

ANNUAL REPORT

of the
MECKLENBURG COUNTY
NURSING HOME COMMUNITY ADVISORY COMMITTEE
&
ADULT CARE HOME COMMUNITY ADVISORY COMMITTEE
REPORTING YEAR 2025

MECKLENBURG COUNTY FACILITIES AND CAC MEMBERSHIP

FACILITY TYPE	HOMES	BEDS	COMMITTEE MEMBERS ALOTTED	ACTUAL MEMBERS
Nursing Home	32	3737	35	9
Adult Care Home	40	3107	47	6
Family Care Home	29	208		

We wish to thank the Commissioners for their effort to fill the vacancies and the prompt attention and support of the Clerk to the Commissioners and Clerk to the Board.

2025 COMMITTEE Activities & Accomplishments –

- Advocated for long-term care (LTC) residents in adult care homes and nursing facilities thru regular quarterly visits.
- Worked with facility staff, families, and residents toward resolution of grievances and concerns and shared resources. Facilities are still impacted related to staffing issues and securing permanent staff. They also continue to have outbreaks yearly related to flu , RSV and other airborne illnesses.
- Committee members received quarterly training and technical assistance from the regional long-term care ombudsman and 100 % were offered additional trainings through Centralina Area Agency on Aging and were invited to webinars, an April Volunteer celebration, and a Holiday Volunteer Celebration in December that many attended.
 - This was **the fifth year** the Nursing Home committee awarded Hero Awards for LTC staff in nursing homes, recognizing exceptional workers that were nominated by nursing home residents and staff members. The six workers selected included CNA's, an activity director, therapist, and nursing staff. Each award winner received a gift card and certificate for their hard work. This is a great community initiative and helps with morale for the direct care staff

and partnering with our group of volunteers. We also recognized everyone who was nominated with a certificate.

- Some members of our committees also take part in state advocacy groups such as Friends of Residents (FOR) and The Governor's Advocacy Council and attend meetings virtually and in person.
- The CAC Orientation process has made becoming a CAC member a more lengthy and difficult process. We do receive many applications and are thankful for those, but when they are presented with 36-hour training options and the commitment to do on-site facility visits it does affect their willingness to serve.

COMMITTEE GOALS FOR 2026

- 1. Share volunteer opportunities to those interested in completing the 36-hour training both virtually and in person.**
- 2. Each volunteer will attend required Quarterly Training meetings. (18 hours)**
- 3. Maintain the number of facility visits in the community and advocate current LTC issues with in the community.**

Committee Challenges and Requests for Assistance from the County Commissioners

- **Committee Support-** We are grateful for the support of the County Clerk and County Commissioners, and we would like to thank you for your interest in this group and its impact on the community.
- We see continued concerns with basic quality of life issues such as quality and quantity of food choices, staff turnover and constant change in administration/management or ownership of the facilities.
- The issue of transparency is something we advocate often and currently there is no reporting of consolidated financial information to the regulatory oversight organizations that would allow the audit and review of the transactions that siphon off funds intended for the care and welfare of Nursing Home residents. The committee is concerned about the total lack of transparency dealing with nursing home ownership that allows venture capital firms to transfer Medicaid, Medicare and private pay funds that are intended for the care and welfare of the residents to their subsidiary organizations.
- **New Government Administration** - With changes in Federal and State administration, and the new rules governing nursing homes, members will be vigilant for concerns in facilities they see and will stay abreast of any new policy changes that affect this oversight. There is still no staffing rule in place for nursing home staffing.

- **New Growth for Long Term Care Facilities-** There is continued growth in our county. It is also important to note that there are many new independent livings constructed in town which also offers housing option for seniors and older or disabled adults, but we are still in need of **affordable housing options**. The assisted living options for care are limited when it comes to State County Special Assistance/Medicaid, only **five** assisted living communities (ACH) currently accept this form of payment upon move in. The average Private Pay rate is \$6,500-12,000, leaving an exceptionally large gap in affordability for older adults who make too much for State County Special Assistance, but do not have enough to pay private pay rates. This is increasingly becoming a major problem for older adults in Mecklenburg County.
- We have seen a new interest in opening Family Care Homes- which are those smaller 6 person or less homes that are similar in care to a larger assisted living- **29 currently open**.
- We are happy to answer any questions from the county commissioners or anything related to long-term care or this report.

THIS REPORT COMPLETED ON BEHALF AND WITH THE INPUT OF THE MEMBERS OF THE NURSING HOME AND ADULT CARE HOME COMMUNITY ADVISORY COMMITTEES. THE REGIONAL OMBUDSMAN WILL DISTRIBUTE THIS REPORT TO THE COUNTY COMMISSIONERS, THE COUNTY DEPARTMENT OF SOCIAL SERVICES, AND THE NC DIVISION OF AGING AND ADULT SERVICES.

Hillary Kaylor & Rochelle McIver, Regional Ombudsman



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2-10-2026

Date Prepared

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