

# ADULT SERVICES POLICY COUNCIL

Working together to meet the health and human service needs of adults and seniors. Our vision is safe and supported adults & seniors with access to a full continuum of resources & independence wherever they reside.

## Boards, Commissions and Community Representatives/Volunteers

Adult Abuse Prevention Council  
Behavioral Health Board  
Commission on Aging  
County Board of Supervisors  
Health Commission  
SLO Supportive Housing Consortium

## Elected Officials

CA Senator John Laird, 17<sup>th</sup> District  
U.S. Congressman Salud Carbajal, 24<sup>th</sup> District

## Non-Profit Agencies

Access Support Network  
Alzheimer's Association  
Area Agency on Aging  
CenCal Health  
Central Coast Hospice  
Coast Caregiver Resource Center  
Community Action Partnership of SLO (CAPSLO)  
Community Health Centers (CHC)  
Dignity Health-French Hospital Medical Center  
Gala Pride and Diversity Center Senior Advocacy  
Hospice of SLO County  
Independent Living Resource Center  
Lifesteps Foundation  
Los Osos Cares  
LTC Ombudsman Services of SLO County  
North County Connection  
PathPoint  
Peoples' Self Help Housing  
Ride-On Transportation  
San Luis Obispo Legal Assistance Foundation  
Senior Nutrition Program  
Senior Volunteer Services (RSVP/3CV/PLS)  
SLO Hep C Project  
SLO Hotline  
San Luis Obispo Legal Assistance Foundation  
SLO Village  
Transitions-Mental Health Association  
Tri-Counties Regional Center  
United Cerebral Palsy  
United Way of SLO County  
Wilshire Community Services

## Private Organizations

Amdal In-Home Care  
Bella Vista Transitional Care  
Home Instead Senior Care  
Mariposa Music Therapy/Arts for Living  
Maxim Healthcare Services  
Ridership Development Consultants  
Senior Living Consultants

## Public Agencies

San Luis Coastal Adult School  
San Luis Obispo Council of Governments

## San Luis Obispo County Departments of:

Behavioral Health /Mental Health Services  
District Attorney / Victim Witness Assistance  
Public Health  
Probation Department  
Sheriff Department  
Social Services/Adult Services

**Chair:** Linda Loebis  
**Immediate Past Chair:** Laura DeLoye  
**First Vice Chair:** Riley Smith  
**Second Vice Chair:** Vacant

(805) 369-6212  
(805) 342-0956  
(805) 541-1234  
Vacant

[linda@srvolunteer.org](mailto:linda@srvolunteer.org)  
[ladeloye@alz.org](mailto:ladeloye@alz.org)  
[rsmith@unitedwayslo.org](mailto:rsmith@unitedwayslo.org)  
TBD

## AGENDA

Friday, April 7<sup>th</sup>, 2023  
9:00 a.m. - 11:00 a.m.

### INTRODUCTIONS and ANNOUNCEMENTS: (30 Minutes)

New developments for the population, agency, or program changes that affect other agencies or programs

### PUBLIC COMMENT: (5 Minutes or less)

### MEMBER COMMENT/SPOTLIGHT: (10 Minutes or less)

### GUEST SPEAKERS: (45 Minutes)

- **Karen Jones, Exe. Director/Program Manager for Long Term Care Ombudsman Services of SLOCO – Discussing LTC Ombudsman Services**

### CORRECTIONS / ADDITIONS TO THE SYNOPSIS:

### ACTION ITEMS: (10 Mins)

- **Approve Synopsis**
- **Nominations for replacements as First Vice Chair**
- **Nominations for replacements as Second Vice Chair**

### COMMITTEE UPDATES AS NEEDED (10 minutes or less)

- **Strategic Planning Ad Hoc Group**

### MEETING LOCATION:

**This month's meeting will be available via Zoom**

The Zoom link:

Zoom link:

<https://us02web.zoom.us/j/83066035927?pwd=YTFmM2NoL1hGUkIBOG15UGhtMUxTUT09>

Dial In: 669 900 9128

Meeting ID: 830 6603 5927

Passcode: 267822

### NEXT MEETING:

**May 3<sup>rd</sup>, 2023**

# MEETING MINUTES

## COMMITTEE NAME: ADULT SERVICES POLICY COUNCIL

Meeting Purpose(s): Working together to meet the health and human service needs of adults and seniors. Our vision is safe and supported adults and seniors with access to a full continuum of resources and independence wherever they reside.

Leader: Linda Loeb  
 Facilitator: Linda Loeb  
 Recorder: Sam Graves

Meeting Called By: Linda Loeb  
 Time: From: 9:00 AM To: 11:00 AM  
 Date: April 7, 2023

Location: Via Zoom

### Members Present:

Tonya DeRose – TMHA	Aaron Pankratz – Area Agency on Aging
Laura DeLoye – Alzheimers Association	Paulina Flores Jimenez – MPH CHES
Linda Loeb	Emily Bridges – ILRC Ventura
Juliane McAdam – Meals that Connect	Kevin Green - SLOLAF
Karen Jones – LTC Ombudsman SLO	Karen Florian – Coast Caregiver Resource Center
Tauria Linala – SLO Village	Bev Shannon - Retired Geriatric Care Manager/ASPC Ad-hoc Advisory Committee Member
Joe Hoeflich – Tricounty Regional Center	
Paul Garth – HUD / VASH	
Jerry Mihaic – ILRC	
Jamie Moothart - ILRC	
Robert Diaz – DSS	
Mark Shaffer – Ride On / Cerebral Palsy	
Carmen Garcia – California Phones	
Sam Graves – DSS	
April Lewallen - Pathpoint	
Kim Chartrand – Hospice SLO	

AGENDA ITEMS	COMMENTS/CONCLUSIONS/ACTIONS (IF ANY)
Introductions and Announcements	<ul style="list-style-type: none"> <li>• LAURA DELOYE – MONTHLY SUPPORT GROUPS AND DEMENTIA CAREGIVER INFORMATION IS AVAILABLE ON WEBSITE: ALZ.ORG/CACENTRALCAOST</li> <li>• JULIANE McADAM – MEALS THAT CONNECT HAS A NEW EXECUTIVE DIRECTOR</li> <li>• KAREN JONES – OMBUDSMAN ASSOCIATION IS SUPPORTING BILL AB 1417 TO MAKE MANDATED REPORTING IN LONG TERM CARE FACILITIES EASIER.</li> <li>• TAURIA LINALA – SLO VILLAGE NOW HAS SCHOLARSHIPS AVAILABLE FOR \$500/EACH FOR MEMBERSHIPS</li> <li>• TONYA DEROSE – THMA HAS WELLNESS CENTERS IN AG, SLO, AND ATASCADERO. ANNUAL BOWL-A-THON EVENT IS UPCOMING, AS IS THE JOURNEY OF HOPE EVENT FOR MENTAL HEALTH MONTH IN MAY.</li> <li>• MARK SHAFFER – UCP IS HAVING NIGHT-WITHOUT-LIMITS FUNDRAISER ON APRIL 22<sup>ND</sup>. RIDE ON HAS HIRED AND TRAINED 12 DRIVERS</li> <li>• APRIL LEWALLEN – CENTRAL COAST AUTISM SPECTRUM CENTER WILL BE HOSTING A WALK ON SUNDAY APRIL 23<sup>RD</sup>.</li> <li>• PAULINA FLORES JIMENEZ – APPLIED FOR HBI GRANT WITH DEPARTMENT OF PUBLIC HEALTH ON STATE LEVEL. DECISION ON WHETHER GRANT WAS AWARDED WILL BE KNOWN BY APRIL 28<sup>TH</sup>.</li> <li>• KIM CHARTRAND – HOSPICE SLO WALK-FOR-HEALING FUNDRAISER WILL START ON MAY 1<sup>ST</sup>. SUPPORT GROUP FOR DEMENTIA AND ANTICIPATORY GRIEF WILL BE HELD ON SECOND TUESDAY OF EVERY MONTH AT HOSPICE SLO.</li> <li>• KEVIN GREEN – SLOLAF FUNDRAISER WILL BE HELD ON APRIL 29<sup>TH</sup></li> <li>• KAREN FLORIAN - CCRC HAS A NEW PART-TIME FAMILY CONSULTANT</li> </ul>
Public Comment	<ul style="list-style-type: none"> <li>• NONE</li> </ul>
Member Comment/Spotlight	<ul style="list-style-type: none"> <li>• NONE</li> </ul>
Guest Speakers	<p><b>KAREN JONES – LTC OMBUDSMAN SERVICES</b></p> <ul style="list-style-type: none"> <li>• CREATED IN 1978 WITH OLDER AMERICAN’S ACT – PRIOR TO THIS LTC RESIDENTS HAD LIMITED RIGHTS AND WERE SUBJECT TO POOR TREATMENTS</li> <li>• OMBUDSMAN AVAILABLE THROUGHOUT THE USA TO PROVIDE ADVOCACY AND REGULATION FOR LTC FACILITIES</li> <li>• PART OF FEDERAL AND STATE AGENCIES (ADMINISTRATION ON AGING AND CA DEPARTMENT OF AGING)</li> <li>• MISSION STATEMENT: PROMOTING THE HIGHEST POSSIBLE QUALITY OF LIFE AND CARE FOR PEOPLE WHO LIVE IN LONG TERM CARE FACILITIES</li> <li>• JURISDICTION: SEVEN SKILLED NURSING FACILITIES WITH 750 BEDS <ul style="list-style-type: none"> <li>○ 100 RESIDENTIAL CARE FACILITIES FOR THE ELDERLY (1,330 BEDS)</li> <li>○ ADULT RESIDENTIAL CARE FACILITIES AND INTERMEDIATE CARE FACILITIES (ABUSE INVESTIGATION / REFERRAL ONLY)</li> </ul> </li> <li>• OMBUDSMAN SERVICES: <ul style="list-style-type: none"> <li>○ RESIDENT CENTERED ADVOCACY</li> <li>○ FACILITY MONITORING VISITS</li> <li>○ COMPLAINTS INVESTIGATION AND RESOLUTION INCLUDING ABUSE INVESTIGATION (CA</li> </ul> </li> </ul>

AGENDA ITEMS	COMMENTS/CONCLUSIONS/ACTIONS (IF ANY)
	<p>MANDATE ONLY)</p> <ul style="list-style-type: none"> <li>○ WITNESS ADVANCED HEALTH CARE DIRECTIVES (CA MANDATE ONLY)</li> <li>○ INFORMATION/REFERRAL/CONSULTATION – INCLUDING PLACEMENT INFORMATION</li> <li>○ COMMUNITY EDUCATION</li> <li>○ SYSTEMS ADVOCACY</li> <li>○ IN SLO COUNTY OMBUDSMAN SERVICES ARE PROVIDED BY ONE VOLUNTEER AND FIVE STAFF</li> </ul> <ul style="list-style-type: none"> <li>● SERVICE STATISTICS JULY 1, 2021 TO JUNE 30, 2022: 1,442 FACILITY MONITORING VISITS AND 418 COMPLAINT INVESTIGATIONS</li> <li>● SPECIAL PROJECTS: <ul style="list-style-type: none"> <li>○ VOTER RIGHTS / ACCESS FOR FACILITY RESIDENTS</li> <li>○ RESIDENT’S RIGHTS MONTH ACTIVITIES</li> <li>○ E-PETS DISTRIBUTION</li> <li>○ CARDS &amp; PEN PAL COORDINATION</li> </ul> </li> <li>● FUNDING IS THROUGH OLDER AMERICAN’S ACT, STATE FUNDS, NURSING FACILITY FINES AND FEES, LOCAL GOVERNMENT, PROGRAM RESERVES AND PRIVATE FUNDING</li> <li>● ISSUES THAT AFFECT FACILITY RESIDENTS INCLUDE: <ul style="list-style-type: none"> <li>○ FAMILY DYNAMICS: NOT EVERY FAMILY IS MENTALLY OR EMOTIONALLY HEALTHY. NOT EVERY FAMILY IS ABLE TO SUPPORT ITS MEMBERS FINANCIALLY, PHYSICALLY OR EMOTIONALLY. DYSFUNCTIONAL FAMILIES DO NOT TEND TO IMPROVE OVER TIME.</li> <li>○ DISTANCE FROM FAMILY MEMBERS</li> <li>○ NO SPACE IN THE FAMILY HOME</li> <li>○ HIGH LEVELS OF CARE NEEDED (PHYSICAL, DEMENTIA, ETC)</li> <li>○ DEPRESSION AND LOSS</li> <li>○ FAMILY FINANCES</li> </ul> </li> <li>● LONG TERM CARE FACILITIES ARE A \$218 BILLION DOLLAR INDUSTRY IN AMERICA <ul style="list-style-type: none"> <li>○ MANY LARGE CORPORATIONS ARE PUBLICLY TRADED</li> <li>○ CONCERN EXISTS ABOUT COSTS FOR MEDICARE AND MEDICAL</li> <li>○ NURSING FACILITIES CAN RANGE BETWEEN \$7000 - \$24000 / MONTH</li> <li>○ RESIDENTIAL CARE FACILITIES CAN RANGE BETWEEN \$2500 - \$14000 / MONTH</li> </ul> </li> <li>● COMPLAINTS COMMONLY RECEIVED FROM FACILITY RESIDENTS INCLUDE: <ul style="list-style-type: none"> <li>○ STAFF DO NOT ALWAYS RESPOND TO REQUESTS</li> <li>○ STAFF ARE IN A HURRY</li> <li>○ STAFF DO NOT TREAT WITH DIGNITY</li> <li>○ FOOD TEMPERATURE, TASTE OR QUALITY</li> <li>○ LACK OF ACTIVITIES AND PERSONAL FREEDOM</li> <li>○ TRANSFER/DISCHARGE ISSUES</li> <li>○ ROOMMATE CONFLICTS</li> <li>○ IN 2022/23 MULTIPLE FACILITY RESIDENTS REPORTED SUICIDAL THOUGHTS</li> </ul> </li> <li>● CONTACT INFO: 805-785-0132 --- OMBUDSMANSLO.ORG</li> </ul>

AGENDA ITEMS	COMMENTS/CONCLUSIONS/ACTIONS (IF ANY)
Corrections/Additions to the Synopsis	SYNOPSIS ACCEPTED WITH NO CORRECTIONS OR ADDITIONS
Action Items	NOMINATIONS FOR REPLACEMENTS FOR 1 <sup>ST</sup> VICE CHAIR AND 2 <sup>ND</sup> VICE CHAIR <ul style="list-style-type: none"> <li>• TAURIA LINALA NOMINATES HERSELF FOR 2<sup>ND</sup> VICE CHAIR</li> <li>• TAURIA LINALA NOMINATES PAULINA FLORES JIMENEZ FOR 1<sup>ST</sup> VICE CHAIR . JERRY MIHAIC SECONDS.</li> </ul>
Committee Updates as Needed	<p>THE STRATEGIC PLANNING AD HOC GROUP : REGARDING THE AD HOC COMMITTEE'S WORK ON SENIOR PLANNING, LINDA BECK REPORTS THAT LAST MONTH SLO COUNTY DSS SUBMITTED AN APPLICATION FOR A LOCAL MASTER PLAN ON AGING GRANT FROM THE CALIFORNIA DEPARTMENT OF AGING WITH ASSISTANCE FROM TAURIA AND LINDA. THE APPLICATION REQUESTED ABOUT \$198,000.00. AWARDS ARE EXPECTED TO BE ANNOUNCED IN MAY AND FUNDED IN JULY. THE GRANT PERIOD RUNS THROUGH 2025. IF ANY SLO COUNTY AGENCY RECEIVES THE GRANT, THE AD HOC GROUP HAS THE OPPORTUNITY TO BECOME THE ADVISORY COMMITTEE. COMMITTEE MEMBERS ARE RESEARCHING THE PROCESS TO JOIN AARP'S AGE FRIENDLY NETWORK. COMMITTEE MEMBERS HAVE AGREED TO ACT AS LIAISONS WITH OTHER SENIOR SERVICE ORGANIZATIONS IN THE COUNTY, INCLUDING THE COMMISSION ON AGING, HASLO, AND LOS OSOS CARE. THE GROUP AGREES IT IS IMPORTANT FOR CENCAL AND CHC TO PARTICIPATE IN THE STRATEGIC PLANNING PROCESS. JIMMY PAULDING'S LEGISLATIVE ASSISTANT IS PURSUING A CONTACT AT CENCAL WITH ASSISTANCE FROM SUPERVISOR ORTIZ-LEGG'S STAFF. JEAN RAYMOND IS PURSUING A CONTACT AT CHC. NEXT MEETING IS 4/27/23 AT 8:30 AM VIA ZOOM.</p> <p>IF YOU HAVE QUESTIONS, PLEASE CONTACT LINDA BECK (LBECK805@GMAIL.COM), ANNE WYATT (ANNE@SMARTSHAREHOUSINGSOLUTIONS.ORG) OR TAURIA LINALA (<a href="mailto:TLINALA@PACBELL.NET">TLINALA@PACBELL.NET</a>)</p>

**The next meeting is: Friday June 2<sup>nd</sup>, 2023**  
**Location: Via Zoom**

**Time: 9:00 AM**