-home supportive services, and/or affordable facility care as alternatives to nursing home care. Ongoing • Long Term Care & Ombudsman Facilities • Promotion methods

LT3 Participate and represent the Advisory Council in appropriate Auxiliary subcommittee(s). Ongoing • Long Term Care & Ombudsman Facilities • Name and dates of Auxiliary subcommittee meetings attended

LT4 Monitor and advice (including but not limited to areas of concern, seeking input from stakeholders or subject matter experts, input on action plans, and participation in recommendation of policy:

LT4a Call Center Ongoing • Long Term Care & Ombudsman Facilities • Meeting(s) and date(s) attended

LT4b Care Coordination programs Ongoing • Long Term Care & Ombudsman Facilities • Meeting(s) and date(s) attended

LT4c Case Management programs Ongoing • Long Term Care & Ombudsman Facilities •

LT4d Person-centered care management Ongoing • Long Term Care & Ombudsman Facilities

LT4e Ombudsman Volunteer Recruitment Ongoing • Long Term Care & Ombudsman Facilities • Promotion methods [Recommendations to increase volunteer recruitment including outreach methods].

LT4f Cal AIM Implementation Ongoing • Long Term Care & Ombudsman Facilities

LT5 Monitor and advise AIS on legislation proposals and changes related to Skilled Nursing Facilities and Residential Care Facilities for the Elderly.

LT6 Monitor and advise AIS on the Ombudsman program standard of operations, goals, and performance.