

# Office of the State Long-Term Care Ombudsman



## Annual Report

Federal Fiscal Year 2016  
October 1, 2015 through September 30, 2016

**(866) 55AGING**

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*[www.georgiaombudsman.org](http://www.georgiaombudsman.org)*



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 State Long-Term Care Ombudsman  
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 Atlanta, Georgia 30303-3142

**State Office Staff**

Lin Chao  
 Ombudsman Services Coordinator

Kim Johnson-Prince  
 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	770-538-2685
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

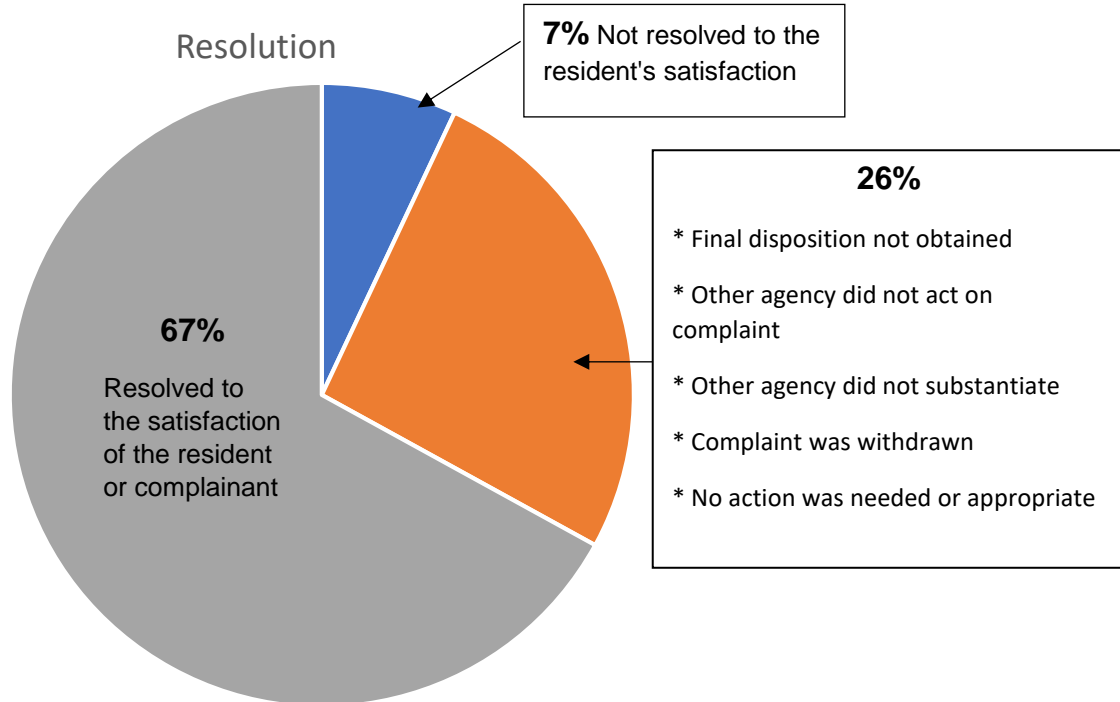


Staff & Volunteers	
Paid Staff	35
Volunteer ombudsmen certified to address complaints	9
Number of hours donated by certified volunteer Ombudsmen	225
Number of other volunteers	80

**Complaints Received FY16: 3391**

**Top Complaint Categories:**

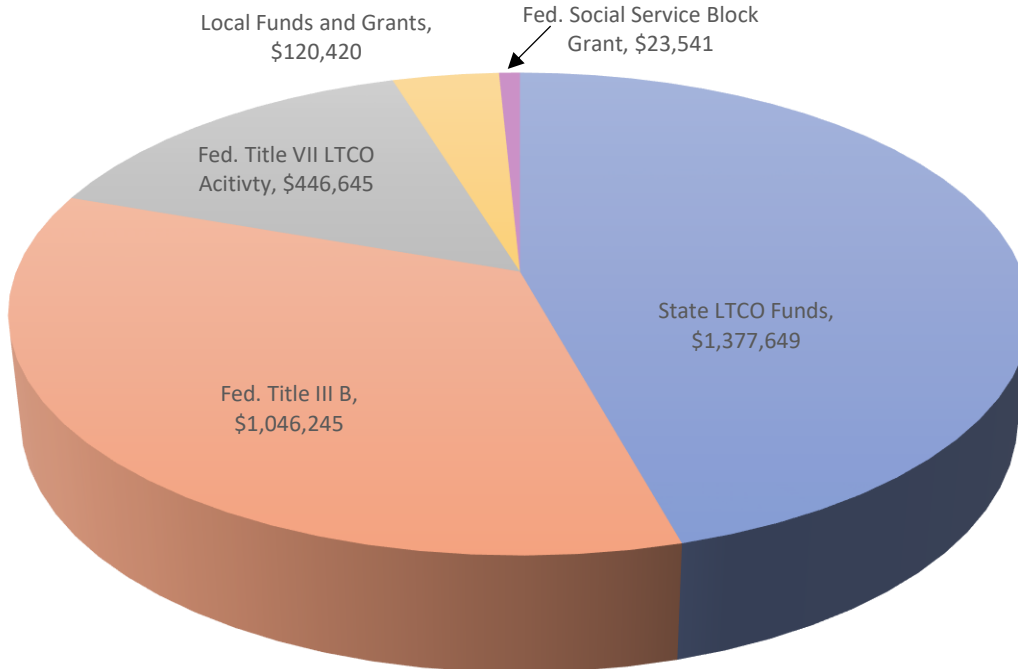
1. Dignity, Respect - staff attitudes
2. Discharge/Eviction
3. Food Service
4. Failure to respond to requests for assistance
5. Cleanliness, pests, general housekeeping



# Ombudsman Program Expenditures

FY16 expenditures of the Ombudsman Program totaled \$3,014,500.

Funds expended were comprised of state sourced (45.7%), federal sources (49.5%), and local funds and grants from other sources (4.8%).



## Recommendations

Problem	Strategy
Unlicensed Personal Care Homes	Advocate for more services for residents of unlicensed Personal Care Homes who must be relocated on an emergency basis and who need more time to find a suitable, long-term residential option.
Problem	Strategy
Funding for Nursing Home Transition Services	Advocate for state funding for nursing home transition services. Such funding would be more flexible than the Money Follows the Person Program and would assist more residents who want to transition out of nursing homes.
Problem	Strategy
Roadblocks in Providing all Components of the Ombudsman Program	Restructure the program, reducing the number of contracted entities from 13 to 6, contract with entities that are able to provide all of the components of the Ombudsman Program and directly contract with each entity. Directly contracting with the entities will provide more direct and timely accountability from each provider.