



Aging & Independence Services (AIS) Advisory Council Meeting Agenda

Long Term Care Ombudsman and Facilities Subcommittee

October 12, 2026, 10:45 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 = 4)
 - c. Approval of September 14, 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. Quarterly Update from LTCOF.
 - b. Follow up on shadowing an Ombudsman.
 - c. Discuss how to support the LTCO with developing and supporting Family Councils.*
- 5. Next Meeting:** November 9, 2026, 10:45 AM
- 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.



Aging & Independence Services (AIS) Advisory Council Meeting Minutes
Long Term Care Ombudsman and Facilities Subcommittee
September 14, 2026, 10:45 AM
County Operations Center, 5560 Overland Ave, 3rd Floor
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Meeting Attendance

Members Present In Person:

1. *Elaine Lewis, Chair*
2. *Faye Detsky-Weil*
3. *Rhys Jones*
4. *Bradlyn Mulvey*
5. *Mina Kerr*
6. *Dan McNamara*

Members Absent: None.

AIS Staff Present:

1. *Sunita Upchurch*
2. *Brittney Willis*

Meeting Minutes - Draft

1. **Call to Order:** Elaine Lewis, Chair
 - a. Welcome & Guest/Member Introductions
 - b. Elaine called the meeting to order at 11:00 AM
 - c. Confirmation of quorum (quorum = 4): 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: Staff reported there was the onboarding of three new Master of Social Work (MSW) interns into the Ombudsman Program which was met with great enthusiasm. The interns



will be working 16 hours per week. The staff discussed plans for their training and integration into the program.

- b. Approval of July 13, 2026, Meeting Minutes (Action)*
[M/S – B. Mulvey / R. Jones: Unanimous]

4. General Discussion:

- a. The majority of the meeting reviewed the previous quarter's data from the LTCO. The report highlighted that there were 31 certified volunteers, with visits made to 501 residential care facilities for the elderly (RCFEs) and 84 skilled nursing facilities (SNFs). The statistics revealed that 82% of RCFEs and 100% SNFs had been visited, although it was noted that staffing shortages would likely impact future visits. The group discussed complaints received, noting that the primary issues reported in RCFEs were related to abuse, neglect, and exploitation, with psychological abuse being a significant concern. In SNFs, the most common complaints revolved around admissions, transfers, and discharges, with many residents facing unsafe discharges due to financial constraints.
- b. The conversation also touched on the challenges of staffing within the Ombudsman program, with one regional coordinator resigning and the need for additional staff. The team expressed concerns about the impact of budget constraints on its ability to serve the community effectively, especially in light of the increasing need for services.
- c. Throughout the meeting, participants shared insights on the importance of advocacy and the need for legislative support to address systemic issues within long-term care facilities.
- d. The discussion concluded with a focus on the importance of maintaining pressure on the county supervisors to ensure adequate funding and resources for the Ombudsman Program so that vulnerable populations in the long-term care setting receive adequate services.

5. Next Meeting: October 12, 2026, at 10:45 AM

6. Adjournment: Meeting adjourned at 11:45 AM

Respectfully submitted by Bradlyn Mulvey, Secretary

Role of the Ombudsman Regarding Family Councils

- **Technical Support:** Ombudsman programs are mandated under federal and state frameworks (such as the Older Americans Act) to provide “*technical support for the development of resident and family councils.*” – [[The Consumer Voice](#)].
- **Advocacy and Guidance:** Ombudsmen help relatives connect, organize, and understand their rights to form self-determining groups. [[1](#), [2](#)]
- **Support, Not Enforcement:** While federal rules grant families the right to form these councils and meet privately in facilities, the Ombudsman acts as a resource and facilitator rather than an enforcer of a facility-mandated requirement to create one.

• The State of California requires and mandates that the Long-Term Care Ombudsman Program support the development and establishment of resident and family councils. [[1](#), [2](#)]

Ombudsman Responsibilities

- **Support and Training:** Local ombudsman representatives provide technical support, assistance, and guidance for forming and maintaining family and resident councils. [[1](#), [2](#)]
- **State and Federal Mandate:** This duty is governed by federal guidelines under the Older Americans Act and state mandates under the [Older Californians Act](#) (Welfare and Institutions Code section 9700 et seq.), which tasks the Office of the State Long-Term Care Ombudsman with overseeing these supportive duties. [[1](#)]

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.

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 resident and family councils.