

**GOVERNOR'S PANEL ON EXCELLENCE IN LONG-TERM CARE**  
**GOLD SEAL AWARD CRITERIA REVIEW**  
**SUBGROUPS**

<b>Subgroup</b>	<b>Chair</b>	<b>Panel Members:</b>
Customer Satisfaction and Homelike Environment	Vacant	Kelly Smith Michael Phillips Lisa Smith
Long-Term Care Ombudsman and Family/Community Involvement	Judith Plaut	Bobby Rosenthal Judith Plaut Michael Phillips
Quality of Care Rating and Best Practices/Targeted In-Services	Kimberly Smoak	Judith Plaut Kelly Smith Dulce Cuetara Bobby Rosenthal
Stability and Staffing/Workforce	Kelly Smith	Dulce Cuetara Kelly Smith Michael Phillips Lisa Smith Robert Snyder

*March 2022*