



LIVE WELL  
SAN DIEGO

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

July 15, 2021 | 10:30 AM -12:00 Noon

Virtual Meeting

Call in: (669) 900-9128

Meeting ID: 952 1132 5372

Passcode: 635014

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*Members of the public who wish to speak to an agenda item may call 858-495-5566 before the meeting and provide the last four digits of their phone number and the agenda item they wish to speak to.*

## AGENDA

\*Attachment

1. **Call to Order:** Linda Prager, Chair
  - a. Welcome & Guest/Member Introductions
  - b. Confirmation of quorum (quorum = 4)
2. **Standard Business:**
  - a. Public Comment/Announcements: Members or non-members
  - b. Approval of May 20, 2021 Meeting Minutes (Action)\*
3. **Guest Speaker: Marcy Roke**, Traveler's Aid San Diego.
4. **Discussion of goals and other issues**
5. **Next Meeting:** August 19, 2021 10:30 AM (Virtual)
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.

MINUTES

	Members	Absent Members	Guests
Attendance:	Linda Prager, Jack Miller, Morgan Cadmus, Joe Garbenzos, Paula Saracen, Monica Flynn		
	Staff Sunita Upchurch, Quan Nguyen		
Item	Outcome		
1. Call to Order	Linda Prager, Chair, called meeting to order at: 10:32 a. Welcome and Guest/Member Introductions a. Confirmation of quorum ( 4 required for quorum): 5 present at call to order		
2. Standard Business	a. Public Comments/Announcements: Members or non-members: Linda Prager announced that in-person visits are again allowed. b. Approval of (insert date) Meeting Minutes (Action) Motion: P. Saracen / Second: J. Miller Aye: 5 Nay: 0 Abstain: 0 Names are noted when vote is not unanimous		
3. Guest Speaker	Quan Nguyen, Program Administrator, Choose Well Overview of program via Power Point Increase in enrolment due to: new website, free photography new IOS and Android Apps. Covid-19 impact of no visits was felt. CEU classes on line are popular. Consumers can get info on ALW, SSI, etc. Also available on YouTube. Special info for SW's. Members can update own profile. Choose Well is neutral on resident complaints. The current contract is until 6-23, Sarsis Technologies for Seniors, Latino Health Website		
4. General Discussion	How was Travelers selected? An organization is required instead of an individual. Travelers has experience in background checks (over)		
5. Next Meeting & Adjournment	Date: July 15 2021 (dark in June) Time: 10:30 am Location: 200m 12:05 pm		

Respectfully submitted by R. Bahmani

4. (cont'd) Linda announced that Travelers will be the speaker in July.

S. Upchurch responded that Travelers will do all the documentation after the completion of training.

Santa Cruz has done virtual training; however, that is not certified in S.D.

Jack Miller: More active Ombudsmen are needed (now 70)

Upchurch: Covid testing is one of the problems.

Linda: PPE is no longer needed.

Joe G. the System is outdated and needs to go electronic like an App.