

Office of the State Long-Term Care Ombudsman



Annual Report

Federal Fiscal Year 2017

October 1, 2016 through September 30, 2017

(866) 55AGING

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www.georgiaombudsman.org



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State Office Staff

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Jeff Taylor
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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 | 39 |
| Volunteer ombudsmen certified to address complaints | 13 |
| Number of hours donated by certified volunteer Ombudsmen | 705 |
| Number of other volunteers | 39 |

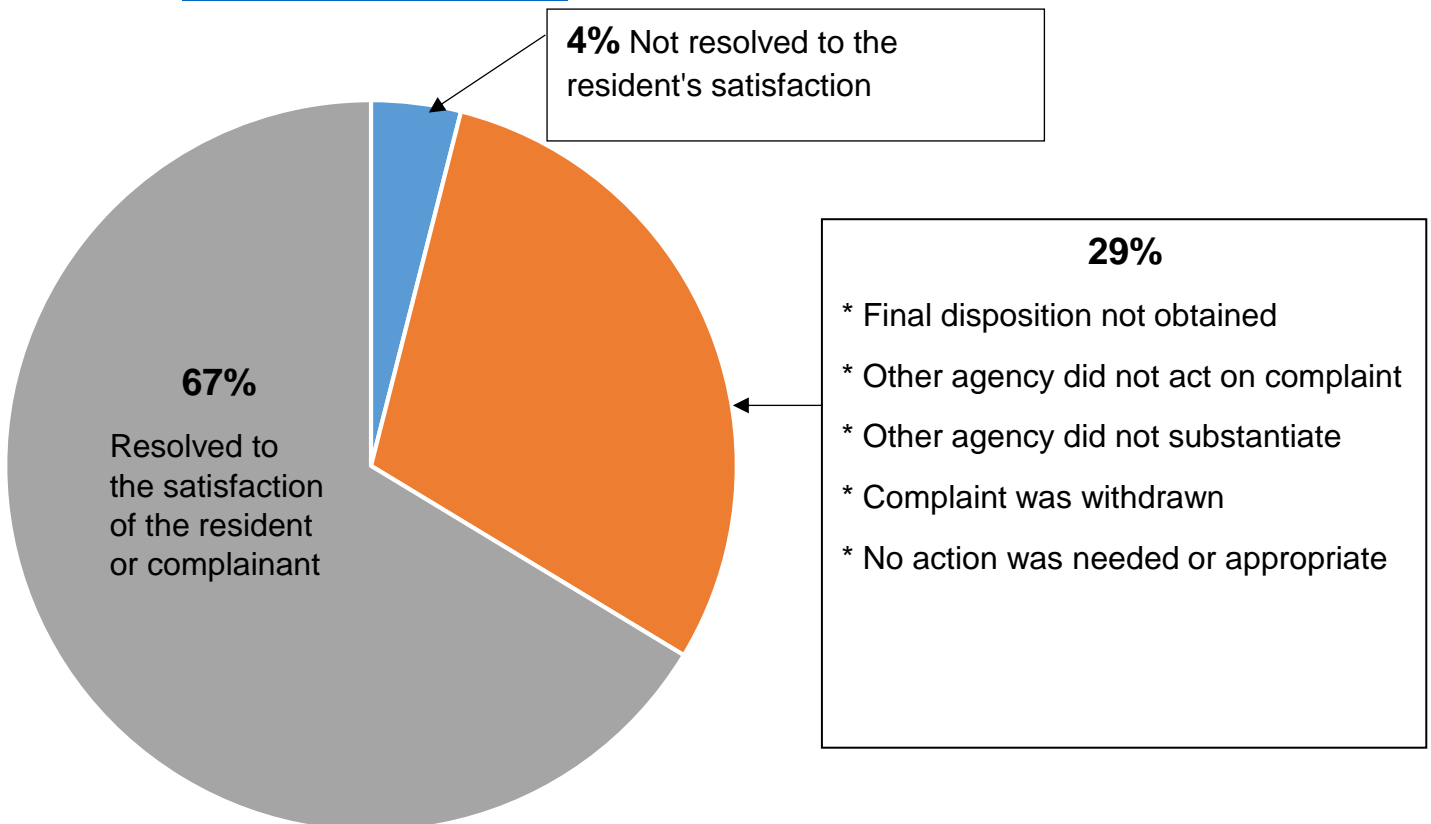
Complaints Received FY17: 4511

Top Complaint Categories:

1. Discharge/Eviction
2. Dignity, Respect - staff attitudes
3. Failure to respond to requests for assistance
4. Food Service
5. Personal hygiene

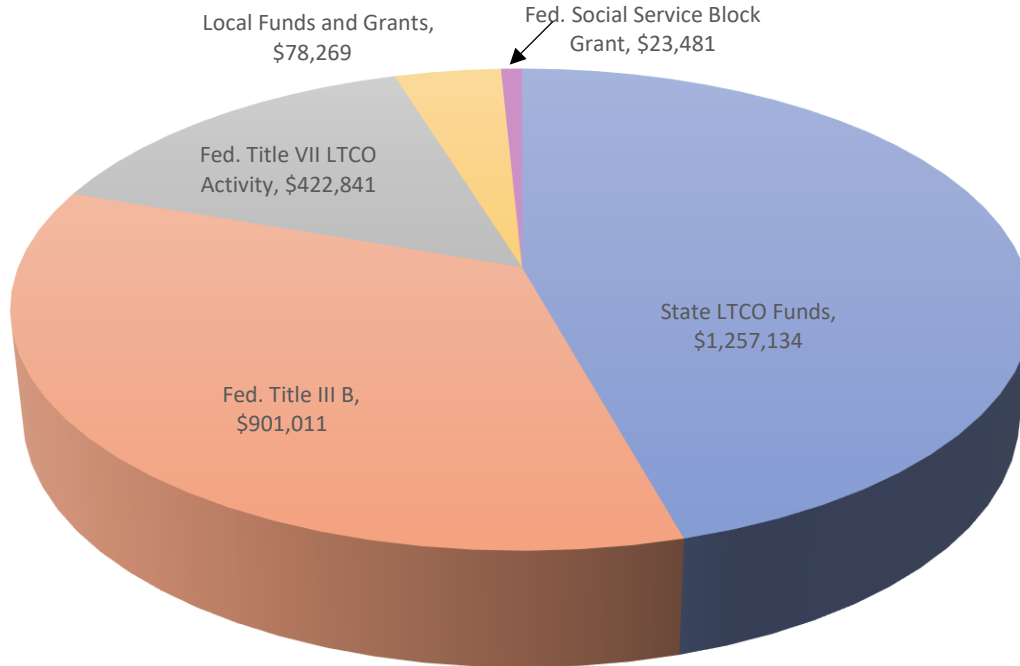


Complaint Resolution



Ombudsman Program Expenditures

FY17 expenditures of the Ombudsman Program totaled \$2,682,736. Funds expended were comprised of state sources (47%), federal sources (50%), and local funds and grants from other sources (3%).

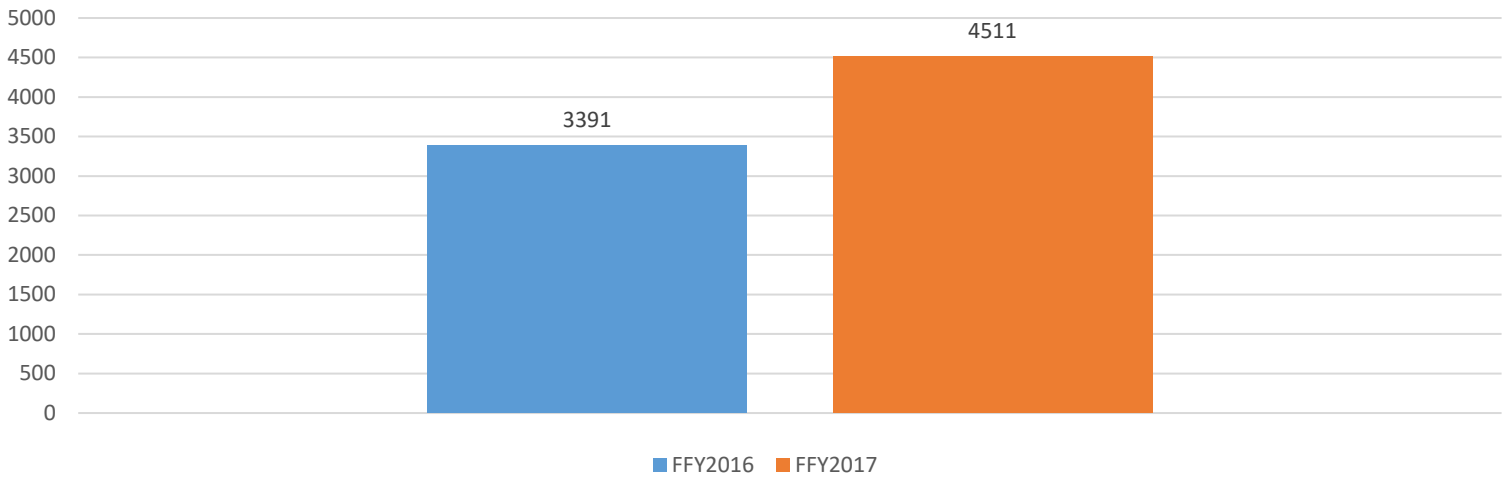


Recommendations

Recommendations

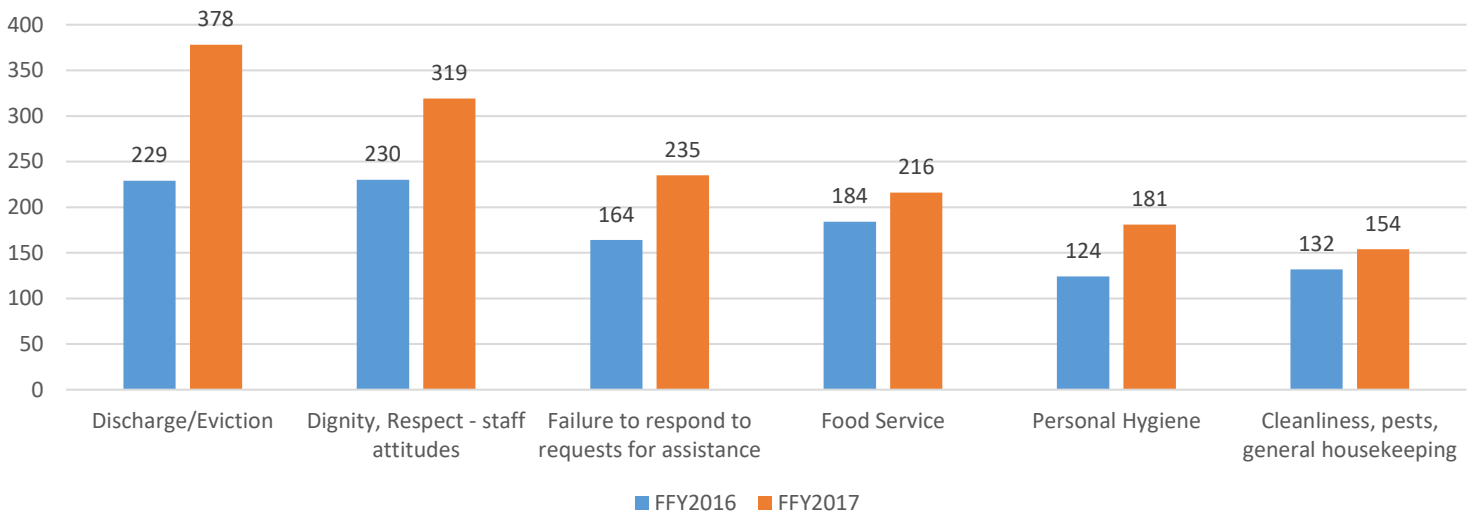
| Problem | Strategy |
|--------------------------------------|---|
| Unlicensed Personal Care Homes | Advocate for more services for residents of unlicensed Personal Care Homes who must be relocated on an emergency basis and who need more time to find a suitable, long-term residential option. |
| Problem | |
| Funding for Personal Needs Allowance | Support an effort to increase the Personal Needs Allowance for Nursing Home residents from \$50 to \$70. The General Assembly authorized the increase in legislation. An appropriation is required for residents to see the increase. |
| Problem | |
| Encouraging Family Councils | Develop a family council brochure to aid in encouraging family councils at the nursing homes across the state. Georgia has very few family councils. Students were recruited by one of the Local Entities and were instrumental in the development of the brochure. |

Complaints Received

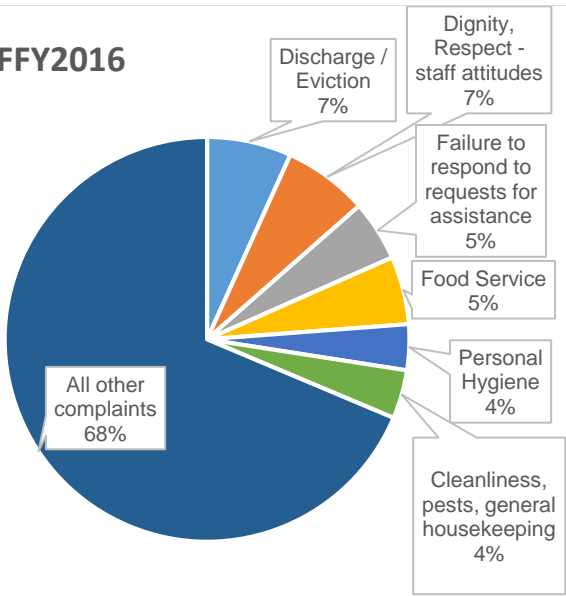


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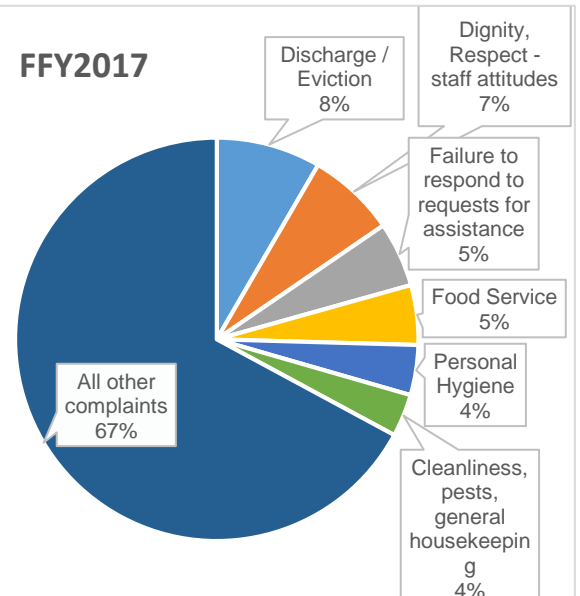
Top Complaint Categories



FFY2016

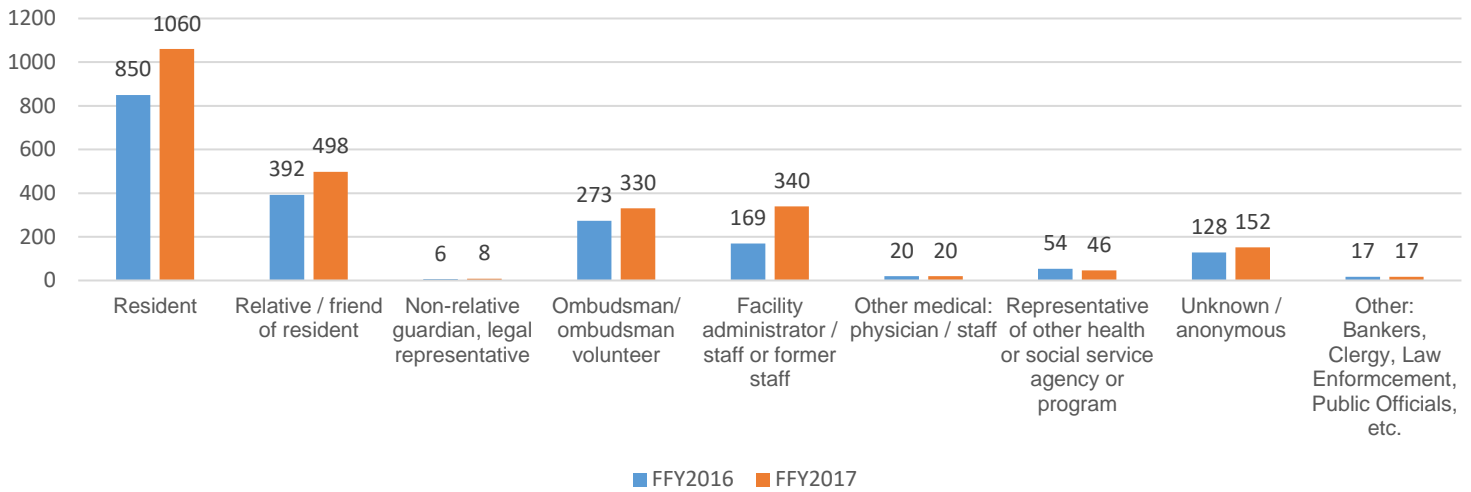


FFY2017

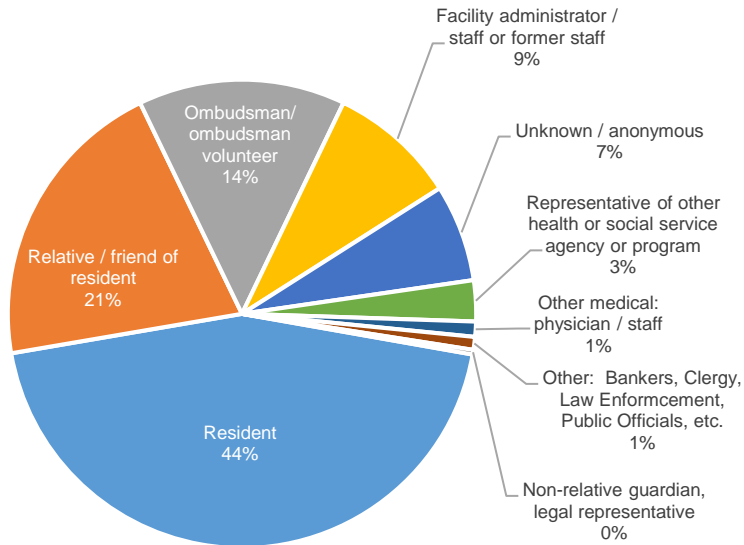


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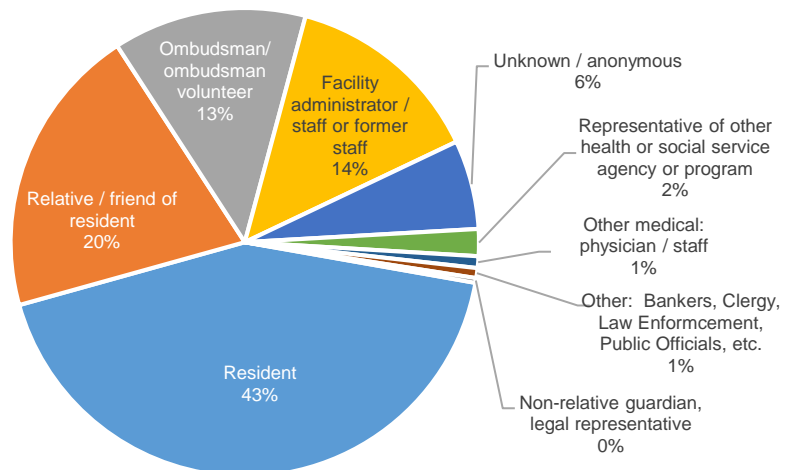
Type of Complainants



FFY2016

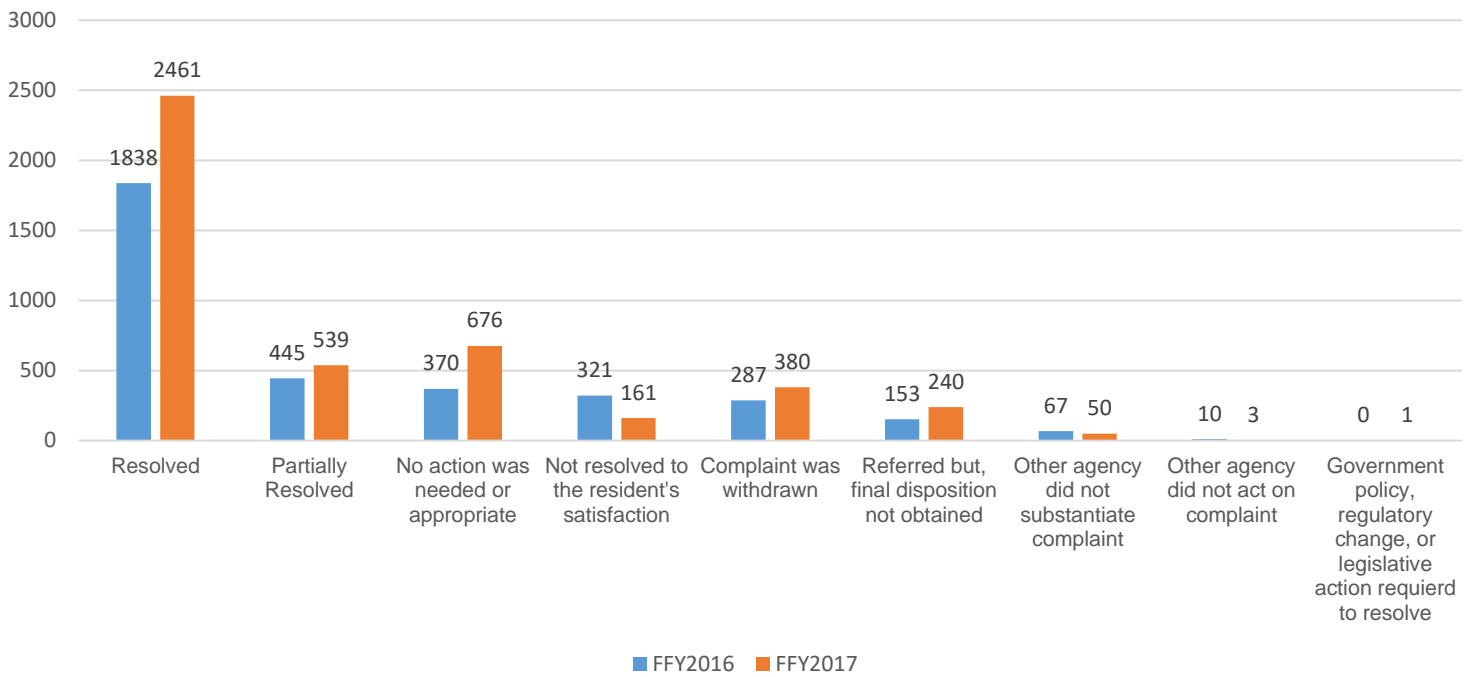


FFY2017



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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**