



**FLORIDA  
OMBUDSMAN PROGRAM**  
ADVOCATING FOR QUALITY LONG-TERM CARE

**MEETING MINUTES**

**FIRST COAST COUNCIL**

**DISTRICT 05**

**MAY 13, 2025**

**10:00AM EST**

**4161 CARMICHAEL AVE SUITE 202**

**JACKSONVILLE, FL 32207**

| COUNCIL MEMBERS                           |           |                    |           |
|-------------------------------------------|-----------|--------------------|-----------|
| Russell Jahn, <b>Council Chair</b>        | Present X | Linda Howard       | Present X |
| JoAnn Moore                               | Present X | Anne Horsman       | Present X |
| George Moran                              | Present X | Sabrina Mickens    | Present X |
| Jacqueline Plant-Mason                    | Present X | Demetrice Dowdell  | Present X |
| Karen Gallagher, <b>STATE COUNCIL REP</b> | Present X | Karen Gesell-Goetz | Present   |
| Hadley Friedman                           | Present X | Amal Rangachari    | Present   |
| Carol Shotwell                            | Present   | Erika Taylor       | Present X |
|                                           |           |                    |           |
| Tracie Rayfield, District OMB Manager     | Present X |                    |           |

| GUESTS       |         |
|--------------|---------|
| NAME         | AGENCY  |
| Rob Dickson  | AHCA    |
| Marie Fuller | DCF/APS |
| Greg Patient | APS     |

**OPEN SESSION**

- |                              |                     |       |    |
|------------------------------|---------------------|-------|----|
| ▪ Called to order at 10:05am | Quorum Established: | X Yes | No |
| ▪ Open Session Statement     | Minutes Approved:   | X Yes | No |
|                              | (FEB 25)            |       |    |

**UPDATES/REPORTS**

**Council Chair, Russell Jahn**

- Opening statement read to all in attendance
- Quorum was established; Feb 25 minutes approved.

**District Ombudsman Manager, Tracie Rayfield**

- Good morning extended to all!
- Introduced guests in attendance
- Discussed Educational Conference that was held in May in Orlando
- Advised that link would be sent for those that did not attend to get CEU hours
- Discussed new changes to T&D
- Discussed call lights and the response time

**State Council Representative, Karen Gallagher**

- Updated everyone regarding the State Council, which is continuing.
- State Council going in a different direction, more to advocacy role

**TRAINING**

- Stay in your lane

**ANNOUNCEMENTS**

- None

**ADJOURNMENT**

- Meeting adjourned at 12:00PM