



**Office of
Ombudsman for
Long-Term Care**

Mailing address: PO Box 64971, St. Paul, MN 55164-0971

Site location: Elmer L. Andersen Human Services Building • 540 Cedar St. • St. Paul, MN 55155
(651) 431-2555 • (800) 657-3591 • FAX (651) 431-7452

March 4, 2021

RE: Assisted Living Licensure 2021 Legislative Engagement

Dear Stakeholders, MN Department of Health, and MN Department of Human Services,

The MN Department of Health (MDH) convened stakeholders to accomplish a consensus bill reflecting changes to improve Assisted Living Licensure requirements during the 2021 legislative session. The Office of Ombudsman for Long-Term Care (OOLTC) appreciates the opportunity to join in this important effort.

I have been well informed of the process and the substance. My staff dedicated long hours to meeting, to complying with assignments, to ultimately submitting recommendations for needed changes based on best practice and ombudsman casework investigations.

We do not oppose items already agreed to. We respect the work everyone put into this. I am very grateful for this. One of the greatest benefits of a consensus process is to improve/sustain good relationships. Consensus process is driven by a purpose and seeks consensus only after discussions fully explore the issues and interests of all parties at the table. The outcomes better serve the common good and public best interest.

I regret to inform you I will not sign onto a consensus letter at this time. More time is needed to continue talking about important issues raised during meetings however, the process did not allow time for full engagement from all stakeholders including the OOLTC. We can reach consensus and a package can be delivered that promotes the well-being of residents and fixes additional issues that need to be addressed. We are open to continue discussion.

I want to thank everyone for coming together as a group to discuss these important issues involving assisted living licensure. We truly appreciate all of the members of this group and your commitment to resident's quality of life and quality of care.

Yours Sincerely,

Cheryl Hennen, State Ombudsman for Long-Term Care