



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

November 10, 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 October 13, 2025, Meeting Minutes (Action)*
4. **General Discussion:**
 - a. Review LTC Ombudsman and Facilities Data
 - b. Review Strategies for Increasing LTCO
 - c. Discuss strategies for supporting volunteers
 - d. Explore Recommendations for improving LTC services
 - e. Discuss "ride alongs" with LTCO volunteers/supervisors
 - f. Follow up Long Term Care Sector Telebriefing meetings, HICAP, and the County's Office of Legislative Counsel
 - g. Continue to explore avenues for tracking State and Federal Legislation that might impact long term care services
 - h. Discuss letter to the Advisory Board's Chair Susan Mallett*
5. **Next Meeting:** January 12, 2026, 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

October 13, 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		Petra Heim-Rollan
	Staff		
	Brittney Willis, Lourdes Ramirez, Sunita Upchurch		
Item	Outcome		
1. Call to Order	Elaine Lewis called the meeting at 10:30 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 four-five people in orientation class now and 3-4 will join in October. Also, a number of non-profits are going to be doing 'Trunk or Treat' venues for Halloween. b. Approval of September 8, 2025 Meeting Minutes: M/S – R. Jones/E. Lewis (Passed 4-0)		
4. General Discussion	<p>The committee members focused on volunteer recruitment and retention as major challenges. They brainstormed recruitment strategies including public service announcements and targeted specific groups like college students—particularly those in gerontology, public health, and nursing programs, military personnel and church groups. Also, the discussion touched on the need to provide better support for existing volunteers, including assistance with documentation. The possibility of volunteers entering their own data using the ODIN system was mentioned as a potential improvement for the volunteers and a way of securing data.</p> <p>The committee discussed the importance of being informed about legislative and regulatory changes affecting long-term care and facilities. Exploring ways to access relevant information such as signing up for Long Term Care Sector Telebriefing meetings, HICAP, and the county's Office of Legislative Counsel. The committee considered inviting a representative from Healthcare Licensing Board to provide insights into gaps in legislation and general care.</p> <p>Finally, the group revisited past goals and activities of this committee to identify potential areas of focus. Discussed promoting awareness of respite adult care programs, participating in auxiliary subcommittees, and monitoring the Office of Long-Term Care Ombudsman's program standards and performance. A ride along with an ombudsman was suggested as a way for committee members to gain better understanding of their work. The meeting concluded with a commitment to pursue these various avenues and a call for committee members to reflect on past successes and bring forward any relevant ideas.</p>		
5. Next Meeting	November 10, 2025, at 10:30 am at 5560 Overland Avenue, 3rd Floor, MSSP Conference Room		
6. Adjournment	Meeting adjourned at 11:50 am		

Respectfully submitted by Bradlyn Mulvey, Secretary

----- Original message -----

From: "elaine.lewis" <elaine.lewis@sandiego.edu>

Date: 10/16/25 4:19 AM (GMT+06:00)

To: smallett19@cox.net, Jana Jordan <jana.jordan@sdcounty.ca.gov>

Subject: OLTCO data and guest

Susan,

I hope this email finds you well. In meeting with staff from OLTCO we talked about data points that might be good measures of progress. We would like to obtain volunteer data: number of new volunteer applications in the previous month and where and how they found out about volunteering, number of volunteers with status pending in last 30 days, number of volunteers trainings held in the past 30 days and scheduled, number of volunteers attending or schedule to attend a training, number of volunteers completing the intake process and are shadowing in the past 30 days, total number volunteers now working independently.

The committee has been assured the information we requested is currently generated by the OLTCO on an ongoing basis. Hopefully, we are not creating new work for an already overloaded system.

We would like any nonconfidential information on complaints and the number of complaint visits in the past month.

We are also asking to able to invite a staff member from Health Care Licensing to join our next meeting. The committee believes we might be able to get a better idea of how the subcommittee can offer ideas that might support people receiving long term care, the organizations providing, and monitoring long term care services in San Diego County. We are looking for information on how the LTCO subcommittee might be able to support overall long term care services.

This is a completely selfish request. We want to offer support so when we need to access services we can do so confidently.

Thank you for all you do.

Stay safe,

Elaine M Lewis PhD

(pronouns: they, them, she, her)

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“Life is more manageable when thought of as a scavenger hunt as opposed to a surprise party.” Jimmy Buffett