



The National Long-Term Care Ombudsman Resource Center

Initial Certification Training Curriculum for Long-Term Care Ombudsman Programs **Acknowledgments**

Pilot Participants and Contribution of Training Materials

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Curriculum Development

The development of this curriculum was a true team effort. We are extremely appreciative of the wealth of knowledge each team member contributed to the process.

The primary author and subject matter expert, Jamie M. Freschi, of Fresch Start Consulting, is a consultant for the National Long-Term Care Ombudsman Resource Center (NORC) and National

Consumer Voice for Long-Term Care (Consumer Voice). Prior to consulting, Jamie was part of the Illinois Long-Term Care Ombudsman program for 15 years, as a regional ombudsman, supervisor, and most recently as the Illinois State Ombudsman.

Michelle I. Gralnick, of M Gralnick Enterprises, LLC, served as the Project Lead facilitating the pilot training, coordinating project tasks, and more to usher the curriculum through the development process. As founder of M Gralnick Enterprises, LLC, Michelle provides customized consulting services, producing strategic planning through innovative solutions. She also has personal experience with long-term care after coordinating care, and advocating for quality care, for her parents over ten years.

Carol Scott, Ombudsman Specialist, NORC, was a key part of the curriculum development team lending her experience as a subject matter expert and trainer acquired during her 23 years as the Missouri State Ombudsman.

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