



The National CONSUMER VOICE

for Quality Long-Term Care
formerly NCCNHR

Consumers for Quality Care, No Matter Where Initiative

About the Consumers for Quality Care, No Matter Where

Consumers for Quality Care, No Matter Where is a three-year initiative launched by the Consumer Voice in October 2010. The initiative is expanding the Consumer Voice's national grassroots advocacy network to focus on issues faced by long-term care consumers who receive services and supports in non-nursing home settings and build a strong consumer voice to advocate for well-coordinated, accessible, quality long-term services and supports both at home and in the community ("home and community-based services" or "HCBS").

A key component of the initiative is conducting pilot projects in five states. The states are:

- [California](#)
- [New Mexico](#)
- [Ohio](#)
- [Vermont](#)
- [Virginia](#)

Pilot states were selected through a variety of criterion, including racial and ethnic diversity as defined by the percentage of minority populations in the state, the strength of the state long-term care ombudsman program and citizen advocacy groups, the level of advancement of the state's home and community-based services work, if that state receives Money Follows the Person grants and location of the state in the U.S.

A national advisory council and advisory council in each pilot state have been created. These councils help guide the initiative.

In each of these states and at the national level, the Consumer Voice is working to:

- identify and mobilize consumers around state and national policy issues related to HCBS;
- prepare a report presenting the consumer perspective on quality home care and policy recommendations for each state and across the pilot states;
- educate consumers about options for long-term services and supports and how to advocate for quality care and services for themselves or others; and
- increase the number, diversity and engagement of consumers and other advocates in the state network and the national Consumer Voice network.

To learn more about the initiative, go to
<http://www.theconsumervoice.org/consumers-for-quality-care>

For more information, contact Consumer Voice Director, Advocacy & Outreach,
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About the Consumer Voice

The National Consumer Voice for Quality Long-Term Care is a 501(c)(3) nonprofit organization founded as the National Citizens' Coalition for Nursing Home Reform (NCCNHR) in 1975 by Elma Holder. The organization represents the consumer voice at the national level for quality long-term care, services and supports by advocating for public policies that support quality care and quality of life responsive to consumers' needs in all long-term-care settings; empowering and educating consumers and families with the knowledge and tools they need to advocate for themselves; training and supporting individuals and groups that empower and advocate for consumers of long-term care; and promoting the critical role of direct-care workers and best practices in quality-care delivery.

The Consumer Voice is widely recognized as the only national organization bringing consumers' voices directly to federal policy discussions and was instrumental in passing the 1987 Nursing Home Reform Act, which created the framework for nursing home regulation and consumer protection. The organization was also a leader in the passage of the Nursing Home Transparency and Improvement Act, the Elder Justice Act and the Patient Safety and Abuse Prevention Act in the health care reform law. Visit the Consumer Voice on the web at <http://www.theconsumervoice.org>.