



*Aging & Independence Services (AIS) Advisory Council Meeting Agenda*  
Long Term Care Ombudsman and Facilities Subcommittee  
July 13, 2026, 10:45 AM  
County Operations Center, 5560 Overland Ave, 3<sup>rd</sup> 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 May 11, 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 of OLTC Ombudsman and Facilities Details Report from the LTCO office
  - b. Review of LTCO subcommittee goals\*
  - c. Discuss next steps
  
- 5. Next Meeting:** September 14, 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  
May 11, 2026, 11:00 AM  
County Operations Center, 5560 Overland Ave, 3<sup>rd</sup> Floor  
MSSP Conference Room, San Diego, CA 92123

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### **Meeting Attendance**

*Members Present In Person:*

1. *Faye Detsky-Weil*
2. *Rhys Jones*
3. *Elaine Lewis, Chair*
4. *Bradlyn Mulvey*

*Members Absent: None*

*AIS Staff Present:*

1. *Brittney Willis*

*Guests Present:*

1. *Gifton Cheung, Previous Administrator for Long Term Facility*

### **Meeting Minutes - Draft**

1. **Call to Order:** Elaine Lewis, Chair
  - a. Welcome & Guest/Member Introductions
  - b. Elaine called the meeting to order at 11:09 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
  - b. Approval of April 13, 2026, Meeting Minutes (Action)\*  
**[M/S – E. Lewis / R. Jones: Unanimous]**



#### **4. General Discussion:**

##### **a. Review Subcommittee Goals:**

- i. Attend at least one Live Well San Diego meeting in each of designated county areas and monitor AIS programs in support of the Live Well San Diego vision. Two Live Well meetings were attended.
- ii. Collaborate with other AIS subcommittees and advise AIS on legislative proposals and changes related to Skilled Nursing Facilities and Residential Care Facilities for the Elderly. Raise and maintain awareness for the AIS Advisory Council surrounding legislation related to skilled nursing facilities and residential care facilities for the elderly. The LTCO committee did submit written recommendations to AIS regarding the application process for LTCO volunteers. None of the recommendations were deemed feasible at this time.
- iii. Monitor quarterly OLTCO data 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. Meeting(s) and date(s) & Ombudsman attended to include facility Family Council meetings. Recommendations for improvement, including assessment of effectiveness or additional resources needed. The LTCO Subcommittee requested quarterly data from the OLTCO and has reviewed 2026 first quarter data. The OLTCO was acknowledged for their outstanding work in the 1st quarter of 2026.

#### **5. Next Meeting: July 13, 2026, at 10:45 AM**

#### **6. Adjournment**

Respectfully submitted by Bradlyn Mulvey

## Long-Term Care Ombudsman & Facilities Goals

### **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, 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.

### **Review New Goals and Develop Plans**

- Attend at least one Live Well San Diego meeting in each of designated county areas and monitor AIS programs in support of the Live Well San Diego vision.
  - Long-Term Care: Date(s) of regional & Ombudsman meeting(s) attended Facilities
  - Recommendations for improvement, including assessment of effectiveness or additional resources needed.
  - Two Live Well meetings were attended.
- Collaborate with other AIS subcommittees and advise AIS on legislative proposals and changes related to Skilled Nursing Facilities and Residential Care Facilities for the Elderly.
  - Long-Term Care: Legislation monitored & Ombudsman Facilities
  - Raise and maintain awareness for the AIS Advisory Council surrounding legislation related to skilled nursing facilities and residential care facilities for the elderly.
  - The LTCO committee did submit written recommendations to AIS regarding the application process for LTCO volunteers. None of the recommendations that were deemed were feasible at this time.

- Monitor quarterly OLTCO data 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.
  - Long-Term Care: Meeting(s) and date(s) & Ombudsman attended to include facility Family Council meetings.
  - Recommendations for improvement, including assessment of effectiveness or additional resources needed.
  - The LTCO Subcommittee requested quarterly data from the LTCO and has reviewed 2026 first quarter data. LOTCO was acknowledged for their outstanding work in the 1st quarter of 2026.

### **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.