

**New Hampshire State Commission on Aging  
Monday, November 20, 2023, 10 am to noon  
NH Hospital Association, 125 Airport Road, Concord, NH**

**Attendance:**

**Present in person - Members:** Susan Ruka, Chair, Wendi Aultman, DHHS, Susan Buxton, Long Term Care Ombudsman, Richard Lavers, Dept. of Employment Security, Thomas Kaempfer, Dept of Safety, Tracy McGraw, Dept. of Labor, Jack Ruderman, NH Housing Finance Authority, Polly Campion, Grafton, Suzanne Demers, Belknap/Merrimack, Carissa Elphick Belknap, Daniel Marcek, Hillsborough, Doug McNutt, Merrimack, David Ross, Hillsborough, Roxie Severance, Clerk, Coos, \*Beth Quarm Todgham, Hillsborough, Joanne Ward, Rockingham, Rep. Lucy McVitty Weber, Cheshire. **Staff:** Rebecca Sky, Executive Director, Karen Knowles, Director of Special Projects. **Guests:** Brandy Cassada, Dept. of Safety.

**Online - Members:** Sunny Mulligan Shea, NH Attorney General, Margaret Franckhauser Belknap, Shelley Winters, Dept. of Transportation. **Guests:** Laura Davie, Donna Marceau, Haley Goeckel, April Steffensmeier, Kris Hering; Marianne Jackson; Dick Chevrefils, AARP; Joe Guthrie; Donna Marceau; Haley Goeckel Lipinski; Shawn Jones, NHDMA; Madeline Ullrich, NH Care Collaborative; Laurie Davie UNH; Jennifer Rabalais UNH; Candy Reed; Kim Murphy, Riverwood; Jennifer Thrower, ACL; Teri Palmer; Gabe Martinez; Heather Carroll; Heather Smith; Amy Moore; Christian Seasholtz; Geoff Vercauteren

**Guest Speakers:** Wendi Aultman, NH DHHS, Lynn Carpenter, NH Needs Caregivers and Healthcare Heroes in the Making, and Geoff Vercauteren, Director of Workforce Development, Network4Health.

**I. Welcome-Susan Ruka**

Susan Ruka, Chair called the meeting to order at 10:03 am.

**II. DHHS System of Care Implementation & Workforce Initiatives. Speaker: Wendi Aultman**

Susan Ruka announced that Chris Santaniello, Associate Commissioner, NH DHHS was unable to attend to provide the DHHS System of Care Implementation & Workforce Initiatives. She has been pulled into the response to the New Hampshire Hospital shooting. Sue spoke of the tragedy and said that our thoughts and hearts go out to Hospital staff. Wendi Aultman, NH DHHS presented in Chris' stead on the DHHS System of Care Implementation and DHHS Workforce Initiatives. Wendi provided physical copies for those in the room of the [NH DHHS Annual Report on the System of Care for Healthy Aging](#). To oversee the work developing the System of Care for Healthy Aging, the Department has formed a cross agency project team that has organized timelines and workplans for deliverables. This project management team meets on a weekly basis, bringing together the Division of Medicaid and Division of Economic Stability as well as others. The Department is adding staff to bolster the system of care including an IT position to assist with automation of intake.

Wendi highlighted key System of Care deliverables:

- Develop a plan to fully establish and implement the system of care.
- Submit an initial report to the Legislature on November 1, 2023
- Complete CFI rate study on or before July 1, 2024.

- Submit a waiver request to the Center for Medicare & Medicaid Services on or before September 30, 2024 to implement a presumptive eligibility process for Medicaid home and community-based waiver services.
- Improve functionality of the NH Easy system on or before June 30, 2025.
- Expand the Aging and Disability Resource Center capacity.
- Expand who can be considered a provider of personal care services.

One of the items in the report Wendi highlighted is a gap analysis and system assessment that is currently underway focused on long-term services and supports available through the State Choices for Independence (CFI) Medicaid program. The analysis is funded by the [Money Follows the Person Demonstration](#) grant. She said there would be a press release soon announcing public listening sessions conducted by Human Services Research Institute (HSRI) who is performing the gap analysis and system assessment. There will be both in-person and virtual listening sessions.

Wendi said they will be conducting [education and training on Choices for Independence Medicaid Program Eligibility Changes](#) after the holidays to get the most people available.

Wendi named enhancing and expanding the role and functions of NH's network of aging and Disability Resource Centers (ADRC) one of the critical aspects of the System of Care for Healthy Aging work. The Department will also be resoliciting the contracts with increased expectations towards the development of a System of Care for Healthy Aging. The new contracts will have a focus on capacity building and documenting performance measures and outcomes. Request for Proposals will be posted on the Department website. To get suggestions to improve the RFP/contracting towards improving the quality of ADRC services available to the public, The Department is currently conducting on its own focus groups and documenting other feedback. Wendi shared that things are moving along on time.

Wendi ended her overview sharing that Medicaid rate increases will be released by the Department in early December.

One commission member commented they were happy to see the Personal Care Attendant rate and other home care rates increase. Another member said that the department should be applauded for their efforts as they have moved a tremendous mountain and the Department has stayed on task.

Regarding workforce, Wendi shared that the Department did a solicitation for request for proposals for workforce recruitment and retention initiatives. The funding supporting this work is federal ARPA Home and Community Based Services enhanced match dollars. The contracts for this work will be going to Governor and Council on November 29<sup>th</sup> and December 20<sup>th</sup>. There will be approximately 27 awards, totaling \$11 million. Rebecca Sky asked if Wendi anticipated needing support at the Governor and Council meeting. Wendi said it is always good to have support. Commission members were told they may reach out as individuals to their Executive Council members mentioning that they are a member of the Commission on Aging. Rebecca reminded members that members can speak on *behalf* of the Commission only via a full vote of the Commission or via approval by the Operational Infrastructure Task Force based on their assessment of the oral testimony's alignment with the Commission's Annual Report. Joanne Ward asked how folks would know there is an RFP opportunity. Wendi Aultman replied that procurement opportunities are posted on the [DHHS contracts page](#) that interested parties can review.

**III. Approval of October Minutes;** Rep. Lucy Weber made a motion to approve the minutes. Suzanne Demers seconded the motion. All were in favor. Jack Ruderman abstained. Sunny Mulligan Shea, Shelley Winters and Margaret Franckhauser online voted yes.

#### **IV. Panel on NH Direct Care Workforce Initiatives.**

##### **Presenters**

- **Lynn Carpenter**, NH Needs Caregivers and the Healthcare Heroes in the Making program.
- **Geoff Vercauteren**, Director of Workforce Development, Network4Health

Rebecca Sky explained that Lynn Carpenter and Geoff Vercauteren were part of the agenda because of the Commission's naming of workforce shortages as a priority for New Hampshire. The Commission focused on the needs for and of direct care workers and many efforts pay little attention this workforce's unique needs. Unique needs includes special attention to financial security, and affordable housing and transportation options. Rebecca mentioned there will be a bill this coming legislative session proposing policy makers make a large investment towards developing the healthcare workforce.

**Lynn Carpenter** began her presentation explaining that she oversees two workforce development initiatives: 1) NH Needs Caregivers and 2) Healthcare Heroes in the Making.

[NH Needs Caregivers](#) is a program intended to support skilled nursing and long-term care facilities by helping them build and maintain resources to support resident, visitors, and facility personnel. It is currently funded by the Nursing Home & Long-term Care Facility Strike Team and Infrastructure Project/American Rescue Plan Act of 2021 via NH DHHS Division of Public Health. New Hampshire approach to using these funds is facilitate having interested individuals train as nursing assistants, become licensed, and hired by an employer.

The program recruits individuals to participate, provides \$2,200 for the nursing assistant training and pays testing and licensure fees. It also assists a person finding a job. NH Needs Caregivers supports individuals to find the right training program for themselves and, if needed, an employer that will be supportive of new entrant to the field. The program checks in on individuals after initial weeks of employment too, helping to solidify the fit. Throughout the process the program also helps participants with financial and supportive services like childcare. The program connects individuals with existing programs like [WorkknowNH](#), [NHJAG](#), or [WIOA](#), if they qualify, but supports people with its own funding if they do not.

Lynn stated that participation in the program requires individuals to be either currently employed in a long-term care facility or that they commit to working in a long-term care facility for at least six months after completion of the program. Long-term care facilities include assisted living, supported residential care, ICF/IID, Community Residents 4+beds, and nursing homes. The program is based on a Wisconsin workforce model called [WisCaregivers](#) and was started in NH by Roxie Severance in 2019.

Recruitment of potential candidates is critical to the program success. Lynn said she works with Cookson Communications for marketing expertise, social media campaigns, google ads/search and mail chimp. Lynn spoke about what marketing she's found that works best - images of LNA with people they are caring for (smiling) rather than just an image of an LNA, stories along with images that describe something about the people in the images, and talking about rehabilitation aspects of the job.

Sometimes people sign up for the program but there is not a class currently being offered in their area. Lynn will connect the individual with an employer to get a job in an unlicensed position until a program can start.

If an employer has five employees who are interested in becoming LNAs, she will work with the facility to form a class with instructors. Lynn noted that it is a challenge to find faculty for the North Country and Monadnock Region. The Seacoast can be a challenge too with classes only occasionally offered in Rye.

Lynn reported the following key performance indicators since June 1, 2023:

- 920 people have requested program information.
- 36% completed program agreement.
- 77 scholarships awarded.
- 87 completed an LNA course.
- 67 have obtained an LNA license.
- 38 LNAs have confirmed employment.

A commission member asked about the demographics of people coming into the program. Lynn said 10% are male, 50% were dislocated workers, the majority were from the Manchester area, the majority were 35 to 44 years old and most were English as a first language. Of the 38 who have confirmed employment, eleven work in a skilled nursing facility, twenty-four work in long-term care facilities and three work in other (Northeast Rehab, Clipboard Health, and Brightstar Care). Lynn steers participants to employment at a facility as they provide the best support to newcomers to the field.

Funding for this program ends May 2024 and it is Lynn's hope to secure funding beyond May.

Healthcare Heroes in the Making was a high school-based program that is an extension of NH Needs Caregivers. The program worked with high school's Extended Learning Opportunity Coordinators throughout the state to recruit and train 284 students to become LNAs and work in a healthcare environment. The program provided opportunities for high school students unable to participate in the Career and Technical Education (CTE) program. She said Roxie Severance and Wendi Aultman were very involved in the creation and support of this program. Lynn said the program was funded with ARPA dollars and was funded February 1, 2022 through June 30, 2023, 17 months including start-up and planning.

Key performance indicators include:

- 246 applications processed
- 135 completed the LNA course
- 126 obtained an LNA license
- Confirmed employment for 71 participants

Fourteen students worked in a hospital, twenty-one worked in a skilled nursing facility, one in adult care, and seven assisted living/residential care facility. Lynn said the challenges of the program were that there was only one summer to get the students into employment and marketing and awareness needed to run longer. She recommends that if funding can be secured to run the program again, the

funding should be for three years. Other challenges include that some employers only hire 18+ year olds and the 8 and 12-hour shift requirements are burdensome for students.

Lynn's presentation slides are at the end of these notes.

**Geoff Vercauteren, Director of Workforce Development for Network4Health** began his presentation saying that Lynn Carpenter's programs were a good return on investment, and it was always a pleasure to hear about the successes of NH Needs Caregivers. He said that Network4Health was originally an Integrated Delivery Network (IDN) 1115 waiver program in Region 4, the greater Manchester, Derry and Salem areas during 2015 and 2020. After the waiver ended, the IDN used remaining funds for workforce development. They altered their vision in 2022 and Geoff became a workforce intermediary that represents 40 healthcare, behavioral health, and community-based organizations across 18 cities and towns surrounding Manchester/Derry/Salem NH. He said Network4Health is a neutral convener and funder, their aim is to build a pipeline of workers into roles of critical need across their region; increase competence and confidence of the workforce through professional development; invest in training and education and promote retention strategies. The idea is for employers to cooperate to build the workforce for everyone.

Geoff said that Catholic Medical Center was the fiscal agent, and they have funds remaining to keep programs going into December 2024. He spoke about working with Elliot Hospital in a spirit of cooperation, rather than competition. Coming together with Elliot, they started training programs for Medical Assistants (MA) and LNAs through the apprenticeship programs. One pilot initiative that they fund is a Career Coach/Advisor. The Advisor is funded for two years at Manchester Community College to provide outreach, coaching, advising and wrap-around services to people going through the MA and LNA apprenticeship programs. This position helps students overcome barriers to working and/or receiving training. The Advisor connects students to WIOA funding, provides career and education planning, and helps them along each step. Geoff said the first year of the Career Coach/Advisor pilot has been very successful. The employers attribute a dramatic reduction in open positions to this program.

Another effort is an English for Speakers of other Languages (ESOL) program. This program's funding is from 2022 to 2024 and is an educational partnership with the International Institute of New England (IINE). Geoff said there is a growing population of ESOL people in the area and English is a barrier for these people. There are roughly 16 employees of each hospital who are receiving these services. When these employees can learn how to speak and understand English better, they are able to move up the career ladder, often participating in LNA apprenticeship or MA role. One powerful story is of an employee who learned about their work benefits (healthcare insurance) because their English-speaking skills improved.

Network4Health/Geoff is leading a collaborative effort to roll out a statewide PHI Coaching/Supervision training. Geoff shared that Network4Health is partially funding [PHI Coaching/Supervision training](#) in partnership with PHI, Dartmouth Healthcare Rural Health Careers Grant, Southern NH Area Health Education Center, and North Country Health Consortium. He said PHI is a national organization that provides coaching and supervision training with a goal towards improving organizational norms around communication and other workplace culture attributes improving job quality and retention. PHI has many areas of expertise related to research and support of the direct care workforce - they also collect valuable [state level data](#). The AHECs will be the training providers. This will start in January with a train-the-trainer, and then those trainers train staff in healthcare facilities during the year. PHI has a history

of providing this training to individual employers. This is the first time they will be working on a statewide basis.

A commission member asked if there were similar organizations around the state. Geoff said since NH stopped funding the IDN work they are the only IDN left. A member asked Geoff and Lynn how their work blends with the Healthcare Sector Partnership Initiative (SPI). Lynn who is now contracted to continue the SPI work said that SPI convenes meetings of healthcare employers, community organizations, government entities and sometimes legislators around the state in five regions. She said that Geoff was leading the Southern NH group. The groups meet to discuss concerns, challenges and barriers related to the healthcare workforce. The focus is industry-led. A comment was made that employers are the best marketers for their field. Geoff said the work is big and there is not one entity who can do it well; partnerships are needed.

Rich Lavers said that NH Employment Security was one of the partnerships Geoff referred to. Rich said that NH employers can get 50% of their training costs reimbursed. Training costs over \$70,000 would need to be approved at Governor and Council. Unfortunately, many healthcare employers are not eligible as they do not pay into the unemployment funds.

Regarding Network4Health funding beyond 2024, Geoff said they were working with a consultant to figure that out.

Sue thanked Lynn and Geoff for the good information saying there is much optimism going forward.

#### **V. Multisector Plan for Aging in NH Progress Update-Susan Ruka**

Sue Ruka reported that Rebecca Sky and Martha McLeod of the Alliance for Healthy Aging just came back from a conference convened by the national Multisector Plan for Aging (MPA) Learning Collaborative. The conference provided the opportunity to learn from other states about their challenges and successes in fostering interest, developing, and implementing their own Multisector Plan for Aging. Modernizing aging is the work of a multi-sector plan.

In a brief recap, The Commission applied on behalf of NH to participate in this nationwide Multisector Plan for Aging Learning Collaborative. NH was accepted into the collaborative and is one of 10 states currently participating through June 2024. The Learning Collaborative convenors offer a learning platform with webinars and technical assistance sessions. The idea sharing and support is useful, but we need to decide where we go from here.

The Commission's application into the collaborative engaged several organizations external to the Commission towards fostering interest and building movement to develop a MPA in NH. The NH participants have been discussing the pros and cons of obtaining an executive order to direct the creation of a multi-sector plan. The group is working on a draft executive order. Simultaneously the group is developing list of future partners who need to be engaged in these early days and best ways to talk about this work with others to enfold them into this movement. The group has discussed a need to come to consensus on what priorities should be our starting point for organizing a MPA for NH. The Commission's Annual Report will serve as a foundation.

Activities in the coming month include a first presentation by NH Learning Collaborative participants at the December NH Alliance for Healthy Aging Meeting. Aging Matters will also feature articles on what we are learning, the case for an MPA from different perspectives, where we are headed.

Sue Ruka suggested that since the Commission is leading this effort, it would be good to have more members join the small group who are participating in the learning collaborative and engaging in the initial organizing. Commission members are encouraged to reach out to Rebecca to let her know if they are interested in participating. More input is beneficial.

A commission member inquired about the plan being inclusive, the answer is yes, it will include many organizations. Listening sessions will be held.

## **VI. Public Input**

No public input.

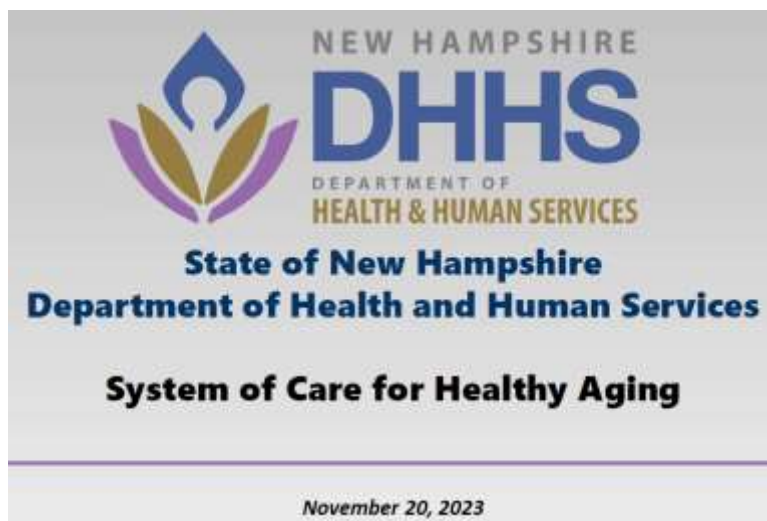
Sue Ruka said the next meeting is in January 2024

Sue Ruka said that Lynn Carpenter had one more item. Lynn introduced Roxie Severance's sons and daughter's-in-law, as well Jimmie Hinson from the Office of Workforce Opportunity. Jimmie said he has had the pleasure of working with Roxie for many years in her role as Healthcare Sector Advisor for the Sector Partnership Initiative. He said that he wanted to show true appreciation for what Roxie has done, saying that it was not just her individual effort, but the way she found people to collaborate. He said Roxie was willing to be the leader or the follower depending on what was needed for the effort. Jimmie said that he, Joe Doiron and Lynn Carpenter have been working on a list of Roxie's accomplishments so that people would truly understand how her work benefited the state. Jimmie closed his comments by reading the Governor's Commendation.

## **VII. Adjournment**

The meeting was adjourned at 12:10.

Presentation Slides:



## System of Care for Healthy Aging- Key Deliverables

- Develop a plan to fully establish and implement the system of care.
- Submit initial report to the Legislature on November 1, 2023.
  - Each year following, the contents of the report expands.
- On or before **July 1, 2024**: complete a CFI rate study.
- Submit a waiver request to the Center for Medicare & Medicaid Services on or before **September 30, 2024** to implement a presumptive eligibility process for Medicaid home and community-based waiver services.
- Improve functionality of the NH Easy system for those applying for services and those assisting them; create a public facing dashboard to track home and community-based waiver data; and create an on-line portal for the identification of available services on or before **June 30, 2025**.
- Expand the Aging and Disability Resource Center capacity.



## System of Care for Healthy Aging- Key Deliverables

- Expand the Aging and Disability Resource Center capacity.
- Increase access for eligibility by adjusting resource disregards and the financial lookback
- Expand who can be considered a provider of personal care services.





## Timeline

### July – December 2023

- ✓ *HB 2 Rate Increases*
- ✓ *Financial Eligibility Changes*
- ✓ *Hire staff positions*
- ✓ *Implement 36 month lookback*
- ✓ *Amend ADRC contracts*
- ✓ *IT enhancements*
- ✓ *Expand who can be a provider of personal care*
- ✓ *Submit First Report*
- ✓ *RFP Development for Consultants*

### January – June 2024

- ✓ *Implement Resource Disregard*
- ✓ *Request for Applications for Aging and Disability Resource Center Services*
- ✓ *Contract for Consultants to support the plan*
- ✓ *IT enhancements – public facing dashboards, portal*
- ✓ *Work on Rate Study*
- ✓ *Begin work on plan for the system of care*

### July – December 2024

- ✓ *Continue work on the the plan*
- ✓ *Rate report due to Legislature*
- ✓ *Budget request*
- ✓ *Submit Presumptive Eligibility Waiver*

### January – June 2025

- ✓ *Continue the work on the plan*
- ✓ *Budget*
- ✓ *Adjust CFI rates, based on funding*

## Existing Initiatives Supporting the System of Care

**Rate Increases-** HB 2 provided a 3% across the board rate increase for CFI services and targeted rate increases by January 1, 2024.

**HCBS Reinvestment Funds-** has enabled the Department to initiate some of the IT enhancements

**NWD Governance and Access Grant –** *Improve family and caregiver access to LTSS*

**Money Follows the Person-** Increase capacity to home and community based services



# NH Needs Caregivers Program Overview

Presented by: Lynn Carpenter, DHA, MHA, NHA  
November 20, 2023  
State of New Hampshire Commission on Aging



**NH *needs* Caregivers!**

## NH Needs Caregivers Program

### Current funding: June 1, 2023-May 10, 2024

- *Nursing Home & Long-term Care Facility Strike Team and Infrastructure Project/ American Rescue Plan Act of 2021*
- Intended to support skilled nursing and long-term care facilities by helping them build and maintain resources to support resident, visitor, and facility personnel
- Commitment to employment in a skilled nursing or long-term care setting is required to be eligible to participate
  - Includes: Assisted living, supported residential care, ICF/IID, Community Residence 4+ beds, nursing homes

## NH Needs Caregivers Program

### Purpose

- Promote awareness and opportunities for licensed nursing assistant (LNA) training and employment throughout the state
- Support 200 individuals to train and obtain LNA licensure, and secure employment in a skilled nursing or long-term care setting\*

\*Includes support of current employees to become LNAs

### What We Do

- Recruit interested individuals
- Connect to financial and/ or supportive services
- Provide up to \$2200 toward tuition for the LNA course
- Help finding training and employment
- Provide ongoing support

## Awareness and Recruiting

- Social media campaigns
- Google ads/ search
- MailChimp

**NH Needs Caregivers** · Follow  
Nov 1 · 🇺🇸

Do you have scholarship recipients looking for a NH Seacoast class? New public classes are available in Dover, NH at Langdon Place. Info: [nhneedscaregivers.org/request-info](https://nhneedscaregivers.org/request-info)

- At Your Own Pace: Nov. 13th to Nov. 24th – Online
- Pre-Clinicals: Nov. 27th and 28th – at Langdon Place Dover
- Clinicals: Nov. 29th to Dec. 18th – at Langdon Place Dover

Class meets Monday, Tuesday, & Wednesday from 7:30 a.m. to 3:30 p.m. at Langdon Place Dover.

You Can Make a Difference!  
NH Needs Caregivers!

**NH Needs Caregivers**  
Sponsored · \$

NH Needs Caregivers! is a grant-funded effort to encourage and help individuals start a healthcare career as a nursing assistant.



**What is an LNA (Licensed N...**  
A rewarding healthcare career where the little things you do ...

[Learn more](#)

**NH Needs Caregivers**  
Sponsored · \$

NH Needs Caregivers! is a grant-funded effort to encourage and help individuals start a healthcare career as a nursing assistant.



**NH Needs You**  
You can provide critical services and ensure that we c...

[Learn more](#)

**NH Needs Caregivers**  
Sponsored · \$

NH Needs Caregivers! is a grant-funded effort to encourage and help individuals start a healthcare career as a nursing assistant.



**We Need YOU!**  
Start your healthcare career NOW as you complete your L...

[Learn more](#)

## Key Performance Indicators: 6/1/23 to 11/17/23

- 920 individuals have requested information
- 36% have completed the program agreement (step 2 of the process)
- 77 Scholarships awarded
- 87 have completed the LNA course
  - 24 currently in LNA course (111 total)
- 67 have obtained LNA license
- 38 have confirmed employment

## NH Needs Caregivers Program\*

	November (through 11/17)	October	September	August	July	June
# Individuals requesting information	77	159	164	180	189	151
% completing program agreement	43%	43%	35%	33%	34%	27%
# scholarships awarded	12	14	10	14	15	12
# completed LNA course	12	20	13	18	6	8
# licensed	9	13	10	9	10	6
# confirmed employment	4	9	4	6	4	11

25 participants receiving a scholarship as part of a pilot program in April/ May 2023 completed the LNA course and obtained licensure in May. These individuals are included in the data presented in the prior slide but are not reflected in the table above.

## Employment

- Skilled Nursing Facility
  - 11/38
- Long-term care facility
  - 24/38
- Other
  - Northeast Rehab
  - Clipboard Health
  - Brightstar Care

## Participant Comments

*"Thank you so much. I could honestly cry. This will give me the opportunity to actually succeed and support myself and my daughter."*

*"I accepted a full-time position. I started on Tuesday. I am so grateful to you and NH Needs Caregivers for the opportunity to go back to school and reinvent myself at age 50!"*

*"Thank you so much for giving me this opportunity. This is so wonderful and truly a blessing."*

## Healthcare Heroes in the Making Program

### Purpose

- Provide opportunities for high school students unable to participate in Career and Technical Education (CTE) programs
- Grow a pipeline of caregivers by recruiting and training up to 284 high school students to become licensed nursing assistants (LNAs)
- Collaborate with Extended Learning Opportunity (ELO) programs that support student career explorations and offer educational credits for those who participate
- Provide paid tuition, uniform, licensing fees for participants



## Healthcare Heroes in the Making Program

February 1, 2022- June 30, 2023

- 17 months
  - Included planning, startup
- 246 applications processed
- 135 completed LNA course
- 126 obtained LNA license

- Confirmed employment for 71 participants

Performance Indicator	2/1/22-6/30/23 Outcomes (Cumulative)
# of applications received and approved	246
# of students starting an LNA course	149
# of students successfully completing course	135
# of students completing LNA course, obtaining LNA license, and confirming employment location	71
# of students completing LNA course and obtaining LNA license (employment unknown)	55
# of students completing LNA course (did not obtain LNA license)	9
# of students starting but not completing LNA course	14

Performance Indicator	Goal	Actual	% of Goal
# of students recruited	284	246	87%
# of students completing LNA course	284	135	48%
# of students completing LNA course and obtaining licensure	284	126	44%
# of high schools in NH participating in recruiting students to attend LNA classes	66	42	64%

Facility Type	Number of Participants Employed
Adult Day Care	1
Assisted Living/ Residential Care Facility	7
Hospital	14
ICF/IID	1
Nursing Home	2
Skilled Nursing Facility (also includes nursing home)	21
Supported Residential Care Facility	25

## Challenges and Recommendations

### Program Duration

- One summer
- Marketing and awareness of program as it was ending
- Recommend program run at least 2 summers (Ideally for 3 years)

### Employment

- Challenges included 18 years of age requirements, 8 or 12-hour shift requirements
  - Shorter shift requirements and examples for employers to help them understand how participants can add value to their organizations

### Completion of Program, Licensing, and Employment

- 14 students started/ did not complete LNA course
- 9 students completed course but did not obtain LNA license
  - 8/9 did not complete fingerprinting process

### Complexity of Process

- Consider:
  - Make a 'how to' video to walk through the steps in the process
  - Electronic application process that integrates with the application process for training partner
  - Planning/ lead time before starting the program

### Community Health Worker

- Additional support to students who are high risk
- Address barriers that may impede them from completing the course, obtaining licensure and finding and sustaining employment

# Participant Comments

WWW.GRANTIDEAL.COM | FEBRUARY 24, 2023 | THE MESSENGER | PAGE 9

## Kearsarge High School celebrates first Licensed Nursing Assistant Graduates

On January 19th, eight students graduated from Keatsarge's Licensed Nursing Assistant Program and were awarded a certificate and pin for their tremendous hard work.

The LNA program requires students to complete 120 hours of course work which includes classroom instruction in theory training and pre-clinical skills, and clinical training at Woodlawn Care Center in Newport.

After course completion, students are eligible to take the state board exams for licensing nursing assistants. Seven students took the exam on January 20, passed both the written and practical components, and will receive their state licenses.

This year's Licensed Nursing Assistant program was made possible through grant funding from the Governor's Office and N.H. Needs Caregivers Healthcare Heroes in the Making.

Extended Learning Opportunities Coordinator Rebecca Heringway commended the efforts of the graduating



Keatsarge High's first Nursing Assistant graduates.

students.

"Students in the LNA program have not only opened doors for a successful career path, but have also committed themselves to making a difference in people's lives during a time of great need," said Heringway.

"I want to thank the Governor's Office as well as N.H. Needs Caregivers Healthcare Heroes in the Making for

our grant funding, which allowed us to

offer this program to our students this

year," said Superintendent Fowling.

"I am proud of our students for their

dedication and commitment to this

program. The LNA program offers

students a chance to gain hands-on

nursing experience and I am excited to

see where the next step in their careers

takes them."

*"The best part was getting to interact with the residents and having a good group of people to help me learn."*

*"The best part of the program was getting into clinical and working with real people, caring for them. We had a great instructor that made things flow very easily!"*

*"I would just recommend this program to anyone who wants to go into the field of nursing."*

*"I came into this program during my senior year in high school with the intention of feeling out the healthcare field and working environments because I had interest in it, but I wasn't sure that it was the right path for me. But after getting my clinical experience, I was able to learn a lot about myself and felt affirmed that healthcare was where I needed to be. I learned a lot of skills from this program that came in handy during the first few weeks in my nursing program (ex. taking vitals, donning/doffing PPE, bed baths, etc., and made great relationships with my classmates, some of whom I still talk with today! Overall, this program was one of the best experiences I've had, and I enjoyed almost every aspect of it."*

-Healthcare Heroes in the Making Program Participant, June 2023

# Network4Health's Focus on the Direct Care Workforce

NH Commission on Aging Meeting - Via Zoom

11/20/23

Geoff Vercauteren – Director of Workforce Development

NETWORK **4** HEALTH

## Network4Health Vision

***Network4Health represents 40 healthcare, behavioral health, and community based organizations across 18 cities and towns surrounding greater Manchester/Derry/Salem, NH. As a neutral convener and funder, our aim is to:***

- *Build the pipeline of workers into roles of critical need across our region*
- *Increase competence and confidence of the workforce through professional development so that our partners can provide the highest quality, compassionate, and culturally competent care*
- *Invest in training and education opportunities to promote career advancement*
- *Promote retention strategies as a key part of growing the healthcare, behavioral health, and human services workforce in our region*



## About Network4Health

- Originally part of NH's 1115 Medicaid waiver from 2015 – 2020
- CMC is fiscal agent
- Spending out remaining funding – projected to 12/2024

## Selected N4H Projects

- Network4Health Career Coach/Advisor
  - Funded for 2 years at Manchester CC
  - Provide outreach, coaching, advising and wrap around services to people who are going through the MA and LNA apprenticeships at Elliot and CMC
  - Improves persistence through programs
  - Career and education planning



## Selected N4H Projects

- ESOL courses at CMC and Elliot Hospital
  - Funded 2022 - 2024; IINE is education partner
  - Approximately 30 employees between the hospitals
  - A number of whom have the interest in entering the LNA apprenticeships at their respective hospital

## Selected N4H Projects

- Partial funding of PHI Coaching/Supervision training
  - Partnership with PHI, DHH Rural Health Careers Grant, Southern NH AHEC and North Country HC
  - Rolling out high quality, sector-specific, data-driven training curriculum to facilities to improve their staff's ability to provide good management for DCWs
  - First time PHI has ever taken a state-wide approach to this training

# Thank you!!



**Geoff Vercauteren**

Director of Workforce Development  
Network4Health / Catholic Medical Center  
Mobile: 603-851-9387  
[geoffrey.vercauteren@CMC-NH.org](mailto:geoffrey.vercauteren@CMC-NH.org)  
<https://idn4-network4health-nh.org/>



## System of Care for Healthy Aging- Key Deliverables

5

- Expand the Aging and Disability Resource Center capacity.
- Increase access for eligibility by adjusting resource disregards and the financial lookback
- Expand who can be considered a provider of personal care services.



## System of Care for Healthy Aging- Key Deliverables

- Develop a plan to fully establish and implement the system of care.
- Submit initial report to the Legislature on November 1, 2023.
  - Each year following, the contents of the report expands.
- On or before **July 1, 2024**: complete a CFI rate study.
- Submit a waiver request to the Center for Medicare & Medicaid Services on or before **September 30, 2024** to implement a presumptive eligibility process for Medicaid home and community-based waiver services.
- Improve functionality of the NH Easy system for those applying for services and those assisting them; create a public facing dashboard to track home and community-based waiver data; and create an on-line portal for the identification of available services on or before **June 30, 2025**.
- Expand the Aging and Disability Resource Center capacity.



# Timeline

4

## July – December 2023

- ✓ *HB 2 Rate Increases*
- ✓ *Financial Eligibility Changes*
- ✓ *Hire staff positions*
- ✓ *Implement 36 month lookback*
- ✓ *Amend ADRC contracts*
- ✓ *IT enhancements*
- ✓ *Expand who can be a provider of personal care*
- ✓ *Submit First Report*
- ✓ *RFP Development for Consultants*

## January – June 2024

- ✓ *Implement Resource Disregard*
- ✓ *Request for Applications for Aging and Disability Resource Center Services*
- ✓ *Contract for Consultants to support the plan*
- ✓ *IT enhancements – public facing dashboards, portal*
- ✓ *Work on Rate Study*
- ✓ *Begin work on plan for the system of care*

## July – December 2024

- ✓ *Continue work on the the plan*
- ✓ *Rate report due to Legislature*
- ✓ *Budget request*
- ✓ *Submit Presumptive Eligibility Waiver*

## January – June 2025

- ✓ *Continue the work on the plan*
- ✓ *Budget*
- ✓ *Adjust CFI rates, based on funding*



---

## Existing Initiatives Supporting the System of Care

5

**Rate Increases-** HB 2 provided a 3% across the board rate increase for CFI services and targeted rate increases by January 1, 2024.

**HCBS Reinvestment Funds-** has enabled the Department to initiate some of the IT enhancements

**NWD Governance and Access Grant** – *Improve family and caregiver access to LTSS*

**Money Follows the Person-** Increase capacity to home and community based services

