The annual meeting of the CALCRA Board was convened October 23, 2019 at University Retirement Community at Davis by President Margaret Griffin.

Present:
- Rose Burgis (Eskaton Village at Carmichael),
- Penny Bard (Fountainview at Gonda),
- Ed Delaney (St. Paul's Towers),
- Mary Dougherty (La Costa Glen),
- Charles Greene (Valle Verde),
- Margaret Griffin (University Retirement Community),
- Bob Googins (Casa de Las Campanas),
- Mike Hernacki (Vi at La Jolla),
- Bill Mavity (Regents Point),
- Linda Saunders (Casa Dorinda),
- Inda Shirley (The Meadows at Napa).

California Master Plan for Aging
*From Governor Newsom’s press release*

Recognizing that California’s over-65 population is projected to grow to 8.6 million by 2030, Governor Gavin Newsom signed an executive order on June 10, 2019, calling for the creation of a Master Plan for Aging to be developed by October 1, 2020. The Master Plan will serve as a blueprint that can be used by state government, local communities, private organizations and philanthropy to build environments that promote healthy aging.

“The Golden State is getting grayer and we need to be ready for the major population changes headed our way,” said Governor Newsom. “An aging population will introduce new opportunities for economic and community growth but also drive increased health and long-term care costs. We need a plan that brings everyone to the table – local communities, labor, private sector and philanthropy – to help us understand what’s coming and guide us toward taking better care of older Californians.”

The Governor’s action directs the Secretary of the California Health and Human Services Agency to convene a cabinet-level Workgroup for Aging to advise the Secretary in developing and issuing the Master Plan. Additionally, the California Health and Human Services Agency, along with other state partners, has convened a Master Plan for Aging Stakeholder Advisory Committee, which includes a Research Subcommittee and a Long-Term Care Subcommittee, with an interest in building an age-friendly California. These subcommittees are expected to include older Californians, adults with disabilities, local government representatives, health care providers, health plans, employers, community-based organizations, foundations, academic researchers and organized labor. The Long-Term Care Subcommittee is tasked with issuing a report to the Governor by March 2020 on stabilizing state long-term care programs and infrastructure, including In-Home Supportive Services, with the full Master Plan completed by October 2020.

The Workgroup’s focus will go beyond just the health and human services area. The academic research is clear: underlying social factors, such as transportation and housing, have a significant impact on an individual’s health outcomes and wellbeing. Additionally, the Master Plan will look beyond public programs and be inclusive of all older Californians. There are many older Californians that don’t utilize or have access to public programs and services the state administers, and this Master Plan must include them too.

Governor Newsom first called for the creation of the Master Plan for Aging during his State of the State Address. He said that “it must address: person-centered care, the patchwork of public services, social isolation, bed-locked seniors in need of transportation, the nursing shortage, and demand for In-Home Supportive Services that far outpaces its capacity.”

In the coming weeks and months, the Administration will engage with stakeholders, local and county government partners and the Legislature to begin meaningful progress in establishing the Master Plan for Aging.

A website has been established for this effort, which can be accessed at [https://www.chhs.ca.gov/home/master-plan-for-aging](https://www.chhs.ca.gov/home/master-plan-for-aging). The website provides links to the Governor’s executive order and more subcommittee information and scheduled meetings. While members of the major subcommittees have been appointed, you can subscribe to receive email updates on their work and provide feedback. Also, some local presentations are planned throughout the state to hear from citizens directly. This is a unique opportunity to participate in drafting public policy with the goal of promoting an age-friendly California.

Report on Board Meeting

The annual meeting of the CALCRA Board was convened October 23, 2019 at University Retirement Community at Davis by President Margaret Griffin.

**Present:** Rose Burgis (Eskaton Village at Carmichael), Penny Bard (Fountainview at Gonda), Ed Delaney (St. Paul’s Towers), Mary Dougherty (La Costa Glen), Charles Greene (Valle Verde), Margaret Griffin (University Retirement Community), Bob Googins (Casa de Las Campanas), Mike Hernacki (Vi at La Jolla), Bill Mavity (Regents Point), Linda Saunders (Casa Dorinda), Inda Shirley (The Meadows at Napa).

Visit CALCRA’s website: [www.calcra.org](http://www.calcra.org)

CALCRA is the only organization working solely for the interests of residents of California CCRCs
Ombudsman… Anyone
by Bob Googins, CALCRA Board Member, Casa de Las Campanas

I’m sure that “What is an Ombudsman” must have been an answer on TV’s “Jeopardy.” The term ombudsman is the English translation of the Old Norse term from the 1809 Swedish program establishing an official who was empowered to investigate bureaucratic maladministration. It was a free service designed to provide any citizen with an impartial official able to investigate claims of abuse of power.

In the United States the current Ombudsman program arose as a federal mandate under the Older Americans Act and is administered by each state’s Office of the State Long Term Care Ombudsman. In California the local administration has been delegated to local governments. In my area the program is run by the county government. These programs are designed for the protection of residents of Skilled Nursing Facilities and other Residential Care Facilities for the Elderly (RCFEs), particularly those in Assisted Living and Cognitive Care facilities.

The laws set forth a Resident Bill of Rights and the Ombudsman’s primary function is to advocate for residents in protecting these rights and to enhance the lives of the residents. The violation of one or more of these rights is the source of most of the complaints referred to the Ombudsman for investigation and resolution.

Ombudsmen are generally volunteers who have been certified by the county after having completed a training program and an internship, neither of which is onerous. Following certification the Ombudsman will be assigned responsibility for one or more facilities. Thereafter the law requires twelve hours of continuing education a year.

I am an Ombudsman from San Diego County and have responsibility for a 100 bed skilled nursing facility and two smaller six bed assisted living residences. I visit them regularly and respond to any complaints from residents called into the complaint hot line. In San Diego we are expected to devote about 20 hours a month to this effort. While we have no regulatory power, we are an important advocate for the rights of residents.

The typical subjects that I deal with are refusal to re-admit after hospitalization; elder abuse complaints; safe discharge issues; call light response times; entitlements under various funding programs and other amenities offered by the facility, including dining issues. In addition, any Advance Health Care Directive executed by a resident in a facility must be signed by an Ombudsman.

I encourage our members to consider becoming a volunteer Ombudsman. The work is very rewarding and important to residents — particularly those unfortunate to have no one else to advocate on their behalf. If anyone has any questions about the program I can be contacted at rgoogins@yahoo.com.

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Rose Burgis
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Treasurer

Directors - At - Large
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Carol Choate
Ed Delaney
Mary Dougherty
Charles Greene
Roseann Herman
Mike Hernacki
Bill Mavity
Jim Murad
Inda Shirley

Byline articles express the opinions of the authors and do not necessarily reflect those of CALCRA or its Board of Directors.

Membership is the Key!

To be effective with proposed necessary legislation, CALCRA must be able to show we represent a significant number of residents living in CCRCs. There are now 110 CCRCs in California with approximately 25,000 residents. CALCRA currently has approximately 2,500 members in 55 of those CCRCs.

There are two simple things each of us can do to ensure the success of CALCRA:
1. Work to see that every fellow resident in your community is a CALCRA member. Every member gets another member.
2. Contact your acquaintances in other CCRC communities to tell them about CALCRA, and ask if they will arrange to have a CALCRA representative visit. President Margaret Griffin is available to make a presentation at any CCRC, talk with residents and answer questions.

To continue our work of ensuring the financial security and quality of life for CCRC residents, and to have legislative success, CALCRA needs your support, and the support of all CCRC residents. Annual membership dues of $25 for singles and $35 for couples are our only sources of support, enabling us to continue with our work in the legislature. Spread the word and help unlock our potential!
Report on Board Meeting con’t...

Absent: No absentees.

Interim Board Actions: The following two actions were taken by the Board since the April meeting: 1. May 2 email vote approving the minutes of the April 2019 Board meeting.

2. August 5 email vote authorizing a letter of support for the Fountaingrove Lodge complaint to the Department of Social Services.

Treasurer’s Report submitted by Linda Saunders. The statement of Income and Expenses as of September 30, 2019 was approved. Linda commented that even though there is a small loss on the Statement of Income and Expense, we usually see our lowest receipts in the third quarter. Renewals were better during this summer than in previous years. Most memberships are renewed in the last four months of the year, and it is expected this year will close with a small surplus.

Election of Board Members and Officers: Carol Choate (Eskaton Village at Carmichael), Roseann Herman (Fountainview at Gonda), and Jim Murad (San Francisco Towers) were elected to new three year terms. Rose Burgis, Mary Dougherty, and Linda Saunders were re-elected for three-year terms. The following slate of officers was approved for one-year terms: Margaret Griffin, President; Bob Googins, Vice President; Rose Burgis, Secretary; and Linda Saunders, Treasurer.

Executive Committee Report by Margaret Griffin. The committee met twice since the April Board meeting. In addition to monitoring the progress of the Operating Committees, the Executive Committee has begun exploring whether CALCRA should consider utilizing the services of an association management firm. Potential advantages of using a management firm include digital delivery of the newsletter, management of our membership data base including individualized notification of renewals, acceptance of credit cards for payments of dues and donations, possible website management and ability to send email blasts. Hard copies of the newsletter would still be provided to members who prefer this format, and would continue to be for CALCRA promotional purposes.

Governance Committee Report by Bob Googins. Bob presented Board Policies and Procedures on Discrimination, Harassment, Confidentiality and Conflicts of Interest, which was approved. The need for new Board member orientation and committee member responsibility descriptions was acknowledged.

Membership Committee Report by Mike Hernacki. Membership continues to slowly increase; it currently stands at 2,349. The goal remains to build membership rather than raise dues. Mike pointed out that although membership recruit is the prime mission of this committee, increasing membership is the job of all Board members.

Legislation Committee Report by Margaret Griffin. The committee presented a list of legislative goals for 2020, which was accepted. This list will now be reviewed with our lobbyist for potential action in future legislative sessions. Our current bill, AB1379, was passed by the Assembly. Presently it is on hold because of continuing objections by the Department of Social Services. There will be discussions with DSS in hopes of resolving these issues in the 2020 legislative term.

New Business: There was a discussion regarding the request from the plaintiffs’ attorney in a class action suit against University Village at Thousand Oaks that CALCRA file an amicus brief with California Advocates for Nursing Home Reform (CANHR) on plaintiffs’ behalf. The Board voted, with one abstention, to approve the action if a lawyer could be found who would do it pro bono.

Legislation Update: Ignatío Hernández, of Hernández Strategy Group, reported on the recent meeting with the Department of Social Services that he attended with Margaret. We will continue to work on revisions to proposed amendments to AB 1379, and anticipate a meeting with DSS before the end of the year. There was a discussion on the need for clarity and quicker responsiveness on legislative issues on the part of the Continuing Care Branch. Several Board members expressed dissatisfaction with DSS responses to resident problems. There was a general feeling among the Board that DSS needs to be more responsive to the needs of the residents of CCRC’s.

Executive Session: The Board adjourned to Executive Session to discuss succession planning.
Why All CCRC Residents Should Be CALCRA Members
by Barbara Krings, former CALCRA President and resident of Eskaton Village at Carmichael
Adapted from CALCRA News, Fall 2008

A few weeks ago at a meeting in my community, management announced our monthly fees would be increased by 4.75 percent. Facts were presented to residents to justify the increase, and we were able to question management concerning the need for the increase. This kind of meeting with CCRC residents was never required until CALCRA sponsored legislation that made it mandatory.

At our last resident council meeting, our elected resident representative to the provider board informed us about difficulties experienced with swap agreements purchased in the past from the now-defunct Lehman Bros. This information probably would never have been available to residents if CALCRA had not sponsored legislation, which requires providers to have a resident representative at the provider’s governing body.

At this same council meeting, our resident finance committee chair gave a year-end overview of the corporation’s finances. This was the result of meetings with the chief financial officer of the corporation and information supplied to the committee by management. Once again, before CALCRA introduced legislation to require communication with residents on financial matters little, if any, of this information would have been available to residents.

These are only a few of the benefits that CALCRA has already produced for residents, but which many residents now take for granted as just something that has always been there. Still, much work remains for CALCRA. The body of law governing the CCRC industry put in place before CALCRA existed was written by providers to protect provider interests, but with little regard for resident rights. Until this statutory imbalance is corrected, CALCRA must chip away at this disparity to gain the rights due to residents.

Even though every resident does not have the desire or capacity to participate directly in these efforts, all can assist in assuring that needed change is accomplished by being members of CALCRA.

New Membership Year Means Dues Are Due

The CALCRA membership year runs from January – December. Please use the Membership Form in this issue to renew for 2020. Payments ($25 for an individual, $35 for a couple) may be sent to Stuart Groman 3636 Walnut Ave, #385, Carmichael 95608. Contributions in addition to dues are always welcome!