

# **Acknowledgments**

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

### **Pilot Participants and Contribution of Training Materials**

The curriculum would not have been possible without several Long-Term Care Ombudsman programs pilot testing and evaluating the training materials. Over 140 individuals, Ombudsmen and representatives (paid and volunteer), participated in pilot training to test materials and provide input. Many thanks to the following programs and individual Ombudsmen and representatives that lead pilot training – Allison Virtue, Charmaine Brent, Debra Hanschar, Daunje Sanders, Rachel Tate, and Stella Veraflor-Rundell (California Long-Term Care Ombudsman program); William K. Gadola (Delaware Long-Term Care Ombudsman program); Mark Miller and Purley Jones (Washington, D.C. Long-Term Care Ombudsman program); Jeff Taylor, Kim Johnson-Prince, and Melanie S. McNeil (Georgia Long-Term Care Ombudsman program); Chuck Miller, Jessica Belsly, and Kelly Richards (Illinois Long-Term Care Ombudsman program); Lisa Smith (Mississippi Long-Term Care Ombudsman program); Jennifer Link, Lakendra Dixon, and Renee Kea (North Carolina Long-Term Care Ombudsman program); Denise Rising, John Saulitis, and Theresa Knapik (Ohio Long-Term Care Ombudsman program); and Alianne Sipes and Daniel Musto (Utah Long-Term Care Ombudsman program).

Additionally, the curriculum benefitted from utilizing training videos and/or materials developed by the following programs and individuals - Biviana Escobar and Heather Armstrong, Area Agency on Aging/Alamo Area Council of Governments, Texas Long-Term Care Ombudsman program; Connecticut Long-Term Care Ombudsman program; Empowered Aging Ombudsman Services of Contra Costa and Solano, California Long-Term Care Ombudsman program; Greg Shelley and Matthew Gaines, Cizik School of Nursing at UTHealth Center on Aging, Harris County Long-Term Care Ombudsman program, Texas Long-Term Care Ombudsman program; Illinois Long-Term Care Ombudsman program; Oregon Long-Term Care Ombudsman program; Southwestern Commission Area Agency on Aging Long-Term Care Ombudsman program, North Carolina Long-Term Care Ombudsman program; Texas State Long-Term Care Ombudsman program; Washington, D.C. Long-Term Care Ombudsman program; and Weld County Texas Area Agency on Aging, Texas Long-Term Care Ombudsman program.

### **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.

Thanks to Kate Gordon, Splaine Consulting, for sharing her expertise in adult learning principles; Deanna Okrent, G Squared Associates, for her skilled proofreading and editing; and David Godfrey, Senior Attorney, American Bar Association, Commission on Law and Aging for lending his time and insight in reviewing sections pertaining to legal services.

Additional staff played critical roles throughout the development of the curriculum (e.g., ensuring content accuracy, proofreading, formatting), many thanks to Katie Kohler, Program and Outreach Associate, NORC; Libby Laubert, Program Associate, Consumer Voice; Jocelyn Bogdan, Program and Policy Specialist, Consumer Voice; and Amity Overall-Laib, Director, NORC.

Special thanks to Louise Ryan, Regional Administrator, Region X, and former National Ombudsman Program Coordinator, Administration for Community Living (ACL) and Beverley Laubert, National Ombudsman Program Coordinator, ACL, for sharing their years of knowledge, time, and thoughtful feedback through the creation of this curriculum from start to finish.

## **Online Curriculum Course**

Thanks to a supplemental grant from the Administration for Community Living (ACL) we partnered with staff from the University of Southern Maine, Catherine Cutler Institute for Health and Social Policy, Muskie School of Public Service to develop an online course based on content of the Initial Certification Training Curriculum for Long-Term Care Ombudsman Program.

NORC staff and consultants were instrumental in creating this course, including: Maria Greene, Katie O'Hearn, Carol Scott, Libby Laubert, and Amity Overall-Laib.

## **About the Project**

This project was supported by the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$516,407 with 100 percent funding by ACL/HHS. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by ACL/HHS or the U.S. Government.