

ANNUAL REPORT
of the
MECKLENBURG COUNTY
NURSING HOME COMMUNITY ADVISORY COMMITTEE
&
ADULT CARE HOME COMMUNITY ADVISORY COMMITTEE
REPORTING YEAR 2023

MECKLENBURG COUNTY FACILITIES AND CAC MEMBERSHIP

FACILITY TYPE	HOMES	BEDS	COMMITTEE MEMBERS ALOTTED	ACTUAL MEMBERS
Nursing Home	32	3737	35	14
Adult Care Home	40	3107	47	4
Family Care Home	28	202		

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.

2023 COMMITTEE Activities & Accomplishments –

- Advocated for long-term care (LTC) residents in adult care home and nursing facilities. All committee members wear a provided badge for visits. After the impact of Covid-19 we do still see many lingering issues related to Covid, RSV or Flu often in the facilities this committee serves.
- Worked with facility staff, families, and residents toward resolution of grievances and concerns. CAC's were able to get back into the facilities and do many visits this past year. We would like to offer special thanks to those Commissioners who took their time to attend meetings with our CAC's and go on some visits in our county. Commissioners Laura Meier, Leigh Altman, Susan Rodriguez-McDowell and Elaine Powell all attended visits and we thank them!
- We also appreciate the Commissioners coming to meet with the volunteers back in May 2023, Commissioner Griffin and Powell, came to discuss county issues and long-term care concerns the committee had.
 - 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 and a Holiday Volunteer Celebration in December that many attended. These offerings have been virtual and in-person in 2023 .

- This was the third year the Nursing Home committee awarded Hero Awards for LTC staff in nursing homes, recognizing exceptional workers that were nominated by nursing home residence and staff members. The five workers selected included CNA's, transportation drivers, therapist and nursing. 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.
- Many members of the NH CAC group participated in a meeting back in August of 2023 with some NC state legislators to share concerns about changes in the long-term care systems, ownership transparency issues and also promote the need for legislation to increase the Personal Needs Money for Nursing home residents from \$30 a month to \$70. The increase in Personal Needs Money finally passed in the fall and around January 2024 we should see the change for the residents in their monthly stipend.
- 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.

COMMITTEE GOALS FOR 2024

1. **Get our interested volunteer applicants to participate in the new orientation and module training to start after January 2024. (This is the state Orientation training that has been postponed and we are still waiting for completion.)**
2. **Each volunteer will attend required Quarterly Training meetings. (18 hours)**
3. **Maintain the number of volunteers we have worked so hard on each committee to complete visits and advocate for change.**

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 the interest in this group and sending us interested applicants.
- **The committee is concerned about the total lack of transparency dealing with Nursing Home ownership which allows Venture Capital firms to transfer Medicaid and Medicare funds along with private pay funds to related party organizations that are intended for the care and welfare of the residents. There is no reporting of consolidated financial information to the regulatory oversight organizations that will allow the audit and review of the transactions that siphon off funds intended for the care and welfare of Nursing Home residence. The lack of transparency results in observations by staff and volunteers that include, lack of staffing causing significant care and nutritional concerns. This is an**

ongoing issue that demands legislative action. Your help in supporting laws to allow for more transparency would be extremely welcome.

- **New Government Administrations** - 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.
- **New Growth for Long Term Care Facilities**- There is continued growth in our county. This will mean more residents to be visited and rights to be protected. 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 four assisted livings (ACH) accept this form of payment. The average Private Pay rate is \$4,500-10,000, leaving a very 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 are happy to answer any questions for 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

Hillary Kaylor *Rochelle McIver*

3-1-2024
Date Prepared

For questions or comments about this report, contact:

Hillary Kaylor or Rochelle McIver
Centralina Area Agency on Aging
Centralina Regional Council

hkaylor@centralina.org & rmciver@centralina.org

1-800-508-5777