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**STATE OF NEW HAMPSHIRE**  
**DEPARTMENT OF HEALTH AND HUMAN SERVICES**  
**DIVISION OF COMMUNITY BASED CARE SERVICES**

*BUREAU OF ELDERLY & ADULT SERVICES*

Nicholas A. Toumpas  
 Commissioner

Diane Langley  
 Director

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September 9, 2014

Her Excellency, Governor Margaret Wood Hassan  
 and the Honorable Council  
 State House  
 Concord, New Hampshire 03301

**REQUESTED ACTION**

*100% Federal funds*

Authorize the Department of Health and Human Services, Office of the Long Term Care Ombudsman to hold two, one day "Hand in Hand" educational workshops for skilled nursing facilities and Department staff on October 20, 2014 at the Holiday Center, Concord, NH 03301 and on October 21, 2014 at The Mountain Club on Loon, Lincoln NH, for a total conference cost not to exceed \$12,701, effective upon Governor and Executive Council approval through November 30, 2014.

Funds to support this request are available in the account below:

**05-095-48-480510-8930 HEALTH AND SOCIAL SERVICES, DEPT OF HEALTH AND HUMAN SERVICES, ELDERLY-ADULT SERVICES, PROGRAM OPERATIONS, LONG TERM CARE OMBUDSMAN**

SFY	Class/Object	Class Title	Amount
2015	020-500244	Promotional	\$ 7,651
2015	102-500731	Contracts for Program Services	\$ 5,050
		Total	\$12,701

**EXPLANATION**

The purpose of the Hand in Hand educational Workshops is to provide training to staff in skilled nursing facilities to ensure that nurses aides receive regular training on caring for individuals with

dementia and on preventing abuse, as required under Section 6121 of the Affordable Care Act. Department staff from the Office of Long Term Care Ombudsman, Adult Protective Services and the Bureau of Health Facilities Licensing and Certification will also attend the training to improve quality of care and quality of life for clients in skilled nursing facilities. The Educational Workshop agenda is attached. (Attachment A)

The Office of the Long Term Care Ombudsman expects that up to 275 individuals from throughout New Hampshire will participate in these educational workshops. The one-day educational workshops are being offered twice: one in the southern part of the State and one in the North Country to meet the needs of stakeholders who would have difficulty attending a conference south of Belknap County. The skilled nursing facilities and Department staff are not required to pay any registration fee nor is it anticipated that the Department employees will incur any costs for overnight accommodations due to the workshop being offered in two locations. An itemization of the services to be provided and associated costs is attached. (Attachment B)

Should the Governor and Executive Council deny this request, some of New Hampshire's most vulnerable residents may not benefit from this training program that emphasizes person-centered care for persons with dementia and the prevention of abuse. Additionally, the Department would not have this opportunity to gain a better understanding of the goals and objectives set forth by Centers for Medicare and Medicaid Services that help improve the quality of life and quality of care provided to these residents.

The Department contacted fifteen facilities to obtain space to hold the training, including state owned facilities, non-profit agencies, educational institutions, and churches. These facilities either were not available for the dates of the training or did not meet the requirements. Four conference centers in the North Country and four conference centers in the southern tier of the State were contacted. Three written quotes each from both areas of the State were received. The Department reviewed the quotes to determine workshop availability, accessibility, location, accommodations and price. Holiday Inn in Concord, NH and the Mountain Club at Loon Mountain in Lincoln, NH were selected based on their location, accessibility and ability to provide an environment conducive to professional learning while also offering the lowest quotes in the southern and northern regions, respectively. The solicitation summary is attached. (Attachment C)

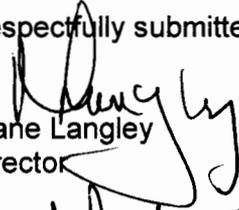
To measure the success of the workshops, participants will be asked to submit written evaluations of the workshops and whether or not it met their expectations and achieved the stated goals of the educational sessions. Additionally, the Office of the Long Term Care Ombudsman will measure the success of the workshops through facility monitoring and further evaluation of facility based education after the event and effect on care provided to the elders within those homes.

The geographic area to be served is statewide.

Source of Funds are 100% Federal Funds from the Administration for Community Living, Special Programs for the Aging, Title VII, Chapter 3, Programs for Prevention of Elder Abuse, Neglect, and Exploitation; Catalog of Federal Domestic Assistance (CFDA) number 93.041.

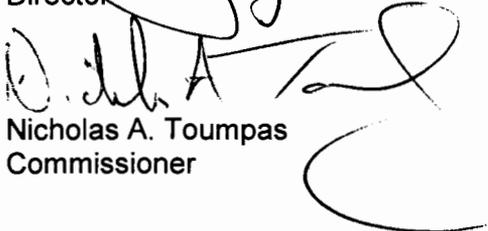
In the event that the Federal Funds become no longer available, General Funds will not be requested to support this conference.

Respectfully submitted,



Diane Langley  
Director

Approved by:



Nicholas A. Toumpas  
Commissioner

## **Attachment A**

### **Hand in Hand – Train the Trainer Agenda for October 20, 2014 and October 21, 2014**

8:30-9:00 am Registration & Coffee – resource tables and networking

9:00 AM - Welcoming Remarks

9:05 AM - Meeting the new New Hampshire Quality Innovation Network (QIN )

9:15 AM - Introduction of Presenter and Overview of the day

9:30-Noon - **Morning Session of Hand in Hand Train the Trainer**

What will you need within your environment?

What is the “Common Thread” throughout the “Hand in Hand” program?

Review of Language

Making it yours – Part 1

Noon – 12:45 PM - Lunch

12:30 – 3:00 PM – **Afternoon Session of Hand in Hand Train the Trainer**

Overview of Dementia Modules

Overview of Abuse Prevention Modules

Making it yours – Part 2

Getting everyone on board

Following up!

3:00 PM Special Q&A “Elders experiencing extreme distress” – this is a special Q&A to identify problems with meeting care needs within facilities while at the same time preventing abuse, injury and potential hospitalizations or re-hospitalizations.

3:45 PM Closing and Evaluations

4:00 PM end of day

## Attachment B

### Department of Health and Human Services

### Division of Community Based Care Services

### Bureau of Elderly and Adult Services – Office of Long Term Care Ombudsman

#### Hand In Hand Two Day Training Workshops Expenses

##### Holiday Inn, Concord NH:

Facility Rental	\$ 350.00
Audio/Video Equipment Rental	\$ 200.00
Food	\$ 4,776.00

##### The Mountain Club on Loon, Lincoln, NH:

Facility Rental	\$ 300.00
Food	\$ 2,025.00

##### Trainers:

###### Sonya Barsness

Training Presentations:	\$1,500	
Travel:	<u>\$1,000</u>	
Total for Sonya Barsness		\$ 2,500.00

###### Karen Stobbe-Carter

Training Presentations:	\$1,550	
Travel:	<u>\$1,000</u>	
Total for Karen Stobbe-Carter		<u>\$ 2,550.00</u>

Total expenditures \$ 12,701.00

**Attachment C**

**SOLICITATION SUMMARY**

**SUMMARY OF WRITTEN QUOTES RECEIVED IN RESPONSE TO SOLICITATION FOR MEETING SPACE**

<b>Location for North Country</b>	<b>Capacity for General Session</b>	<b>Total Event based on 75 attendees</b>	<b>Notes</b>
<b>Attitash Mountain Resort Bartlett NH</b>	75	\$2,645.00	
<b>The Mountain Club on Loon Lincoln NH</b>	75	\$2,325.00	
<b>Mt. View Grand Whitefield NH</b>	100	\$2,390.00	
<b>Northern Forest Heritage Park Berlin NH</b>			Vendor did not provide quotes as requested

<b>Location for southern area</b>	<b>Capacity for General Session</b>	<b>Total Event based on 200 attendees</b>	
<b>Holiday Inn Concord NH</b>	200+	\$5,326.00	
<b>Radisson Hotel Manchester Manchester NH</b>	200+	\$7,966.00	
<b>SERESC Conference Center Bedford NH</b>	250	\$7,545.00	
<b>Grappone Conference Center Concord NH</b>	300	\$0.00	Not available for dates of workshops

**SUMMARY OF SOLICITATION FOR MEETING SPACE FOR WHICH NO WRITTEN QUOTES WERE RECEIVED**

<b>Howard Recreation Building Concord NH</b>			Too labor intensive
<b>NH Audubon-McLane Center Concord NH</b>	100		Can not meet capacity
<b>Center Point Church Concord NH</b>			Not available
<b>Grace Capital Church Pembroke NH</b>			Not available
<b>NH Forestry Department Concord NH</b>	100		Can not meet capacity
<b>LOEB School Bedford NH</b>	100		Can not meet capacity
<b>NH Fire Academy Pembroke NH</b>	109		Can not meet capacity
<b>Shaker Museum Canterbury &amp; Enfield NH</b>	100		Can not meet capacity
<b>The Audi (Concord Auditorium) Concord NH</b>			Can not meet requirements; Auditorium style that also does not allow food
<b>Plymouth State University Plymouth NH</b>			Not available while classes are in session
<b>New Hampshire Technical Institute Concord NH</b>			Not available while classes are in session
<b>Concord High School Concord NH</b>			Not available while classes are in session
<b>St. Paul School Concord NH</b>			Not available
<b>Tilton Preparatory School Tilton NH</b>			Not available while classes are in session
<b>Concord Unitarian Universalist Church Concord NH</b>			Not available