

Office of the State Long-Term Care Ombudsman



Annual Report

Federal Fiscal Year 2022

October 1, 2021, through September 30, 2022

(866) 55AGING

5 5 2 - 4 4 6 4

www.georgiaombudsman.org



Melanie S. McNeil, Esq.
 State Long-Term Care Ombudsman
 2 Peachtree Street NW, 32nd Floor
 Atlanta, Georgia 30303-3142
 404-416-0211

State Office Staff

Lin Chao
 Ombudsman Services Coordinator

Kim Johnson-Prince
 Ombudsman Services Coordinator

Jeff Taylor
 Ombudsman Services Coordinator

Tracey R. Williams
 Ombudsman Program Consultant

Community Ombudsman Programs

| Regions | 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 | 470-691-1301 |
| 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 |

During Federal Fiscal Year 2022 Ombudsman Representatives visited residents every quarter at most long-term care facilities across the state. Ombudsman Representatives saw a significant increase in the number of complaints they received in FFY 2022.

The Office of the State Long-Term Care Ombudsman resumed in-person training to staff, and newly hired Ombudsman Representatives who must complete a rigorous state mandated training process to become fully certified.

Eleven volunteers participated in our first statewide volunteer training. Volunteers help to fill in the staffing gaps.

As with many industries, the Long-Term Care Ombudsman Program experienced significant turnover in staff during the pandemic. We are working diligently to recruit and train new Ombudsman Representatives to advocate for some of our most vulnerable Georgians, those who live in long-term care facilities.

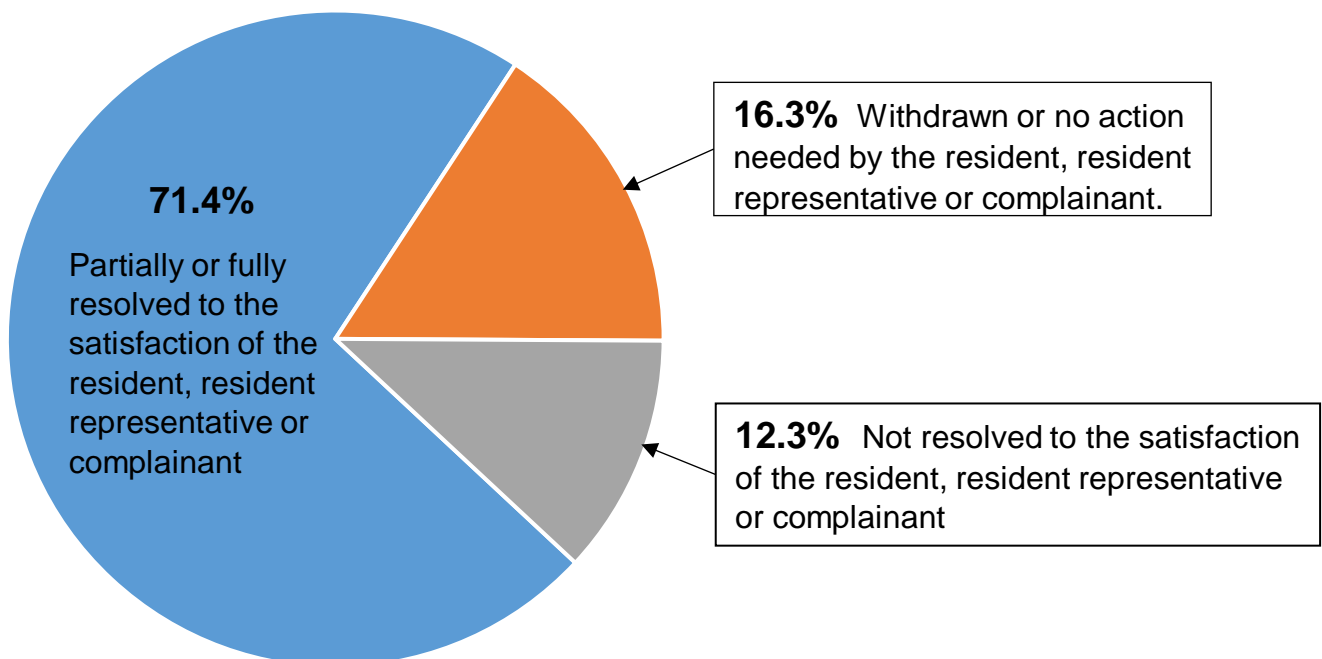
Complaints Received FFY2022: 4,518

Top Complaint Categories:

1. Discharge or eviction
2. Response to requests for assistance
3. Dignity and respect
4. Food Services
5. Personal Hygiene

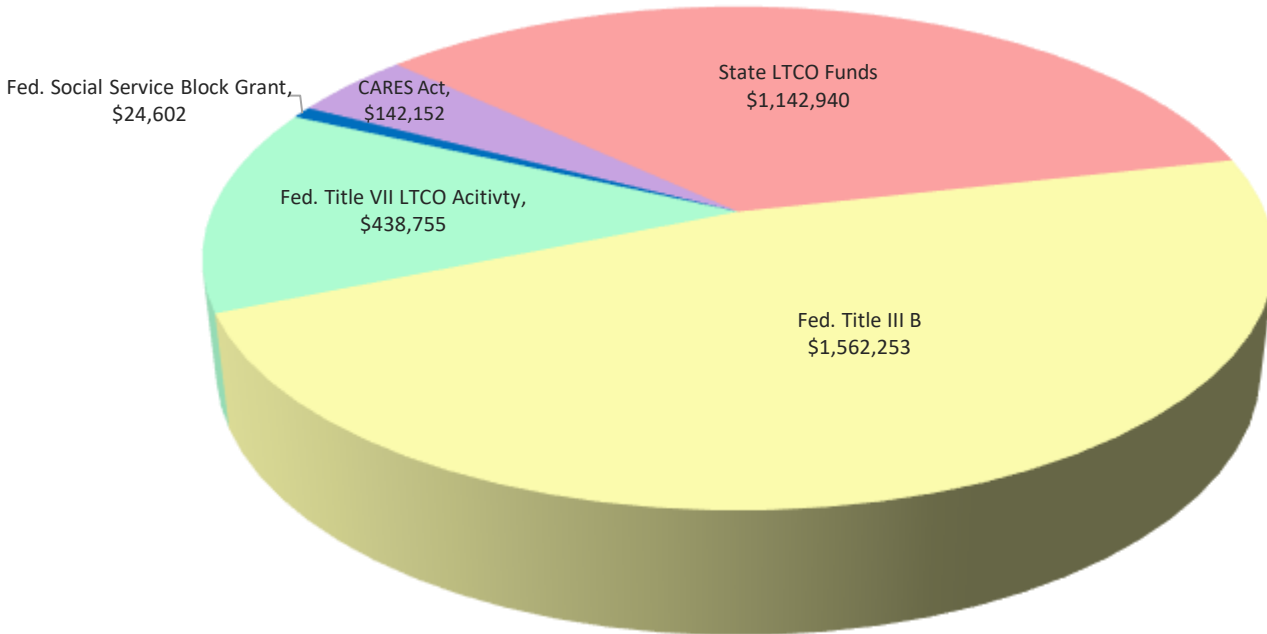
| Staff & Volunteers | |
|--|-----|
| Paid Staff | 39 |
| Volunteer ombudsmen certified to address complaints | 7 |
| Number of hours donated by certified volunteer Ombudsman Representatives | 479 |

Complaint Resolution



Ombudsman Program Expenditures

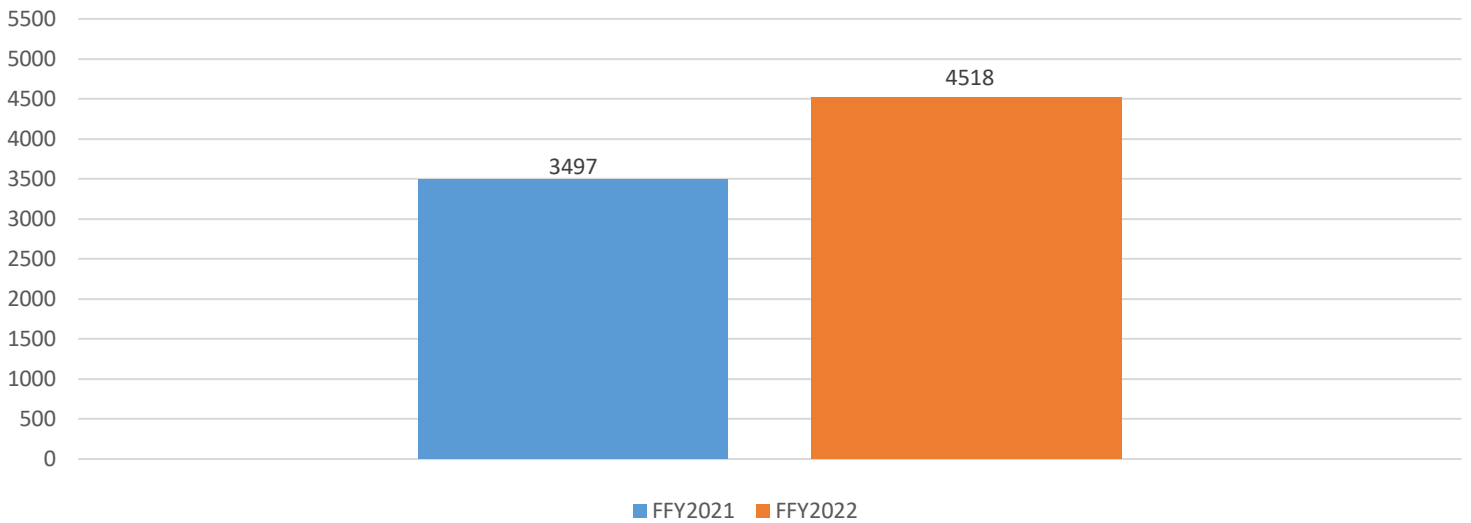
FFY22 expenditures of the Ombudsman Program totaled \$3,310,702. Funds expended were comprised of state funds (35%) and federal funds (65%).



Recommendations

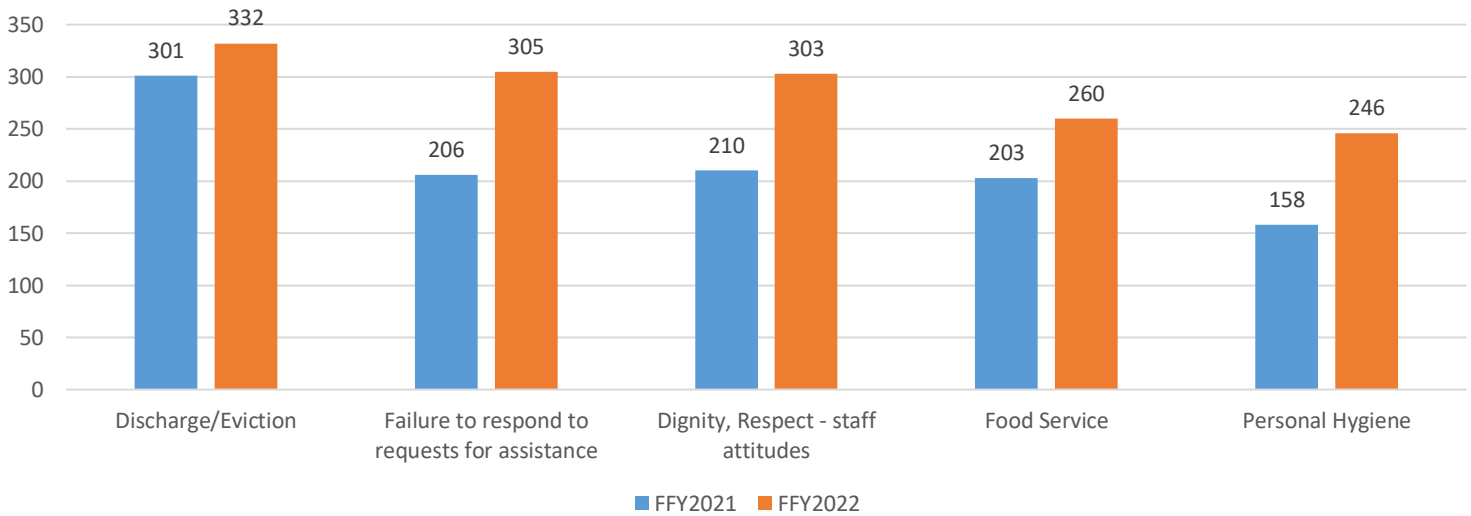
| Problem | Strategy |
|--|---|
| Legislation to reduce the number of required staff in Residential Care Communities was introduced with only days to go until the end of the 2022 legislative session. Lack of staff is a common complaint in all LTC facilities in our state. Reducing the ratio of staff to residents will compound the already significant concern of insufficient staff to meet residents' needs. | Advocates, including the SLTCO, provided input to legislators regarding the problem with the proposal. The legislation was tabled for the session but is likely to return during the 2023 General Assembly session. The SLTCO has provided information to legislators and will continue to advocate to retain the current ratio of required staff to residents. |
| Problem | Strategy |
| Local Ombudsman Representative programs are required to provide in-service training to facility staffs. Facilities are challenged to assure that they have enough staff to serve their residents without other demands on their time. | Mindful of the challenges of asking each shift to staff for an in-service, one local program developed "In-Service in a Box." The idea is for Ombudsman Representatives to speak with the facility administrator, Director of Nursing, and other facility leadership to explain the short In-Service in a Box concept so that the leadership could then share the tips with staff in a less formal setting, and as staff are available. |

Complaints Received

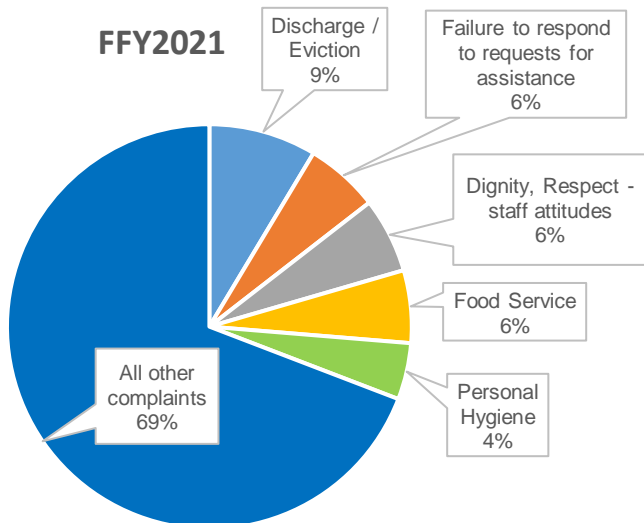


[Back to Top](#)

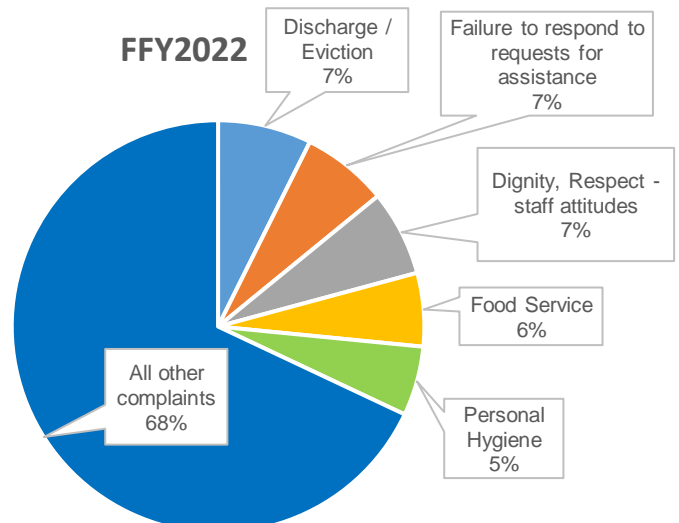
Top Complaint Categories



FFY2021

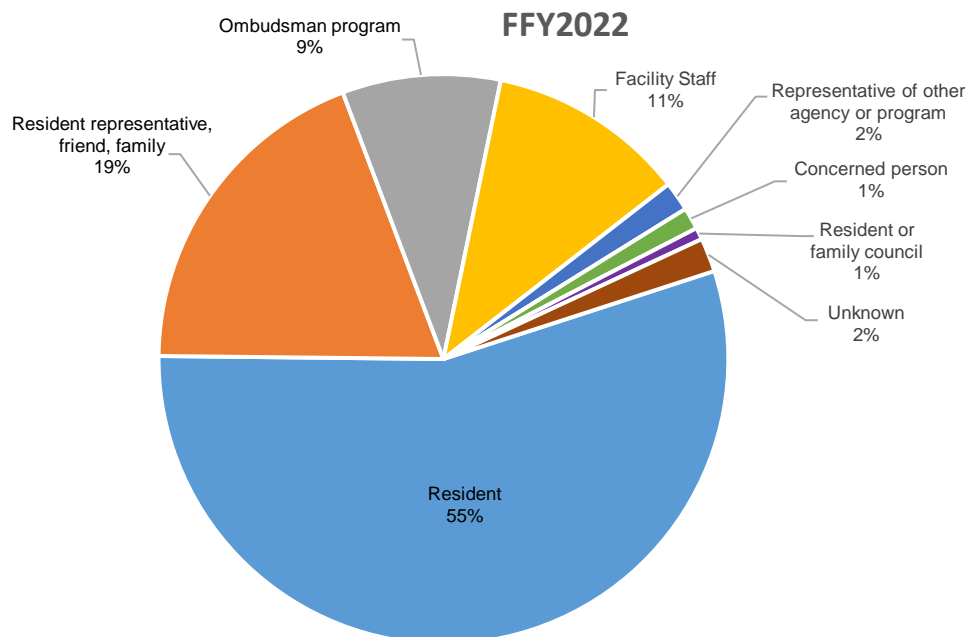
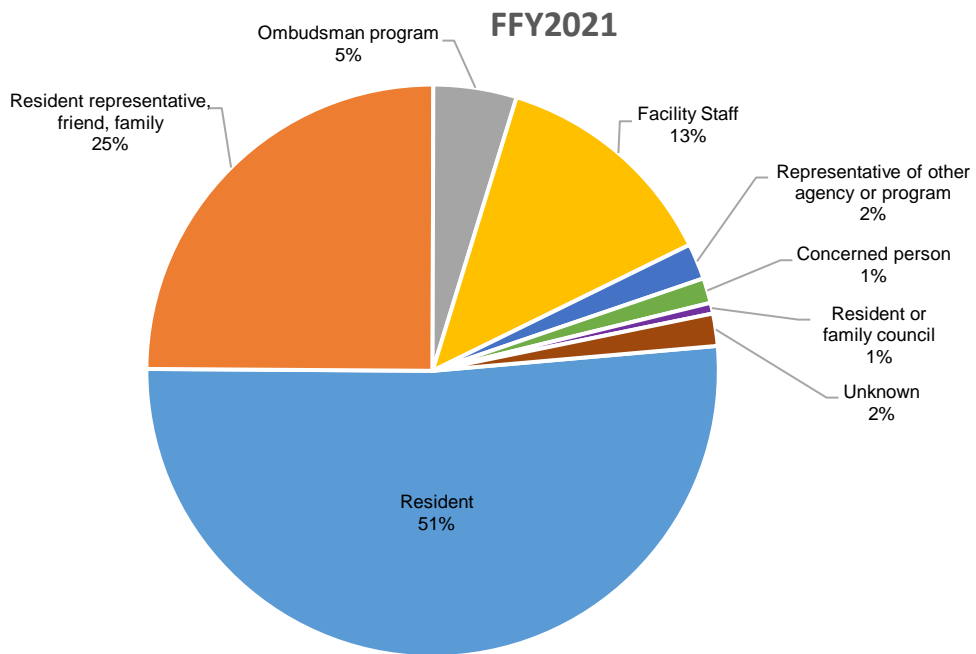
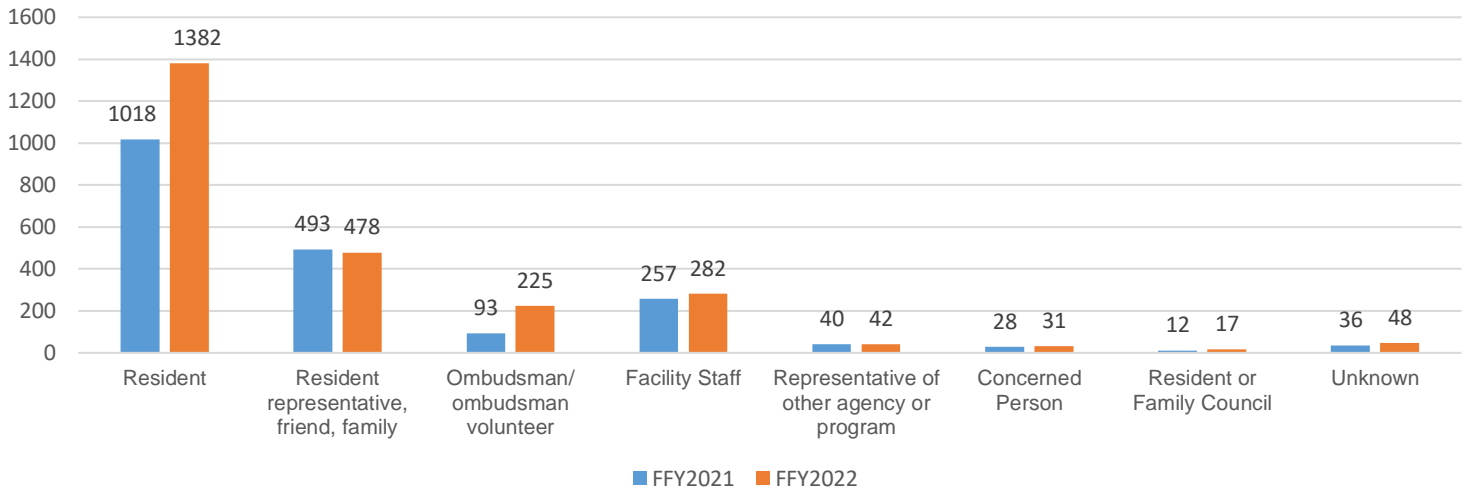


FFY2022



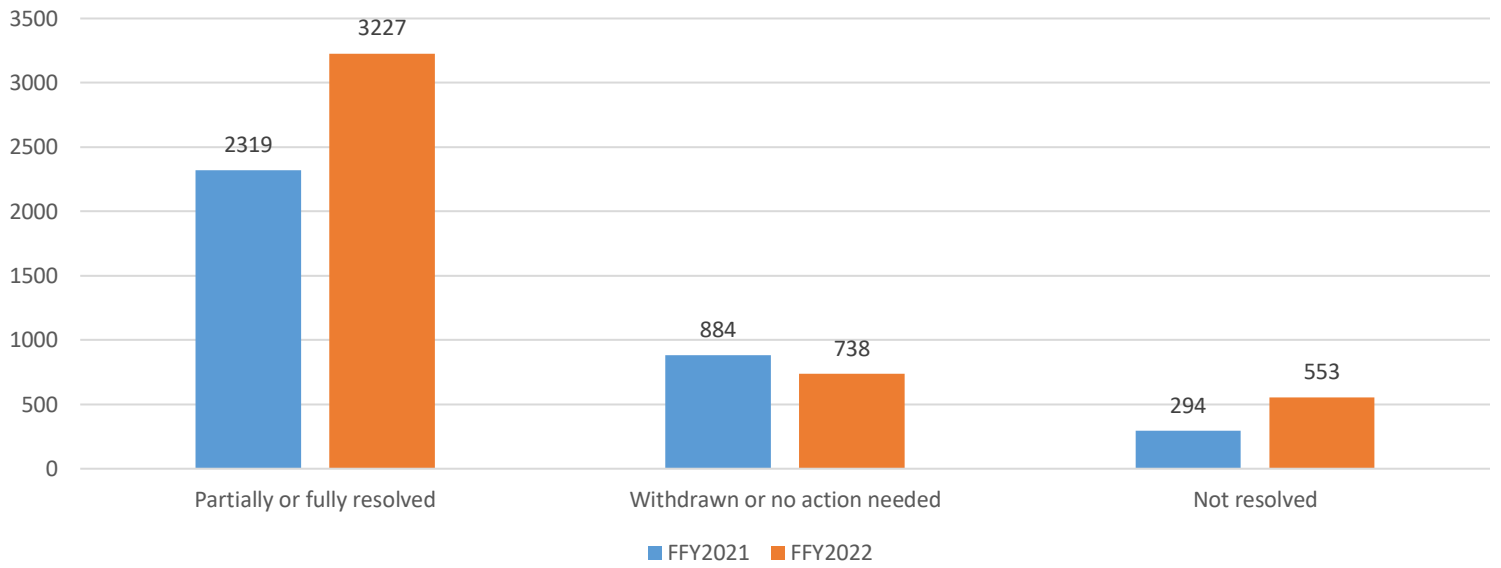
[Back to Top](#)

Type of Complainants



[Back to Top](#)

Complaint Resolution



[Back to Top](#)

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