

Office of the State Long-Term Care Ombudsman



Annual Report

Federal Fiscal Year 2019

October 1, 2018 through September 30, 2019

(866) 55AGING

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www.georgiaombudsman.org



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State Office Staff

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 Ombudsman Services Coordinator

Jeff Taylor
 Ombudsman Services Coordinator

Tina Lawrence
 Administrative Assistant

Tracey R. Williams
 Ombudsman Program Consultant

Community Ombudsman Programs

	Counties Served	Telephone Numbers
Capitol	Cobb, Douglas, Fulton	404-627-1057
East	Barrow, Burke, Clarke, Columbia, Elbert, Glascock, Greene, Gwinnett, Hancock, Jackson, Jefferson, Jenkins, Lincoln, Madison, McDuffie, Morgan, Oconee, Oglethorpe, Richmond, Screven, Taliaferro, Walton, Warren, Washington, Wilkes	706-549-4850
Middle	Appling, Baldwin, Bibb, Bleckley, Bryan, Bulloch, Candler, Chatham, Crawford, Dodge, Effingham, Emanuel, Evans, Houston, Jasper, Jeff Davis, Johnson, Jones, Laurens, Liberty, Long, McIntosh, Monroe, Montgomery, Peach, Pulaski, Putnam, Tattnall, Telfair, Toombs, Treutlen, Twiggs, Wayne, Wheeler, Wilcox, Wilkinson	912-367-4866 866-991-9988
North	Banks, Bartow, Catoosa, Chattooga, Cherokee, Dade, Dawson, Fannin, Floyd, Forsyth, Franklin, Gilmer, Gordon, Habersham, Hall, Haralson, Hart, Lumpkin, Murray, Paulding, Pickens, Polk, Rabun, Stephens, Towns, Union, Walker, White, Whitfield	770-531-2560
South	Atkinson, Bacon, Baker, Ben Hill, Berrien, Brantley, Brooks, Calhoun, Camden, Charlton, Chattahoochee, Clay, Clinch, Coffee, Colquitt, Cook, Crisp, Decatur, Dooly, Dougherty, Early, Echols, Grady, Glynn, Irwin, Lanier, Lee, Lowndes, Macon, Marion, Miller, Mitchell, Muscogee, Pierce, Quitman, Randolph, Schley, Seminole, Stewart, Sumter, Taylor, Terrell, Thomas, Tift, Turner, Ware, Webster, Worth	229-432-1124 800-282-6612
West	Butts, Carroll, Clayton, Coweta, DeKalb, Fayette, Harris, Heard, Henry, Lamar, Meriwether, Newton Pike, Rockdale, Spalding, Talbot, Troup, Upson	678-378-2934



Staff & Volunteers	
Paid Staff	42
Volunteer ombudsmen certified to address complaints	13
Number of hours donated by certified volunteer Ombudsmen	1108
Number of other volunteers	24

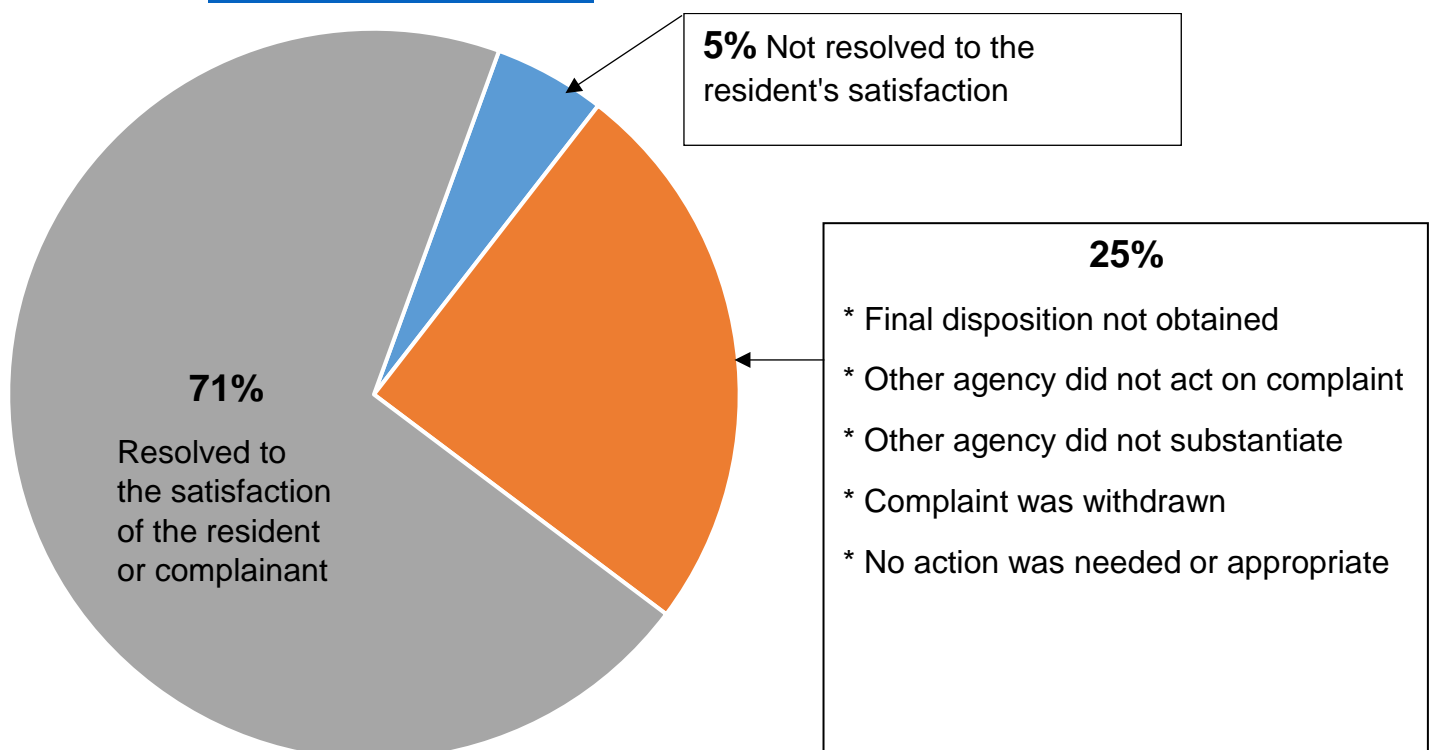
Complaints Received FY19: 5199

Top Complaint Categories:

1. Discharge/Eviction
2. Dignity, Respect - staff attitudes
3. Failure to respond to requests for assistance
4. Food Service
5. Medications

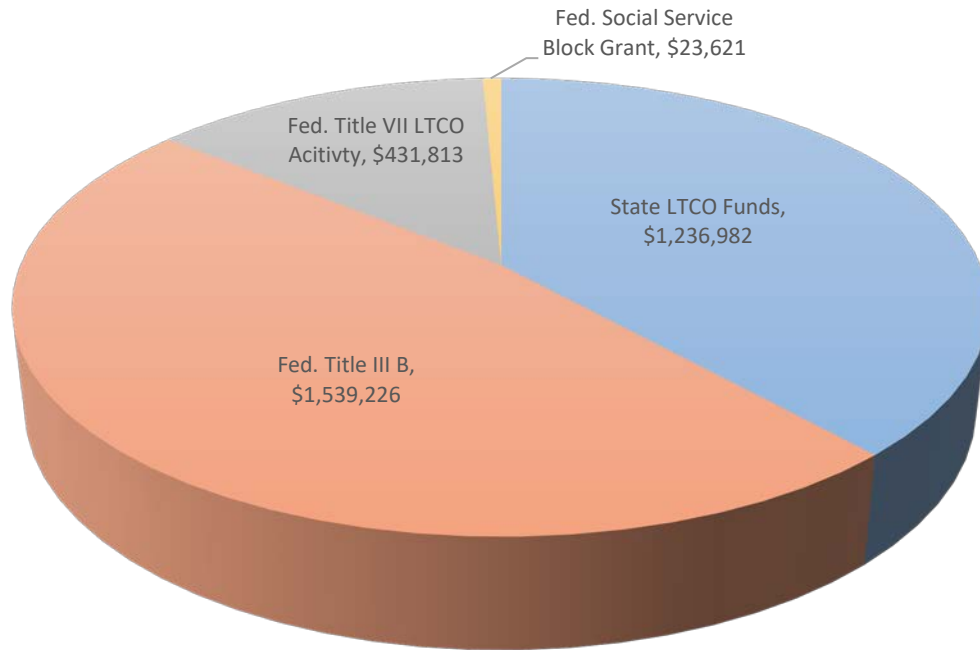


Complaint Resolution



Ombudsman Program Expenditures

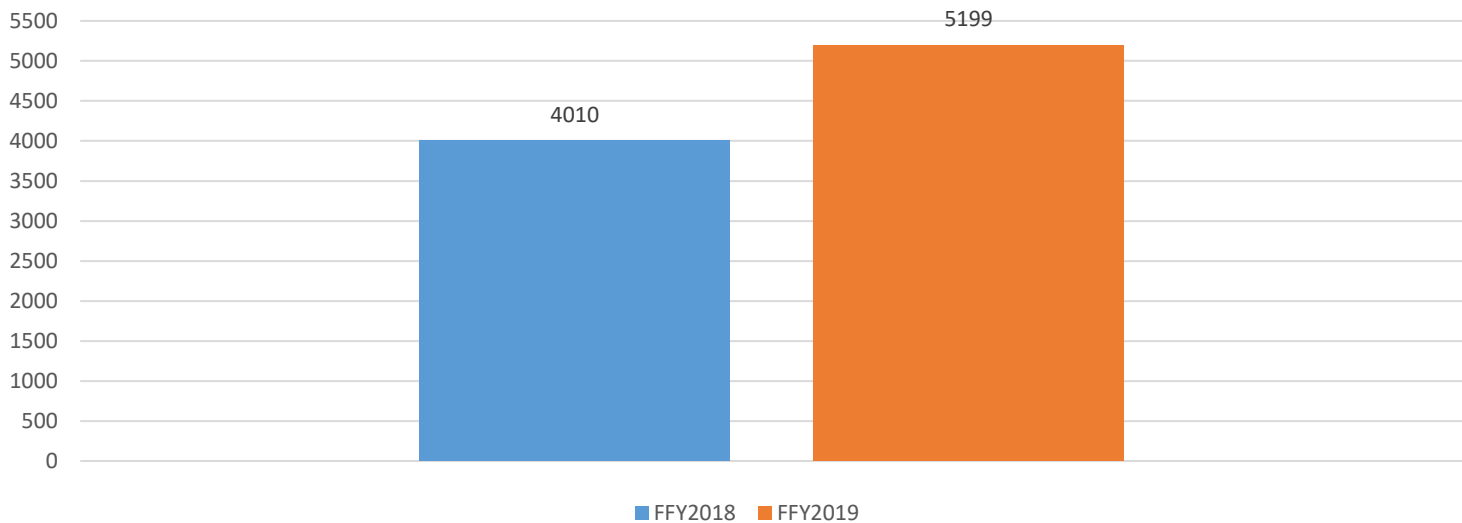
FY19 expenditures of the Ombudsman Program totaled \$3,231,642. Funds expended were comprised of state funds (38%) and federal funds (62%).



Recommendations

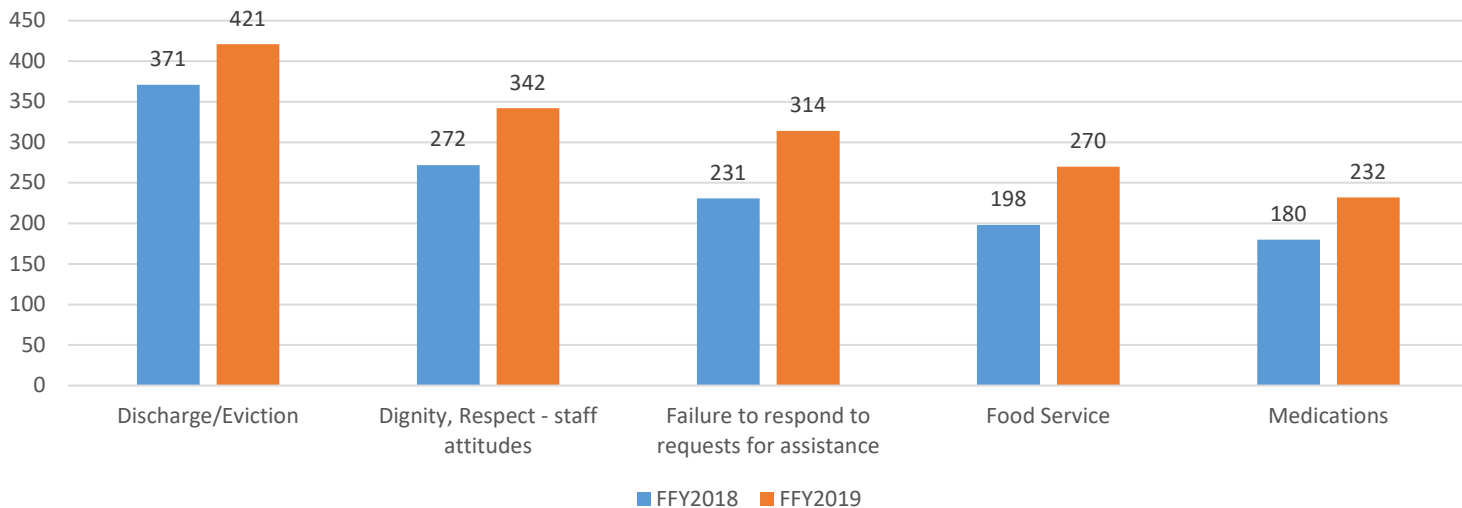
Problem	Strategy
Funding for Personal Needs Allowance	Although an increase in the PNA was authorized in 2017, the appropriation did not occur at that time. The LTCOP worked for two years to get the additional funds appropriated. Ombudsman Representatives diligently assisted residents to write messages of the importance of the increase.
Problem	
Cameras in Long-Term Care Facilities	Legislation was introduced that would allow cameras in long-term care facilities. The LTCOP raised many concerns related to residents' rights and confidentiality. Legislation is still pending. LTCOP met with advocates to discuss concerns and make recommendations to improve the bill and protect residents.
Problem	
Changes to the Penalty Structure for State Licensed Long Term Care Facilities	The LTCOP has been urging changes to the penalty structure for assisted living and personal care homes. The matrix for assessing severity, the limitations on fines, and the woefully low penalties have not been significantly reviewed and updated in years. The LTCOP continues to appeal to policy makers to take meaningful action to address these issues.

Complaints Received

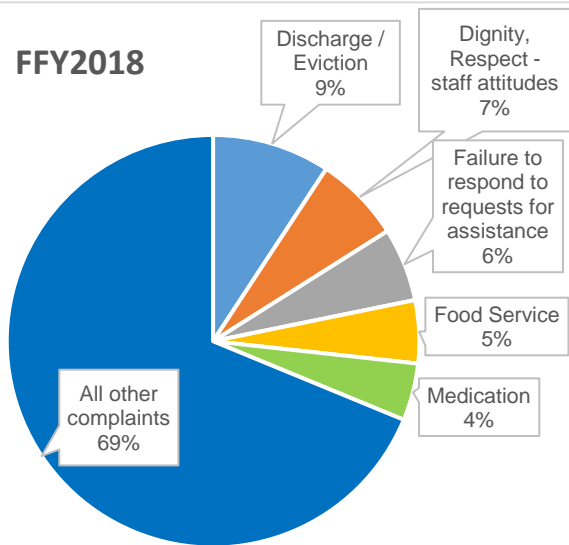


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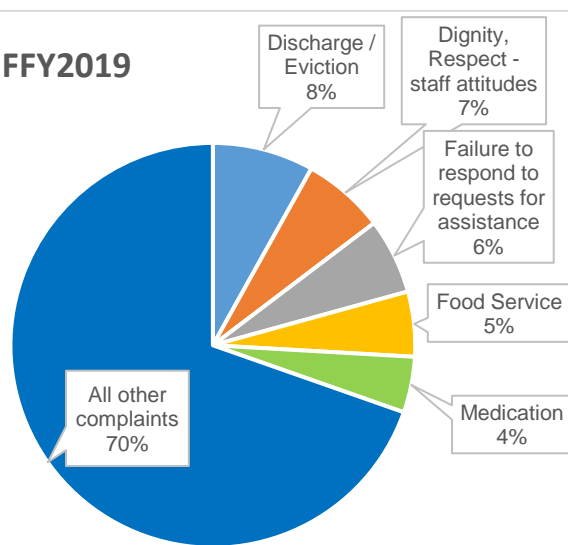
Top Complaint Categories



FFY2018

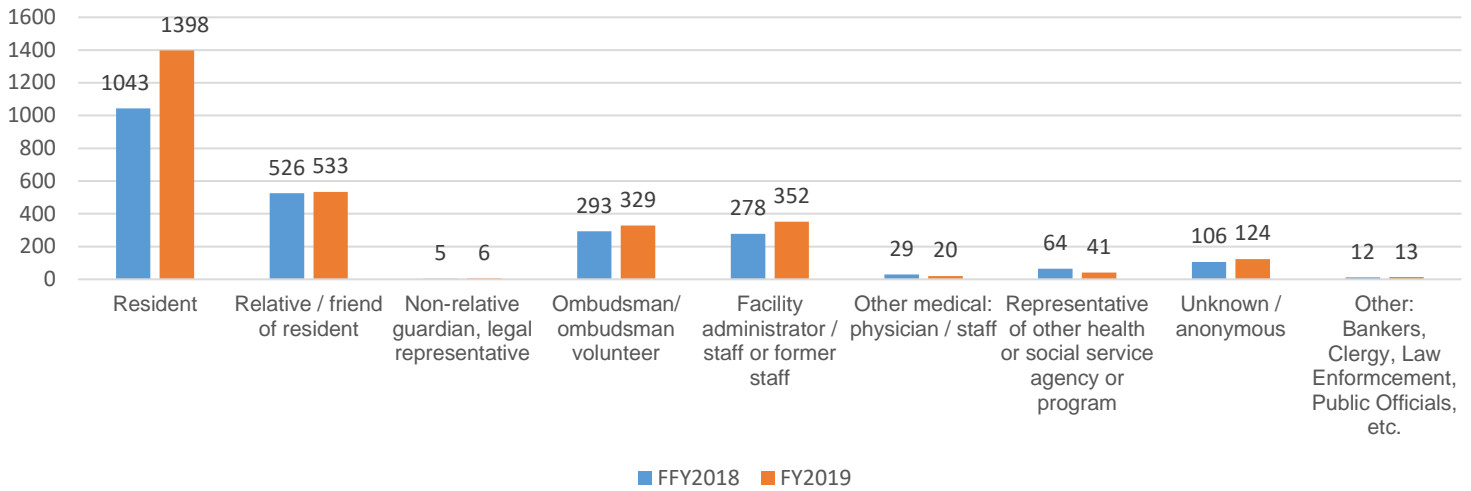


FFY2019

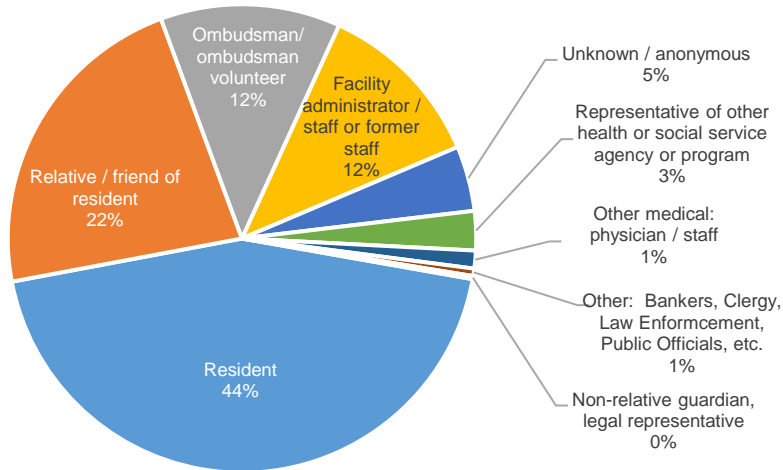


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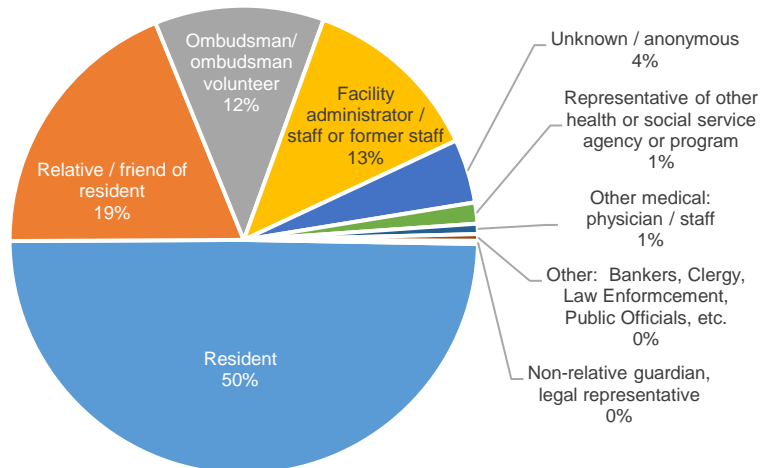
Type of Complainants



FFY2018

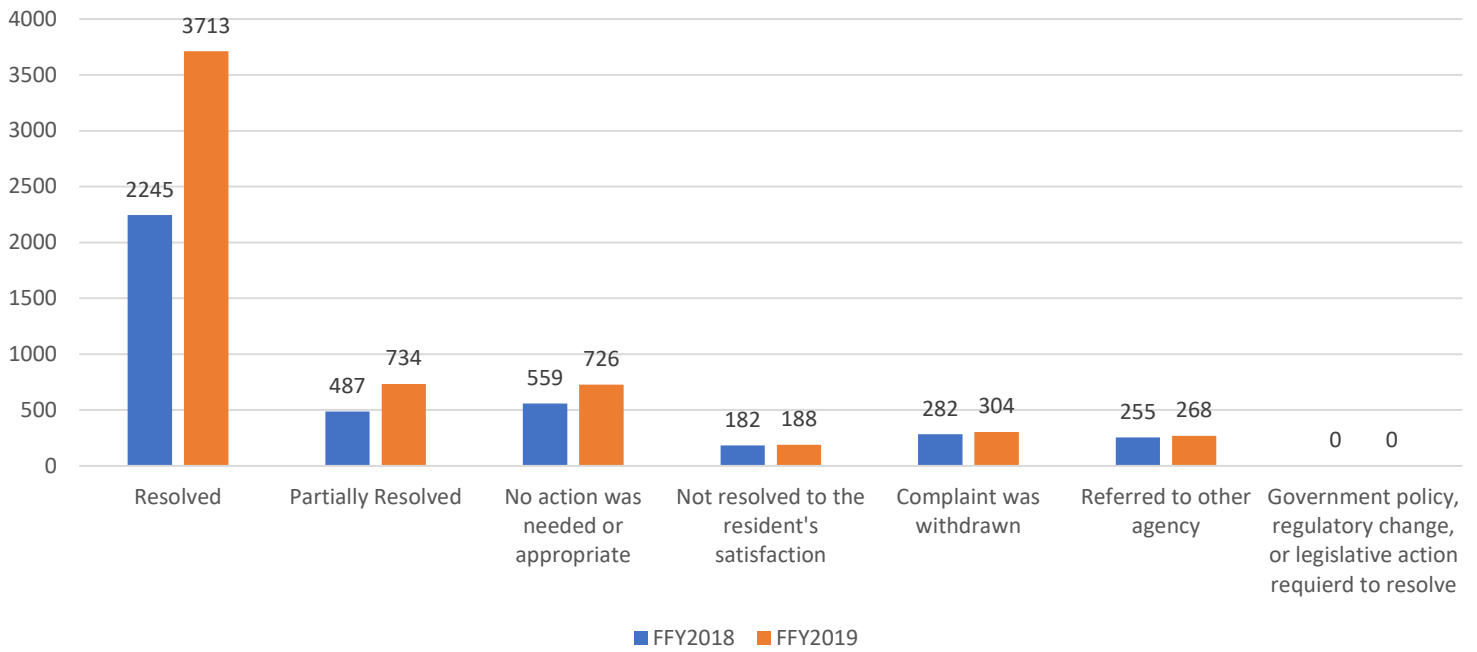


FFY2019



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Complaint Resolution



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**If you would like further details, please contact the
Office of the State Long-Term Care Ombudsman
at: 1-866-552-4464 option 5**