



[Date of the Mailing]

Dear family member, friend, or other resident representative:

The Minnesota Department of Human Services (DHS) cares about the quality of life of people who need long-term care. Each year we survey residents and families of all certified nursing homes in the state. We use summarized results to rate facilities and share this information with the public on the Minnesota Nursing Home Report Card website (<http://nhreportcard.dhs.mn.gov/>). Facilities and state agency staff use these results to improve services.

We are interested in your opinions about the resident's care and their quality of life, as well as how you are treated by staff, regardless of how often you speak to or visit the resident. If the resident is no longer at this nursing home, please complete the survey so we can learn of your experience when they were a resident.

DHS works with Vital Research, an independent survey firm, to ensure the confidentiality of all resident and family responses. We will not share your answers with the nursing home.

The following nursing home identified you as the representative for:

Name: «First_Name» «Last_Name»

By: «Facility»

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

- Web address: VTLR.US/familysurvey (please type address exactly as shown here)
- Username: **personalized user name**

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

If you are concerned about the resident's care, neglect of their needs, abuse, or theft, call the Minnesota Adult Abuse Reporting Center toll-free at 1-844-880-1574.

If you need free help resolving a problem at the nursing home, call the consumer advocates of the Minnesota Office of Ombudsman for Long-Term Care, 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»