



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

April 13, 2026 | 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 March 9, 2026, Meeting Minutes (Action)*

- 4. General Discussion:**
 - a. Review of Long-Term Care Ombudsman (LTCO) and Facilities Details Report from the LTCO office.
 - b. Discuss ways to support greater transparency, accountability, and enforcement of regulations in the Long-Term Care industry; Review Data collected regarding the Family Councils in Long-Term Care Facilities ([Family Councils - CANHR](#)).
 - c. Discuss Solace in relationship with LTCO Volunteers (<https://www.solace.health/>).
 - d. Discuss joining the next gathering of LTCO Volunteers.
 - e. Continue to explore avenues for tracking State and Federal legislation impacting Long-Term Care Services.
 - f. Discuss changing meeting time.
 - g. Discuss next steps.

- 5. Next Meeting:** April 13, 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

March 9, 2026, 10:30 a.m.
 5560 Overland Ave, 3rd Floor, MSSP Conference Room
 San Diego, CA 92123

Meeting ID: 896 0683 8701
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MINUTES - DRAFT

Members	Absent Members	Guests
Attendance:	Elaine Lewis, Chair Faye Detsky-Weil (Zoom) Rhys Jones Bradlyn Mulvey	Julie Hendrick Cristin Whittaker Gifton Cheung
Staff		
Lourdes Ramirez, Kristin Rigsbee, Sunita Upchurch, Brittney Willis		
Item	Outcome	
1. Call to Order	Elaine Lewis called the meeting at 10:39 a.m. 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	Public Comments/Announcements: Julie Hendrickson raised concerns about the Master Plan on Aging's lack of specific acknowledgment of Community Care Licensing's role and the enforcement of regulations in Residential Care Facilities for the Elderly (RCFEs). She emphasized the importance of community care licensing and ensuring enforcement to address safety issues in these facilities, suggesting a system problem that needs analysis. a. Approval of February 9, 2026, Meeting Minutes: Approved. M/S: Rhys Jones, Faye Detsky-Weil	
4. General Discussion	<p>The committee then discussed ways to support greater transparency, accountability, and enforcement of regulations in the long-term care industry. A key topic was the review of data on family councils in long-term care facilities, with the goal of understanding how many are functioning effectively. Challenges in establishing and maintaining family councils were discussed, including difficulties in finding a suitable time for meetings and a lack of leadership among family members.</p> <p>The possibility of partnering with the Office of the Long-Term Care Ombudsman to assist in developing family councils was explored, along with the potential for using Zoom meetings to facilitate participation. The committee also considered the need to educate and raise awareness among families about the existence and importance of family councils.</p> <p>Strategies for increasing the number of Long-Term Care Ombudsman volunteers were discussed, including the possibility of developing public service announcements (PSAs) and addressing issues with the volunteer application process, such as fit-testing requirements. The committee also explored potential avenues for advertising the ombudsman program and recruiting volunteers.</p> <p>Finally, the committee briefly touched on the topic of tracking state and federal regulations, with a mention of an article that was sent out for review. Overall, the meeting focused on identifying challenges and exploring potential solutions for improving transparency, accountability, and enforcement in the long-term care industry, with a particular emphasis on family councils and volunteer recruitment.</p>	
5. Next Meeting	April 13, 2026, at 10:30 a.m. at 5560 Overland Avenue, 3rd Floor, MSSP Conference Room	
6. Adjournment	Meeting adjourned at 11:46 a.m.	

Respectfully submitted by Bradlyn Mulvey, Secretary