



[DATE OF THE MAILING]

Dear family member, friend, or other resident representative:

Nursing home residents' quality of life is a priority for the Minnesota Department of Human Services (DHS). Each year we survey residents and their families at all nursing homes in the state that receive public funding. We use the surveys to create star ratings for the Minnesota Nursing Home Report Card website (<http://nhreportcard.dhs.mn.gov/>). We also share results with resident advocates.

We are interested in your opinions about the care the resident receives and his/her quality of life, as well as how you are treated by staff. If the resident is no longer at this nursing home, please complete the survey so we can learn of your experience when he/she was a resident.

DHS works with Vital Research, an independent research firm, to ensure the confidentiality of all resident and family responses. We will not share your survey answers with the nursing home. Instead, we will summarize the nursing home's surveys into a single report to guide quality improvement.

The following nursing home identified you as the representative for:

Name: «First_Name» «Last_Name»

By: «Facility Name»

Please complete and return the survey by mail in the enclosed, pre-paid envelope in the next 14 days. If you prefer, you may complete the survey online at:

- Web address: VTLR.US/4
- Username: [personalized user name]
- Password: [personalized password]

Thank you for taking the time to share this important information with us. For questions about the survey, call Teresa Lewis at DHS at 651-431-4208 or Olia Bolotina at Vital Research toll-free at 1-888-848-2555.

If you are concerned about possible abuse, neglect, theft or misuse of the resident's finances or belongings, call the Minnesota Adult Abuse Reporting Center toll-free at 1-844-880-1574. If you need help resolving a problem or concern about the nursing home, call the Long-Term Care Ombudsman toll-free at 1-800-657-3591.

Sincerely,

A handwritten signature in cursive script that reads 'Valerie Cooke'.

Valerie Cooke, Director
Nursing Facility Rates and Policy Division
Minnesota Department of Human Services

«Family_ID»