Long-Term Care Ombudsman Program FLORIDA

MEETING MINUTES

WITHLACOOCHEE COUNCIL
NORTH CENTRAL DISTRICT
8/18/2026
10:00 AM EDT
Location: Sumter County Service Center, 7375 Powell Road, Room 102, Wildwood, FL

COUNCIL MEMBERS			
Sheila-Faith Barry	Present ☐	Susan Bestwick	Present ☐
Jenny Colbree	Present ☒	Marcie Heese	Present ☒
Hannah Mand	Present ☒	Marilyn McCabe (Council Vice Chair)	Present ☐
Emmie Pearson	Present ☒	Sandy Robbins	Present ☒
Ron Schleich	Present ☐	Lamar Small	Present ☐
Jeffrey Squire	Present ☒	Deb Stockton	Present ☒
James Thomas	Present ☐		

OTHER OMBUDSMAN PROGRAM REPRESENTATIVES		
NAME	**TITLE**	
Lisa Dale	Regional Ombudsman Manager	Present ☒
Tracy Schooley	District Ombudsman Manager	Present ☒
Cindy Johnston	Quality Control Analyst	Present ☒
Annissa Clarke	Quality Control Analyst	Present ☒
GUEST NAME	**ORGANIZATION**	
Stephanie Kulak	Ombudsman-In-Training	Present ☒

OPEN SESSION

- Called to order at 10:02 a.m.
- Open Session Statement

Quorum Established: ☒ Yes ☐ No

Minutes Approved: ☒ Yes ☐ No 5/19/26, 2/17/26 & 11/18/25

UPDATES/REPORTS

- Quality Control Analyst Cindy Johnston
  - Attendance via roll call

- Regional Ombudsman Manager Lisa Dale
  - Introduced herself
  - Introduced Tracy Schooley, new District Ombudsman Manager
  - Introduced staff member Annissa Clarke
  - Discussed North Regional staffing changes
  - Discussed Let's Wing It virtual training
  - Discussed virtual GetCare training

- District Ombudsman Manager Tracy Schooley
  - Introduced herself
  - Discussed looking forward to getting to know Ombudsmen & accompanying them in the field

- State Council Rep
    - Vacant

ANNOUNCEMENTS

- Introduced OIT Stephanie Kulak/Sumter County
- Discussed OIT ready to go in the field: Lisa Downes/Marion County, Paul Frongillo/Marion County and Melissa Newberry/Hernando County

NEW BUSINESS

- Council Chair will be voted on at next open meeting
- State Council Rep will be voted on at next open meeting

PUBLIC COMMENTS

- None

ADJOURNMENT

- Open Session adjourned at 10:42 a.m.

CLOSED SESSION

This portion of the meeting is confidential and closed to the public. *See* § 400.0077(2), F.S.

- Called to order at 10:42 a.m.
- Closed Session Statement
- Adjourned at 11:48 a.m.