

March 13, 2020

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

Dear Mr. Davis:

The Knoxville-Knox County Community Action Committee (CAC) is a public not-for-profit agency with the general mission of helping individuals and families break the cycle of poverty and achieve self-sufficiency. Operating within CAC, the Office on Aging (OOA) has the mission of assisting Knox County's older residents to achieve the highest possible level of independence and maintaining a high quality of life. The OOA offers 22 services to assist older adults, including case management, education and training, home delivered meals, and services specific to elder abuse, neglect and exploitation. Since 2015, the OOA has managed formal programs aimed at preventing elder abuse, neglect and exploitation of older and vulnerable adults, and has successfully provided services such as case management, legal advocacy, connection to needed community services, and training of law enforcement officers and professionals from the community.

The ***Preventing Abuse, Neglect and Exploitation (PANE)*** Program aims to improve the quality of life and care of more than 1,900 nursing home residents and improve the overall Star Rating of nursing facilities by enhancing quality measures and improving future health inspections. First, we will accomplish this by offering a proven, comprehensive training program for *staff working within nursing facilities based in Knox County, Tennessee*. The ***PANE*** training program will be offered through multiple modalities, including in-service training, lunch-and-learns, orientation training, and online module training. The training program will be delivered in phases to nursing facility staff over a 36-month period, and the online modules will be sustainable past the funding period. Second, in conjunction with key nursing facility staff, we will provide case management services to individuals who have been victimized, or who are at risk for elder abuse, to assist with safe discharge planning and follow up services as needed.

The Knoxville-Knox County Community Action Committee is requesting **\$284,396** for a 36-month period to implement the ***Preventing Abuse, Neglect and Exploitation*** Program.

Thank you for your consideration. Through your support, we can make a significant and needed impact on the quality of life of nursing home residents in Knox County.

Sincerely,

A handwritten signature in blue ink that reads "Barbara Kelly".

Barbara Kelly  
Executive Director

# REQUEST

Date of Application: 03 / 13 / 2020  
MM DD YYYY

## PART I: Background Information

Name of the Organization: Knoxville-Knox County Community Action Committee Office On Aging

Address Line 1: 2247 Western Avenue

Address Line 2:

City, County, State, Zip Code: Knoxville, Knox County, TN, 37921

Tax Identification Number: 62-1451534

CMS Certification Number, if applicable:   -

Medicaid Provider Number, if applicable:   -

Name of the Project Leader: Dottie Lyvers

Address: 2247 Western Avenue

City, County, State, Zip Code: Knoxville, Knox County, TN, 37921

Internet E-mail Address: Dottie.Lyvers@knoxseniors.org

Telephone Number:     -     -

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.

N/A

**PART II: Applicable to Certified Nursing Home Applicants**

Name of the Facility: None

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: \_\_\_\_\_



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 five 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



**ATTACHMENT 3**  
**GRANT BUDGET**  
 (BUDGET PAGE 1)

<b>KNOXVILLE-KNOX COUNTY COMMUNITY ACTION COMMITTEE (OFFICE ON AGING)</b>					
<b>APPLICABLE PERIOD: The grant budget line-item amounts below shall be applicable only to expense incurred during the period beginning 8/1/2020, and ending 7/31/2021.</b>					
<b>POLICY 03 Object Line-Item Reference</b>	<b>EXPENSE OBJECT LINE-ITEM CATEGORY <sup>1</sup> (detail schedule(s) attached as applicable)</b>	<b>GRANT CONTRACT</b>	<b>GRANTEE PARTICIPATION</b>	<b>TOTAL PROJECT</b>	
1	Salaries <sup>2</sup>	\$153,000.00	\$0.00	\$153,000.00	
2	Benefits & Taxes (42% of Salaries)	\$64,260.00	\$0.00	\$64,260.00	
4, 15	Professional Fee/ Grant & Award <sup>2</sup>	\$3,150.00	\$0.00	\$3,150.00	
5	Supplies	\$0.00	\$0.00	\$0.00	
6	Telephone	\$0.00	\$0.00	\$0.00	
7	Postage & Shipping	\$0.00	\$0.00	\$0.00	
8	Occupancy	\$0.00	\$0.00	\$0.00	
9	Equipment Rental & Maintenance	\$0.00	\$0.00	\$0.00	
10	Printing & Publications	\$0.00	\$0.00	\$0.00	
11, 12	<b>Travel/ Conferences &amp; Meetings<sup>2</sup></b>	<b>\$11,846.00</b>	<b>\$0.00</b>	<b>\$11,846.00</b>	
13	Interest <sup>2</sup>	\$0.00	\$0.00	\$0.00	
14	Insurance	\$0.00	\$0.00	\$0.00	
16	Specific Assistance To Individuals <sup>2</sup>	\$0.00	\$0.00	\$0.00	
17	Depreciation <sup>2</sup>	\$0.00	\$0.00	\$0.00	
18	Other Non-Personnel <sup>2</sup>	\$36,840.00	\$0.00	\$36,840.00	
20	Capital Purchase <sup>2</sup>	\$0.00	\$0.00	\$0.00	
22	Indirect Cost (10% of Salaries)	\$15,300.00	\$0.00	\$15,300.00	
24	In-Kind Expense	\$0.00	\$45,000.00	\$45,000.00	
25	<b>GRAND TOTAL</b>	<b>\$284,396.00</b>	<b>\$45,000.00</b>	<b>\$329,396.00</b>	

**ATTACHMENT 3 (continued)**  
**GRANT BUDGET LINE-ITEM DETAIL**  
**(BUDGET PAGE 2)**

SALARIES						AMOUNT
Program Coordinator, Full-Time (Est. 100% time on project, 40 hours/week)	\$36,000	X	3	X	1	\$108,000.00
Program Assistant, Half-Time (Est. 100% time on project, 20 hours/week)	\$30,000	X	3	X	0.5	\$45,000.00
ROUNDED TOTAL						\$153,000.00

PROFESSIONAL FEE/GRANT & AWARD						AMOUNT
Provision of CEUs: social workers (\$150), administrators (\$605), nurses (\$2,395). Costs are determined based on the CEU granting entity's guidelines (National Association of Social Workers - Tennessee, National Association of Long-Term Care Administrator Boards, and Tennessee Nurses Association. CEU's will be offered to assist in facility staff meeting the required training hour requirements, and for facility staff to integrate training into existing curriculum. CEU's and certificates will be provided to training attendees based on the CEU granting entity's guidelines.						\$3,150.00
ROUNDED TOTAL						\$3,150.00

TRAVEL/ CONFERENCES & MEETINGS						AMOUNT
Local Travel: 350 miles/month/employee x 36 months x 2 employees x 0.47/mile (Estimated costs for local travel to and from facilities necessary to implement trainings and case management). Knox county is a large geographic area, and the distance between facilities is considerable.						\$11,846.00
ROUNDED TOTAL						\$11,846.00

INTEREST						AMOUNT
SPECIFIC, DESCRIPTIVE, DETAIL (REPEAT ROW AS NECESSARY)						\$0.00
ROUNDED TOTAL						\$0.00

SPECIFIC ASSISTANCE TO INDIVIDUALS						AMOUNT
SPECIFIC, DESCRIPTIVE, DETAIL (REPEAT ROW AS NECESSARY)						\$0.00
ROUNDED TOTAL						\$0.00

DEPRECIATION						AMOUNT
SPECIFIC, DESCRIPTIVE, DETAIL (REPEAT ROW AS NECESSARY)						\$0.00
ROUNDED TOTAL						\$0.00

OTHER NON-PERSONNEL						AMOUNT
Supplies: \$50/month x 36 months x 2 people (Initial start up supplies, as well as ongoing consumable desktop supplies including paper, writing utensils and message pads.						\$3,600.00
Printing: \$200/mo x 36 months (Program materials such as brochures, case management paperwork, survey tools that are necessary to promote program, assist with program implementation, and reporting), Training Workbook (\$10,000-4,000 workbooks x \$2.50/workbook based on recent costs)						\$17,200.00
Equipment: 2 Laptops (\$1,500), 2 Projectors (\$200)						\$1,700.00
Communications: Cell phone with data package-\$60/mo x 36 mo x 2 people						\$4,320.00
Communications: 2 Hotspots (\$150 each)						\$300.00
Occupancy: \$60/mo x 36 mo x 2 people						\$4,320.00
Postage: \$150/month x 36 months (mailed program communications, newsletters, self-addressed stamped envelopes, and case management documents necessary to provide programmatic updates to nursing facilities and for client related needs)						\$5,400.00
ROUNDED TOTAL						\$36,840.00

CAPITAL PURCHASE						AMOUNT
SPECIFIC, DESCRIPTIVE, DETAIL (REPEAT ROW AS NECESSARY)						\$0.00
ROUNDED TOTAL						\$0.00

**KNOXVILLE-KNOX COUNTY COMMUNITY ACTION COMMITTEE  
OFFICE ON AGING**

**Job Title: Preventing Abuse, Neglect, and Exploitation (PANE) Program Coordinator**

**Essential Duties and Responsibilities:** Collaborating with community partners including but not limited to: local nursing facilities, Adult Protective Services, and the State Long-Term Care Ombudsman program; Planning and coordinating trainings on elder abuse and exploitation to deliver to nursing facility personnel; Primarily responsible for developing and implementing a training curriculum that will increase resident's rights awareness and practices specifically related to reduction of elder abuse/neglect and improved care in nursing facilities; Managing and monitoring the current grant and actively seeking additional grants for program sustainability; Directing the ongoing evaluation of the program to determine if it is achieving its goals and objectives; Preparing reports, statistical data, and maintaining an ongoing project flow chart; Working with CAC staff to prepare financial and status reports to be submitted as requested; and Providing case management services and referral services to residents upon discharge.

**Knowledge and Abilities:** An understanding of grant administration; Excellent organizational skills; Experience in public speaking; Experience in overseeing a grant-based revenue stream with reporting and ongoing monitoring; and an understanding of the severity of elder abuse and a desire to create change in this community.

**Preferred Qualifications:** Bachelor's degree in health education, public administration, social work or other related field, and two years related work experience. An equivalent combination of education and related work experience may be substituted for the education requirement. Must be flexible and willing to work varied schedule if necessary.

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**KNOXVILLE-KNOX COUNTY COMMUNITY ACTION COMMITTEE  
OFFICE ON AGING**

**Job Title: Preventing Abuse, Neglect, and Exploitation (PANE) Program Assistant**

**Essential Duties and Responsibilities:** Collaborating with community partners including but not limited to: local nursing facilities, Adult Protective Services, and the State Long-Term Care Ombudsman program; Assisting with planning, coordinating and delivering trainings on elder abuse and exploitation to deliver to nursing facility personnel; and Assisting with preparing report and statistical data.

**Knowledge and Abilities:** Excellent organizational skills; Experience in public speaking; and an understanding of the severity of elder abuse and a desire to create change in this community.

**Preferred Qualifications:** Bachelor's degree in health education, public administration, social work or other related field, and two years related work experience. An equivalent combination of education and related work experience may be substituted for the education requirement. Must be flexible and willing to work varied schedule if necessary.



## **Biographical Sketches for Key Personnel**

### **Dottie Lyvers – Knoxville-Knox County CAC Office on Aging Director:**

Dottie Lyvers is the Director of the Knoxville-Knox County Community Action Committee Office on Aging. She has a Bachelor of Arts in Psychology, and a Master of Arts in Gerontology. She has served older and vulnerable adults and family caregivers in several capacities for more than 24 years. She began her career working in a skilled nursing facility, working with staff, residents and families to ensure residents had a good quality of life. In addition, she worked as a Project Director on research grants focused on caregiving related areas, including caregiver stress. Ms. Lyvers has also worked at two different State Chapters of the Alzheimer’s Association, serving in the roles of Program Manager and Professional Services Director. She has more recently held positions at two Regional Area Agency on Aging and Disability organizations, serving as Family Caregiver Support Specialist, Special Projects Manager, Assistant Director and Director.

### **Sasha Hammett – Rise Above Crime Program Manager:**

Sasha Hammett received her Bachelor of Science in Social Work (BSSW) from the University of Tennessee in 2016 and is currently in the process of completing her Master of Science in Social Work (MSSW), with a focus in forensic social work from the University of Tennessee. Currently she works as the Program Manager for the Rise Above Crime program at the Knoxville-Knox County Community Action Committee Office on Aging. Sasha has experience in the fields of crime victim services, emergency and transitional housing, and extensive experience in domestic violence services. Sasha is passionate about serving older adult victims in the community and truly believes that every individual should be able to age with dignity and without experiencing the injustice of elder abuse.

**PANE Program Coordinator – TBD**

**PANE Program Assistant - TBD**

\*\*Full CVs for Key Personnel are available upon request.

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## GENERAL ASSURANCES

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*Assurance is hereby provided that:*

1. This program will be administered in accordance with all applicable statutes, regulations, program plans and applications:
  - a. The laws of the State of Tennessee;
  - b. Title VI of the federal Civil Rights Act of 1964;
  - c. The Equal Employment Opportunity Act and the regulations issued there under by the federal government;
  - d. The Americans with Disabilities Act of 1990 and the regulations issued there under by the federal government;
  - e. The condition that the submitted application was independently arrived at, without collusion, under penalty of perjury; and,
  - f. 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.
2. 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.
3. The grantee will file financial reports and claims for reimbursement in accordance with procedures prescribed by the State of Tennessee Department of Health.
4. 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.
5. If applicable, the program will take place in a safe and easily accessible facility.

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### CERTIFICATION/SIGNATURE

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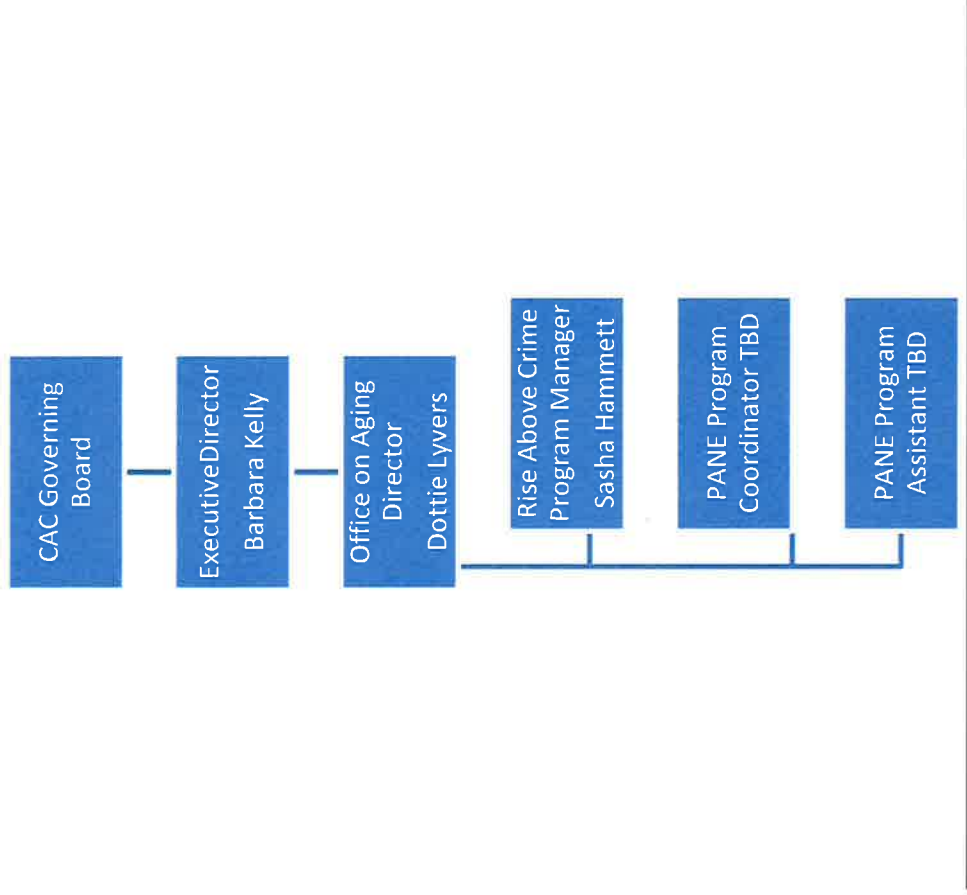
I, THE UNDERSIGNED, CERTIFY that the information contained in the application is complete and accurate to the best of my knowledge; that the necessary assurances of compliance with applicable state/federal statutes, rules and regulations will be met; and, that the indicated agency designated in this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

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

  
Signature of Applicant Administrator

*06-30-2020*  
Date Signed (Month/Day/Year)

**Preventing Abuse, Neglect and Exploitation (PANE) Program Organizational Chart**



## Project Title

Preventing Abuse, Neglect, and Exploitation (PANE) Program

## Project Abstract

The Knoxville-Knox County Community Action Committee (CAC) is a public not-for-profit agency with the general mission of helping individuals and families break the cycle of poverty and achieve self-sufficiency. Created in 1965, the organization offers more than ten programs—including the Office on Aging (OOA)—to assist Knox County residents with utility assistance, transportation, nutrition, weatherization, and many other services. The OOA currently offers more than 20 programs including Mobile Meals, Senior Companions, and Rise Above Crime (RAC). RAC began in 2015 and provides elder abuse outreach and education to the community and provides case management services to victims of elder abuse in Knox County. RAC has delivered an advanced elder abuse training successfully to over 800 local law enforcement personnel, as well as to other officials that make up Knoxville and Knox County’s criminal justice system. The OOA’s years of outreach to low-income and aging populations in Knox County prepares it to serve the most vulnerable of older adult victims, especially nursing home residents.

Currently, there are more than 1,900 residents living in the 14 nursing facilities in Knox County. 8 of the 14 nursing facilities have a Star Rating between 1 and 3. In addition, one nursing facility was recently cited for an Abuse, Neglect and Exploitation incident. The PANE Program will target nursing facilities that have the lowest CMS Star Ratings and will aim to improve the overall Star Rating by enhancing quality measures and improving future health inspections.

The PANE Program will primarily focus on the development and implementation of an elder abuse and neglect training program for nursing facility staff in Knox County. The training program is designed to enhance staff member’s ability to address and prevent elder abuse, neglect and exploitation. The focus areas for the training will include: what elder abuse and neglect looks like, how to screen for it, how to report suspected abuse, mandatory reporting requirements, and caregiver stress reduction strategies. The overall goal of the program will focus on implementing strategies through the training to improve the quality of care and/or quality of life of nursing home residents, while increasing resident rights awareness and practices specifically related to the reduction of elder abuse and neglect. In addition to the training component, the PANE program will offer case management services to individuals who have been victimized or are at risk for elder abuse *prior to* discharge from the nursing facility to reduce avoidable hospital and/or nursing facility readmissions related to elder abuse. *Prior to discharge, referrals for in-home case management will be provided if deemed necessary.* We will work in conjunction with key nursing facility staff to assist with safe discharge planning as needed. *We will utilize a needs assessment in conjunction with a care plan during discharge planning to reduce avoidable readmissions related to elder abuse.*

Multiple measures will be used to evaluate the project to determine if its purposes are met. The PANE Program Coordinator will be responsible for program evaluations and will submit quarterly progress reports to CMS, evaluating the results of the trainings. Quantitative and qualitative measuring tools, as described on page 16, will be utilized for evaluation and reporting purposes.

## Statement of Need

Abuse, neglect, and exploitation are some of the worst experiences an older adult might go through in their life. It is estimated that 1 in 4 vulnerable elders are at risk for abuse,<sup>1</sup> with estimated occurrences of abuse in 1 out of every 3 nursing homes.<sup>2</sup> 8 nursing facilities in Knox County have a Star Rating between 1 and 3, and one nursing facility, *West Hills Health and Rehab, a Hillcrest Healthcare facility*, was recently cited for an Abuse, Neglect and Exploitation incident.<sup>3</sup> *This nursing facility was selected to participate in the PANE project based on recently receiving an “abuse alert icon”.* *The PANE project aims to provide opportunities for nursing facility staff to learn how to take steps to protect their residents prior to being cited, aligning with the CMS “abuse alert icon” initiative.*

Between 2015 and 2017, Knox County saw a 35% increase in elder abuse cases.<sup>4</sup> *Additionally, according to the National Ombudsman Reporting System data, within the year 2014, 14,258 of approximately 188,599 complaints reported to Ombudsman programs involved abuse, gross neglect, or exploitation.*<sup>5</sup> *Supplementary national elder abuse data and statistics can be found at <https://ncea.acl.gov/What-We-Do/Research/Statistics-and-Data.aspx>.* The increase in elder abuse cases demonstrates the need for training to nursing facility staff on how to identify elder abuse, prevention methods, and what steps to take if elder abuse is suspected. Research has also shown that nursing facility staff are more likely to condone elder abuse and abusive behaviors when experiencing caregiver stress and burnout.<sup>6</sup> Caregiver stress is often used to excuse abusive behaviors, and that demonstrates the need for this topic to be discussed in this training curriculum. Evidence-based practices show that community awareness and professional trainings are some of the first steps to take in reducing instances of elder abuse.<sup>7</sup> This training is crucial to ensuring that the quality of care provided to vulnerable residents in nursing facilities is at the highest possible level, leading to an increased quality of life.

During the implementation of this program, we anticipate encountering problems such as staff turnover, ownership or management changes, and training requirement modifications. To mitigate any potential impact to our program because of staff turnover or management/ownership changes, we will establish multiple contact points at each facility. We will also establish an Advisory Council consisting of members from multiple nursing facilities. Meeting regularly, we will utilize the Advisory Council to inform us about relevant changes within the facilities and advise us about training requirement modifications instituted from funding sources and licensing agencies. The Advisory Council will also assist in revising the training curriculum to come into compliance. In

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<sup>1</sup> Oxford Journals. The prevalence of elder abuse and neglect: a systematic review.

<http://ageing.oxfordjournals.org/content/37/2/151.long>

<sup>2</sup> ABC News. Elderly Abuse at 1 in 3 Nursing Homes: Report. <http://abcnews.go.com/US/story?id=92689>

<sup>3</sup> Nursing Home Compare (2020). Retrieved from [www.medicare.gov](http://www.medicare.gov)

<sup>4</sup> Sallinger, M. (2017). 1,150 cases of elder abuse reported in Knox County in 2017. Channel 10 News.

<sup>5</sup> *Statistics and data. (n.d.). NCEA - Home. <https://ncea.acl.gov/What-We-Do/Research/Statistics-and-Data.aspx>*

<sup>6</sup> Shinan-Altman, S., & Cohen, M. (2009). Nursing aides' attitudes to elder abuse in nursing homes: The effect of work stressors and burnout. *The Gerontologist*, 49(5), 674-684.

<sup>7</sup> The Use of Evidence-Based Practices for Elder Abuse Programs. (2011). Retrieved from <https://ncea.acl.gov/NCEA/media/Publication/The-Use-of-Evidence-Based-Practices-for-Elder-Abuse-Programs.pdf>

addition, we will develop flexible methods of delivering the training, including in-person, lunch-and-learns, during orientation, and online training modules, which will allow the program the opportunity to navigate curriculum changes effectively and efficiently.

### **Program Description**

The ***Preventing Abuse, Neglect and Exploitation (PANE)*** Program will improve the quality of life and care of more than 1,900 residents and improve the overall Star Rating of nursing facilities by enhancing quality measures and improving future health inspections by using evidence-based practice training in the previously identified areas. *First, we will accomplish this by developing and implementing a comprehensive training program for staff working within 9 nursing homes in Knox County, Tennessee; with the goal of reaching staff in all 14 nursing homes. We will target facilities with lower Star Ratings, and/or documented Abuse, Neglect and Exploitation incidents, as identified on the Nursing Home Compare webpage found on [www.medicare.gov](http://www.medicare.gov). The PANE training program will be offered through multiple modalities, including in-service training, orientation training, lunch-and-learns, and online module training, allowing us to maximize the reach to nursing facility staff. Continuing education credits will be sought and secured as appropriate. The training program will be delivered in phases to nursing facility staff over a 36-month period.*

Second, in partnership with key nursing facility staff, we will provide case management services to individuals who have been victimized, or who have been screened by staff for risk factors of elder abuse. This service will be established to assist residents who could benefit from being connected to community resources and services to prevent possible elder abuse from occurring. Our agency will assist with safe discharge planning and follow up services as needed and will work to ensure the victim's needs are being met.

*Older adults over the age of 60 who are subject to elder abuse, neglect, and exploitation face a greater risk of being hospitalized than other seniors.<sup>8</sup> According to the National Adult Protective Services Association (NAPSA), elderly victims of abuse are three times more likely to die and four times more likely to enter a nursing home, and 1 in 5 emergency room visits among nursing home residents was attributed to abuse or neglect in a 2019 report from the Office of Inspector General.<sup>9</sup> To reduce hospital admissions and/or nursing home readmissions related to abuse or neglect, case management services will be provided to remove barriers the victim may face.*

*Case management will be provided to assist victims in locating and obtaining additional needed services including but not limited to safety planning, benefits assistance, transportation services, interpreter services, legal advocacy, crisis intervention, and referrals to other services such as counseling/therapy, medical needs, housing, in-home assistance/caregiving, and alcohol/drug treatment. We will partner with each nursing home to ensure that those long-term care residents who have been victimized will receive supportive counseling services through the facility's*

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<sup>8</sup> Increased rates of hospitalization linked to elder abuse. (2020, April 15).

ScienceDaily. <https://www.sciencedaily.com/releases/2013/04/130408172019.htm>

<sup>9</sup> Elder abuse statistics. (2016, March 30). Nursing Home Abuse Center. <https://www.nursinghomeabusecenter.com/elder-abuse/statistics/>

*contracted site provider for counseling services. If the facility does not have a contracted provider, we will then refer to community-based service options for supportive counseling. Community resources and services, such as those listed above, can be available to residents remaining in the facility as well as to the residents that have been discharged.*

An Advisory Council, consisting of members from several nursing facilities, will be established and will meet on a regular basis. The Advisory Council will advise our staff regarding training curriculum needs and topics, appropriate delivery method of the training curriculum, as well as to discuss the case management needs of identified residents.

### **Timeline of PANE Program Activities:**

Pre-Planning Phase      February 2020 – July 2020 (Pre-Contract Activities)

- Hold program planning meetings between the OOA and Knox County nursing facilities
- Advertise and Interview for Program Coordinator and Program Assistant
- Sustainability planning

Planning Phase      August 2020 – December 2020

- Hire Program Staff and secure space, equipment and supplies
- Establish Advisory Council and hold regular meetings
- Identify multiple key points of contact at each nursing facility
- Develop training curriculum for all modalities and accompanying materials
- Apply for and secure continuing education credit approval
- Develop promotional materials for case management services
- Create logistics plan of delivering training program to nursing facility staff
- Develop policies and procedures for case management service delivery

Phase 1 Implementation      January 2021 – December 2021

- *Implement trainings to at least 3 but up to 5 nursing facilities*
- Promote and Provide case management services to residents in all nursing facilities.
- Prepare and submit Quarterly Reports – compilation and review of quantitative and qualitative data and outcome reports

Phase 2 Implementation      January 2022 – December 2022

- *Implement trainings to an additional 3 to 5 nursing facilities*
- Continue providing case management services to residents in all nursing facilities.
- Prepare and submit Quarterly Reports – compilation and review of quantitative and qualitative data and outcome reports

Phase 3 Implementation      January 2023 – July 2023

- *Implement trainings to an additional 3 to 5 nursing facilities*
- Continue providing case management services to residents in all nursing facilities.
- Plan for sustainability of delivery of training post-award
- Prepare and submit Quarterly Reports – compilation and review of quantitative and qualitative data and outcome reports
- Preparation/submission of final report including quantitative and qualitative impact results

### **Results Measurement**

Multiple measures will be used to evaluate the project to determine if its purposes are met. It is expected that the Abuse, Neglect, and Exploitation incidents will be reduced, and the knowledge base of the nursing facility staff around elder abuse issues will increase. *We will track performance measures using data collection procedures for the training component as well as for case management services. We will create pre- and post-training evaluation tools to measure the effectiveness of the training. For case management services, a satisfaction survey will be created for victims. We will utilize the pre- and post-training evaluations, victim surveys, case records, and other feedback to collect data and report the outputs and outcomes of the planned services. This data will be used to reevaluate the program annually.* Our agency will track performance measures and submit quarterly progress reports and updates electronically to CMS during this multi-year project.

*We will complete trainings at a minimum of 3 nursing facilities per year. Our goal is to train 100% of the direct care staff (such as registered nurses and certified nursing aides), and all social workers and administrators at each facility. In the first year of the project, we will train a minimum of 350 nursing facility staff. In subsequent years, the numbers trained will be based on the number of staff members in the selected facilities. We will implement pre- and post-training evaluation tools, tracking the percent of participants who indicate that the training was effective, and knowledge was gained. Our goal is that at least 80% of attendees will rate the training accordingly. In addition, through the implementation of a follow-up survey, we will measure the number of facilities that provided additional elder abuse training to their staff after participating in our training program, with a goal that at least 60% of the facilities provide additional training.*

*For case management services, we will measure the number of residents receiving case management services by facility, and the number and type of needs of the residents. Our goal is to serve 225 nursing home residents in the 36-month period. We will implement a post case-management survey tool, with the goal of at least 80% of clients expressing satisfaction.*

*We will evaluate the percent of nursing facilities who had a change (decrease or increase) in the number of Abuse, Neglect and Exploitation (ANE) incidents. Through these efforts, our goal is that ANE incidents will be reduced by 50% after training and case management services are implemented. We will also evaluate the change in overall Star Ratings for the nursing facilities, with a goal that Star Ratings increase for at least 30% of the nursing facilities involved in the PANE project. Goals will be tracked and reported quarterly.*



### **Benefits to Nursing Home (NH) Residents**

The goal of the project is to improve the quality of life and quality of care for Knox County nursing facility residents. To accomplish this, training will be provided that discusses what constitutes elder abuse and neglect; how to prevent elder abuse and neglect; how to protect residents from elder abuse and neglect; the state elder abuse reporting requirements; and methods for decreasing caregiver stress and staff burnout. This training will provide nursing facility staff with knowledge and education that is crucial when providing care to some of Knox County's most vulnerable residents, thereby improving both the quality of life and the quality of care for the residents. *Furthermore, we will extend the elder abuse and neglect training components to residents and their families as appropriate and requested within each facility.*

In addition, case management services will be provided to individuals who have been victimized, or who have been screened by nursing facility staff for risk factors of elder abuse. This service will be established to assist residents who could benefit from being connected to community resources and services to prevent possible elder abuse from occurring. Our agency will assist with safe discharge planning and follow up services as needed and will work to ensure the victim's needs are being met.

### **Consumer/Stakeholder Involvement**

Nursing facility staff will provide guidance and input during both the planning phase, as well as the implementation phase through an Advisory Council consisting of key staff from multiple nursing facilities. The involvement of the nursing facility staff will include discussions involving logistics and how to best administer the training to facility staff, suggestions for topics to cover during the development of the curriculum, review of the training curriculum, review changes in required curriculum needs and assist our agency with altering the curriculum to come into compliance, and identification of and assistance with case management needs for residents.

### **Funding**

Program funding in the amount of \$284,396 is requested for the 36-month period (August 2020 – July 2023). As described in the Grant Budget Spreadsheet and Line Item Budget Detail page on pages 6 and 7 of this application, the funds will be used to support a full-time Program Coordinator who will be responsible for developing and implementing the training component, and for establishing and delivering case management services for nursing home residents. In addition, a half-time Program Assistant who will be responsible for assisting the Program Coordinator with training will also be supported (\$153,000 for salaries and \$64,260 for benefits over the 36-month period). A onetime purchase of two laptops and two projectors will cost \$1,700 and will be used by the staff to deliver training to nursing facility staff and assist with connecting residents to needed resources. Cellphone and hotspot equipment purchase and monthly service for Program staff will be \$4,620. Travel expenses (mileage to and from training sites, and to provide case management services throughout the 36-month period) in the amount of \$11,846 will be incurred. \$3,150 will be used to secure continuing education credits for Nurses, Social Workers and Nursing Home Administrators to be able to offer enhanced training opportunities for staff. Printing costs for training workbooks (4,000 workbooks x \$2.50/workbook) for nursing facility staff and

residents, and printing of materials is \$17,200. Costs for the workbooks were estimated based on printing costs associated with prior elder abuse trainings. We will purchase and distribute 4,000 workbooks throughout the 36-month period to nursing facility staff (staff turnover considered), residents, families, and the Advisory Council. Supply costs will be \$3,600. Occupancy costs for staff will be \$4,320. Postage to mail materials to facilities will be \$3,750.

To ensure sustainability of the PANE training program, we will continue to identify potential funding sources through other grant opportunities as well as local cash assistance to cover basic operating expenses after award funding is expended. Additionally, the development of online modules during the grant period will provide training sustainability past the funding period.

### **Involved Organizations**

No sub-contractors or other organizations are expected to carry out or be responsible for components of this project. We made initial contact with all 14 nursing facilities in Knox County, Tennessee regarding commitment to this project. We secured letters of support from the four facilities that we plan to partner with during the first year of the project. Letters of support received from nursing facilities who will be supporting the training efforts in year one of the project follow on pages 18-19.

### **Innovation and Replicability**

The results of our project, including performance and evaluation measures, will be shared through multiple avenues, including: *The Tennessee Department of Health, Centers for Medicare and Medicaid Services*, the CAC Office on Aging Annual Report, and dissemination to existing relevant contacts and partners including: East Tennessee Human Resource Agency – East Tennessee Area Agency on Aging and Disability, Tennessee Commission on Aging and Disability, State and District Long-Term Care Ombudsman, Adult Protective Services, Coordinated Community Response on Elder Abuse, and East Tennessee Elder Justice Coalition.

### **Focus Area**

The ***Preventing Abuse, Neglect and Exploitation (PANE)*** Program is targeting outcomes that focus on increasing residents’ rights by administering a training that will provide education covering elder abuse, neglect, and exploitation. The program also aims to enhance quality measures and improve future health inspections by providing a training that would improve nursing facilities’ overall star rating by reducing instances of reported abuse.



January 23, 2020

Hillcrest Health Care  
5325 Beverly Park Circle  
Knoxville, TN 37918

State of Tennessee Department of Health  
CMP Reinvestment Program

Dear Sir or Madam:

I am writing to support the Knoxville-Knox County CAC Office on Aging (OOA) in their application for a grant to implement a comprehensive training to address elder abuse in our community. The funding from this grant would enable the OOA to provide training and education to over 500 staff members from our three nursing home facilities in the Knox County area, to be able to enhance staffs' ability to address elder abuse, neglect, and exploitation. The tools learned in this training will allow all staff to enhance the care that they provide to our residents, specifically related to the reduction of elder abuse. The implementation of this training will improve the quality of life and/or care for our residents and staff alike.

As a partner, we are committed to assisting in the following ways:

- Implementing this training during new staff orientation
- Incorporating the training materials into our module-based courses
- Hosting a Lunch and Learn/Skills Day training that incorporates this OOA education

The Knoxville-Knox County CAC OOA has an outstanding record of delivery of both traditional and innovative programming for our community's older adults. OOA has a history of providing successful elder abuse training in the community, including an advanced training course administered to over 800 law enforcement officers and investigators. I am confident that the addition of this training program will improve the quality of life for nursing home residents and staff alike.

Sincerely,

Douglas A Bryant  
Director of Human Resources  
Hillcrest Healthcare  
Phone 865-246-4097  
dbryant@hillcresthc.com



# Creekview

HEALTH AND REHABILITATION

State of Tennessee Department of Health  
CMP Reinvestment Program

Dear Sir or Madam:

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Sincerely,

Gary Cochran LBSW, MSHA, LNHA  
Administrator  
Creekview Health & Rehabilitation Center  
Knoxville, TN

RFA 34305-22120 CMP Reinvestment  
Program Application Checklist

Applicants Name:	Page(s) #:	Required Element:	FAIL	PASS
Knoxville-Knox County Community Action Committee Office on Aging	1	Cover letter is included and addressed to: Vincent Davis, State Survey Agency Director 665 Mainstream Drive, 2nd Floor Nashville, TN 37243		
	1	Cover letter is signed by facility administrator if nursing home or signed by project administrator if other.		
	1	CMS Fillable Application (Attachment 1) is included and is signed by an individual who can legally sign a contract with the State of Tennessee. Please sign anywhere on the application.		
	2-5	All applicable blanks are completed in CMS application including Tax Identification number, and if applicable, Medicare/Medicaid numbers.		
	2-5	Submitted the completed Excel budget spreadsheet and budget details page (Attachment 3) for the project, along with a narrative explanation of the costs.		
	6-7; 17-18	Job descriptions for key personnel are included (one page limit).		
	8	Biographical sketches/Curriculum Vitae for currently employed key personnel are included (one page limit).		
	9	Project organizational chart is included and significant collaborators are identified. page limit).		
	11	Project Title information is included per CMS application.		
	12	Required Abstract information is included per CMS application.		
	12	Statement of Need information is included per CMS application, and addresses possible problems and contingency plan.		
	13-14	Project Description information is included per CMS application and includes and contingency plan.		
	14-16	Project Description information is included per CMS application and includes projected outcomes, the timeline, deliverables, benchmarks, and dates.		
	16	Results Measurements information is included per CMS application and identifies what data will be measured, how and when it will be measured, and who will measure it.		
	16-17	Description of how the nursing home community and governing body will assist and provide support for the project which is included per CMS application.		
	18	Identification and list of all organizations and subcontractors that will receive funds from this grant are included per CMS application (specific nursing homes, hospitals, local community agencies, etc.). If no other organizations or subcontractors receive funds, please include a note.		

Program Application Checklist

Letters of commitment/agreement from all organizations and subcontractors that will receive

funds from this grant or are serving as partners are included per Request for Application.

General Assurances form is included and signed per Request for Application.

19-20

10

Primary Evaluator Signature and Date: