



STATE COUNCIL MEETING
Thursday, April 7, 2026
10:00 a.m. – 12:00 p.m. EST
OPEN SESSION MINUTES

STATE COUNCIL MEMBERS			
Alanna Lavelle, Northwest (1)	Present <input checked="" type="checkbox"/>	Wanda Harrison, South Central (17)	Present <input checked="" type="checkbox"/>
Richard Gordon, Panhandle (2)	Present <input checked="" type="checkbox"/>	Jane Horowitz, Pinellas (6) *CHAIR	Present <input checked="" type="checkbox"/>
<i>Vacant, North Central (3)</i>	Present <input type="checkbox"/>	Patrick Cannan, Palm Beach (11)	Present <input checked="" type="checkbox"/>
<i>Vacant, Withlacoochee (4)</i>	Present <input type="checkbox"/>	Sandra Rae, Treasure Coast (16)	Present <input checked="" type="checkbox"/>
Terry Lonczak, Pasco (7)	Present <input checked="" type="checkbox"/>	Rita Duncan, Southwest (10)	Present <input checked="" type="checkbox"/>
<i>Vacant, Brevard (18)</i>	Present <input type="checkbox"/>	Maggie Zalamea, Broward (12) <i>Acting</i>	Present <input checked="" type="checkbox"/>
<i>Vacant, First Coast South (15)</i>	Present <input type="checkbox"/>	Clive Pearce, North Dade (13)	Present <input checked="" type="checkbox"/>
Demetrice Dowdell, First Coast (5) <i>Acting</i>	Present <input checked="" type="checkbox"/>	Charles Garavaglia, South Dade (14)	Present <input checked="" type="checkbox"/>
<i>Vacant, East Central (9)</i>	Present <input type="checkbox"/>	Mary Darling, At-Large Member	Present <input type="checkbox"/>
Brooke Becker, West Central (8)	Present <input checked="" type="checkbox"/>		

OTHER OMBUDSMAN PROGRAM REPRESENTATIVES	
Terri Cantrell	State Ombudsman
Erica Hill	Legal Advocate
Angela Andrews	Legal Assistant
Diandra Taylor	Training and Development Manager
Tracie Rayfield	Transfer and Discharge Manager
Stephan Adelson	Special Projects Manager
Tracy Schooley	Volunteer Coordinator
Gloria Freyre	East Regional Manager
Diana Medina	West Regional Manager
Lisa Dale	North Regional Manager
GUESTS:	
None	

Chair: Jane Horowitz

1. Call to Order / Quorum (10:00 a.m.)

- Quorum confirmed.
- January 2026 minutes approved.
- Vice Chair Appointment: Alanna M. Lavelle

Chair: Jane Horowitz

Alanna introduced herself, noting her background in FBI and Medicare/Medicaid fraud investigations.

• **Welcome New Members / Acting Representatives:**

- Richard Gordon (Panhandle, D-2) welcomed as seated voting member.
 - Demetrice Dowdell (Acting Rep., First Coast, D-5) and Maggie Zalamea (Acting Rep., Broward, D-12) welcomed.
 - Grace Palmer Allen (East Central – interested, absent).
 - Acting representatives must be formally seated by their local councils before voting at the state level.
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2. State Ombudsman Report (Terri Cantrell)

- Gratitude expressed to volunteers; program shifting emphasis toward legislative advocacy.
 - Mileage reimbursement raised as priority: Florida rate remains \$0.44/mile (unchanged since 2006); volunteer-led advocacy with legislators and op-eds urged due to current fuel costs.
 - Annual conference moved from April to October due to cost and scheduling conflicts.
 - Staff role adjustments:
 - Joanne Quiles (Deputy State Ombudsman) focusing on federal reporting, statewide trends, and national coordination.
 - Diana Medina supporting statewide field operations, facility visits, training, and closing gaps (some facilities unvisited since 2022).
 - Discussion highlights:
 - Mileage advocacy and possible legislative rates (~77¢/mile).
 - Miami Herald ALF series – emphasis on systemic issues (private equity, lobbying) and due process.
 - Volunteer retention challenges (travel distance, traffic); hybrid meetings and mileage relief suggested.
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2. Legislative Advocacy Workgroup Update

- **Mileage Reimbursement** – added to legislative priorities (motion by Maggie Zalamea; seconded by Sandy Rae). Passed. Stephan to update research and materials.
- **ALF Ownership Transparency** – proposal for statutory/rule changes requiring clear disclosure of ownership structures (motion by Rita Duncan; seconded by Maggie Zalamea). Passed (one nay – Sandy Rae).
- **State Council Website** – reviewed and adopted (mobile-friendly with bill tracking, resources, district contacts, facility visit tools). Motion by Clive Pearce; seconded by Alanna M. Lavelle. Unanimous approval. To be promoted via local councils, newsletter, and resource pages.

- **Sign-On Requests from Trusted Organizations** – streamlined process approved (Vice Chair plus Chair review with alignment check; third reviewer as tiebreaker if needed). Motioned by Jane; seconded by Rita Duncan. Passed.

- **CMPRP Reform Advocacy** – research reforms and coalition-building to improve ombudsman access to Florida’s ~\$41M fund (motion by Alanna M. Lavelle; seconded by Rita Duncan and Charles Garavaglia). Passed.

3. Old Business

Training & Development – Diandra Taylor

- Conference planning underway for October in Orlando (contract in progress).
- Recruitment active on Idealist, AARP, Volunteer Florida; late-summer marketing campaign planned.
- Mentor training rollout beginning for current and new mentors.

District Updates & Data Discussion

- End-of-month statistics circulated (cases, not individual complaints).
 - Proposed enhancements: add beds count (“cases per bed”) and trend indicators (green/yellow/red).
 - Get Care complaint code trends and ownership-quality correlations to be explored further.
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4. New Business

Access to Records / Guardianship / POA Issues

- Facilities sometimes resist record access even with resident consent; trend of prioritizing POA over capable residents noted.
- Erica to distribute Access to Records regulation reference. Resident-centered standards to be reinforced in training and administrator education.

State Council Terms – Staggering & Alignment

- Terms to align with July 1 (state fiscal year) and be divided into three classes for staggered rotation. Motion seconded by Charles Garavaglia. Passed. Memo to District Ombudsmen to follow.

At-Large Members

- Nominations welcome (attorneys, medical professionals, aging advocates) for three at-large positions. Names to be routed to Terri Cantrell for submission to the Secretary.

Election of State Council Chair

- Alanna M. Lavelle nominated Jane for one-year term beginning July 1. Seconded by Rita Duncan. Passed – Jane re-elected State Council Chair for 2026–2027.

Next Meeting • Tuesday, July 21, 2026, 10:00 a.m. – 12:00 p.m. EST (virtual).

5. Public Comments

- None.

6. Closing Remarks

- Jane thanked all participants. Workgroup sessions will be scheduled to advance newly approved advocacy priorities.

7. Adjournment (12:00 p.m.)

- Motion by Rita Duncan; seconded by Charles Garavaglia (and others).
- Meeting adjourned.

Summary of Decisions & Motions • January minutes approved. • Alanna M. Lavelle appointed Vice Chair. • Mileage reimbursement added to legislative agenda – **Approved**. • ALF Ownership Transparency advocacy – **Approved** (one nay). • State Council website approved and will be publicized – **Unanimous**. • Sign-on process for trusted organizations – **Approved** (with alignment check). • CMPRP reform advocacy – **Approved**. • State Council term alignment & staggering – **Approved**. • Jane re-elected State Council Chair for 2026–2027. • Next meeting: July 21, 2026 (virtual).