Committee Chair and Members of the Committee;

My name is Kelly Martini, from Avon MN. I've been a provider for 20 years. I've seen lots of changes, but providers are still struggling with the appeals process.

Writing an appeal is a difficult process, and providers are not familiar on how it's done. Having an Ombudsperson to help in that process would benefit in our profession.

I've personally had providers call and ask me when they get a correction order, on what to do. The clarity of writing an appeal isn't there. By having an Ombudsperson to walk us through the process would be a benefit.

Providers are unaware of having statue's and rule numbers written in the appeal. Looking up the information is hard when providers don't have adequate access to the interment, and many sites are not user friendly.

I joined my local association, and became elected president to help providers in my area. When I see providers that have been in business for 10-20 years, to see them get their first correction order and not knowing what the next step will be, is hard to swallow. Having an Ombudsperson that won't judge them, but rather navigate through the process would be beneficial.

I wish I could be there to testify in person, but living an hour and half away and working a full time job, I don't have that luxury. My association has been in contact with local legislators to help with the process of the Ombudsperson, for providers throughout Minnesota.

I've attached a couple letters in favor of HF 1665.

Thank you,

Kelly Martini

13994 Norway Road

Avon, MN 56310

320-493-9987

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**Kelly Martini**

**320-356-9134**

**Daycare Provider/Avon Township Treasurer**