

Office of the State Long-Term Care Ombudsman



ombudsman

LONG TERM CARE
RESIDENTS' ADVOCATE

Annual Report

Federal Fiscal Year 2023

October 1, 2022 through September 30, 2023

866-552-4464

www.georgiaombudsman.org



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Lartechia Johnson
 Administrative Assistant

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

Complaints Received FFY2023: 4,493

Top Complaint Categories:

1. Discharge or eviction

This is when a facility is evicting a resident from his or her home at the long-term care facility. Ombudsmen Representatives are important to connect residents to legal resources for appealing the eviction.

2. Response to requests for assistance

This is when facility staff fail to promptly respond to call lights, or requests for assistance.

3. Dignity and respect

This is when residents are treated with rudeness, indifference, or insensitivity.

4. Food Services

This is when a facility's food quality, variation, choice, temperature and timing of meals are substandard or do not meet the residents' expectations.

5. Personal Hygiene

This is when a facility fails to bathe residents in a timely manner or not at all, allows residents to remain in soiled clothing or incontinent briefs, doesn't wash residents' hands and face, or neglects to clean residents' fingernails, teeth or dentures.

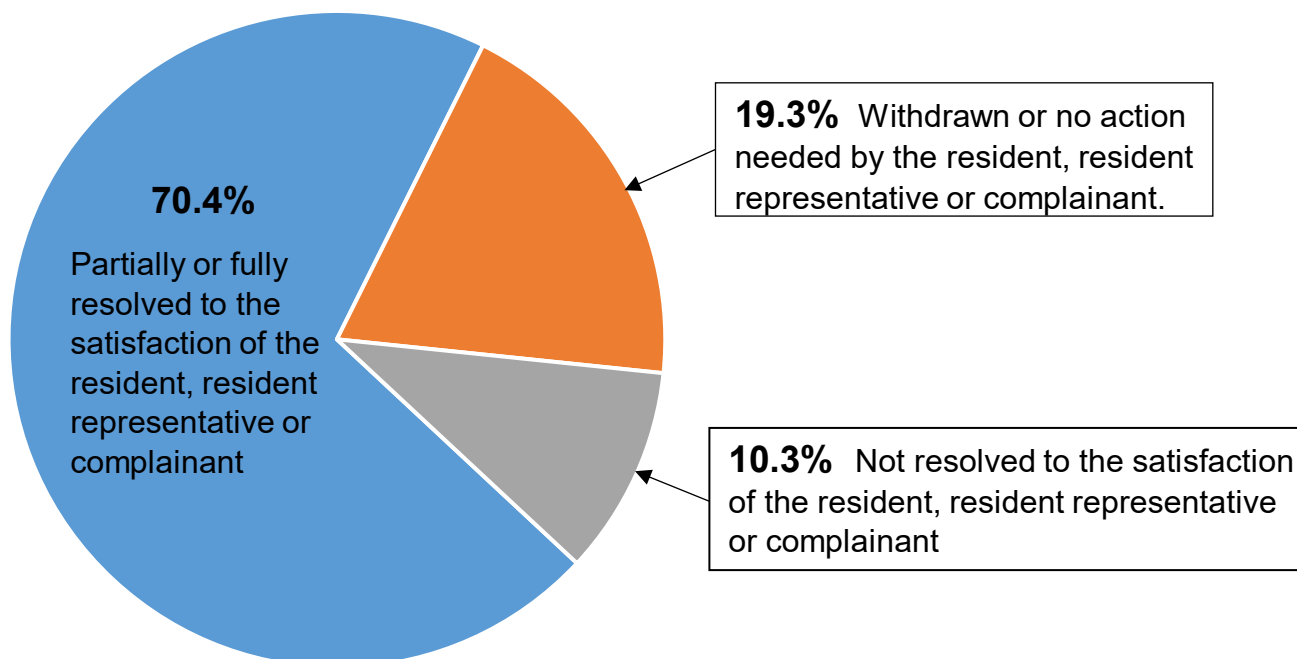
Staff & Volunteers	
Paid Staff	42
Volunteer ombudsmen certified to address complaints	9
Number of hours donated by certified volunteer Ombudsman Representatives	647

Example of a Discharge Complaint:

Without any notice, a nursing home resident on dialysis, who had an amputated limb, and other medical needs, was sent by the nursing home to a homeless shelter with no resources to assist with the resident's medical needs. The OR worked to resolve the issue.

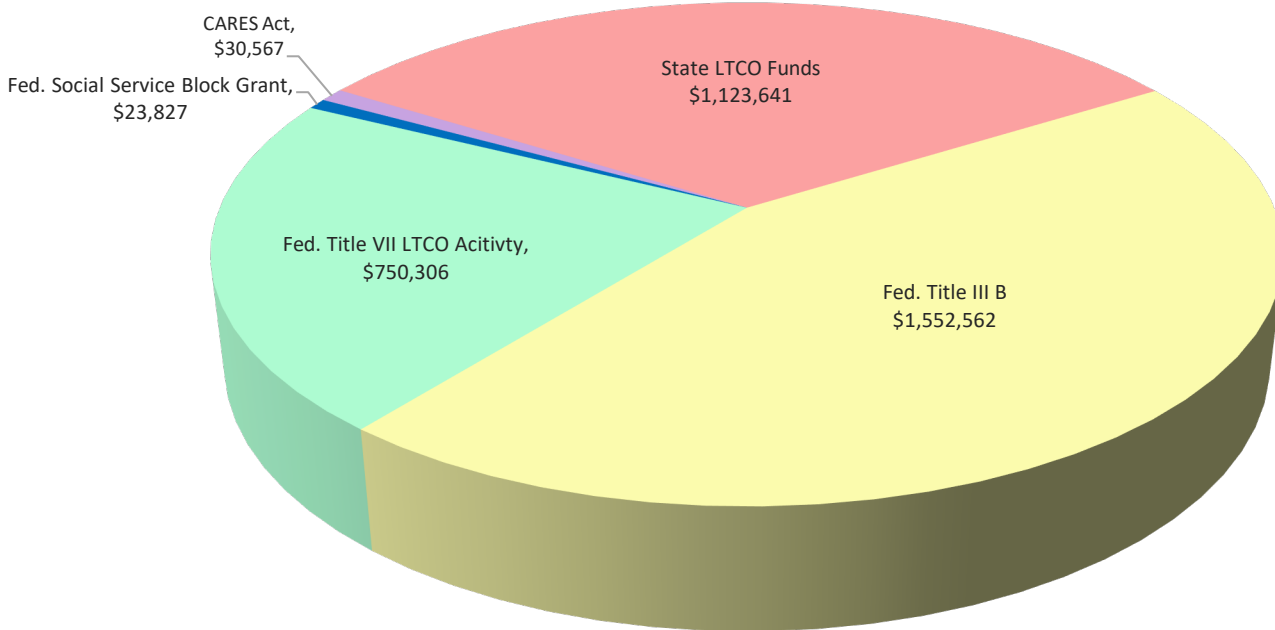
Ultimately the facility was fined nearly \$9,000 by the Department of Community Health for inappropriately and illegally dumping this resident.

Complaint Resolution



Ombudsman Program Expenditures

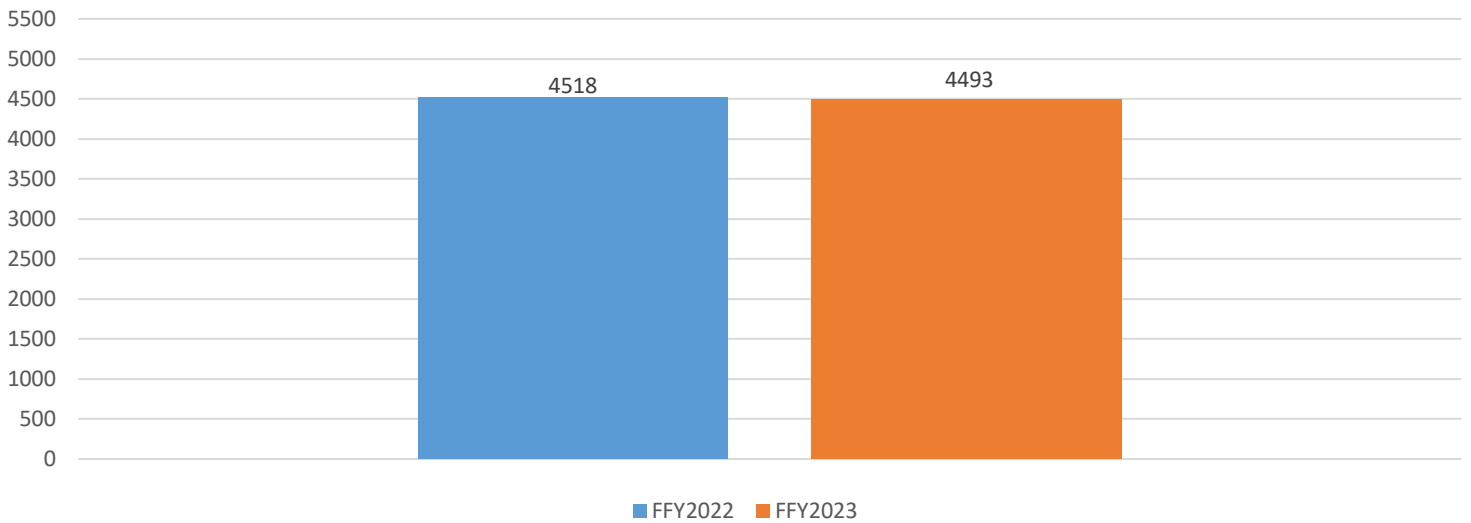
FFY23 expenditures of the Ombudsman Program totaled \$3,480,903. Funds expended were comprised of state funds (32%) and federal funds (68%).



Recommendations

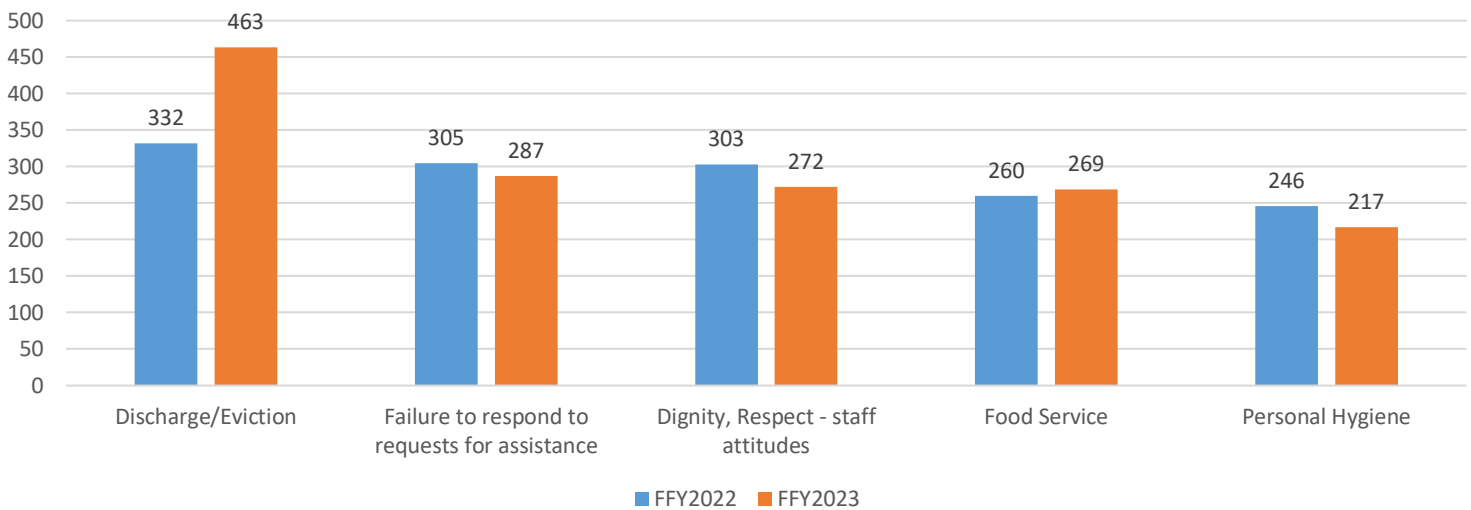
Problem	Strategy
Due to budget cuts starting in 2008, Ombudsman Representatives (ORs) stopped making routine visits to Community Living Arrangements (CLAs) homes. CLAs provide services to residents who have intellectual disabilities. ORs continued to respond to complaints when they were reported.	An investigation and prosecution of a CLA provider caused the LTCOP to consider whether CLAs could be visited at least annually with the current OR staff. The contract deliverable was changed to require at least an annual visit to all CLAs. The SLTCO will assess the pressure on the program to determine whether this additional visit requirement will be sustainable.
Problem	Strategy
The LTCOP has experienced more than a 50% turnover rate among ORs. The most often reported reason for leaving the program is lack of competitive salary and benefits. The local programs have not seen a permanent increase in their budgets for many years.	Since 2016, the LTCOP has experienced a \$234,709 decrease in state funding. During the 2023 General Assembly session, the LTCOP advocated for additional state funding for the program. The funding was not made available to the LTCOP. We continue to advocate for an increase to help stabilize the program. Residents need the continuity of visits from the same OR to build trust, which is more difficult when the ORs change frequently.

Complaints Received

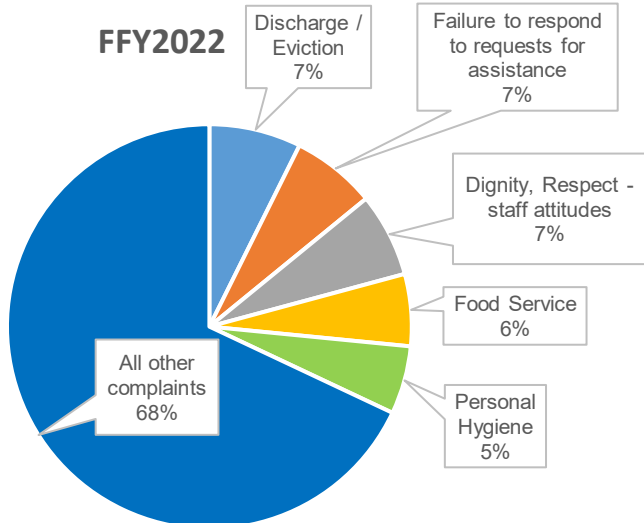


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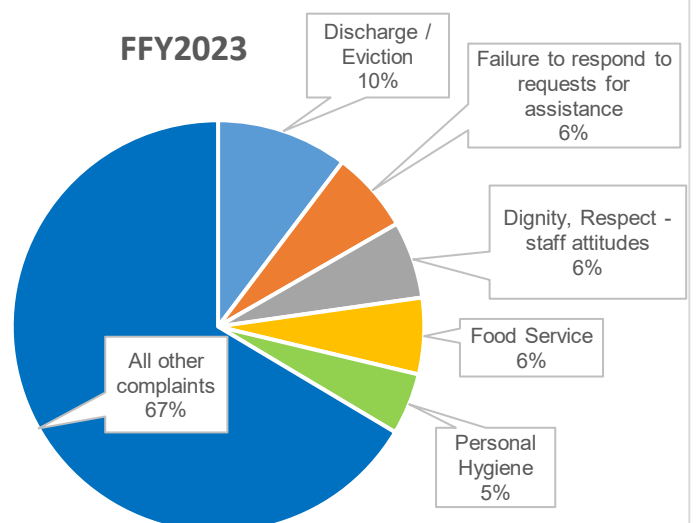
Top Complaint Categories



FFY2022

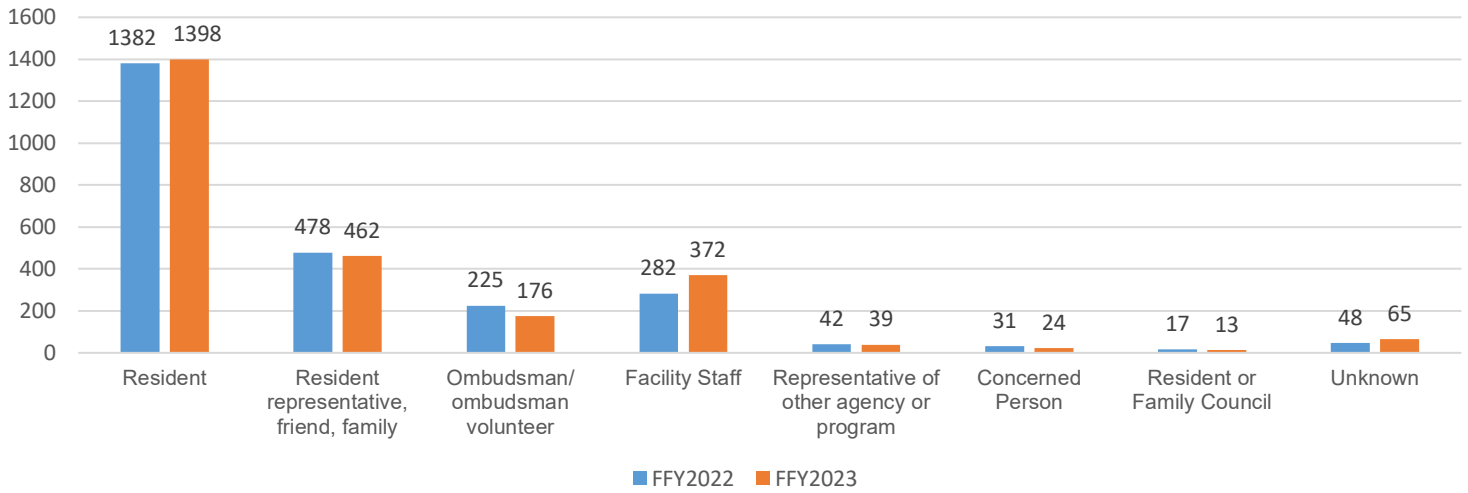


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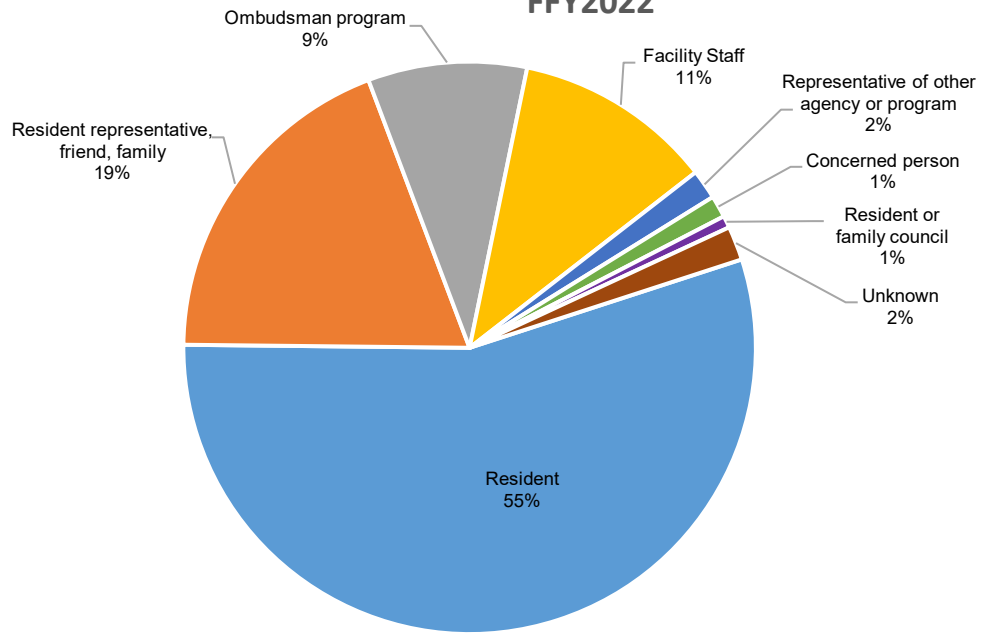


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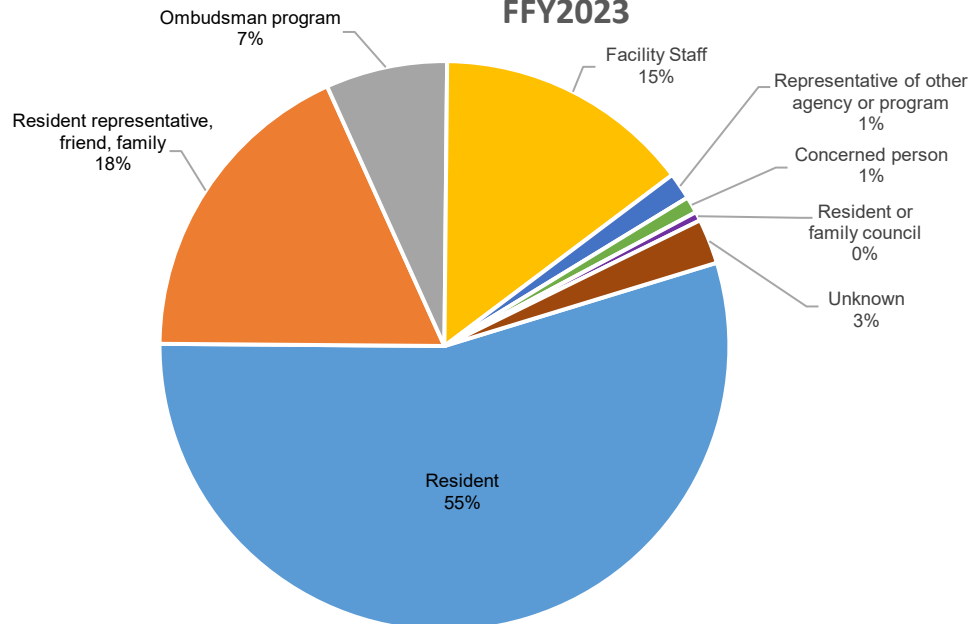
Type of Complainants



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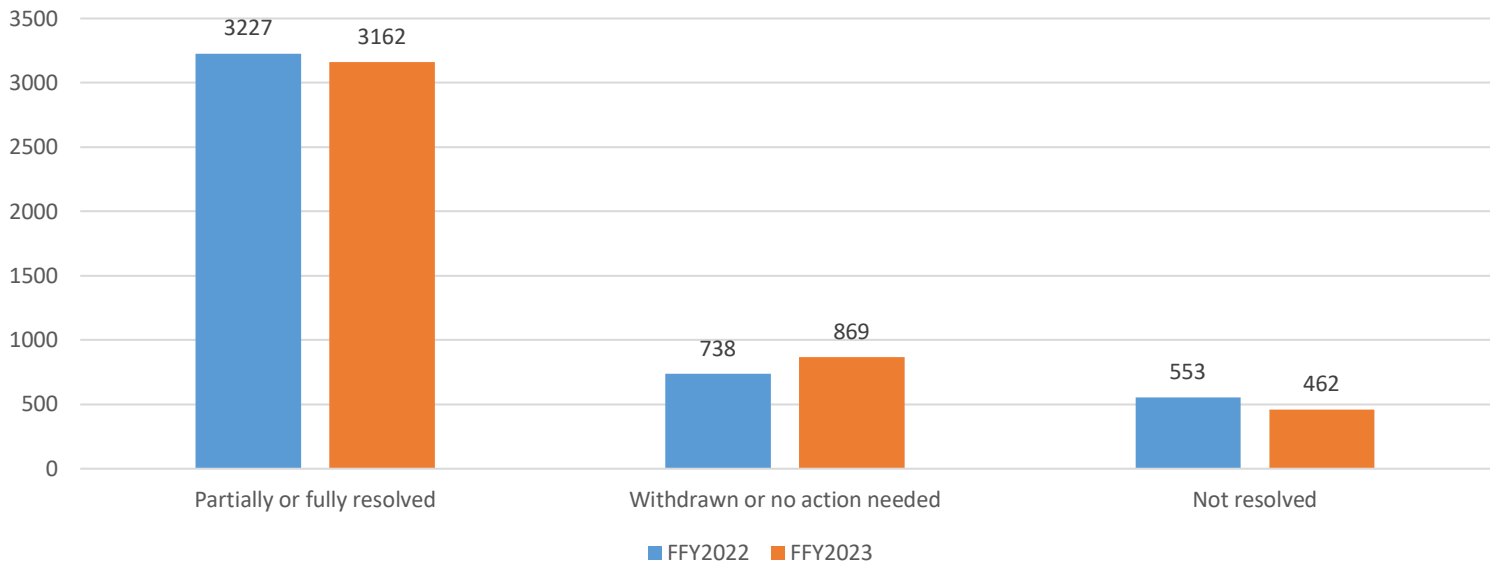


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Complaint Resolution



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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.