



State of Minnesota

# Office of the Ombudsman for Mental Health and Developmental Disabilities

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Voice: 651-757-1800 or Toll Free: 1-800-657-3506 TTY/Voice – Minnesota Relay Service 711  
*"Giving voice to those seldom heard"*

September 27, 2012

Pat Carlson, CEO  
State Operated Services  
Minnesota Department of Human Services  
444 Lafayette  
St. Paul, MN 55155

Dear Ms. Carlson,

Attached to this letter is a copy of the summary of the observations of the professional staff of the Office of Ombudsman for Mental Health and Developmental Disabilities during an unannounced site visit to the MSHS-Cambridge. The visit took place on September 13 & 14, 2012. This visit was a follow up monitoring as a result of this agency's public report titled "Just Plain Wrong" ([http://www.ombudmhdd.state.mn.us/reports/just\\_plain\\_wrong.pdf](http://www.ombudmhdd.state.mn.us/reports/just_plain_wrong.pdf)), of the facility previously known as the Minnesota Extended Treatment Options (METO) in September of 2008. I hope you will find these observations helpful as you continue to improve services to this vulnerable population.

Please feel free to contact me if you would like to discuss these observations in more detail. I can be reached at 651-757-1806.

Sincerely,

Roberta Opheim  
Minnesota Ombudsman for Mental Health and Developmental Disabilities

C: Distribution List Attached



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