

Long Term Care OMBUDSMAN

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Board of Trustees Meeting

July 20, 2011

MINUTES

Trustees present: Phillip Brewer, Barbara Hoekstra, Jim Jenkins, Andrea Longstreet, Louise McKinney, Husein Nakhoda, Velma Rose, Patricia Schraff.

Trustees absent: Ron Holman, Ted Jordan, Ray LeZak, Dave Myers.

Staff present: Susan Griffin, Maria Asher.

Guests: Rajan Gautum, CPA, Dingus & Daga.

4:30 p.m.: Meeting called to order by Board President, Louise McKinney

Minutes of May 18, 2011 Board meeting approved (Motion: Jenkins; 2nd: Rose). Motion carried.

Presentation of 2010 Audit & IRS 990 by Rajan Gautam, CPA, Dingus & Daga:

The Board of Trustees was given the opportunity to review and comment on the 2010 Financial Statements and the 2010 IRS 990.

Audit: footnotes on the audit are the responsibility of LTCO management. No new accounting processes were adopted for the audit. Existing process was used for consistency. There were no disagreements about the audit from members of management. An unqualified opinion was granted by the auditor – highest opinion grantable. The year 2010 ended with \$295,000. Total net assets were \$286,000 and there was \$160,000 in cash (increased from \$116,000). Jim Jenkins noted that the loss of the \$32,000 in United Way Services funding will be more than offset by the HOME Choice program revenue in 2011. WRAAA receivables increased. Expenses increased by 5.25%. There was nothing that stood out in the audit and needed to be changed.

990: A 990 is an informational return. Due to the September 11th, 2001 events, 990s have become more detailed and subject to increased oversight in an effort to combat potential terrorist activity and front organizations for terrorism. Page six of the 990 contains the governance structure which is considered the "crown jewel" of the 990. It confirms that oversight and transparency policies are in place. Jim reiterated the importance of the form and how it should be reviewed for accuracy by many members of the board and staff. Schedule O is the section in which to highlight LTCO's program description and achievements since this is the page prospective donors read when deciding on where to direct their charitable contributions.

Reflections: Susan Griffin discussed LTCO's volunteer program.

Without volunteers LTCO could not fulfill its mission. The program needs more volunteers and the focus for 2011/2012 is to recruit new volunteers. The next LTCO new volunteer training begins August 18. There will be sessions on weekdays and on Saturdays. AARP recruitment effort begins at the end of July. The training for those volunteers will take place in October. LTCO volunteers donate their time in one (or more) of three ways: complaint handling; community involvement; serving on the Board. The State certification for new volunteers is a lengthy process. There is often a gap between when training is completed and when they become certified which impacts their ability to provide volunteer services. There will be a volunteer recognition event in September which Lauri Scharf, LTCO Volunteer Coordinator,

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is planning in collaboration with volunteers. At the end of September, Lauri will become full-time in her duties as volunteer coordinator.

President's Report – Louise McKinney:

Louise recommended reading the attachment, "Beyond Financial Oversight: Expanding the Board's Role in the Pursuit of Sustainability." She stressed that board members need to know and understand what the organization's financials mean and to use that knowledge to advance the organization's sustainability. Financial literacy is an important component to understanding how an organization functions. *Congratulations to LTCO for earning a three-year designation* as the local ombudsman program from the State Long Term Care Ombudsman.

Executive Director's Report – Susan Griffin:

Susan referred to the statistics on the Dashboard Report dated 10.1.2010 through 6.30.2011. In June, WKYC Channel 3 investigated alleged abuse at the Elizabeth Severance Prentiss facility at MetroHealth Hospital. Susan was consulted and televised giving her reaction to a video of the incident of abuse. Local police, the Ohio Attorney General and the State Ombudsman Office are all involved in the case. On what is thought to be a related note, LTCO has experienced a 42% increase in new cases since June. A discussion ensued about goals for the number of cases, intake, good vs. bad/high vs. low. Pat commented that according to elder lawyers', negligence and abuse cases are on the rise, especially those involving finances. Three new staff persons will be joining LTCO on August 1st as ombudsmen. Kate Greenfield, Ombudsman Specialist, is retiring in August. Nancy Kaufman, Clinical Manager, is retiring at the end of the year. Her position will be posted in September with a goal of hiring someone by November so there will be an overlap with Nancy. Nelson Bruce (former volunteer) was hired part-time to visit Adult Care Facilities. LTCO continues to be actively engaged in the ADRN (Aging Disability Resource Network).

Committee Reports

Advocacy – Louise McKinney for Dave Myers, Chair. Next meeting is Wednesday, August 3rd at 4:30 p.m. The committee will discuss the request for proposal for the Ombudsman Support Project funds (from the State) for the next two years, which are to be focused on Person Centered Care.

Development/Marketing – Andrea Longstreet, Chair. The summer donation letter was mailed on June 28th. There was a letter of intent submitted to participate in the Mandel Center for Nonprofit Management's Strategic Planning Process. Andrea feels that LTCO has a very good chance of being chosen. Susan and Andrea will work on the application proposal which is due in August.

Executive – Louise McKinney, Chair. There will not be an August meeting. The next regularly scheduled meeting will be the third Wednesday in October (October 19th).

Finance – Jim Jenkins, Chair. Next meeting is August 4th at 4:00 p.m. at Schraff & King's office. LTCO is in excellent financial condition. HOME Choice is making LTCO financially strong. The 2012 budget will be created in the fall.

Human Resources – Phillip Brewer, Chair. Phil and Susan will meet to review LTCO's HR procedures. Performance appraisals will begin in late July. The next committee meeting date will be forthcoming.

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Trustees – Barbara Hoekstra, Chair. Yaritza Colon and Dr. Patrick Murray were interviewed by the Committee. Motion: Brewer; 2nd: Schraff to elect Yaritza Colon and Patrick Murray to the Board of Trustees. Motion carried. Jim Jenkins would like to join the Trustees Committee. The 2012 slate of officers will be presented at the September 2011 board meeting and elected at the November 2011 board meeting. Jim Hayes has been recommended by Phil Brewer as a nominee to the board.

I. Old business

Designation & Service Review (DSR): LTCO was granted three-year status as the local ombudsman program (for our 5 counties) by the State Long Term Care Ombudsman. LTCO has submitted the response to the DSR and will submit bi-monthly reports on LTCO's progress in specific areas targeted for improvement.

II. New business

Mandel Strategic Planning Process opportunity: see Development/Marketing Committee report above.

Disclosure of Interest Form: All board members are required to complete and return the form by the end of August.

2012 Officers: see Trustees' report above.

III. Meeting adjourned at 6:35 p.m. (Motion: Brewer; 2nd: Jenkins).

Minutes recorded and submitted by Maria Asher.

Velma Rose, Secretary

Materials distributed before or during the meeting

- A. Agenda
- B. Minutes – May 18, 2011 Board meeting
- C. 2010 Audit & 990
- D. "Beyond Financial Oversight: Expanding the Board's Role in the Pursuit of Sustainability"
- E. Ombudsmen Volunteers
- F. LTCO Financial Review – June 2011
- G. LTCO Donations – YTD
- H. Dashboard Report – 10.1.2010 through 6.30.2011
- I. Advocacy Committee – 6.1.11 meeting minutes
- J. Development/Marketing Committee – 6.13.11 meeting minutes
- K. Finance Committee – 6.6.11 meeting minutes
- L. Designation & Service Review – SLTCO cover letter & summary report, LTCO response
- M. Disclosure of Interest form
- N. Applications for Board Membership – Yaritza Colon & Dr. Patrick Murray
- O. LTCO Committee List