

Hello Madam Chair Housley and members of the Aging and Long-Term Care Policy Committee,

What we have here is a total embarrassment to the state of Minnesota whereby we've got 2,337 complaints where they're now being addressed by Commissioner Emily Piper Johnson who was Governor Dayton's legal counsel at one time.

There's a backlog and this is, at the end of the day, going to cost the state of Minnesota more monies because it wasn't taking care of the first place, but we need this as an operational piece to the state of Minnesota's well-being, whereby, we need to have these fundamentals in place, whereby, what do we do if we have a complaint come in?

Who does it go to? Who handles it? How do they handle it and, in certain cases, how do we protect our data practices privacy? What would be the end result if it has to be heard by committee? Which committee is it? If it is going to be audited, who's audit is it? Does it get an OLA audit? There's a whole bunch of things that need to be answered that should have been done in the first place.

There's no reason this should have happened. This was Dr. Ehlinger's responsibility. I realize he's resigned now, but he was appointed by Governor Dayton and if it takes two to do the job then you need to do that because the job didn't get done and it's a very big disappointment to some of we Minnesotans.

I'd like to, when there's time to sit down, and get a reply to some of these issues because as I have just stated this should have never happened. So, if I can have someone get back to me in a written letter or an email or I can meet with you in 10-15 minutes in person I would do that.

I apologize I couldn't get to the hearing today on the 21st of February. I do apologize for that, but I had like I see if I can get some going to reply.

Thank you,  
Mark Hughes  
(2/21/18 testimony)