

THE RESIDENTS' ADVOCATE

The Newsletter of Ombudsman Services of San Mateo County



OMBUDSMAN SERVICES
OF SAN MATEO COUNTY INC
ADVOCATE. EDUCATE. EMPOWER.

2017-2018 ANNUAL REPORT



MASTER CHEF MARTIN YAN Cooks and Entertains at OSSMC Fund-raising Event

Ombudsman Services of San Mateo County (OSSMC) held its Fall Gala in November at the Hiller Aviation Museum, featuring Master Chef Martin Yan, internationally known for the Yan Can Cook Show.

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The fundraising event raised nearly \$20,000 for OSSMC programs, including training for the volunteer field ombudsman. In the Fall and Spring, volunteers receive training to become certified long-term care ombudsmen and then serve as resident advocates.

More than 100 people attended the fun-filled evening, which included food demonstrations by Martin Yan, traditional Chinese Lion Dancers, silent and live auctions plus a Fund-A-Need auction. Attendees also were able to visit the aviation museum.

“Fantastic event,” said event committee member Shirley Carlson. “Chef Martin Yan was amazing and MC Vic Lee was a great host. It was a special night for a good cause.”

Chef Yan is the host of more than 3,000 cooking shows that are broadcast around the world, including the Yan Can Cook Show seen on public television in the U.S. for the past four decades. The Yan Can Cook series infuses cooking lessons with Yan’s brand of humor and skill, which he demonstrated at the OSSMC event.

Besides showing cooking techniques, such as how to chop an onion so thin that one can see through it, Chef Yan entertained the crowd with his cooking skills, talked about how he got into the food industry and reinforced how to eat healthy with delicious foods.

Chef Yan teaches at top culinary institutions and is a restaurateur, being part of M.Y. China, an upmarket Chinese eatery in San Francisco. He is the author of 30 cookbooks, and the recipient of numerous national and international awards and honors.

Also participating in the fund-raising event were President of the Board of Directors Denis Fama, who welcomed guests; Vic Lee, news reporter for ABC-7 News, who served as Master of Ceremonies; OSSMC

Continued on page 5



BUILDING ON OUR MOMENTUM

Denis Fama, Board President

“We want to build on the momentum we started in 2017-2018,” OSSMC Board Chair Denis Fama said.

That momentum includes implementing activities and completing new goals that were outlined in last spring’s

planning retreat for the board and Executive Director Bernie Mellott.

“We resolved to increase community awareness, restore lost funding, increase volunteer recruitment, formalize and document our fundraising and marketing plans and expand our community outreach in terms of education

and advocacy,” Denis explained.

The board also met its goals to restructure board committee activities, revise and publish the employee handbook, and conduct an employee climate survey. An advisory board of community members and advocates has also been formed. And, last year’s two events to honor volunteers, increase community awareness and participation and raise much-needed funds were, fun, exciting and successful, Denis said.

Our 10 board members, including Mary Pappas and Harold Hughes who rejoined the board, continue to be “a committed and experienced group of professionals who are dedicated to our mission,” Denis added.



REFLECTING ON 2017-2018

Bernadette “Bernie” Mellott, Executive Director

“2017-2018 was a good year,” Executive Director Bernadette “Bernie” Mellott said, “and 2018-2019 will be an even better year!”

“We achieved our goal of making visits to all the facilities we monitor, and 90%

of the complaints that we handled were to the residents’ satisfaction,” Bernie said.

In 2017-2018, OSSMC added one skilled nursing facility to the 484 licensed long-term care facilities that they already serve in San Mateo County, which includes six board-and-care facilities.

Last April, OSSMC passed an audit from the State of California Health and Human Services Agency and San Mateo County on Aging and Adult Services to ensure that services are properly administered. The next audit will be in 2023.

The Fall Gala (see related story on front page) raised much-needed funds for field ombudsman training and other OSSMC programs, as well as provided an opportunity to

“cultivate new friends from the community to help support our programs,” Bernie said.

“I was able to promote from within to maintain continuity of staff and a thriving team, and the board is very supportive of these internal changes,” she added.

2017-2018 was a good year and 2018-2019 will be an even better year!

For 2018-2019, “we need to add from 5 to 8 field ombudsmen to be able to share responsibility in a more efficient way at our care facilities.” Currently, OSSMC has 37 volunteer ombudsmen with two additional volunteers completing their internships. The board also is working hard to solicit new board members to reach its goal of 15.

“It’s important to continue to fundraise and reach out to the corporate world to introduce them to our program, while also continuing to provide outstanding service to the more than 10,000 San Mateo County residents living in long-term care facilities,” Bernie said.



Medi-Cal Assisted Living Waiver Program

ASSEMBLY BILL 50

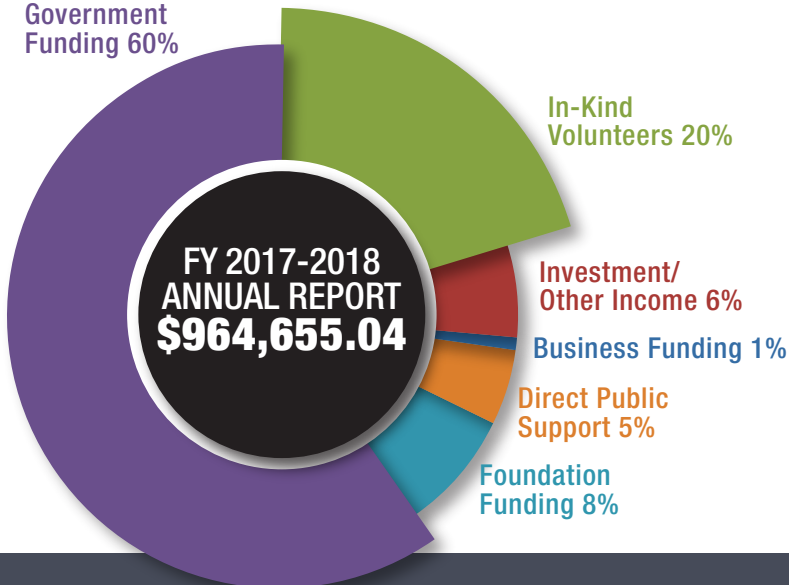
The Assisted Living Waiver (ALW) is a federal waiver program that allows for a community-based alternative to institutionalization for eligible older adults and people with disabilities. This program is currently available in 15 counties in California, including San Mateo County.

California AB50 Medi-Cal Assisted Living Waiver Program would require a renewal of the ALW program, which was piloted in 2005 for assisted living services reimbursed by Medi-Cal. The legislative bill outlines specified amendments that address challenges preventing the current ALW structure from realizing its full potential.

These amendments include:

- Increasing the number of participants from 5,740 to at least 18,500 over the next five years, with priority given to the 15 existing waiver counties.
- Expanding the program regionally, in the northern, central and southern part of the state, where the program is currently unavailable, with a phase in over the five-year renewal term.
- Reserving the expanded participant population at least 60 percent for persons transitioning from an institutional setting.
- Outlining the methodology and supporting data for allocating the number of participants in the 15 existing waiver counties and the process for regional expansion. Additionally, exploring options to expand financial eligibility for those not currently eligible or making participation in the program under current rules more financially feasible for those who may not have resources for room and board or other essential expenses.

Government Funding 60%



FY 2017-2018 ANNUAL REPORT
\$964,655.04



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Ombudsman Services of San Mateo County, Inc.
711 Nevada Street, Redwood City, CA 94061



Join Us

for the

Ombudsman Services of San Mateo County, Inc.

Volunteer Recognition Luncheon

Honoring all our Volunteer Field Ombudsmen

Thursday, April 11, 2019

11:30 a.m. to 1:30 p.m.

Crown Plaza Hotel, Foster City

Master of Ceremonies Vic Lee

To register, visit ossmc.org

For more information, contact Dyane Hendricks,
650-780-7249 or dyanehendricks@ossmc.org

With Gratitude

to Our
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City Grants

City of Burlingame
City of Foster City
City of Menlo Park



MASTER CHEF MARTIN YAN *continued from page 1*

Executive Director Bernadette Mellott, who discussed the importance of the volunteer training program; and Frank Bizzarro, auctioneer. Event sponsors included the Daily Journal, Climate Magazine and McGovern Insurance.

OSSMC currently serves 10,708 residents living in 484 licensed long-term care facilities in San Mateo County.

Guests were entertained by traditional Chinese lion dancers.

THANK YOU! 2017-2018 Volunteer Luncheon Sponsors

Below were the sponsors for OSSMC's April 12, 2018 Volunteer Recognition Luncheon. This spring's luncheon, which honors recipients for volunteer of the year, distinguished service and continued support for OSSMC, is scheduled for April 11, 2019.

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Looking for Volunteers

Offering a Volunteer certification class that will commence April 8, 2019.

Volunteers will be advocates for residents in long-term care facilities. They will be trained on how to investigate abuse and neglect.

For more specifics and details please contact Twila Dependahl, Volunteer Coordinator

650-780-5705 | twiladependahl@ossmc.org



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