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

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Meeting of **August 26, 2026**

**10:00 am - 4:00 pm**

Location: Paramount Senior Living  
200 E Village Rd, Newark, DE 19701

### **FINAL**

Commission member(s) present: Lisa Furber, DRPC Chair; Cheryl Heiks; Norma Jones; Hooshang Shanehsaz, RPH; Chris Marques, Esquire; Representative Claire Snyder-Hall; Kevin Andrews; Dr. Virani, MD; Jim McCracken, NHA; Sean Dwyer; Adrienne Wallace and Mary Peterson.

Commission member(s) not in attendance: Senator Spiros Mantzavinos and Kori Bingaman, RN, NHA. DAG Patrick Smith, Esquire was also not in attendance.

DRPC staff members in attendance: Margaret Bailey, Ngozi Dom-Chima and Keyona Dale.  
Others Present: Alexia Wolfe, Public and Rita Landgraf, Landgraf Consulting, LLC.

A quorum of commission members was present.

#### **1. Call to Order and Introductions**

Commission Chair, Lisa Furber, called the meeting to order at 10:07 a.m. Commission members and staff introduced themselves to Keyona Dale, DRPC Administrative Specialist, who started on Monday, 8/24/2026.

#### **2. Approval of Meeting Minutes**

A motion was raised by Ms. Peterson and seconded by Mr. Shanehsaz to approve the minutes of July 21, 2026, as written. The meeting minutes were unanimously approved as written with no objections or abstentions.

#### **3. Approval of FY28 Operating Budget**

DRPC FY28 Operating Budget was discussed. A motion was raised by Mr. Dwyer to approve the FY28 Operating Budget Requests as written and seconded by Mr. Shanehsaz. Commission members unanimously approved the budget as written with no objections or abstentions. Ms. Bailey will submit DRPC's FY 28 budget requests to the Office of Management and Budget (OMB) by August 28, 2026.

#### 4. DRPC Chair/Co-Chair Elections

Commission members discussed the recent changes to the DRPC Bylaws relating to chair and co-chair elections. Dr. Virani reminded commission members the updated Bylaws, which includes a new pathway for determining DRPC leadership, needs careful consideration. A motion was brought forward by Mr. Shanehsaz to pause the September elections until further notice and election logistics are determined. The motion was seconded by Ms. Jones. All commission members present agreed. The motion carried.

#### 5. Old/New Business:

##### DRPC Satisfaction Survey

Ngozi Dom-Chima presented an Executive Summary related to the DRPC Satisfaction Survey. This report was forwarded to commission members in advance of the meeting.

Ms. Dom-Chima highlighted feedback provided by residents, families, and employees. The topics included:

- Safety and cleanliness
- Staff availability and timeliness
- Food satisfaction
- Unmet needs, including transportation, therapy, and medication
- Limited activities due to staffing shortages
- Being treated with dignity and respect
- Facility environment
- Incident reporting
- Staff training and education
- Quality of care
- Respect for residents and families

Mr. McCracken mentioned that he was pleased with the satisfaction survey results. The commission will discuss the Satisfaction Survey results in greater detail during the DRPC meeting of September 15, 2026.

#### 6. Discussion of:

##### Strategic Planning Framework

Commission members attended a full-day in-person Strategic Planning Session @ Paramount Senior Living in Newark, DE. This was a workshop event facilitated by Rita Landgraf, Landgraf Consulting, LLC.

Ms. Landgraf outlined the objectives and guiding principles, including the framework for the planning session. The method used = O.R.I.D: Objective, Reflective, Interpretive, and Decisional which was used to guide the group's day long discussion. This method allowed participants to explore facts, feelings, insights, and make decisions in a clear sequential manner, with each stage building upon the previous one.

Ms. Landgraf's role as a facilitator was to serve as a guide; independent from participants, provide process leadership and keep participants on track/moving forward with the development of a group approved decision.

Commission members and staff held smaller round-table discussions throughout the different levels of O.R.I.D. Each table was instructed to follow the O.R.I.D. method and come up with ideas on what they would like to see the commission focus on in the future. At the end of the planning session, each table presented their ideas to the full commission. Ms. Landgraf will compile the list and share it with the full commission in the coming weeks.

7. Public Comment

No members of the public provided public comment.

8. Adjournment

The meeting was adjourned at 4:07 p.m. by Ms. Furber, DRPC Chair.

Attachments: 8/26/2026 DRPC Strategic Planning Paramount SL Agenda  
7/21/2026 DRPC Meeting Minutes Draft  
8/26/2026 Retreat Slide Deck  
FY28 Operating Budget Draft  
DRPC Voices That Matter Executive Summary