

ANNUAL REPORT
of the
MECKLENBURG COUNTY
NURSING HOME COMMUNITY ADVISORY COMMITTEE
&
ADULT CARE HOME COMMUNITY ADVISORY COMMITTEE
REPORTING YEAR 2024

MECKLENBURG COUNTY FACILITIES AND CAC MEMBERSHIP

FACILITY TYPE	HOMES	BEDS	COMMITTEE MEMBERS ALOTTED	ACTUAL MEMBERS
Nursing Home	32	3737	35	10
Adult Care Home	40	3107	47	6
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.

2024 COMMITTEE Activities & Accomplishments –

- Advocated for long-term care (LTC) residents in adult care homes and nursing facilities. All committee members wear a provided badge for visits and those were updated in April 2024.
- 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. Facilities are still impacted on staffing issues and securing permanent staff. They also continue to have outbreaks yearly related to flu 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 fourth 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 five 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.

- 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 it hard to gain interest in becoming a CAC member. We do receive many applications, but when they are presented with 36-hour training and a commitment to do on-site facility visits it does affect their willingness to serve. The 36-hour training is a federal mandate, and our state made those necessary changes to comply in 2020-21.

COMMITTEE GOALS FOR 2025

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 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 your interest in this group and its impact on the community.
- We see continued issues with basic quality of life issues such as quality and quantity of food choices, staff turnover and constant change in administration or even management of the facilities.
- 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 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.

- **New Growth for Long Term Care Facilities-** There is continued growth in our county. This will mean more residents will live in facilities and rights will need 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 **five** assisted living communities (ACH) currently accept this form of payment. The average Private Pay rate is \$4,500-12,000, 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- **32 currently**.
- 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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&

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Date Prepared

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