

Office of the State Long-Term Care Ombudsman



Annual Report

Federal Fiscal Year 2025

October 1, 2024 through September 30, 2025

866-552-4464

www.georgiaombudsman.org



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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: 5,499

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. Dignity and respect

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

3. 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.

4. Response to requests for assistance

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

5. Other Rights and Preferences

This is when residents are deprived of any of their basic rights, such as personal liberty or freedom of choice, speech, and religion; the right to assemble, vote, cohabit, smoke, refuse care or treatment, and other civil rights issues or preferences.

Staff & Volunteers	
Paid Staff	39
Volunteer ombudsmen certified to address complaints	8
Number of hours donated by certified volunteer Ombudsman Representatives	273

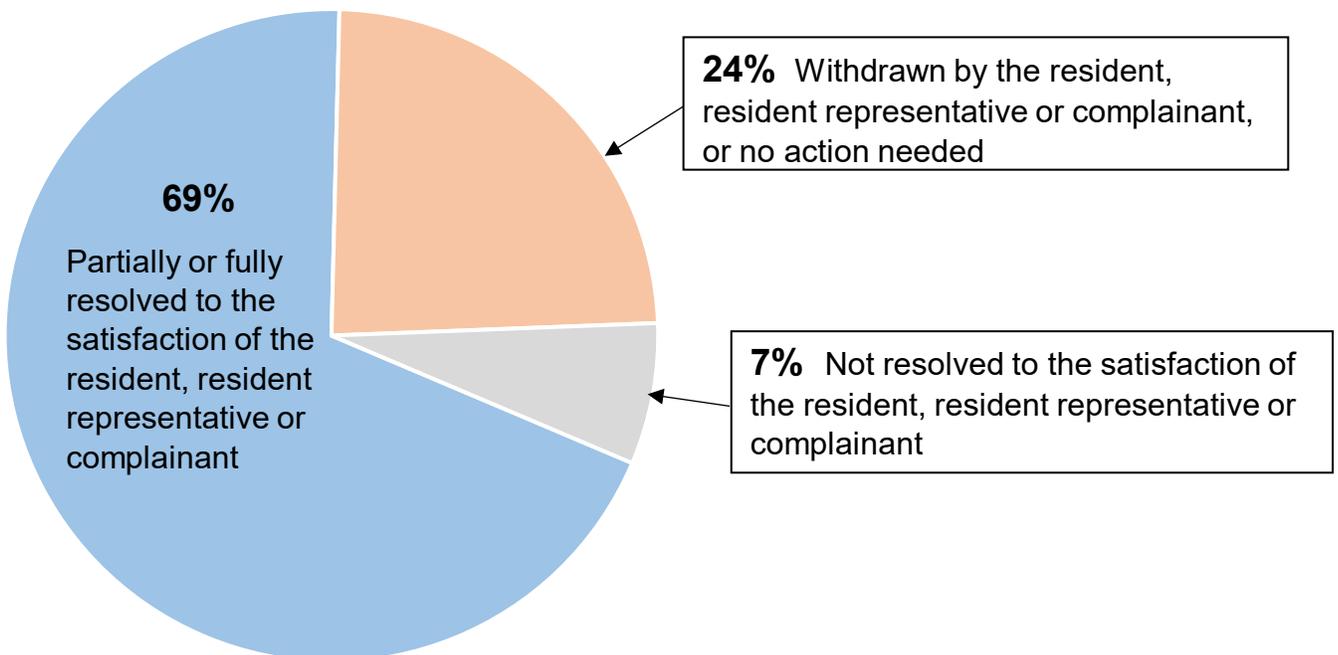
Example of an Other Rights and Preferences Complaint:

A resident with impaired speech and limited use of his hands couldn't hold and use a cell phone. His family found a device which allowed him to make and receive calls through his TV by pressing just one button. The facility took it away from him and wouldn't let him use it, claiming it was a privacy issue because of the camera in it.

The OR pointed out that most residents have cell phones with cameras that can record. The camera in this device can't record, and only works when the resident is using it to communicate with his family. The OR also pointed out that denying the resident use of an adaptive device is a violation of Residents' Rights and the Americans with Disabilities Act.

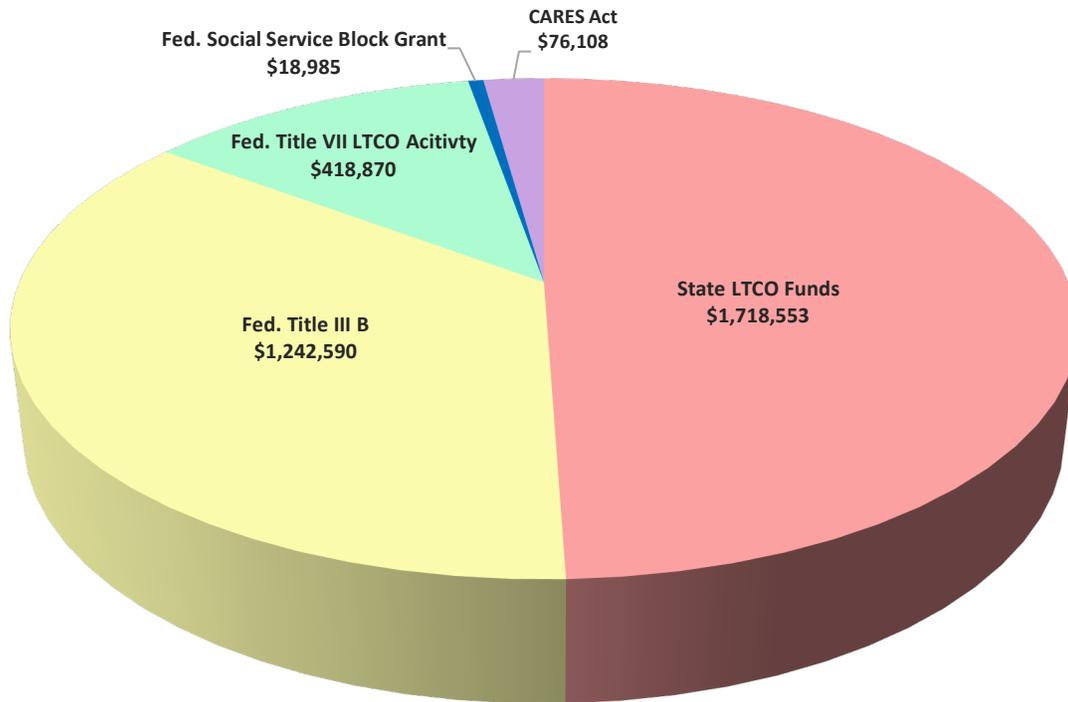
Upon further visits, resident has his communication device and has been using it with the camera to communicate with his family.

Complaint Resolution



LTCOP Expenditures

FFY2025 expenditures of the LTCOP totaled \$3,475,106. Funds expended were comprised of state funds (49%) and federal funds (51%).



Recommendations

Problem

Due to budget cuts starting in 2008, Ombudsman Representatives (ORs) stopped making routine visits to Community Living Arrangements (CLAs). CLAs provide services to residents who have intellectual and developmental disabilities. ORs continued to respond to complaints when they were reported. ORs reinstated annual visits in 2024.

Strategy

Because the number of CLAs is substantial, and usually have only a few residents, requiring annual visits has put significant pressure on the Long-Term Care Ombudsman Program. The Program is re-evaluating this requirement.

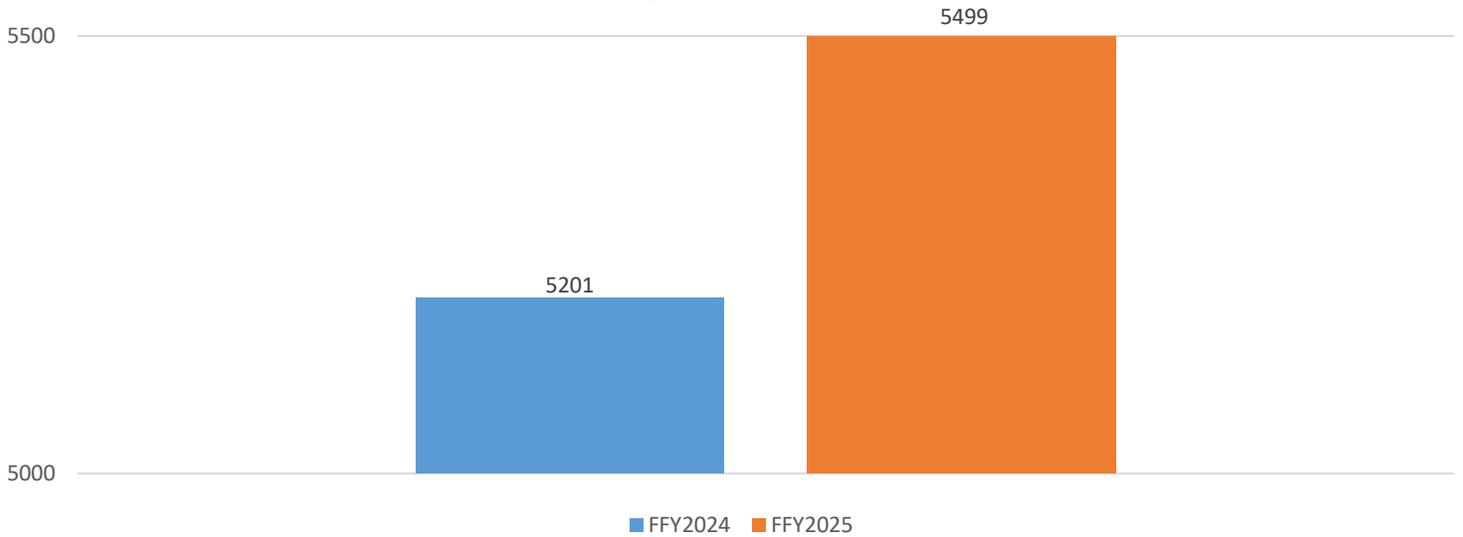
Problem

Georgia has seen a considerable increase in the number of long-term care facilities and residents, especially in North Georgia over the past 10 years.

Strategy

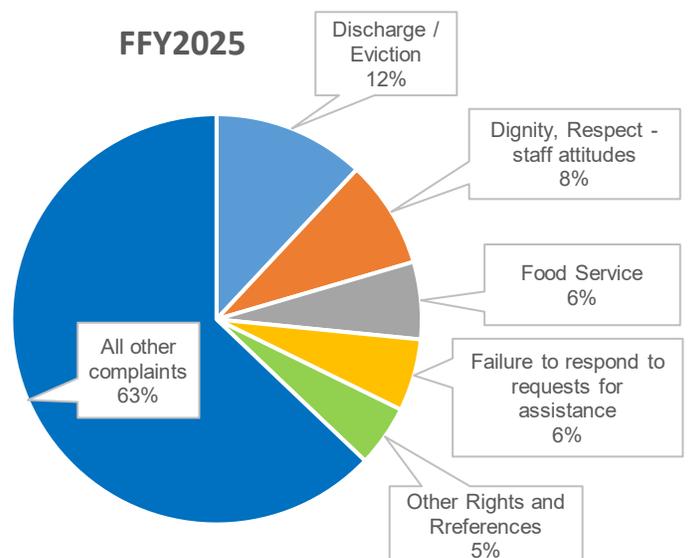
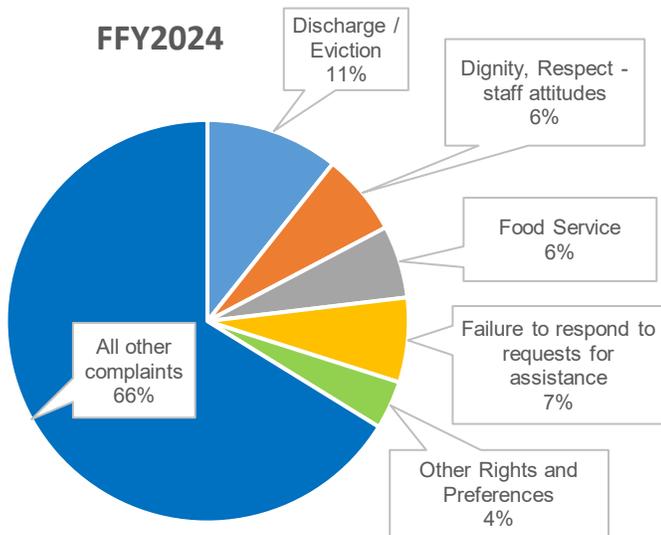
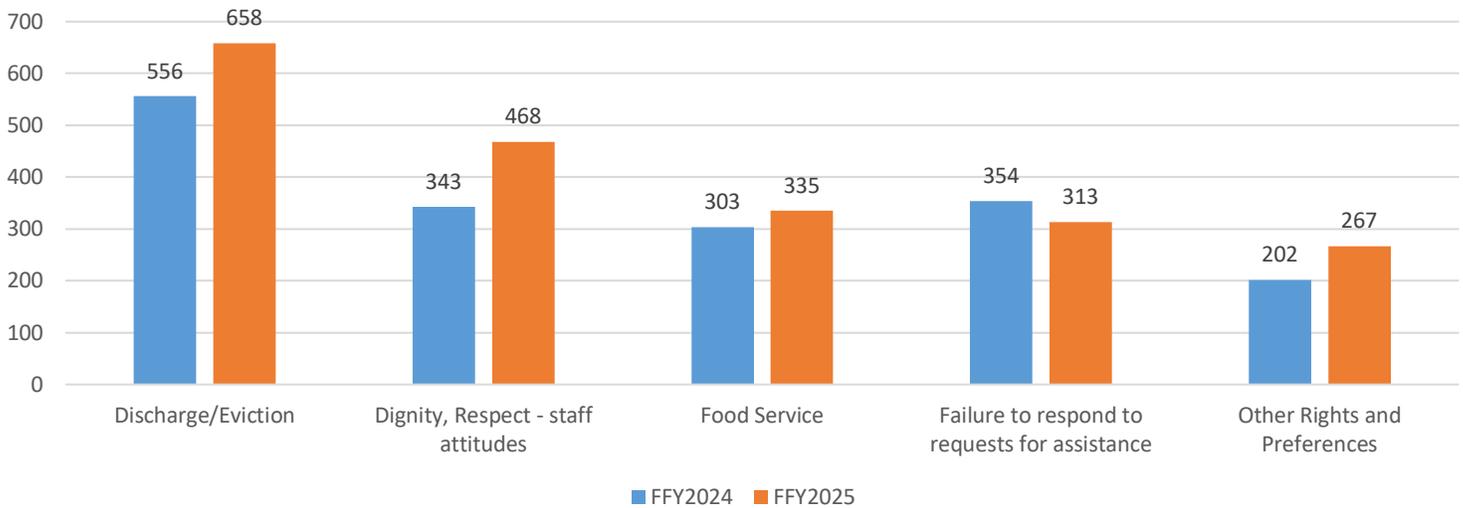
The Long-Term Care Ombudsman Program is grateful for the generous State appropriation to improve staff retention and cover rising costs. At the same time federal COVID money has ended. The funding formula for the contracted agencies has not been updated for some time. The formula is under review.

Complaints Received

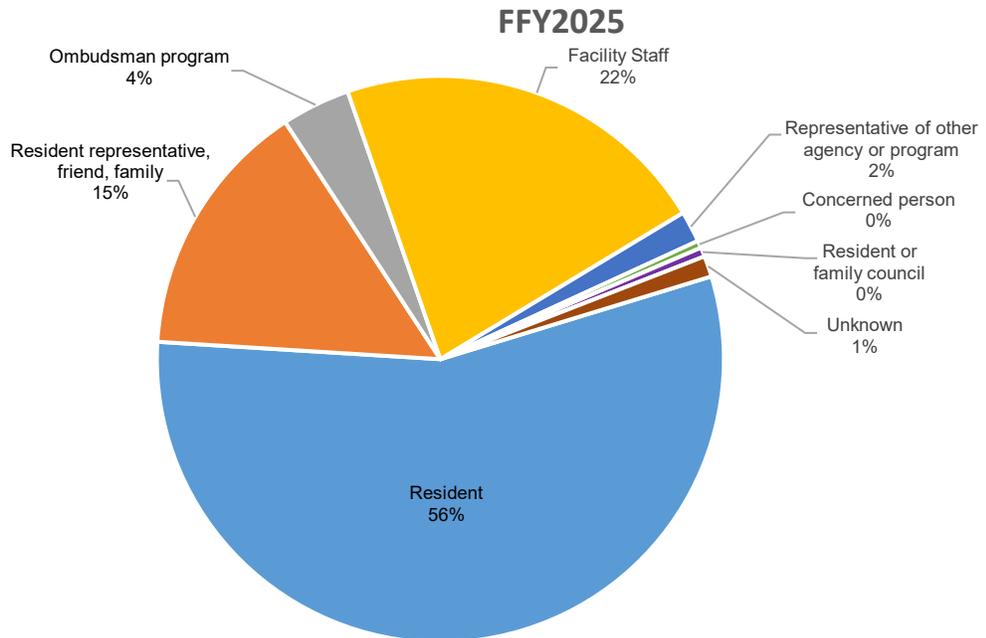
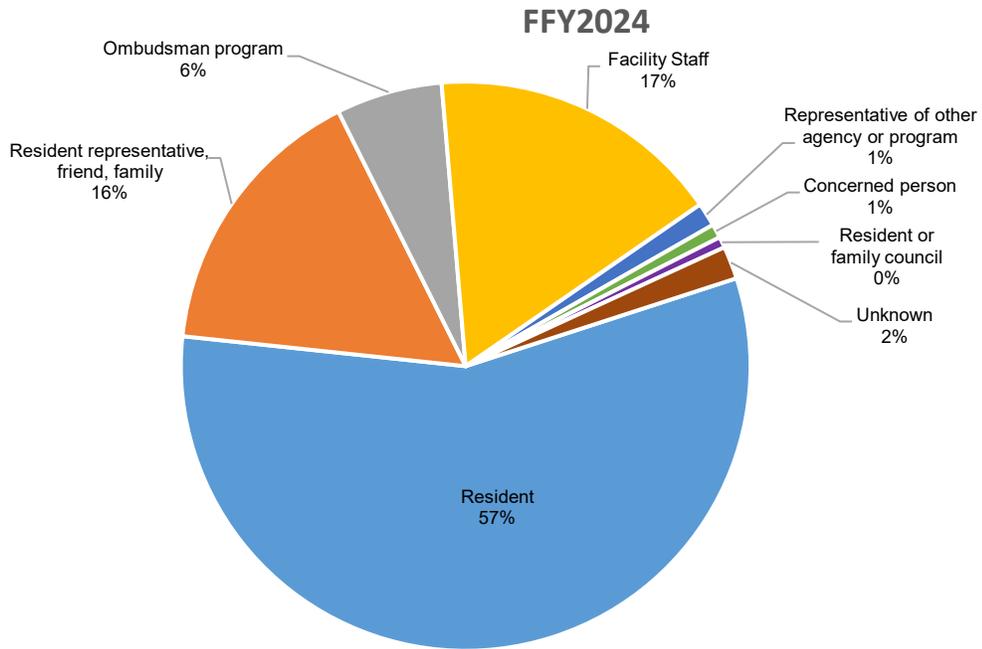
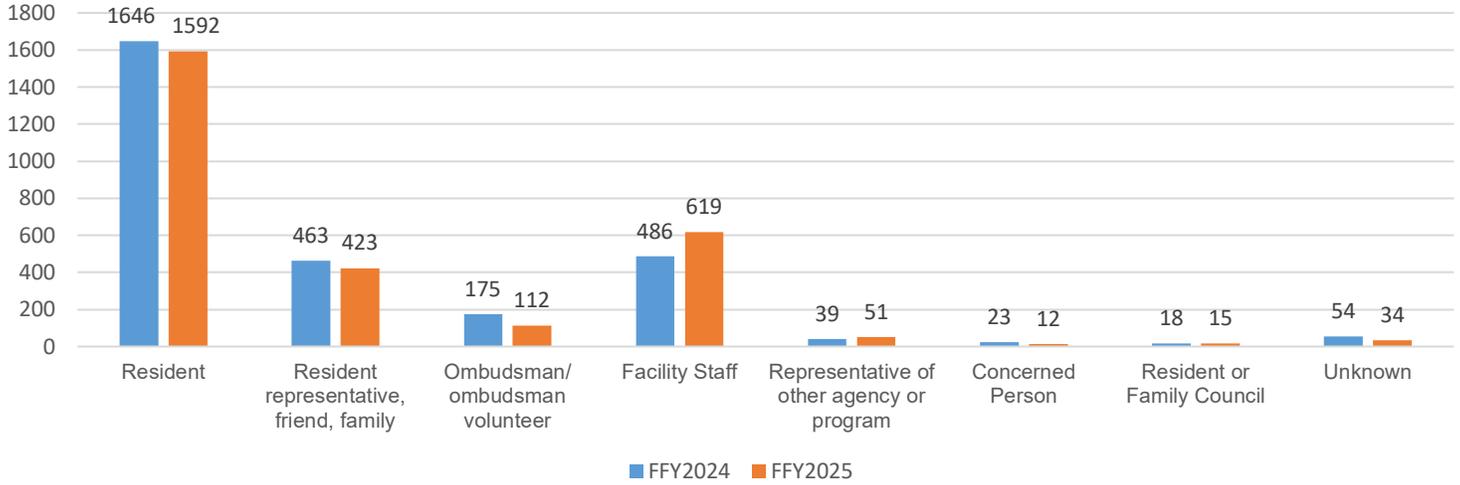


[Back to Top](#)

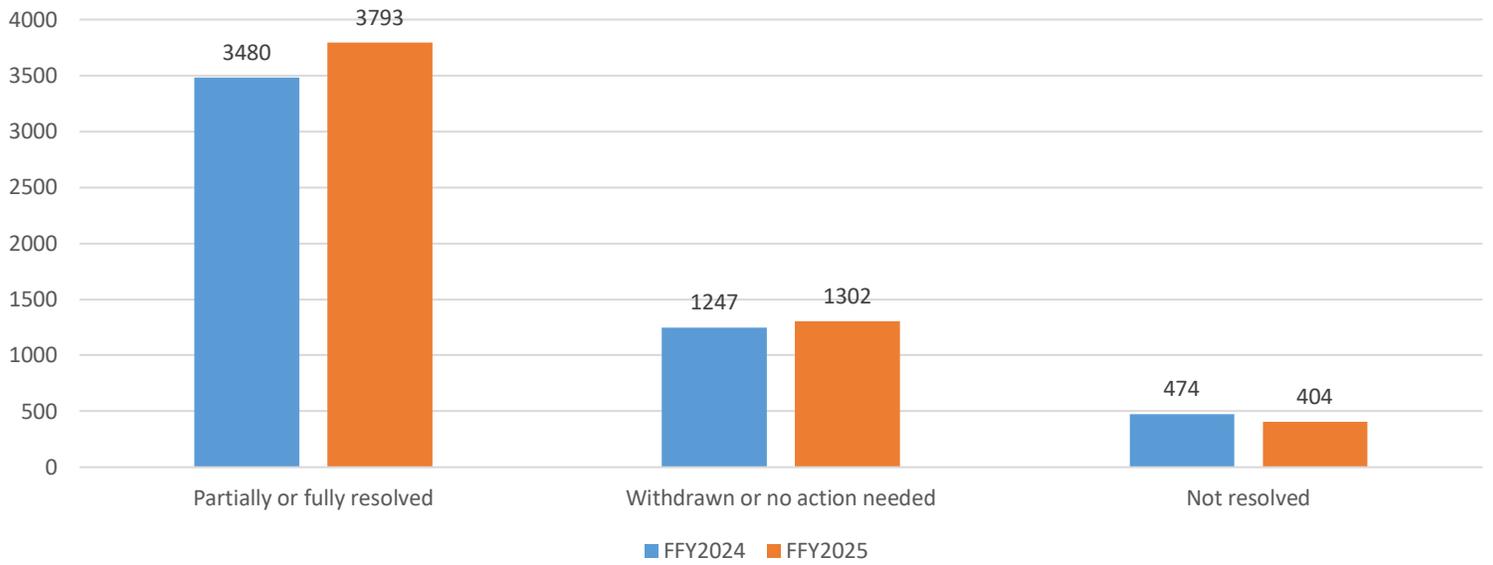
Top Complaint Categories



Type of Complainants



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.