
Delaware Residents' Protection Commission (DRPC)

Meeting of September 15, 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, DRPC Chair; Cheryl Heiks; Kori Bingaman, RN, NHA; Chris Marques, Esquire; Representative Claire Snyder-Hall; Kevin Andrews; Hooshang Shanehsaz; Jim McCracken and Mary Peterson.

Commission member(s) not in attendance: Norma Jones, Sean Dwyer, Senator Mantzavinos and Dr. Virani, MD. Deputy Attorney General 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; Alexia Wolfe, DHCI; Paul Smiley, Gilpin Hall; Lisa Rice, Public; Jennifer August, Public.

1. Call to Order and Introductions

Commission Chair, Lisa Furber, called the meeting to order at 9:32 a.m.

2. Approval of Meeting Minutes

A motion was made by Mr. Andrews and seconded by Mr. Marques to approve the minutes draft of 8/26/2026. The meeting minutes were approved as written.

3. Approval of DRPC CY 27 full Meeting Schedule

This item was tabled until a future meeting.

4. Approval of DRPC Secondary Employment Policy

The DRPC Hiring Committee shared a policy draft relating to secondary employment and asked it to be considered by the full Commission. The policy prohibits secondary employment by DRPC staff at a licensed Delaware long term care (LTC) facility, since DRPC is charged with monitoring Delaware LTC facilities. This document was created to avoid possible conflict of interest. The policy draft was forwarded to DAG Smith for feedback, before providing a copy of the draft to the full Commission.

Mr. Marques suggested the Commission consider adding language that Judicial Branch Personnel Rules, including a dual employment policy, still applies. This DRPC internal policy would not replace or supersede any Judicial Branch employee rules/policies.

A motion was made by Ms. Peterson and seconded by Mr. Shaneshaz to approve the document with the suggested edits. Members present unanimously approved the document with the suggested edits.

5. Approval of DRPC “Voices that Matter” – Executive Summary Report draft

This item was tabled until a future DRPC meeting.

6. Old/New Business

DRPC “Voices that Matter” – Executive Summary Report draft

Ms. Dom-Chima shared results relating to the resident, family and staff satisfaction survey, “Voices that Matter”, that was conducted by DRPC during FY 26. The Commission received funds to conduct a satisfaction survey in Delaware long-term care facilities. The questions focused on quality of care and safety.

Ms. Dom-Chima stated “The goal of the satisfaction survey was to identify strengths and gaps in care and to bring that into policymaking to help resident achieve the best possible care.”

The satisfaction survey was done anonymously, without using names or identifiers. The purpose of having DRPC conduct the satisfaction survey was to encourage residents, family members and staff to speak freely and share their personal experiences. The same questions were asked in each licensed facility that participated in the survey. The survey results identify statewide strengths & weaknesses and provide Delaware with an opportunity to use the findings to support education, quality improvement, systemic advocacy and future measurement/ metrics.

DRPC traveled to 81 Delaware long term care facilities and met with administration to identify residents that would be able to engage in survey questions. There were some residents and facilities that were excluded from the survey. The exclusions were outlined by Ms. Dom-Chima. DRPC assisted over 1,000 residents with completing the satisfaction survey. The facility received brochures and flyers, in advance of the DRPC visit, to share with family members and staff. The facility was encouraged to also hang the brochures throughout the buildings.

The satisfaction survey question categories:

Safety
Call bell response time
Quality of life
Medical needs
Food
Activities
Housekeeping
Communication

Workforce

Ms. Dom-Chima stated the executive summary report draft included aggregate data. She is in the process of breaking down the data specific to each facility. Her goal is to have the facility specific information available when DRPC meets to discuss the strategic planning session recommendations. Facilities will have the opportunity to request a copy of their satisfaction survey findings.

DRPC members engaged in a robust discussion relating to the satisfaction survey executive summary report draft. There were two motions brought forward to approve the report, however commission members were cautious of releasing the report without adding some disclosures. As a result, the executive summary report draft was tabled until a future meeting. Commission members were asked to forward feedback to Ms. Dom-Chima.

DRPC Strategic Planning Session

Chair Furber thanked Commission members and staff for attending the August 26, 2026 strategic planning session. She mentioned Rita Landgraf, Landgraf Consulting, LLC, will attend the DRPC Meeting of November 17, 2026. Before the November meeting, DRPC members will receive a copy of a draft Strategic Planning Implementation Plan/Roadmap.

DRPC Subcommittee Updates:

DRPC Staffing Ratio Waiver Subcommittee

Ms. Furber mentioned there are no updates to provide because there haven't been any waiver applications. She asked commission members whether they want to consider reviving the subcommittee to discuss how to possibly streamline the waiver process, since staff is still expending a lot of energy and effort on parts of the process, even though no applications have been received to date.

DRPC Legislative/Advocacy Subcommittee

Ms. Furber mentioned this group plans to meet September 22, 2026 @ 11:00 am to continue discussions around assisted living draft legislation and other legislative/advocacy related items.

DRPC Bylaws Subcommittee

Ms. Furber shared that the DRPC Bylaws Subcommittee will be meeting on September 29, 2026 @ 10:00 am.

DRPC Hiring Subcommittee

Ms. Bailey mentioned the f/t DRPC Data/Management Analyst job posting went live on the Delaware Employment Webpage yesterday. The posting will be up for 1 week.

7. Public Comment

Ms. Bailey shared that September is fall prevention month. Additionally, Ms. Bailey mentioned October is Residents Rights month. DRPC submits editorial commentary to a few local media outlets relating to residents rights and other advocate type observances.

Mr. Paul Smiley shared his opinion regarding the DRPC satisfaction survey.
Ms. Jennifer August provided information relating to residents' rights recognition.
Ms. Lisa Rice shared a few documents links in the chat.

8. Next DRPC full Meeting

The next DRPC full meeting will be held on Tuesday October 20, 2026 @ 9:30 am. Meeting details will be posted on the Delaware Public Meeting Calendar (PMC).

9. Adjournment

The meeting was adjourned at 11:56 a.m. by Ms. Furber, DRPC Chair.

Attachments: 9/15/2026 meeting agenda
8/26/2026 meeting minutes draft
CY27 DRPC full Meeting Schedule - draft
DRPC Executive Summary, Voices that Matter Report – draft
DRPC Secondary Employment Policy - draft