



National Association of State Long-Term Care Ombudsman Programs

July 24, 2009

The Honorable Kathy Greenlee
Assistant Secretary
Administration on Aging
Washington, DC 20201

Dear Assistant Secretary Greenlee:

As you assume your new duties, I know that there are many pressing matters requiring your attention. The National Association of State Long-Term Care Ombudsman Programs hopes that the Ombudsman Program and provisions of Title VII of the Older Americans Act will be among your top priorities.

The Ombudsman is charged with representing the needs of residents to public officials and working to change systems on behalf of residents. As you know, in some states, this public advocacy voice for residents is limited by restrictions imposed on the program. Residents lose when this happens. This realization led NASOP to adopt the enclosed paper and position statement.

We initially shared the paper with only AoA in an effort to work together toward resolution but progress has been slow and we are releasing the paper more broadly in the coming days. We are pleased with the work that the Region V and VII Administrator has initiated to review the work of Ombudsmen and hope that information gathered in that process and other actions will lead to solutions nationwide.

NASOP respectfully requests that AoA take two priority actions:

- Establish the Office of Long-Term Care Ombudsman Programs and appoint a full-time Director of the Office as required by the Older Americans Act.
- Enforce the provisions of Title VII to assure that State Ombudsmen are able to fulfill the mandate of systems advocacy without interference.

We are committed to working with you and your staff to improve the effectiveness of the Ombudsman Program nationwide.

Best regards,

Beverley L. Laubert, NASOP President
Office of the State Long-Term Care Ombudsman
50 W. Broad Street, 9th Floor Columbus, OH 43215-3363
Phone (800) 282-1206 FAX (614) 644-5201
E-mail blaubert@age.state.oh.us