

Office of the State Long-Term Care Ombudsman



Annual Report

Federal Fiscal Year 2018
October 1, 2017 through September 30, 2018

(866) 55AGING

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www.georgiaombudsman.org

Celebrating 40 Years



Pictured above: Melanie McNeil, State Ombudsman 2010 through current date,
Becky Kurtz, State Ombudsman 1994 through 2010, and
Joann Mathis, State Ombudsman 1981 through 1993

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

State Office Staff

Lin Chao
 Ombudsman Services Coordinator

Kim Johnson-Prince
 Ombudsman Services Coordinator

Jeff Taylor
 Ombudsman Services Coordinator

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 | 37 |
| Volunteer ombudsmen certified to address complaints | 11 |
| Number of hours donated by certified volunteer Ombudsmen | 1143 |
| Number of other volunteers | 22 |

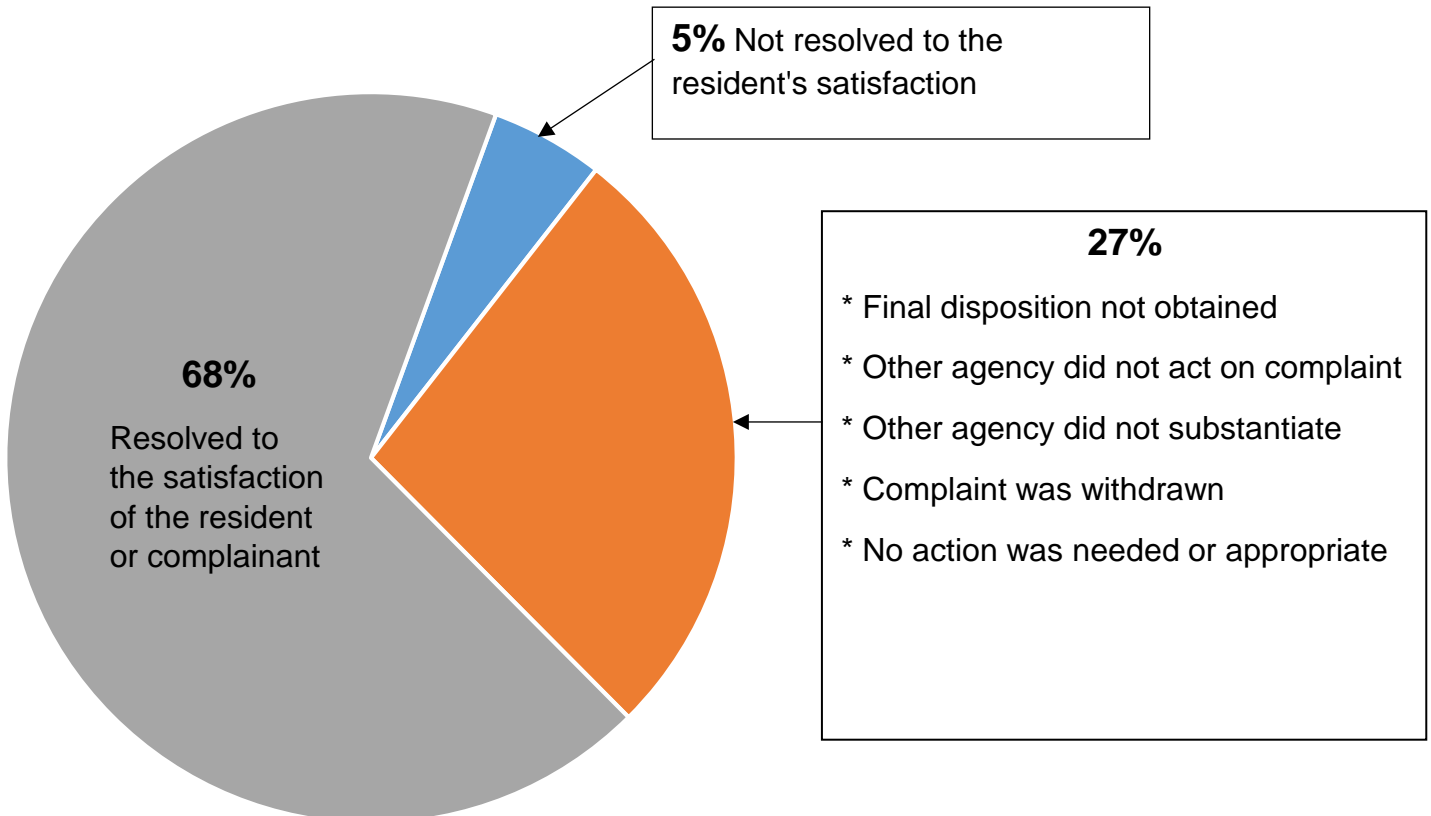
Complaints Received FY18: 4010

Top Complaint Categories:

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

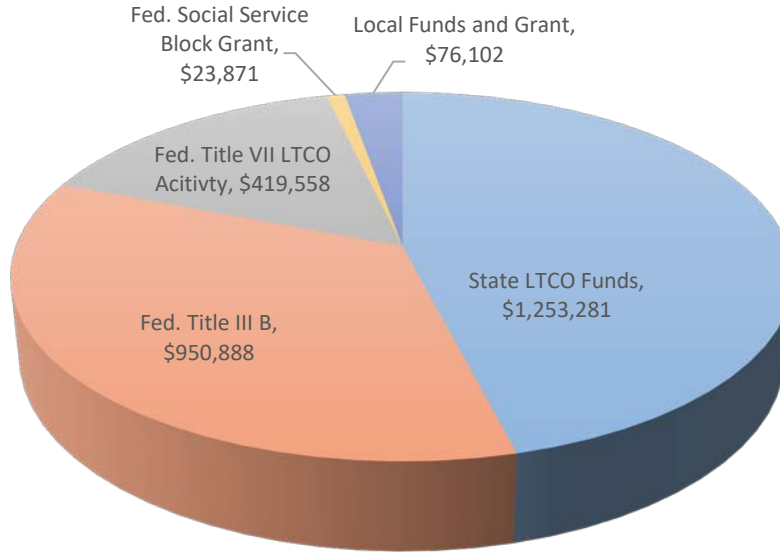


Complaint Resolution



Ombudsman Program Expenditures

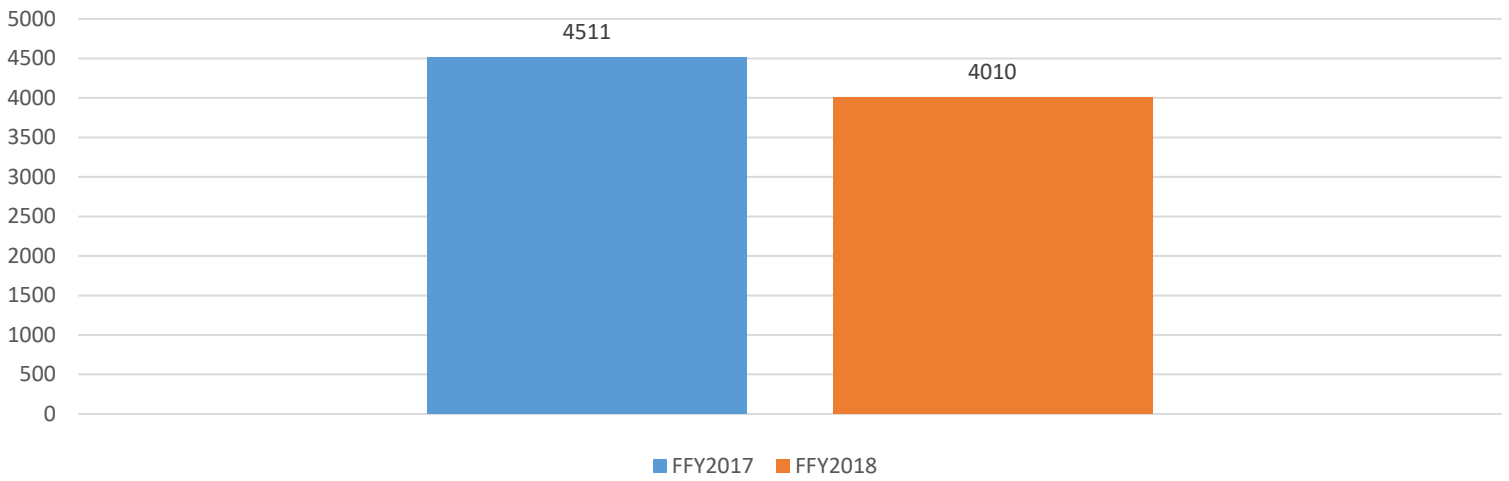
FY18 expenditures of the Ombudsman Program totaled \$2,723,700. Funds expended were comprised of state sources (46%), federal sources (51%), and local funds and grants from other sources (3%).



Recommendations

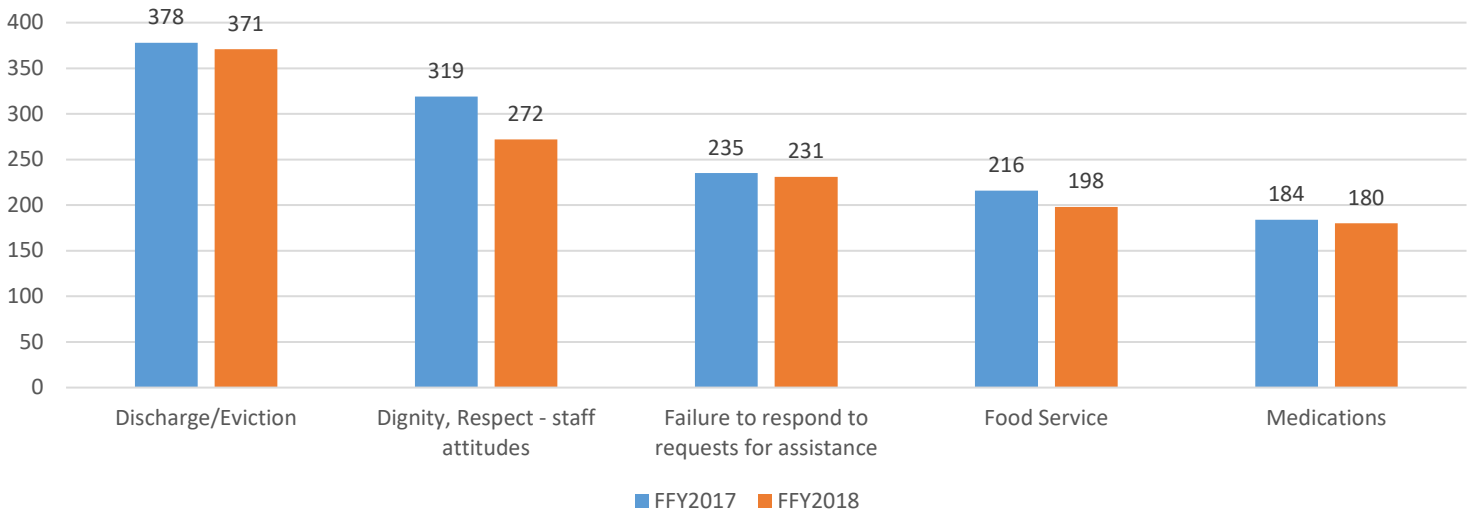
| Problem | Strategy |
|--|--|
| Improper Transfer and Discharge Notices - Most Common Nursing Home Complaint | Follow up on all transfer and discharge notices from nursing homes to assure that residents have access to assistance when, and if, each wants to appeal the discharge. |
| Problem | |
| Protecting Resident Privacy Relating to Social Media | Dialog with residents, facilities and others regarding ways to advise visitors, family members, staff and others that each resident must give permission before his or her image may posted on social media. |
| Problem | |
| Funding for Personal Needs Allowance | Advocate for an appropriation to provide a \$5 increase in the Personal Needs Allowance to raise the amount to the full \$70 authorized by the Georgia General Assembly in 2017. |

Complaints Received

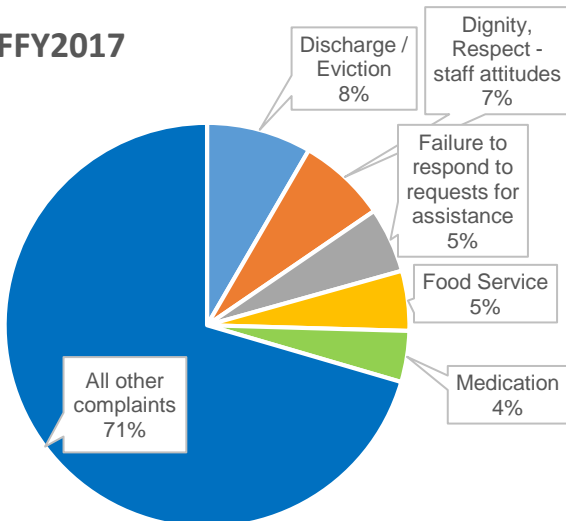


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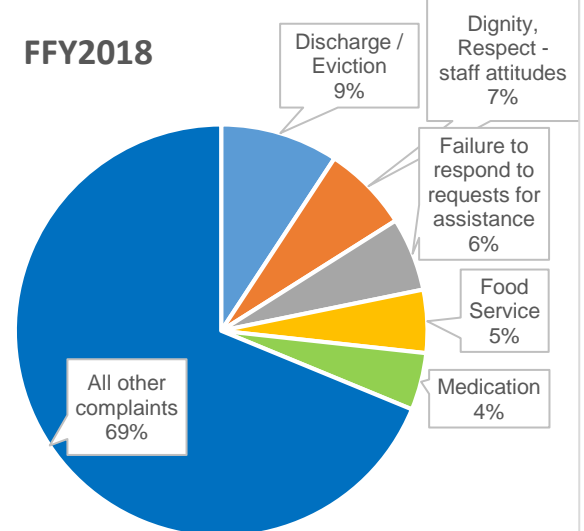
Top Complaint Categories



FFY2017

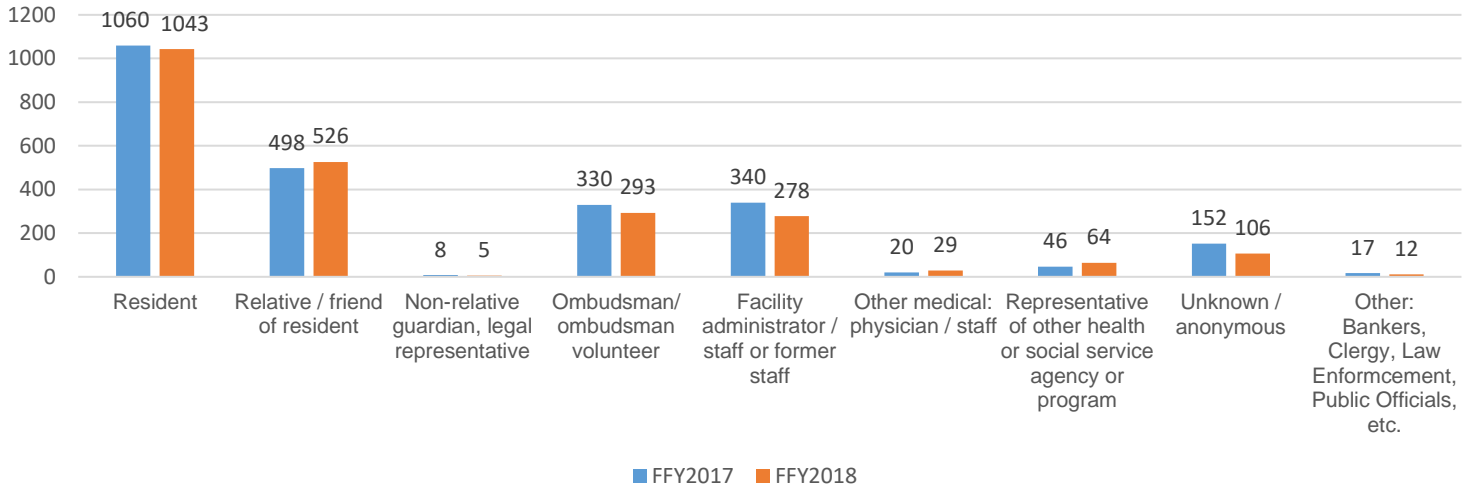


FFY2018

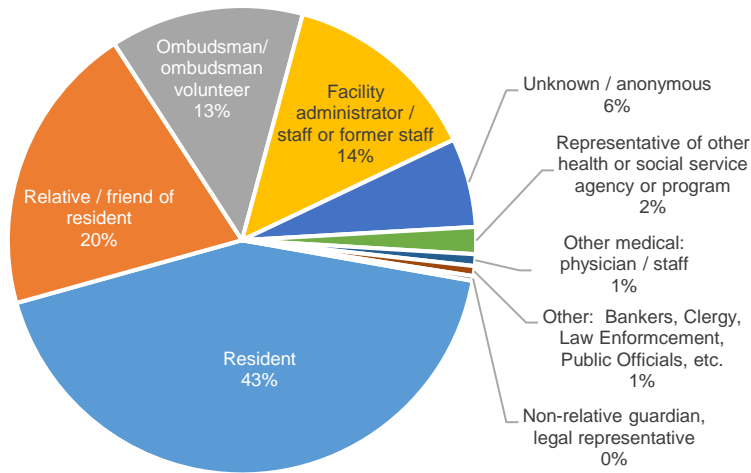


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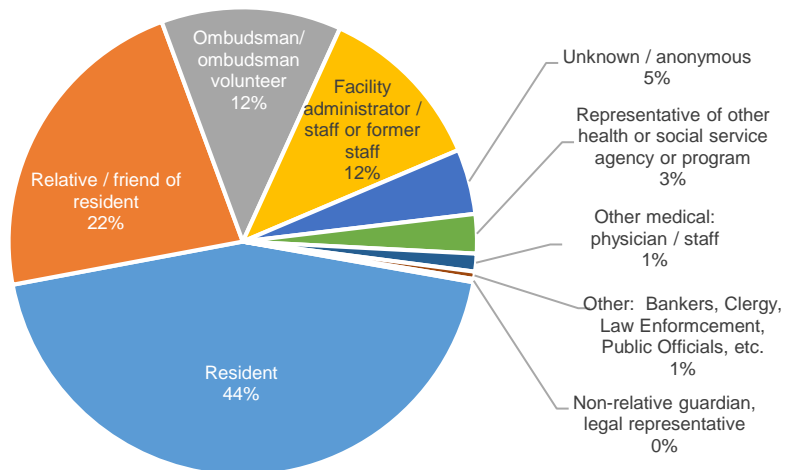
Type of Complainants



FFY2017

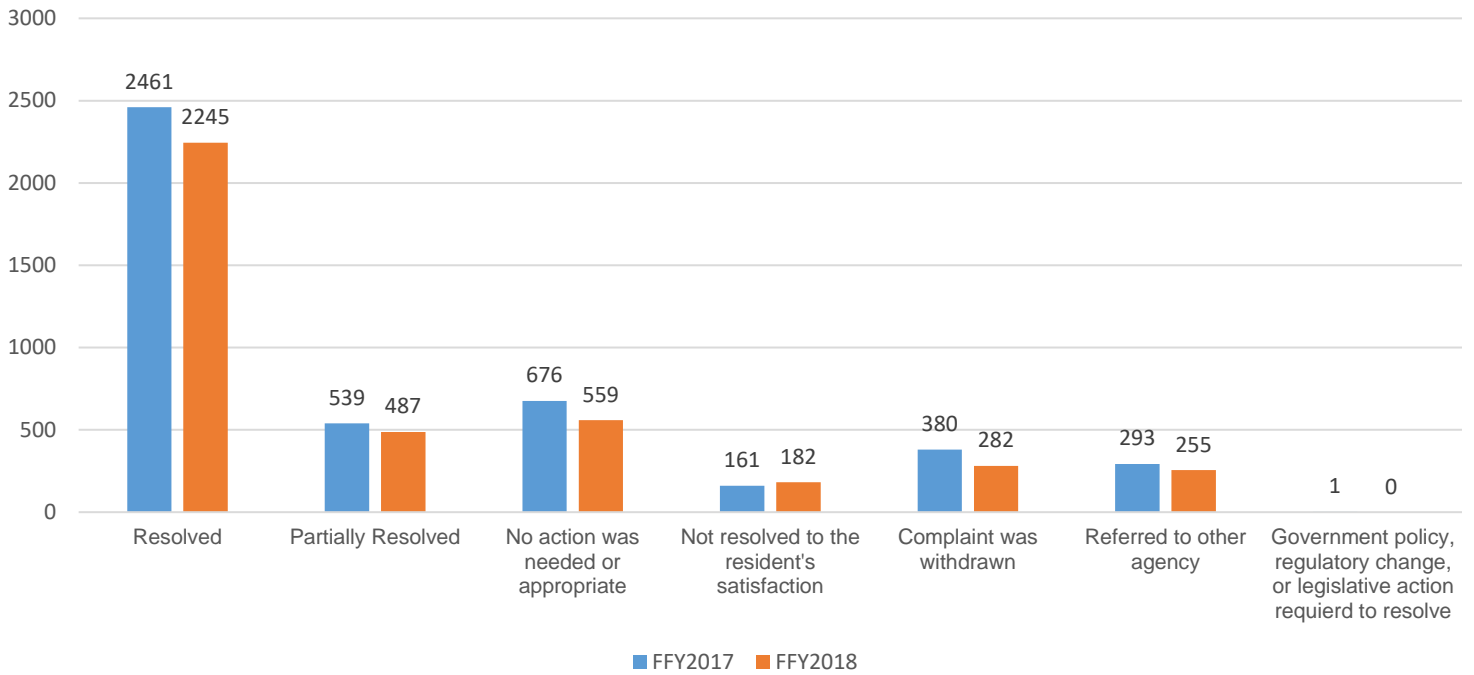


FFY2018



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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**