WALTERS JATE
THE GREAT SMOKY MOUNTAINS COMMUNITY COLLEGE

SEVIER COUNTY CAMPUS   TELEPHONE: 865-774-5800
1720 OLD NEWPORT HWY.   FAX: 865-77 -5804
SEVIERVILLE. TENNESSEE 37876

April 5, 2019   EIN 62-0807429

Vincent Davis, State Survey Agency Director
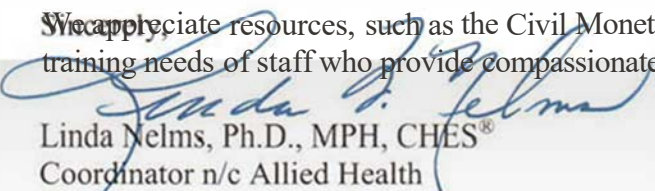665 Mainstream Drive, 2nd Floor
Nashville, TN 37243

Dear Mr. Davis,

Alzheimer's Disease (AD) has been designated a *major public health crisis.* Almost six million Americans live with the disease. East Tennessee is both geographically and culturally part of a region that is home to an aging population. Those, age 65 and older, will become dependent upon healthcare delivery that will address their physical and mental needs while confronting the realization and challenges of AD or other related dementias.

As an aging population increases in Tennessee so does the unprecedented demand continue to grow for more advanced caregiver training that can meet the challenges presented by the onset of diseases, such as AD. Nurse aides make up a majority of frontline caregivers for residents in nursing homes and other healthcare facilities. Lack of training in dementia care points to ill-equipped staff unprepared to meet the physical, behavioral and emotional challenges of a resident/patient with AD or other dementias.

On behalf of Walters State Community College (WSCC), we appreciate the opportunity to submit a request *$350,254* over a three-year period to harness the use of current civil monetary penalty funds. WSCC, a public two-year comprehensive community college, working in conjunction with ten designated rural health counties proposes to train Certified Nursing Assistants using an evidence-based, online certification training program called *"CARES Online Dementia Training"*. In addition, the CARES training also incorporates the Alzheimer's Association certification programs entitled *"essentiALZ"* and *"essentiALZ Plus"*. The purpose of the training is to educate and empower nursing home staff with the techniques, tools and resources they need to help those residents who live with AD or other related dementias.

We appreciate resources, such as the Civil Monetary Penalty Funds, that can help address the training needs of staff who provide compassionate care for our most fragile Tennesseans.

Linda Nelms, Ph.D., MPH, CHES®
Coordinator n/c Allied Health
Division of Workforce Training

REQUEST

Date of Application: ___04___ / ___15___ / __2019__
                        MM   DD   YYYY

PART I:
Background Information

Name of the Organization: <u>WALTERS STATE COMMUNITY COLLEGE</u>

Address Line 1: <u>500   S.   Davy   Crockett   Parkway</u>

Address Line 2: _____

City, County, State, Zip Code: <u>Morristown, Hamblen, TN 37813</u>

Tax Identification Number: <u>62-0807429</u>

CMS Certification Number, if applicable: ☐☐ – ☐☐☐☐

Medicaid Provider Number, if applicable: ☐☐ – ☐☐☐☐

Name of the Project Leader: <u>Dr. Linda Nelms</u>

Address: <u>1720 Old Newport Highway</u>

City, County, State, Zip Code: <u>Sevierville, Sevier, TN 37876</u>

Internet E-mail Address: <u>linda.nelms@ws.edu</u>

Telephone Number: 8 6 5 – 7 7 4 – 5 8 5 2

Mobile Number: ☐☐☐ – ☐☐☐ – ☐☐☐☐

Have other funding sources been applied for and/or granted for this proposal? ☐ ☑
                                                                              Yes No

If yes, please explain/identify sources and amount.

Walters State Community College

PART II: Applicable to
Certified Nursing Home Applicants

Name of the Facility: _____

Address Line 1: _____

Address Line 2: _____

City, County, State, Zip Code: __

Telephone Number: ☐☐☐–☐☐☐–☐☐☐☐

CMS Certification Number: ☐☐–☐☐☐☐

Medicaid Provider Number: ☐☐–☐☐☐☐

Date of Last Recertification Survey: _____/_____/_____
MM   DD   YYYY

Highest Scope and Severity Determination: (A – L) _____

Date of Last Complaint Survey: _____/_____/_____
MM   DD   YYYY

Highest Scope and Severity Determination: (A – L) _____

Currently Enrolled in the Special Focus Facility (SFF) Initiative? ☐   ☐
Yes   No

Previously Designated as a Special Focus Facility? ☐   ☐
Yes   No

Participating in a Systems Improvement Agreement? ☐   ☐
Yes   No

Administrator's Name: _____

Owner of the Nursing Home: _____

CEO Telephone Number: ☐☐☐–☐☐☐–☐☐☐☐

CEO Email Address: _____

Walters State Community College

REQUEST,cont.

Name of the Management Company: _____

Chain Affiliation (please specify) Name and Address of Parent Organization: _____

_____

Outstanding Civil Money Penalty? ☐   ☐
                                  Yes   No

Nursing Home Compare Star Rating:_____(can be 1, 2, 3, 4 or 5 stars)

Date of Nursing Home Compare Rating:_____/_____/_____
                                      MM   DD   YYYY

Is the Nursing Home in Bankruptcy or Receivership? ☐   ☐
                                                   Yes   No

If an organization is represented by various partners and stakeholders, please attach a list of the stakeholders in the appendix.

NOTE: The entity or nursing home which requests CMP funding is accountable and responsible for all CMP funds entrusted to it. If a change in ownership occurs after CMP funds are granted or during the course of the project completion, the project leader shall notify CMS and the State Agency within fi   calendar days. The new ownership shall be disclosed as well as information regarding how the project shall be completed. A written letter regarding the change in ownership and its impact on the CMP Grant application award shall be sent to CMS and the State Agency.

Part III:
Project Category

Please place an "X" by the project category for which you are seeking CMP funding.

☐   Direct Improvement to Quality of Care

☐   Resident or Family Councils

☐   Culture Change/Quality of Life

☐   Consumer Information

☐   Transition Preparation

REQUEST cont.

X - Training

0   Resident Transition due to Facility Closure or Downsizing

0   Other: Please specify _____ _____ _

_____

Part IV:
Funding Category

Please specify the amount and place an "X" by the funding category.

Amount Requested: $ 350,254 00

D $2,500 or less   D $10,001-$25,000

D $2,501 - $5,000   D $25,001 - $50,000

D $5,001 - $10,000   **X** - Over $50,000

Part V:
Proposed Period of Support

From: 07/01/ 2019   (e.g. 06/01/2010)   To: 06/30/ 2022   (e.g. 12/01/2010)
             MM   DD   YYYY   MM   DD   YYYY

Part VI:
Purpose and Summary

PROJECT mLE

Include a cover letter to the State Agency Director with the application. The cover letter should introduce your organization, explain the purpose of the project and contain a summary of your proposal. The letter should include the amount of funding that you are requesting, the population it will serve, and the need it will help solve. Make a concerted mject   ife i the cov   and actively engage the reader.

ADDITIONAL IDENTIFICATION INFORMATION AS NECESSARY				
APPLICABLE PERIOD: The grant budget line-item amounts below shall be applicable only to expense incurred during the period beginning 7/1/19, and ending 6/30/22.				
POLICY 03 Object Line-item Reference	EXPENSE OBJECT LINE-ITEM CATEGORY[1] (detail schedule(s) attached as applicable)	GRANT CONTRACT	GRANTEE PARTICIPATION	TOTAL PROJECT
1	Salaries[2]	$96,675.00	$0.00	$96,675.00
2	Benefits & Taxes	$27,878.00	$0.00	$27,878.00
4, 15	Professional Fee/ Grant & Award[2]	$42,500.00	$0.00	$42,500.00
5	Supplies	$91,320.00	$0.00	$91,320.00
6	Telephone	$825.00	$0.00	$825.00
7	Postage & Shipping	$765.00	$0.00	$765.00
8	Occupancy	$0.00	$0.00	$0.00
9	Equipment Rental & Maintenance	$0.00	$0.00	$0.00
10	Printing & Publications	$3,630.00	$0.00	$3,630.00
11, 12	Travel/ Conferences & Meetings[2]	$27,429.00	$0.00	$22,929.00
13	Interest[2]	$0.00	$0.00	$0.00
14	Insurance	$0.00	$0.00	$0.00
16	Specific Assistance To Individuals[2]	0.00	$0.00	0.00
17	Depreciation[2]	$0.00	$0.00	$0.00
18	Other Non-Personnel[2]	$28,600.00	$0.00	$28,600.00
20	Capital Purchase[2]	$0.00	$0.00	$0.00
22	Indirect Cost (% and method)	$36,202.00	$0.00	$35,132.00
24	In-Kind Expense	$0.00	$0.00	$0.00
25	GRAND TOTAL	$355,824.00	$0.00	$350,254.00

[1] Each expense object line-item shall be defined by the Department of Finance and Administration Policy 03, Uniform Reporting Requirements and Cost Allocation Plans for Subrecipients of Federal and State Grant Monies, Appendix A. (posted on the Internet at: https://www.tn.gov/assets/entities/finance/attachments/policy3.pdf).

[2] Applicable detail follows this page if line-item is funded.

SALARIES / Benefits						AMOUNT
Project Director: Stipend: $600/month/3 years	$600	x 12	x 3	+	(Longetivity, if applicable)	$21,600.00
Site Facilitator/Trainer: PT: 1,300 hours per year	$19	x 1300	x 3	+	(Longetivity, if applicable)	$75,075.00
Benefits and Taxes:FICA/TCRS/401Kmatch						
TCRS Rate – 19.23%	115.48	12	3			4,155.00
FICA @ 7.65% FT Staff	45.90	12	3			1,652.00
FICA/TCRS @ 27% (Reg PT)	6,757	1	3			2,0271.00
401K Match _ (Reg PT)	600	1	3			1,800.00
ROUNDED TOTAL						$124,553.00

PROFESSIONAL FEE/ GRANT & AWARD	AMOUNT
MN Associates, Inc.	$42,500.00
ROUNDED TOTAL	$42,500.00

TRAVEL/ CONFERENCES & MEETINGS	AMOUNT
Program Director (400 mi x 11mo x .47) x3yrs	$6,204.00
Facilitator/Trainer (400 mi x 11mo x .47) x3yrs	6,204.00
State Training/Reporting (TBD)	
[(454 mi x .47= 213.38) x 2 trips x 2 autos] x3 yrs	2,562.00
Lodging [(2 nights x $179 per day=$358) x 2 individuals x 2 trips] x 3 yrs (GSA)	4,296.00
M&I [(Travel days: ($45.75x2days=$91.50) x2 individuals) x 2 trips] x 3 yrs (GSA)	1,098.00
M&I [(non-travel days: ($61x1day=$61) x 2 individuals) x 2 trips] x 3 yrs (GSA)	732.00
Consortium Quarterly Meetings (member travel)	
[(325 miles x .47=152.75) x 4 mtgs] x 3 yrs	1,833.00
ROUNDED TOTAL	$22,929.00

Supplies	AMOUNT
General office, student /staff training materials, computer competency assessment/training, as needed, copy paper, staff training materials	$9,800.00
Computer/presentation equipment including 2 laptops w/ peripherals and 1 projector	4,020.00
Telephone, postage, copy paper, printing/publications	5,220.00
ROUNDED TOTAL	$19,040.00

SPECIFIC ASSISTANCE TO INDIVIDUALS	AMOUNT
	$ 0.00
ROUNDED TOTAL	$ 0.00

TRAINING PROGRAM	AMOUNT
Year 1: CARES Online Dementia Training for 125 project participants	$26,249.85
Year 2: CARES Online Dementia Training for 135 project participants	30,249.80
Year 3: CARES Online Dementia Training for 90 project participants	20,999.85
ROUNDED TOTAL	$77,500.00

OTHER NON-PERSONNEL	AMOUNT
Program advertisement/staff recruitment/news ads	$ 3,600.00
Stipend for county HS computer labs [($250 per day x 10 days = $2,500) x 10 HS/other	25,000.00
ROUNDED TOTAL	$28,600.00

Indirect cost - (10%)	AMOUNT
	$35,132.00
	$35,132.00

ROUNDED TOTAL

Job Descriptions for Key Personnel

PROGRAM DIRECTOR: Linda Nelms, Ph.D., MPH, CHES®, Coordinator for WSCC Division of Workforce Training – Health Programs will be the Project Director for the CMP grant program and oversee all training activities, supervise personnel, attend all consortium meetings, community stakeholder meetings, and all CNA focus groups. Maintain positive relationships both within the institution and with community partners. Comply with all WSCC and Tennessee Board of Regents policies, rules and guidelines. Dr. Nelms will ensure compliance with the state and federal regulations, direct program evaluations, in conjunction with MN Associates, Inc. and participate in statistical analysis of all project measurements.   Linda will be responsible for all grant reporting.

Facilitator/Trainer, VACANT, will conduct the CARE® Dementia Training in all counties region-wide. The facilitator/trainer will consult and provide technical assistance to consortium members, professionals, healthcare provider groups and school administrators involved in the training program. The trainer will attend all consortium and stakeholder meetings, workshops and focus groups. The facilitator/trainer will advise and monitor training participants on all academic aspects to ensure that the training is completed and be able to implement assessments and testing to assist the project director with data collections. Assist in planning and documentation to meet annually established enrollment numbers and expenditure levels.

MN Associates, Inc., Fairfax, VA will coordinate evaluations of the proposed project goals including preparing/recommending all measurement instruments.

Biographical Sketch for Currently Employed Key Personnel

Linda Nelms, Ph.D., MPH, CHES® received her Master of Public Health at the University of Tennessee, Knoxville in 2000. She taught in the College of Education, Health, and Human Sciences while seeking a Ph.D. in Human Ecology with a concentration in Community Health. Dr. Nelms earned a Ph.D. in 2005. Dr. Nelms is a Certified Health Education Specialist (CHES®) and has received certifications in CARES® Dementia Basics, CARES® Dementia Advanced Care, Alzheimer's Association essentiALZ® and essentiALZ® Plus Dementia Advanced Care. From 2006-2011, Dr. Nelms worked with the East Tennessee Regional Health Office in Knoxville as Director of Health Promotion for the ET region. In 2011, Dr. Nelms began her current position at Walters State Community College. Dr. Nelms has written several publications in peer-reviewed journals and has made presentations in state and national conferences.

Walters State Community College

Lead Applicant and Project Management

Life Care of Greeneville

Claiborne County Hospital

Pigeon Forge Care and Rehabilitation Center

Hancock Manor Nursing Home

Newport Health and Rehabilitation Center
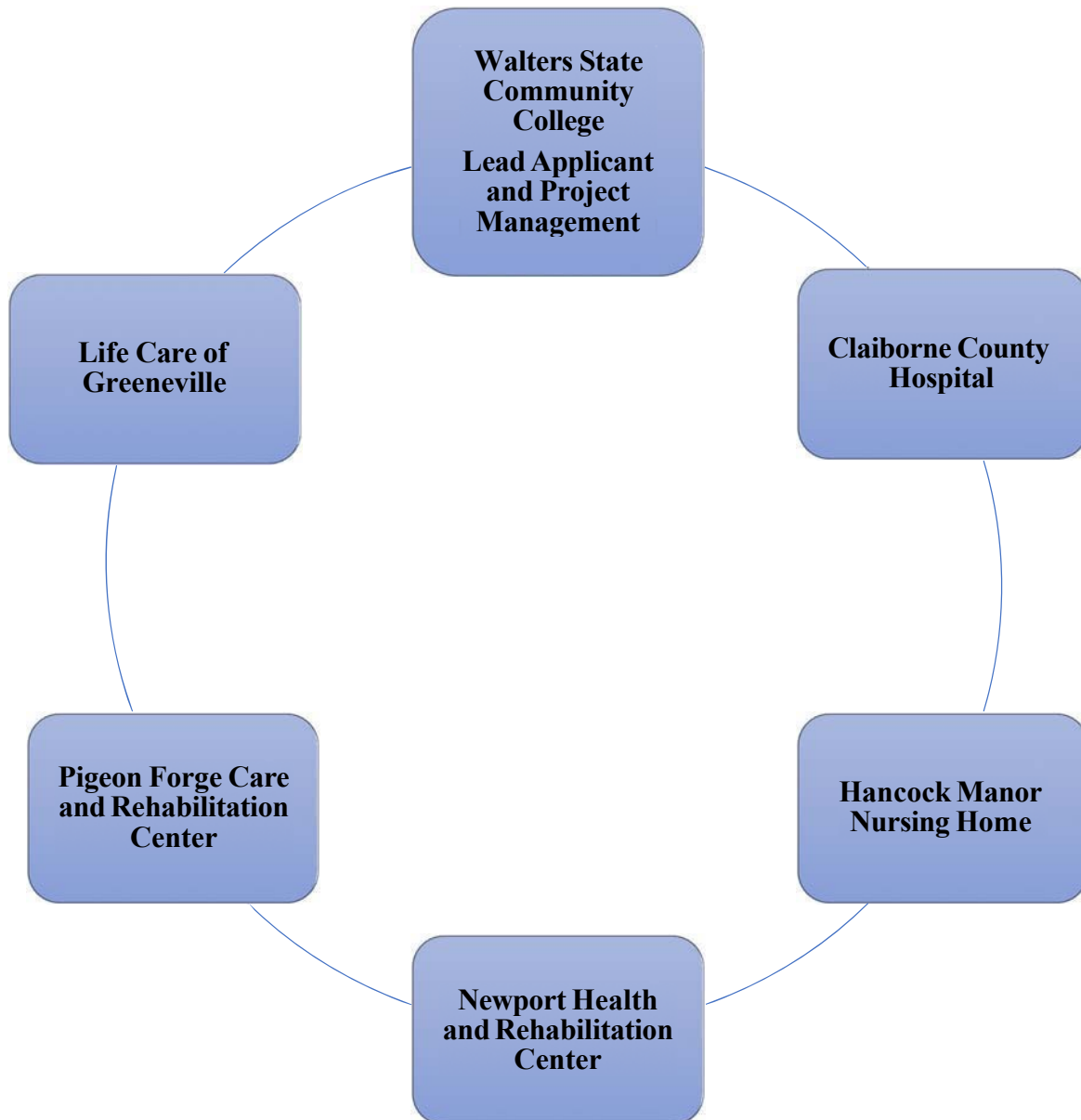
WSCC will promote the CARES Healthcare Interactive dementia training within respective communities and other healthcare entities. Plan and facilitate four (4) quarterly consortium meetings annually to track progress of dementia training; review programmatic changes to the project and make recommendations to alleviate barriers or gaps in services.

Consortium partners will update WSCC on any/all changes in healthcare industry standards regarding Alzheimer's and/or other dementia and related training requirements. Inform and direct WSCC on any healthcare facility and/or staff regulatory compliances that may be changed and/or amended that would affect staff training program in each designated year (2019-2022) of project implementation.

WSCC will offer interested family members the CARES Dementia Care for Families Program at no additional cost. Families who complete the 3-hour program will receive a WSCC certificate of completion. Participants notified of specialized training through nursing home newsletters, websites and posted material in the nursing home.

Project Abstract

Comprehensive employee development strategies are critically needed in East Tennessee rural counties. Tennessee residents age 65 and older with Alzheimer's Disease (AD), are projected to increase from 120,000 in 2010 to 140,000 in 2025. This number does not include other dementias that are and will continue to encroach upon our elderly population. Certified Nurse Aides (CNA) make up the majority of frontline caregivers for residents in nursing homes and other healthcare facilities. Of the Tennessee state required 75 hours C.N.A. training, all staff in special care units must have dementia-specific training.

The Division of Workforce Training at Walters State Community College will deliver evidence- based training to nursing home frontline staff, targeting licensed CNAs, who work with Alzheimer's and other dementias, as the primary foci. Two methods of project participant recruitment will be implemented. CNAs, currently working in any of the ten-county nursing home facilities, will be recruited through CNA focus groups, stakeholder and community meetings and direct contact with human resource management. In addition, potential participants will be recruited from the college's state-regulated Certified Nurse Assistant program targeting past and recently licensed CNAs who are currently employed in any nursing home within the ten-county region.

Person-centered, online certification training programs called, "CARES$^{®}$ Online Dementia Training" [Healthcare Interactive] will be implemented. The CARES$^{®}$ online training program consists of five professional training programs and one family training program (6 courses/33 hours) that encompass more than 20 years of research and training in the field of dementia care. *Certified Nursing Assistants that complete the 33-hour online course will qualify to sit for the CARES Dementia Specialist (C.D.S.) credential. The request for monies for the 33-hour training and the credentialing exam is included in the grant. Upon completion of the 33-hour requirement, participants will receive a voucher for the exam. WS will enroll and facilitate the C.D.S. credentialing exam after each county training.* According to Healthcare Interactive, acquiring the C.D.S. credential recognizes participants as completing the highest quality *dementia* care training in the country.

A regional healthcare consortium of four nursing home administrators and one hospital/nursing home program development director has been established from five counties. The consortium's role will be to promote, advise and assist in training efforts throughout the 3-year training period. *Invitations to participate in the membership will extend to the TN LTC Ombudsman program and the TN Quality Improvement Organization.*

Proposed outcomes of the three-year implementation grant period will include 30% of participating CNAs in a ten-county region will receive the CARES Online Dementia Training and, at least, 10% CNAs trained will sit for the C.D.S. credentialing exam. The number of engaged stakeholders in a sustainable regional alliance will increase by 20%; 3 focus groups consisting of CNAs within the 10-county region will be created; 70% of CNAs will increase their educational skill level; morale and job satisfaction will increase by 60%; and, employee turnover and absenteeism will decrease by 10%. Statistical measurements/ instruments and acquisition of baseline data will be provided by the MN Associates, Inc. To assess the outcomes of the workforce training program, a pre-post program survey will be provided to employers and participants.

For the purposes of this grant, "engaged stakeholders" is defined as nursing home representatives, both leadership and staff, who are committed to promote and advocate for C.N.A. professional development. Five regionally located nursing home facilities, representing five healthcare providers including Covenant, Twin Rivers, SavaSeniorCare, Signature HealthCARE and Life Care, serve as the baseline for future regional alliances. Sustainable relationships between current consortium members and future members is projected to increase by 20%. *One objective of the stakeholder/community meetings is to invite nursing home leadership in each county to solicit potential trainee candidates." Nursing home leadership will also be solicited to engage as a member of the alliance.*

Statement of Need

The Alzheimer's Association reports that nationally, over 5 million Americans are living with AD and as many as 16 million will have the disease in 2050. One in three seniors who die each year has Alzheimer's or other dementias (ADOD). In Tennessee, 12 percent of seniors are living with AD. This year, 110,000 people aged 65+ has Alzheimer's and by 2025 that number will increase to 140,000. Tennessee has the fourth highest Alzheimer's death rate in America. In the past two decades, Tennessee has seen a 244 percent increase in Alzheimer's deaths (3,522 deaths statewide).[1]

Counties designated as "rural health eligible" face an increase of a 65+ population ranging from 7.2% (Hancock) to 14.2% (Sevier) and an average of ten percent across all of the ten counties in the next four years.[2] Frontline staff training needs for Certified Nurse Assistants (CNA) will focus on the following counties: Claiborne, Cocke, Grainger, Greene, Hamblen, Hancock, Hawkins, Jefferson, Sevier and Union.

The Appalachian Tennessee poverty rate is 17.9%[3], and economically, six of the 10 counties are either distressed or at-risk counties. Cocke and Hancock are designated as distressed counties ranking in the worst economically depressed counties in ten percent of the nation's counties, having, at least, twice the national poverty rate and have a per capita market income 67% of the national average or a three-year average unemployment rate that is twice the national average.

Claiborne, Grainger, Hawkins and Union are designated as 'at-risk' of becoming economically distressed ranking between the worst ten percent and 25 percent of the nations counties. They have at least two of the following three criteria: 1) 3-year unemployment rate 125% of the national average, 2) per capita market income 67% or less of national average, or 3) poverty rate of 125% or more of the national average. The remaining four counties are designated as transitional, meaning they are worse than the national average on at least one of the three indicators.[3] Living in areas with a distressed economic climate and most working for an hourly wage less than the national 50% percentile (median) of $11.97 leaves CNAs economically challenged for educational opportunity.[4]

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[1] Alzheimer's Association, Tennessee Alzheimer's Statistics
[2] Tennessee Department of Health, Division of Policy, Planning and Assessment, Office of Health Statistics.
[3] Tennessee Appalachian Regional Commission, http://www.arc.gov/program_areas/ARCDesignatedDistressedCountiesFiscalYear2015.asp
http://www.arc.gov/appalachian_region/CountyEconomicStatusandDistressedAreasinAppalachia.asp
[4] US Bureau of Labor Statistics, http://www.bls.gov/oes/current/oes_17420.htm

With a predicted shortfall in the number of formal caregivers needed to provide care, workforce issues become ever more salient in the long-term-care industry, CNAs are the linchpin to helping provide quality care.[5] As an aging population increases in Tennessee so does the unprecedented demand continue to grow for more advanced caregiver training that can meet the challenges presented by the onset of diseases such as Alzheimer's and other dementias. Positive relationships are formed between caregiver and residents; they become partners in a journey that affects both the resident and the CNA. A sense of security and consistency underscores quality of life and well-trained frontline staff can effectively supply that need.

Studies indicate job satisfaction of caregivers is directly associated with turn-over. This program provides an opportunity to understand the relationships between job satisfaction and turn-over in nursing homes.[6]

Program Description

Under Tennessee regulations, healthcare facility staff must annually train in five categories, (1) Identify and alleviate safety risks; (2) Provide assistance to residents with activities of daily living; (3) Communicate with families and other persons interested in the resident; (4) Basic facts about the causes, progression, and management of AD; and (5) Deal with dysfunctional behavior and catastrophic reactions to residents.

WSCC proposes to offer online, video-based, engaging education for certified nursing assistants who work in a nursing home facility. HealthCare Interactive is a mission-based organization committed to improving dementia care for people living with Alzheimer's disease and other progressive dementias. CARES® is the only online dementia care training directly recommended by the Centers for Medicare & Medicaid Services (CMS). CARES® online training is also the most evidence-informed dementia care training on the market with more than 20 published research studies.[7]

Prospective students will register online with the WS WFT registration system, Xenegrade. As each training program per county is scheduled online, registration will be first come, first served regardless of facility. A registration limit will be enforced, then students will be placed on a waiting list. A waiting list is beneficial in case a previous enrollee drops from thr program. And/or facilitator can loop back to a county should enrollment not meet expectation.

Table 1: Training allocations per year/county

CMP Project	Cout(ies)	Nursing Homes	C.N.A. Enrollment
2019-2020	Claiborne	3	45
	Sevier	2	35
	Hancock	1	20
2020-2021	Hamblen	3	56
	Cocke	2	35
	Greene	2	36
	Hawkins	1	24
2021-2022	Jefferson	2	50
	Grainger	1	27
	Union	1	21

[5] Castle, PhD, et al., "Job Satisfactions of Nurse Aides in Nursing Home: Intent to Leave and Turnover". The Gerontologist, 2007.

[6] Castle PhD, et al. and [7] https://www.healthcareinteractive.com

Project participants will complete 33 one-hour modules which include six programs: Dementia Basics (4), Dementia Advanced Care (6), Dementia-Related Behavior (4), Activities of Daily Living (10), End-of-Life Care (5) and Dementia Care for Families & Savvy Caregiver (2).

Participants will receive a credentialing voucher enabling them to sit for the CARES® Dementia Specialist (C.D.S.) credential. The CARES® Approach teaches effective ways participants can: **C**onnect with resident; **A**ssess behavior; **R**espond appropriately; **E**valuate what works; **S**hare with others

This program will benefit:
- Skilled frontline staff – certification training opportunity, job improvement, job satisfaction, potential wage increase
- Patient – recipient of better care and interaction with staff who can cope, and possibly reduce or prevent, disruptive behaviors, frustration and dangerous behavioral problems when exhibited by the patient.
- Patient's family – satisfaction knowing that a loved one is cared for and in competent hands
- Healthcare facility – improved employee communication, increased job satisfaction and productivity among employees, effective and efficient use of worker's time due to better understanding of job, less employee turnover, increased overall facility value, enhancement of facility image, employees better equipped to adapt to changes and challenges
- Community – more economic stability

The proposed workforce training in AD and other dementia care for CNAs will address a health gap in the ten area counties.   While the literature is plentiful on healthcare workforce development focusing on the provision of funding for physicians, primary care, nursing, dentistry and addressing medically underserved communities, little reference has been found identifying workforce training initiatives for healthcare frontline staff.

If awarded, funds will provide the CARES® Online Dementia Care Training, developed by Healthcare Interactive®, for up to 350 Certified Nursing Assistants in nursing home facilities in an East Tennessee ten-county region. In order to meet this objective, training events will be held in select counties over a period of three years. All training will be held in local high school computer labs or other local facilities meeting training requirements.

Barriers/Challenges/Proposed Solutions

Low-income workers share several characteristics that bar them from seeking a postsecondary education including competing demands of work, family, and school; the cost associated with pursuing an education; work requirements that may limit participation; and lack of family or community support that may limit participation[8] *No CMP funds are being utilized for incentives.*

Project participant challenges and proposed solutions for training:

(1) Computer competency: Solution: Initial computer competency assessments and basic skills training, as needed.

(2) Transportation and wage loss for project participants: Solution: Leadership will meet with healthcare facilities to encourage monetary incentive for project participants. In event this request is unsuccessful, participating nursing homes will be ask to provide a letter outlining denial to project participants for reimbursement of travel costs and/or project participants access to the training within the scope of regular scheduled work hours. *WSCC can request nursing home to provide letter but cannot guarantee receptivity to the request.*

 (3) Scheduling requirements for participating healthcare facilities: Solution: Offer training opportunity that staggers employee schedules.

[8] Golonka, S. & L. Matus-Grossman. "Opening Doors: Expanding Educational Opportunities for Low-Income Workers, Manpower Demonstration Research Corporation, National Governors Association Center for Best Practices

Potential barriers for this grant evolved from a consensus of the healthcare consortium members. Members suggested that CNAs would need to attend the trainings outside workplace hours. All members were hesitate to commit to any type of payment for training or time from work to fulfill training obligations. Consortium members could not commit any fulfillment of budgetary guarantee. The consensus of this consortium group of healthcare providers was used to gauge future responses from other participating facilities in the region. Upon denial of facility financial participation, an application process is viable, given Walters State Community College has an opportunity to review and assess the constructs of the proposed application and the time involved in such a process.

WSCC challenges for training and proposed solutions:
(1) Successful promotion, acceptance and cooperation of healthcare facilities for dementia training: Solution: Recommended training promoted by leadership partners within consortium and implementation of proposed stakeholder meetings in each participating county. (2) CNA non-commitment to training opportunity: Solution: Promotion of participation in CNA focus groups and healthcare facility recommendations. While the focus group sessions will generate data for the purposes of objectives outlined in the proposal, they are a venue to get closer to what the staff is really thinking and feeling about the CARES dementia training. The groups will be invited to share their expectancy or concerns about potential participation. The sessions are an opportunity for the C.N.A.s to have any training issues heard. Group engagement can result in a support system for potential trainees.

Projected Time Line 2019-2020
Beginning July 1, 2019:
- Project Director, in cooperation with WSCC Human Resource Division, will begin recruitment and hiring process for CARES® site facilitator/trainer. New facilitator/trainer will receive CARES® dementia training and C.D.S. credentialing training.
- Project Director will schedule and meet with MN Associates, Inc.
- Project Director will schedule training locations in first year designated counties.
- WSCC will convene consortium membership for informational update and dialogue on participative roles designated in MOUs. *[MOUs previously signed indicate the perimeters of obligations of involvement in the workforce training process. Leadership is often participating in multiple projects and this is a way of streamlining obligations and promoting commitment. MOUs willbe signed for future members only.]*
- WSCC will announce stakeholder/community meetings in *Claiborne, Sevier and Hancock* counties.
- WSCC will convene CNAs for focus group. *[Travel for participant focus groups is not included. Nursing homes will be encouraged to allow C.N.A.s time and travel for their participation. WSCC will do everything we can to assist.*
- WSCC/WFT will announce open registration for CARES® training.

Beginning September 15, 2019
- WSCC will implement stakeholder/community meeting in CountyOne.
- Conduct orientation meeting with project participants
- Implement *County One* CARES® training
- Facilitate C.D.S. credentialing exam and Final Report to nursing home leadership

September 30, 2019 - Quarterly State Reporting
December 31, 2019 – Quarterly State Reporting

Beginning January 15, 2020
- WSCC will convene consortium membership for informational update and dialogue on participative roles designated in MOUs.
- WSCC will announce stakeholder/community meeting in County Two.
- Conduct orientation/informational meeting with project participants
- Implement *County Two* CARES® training
- Facilitate C.D.S. credentialing exam and Final Report to nursing home leadership.

March 31, 2020 – Quarterly State Reporting

Beginning May 15, 2020
- WSCC will announce stakeholder/community meetings in County Three.
- Conduct orientation/informational meeting with project participants
- Implement *County Three* CARES® training
- Schedule and facilitate C.D.S. credentialing exam and Final Report to nursing home leadership
- *WSCC Division of Workforce Training will extend invitations to family members to offer feedback on how the training has benefited loved ones.*

June 30, 2020 – Annual State Reporting

Projected Time Line 2020-2021

Beginning July 1, 2020
- WSCC will announce stakeholder/community meetings in Hamblen, Cocke, Greene and Hawkins counties.
- WSCC will implement stakeholder/community meeting in County Four.
- WSCC will convene CNAs for focus group. *[Travel for participant focus groups is not included.]*
- Conduct orientation meeting with project participants
- Implement County Four CARES® training
- Facilitate C.D.S. credentialing exam and Final Report to nursing home leadership

Beginning October 15, 2020
- WSCC will implement stakeholder/community meeting in County Five.
- Conduct orientation/informational meeting with project participants
- Implement County Five CARES® training
- Facilitate C.D.S. credentialing exam and Final Report to nursing home leadership

October 30, 2020 – Quarterly State Reporting

December 31, 2020 – Quarterly State Reporting

Beginning February 15, 2021
- WSCC will convene consortium membership for informational update and dialogue on participative roles designated in MOUs.
- WSCC will implement stakeholder/community meetings in County Six.
- Conduct orientation/informational meeting with project participants
- Implement County Six CARES® training
- Schedule and facilitate C.D.S. credentialing exam and Final Report to nursing home leadership
- *WSCC Division of Workforce Training will extend invitations to family members to offer feedback on how the training has benefited loved ones.*

March 31, 2021 – Quarterly State Reporting

Beginning May 1, 2021
- WSCC will implement stakeholder/community meeting in County Seven.
- Conduct orientation/informational meeting with project participants
- Implement County Seven CARES® training
- Facilitate C.D.S. credentialing exam and Final Report to nursing home leadership

June 30, 2021- Annual State Reporting

Projected Time Line 2021-2022

Beginning July 1, 2021

- WSCC will announce stakeholder/community meetings in Jefferson, Grainger and Union counties.
- WSCC will convene CNAs for focus group. *[Travel for participant focus groups is not included.*
- WSCC will implement stakeholder/community meeting in County Eight.
- Conduct orientation meeting with project participants
- Implement County Eight CARES® training
- Facilitate C.D.S. credentialing exam and Final Report to nursing home leadership

Beginning October 15, 2021

- WSCC will implement stakeholder/community meeting in County Nine.
- Conduct orientation/informational meeting with project participants
- Implement County Nine CARES® training
- Facilitate C.D.S. credentialing exam and Final Report to nursing home leadership

October 31, 2021 – Quarterly State Reporting

December 31, 2021 – Quarterly State Reporting

Beginning February 15, 2022

- WSCC will convene consortium membership for informational update and dialogue on participative roles designated in MOUs.
- WSCC will implement stakeholder/community meeting in County Ten.
- Conduct orientation/informational meeting with project participants
- Implement County Ten CARES® training
- Schedule and facilitate C.D.S. credentialing exam and Final Report to nursing home leadership
- *WSCC Division of Workforce Training will extend invitations to family members to offer feedback on how the training has benefited loved ones.*

June 30, 2022 - Final Grant Reporting (State and County)

Performance Measurement and Program Evaluation

The following evaluation plan will frame the project's evaluation process. The evaluation plan will be executed by the third-party evaluator, MN Associates, Inc., Fairfax, VA.

Table 2: Evaluation Plan

Goal	Objective	Assessment/Instrumentation	Analysis Plan
1. Number of Certified Dementia Specialist (C.D.S.) CNAs in 10 E TN counties	1. Provide thirty-three hours of dementia training per CNA. 2. Provide Certified Dementia Specialist (C.D.S.) exam voucher	1. Evaluate training (pre-test & post-test) 2. Percentage of CNAs successfully completing dementia training (registrations and P/F data)	Descriptive statistics and survey data

2. Consortium members and community stakeholder alliance with area focus on AD and other dementias	1. Increase by 20% consortium engagement in workforce training initiative; 2. Assemble CNA focus group per county	1. Baseline: Number of current healthcare consortium members 2. Number of CNAs who attend focus group	Descriptive statistics and survey data; qualitative measurement including thematic analysis of focus group data
3. Increase project participant educational skill level	70% of CNAs increase skill level for dementia caregiving	1. Baseline: Level of knowledge on dementia caregiving skills; 2. No. of CNAs who pass the C.D.S. credentialing exam	1. Pre-post tests on dementia caregiving skills; 2. Successfully pass C.D.S. credentialing exam.
4. Increase project participant job morale and job satisfaction	1. 60% of CNAs report an increase of job morale and satisfaction	1. Baseline: Lack of job satisfaction and CNAs thinking about leaving their current job	1. Pre-post tests on job satisfaction/thinking about leaving
5. Decrease in overall CNA turnover and absenteeism	1. 10% decrease in CNA turnover; 2. 10% decrease in absenteeism	1. Baseline: No of CNAs leaving job during a prior 6-month period; 2. Baseline: No of CNAs who had >12 absences in prior 6-month period	1. No of CNAs leaving job within 6 months of CARES training; 2. No of CNAs who had >12 absences within 6 months of CARES training.

Expected Project Outcomes

- By June 30, 2020, at least, 125 CNAs in Claiborne, Sevier and Hancock will receive 33 hours CARES® dementia training and will receive a voucher to sit for the C.D.S. exam.
- By June 30, 2021, at least, 135 CNAs in Hamblen, Hawkins, Cocke and Greene will receive 33 hours CARES® dementia training and will receive a voucher to sit for the C.D.S. exam.
- By June 30, 2022, at least, 90 CNAs in Jefferson, Grainger and Union will receive 33 hours CARES® dementia training and will receive a voucher to sit for the C.D.S. exam.
- By the end of the grant period, at least, 3 CNA focus groups will convene in each county to express training and workforce challenges e.g., job satisfaction and to suggest constructive areas to address improvement.
- By the end of the grant period, meetings for long-term leadership will convene in each county to address the ongoing dialogue of the importance of dementia trained workforce, incentives for advanced workforce training, job satisfaction and preventing job turnover.

Benefits to Nursing Home Residents

An elevated level of expertise caregiving centered on Alzheimer's and other dementias, can increase opportunities and skill level of CNAs, and reduce turnover rates and stress levels. A CNA who is trained and feels that s(he) is valued by the healthcare organization in which s(he) is employed will be less likely to go to work elsewhere. Acquiring quality resources and education from reputable leaders of dementia education instills trust in the healthcare community.

Ultimately, the impact of workforce training for CNAs will benefit the patient with AD or other dementias. Many care facilities in the community are not prepared to manage the individualized demands of Alzheimer's, the growing number of people with dementia and their intensive needs, and they do not have enough trained staff knowledgeable about Alzheimer's and how to care for people who have it.[9] Most rural communities are ill-equipped to handle the human and economic toll a disease like Alzheimer's creates. Justifiably, the impact of trained, skilled employees caring for the older generation is priceless.

Consumer/Stakeholder Involvement

The advisory consortium is comprised of four nursing home administrators and a hospital program development director. The members are all established contributors to the counties in which they serve and well known among other healthcare nursing homes in the region. Consortium members will focus on the overall goals of encouraging sustainable relationships among healthcare providers in rural areas, to provide input from relevant and concerned entities within the health sector, and to ensure the grant project addresses the needs of rural counties.

Consortium members are strategically located throughout the region in the following counties: Claiborne, Hancock, Newport, Pigeon Forge and Greeneville.

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[9] Alzheimer's Association, Alzheimer's from the frontlines: challenges a national Alzheimer's plan must address.

Funding

The proposed budget for the CARES® Online Dementia Training is presented in Attachment 2. The Division of Workforce Training is requesting grant funding for training 350 direct care staff.

For the three-year period beginning 2019-2022:

Salaries and Benefits: The total for salaries, taxes and benefits = **$124,554**

Project Director: *Full-time - $600/month x 12 months*	*$7,200*	*$7,200*	*$7,200*	
TCRS Rate - 19.23% (Program portion of full-time staff only)	*1,385*	*1,385*	*1,385*	
FICA @ 7.65% (Program portion of full-time staff only)	*551*	*551*	*551*	
Site Facilitator/Trainer: *Regular PT - 100% of annual salary $19.25 x 1,300 hours*	*$25,025*	*$25,025*	*$25,025*	
FICA/TCRS - @ 27% (Reg PT salary)	*6,757*	*6,757*	*6,757*	
401K match - (Program portion of regular part-time staff only)	*600*	*600*	*600*	
	$41,518	*$41,518*	*$41,518*	*$124,554*

Professional Fees: *The cost for the third-party evaluator =* **$42,500.**

Project Management	
Document review	*$1,200*
Meetings (virtual)	*1,200*
Data Collection	
Survey development	*1,400*
Review of pre-post content tests	*1,600*
Data Analyses	
Coding of qualitative and quantitative data	*3,200*
Interim report	*2,600*
Annual report	*2,800*
Expenses	
(phone, internet)	*167*

$14,167 x 3yrs = 42,500.00

Training Program (included in Supplies): *The total for the CARES® Complete Catalog* consisting of (33 hours, 33 modules), one-year site License for 10 counties, with access for 350 users is $2,499.95 per county = **$24,999.50.**

The total for the CARES® Dementia Specialist Credentialing Vouchers for 350 CNAs is $150 = **$52,500.**

Table 3: CARES *unlimited access* cost per year

YEAR	*No. of Counties*	*No. of Project Participants*	*CARES® Complete Catalog site License*	*CARES® Dementia Specialist Credentialing*	*TOTAL COST per year*
1	3	124+1	$7,499.85	$18,750.00	$26,249.85
2	4	135	$9,999.80	$20,250.00	$30,249.80
3	3	90	$7,499.85	$13,500.00	$20,999.85
				Total for Training →	$77,499.50

For 350 project participants, this is an average cost of $221.43 per participant. If an individual took the online training w/ the credentialing exam independently, the cost would be $599.95. This is a savings of $378.52 (63%) per person.

Additional expenses (Totals for are 3-year period)

(1) **Supplies:** General office, student/staff training materials, computer competency assessment/training, as needed, copy paper, staff training materials = $9,800.

(2) **Supplies:** Computer/Presentation equipment including 2 laptops/1 overhead projector = $4,020.

(3) **Telephone, Postage, Printing/Publications** is $5,220.

(4) **Travel, Conferences & Meetings** (GSA price guidelines) includes the following:

(1) Program Director (400 mi x 11mos x .47) = $6,204.

(2) Facilitator/Trainer (400 mi x 11mos x .47)

=$6,204. State Training and/or Reporting (TBD)

(1) (2 autos x 2 trips x 454 mi x .47) = $2,562.

(2) Lodging (2 nights x $179 per day x 2 individuals x 2 trips) = $4,296

(3) M&I (Travel days: ($38.25x4x2) = $1,098.

(4) M&I (Non-travel days: ($61x1x2) =
$732. Consortium Quarterly Meetings/member travel
[(325 x .47)] x 4 mtgs x 3 yrs; Round trip mi to WSCC –Claiborne Co.
(66 mi), Hancock (62), Cocke (42 mi), Sevier (90 mi) & Greene (64) =
$1,833.

(5) **Other non-personnel**: staff recruitment, program advertisement (new ads). A stipend for county high schools that allow school computer labs to be used for training ($250 per day x 10 high schools/other x 10 counties). Total = $28,600.

Involved Organizations

Claiborne Medical Center
Betsy Maples, Program Development
Director
1850 Old Knoxville Rd
Tazewell, TN 37879
(423) 626-4211

Hancock Manor Nursing Home
George W. Brewer, Jr.,
Administrator 1423 Main Street
Sneedville, TN 37869
(423) 733-4783

Newport Health and Rehabilitation
Center Rebecca Strawn, Administrator
135 Generation Drive
(865) 639-8131

Newport, TN 37821
(423) 623-0929

Life Care of Greeneville
Misty Key, Administrator
725 Crum Street
Greeneville, TN 37743

Pigeon Forge Care and Rehabilitation
Center
Laurah Branam, CEO
415 Cole Drive
Pigeon Forge, TN 37863
(865) 428-5454

Innovations and Replicability

CARES, which is based on and consistent with the *Alzheimer's Association Campaign for Quality Residential Care Practice Recommendations*, promotes the ideals of the culture change movement and builds on a caring culture in nursing homes. HealthCare Interactive used many families and dementia experts to help educate caregivers by participating in the development of this program. The CARES® Dementia Basics & Advanced Care™ Online Training Program is **one of only three** programs nationally recommended by the Centers for Medicare & Medicaid Services (CMS) to meet its new national nursing aide training requirements.[1] Walters State Community College will provide press releases, social media and newspaper announcements as we launch and conclude the credentialing program. Nursing homes will be encouraged to insert information in facility newsletters. The WSCC Division of Workforce Training will continue to offer the program to graduating and interested C.N.A.s. The C.D.S. credential is valid for two years; WSCC will offer recertification for this program.

Focus Area

The WSCC workforce training proposal aligns with the CMPQI program focus areas by implementing evidence-based dementia training program that is proven to improve the quality of life for nursing home residents living with Alzheimer's Disease and other dementias. The goal is to have C.N.A. staff trained in skills and techniques that focuses on quality dementia care practices for resident-centered care.

Life
care
center
of Greeneville

Claiborne Medical Center
Covenant
HEALTH

February 5,2019

Dr. Linda Nelms,Ph.D.,MPH, CHES•
Walters State Community College
1720 Old Newport Hwy
Sevierville, TN 37876

RE: CivilMoney Penalty Reinvestment Program

To Whom It May Concern:

Life Care Center of Greeneville would like to enthusiastically support Walters State Community College,
Division of Workforce Training's proposal of the Geriatrics Workforce Enhancement Program.

We believe this program will help support continuing education for healthcare providers such as
Certified Nursing Assistants. Nurse aides make up the majority of frontline caregivers for residents in
nursing homes and other healthcare facilities. We recognize the need for specific training in how to care
for residents with Alzheimer's Disease and other dementias. This educational opportunity will teach
staff how to appropriately manage symptoms exhibited by this disease.

Life Care Center of Greeneville strongly promotes and encourages any effort that Improves the quality of
life that this terrible disease Inflicts on our loved ones.

Sincerely,

Misty Key, BS, LNHA
Executive Director

Sincerely,

President/Chief Administrative Officer
Claibome Medical Center

GENERAL ASSURANCES

Assurance is hereby provided that:

- This program will be administered in accordance with all applicable statutes, regulations, program plans and applications:
    - The laws of the State of Tennessee:
    - Title VI of the federal Civil Rights Act of 1964;
    - The Equal Employment Opportunity Act and the regulations issued there under by the federal government;
    - The Americans with Disabilities Act of 1990 and the regulations issued there under by the federal government;
    - The condition that the submitted application was independently arrived at, without collusion, under penalty of perjury; and,
    - £ The condition that no amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Agency in connection with any grant resulting from this application.
- Each agency receiving funds under any grant resulting from this application shall use these funds only to supplement, and not to supplant federal, state and local funds that, in the absence of such funds would otherwise be spent for activities under this section.
- The grantee will file financial reports and claims for reimbursement in accordance with procedures prescribed by the State of Tennessee Department of Health.
- Grantees awarded grants resulting from this application process will evaluate its program periodically to assess its progress toward achieving its goals and objectives and use its evaluation results to refine, improve and strengthen its program and to refine its goals and objectives as appropriate.
- If applicable, the program will take place in a safe and easily accessible facility.
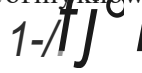
CERTIFICATION/SIGNATURE

L THE UNDERSIGNED, CERTIFY that the information contained in the application is complete and accurate to the best of my knowledge; that the necessary assurances of compliance with applicable state/federal statutes, rules and regulations will be met; and, that the indicated agency designated in this application is authorized to administer this grant.

I FURTHER CERTIFY that the assurances listed above have been satisfied and that all facts, figures and repre ntation in this application are correct to the best of my knowledge.

_____   _____
Signature of Applicant Agency Administrator   Date Signed (Month/Day/Year)