Aging & Independence Services (AIS) Advisory Council Meeting Agenda
Long Term Care Ombudsman and Facilities Subcommittee
November 9, 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**
Meeting ID: 896 0683 8701 | Meeting Passcode: 284631

AGENDA *Attachment

1. **Call to Order:** Elaine Lewis, Chair
    a. Welcome & Guest/Member Introductions
    b. Confirmation of quorum (quorum = 4)
    c. Approval of October 12, 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 metrics used by LTC Ombudsman to self-evaluate.

5. **Next Meeting:** January 11, 2027, 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
October 12, 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. *Mina Kerr*
5. *Dan McNamara*
6. *Bradlyn Mulvey*

Members Absent: None.

Guests:

1. *Zulema, MSW Intern*

AIS Staff Present:

1. *Lourdes Ramirez*
2. *Sunita Upchurch*
3. *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 10:45 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: Quarterly reports follow standard three-month calendar cycles and that the July-through-September data will be formally presented in November once the 30-day post-quarter review period has concluded.
    b. Approval of September 14, 2026, Meeting Minutes (Action)*
    [M/S – D. McNamara / R. Jones: Unanimous]

4. **General Discussion:**
    a. Program staff provided an operational update regarding volunteer recruitment and training. A new 36-hour certification course is scheduled to begin on October 20th with four enrolled candidates. The staff explained that the training is governed by strict state curriculum guidelines requiring live attendance with cameras enabled rather than self-directed modules. Training is held weekday mornings from Tuesday through Friday, which aligns with standard business hours for staff mentorship and facility operations, though it often limits participation to retirees. Staff noted that past evening courses did not yield higher completion rates, which historically hover around 50 percent. Currently, the program has 28 active volunteers (a slight drop from 30), with nine candidates pending certification in mentorship and several first-year MSW interns beginning their placements.
    b. The committee received a significant policy update regarding mandatory respirator fit testing. Program staff announced that a draft policy has been developed and approved by the department director that would allow volunteers who decline N95 fit testing to sign a waiver and follow alternative safety protocols. The draft is currently under review by county council and is anticipated to be effective by the end of the month. Committee members welcomed this change, noting that once the waiver is implemented, it will be much simpler for subcommittee members to coordinate ride-along and shadow ombudsmen during facility visits without facing previous administrative bottlenecks.
    c. A substantial portion of the meeting was devoted to examining resident and family councils within skilled nursing facilities (SNFs) and residential care facilities for the elderly (RCFEs). Staff clarified that while resident councils are legally mandated in these facilities, family councils are entirely optional, resident- or family-led, and attended by ombudsmen by invitation only. While committee members advocated for increasing the prevalence of family councils, staff explained that the Ombudsman office is operating under limited capacity, including being short a regional coordinator—and must prioritize mandatory investigations into abuse reports and resident grievances. Furthermore, councils face structural challenges, such as the transient nature of short-term SNF rehab stays (which average around 19 days under Medicare reimbursement), the intimacy of small six-bed board-

and-care homes where formal councils rarely form, and high attrition rates when founding family members leave after their loved one is discharged. Consequently, active family councils are most sustained in larger memory care facilities.

d. The conversation broadened into strategies for raising awareness and educating future advocates. Dan McNair and Elaine Lewis suggested proactive outreach, such as educating residents on their right to form councils and informing prospective residents of their legal right in California to review blank RCFE contracts prior to admission. The committee debated using MSW interns to promote family councils during routine quarterly visits; while staff agreed interns could inform families of their rights during normal business hours, they noted interns cannot facilitate evening meetings or operate without supervision. Elaine proposed engaging local universities like SDSU and USD to ensure nursing and social work programs integrate long-term care advocacy into their curricula. Central to this discussion was the shared observation that residents and families often stay silent about poor care or substandard conditions out of a genuine fear of retaliation or eviction, underscoring the idea that family councils provide essential "strength in numbers."

e. In the closing minutes, attendees were reminded of Medicare Annual Open Enrollment runs from October 15 through December 7, and intern Zulema expressed enthusiasm about beginning her upcoming field placements.

5. **Next Meeting:** November 9, 2026, at 10:45 AM

6. **Adjournment:** Meeting adjourned at 11:45 AM

Respectfully submitted by Bradlyn Mulvey, Secretary