
Delaware Residents' Protection Commission (DRPC)

Meeting of **June 16, 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; Khazra Fatima, proxy for Representative Claire Snyder-Hall; Wyatt Patterson, proxy for Senator Mantzavinos; Kevin Andrews; Dr. Virani, MD; Sean Dwyer and Mary Peterson.

Commission member(s) not in attendance: Hooshang Shanehsaz; Adrienne Wallace and Jim McCracken. 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; Alexia Wolfe, DHCI; Paul Smiley, Gilpin Hall; Dave Parkinson, Lorelton; Richard Statt, Lorelton; Rital Landgraf, Landgraf Consulting, LLC; Jennifer August, Public; Richard Weir, Public and Anne Weir, Public.

1. Call to Order and Introductions

Commission Chair, Lisa Furber, called the meeting to order at 9:33 a.m.

2. Approval of Meeting Minutes

A motion was made by Ms. Peterson to approve the minutes of May 19, 2026 and seconded by Dr. Virani. The meeting minutes were approved as written.

3. Approval of DRPC Bylaws draft & approval of DRPC Bylaws meeting minutes draft of 5/15/2026

A motion was made by Ms. Peterson to approve the minutes of May 15, 2026 and seconded by Mr. Marques. The meeting minutes were approved by Bylaws committee members present.

The Bylaws Subcommittee shared a copy of the revised draft language with the full commission.

There was a discussion about the suggested edits. A motion was made by Ms. Peterson and seconded by Mr. Marques to send draft bylaws back to subcommittee for review. DRPC members were asked to send

Ms. Bailey feedback relating to the bylaws by July 1, 2026. In return, Ms. Bailey will send comments to the Bylaws Subcommittee for review.

It was suggested that changes to the bylaws be underlined and highlighted, to help DRPC members easily identify updates to the document. Ms. Peterson offered to share a final copy with the markups. The goal is to have this item voted on during the next full Commission meeting.

4. Discussion of:

Strategic Planning

Rita Landgraf, Landgraf Consulting, LLC, was recently approved by the full Commission to facilitate DRPCs Strategic Planning Session – Summer 2026. As a result, Ms. Landgraf presented details with members to introduce the Exploratory Session Retreat and lay the framework.

The O.R.I.D. Method: Objective, Reflective, Interpretive and Decisional, is a structured facilitation method for guided group discussions that helps participants explore facts, feelings, insights and decisions in a clear and sequential way. Each stage builds on the previous one.

The intent of using O.R.I.D. is to boost productivity and moral, as all voices are counted; improve engagement, participation & shared outcome; and gives participants a sense of belonging to the investment in outcome.

“What does success look like to you, retreat specific and for the Commission moving forward?” This is the question Ms. Landgraf asked commission members and staff.

Ms. Landgraf’s role as facilitator: serve as a guide, independent, provide process leadership and keep participants on track/moving forward towards a group approved decision/action/resolution.

Ms. Furber thanked commission members for responding to the strategic planning session poll. She stated that based on poll results, Tuesday August 25, 2026 (10:00 am – 4:00 pm) will be the DRPC Strategic Planning Session/Retreat. More details to follow.

5. Old/New Business

FY 27 Budget Updates

Ms. Bailey provided an update to DRPC members regarding FY27 budget. During FY27 Joint Finance Committee (JIC) Budget Mark-up Hearings, DRPC was granted the following:

1. \$6,700 added to annual operational budget for travel, contractual and supply appropriations. This amount also includes \$3,000 for staff development.
2. Convert the casual seasonal (c/s) Data Analyst position to full-time.

DRPC Legislative/Advocacy Subcommittee

Mr. Marques shared that this subcommittee has not met since the last full DRPC meeting on May 19, 2026. As a results, there aren’t any updates to provide for this subcommittee.

DRPC Hiring Subcommittee

Ms. Bailey mentioned the DRPC Hiring Subcommittee began reviewing applications and scheduling interviews for the f/t administrative specialist position.

DRPC Bylaws Subcommittee

The DRPC Bylaws Subcommittee met on May 15, 2026. The members kept language close to DRPCs statute. They discussed a few edits and adjustments including which edition of Roberts Rules of Order; chair and vice chair memberships/elections; quorum determination and removing outdated teleconference language.

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 state-wide satisfaction survey. The survey will be completed before June 30, 2026.

Ms. Bailey requested help from Delaware Health Care Facilities Association (DHCFA) and LeadingAge NJ/DE to remind facilities about the importance of having family members and staff members complete the satisfaction survey before June 30th.

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.

4. Executive Session

DRPC Members and Executive Director met virtually in executive session (11:05 am – 11:38 am) to discuss items relating to personnel. Upon returning to the open public meeting portion of the virtual meeting, two motions were made and approved by the full Commission:

Motion #1 was made by Mr. Marques and seconded by Ms. Peterson. After poll vote, members present unanimously supported the motion.

Motion #2 was made by Mr. Andrews and seconded by Mr. Marques. After poll vote, members present unanimously supported the motion.

5. Public Comment

Ms. Jennifer August provided public comment relating to privacy, nanny cam's, residents' rights and the duties of a mandatory reporter.

WEAAD 2026

Ms. Bailey mentioned that World Elder Abuse Awareness Day (WEAAD) was Monday June 15, 2026. Ms. Bailey and Ms. Dom-Chima joined the Delaware General Assembly on Thursday June 11, 2026 in both chambers to raise awareness. Ms. Bailey testified in the House & Senate. Purple lapel ribbons and DRPC brochures were distributed to members of both chambers.

6. Next DRPC full Meeting

The next DRCP full Meeting will be held on July 21, 2026 @ 9:30 am. Information about the meeting will be posted on the Delaware Public Meeting Calendar (PMC) and individuals are able to attend virtually or in-person.

7. Adjournment

The meeting was adjourned at 11:41 a.m. by Ms. Furber, DRPC Chair.

Attachments: 6/16/2026 meeting agenda
5/19/2026 meeting minutes draft
5/15/2026 Bylaws meeting minutes draft
DRPC Bylaws draft