



Aging & Independence Services (AIS) Advisory Council Meeting Agenda
Long Term Care Ombudsman and Facilities Subcommittee
May 11, 2026, 10:30 AM
County Operations Center, 5560 Overland Ave, 3rd Floor
MSSP Conference Room, San Diego, CA 92123

Virtual Meeting Participation Options:

To Join Virtually: [Join the meeting now](#)

Microsoft Teams Meeting ID: 269 978 879 218 | Meeting Password: LF7dq7c3

Phone conference ID: 766 089 682#

AGENDA

*Attachment

1. **Call to Order:** Elaine Lewis, Chair
 - a. Welcome & Guest/Member Introductions
 - b. Confirmation of quorum (quorum = 3)
 - c. Approval of April 13, 2026, Meeting Minutes (Action)*
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
4. **General Discussion:**
 - a. Review OLTC Ombudsman and Facilities Details Report from the LTCO office
 - b. Review LTCO subcommittee goals
 - c. Discuss next steps

Federal required goals of a long-term care ombudsman subcommittee

- The federally mandated goal of a Long-Term Care (LTC) Ombudsman program—including its subcommittees and representatives—is to advocate for the health, safety, welfare, and rights of residents in nursing homes and residential care communities. They achieve this by identifying, investigating, and resolving complaints, as well as providing policy analysis.

Under the [Older Americans Act \(OAA\)](#), authorized by the Administration for Community Living, the core responsibilities of these programs are:

- **Complaint Resolution:** Investigating and resolving complaints made by or on behalf of residents.

- **Resident Advocacy:** Advocating for residents' rights and quality of life in long-term care settings.
- **Facility Access:** Ensuring residents have regular and timely access to ombudsman services.
- **Systems Advocacy:** Analyzing, commenting on, and recommending changes to laws and regulations.
- **Information Sharing:** Educating the public, residents, and providers about residents' rights and care practices.

Subcommittees often focus on advising on operational actions, identifying local needs, or investigating specific areas like staffing and training to meet these broader federal goals.

Current Goals

- Monitor and make recommendations for enhancements to Choose Well & Ombudsman Facilities meeting(s) attended
- Quarterly meetings of effectiveness or additional resources needed.
- Advise AIS on legislation proposals and changes related to Skilled Nursing Facilities and Residential Care Facilities for the Elderly.
- Ongoing Long-Term Care & Ombudsman Facilities Legislation Monitored
- Raise and maintain awareness for the AIS Advisory council surrounding legislation related to skilled nursing facilities and residential care facilities for the elderly.
- 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.

AAA goals of LTCO subcommittee

The Area Agency on Aging (AAA) Long-Term Care Ombudsman (LTCO) Subcommittee focuses on overseeing, supporting, and advocating for the local LTCO program to ensure residents in long-term care facilities receive quality care and have their rights protected.

Key goals of the AAA LTCO subcommittee include:

- **Program Oversight & Monitoring:** Ensuring the local LTCO program complies with the [Older Americans Act \(OAA\)](#) and [Area Plan](#) objectives, maintaining high-quality services and proper fiscal management.
- **Designation of Services:** Recommending to the [State Ombudsman](#) an organization to deliver local Ombudsman services and handling the RFP process.
- **Supporting Advocacy & Access:** Ensuring LTCO representatives have regular access to facilities, and that resident complaints regarding rights, health, safety, and welfare are investigated and resolved.
- **Volunteer Development:** Setting goals for, and overseeing, the recruitment, training, and management of volunteer ombudsmen.
- **Conflict of Interest Management:** Ensuring that the contracted LTCO agency is free from conflicts of interest and operates independently, as required by law.

- **Systems Change Advocacy:** Analyzing, monitoring, and recommending changes to laws, regulations, and policies that affect long-term care residents.

Additionally, the subcommittee works to enhance the visibility of the LTCO program, ensure adequate funding, and support the development of residents and family councils.

5. Next Meeting: July 13, 2026

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.



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Meeting Attendance

Members Present In Person:

1. Rhys Jones
2. Elaine Lewis, Chairman
3. Bradlyn Mulvey

Members Absent:

1. Faye Detsky-Weil

Guests Present:

1. Gif Fon, Previous Administrator for Long Term Facility

AIS Staff Present:

1. Lourdes Ramirez
2. Brittany Willis
3. Sunita Upchurch

Meeting Minutes - Draft

1. **Call to Order:** Elaine Lewis, Chair
 - a. Welcome & Guest/Member Introductions
 - b. Elaine called the meeting to order at 10:39 AM
 - c. Confirmation of quorum (quorum = 3): A quorum was achieved.
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



- On Wednesday, April 22, 2026, from 9-12 at The Tierrasanta Seventh-day Adventist Church at 11260 Clairemont Mesa Blvd, there will be a Living Well 65+ Resource Fair.
- b. Approval of March 9, 2026, Meeting Minutes (Action)*
[M/S – E. Lewis / R. Jones: Unanimous]

4. **General Discussion:**

The Long-Term Care Ombudsman and Facilities Subcommittee meeting began with introductions and the approval of minutes from the previous meeting. A significant portion of the meeting was dedicated to the topic of advocacy and support for individuals in long-term care, especially those without family ("solo agers") or sufficient financial resources. They discussed SOLAS, a Medicare-covered advocacy program, and JFS, a non-profit that provides advocacy services, particularly for those with severe mental health issues. Concerns were raised about the potential for-profit motives and affiliations of some advocacy groups.

The committee explored the challenges of filling gaps in support for residents, particularly those who lack family and may need assistance with medical decisions or financial matters. They discussed the possibility of referring residents to advocacy groups but also acknowledged the limitations and potential drawbacks of endorsing specific services. The role of fiduciaries and care managers were also considered.

The Office of the Long-Term Care Ombudsman's report was reviewed, including the certification of new volunteers and the decertification of others. The committee discussed the use of overtime funds to support facility visits. They also delved into data collection on complaints, resolutions, and visits, and the challenges of accurately interpreting the data due to withdrawn complaints. The importance of monitoring the Ombudsman program was emphasized.

The committee considered advocating for legislative changes to support long-term care residents and discussed the possibility of sharing information on relevant legislation at future meetings. They also touched on the topic of family councils and their potential to improve services and empower residents. A model for creating effective family councils was shared, emphasizing the importance of staff involvement and providing incentives for participation.

Finally, the committee discussed the possibility of moving the meeting time to 11 AM to improve efficiency. A motion is made to change the meeting time, pending approval from a member who is absent.

5. **Next Meeting:** May 11, 2026, at 10:30 AM

6. **Adjournment**

Respectfully submitted by Bradlyn Mulvey