



FFY 2025 ANNUAL REPORT



WHAT IS THE LONG TERM CARE OMBUDSMAN PROGRAM?

The Mississippi Long Term Care Ombudsman Program advocates for residents in the state's nursing homes, assisted living facilities, and personal care homes. The program protects resident rights, addresses concerns about care and safety, and supports residents and families through confidential complaint investigation and mediation. Ombudsman staff conduct regular visits to long-term care facilities across Mississippi to monitor conditions, provide education, and ensure residents' voices are heard.

STATE LONG-TERM CARE OMBUDSMAN
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SUCCESSSES

OF THE OMBUDSMAN PROGRAM



During Federal Fiscal Year 2025, the Mississippi Ombudsman team successfully completed a comprehensive refresher of all ten learning modules developed by The National Long-Term Care Ombudsman Resource Center.

The refresher training covered critical topics, including:

- **Roles and Responsibilities** of Ombudsman representatives
- **The Resident Experience** in long-term care settings
- **Resident Rights** and advocacy strategies
- **The Complaint Process** and resolution best practices
- **Proper Documentation** for case management and reporting

This training initiative ensures that our Ombudsman team maintains the knowledge and skills necessary to operate an effective Long-Term Care Ombudsman Program. By reinforcing these core competencies, we continue to provide high-quality advocacy and support services to residents in Mississippi's long-term care facilities.



This year, the Mississippi Ombudsman team strengthened its knowledge and partnerships by engaging with key community organizations to better serve residents across the state. Through these collaborations, the team gained valuable insights into critical resources and issues impacting long-term care facilities. Highlights included:

- **Mississippi Department of Mental Health** – Training on suicide prevention and understanding common mental health diagnoses in care settings.
- **Mississippi Alzheimer's Association** – Guidance on dementia care and support services for residents and families.
- **Attorney General's Office, Medicaid Fraud Control Unit** – Education on protecting residents from abuse, neglect and exploitation.
- **Legal Assistance Developer** – Provided clarity on residents' rights and explained important distinctions between Power of Attorney, Conservatorship, and Guardianship.

These partnerships reflect our commitment to advocacy, education, and ensuring quality care for Mississippi's long-term care residents.

2026 GOAL

In Federal Fiscal Year 2025, the Ombudsman Program initiated efforts to advocate for an increase in the Personal Needs Allowance (PNA) for nursing facility residents in Mississippi. Currently, the PNA is set at \$44 per month, which residents use to purchase essential personal items such as shampoo, soap, lotion, hair products, burial policies, snacks, and other necessities. This amount has remained unchanged since 1998. Due to inflation and rising costs of living, the purchasing power of the PNA has been reduced to nearly half of its original value.



To address this issue, the Ombudsman Program is actively collecting data to strengthen the case for an increase and is collaborating with the Division of Medicaid to ensure residents can maintain access to personal items that support their dignity and quality of life.

TOP 3 COMPLAINTS RECEIVED



170

Response to request for assistance



103

Food Services



102

Dignity and respect

COMPLAINTS INFO & ACTIVITIES DATA

4,434 Number of visits for all facilities
Nursing Homes & Residential Care Communities

