
Delaware Residents' Protection Commission (DRPC)

Meeting of **May 19, 2026**

9:30 a.m.

Virtually via Zoom

Anchor Location: DDDS Fox Run

2540 Wrangle Hill Rd

Bear, DE 19701

FINAL

Commission member(s) present: Lisa Furber, DNHRQAC Chair; Cheryl Heiks; Norma Jones; Kori Bingaman, RN, NHA; Chris Marques, Esquire; Adrienne Wallace; Khazra Fatima, proxy for Representative Claire Snyder-Hall; Wyatt Patterson, proxy for Senator Mantzavinos; Hooshang Shanehsaz; Jim McCracken and Kevin Andrews.

Commission member(s) not in attendance: Dr. Virani, MD, Sean Dwyer and Mary Peterson. DAG Patrick Smith, Esquire was also not in attendance.

DRPC staff attended in-person at the anchor location. A quorum of commission members was present.

Others Present: Margaret Bailey, DRPC; Ngozi Dom-Chima, DRPC; Traci Fick, DHCQ; Ben Griffith, Complex Case Management Unit, DHSS; Harry Palmer, DE Hospital for Chronically Ill (DHCI); Dr. Frank Luxl, DDS, Public; Alexia Wolfe, DHCI and Paul Smiley, Gilpin Hall.

1. Call to Order and Introductions

Commission Chair, Lisa Furber, called the meeting to order at 9:34 a.m.

2. Approval of Meeting Minutes

A motion was made by Mr. Shanehsaz to approve the minutes of April 21, 2026 and seconded by Ms. Wallace. The meeting minutes were unanimously approved as written.

3. Approval of Fleet Services Policy

A motion was made by Ms. Heiks to approve the Fleet Service Policy as written and seconded by Mr. Shanehsaz. The policy was unanimously approved as written.

4. Approval of Strategic Planner

Ms. Furber informed members that she and DRPC staff recently met with two companies that facilitate strategic planning. Ms. Dom-Chima and Ms. Furber shared pros and cons of each unidentified organization. Ms. Bailey reminded members that the FY26 budget process is ending soon and therefore if DRPC would like to encumber available funds to cover strategic planning, a decision would need to be made as to which

direction the Commission would like to move forward with at this time. Members asked questions and several stated strategic planning would be beneficial to the Commission. As a result, a motion was made by Mr. Andrews to move forward with organization #B and seconded by Ms. Wallace. After a poll vote, 7 commission members voted “yes” and 3 commission members abstained from voting. The vote carried. Ms. Bailey will be in touch with organization #B and invite them to attend the June 19, 2026 full commission meeting to share more details. Additionally, Ms. Bailey will contact Administrative Offices of the Courts (AOC) fiscal unit and request that FY26 available funds be encumbered for strategic planning.

5. Discussion

DHSS Complex Case Management Unit

Ben Griffith, DHSS Director of Complex Case Coordination, shared information relating to the program. Mr. Griffith started March 2026 in his role with the unit. Details shared about the program, which targets moving long hospital stay individuals out of the hospital and into the most appropriate next level of care:

Complex Case Management’s staff = 4

Staff caseloads: 25 – 30 individuals, 15 days post-acute stay

8 – 10 consult meetings held weekly

6 – 8 individuals in/out of the unit per month

250 cases have been handled in the past 3 years

Complex Case Management Unit works with all Delaware medical hospitals and community providers

Ms. Bailey will share Mr. Griffith’s contact information with DRPC members.

4. Old/New Business

DRPC Legislative/Advocacy Subcommittee

Mr. Marques shared updates since the last full Commission meeting. This subcommittee met on May 11, 2026 to discuss the memory care proposed legislation. There wasn’t a quorum, so no action items were conducted. Stakeholders, including the industry, shared ideas.

DRPC Hiring Subcommittee

Ms. Bailey provided an update regarding the full-time Administrative Specialist job posting. The job posting closed on May 17, 2026. Human Resources will send a list of qualified candidates. The subcommittee will rank the candidates and then Ms. Bailey will schedule interviews in mid-June. The hope is to share hiring recommendations to the full commission during the next meeting on June 19, 2026 in executive session.

DRPC ByLaws Subcommittee

The DRPC ByLaws Subcommittee met on May 15, 2026. The Members kept everything close to DRPC statute. They discussed a few edits and adjusted relating to:

Clarifying a quorum for full and subcommittee meetings

Chair and co-chair membership

Ms. Furber added that the bylaws edits enhance and better align with the commission's practices that were updated through legislation last year.

DRPC Satisfaction Survey

Ms. Dom-Chima shared updates relating to the satisfaction survey. Feedback has been received from residents, family members and staff. To date, more than 70 surveys have been completed. The survey will be completed before the end of the fiscal year.

DRPC Staffing Ratio Waiver Subcommittee

DRPC Staffing Ratio Waiver Application Decision Subcommittee has not met because there haven't been any waiver applications submitted to date.

5. Public Comment

No members of the public elected to provide comments.

WEAAD 2026

Ms. Bailey mentioned that World Elder Abuse Awareness Day (WEAAD) is held annually - June 15th. There will be a concurrent resolution heard in both Delaware legislative chambers. Ms. Bailey plans to testify about WEAAD and will share the date with DRPC members once it has been announced.

FY 27 Joint Finance Committee Mark Up Budget Hearings

Ms. Bailey reminded DRPC members that the hearings will begin next week. Individuals can attend in person or via livestream through the General Assembly's webpage.

6. Next DRPC full Meeting

The next DRCP full Meeting will be held on June 16, 2026 @ 9:30 am. Information about the meeting will be posted on the Delaware Public Meeting Calendar and individuals can attend virtually or in-person.

7. Adjournment

The meeting was adjourned at 11:09 a.m. by Ms. Furber, DRPC Chair.

Attachments: 5/19/2026 meeting agenda
4/21/2026 meeting minutes draft
DRPC Fleet Policy draft