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***Delaware Residents' Protection Commission (DRPC)***

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Meeting of **February 17, 2026**  
**9:30 a.m.**

Virtually via Zoom  
Anchor Location: DDDS Fox Run  
2540 Wrangle Hill Rd  
1<sup>st</sup> Floor Conference Room  
Bear, DE 19701

**FINAL**

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

Commission member(s) not in attendance: N/A

DRPC staff attended in-person at the anchor location. The remainder of meeting participants attended virtually or by phone. A quorum of commission members was present.

Others Present: Margaret Bailey, DRPC; Susan Moore, DRPC; Ngozi Dom-Chima, DRPC; Paul Smiley, Gilpin Hall; Marcella Little, DDDS and Ruthann Lander, Public.

1. Call to Order and Introductions

Commission Chair, Lisa Furber, called the meeting to order at 9:30 a.m. Members and staff provided introductions. Mr. Kevin Andrews was recently appointed by Governor Meyer to serve on the Commission.

2. Approval of Meeting Minutes

A motion was raised (Ms. Peterson) & seconded (Mr. Shanehsaz) to approve the meeting minutes draft of January 20, 2026. The minutes were unanimously approved.

3. Old/New Business

FY26 Budget

Ms. Furber mentioned HB 282 was recently introduced. If the bill passes, it will reduce FY26 budget by 1%. She will keep the Commission updated on this bill.

## FY 27 Budget Hearings

The following FY 27 Joint Finance Committee (JFC) Budget Hearing information was shared with DRPC members:

Thursday 2/19/2026 - Judicial Branch  
Tuesday 2/24/2026 & Wednesday 2/25/2026 – Delaware Health and Social Services (DHSS)

### Satisfaction Survey Updates

Ms. Dom-Chima provided an update about the statewide satisfaction survey relating to quality of care and safety in skilled nursing facilities (SNF) and assisted living facilities (ALF) throughout Delaware. At this time, a total of 28 facilities have been surveyed state-wide. A total of 600 residents' responses have been recorded. The satisfaction survey is expected to be completed by the end of FY 26. Once the survey has been completed, facilities can request a copy of the survey findings by contacting DRPC.

### Fleet Services

Ms. Furber mentioned questions relating to Fleet Services were recently raised by staff members. At this time, DRPC does not have a policy in place, nor has staff ever utilized the services. Commission members asked Ms. Bailey if she would check with Administrative Offices of the Courts (AOC) to see if they have a fleet services policy currently in place. Discussion of this item will continue during next month's full commission meeting.

### DRPC Subcommittee Updates

Commissioner Furber shared that the Staffing Ratio Waiver Application Decision Subcommittee has not been active because there haven't been any waiver applications submitted. A weekly meeting is scheduled on the Delaware Public Meeting Calendar but cancelled if there are not any applications in process.

Commissioner Furber mentioned the Legislative and Advocacy Subcommittee meets monthly and has been reviewing feedback from stakeholders relating to the assisted living legislation draft. Ms. Peterson added that the Subcommittee will continue to review the feedback received from stakeholders during their next meeting on 3/13/2026 @ 12:00 pm.

### Retreat or Strategic Planning

Ms. Furber reminded commission members that it would be great to meet in-person to discuss top 3-5 issues, goals and/or priorities. Ms. Furber will send out a doodle poll to identify dates.

#### 4. Executive Session

DRPC Members, DAG Smith and Executive Director Bailey met in executive session 9:55 am – 10:29 am. After the executive session, a motion was made by Ms. Bingaman and seconded by

Ms. Peterson to move forward with the motion discussed in executive session. A poll vote was conducted where a quorum of commission members voted “yes” and instructed Ms. Bailey to move forward with the motion discussed. Ms. Wallace stepped away during the poll vote and therefore was not counted in the vote.

5. Public Comment

Mr. Paul Smiley provided feedback relating to workforce challenges and suggested compassion in long-term care.

Marcella Little shared her thoughts relating to the quality of workforce and integrating remote care or services, especially for hard of hearing individuals.

5. Next DRPC Full Meeting

The next DRCP Meeting will be held on Tuesday, March 17, 2026, 9:30 a.m. Information about the meeting will be posted on the Delaware Public Meeting Calendar (PMC) and individuals have the option to attend virtually or in-person.

6. Adjournment

The meeting was adjourned at 11:36 a.m. by Chair Furber.

Attachments: 2/17/2026 meeting agenda  
1/20/2026 meeting minutes draft