



**MEETING MINUTES
WEST COAST DISTRICT (6)
PINELLAS COUNCIL
DATE 05/14/2026**

TIME: 12:00 PM- 2:30 PM

**Location: 11351 Ulmerton Rd. Conference Room #136/137
Largo, FL 33778**

| COUNCIL MEMBERS- ATTENDEES | | | |
|-------------------------------------|--|-------------------------------|--|
| Volunteers | | Staff | |
| Jane Horowitz- STATE REPRESENTATIVE | | Jennifer Macaluso | |
| Christine Sproule | | Miriam Cova de Stoisavlejevic | |
| Susan Rodman | | | |
| Mary Stain | | | |
| Brent Dawkins | | | |
| Della Eversole | | | |
| Mary Stain | | | |

| GUESTS | |
|---|--|
| NAME | AGENCY |
| <ul style="list-style-type: none"> • Tracie Rayfield | Transitions Advocate Florida Long Term Care Ombudsman Program |
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| | |

Closed Session Called to Order: 12:00 PM
Presiding: DOM

I. Call to Order (Closed Session)

The meeting was called to order at 12:00 PM.

II. Reports and Presentations (Closed Session)

A. DOM Report

The DOM addressed concerns about visits made to facilities already assigned to volunteers. DOM issued an apology for notifying volunteers after the visits had occurred.

Volunteer feedback included:

- Request for prior notification when others visit assigned facilities (S. Rodman).
- Preference for phone calls or text messages due to infrequent email use (Della, Christine).
- Observation that OMB staff may need approximately two years to fully adapt to the region (Jane).

Consensus:

- DOM/Staff Assistance will contact the assigned volunteer first to confirm availability based on level of risk.
- If the volunteer is unavailable, OMB staff may respond and will notify the volunteer.
- Staff Assistance (Jennifer) will notify volunteers by phone/text when a case is received; volunteers will confirm whether they can respond.
- DOM emphasized that discharges are the highest priority.
- Volunteers stated they will respond personally whenever possible.

B. Presentation – Jennifer Macaluso
RAV and Case Statistics

A comparative report was provided for February–April 2025 versus February–April 2026. A substantial increase in RAVs and cases was noted, reflecting strong district improvement.

C. Presentation – Volunteer Christine Sproule
Learning Session: Complaint & Consent

- Learning slides were distributed to volunteers; they requested PDF format for readability.
- Volunteers prefer to receive learning materials at least one week in advance.
- Volunteers agreed to review materials independently and bring questions to meetings.
- A request was made for further clarification regarding State Ombudsman Consent Request situations (Della).

D. Volunteer Input – Future Speakers

Suggestions included:

- Speaker knowledgeable in Chapter 11 Bankruptcy (Brent).
- Speaker knowledgeable in Medicaid/Medicare funding for NH/ALF residents (Brent).

E. CEU Hours Report Request

Christine requested total CEU hours for all volunteers to verify compliance with federal and state requirements.

DOM stated the information would be provided on Friday, May 15, 2026.

F. Presentation – Tracie Rayfield Transfer & Discharge Best Practices

- Recommended resource: <https://new.express.adobe.com/>
 - Reviewed written-notice requirements:
 - NH: 30 days
 - ALF: 45 days
 - Required components: reason, destination details, effective date, right to appeal, OMB contact information.
 - Encouraged volunteers to contact her with case concerns.
 - Provided contact information: 904-420-1581 | rayfieldt@elderaffairs.org
- Discussed ongoing cases and answered questions.

III. Close of Closed Session

Closed Session concluded.

IV. Open Session Called to Order

Open Session commenced.

V. Elections

A. District Chair Election

Motion: Election of Volunteer District Chair.

Vote: Christine Sproule elected unanimously (100%).

B. State Ombudsman Representative Election

Motion initiated by Chair Christine.

Vote: Jane Horowitz elected unanimously (100%).

Chair Christine declared the election results.

VI. State Representative Report

The State Representative provided updates:

- Florida LTCOP State Council webpage is undergoing feature enhancements.
- A new online tab for volunteer applications is under development to expedite onboarding.
- AHCA is working on Memory Care Unit licensing regulations for ALFs.

VII. Chair's Questions to DOM

- Concern was raised regarding full voicemail mailboxes preventing callers from leaving messages.
 - DOM reported that evaluation of this issue is underway.
- DOM reported no further announcements.

VIII. Adjournment

Open Session Adjourned: 2:30 PM