

Office of the State Long-Term Care Ombudsman



Annual Report

Federal Fiscal Year 2024

October 1, 2023 through September 30, 2024

866-552-4464

www.georgiaombudsman.org



Educate



Empower



Advocate

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The Georgia Long-Term Care Ombudsman Program (LTCOP), authorized by the federal Older Americans Act and state law, provides advocacy services including complaint investigation and resolution for long-term care facility residents.

Community LTCOPs

Regions	Counties Served	Telephone Numbers
Capitol	Cobb, Douglas, Fulton	470-691-1301
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 FFY2024: 5,201

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, fails to wash residents' hands and face, or neglects to clean residents' fingernails, teeth or dentures.

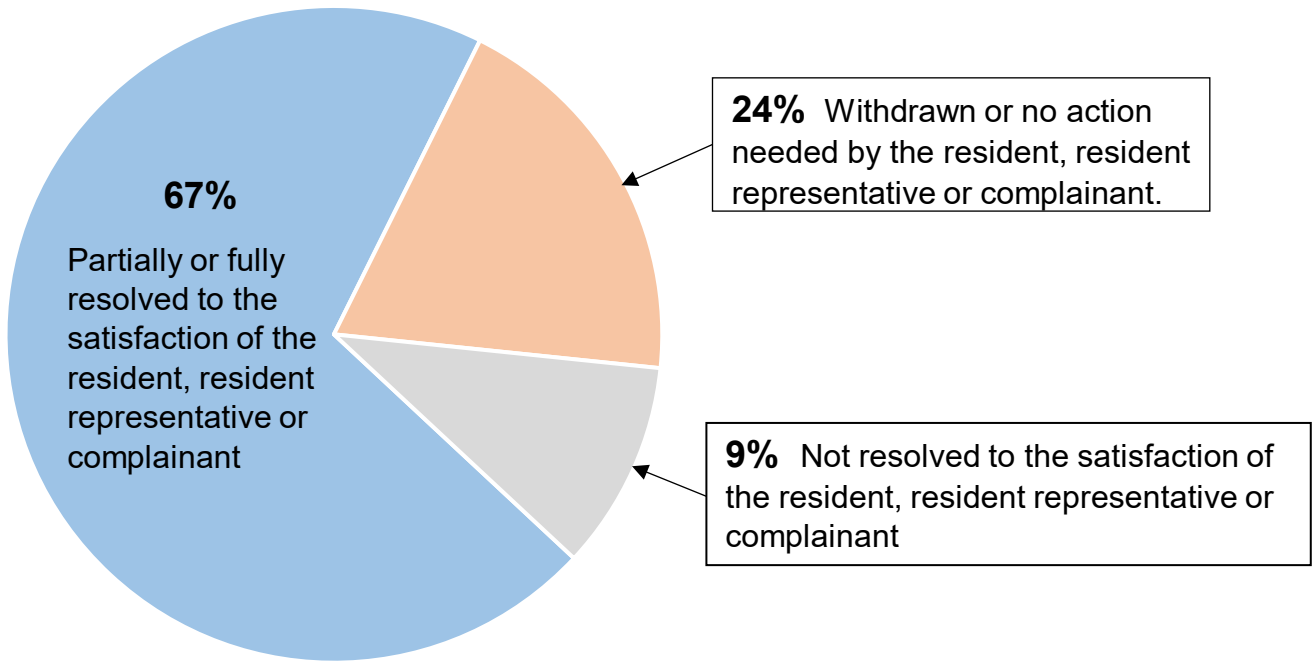
Staff & Volunteers	
Paid Staff	40
Volunteer ombudsmen certified to address complaints	8
Number of hours donated by certified volunteer Ombudsman Representatives	443

Example of a Dignity and Respect Complaint:

Residents expressed concern about having to sleep on the floor of a personal care home. They stated that they are forced to leave every night and weekend to go sleep on the floor in a sister facility. They state that they have expressed that they do not like this, but no one seems to listen to them.

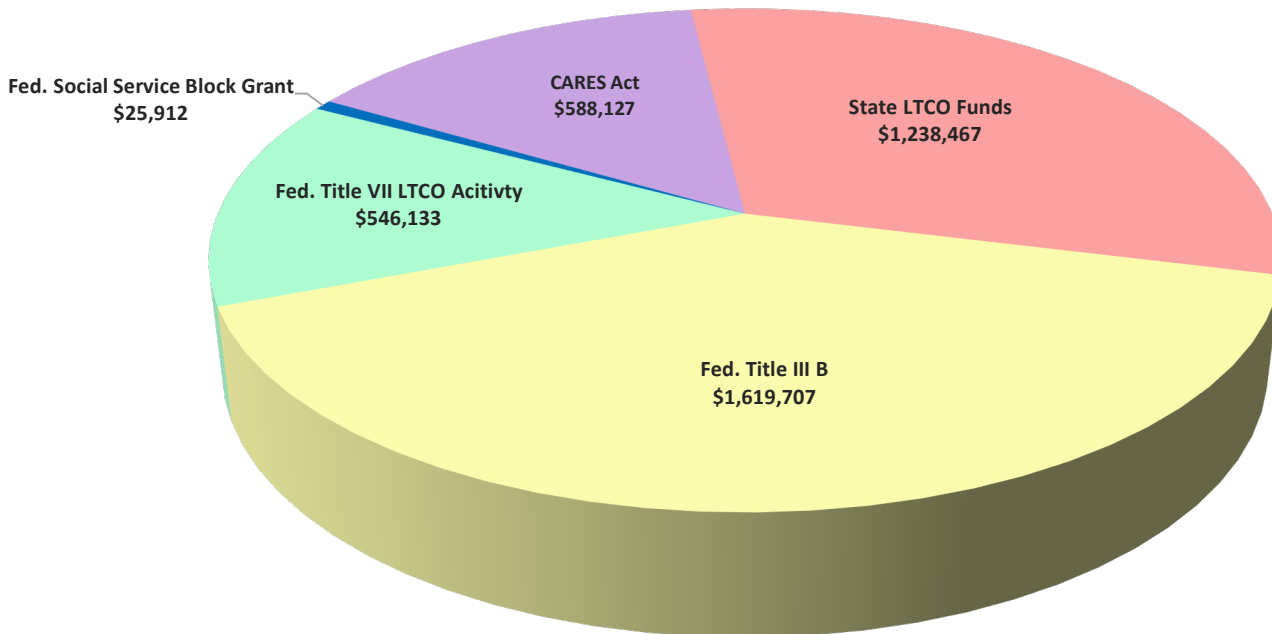
With permission from the residents, the Ombudsman Representative filed a complaint with the State's licensing agency. After the State's licensing agency visited the facility, more staff were hired, and residents were able to sleep in their own beds every night without having to go to another personal care home.

Complaint Resolution



LTCOP Expenditures

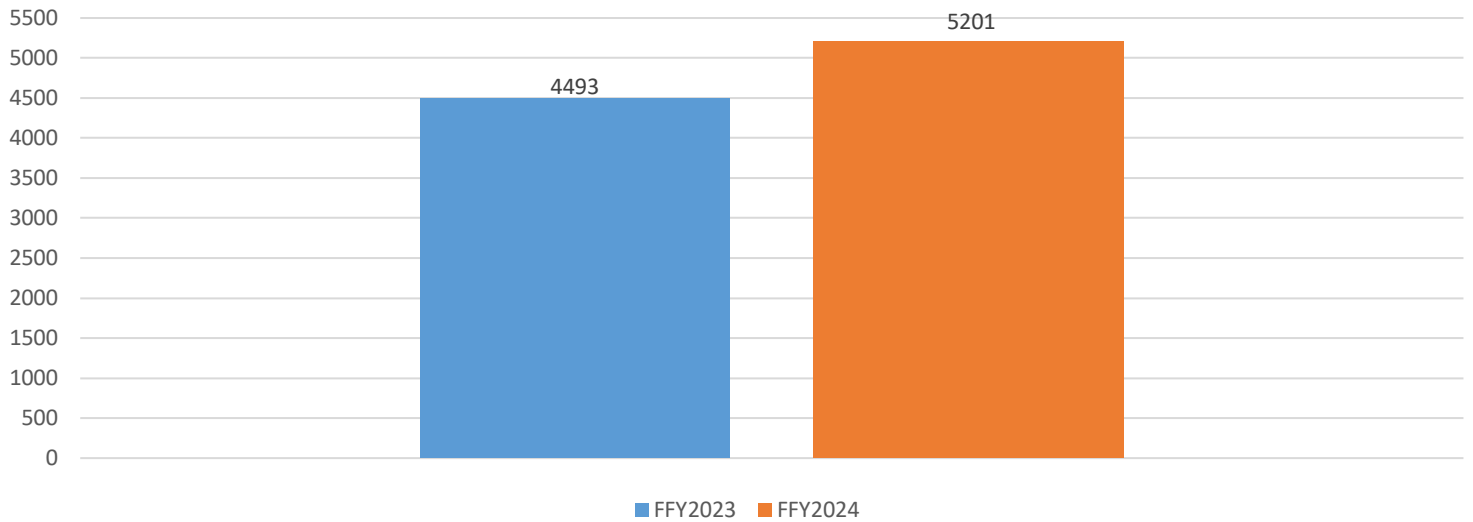
FFY2024 expenditures of the LTCOP totaled \$4,018,346. Funds expended were comprised of state funds (31%) and federal funds (69%).



Recommendations

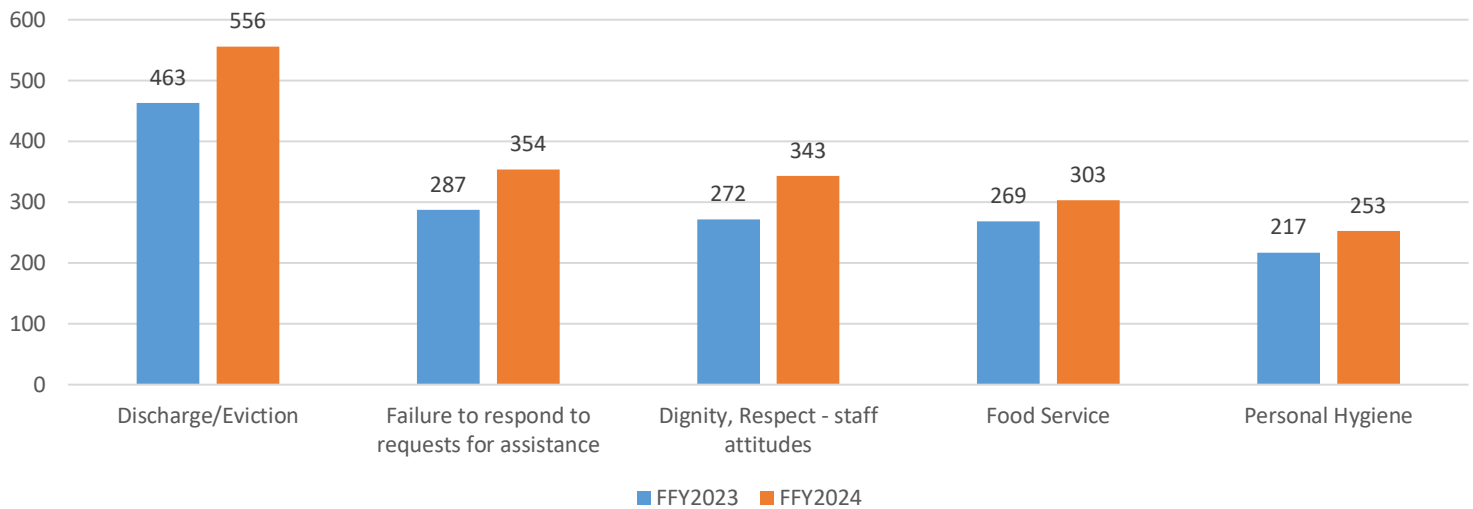
Problem	Strategy
Due to budget cuts starting in 2008, Ombudsman Representatives (ORs) stopped making routine visits to Community Living Arrangements (CLAs) homes. CLAs provide services to residents who have intellectual disabilities. ORs continued to respond to complaints when they were reported.	An investigation and prosecution of a CLA provider caused the LTCOP to consider visiting CLAs at least annually with the current OR staff. The SLTCO assessed the pressure on the program of requiring these additional visits. Because the number of CLAs is substantial, and usually have only a few residents, the visits put significant pressure on the program. The contract deliverable was changed to require an annual visit to all CLAs every other year.
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. The LTCOP advocated with the governor's office and the General Assembly for additional state funding for the program. Additional funding was appropriated by the General Assembly and approved by the governor. The additional funding has boosted morale and helped with recruiting and retention.

Complaints Received

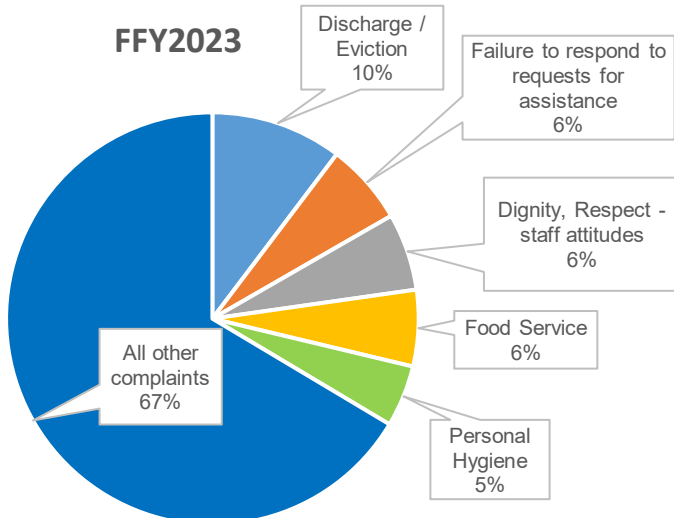


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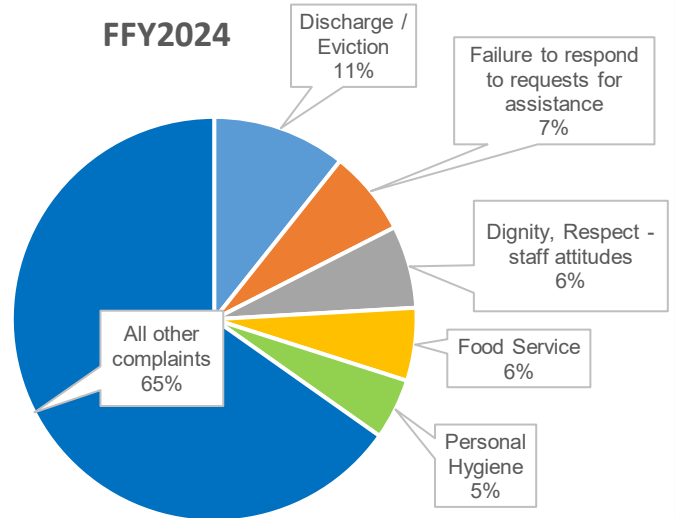
Top Complaint Categories



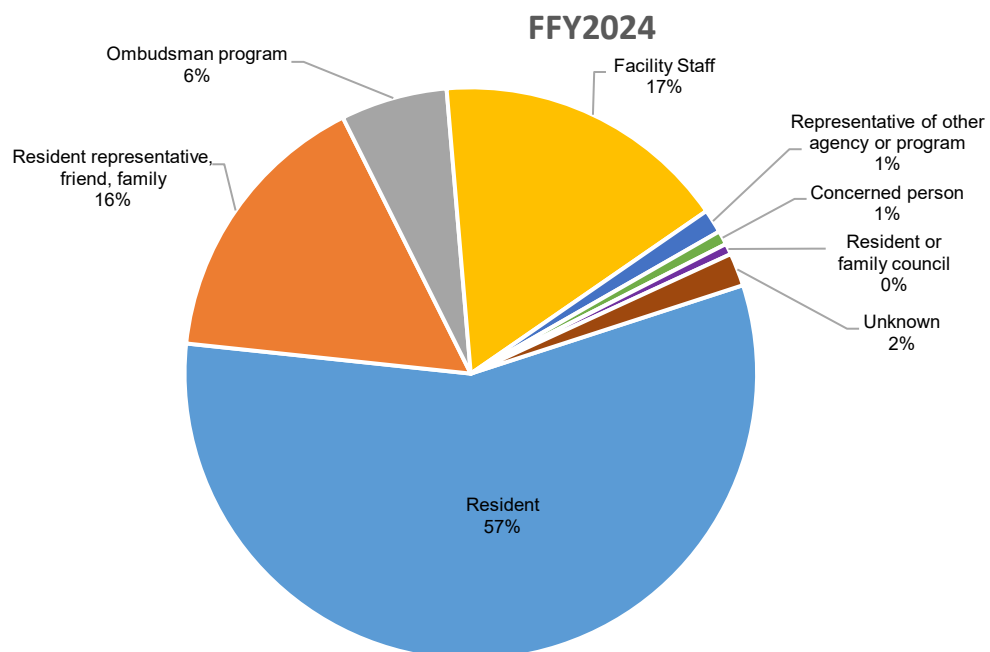
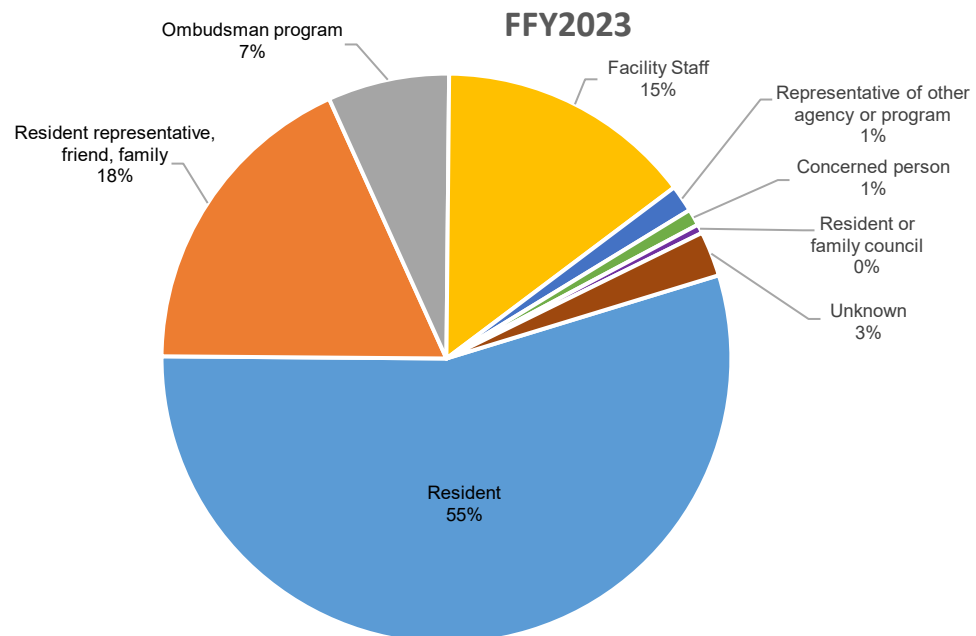
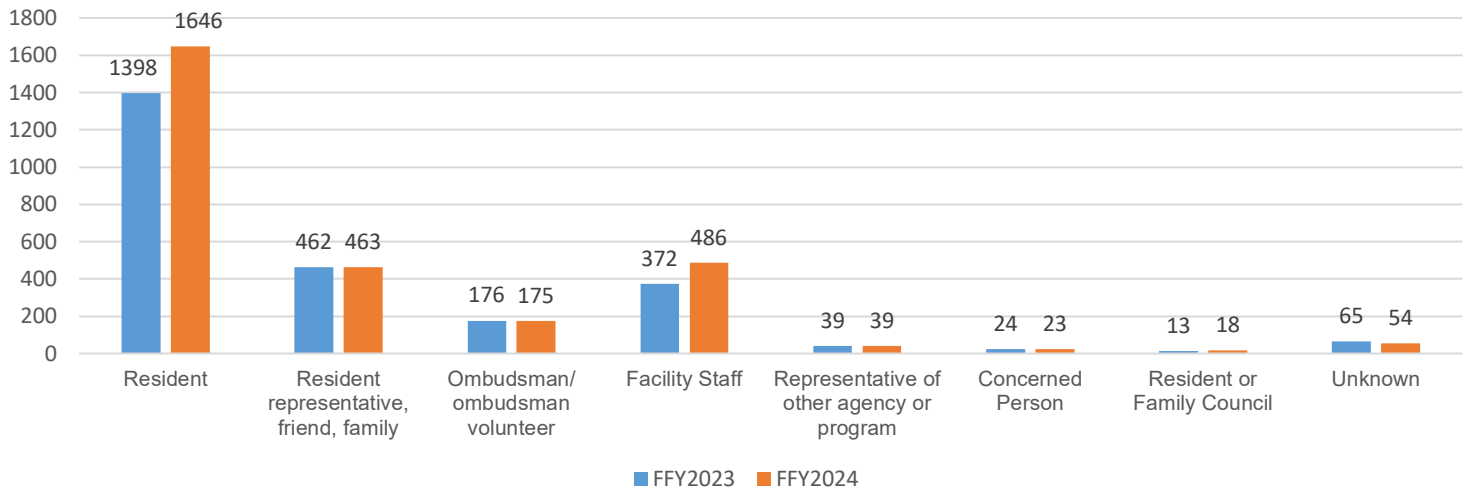
FFY2023

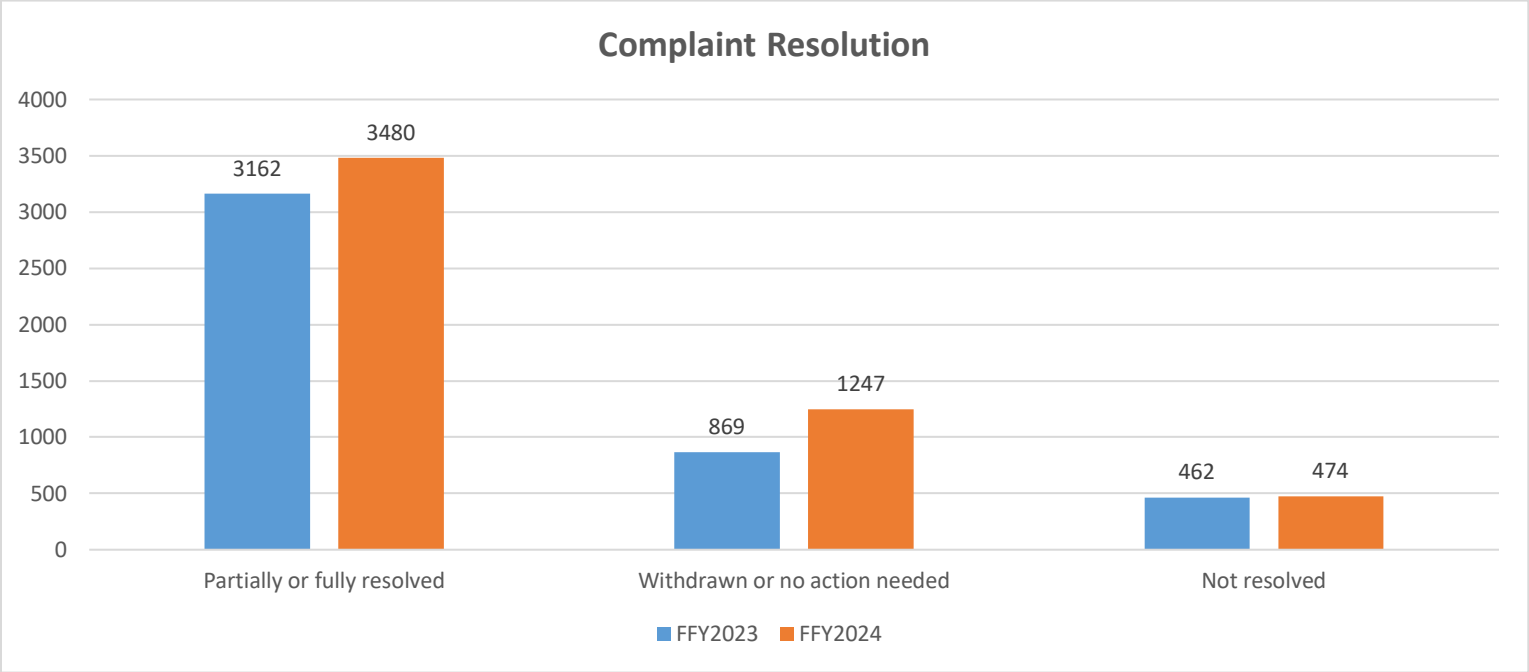


FFY2024



Type of Complainants





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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.**