

**State Civil Money Penalty Reinvestment Projects Funded in Calendar Year (CY) 2024**  
**Atlanta Long-Term Care Location**

**North Carolina**

**NC CMP Funds Expended for Administrative Uses in CY 2024: \$152,535.98**

**NC CMP Funds Expended for Emergency Uses in CY 2024: \$0.00**

**NC Active CMP Funded Projects in CY 2024: 11**

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**Project Title: Caregivers NC**

**Unique Identifier: NC-1019-FCNC-453 / 2019-04-NC-1019**

**Project Duration: 3/1/2021 to 3/31/2024**

**Total Amount of CMP Funds Approved for this Project: \$2,484,130.00**

**Total Amount of CMP Funds Expended During CY 2024 for this Project: \$166,946.46**

**Project Summary (a. Purpose, b. Goals, c. Benefit to nursing homes, d. Benefit to nursing home (NH), e. Target audience beyond nursing home residents, if applicable):**

- a) The *Caregivers NC* project aims to implement a multipronged marketing effort to recruit prospective nurse aides to work in North Carolina's (NC) skilled nursing facilities.
- b) The project will help remedy a state-wide staffing shortage impacting skilled nursing facilities by adding 4,000 new certified nursing assistants (CNAs) to the workforce, directly improving the quality of care delivered to nursing home residents.
- c) Improve the quality of care for nursing home residents by increasing CNA staffing in nursing homes.
- d) Bridge the staffing shortage gaps by providing a larger staffing pool of qualified CNAs who are encouraged to seek employment in North Carolina's long-term care communities.
- e) Target audiences beyond nursing homes included additional healthcare facilities that benefited from a larger staffing pool of new CNAs.

**Funded Entity(ies):**

FutureCare of North Carolina

**Results of the Project:**

- Based on average attendance per webinar between years two and three, participant attendance/viewing did improve in year three;
- 100% of participants were very satisfied with the project; 3) 3,140 Nurse Aid I students and 214 Nurse Aide I Refresher students registered for the program. After the project on February 29, 2024, 888 Nurse Aide I students enrolled in a training program, and 768 have completed it. Additionally, 246 skilled nursing facilities registered for the *Caregivers NC* program.

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**Project Title: Cultural Change Transformation to Neighborhood and Household Model Project**

**Unique Identifier: NC-1119-GEHC-471 / 2019-04-NC-1108**

**Project Duration: 4/1/2022 to 3/31/2024**

**Total Amount of CMP Funds Approved for this Project: \$122,138.00**

**Total Amount of CMP Funds Expended During CY 2024 for this Project: \$17,856.36**

**Project Summary (a. Purpose, b. Goals, c. Benefit to nursing homes, d. Benefit to nursing home (NH), e. Target audience beyond nursing home residents, if applicable):**

- a) The project aims to implement the Neighborhood and Household models to improve residents' overall quality of care.
- b) Increase resident satisfaction by 70% over a two-year project period. Increase staff retention by 35% and reduce the use of antianxiety and antidepressant drugs by 30% over a two-year project term.
- c) Increase the normalcy of the home to improve privacy and strengthen relationships among fellow residents, caregivers, and the greater community.
- d) Nursing home residents will benefit from a more homelike environment, strengthened relationships with staff members, and increased privacy and freedom of choice in daily schedules.
- e) Not applicable

**Funded Entity(ies):**

Givens Health Center (Givens Estates)

**Results of the Project:**

The resident satisfaction baseline was 3.5-3.74% and the final scores were 3.52-3.86% (increased of 0.02-0.12%) b) staff turnover reduction goals were not met (1.29-5.86% increase), and c) use of antipsychotic medications decreased between year one and year two first quarters by 3%; there was a 10-16% increase for the remainder of the quarters between years one and year two.

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**Project Title: North Carolina Long-Term Care Emergency Preparedness Project**

**Unique Identifier: NC-0220-ULRF-547 / 2020-04-NC-0204**

**Project Duration: 5/1/2021 to 4/30/2024**

**Total Amount of CMP Funds Approved for this Project: \$2,072,301.00**

**Total Amount of CMP Funds Expended During CY 2024 for this Project: \$397,618.18**

**Project Summary (a. Purpose, b. Goals, c. Benefit to nursing homes, d. Benefit to nursing home (NH), e. Target audience beyond nursing home residents, if applicable):**

- a) The project aims to develop and deliver a comprehensive training program on catastrophic disaster planning and a structural mitigation training program tailored to various hazards to approximately 1,800 direct care staff and managers in long-term care facilities across North Carolina.
- b) Achieve an approximate 90% increase in participant knowledge, skills, and attitude about North Carolina emergency preparedness and the CMS final rule.
- c) Achieve an approximate 60% increase in preparedness and response planning in statewide certified nursing facilities (CNFs) over 3 years.
- d) Improve the quality and compliance of emergency preparedness plans.
- e) The target audiences included the state survey agency, state surveyors, and ombudsmen.

**Funded Entity(ies):**

University of Louisville

**Results of the Project:**

The Annual Project Satisfaction Survey was emailed to 1,582 North Carolina long-term care staff members, with weekly reminders sent to those who did not complete it. The response rate was 3.7%; 1) Update or complete a facility Hazard Vulnerability Analysis (76%); 2) Revisit the facility's Emergency Preparedness Program (56%); 3) Use the *North Carolina Long-Term Care Emergency Preparedness Manual* to better prepare for survey (51%); 4) Assess the gaps in the existing plan related to top hazards and draft a revised plan (44%); 5) Develop a plan to exercise the Facility Plan related to the hazards (41%); 6) Review the communication plan for adequate methods of alternate forms of communication during all types of emergencies including Priority Telecommunications Services (PTS) (41%); 7) Use the Manual to improve

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Shelter-in-Place (37%); 8) Revisit the Final Rule and prioritize the facility's planning approach (37%); 9) Use the manual to improve safe evacuation (36%); and 10) Use the manual to improve active shooter (34%).

**Project Title: Restore and Engage for an Active Life (R.E.A.L.)**

**Unique Identifier: NC-0620-PB-626 / 2020-04-NC-0615**

**Project Duration: 8/1/2021 to 7/31/2024**

**Total Amount of CMP Funds Approved for this Project: \$134,957.00**

**Total Amount of CMP Funds Expended During CY 2024 for this Project: \$0.00**

**Project Summary (a. Purpose, b. Goals, c. Benefit to nursing homes, d. Benefit to nursing home (NH), e. Target audience beyond nursing home residents, if applicable):**

- a) The applicant, Pennybyrn at Maryfield, will use It's Never Too Late (iN2L) technology to connect residents physically, virtually, and socially.
- b) The project will create "My Page" individual content pages/buttons for at least one-third of residents identified to participate over a three-year term. The project aims to increase overall resident satisfaction by 20%.
- c) Nursing home residents will benefit from the project, which will enhance resident-family interactions and support therapeutic sessions by encouraging movement and activity beyond traditional sessions.
- d) Nursing home staff and family members of residents will benefit from increased socialization with residents through the use of iN2L technology.
- e) family members

**Funded Entity(ies):**

Pennybyrn at Mayfield

**Results of the Project:**

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Project results were inconclusive. Quarterly reports indicate that surveys were conducted, but the results were not satisfactory. Residents did not widely use the "My Page" feature of the tablets. Reports indicate that the project maintained contact with It's Never Too Late (iN2L) staff and participated in required periodic training. Residents participated mostly in Jeopardy, Tai Chi, Trivia, and Bingo rather than individual activities.

**Project Title: Befriending Project**

**Unique Identifier: NC-1120-JSI-695 / 2020-04-NC-1130**

**Project Duration: 5/1/2021 to 4/30/2024**

**Total Amount of CMP Funds Approved for this Project: \$332,923.02**

**Total Amount of CMP Funds Expended During CY 2024 for this Project: \$0.00**

**Project Summary (a. Purpose, b. Goals, c. Benefit to nursing homes, d. Benefit to nursing home (NH), e. Target audience beyond nursing home residents, if applicable):**

- a) The project aims to develop, implement, and package a program for volunteers known as "Befrienders" committed to regularly visiting nursing home residents.
- b) The program will make at least 30 suitable matches between Befriender volunteers and residents at each participating facility over the three-year project period. Interaction with Befriender volunteers over the three-year project term is expected to increase resident group and individual activity participation by 35%. Also anticipated is a 50% increase in the residents' psychological well-being from interaction with Befriender volunteers over a three-year project period.
- c) The project will benefit nursing home residents by reducing feelings of loneliness and increasing meaningful social interactions with volunteers and other residents.
- d) Nursing home staff, Befriender volunteers, and family members will benefit in addition to the residents.
- e) Not applicable

**Funded Entity(ies):**

Joyful Seniors, Inc.

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**Results of the Project:**

The project did not achieve all stated measures and goals. The project was terminated, and no additional payments were made after October 2023.

Findings include:

- There is no indication that a preliminary program manual was started at the beginning of the Project,
- There is no indication that the resident-to-volunteer matches that were made continued beyond the initial meeting.
- There is no data from satisfaction surveys that were provided during the project.
- The volunteer training (PowerPoint) was not developed until the second year of the project. Volunteers were being matched with residents in the first year of the project,
- There is no evidence that volunteers were being monitored to address adherence to project expectations and address questions/concerns.
- No project deliverables/data were provided during the project.
- Quarterly reports did not indicate the following: a) Total number of volunteers recruited/trained, b) Total number of residents identified for the program, c) Total number of matches made.

**Project Title: Promoting Resident Well-being in North Carolina Nursing Home Resident Councils**

**Unique Identifier: NC-1220-NCSU-696 / 2020-04-NC-1201**

**Project Duration: 5/1/2021 to 4/30/2024**

**Total Amount of CMP Funds Approved for this Project: \$350,432.00**

**Total Amount of CMP Funds Expended During CY 2024 for this Project: \$102,136.10**

**Project Summary (a. Purpose, b. Goals, c. Benefit to nursing homes, d. Benefit to nursing home (NH), e. Target audience beyond nursing home residents, if applicable):**

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- a) The project aims to develop, pilot, and evaluate a training curriculum that will be provided to over 400 North Carolina nursing home resident councils. The training consists of a series of video modules and associated print material.
- b) Over the next 36 months, the applicant will develop a collection of six video modules and supplementary documents.
- c) The project directly benefits nursing home residents by enhancing their skill sets and increasing their ability to control aspects of their lives. By supporting resident council functioning, the project contributes to improving residents' levels of interaction and activity.
- d) Stronger, more organized resident councils will benefit nursing homes.
- e) Resident councils and nursing home staff

**Funded Entity(ies):**

North Carolina State University

**Results of the Project:**

- Four out of the five nursing homes actively participated and expressed satisfaction with their involvement in the project, demonstrating a high level of engagement.
- Positive feedback from residents, activity directors, and administrators highlighted the usefulness of the videos and materials.
- The presentation of findings at the Southern Gerontological Society's annual conference in April 2024 was well-received, indicating the project's significant contribution to the field.

**Project Title: Live Music Virtually or In-person**

**Unique Identifier: NC-0321-TMCC-759 / 2021-04-NC-0312**

**Project Duration: 10/1/2021 to 9/30/2024**

**Total Amount of CMP Funds Approved for this Project: \$440,080.00**

**Total Amount of CMP Funds Expended During CY 2024 for this Project: \$89,877.50**

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- a) *The Live Music Virtually or In-person* project will provide therapeutic music services to residents in 12 skilled nursing facilities in Pender, Brunswick, and New Hanover, North Carolina tri-counties.
- b) The program aims to reduce falls, medications, and behaviors and stabilize weight in at least half of the residents participating in the program over a three-year project period. At least 75% of the observations related to changes in condition to a resident's breathing rhythm, effort, and depth of respiration following the music session will demonstrate a shift by at least one lower number to a higher number over the entire project period. Decrease by at least one number in the six survey categories of reduction in anxiety, pain, mood, breathing, loneliness, and sleep issues on at least 75% of the therapeutic session resident surveys over the three-year project period.
- c) Bedside live music can support a steady heart rhythm, distract the mind from anxious thoughts, counteract throbbing pain, promote deeper breathing, provide access to good thoughts associated with familiar songs, and support the dying process.
- d) Nursing homes will benefit from non-pharmacological approaches to psychological and behavioral challenges with residents.
- e) Not applicable

**Funded Entity(ies):**

Therapeutic Musicians of Coastal Carolina

**Results of the Project:**

The project aimed to track respiration rates as an indicator of reduced anxiety and pain. Bedside music has been shown to support steady heart rhythm, distract the mind from anxious thoughts, counteract throbbing pain, promote deeper breathing, provide access to good thoughts associated with familiar songs, and support the dying process. The musicians in this project completed over 6,000 individual sessions with nursing home residents. Each type improved from 57% to 73.1% over the 3-year project period.

- 6,147 Sessions - Breathing Depth
- 6,158 Sessions - Breathing Rhythm
- 6,221 Sessions - Breathing Effort

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**Project Title: Tsali Cares**

**Unique Identifier: NC-0321-CIHA-764 / 2021-04-NC-0331**

**Project Duration: 9/1/2021 to 8/31/2024**

**Total Amount of CMP Funds Approved for this Project: \$71,035.00**

**Total Amount of CMP Funds Expended During CY 2024 for this Project: \$10,852.00**

**Project Summary (a. Purpose, b. Goals, c. Benefit to nursing homes, d. Benefit to nursing home (NH), e. Target audience beyond nursing home residents, if applicable):**

- a) The project aims to combat the isolation of the Native American population served at Tsali Care Center through the It's Never Too Late (iN2L) computer technology system.
- b) The project will create "My Page" individual content pages for at least 50 residents. The program hopes to increase participation of residents' involvement in group activities by 50% from 15% over the project term, increase the participation of residents' involvement in individualized activities by eight percent for bedbound residents and 50 for mobile residents from 15% and 45%, respectively, over the entire project period. The applicant also aims to decrease negative feelings of isolation by 20% from an average baseline score of 3.3 and increase feelings of quality of life from an average baseline score of 2.9 over the project period.
- c) The project will expand residents' social networks by providing them with companionship and enhancing their relationships with caregivers.
- d) Nursing home staff and family members of residents will benefit from increased socialization with residents through the use of iN2L technology.
- e) Nursing home staff and family members

**Funded Entity(ies):**

Cherokee Indian Hospital Authority

**Results of the Project:**

Project reports show no significant increase or decrease in resident participation in group activities; some quarters were not reported. b) No significant data showed increased or decreased individual activity

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participation. c) There was no significant data to show a decrease in negative feelings—some quarters were not reported, and the final report was provided without knowledge of baseline scores.

**Project Title: LifeBridge Behavioral Program**

**Unique Identifier: NC-1021-TBA-863 / 2021-04-NC-0309**

**Project Duration: 3/1/2022 to 2/28/2025**

**Total Amount of CMP Funds Approved for this Project: \$396,000.00**

**Total Amount of CMP Funds Expended During CY 2024 for this Project: \$87,575.00**

**Project Summary (a. Purpose, b. Goals, c. Benefit to nursing homes, d. Benefit to nursing home (NH), e. Target audience beyond nursing home residents, if applicable):**

- a) The project aims to develop and implement a facility-specific, individualized resident program that provides staff training and support, focusing on behavioral problem-solving, prevention, and response.
- b) Over three years in approximately 36 North Carolina nursing homes, a five percent (5%) reduction in the aggregate score for Minimum Data Set (MDS) item N0410A and a 20% reduction in the aggregate score for MDS E0200A, E0200B, and E0200C.
- c) The program aims to increase resident safety by decreasing demonstrated challenging behaviors.
- d) Nursing homes will benefit from fewer citations related to behavioral challenges and learning new, non-pharmacological approaches to addressing these challenges.
- e) Nursing home staff

**Funded Entity(ies):**

Tobin & Associates, Inc.

**Results of the Project:**

The project has reported 34.14% and 48.33% reduction (reported quarters) aggregate scores for the number of days the resident received antipsychotic medication during the last seven days or since admission/entry or reentry if less than seven days.

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The project reports for the first two quarters of Year 3:

- Reduction in Physical Aggression and Combativeness by 85%.
- Verbal Aggression Reduction of 91%, and 3) Other Behavior reduction of 59%.

**Project Title: Bingocize: An Evidence-Based Health Promotion Program to Improve the Quality of Life of North Carolina Certified Nursing Home Facility Residents**

**Unique Identifier: NC-0322-WCU-917 / 2022-04-NC-0228**

**Project Duration: 2/1/2023 to 1/31/2026**

**Total Amount of CMP Funds Approved for this Project: \$1,165,955.00**

**Total Amount of CMP Funds Expended During CY 2024 for this Project: \$461,346.68**

**Project Summary (a. Purpose, b. Goals, c. Benefit to nursing homes, d. Benefit to nursing home (NH), e. Target audience beyond nursing home residents, if applicable):**

- a) Over three years, one hundred eighty (180) certified nursing facility (CNF) staff members from 45 CNFs will demonstrate the skills and knowledge necessary to lead the *Bingocize* program.
- b) Seven faculty members and 600 students from three North Carolina universities will partner with certified nursing facility (CNF) staff to demonstrate their skills and knowledge in leading the *Bingocize* program.
- c) Over three years, activities of daily living (ADLs), falls, and social engagement will be evaluated for 2,025 CNF residents from forty-five (45) CNFs participating in the *Bingocize* program.
- d) Nursing homes will benefit from a decrease in resident falls, an increase in balance and mobility, and a reduction in loneliness, isolation, and depression.
- e) Not applicable

**Funded Entity(ies):**

Western Carolina University

**Results of the Project:**

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- As of Year 2, 41 staff have completed the online training. A total of 104 staff members have completed training since the project began. This quarter, two staff members completed the online training. The project achieved 68% of its annual goal for the year.
- 70 students completed the online training and were placed at a certified nursing facility (CNF).
- To date, 1,472 residents have participated, 464 in Year 1 and 1,008 in Year 2.
- The project held 369 sessions this quarter, with 4,952 attendances and an average of 13 participants per session. A total of 66 short-term residents participated. All but 39 residents left their rooms to participate.

**Project Title: Building Culture Leaders**

**Unique Identifier: NC-0224-FCNC-1119 / 2024-04-NC-0208**

**Project Duration: 8/1/2024 to 7/31/2027**

**Total Amount of CMP Funds Approved for this Project: \$379,147.12**

**Total Amount of CMP Funds Expended During CY 2024 for this Project: \$9,150.00**

**Project Summary (a. Purpose, b. Goals, c. Benefit to nursing homes, d. Benefit to nursing home (NH), e. Target audience beyond nursing home residents, if applicable):**

- a) The project has been designed to provide training focusing on leadership and culture-building skills, key areas important to long-term care leaders.
- b) The training, coaching, and onsite support will increase resident satisfaction by 15%, enabling long-term care leaders to make positive facility culture changes. At least 75% of participants will report increased skills in leadership, culture change concepts, and communication.
- c) The project will provide leadership and culture-building training for these leaders to help them grow into servant leaders and culture change champions who operate their facilities as person-centered homes. They will learn to prioritize caring for others in all their decisions and processes, creating environments where everyone can thrive.
- d) Nursing homes will benefit from leadership approaches that target all staff and are sustainable beyond the project term.

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e) Not applicable

**Funded Entity(ies):**

FutureCare of North Carolina

**Results of the Project:**

Interim results are not yet available. The project is within the first six months of implementation.

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