



**National Association of State Long-Term Care Ombudsman Programs**

October 17, 2011

The Honorable Al Franken  
United States Senate  
Hart Senate Office Building, Suite 309  
Washington, D.C. 20510

Dear Senator Franken:

The National Association of State Long-Term Care Ombudsman Programs (NASOP) is pleased to support your legislation, the Home Care Consumer Bill of Rights, which would establish the State Home Care Ombudsman Program in the Older Americans Act (OAA). We believe this legislation logically positions the Long-Term Care Ombudsman Program to expand its jurisdiction to serve consumers of all long-term services and supports.

As you are well aware, the Long-Term Care Ombudsman Program identifies, investigates and resolves complaints made by or on behalf of residents of long-term care facilities that affect their health, safety, welfare, or rights. Our original mission as established in the 1978 amendments of the OAA was to serve residents of nursing homes. Because of the incredible success of the Program, the 1981 amendments to the OAA expanded our jurisdiction to serve residents of board and care and assisted living facilities. Thirteen states have already expanded the jurisdiction of their ombudsman programs to serve consumers of home and community based care. Your legislation is the next step in the development of the Long-Term Care Ombudsman Program. If enacted into law, it will ensure that consumers of home care services will experience the same improvements we have seen in the quality of care and quality of life for residents of long-term care facilities.

We applaud your vision and efforts to improve our long-term care system. NASOP enthusiastically supports your efforts and this important consumer protection legislation.

Sincerely,



Joseph Rodrigues  
President

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