

LTCO Executive Committee Meeting

April 20, 2011

Present: Louise McKinney, Phil Brewer, Dave Myers, Andrea Longstreet, Barbara Hoekstra

Development/Marketing Committee: Louise reported that Jill Fowler resigned from the board, so a new chair of the Development/Marketing Committee is needed. Renee Aten will stay on that committee but will not come back on the board, so she is not eligible to be chair.

There has not been enough response to conduct Advocacy Committee meetings in the past few months. Board members are supposed to serve on at least 1 and preferably 2 committees.

Ron Holman and Husein Nakhoda are on the Finance Committee now, but it will not meet until tax season is over and Jim is available. Pat Schraff is also on the committee, but it was suggested that she be asked to chair Development/Marketing Committee and leave Finance. Louise will speak with her.

Recommendations for Trustees: Yaritza Colon (Barb), Dr. Patrick Murray (Dave), Jim Hayes (Phil). The goal is to add one new member each Board meeting through the end of the year.

Advocacy Committee: Information has been and will continue to be sent to the committee and the rest of the board, staff and volunteers about the impact of potential state and federal budget changes on LTCO and the aging network. One area of concern is PASSPORT cuts to the per member per month amount which will reduce service plans for many consumers. Reductions are also recommended to PASSPORT operations (screening/assessment/care management) and to provider rates. It was determined that LTCO's advocacy approach will be to explicitly support the Area Agencies and LTC network, noting that it is good to rebalance toward more home and community-based services, but that more financial support is still needed for that to happen effectively.

Person-Centered Care Focus group: The meeting is April 30; Executive Committee members are welcome to participate, just let Susan know.

DSR: Phil, Louise and Andrea will be present for the Technical Assistance report from the State Office at 2 PM.

Human Resources: Phil reported that a Performance Appraisal process has been developed and will be implemented in June with the annual review to occur each December. There is a need to prioritize goals from the Operational Plan and determine what needs to be/should be postponed for this year. The Executive Committee will address the priorities, not each committee individually.

A key issue is the message that LTCO uses for marketing; there was disagreement on the D/M Committee whether it should be more focused on complaints and abuse or would that prevent advocacy with providers. It was decided that the message should market what LTCO does, what the services are, using examples of each core service area (selection assistance, advocacy, complaint handling).

The HR Committee is also reviewing a compensation plan. Phil will frame the discussion and present options at the July Board meeting.

Structure of LTCO: The committee discussed that LTCO is the only free-standing ombudsman program in the state, and as such has additional administrative/infrastructure costs. We have scarce resources and need to prioritize funding to core services. Therefore it is essential to consider other structures that might involve merger and/or collaborations that would eliminate and/or reduce some costs. The Executive Committee will continue to discuss this issue before it is taken to the board later in the year.