



Maryland Senior Citizens Action Network

MSCAN

AARP Maryland

*Baltimore Jewish
Council*

*Catholic Charities of
Baltimore*

*Central Maryland
Ecumenical Council*

Church of the Brethren

*Episcopal Diocese of
Maryland*

*Housing Opportunities
Commission of
Montgomery County*

*Lutheran Office on
Public Policy in
Maryland*

*Maryland Association of
Area Agencies on Aging*

*Maryland Catholic
Conference*

*Mental Health
Association of Maryland*

Mid-Atlantic LifeSpan

*National Association of
Social Workers,
Maryland Chapter*

Presbytery of Baltimore

*The Coordinating
Center*

*MSCAN Co-Chairs:
Carol Lienhard
Megan Peters
410-921-9005*

The Maryland Senior Citizens Action Network (MSCAN) is a statewide coalition of advocacy groups, service providers, faith-based and mission-driven organizations that support policies that meet the housing, health, and quality of care needs of Maryland's low and moderate-income seniors.

MSCAN supports SB 340. Older adults in Maryland deserve safe, high-quality long-term care and access to an independent advocate when concerns arise. SB 340 strengthens the Maryland Long-Term Care Ombudsman Program by requiring an annual appropriation to support Ombudsman operations. This reliable funding source is critical to protecting the health, safety, dignity, and rights of long-term care residents.

The Ombudsman Program is a federally mandated service under the Older Americans Act, operating statewide to advocate for more than 54,000 Marylanders living in nursing homes and assisted living facilities. Demand for Ombudsman services continues to grow alongside the state's aging population. In FY25 alone, ombudsmen made 7,252 visits, provided 7,013 instances of information and assistance, and investigated and resolved 3,978 complaints made by or on behalf of residents. These activities are essential to ensuring resident rights, resolving concerns quickly, and supporting facility staff in maintaining high-quality care.

Despite these critical responsibilities, the Ombudsman Program has been flat-funded for more than a decade, even as the number and complexity of resident needs have increased. Maryland must ensure a stable, state-level funding stream to protect residents and maintain essential advocacy services. SB 340 will provide this stability.

A well-resourced Ombudsman Program benefits the entire long-term care system. Ombudsmen help resolve issues before they escalate, reduce regulatory complaints, support families, and improve communication between residents and facilities. Research shows that states investing in their Ombudsman Programs see improved care outcomes and stronger resident protections.

For these reasons MSCAN urges a favorable report on SB 340.