

2B SBCCC 500.4 Recommendation to the State Board of Community Colleges

Upon consideration of the attached report, and pursuant to 2B SBCCC 500.4, the State Board of Proprietary Schools recommends the Community College Board take no further action against Senior Care Training Center regarding an investigation conducted by the Office of Proprietary Schools.

Pursuant to rules adopted by the State Board of Community Colleges, a copy of this document as compiled was presented to the following individuals within five (5) business days of the Proprietary Board's recommendation.

1. Chief Administrator of Senior Care Training Center
2. Chair of the State Board of Proprietary Schools
3. NCCCS General Counsel
4. NCCCS Director of Communications

The SBCC shall consider the investigation report and recommendation at its next regularly scheduled meeting and vote to:

- (1) Suspend the proprietary school's license to operate one or more programs; or
- (2) Revoke the proprietary school's license to operate one or more programs; or
- (3) Take no further action.

The SBCC action shall become the final agency decision.



Scott Corl, Executive Director
Office of Proprietary Schools

OFFICE OF PROPRIETARY SCHOOLS
INVESTIGATIVE REPORT:
SENIOR CARE TRAINING CENTER

The Executive Director submits this Investigation Report to the State Board of Proprietary Schools, pursuant to 2B SBCCC 500.1 and Article III, Chapter 150B of the North Carolina General Statutes.

SUMMARY

Report Overview:

- 1. Copy of Notice of Allegations Page 3
- 2. The laws or rules Senior Care Training Center allegedly violated and a detailed description of how it allegedly violated each of the specified laws Page 9
- 3. Description of investigative process Page 17
- 4. Recommendation to allow Senior Care Training Center to retain its license to operate one or more programs with a supporting rational..... Page 18
- 5. Attachments Page 19

Investigation Overview:

- 1. Investigation: June 21, 2024 – August 16, 2024
- 2. Students interviewed – 13
- 3. Two unannounced school visits; one announced school visit; student records of multiple cohorts reviewed.
- 4. Lengthy instructor interview; two separate interviews with school administrator.
- 5. Consultation with two representatives of the North Carolina Department of Health and Human Services.

Recommendation Overview:

- 1. Alleged violations in Notice of Allegations: 2
- 2. Unsubstantiated violations: 0
- 3. Substantiated violations that do not rise to level of suspension or revocation: 2
- 4. Substantiated violations that rise to the level of suspension or revocation: 0
- 5. Recommendation to State Board of Proprietary Schools: Take No Further Action

PART 1: COPY OF NOTICE OF ALLEGATIONS
NOTICE OF ALLEGATIONS AND INVESTIGATION:
SENIOR CARE TRAINING CENTER

The Executive Director of the Office of Proprietary Schools submits this Notice of Allegations to the State Board of Proprietary Schools and the North Carolina Community College Board, pursuant to 2B SBCCC 500.1 and Article III, Chapter 150B of the North Carolina General Statutes.

Proprietary School: Senior Care Training Center
1311 Westbrook Plaza Drive #101
Winston-Salem, NC 27103


Administrator/Director: Britney Robertson

Pursuant to rules adopted by the State Board of Community Colleges, a copy of this document as compiled has been presented to the following:

1. Chair of the State Board of Proprietary Schools
2. NCCCS General Counsel
3. NCCCS Director of Communications

Pursuant to rules adopted by the State Board of Community Colleges, a copy of this document as compiled has been presented to the Chief Administrator of the proprietary school at issue within five (5) business days of documenting the noncompliance with the individuals above.

Submitted this 21st day of June 2024.

A handwritten signature in black ink, appearing to read 'Scott Corl', with a long horizontal flourish extending to the right.

Scott Corl, Executive Director
Office of Proprietary Schools

**NOTICE OF ALLEGATIONS AND INVESTIGATION:
SENIOR CARE TRAINING CENTER**

The Executive Director of the Office of Proprietary Schools submits this Notice of Allegations to the State Board of Proprietary Schools and the North Carolina Community College Board, pursuant to 2B SBCCC 500.1 and Article III, Chapter 150B of the North Carolina General Statutes.

2B SBCCC 500.2 Notice of Alleged Noncompliance

- (a) The SBPS Executive Director may investigate a proprietary school subject to Article 8 of Chapter 115D of the North Carolina General Statutes, upon receipt of a signed written complaint or other compelling evidence alleging the school failed to comply with the requirements of law or the rules adopted by the SBCC.
- (b) The Executive Director shall document all evidence of alleged noncompliance in a document to be titled, "Notice of Allegations".
- (c) The Executive Director shall send the "Notice of Allegations" to the chief administrator of the proprietary school at issue within five (5) business days of documenting the alleged noncompliance with a copy to the following: 1) the Chair of the SBPS; 2) the NCCCS General Counsel; and 3) the NCCCS Director of Communications. The Notice shall request the chief administrator or other agent of the proprietary school to submit a written response to the alleged noncompliance within ten (10) business days from the proprietary school's receipt of the "Notice of Allegations."

EVIDENCE OF ALLEGED NONCOMPLIANCE

- 1. Senior Care Training Center may be in violation of 2A SBCCC 400.11(a)(1-5) and North Carolina General Statute § 115D-93(c)(1) and § 115D-90(c)(7) by not maintaining current, complete, and accurate records showing student progress and attendance.**

2A SBCCC 400.11 Student Records

(a) A school licensed under G.S. 115D, Article 8, shall maintain current, complete, and accurate records to show the following:

(1) An application for admission that includes the student's educational and personal background, age, and other personal characteristics.

(2) Progress and attendance including date entered, dates attended, subjects studied, and class schedule; this record shall be in a form which permits accurate preparation of

transcripts of educational records for purpose of transfer and placement, providing reports to government services or agencies, or for such other purposes as the needs of the student might require. Such transcripts shall be in the form understandable by lay persons and educators alike. The grading system on such transcripts shall be explained on the transcript form. Subjects appearing on the transcripts shall be numbered or otherwise designated to indicate the subject matter covered.

(3) All student enrollment agreements shall include at a minimum, the program of study, program tuition and fees, date programs are to begin, time period covered by the tuition payment, and statement of or reference to the school's tuition refund policy.

(4) All student account ledgers shall include, at a minimum, monies owed and paid by each student, and refunds issued by the school.

(5) A copy of the student's high school transcript or certificate of high school equivalency; or a signed, notarized attestation of either graduation from a public or private high school that operates in compliance with State or local law, graduation from a state registered home high school, or receipt of a certificate of high school equivalency, if the student provides the school with written evidence of the student's inability to obtain a copy of the student's high school transcript or certificate of high school equivalency; or for persons at least 18 years old who did not graduate from a public, private, or state registered home high school or obtain a certificate of high school equivalency, demonstration of an ability to benefit as determined by any test instrument approved by the Department of Education.

§ 115D-93. Suspension, revocation or refusal of license; notice and hearing; judicial review; grounds.

(c) The State Board, acting by and through the State Board of Proprietary Schools, shall have the power to refuse to issue or renew any such license and to suspend or revoke any such license theretofore issued in case it finds one or more of the following:

(1) That the applicant for or holder of such a license has violated any of the provisions of this Article or any of the rules promulgated thereunder.

§ 115D-90. License required; application for license; school bulletins; requirements for issuance of license; license restricted to courses indicated; supplementary applications.

(c)(7) Adequate records as prescribed by the State Board of Community Colleges, acting by and through the State Board of Proprietary Schools, are kept to show attendance and progress or grades and satisfactory standards relating to attendance, progress and conduct are enforced.

Documentation of possible violation:

On June 6, 2024, the Executive Director and Auditor of the Office of Proprietary Schools made an unannounced joint visit to Senior Care Training Center (“Senior Care”) with representatives of the North Carolina Department of Health and Human Services. Records of Nurse Aide I cohorts from March – June (2024) were reviewed. Senior Care’s Director advised attendance records were maintained electronically, but the files were otherwise complete. A review of the records showed:

Student files from the May 6, 2024 Nurse Aide I Class:

- 5 files appeared to be missing an application for admission to the school.
- 4 files appeared to be missing proof of prior education level (copy of high school transcript, GED, or college transcript). One student file contained a high school transcript, but it was not signed by a school administrator.
- 3 student files appeared to be missing student payment information.
- Copies of final transcripts appeared to be missing from all files.
- Multiple files appeared to contain incomplete Appendix A Checklists required by DHHS.

Student files from the May 18, 2024 Nurse Aide I Class (ongoing):

- 5 files appeared to be missing an application for admission to the school.
- 3 files appeared to be missing proof of prior education level (copy of high school transcript, GED, or college transcript).
- 5 files appeared to be missing student payment information.
- 2 files appeared to be missing administrative signatures on enrollment agreements.

Senior Care was also previously put on notice about record keeping issues. On or about November 14, 2023, the Office of Proprietary Schools conducted an initial program audit of the school. The final audit report dated November 21, 2023, incorporated herein by reference, documented the following finding (Finding 1):

“The examiner found that the admissions process was not being followed by the school. When reviewing the students’ files, there were students who did not have copies of HS transcripts or GED in their files. Also, a few files contained partial college transcripts containing no graduation date on them.”

2. Senior Care Training Center may be in violation of North Carolina General Statute §115D-93(c)(8) by failing to provide and maintain adequate premises, equipment, materials or supplies and §115D-93(c)(9) by failing to provide and maintain adequate standards of instruction.

§ 115D-93. Suspension, revocation or refusal of license; notice and hearing; judicial review; grounds.

(c) The State Board, acting by and through the State Board of Proprietary Schools, shall have the power to refuse to issue or renew any such license and to suspend or revoke any such license theretofore issued in case it finds one or more of the following:

(8) That the licensee has failed to provide and maintain adequate premises, equipment, materials or supplies, or has exceeded the maximum enrollment for which the school or class was licensed.

(9) – That the licensee has failed to provide and maintain adequate standards of instruction or an adequate and qualified administrative, supervisory or teaching staff.

Documentation of possible violation:

On May 30, 2024, the Office of Proprietary Schools was presented with a student complaint against Senior Care Training Center (“Senior Care”). Among other things, the complaint alleged the instructor “never got out of her seat and was unable to teach any of the skills the students were teaching themselves” and “never once did the instructor get up and show a skill according to Appendix A.”

On June 6, 2024, the Executive Director and Auditor of the Office of Proprietary Schools made an unannounced joint visit to Senior Care with representatives of the North Carolina Department of Health and Human Services. Upon review of student files of Nurse Aide I programs from March – June 2024, DHHS representatives identified various compliance issues. On June 17th, DHHS issued a notice of findings to Senior Care and required it to submit a plan of correction on or before July 12, 2024. DHHS’ findings, incorporated by reference and attached to this Notice, are presented below:

- During the site visit on June 6, 2024, DHHS could not determine the number of clock hours completed by each student for Training Program #70997. Additionally, the program was not able to provide documentation that students made up missed time of instruction.

- During the site visit June 6, 2024, NAT Program #70997 was not able to provide documentation that students were supervised by a DHSR-approved Registered Nurse during classroom and laboratory instruction. Appendix A of the state-approved Nurse Aide I curriculum must be present and complete in all student files.
- During the site visit on June 6, 2024, multiple items listed below were missing from student file documentation:
 - Appendix A of the state-approved Nurse Aide I curriculum
 - Attendance records
 - Documented absences and make-up work
 - Tests and answer sheets with version of the testAdditionally, DHSR determined that the program could not provide documentation that students made up missed dates of instruction. Also, DHSR was unable to determine if the students completed all requirements of the course due to missing documentation in the student files. Appendix A from all student files displayed missing dates and instructor initials. It was also determined that the program was not utilizing skill checklists that applied to all skills in Appendix A.
- DHSR determined there were items listed on the New Training Program-Basic Equipment and Supply List that were not present, not in working order, or presented a safety hazard for students when using (See attached findings).

Request to Provide Written Response:

Pursuant to 2B SBCCC 500.2(c), it is requested that the chief administrator or other agent of Senior Care Training Center submit a written response within ten (10) business days of receiving this Notice. The response must be signed and directed to the Executive Director of the Office of Proprietary Schools on behalf of the State Board of Proprietary Schools:

Scott Corl, Office of Proprietary Schools
North Carolina Community College System
5001 Mail Service Center
Raleigh, NC 27699-5001

PART 2: THE LAWS OR RULES SENIOR CARE TRAINING CENTER ALLEGEDLY VIOLATED AND A DETAILED DESCRIPTION OF HOW IT ALLEGEDLY VIOLATED EACH OF THE SPECIFIED LAWS

I. UNSUBSTANTIATED VIOLATIONS:

Evidence collected during the investigation failed to substantiate the following alleged violations as presented in the foregoing Notice of Allegations and Investigation: None.

II. SUBSTANTIATED VIOLATIONS THAT **DO NOT** RISE TO THE LEVEL OF RECOMMENDING PROPRIETARY LICENSE SUSPENSION OR REVOCATION:

Two alleged violations presented in the foregoing Notice of Allegations and Investigation were substantiated by evidence collected during the investigation. However, due to the nature of the violations and immediate corrective actions taken, they do not rise to the level of recommending suspension or revocation of the school's proprietary license to operate one or more programs.

Allegation #1: Senior Care Training Center may be in violation of 2A SBCCC 400.11(a)(1-5) and North Carolina General Statute § 115D-93(c)(1) and § 115D-90(c)(7) by not maintaining current, complete, and accurate records showing student progress and attendance.

2A SBCCC 400.11 Student Records

(a) A school licensed under G.S. 115D, Article 8, shall maintain current, complete, and accurate records to show the following:

(1) An application for admission that includes the student's educational and personal background, age, and other personal characteristics.

(2) Progress and attendance including date entered, dates attended, subjects studied, and class schedule; this record shall be in a form which permits accurate preparation of transcripts of educational records for purpose of transfer and placement, providing reports to government services or agencies, or for such other purposes as the needs of the student might require. Such transcripts shall be in the form understandable by lay persons and educators alike. The grading system on such transcripts shall be explained on the transcript form. Subjects appearing on the transcripts shall be numbered or otherwise designated to indicate the subject matter covered.

(3) All student enrollment agreements shall include at a minimum, the program of study, program tuition and fees, date programs are to begin, time period covered by the tuition payment, and statement of or reference to the school's tuition refund policy.

(4) All student account ledgers shall include, at a minimum, monies owed and paid by each student, and refunds issued by the school.

(5) A copy of the student's high school transcript or certificate of high school equivalency; or a signed, notarized attestation of either graduation from a public or private high school that operates in compliance with State or local law, graduation from a state registered home high school, or receipt of a certificate of high school equivalency, if the student provides the school with written evidence of the student's inability to obtain a copy of the student's high school transcript or certificate of high school equivalency; or for persons at least 18 years old who did not graduate from a public, private, or state registered home high school or obtain a certificate of high school equivalency, demonstration of an ability to benefit as determined by any test instrument approved by the Department of Education.

§ 115D-93. Suspension, revocation or refusal of license; notice and hearing; judicial review; grounds.

(c) The State Board, acting by and through the State Board of Proprietary Schools, shall have the power to refuse to issue or renew any such license and to suspend or revoke any such license theretofore issued in case it finds one or more of the following:

(1) That the applicant for or holder of such a license has violated any of the provisions of this Article or any of the rules promulgated thereunder.

§ 115D-90. License required; application for license; school bulletins; requirements for issuance of license; license restricted to courses indicated; supplementary applications.

(c)(7) Adequate records as prescribed by the State Board of Community Colleges, acting by and through the State Board of Proprietary Schools, are kept to show attendance and progress or grades and satisfactory standards relating to attendance, progress and conduct are enforced.

Investigation

On June 6, 2024, the Office of Proprietary Schools (“OPS”) made an unannounced joint visit to Senior Care Training Center (“Senior Care”) with representatives of the North Carolina Department of Health and Human Services (“DHHS”). Records of Nurse Aide I cohorts from March – June, 2024 were reviewed. Senior Care’s Director advised attendance records were maintained electronically, but the files were otherwise complete. A review of the records showed:

Student files from the May 6, 2024 Nurse Aide I Cohort:

- 5 files appeared to be missing an application for admission to the school.
- 4 files appeared to be missing proof of prior education level (copy of high school transcript, GED, or college transcript). One student file contained a high school transcript, but it was not signed by a school administrator.
- 3 student files appeared to be missing student payment information.
- Copies of final transcripts appeared to be missing from all files.
- Multiple files appeared to contain incomplete Appendix A Checklists required by DHHS.

Student files from the May 18, 2024 Nurse Aide I Cohort:

- 5 files appeared to be missing an application for admission to the school.
- 3 files appeared to be missing proof of prior education level (copy of high school transcript, GED, or college transcript).
- 5 files appeared to be missing student payment information.
- 2 files appeared to be missing administrative signatures on enrollment agreements.

Senior Care was previously put on notice about record keeping issues. On or about November 14, 2023, OPS conducted an initial audit of the school. The final audit report dated November 21, 2023, incorporated herein by reference, documented the following finding (Finding 1): *“The examiner found that the admissions process was not being followed by the school. When reviewing the students’ files, there were students who did not have copies of HS transcripts or GED in their files. Also, a few files contained partial college transcripts containing no graduation date on them.”*

Senior Care issued a timely written response to the Notice of Allegations on July 8, 2024 [Attachment 1]. The response presented a plan of correction to the identified deficiencies:

The Executive Assistant will also ensure that all student files consist of:

- *Signed copy of enrollment application*
- *Signed copy of enrollment agreement*
- *Official proof of prior education completion*
- *Student payment information*
- *Student grades*
- *Certificate of completion (upon completion)*
- *Final SCTC Transcript (upon completion)*

The Program Coordinator will audit each students' record prior to the start of each class to confirm student records are complete.

On August 6th, OPS conducted a second unannounced visit to the school. Records of three Nurse Aide I cohorts initiated since the June 6th visit were reviewed:

- July 22 – September 16, 2024 Cohort – All records contained an application for enrollment, signed enrollment agreement, and proof of prior education. Financial ledgers and attendance records were current and maintained electronically.
- July 27 – September 22, 2024 Cohort - All records contained an application for enrollment, signed enrollment agreement, and proof of prior education. Financial ledgers and attendance records were current and maintained electronically.
- August 5 – August 29, 2024 Cohort - All records contained an application for enrollment, signed enrollment agreement, and proof of prior education. Financial ledgers and attendance records were current and maintained electronically.

On October 11th, OPS conducted an announced visit to Senior Care to review student records:

- September 23 – November 18, 2024 Cohort - All records contained an application for enrollment, signed enrollment agreement, and proof of prior education. Financial ledgers and attendance records were current and maintained electronically.
- October 7 – October 31, 2024 Cohort - All records contained an application for enrollment, signed enrollment agreement, and proof of prior education. Financial ledgers and attendance records were current and maintained electronically.
- Completed Cohorts:
 - July 27 – September 22, 2024 Cohort - All records contained an application for enrollment, signed enrollment agreement, proof of prior education, copies of financial ledgers, documentation of attendance,

- completed copies of required DHHS Appendix A forms, and signed copies of academic transcripts and certificates of completion.
- August 5 – August 29, 2024 Cohort - All records contained an application for enrollment, signed enrollment agreement, proof of prior education, copies of financial ledgers, documentation of attendance, completed copies of required DHHS Appendix A forms, and signed copies of academic transcripts and certificates of completion.

Finding

Evidence collected during the investigation supports a finding that Senior Care Training Center violated 2A SBCCC 400.11(a)(1-5) and North Carolina General Statute § 115D-93(c)(1) and § 115D-90(c)(7) by not maintaining current, complete, and accurate records showing student progress and attendance. However, we find it does not rise to the level of license suspension or revocation because the school's Director took immediate and appropriate steps to correct the deficiency. OPS will also conduct a follow up audit in Spring 2025 to ensure ongoing compliance.

Allegation #2: Senior Care Training Center may be in violation of North Carolina General Statute §115D-93(c)(8) by failing to provide and maintain adequate premises, equipment, materials or supplies and §115D-93(c)(9) by failing to provide and maintain adequate standards of instruction.

§ 115D-93. Suspension, revocation or refusal of license; notice and hearing; judicial review; grounds.

(c) The State Board, acting by and through the State Board of Proprietary Schools, shall have the power to refuse to issue or renew any such license and to suspend or revoke any such license theretofore issued in case it finds one or more of the following:

(8) That the licensee has failed to provide and maintain adequate premises, equipment, materials or supplies, or has exceeded the maximum enrollment for which the school or class was licensed.

(9) That the licensee has failed to provide and maintain adequate standards of instruction or an adequate and qualified administrative, supervisory or teaching staff.

Investigation

On May 30, 2024, the Office of Proprietary Schools ("OPS") was presented with a student complaint against Senior Care Training Center ("Senior Care"). Among other

things, the complaint alleged the student's Nurse Aide I instructor "never got out of her seat and was unable to teach any of the skills the students were teaching themselves" and "never once did the instructor get up and show a skill according to Appendix A."

On June 6, 2024, OPS made an unannounced joint visit to Senior Care with representatives of the North Carolina Department of Health and Human Services ("DHHS"). Upon review of student files of Nurse Aide I programs from March – June 2024, DHHS identified various compliance issues. On June 17th, DHHS issued a notice of findings to Senior Care and required it to submit a plan of correction on or before July 12, 2024. DHHS' findings are presented below [Attachment 2]:

- During the site visit on June 6, 2024, DHSR could not determine the number of clock hours completed by each student for Training Program #XXX7. Additionally, the program was not able to provide documentation that students made up missed time of instruction.
- During the site visit June 6, 2024, NAT Program #XXX7 was not able to provide documentation that students were supervised by a DHSR-approved Registered Nurse during classroom and laboratory instruction. Appendix A of the state-approved Nurse Aide I curriculum must be present and complete in all student files.
- During the site visit on June 6, 2024, multiple items listed below were missing from student file documentation:
 - Appendix A of the state-approved Nurse Aide I curriculum
 - Attendance records
 - Documented absences and make-up work
 - Tests and answer sheets with version of the test
 Additionally, DHSR determined that the program could not provide documentation that students made up missed dates of instruction. Also, DHSR was unable to determine if the students completed all requirements of the course due to missing documentation in the student files. Appendix A from all student files displayed missing dates and instructor initials. It was also determined that the program was not utilizing skill checklists that applied to all skills in Appendix A.
- DHSR determined there were items listed on the New Training Program-Basic Equipment and Supply List that were not present, not in working order, or presented a safety hazard for students when using (See attached findings).

Senior Care issued a timely written response to the Notice of Allegations on July 8, 2024 [Attachment 1]. The response presented a plan of correction to the identified deficiencies:

The Program Coordinator will conduct student file audits prior to course completion to ensure that each student record consists of:

- *Appendix A of the state-approved Nurse Aide I curriculum with appropriate instructor initials and dates.*
- *A skill competency checklist for each skill listed on Appendix A*
- *Attendance records*
- *Documented absences and make-up work*
- *Tests and answer sheets with version of the test*

All Nurse Aide 1 Registered Nurse Instructors have been educated on the correct / required documentation for classroom attendance, Appendix A (skill demonstration, skill competence, and clinical performance).

The Program Coordinator will ensure the documentation on Appendix A, Attendance, and Grade forms accurately represent RN demonstration of skill, student skill competency, and time each student completed training or make-up assignments.

Appendix A Checklist documentation concerns were addressed with all RN Instructor. Appendix A checklists will be reviewed for completeness and accuracy by the Program Coordinator prior to each class graduation.

The Program Coordinator will conduct a basic equipment and supply audit prior to the start of each NA 1 training to ensure the minimum number of supplies and equipment are available and are in good working condition.

DHHS approved Senior Care's corrective action plan and reapproved the school's Nurse Aide I program on August 26, 2024 [Attachment 3]. As part of the corrective action plan, Senior Care must submit a calendar of each cohort on the last day of each month from August 2024 through December 2024 to include:

- The beginning date and ending date.
- The start time and end time for class, laboratory, and clinical hours.
- The clinical site location with the start time and end time for clinical hours.
- Attendance rosters for all classes in session. Attendance should include hours present/missed.
- Appendix A - DHSR will notify the training program of which items to submit based on the attendance rosters for each month.
- Blank audit form used to monitor student records when changes are made to the audit form.
- Monthly audits of student records using the audit form.

During the investigation, OPS interviewed students in multiple 2024 cohorts:

- January – February Cohort: OPS contacted nine students and interviewed one, who presented positive comments about the instruction and would recommend the school to others.

- March – April Cohort: OPS contacted eight students and interviewed five. One student presented positive comments about the instruction and school, while the remaining four students were negative-- all four stated their instructor's mobility issues impacted the lab and clinical instruction.
- March – May Cohort: OPS contacted six students and interviewed one, who presented positive comments about the instruction and would recommend the school to others.
- May 6 – May 30 Cohort: OPS contacted seven students and interviewed six. Four students presented positive comments about the instruction and school, and two were negative: one student stated their instructor's mobility issues impacted the lab and clinical instruction, while another stated her belief the instructor demonstrated skills to the best of her ability.

DHHS' June 17th findings make clear that certain required documentation and equipment or supplies for the Nurse Aide I program were missing or not in proper working condition when it visited Senior Care on June 6th. Senior Care addressed these deficiencies in its corrective action plan approved by DHHS. OPS monitored Senior Care's progress on its improvement plan with DHHS throughout its investigation and to the knowledge and understanding of OPS, Senior Care has remained in good standing since the school's Nurse Aide I reapproval at the end of August. OPS will continue to monitor Senior Care's compliance with DHHS.

Regarding quality of instruction, we did not find evidence that Senior Care's instructors lacked the required knowledge, training, and qualifications to teach the Nurse Aide I program— several students reported passing their state Nurse Aide I exam. We also did not find evidence to support the allegation that the instructor at issue never got out of her seat, or otherwise failed to demonstrate any required Nurse Aide skills. However, we did find evidence that this instructor has identifiable mobility issues that multiple students believed impacted the instruction they received in lab and clinical settings. OPS had lengthy conversations with Senior Care's Director regarding the student feedback our office received, and she has taken a proactive approach to support the instructor with additional assistance in lab and clinical settings. Senior Care's Director is also working closely with the Nurse Aide I program coordinator and DHHS to better capture student feedback and enhance oversight of the school's program.

Finding

Evidence collected during the investigation supports a finding that Senior Care Training Center violated North Carolina General Statute §115D-93(c)(8) by failing to provide and maintain adequate premises, equipment, materials or supplies. Though we did not find a specific violation of §115D-93(c)(9), several students reported that identifiable mobility issues with one instructor impacted the instruction they received in lab and clinical settings. Ultimately, we find the violations do not rise to the level of license suspension or revocation because the school's Director took immediate action to correct the deficiencies and because the school will continue to be closely monitored by DHHS and OPS.

PART 3: DESCRIPTION OF INVESTIGATIVE PROCESS

I. INITIATION OF INVESTIGATION:

On May 30, 2024, the Office of Proprietary Schools was presented with a student complaint against Senior Care Training Center. Among other things, the complaint alleged the student's Nurse Aide I instructor "never got out of her seat and was unable to teach any of the skills the students were teaching themselves" and "never once did the instructor get up and show a skill according to Appendix A."

On June 6, 2024, the Office of Proprietary School made an unannounced visit to the school in conjunction with North Carolina Department of Health and Human Services representatives. Nurse Aide I student files were reviewed. Senior Care's Director and the instructor at issue were interviewed at length regarding the allegations then known.

II. INVESTIGATION:

The Office of Proprietary Schools presented Senior Care Training Center with a formal Notice of Allegations and Investigation on June 21, 2024. The school provided a timely written response on July 8th. A total of 17 individuals were interviewed: 1) 13 former Senior Care students; 2) two representatives with the North Carolina Department of Health and Human Services; 3) a Senior Care Nurse Aide I instructor, and 4) a lengthy in-person interview and subsequent telephonic interview with the school administrator.

OPS also reviewed student records from multiple cohorts spanning several months in 2024 during follow up visits to the school.

PART 4: RECOMMENDATION TO ALLOW SENIOR CARE TRAINING CENTER TO RETAIN ITS LICENSE TO OPERATE ONE OR MORE PROGRAMS WITH A SUPPORTING RATIONALE FOR WHY REVOCATION OR SUSPENSION IS NOT WARRANTED.

The Winston-Salem campus of Senior Care Training Academy (“Senior Care”) was initially licensed in August 2022. It was initially audited in November 2023. The school, approved to offer a single Nurse Aide I program, is owned and operated by Britney Robertson. She was cooperative throughout the OPS investigation. In making our findings and recommendation to allow the school to retain its proprietary license, we draw attention to the following:

Nature and severity of violations: While our investigation found Senior Care out of compliance, particularly with record keeping for the Nurse Aide I program and the institution itself, we believe the issues are correctable if properly and permanently addressed.

Corrective Actions Taken: Senior Care’s Director pledged to take immediate corrective action to address the allegations. Review of the school’s vastly improved record keeping between our unannounced visit on June 6th and our follow up visits on August 6th (unannounced) and October 11th (announced) demonstrated such a commitment. The school addressed deficiencies with Nurse Aide I equipment and documentation through an ongoing corrective action plan with DHHS and responded to concerns regarding the mobility issue of one of its instructors by providing her with additional assistance in lab and clinical settings.

Compliance with Improvement Plan and Continued Oversight by DHHS: DHHS approved Senior Care’s corrective action plan at the end of August. It has continued to oversee the school’s Nurse Aide I program since that time. To the knowledge and understanding of OPS, the school is compliant with its improvement plan and remains in good standing with DHHS. DHHS will also continue to closely monitor the school’s Nurse Aide I program through at least the remainder of this calendar year.

CONCLUSION AND RECOMMENDATION

Because the school took immediate corrective actions to address the noncompliance issues presented herein, because it is compliant with an improvement plan mandated by DHHS, and because DHHS will have continued oversight of the school's Nurse Aide I program, OPS recommends the State Board of Proprietary Schools take no further action and allow Senior Care to retain its license to operate its Nurse Aide I program.

Respectfully submitted this 1st day of November 2024.



Scott Corl, Executive Director
Office of Proprietary Schools

ATTACHMENTS:

1. Written response from Senior Care Training Center to the Notice of Allegations, received via email July 8, 2024 (Redacted).
2. June 17, 2024 DHHS Letter of Findings to Senior Care Training Center (Redacted).
3. August 27, 2024 DHHS Letter of Reapproval to Senior Care Training Center (Redacted).



DEFICIENCY AREA	CORRECTIVE ACTION	DATE COMPLETE
<p>Per 2A SBCCC 400.11 (a)(1-5) and North Carolina General Statute § 115D-93(c)(1) and § 115D-90(c)(7); maintain current, complete, and accurate records showing student progress and attendance.</p>	<p>The Executive Assistant will print the time and attendance record for each student which indicates the days of training, and total training hours completed. The printed time sheet will be filed in each student’s record.</p> <p>The Executive Assistant will also ensure that all student files consist of:</p> <ul style="list-style-type: none"> • Signed copy of enrollment application • Signed copy of enrollment agreement • Official proof of prior education completion • Student payment information • Student grades • Certificate of completion (upon completion) • Final SCTC Transcript (upon completion) <p>The Program Coordinator will audit each students’ record prior to the start of each class to confirm student records are complete.</p> <p>The Program Coordinator will conduct student file audits prior to course completion to ensure that each student record consists of:</p> <ul style="list-style-type: none"> • Appendix A of the state-approved Nurse Aide I curriculum with appropriate instructor initials and dates. • A skill competency checklist for each skill listed on Appendix A • Attendance records • Documented absences and make-up work • Tests and answer sheets with version of the test <p>All Nurse Aide 1 Registered Nurse Instructors have been educated on the correct / required documentation for classroom attendance, Appendix A (skill demonstration, skill competence, and clinical performance),</p>	<p>7/8/2024</p>



Senior Care Training Center

PLAN OF CORRECTION

SITE VISIT | JUNE 6TH, 2024

<p>5 files appeared to be missing an application for admission to the school.</p> <p>4 files appeared to be missing proof of prior education level (copy of high school transcript, GED, or college transcript). One student file contained a high school transcript, but it was not signed by a school administrator.</p> <p>3 student files appeared to be missing student payment information.</p> <p>Copies of final transcripts appeared to be missing from all files.</p> <p>Multiple files appeared to contain incomplete Appendix A Checklists required by DHHS.</p>	<p>The Program Coordinator will ensure the documentation on Appendix A, Attendance, and Grade forms accurately represent RN demonstration of skill, student skill competency, and time each student completed training or make-up assignments.</p> <p>Please see attached applications housed in electronic documentation system. Student applications missing was an oversight as the school was updating the application, training new team members, and transitioning from paper applications to electronic.</p> <p>Moving forward, transcripts will be thoroughly reviewed prior to class start to ensure a school signature and graduation date was captured. As a back-up, SCTC will access parchment to access available student transcripts from the database before class start date.</p> <p>Please see attached payment records maintained for all enrolled, or previously enrolled students audited on June 6th, 2024. Records were stored electronically.</p> <p>Please see attached final transcripts from SCTC maintained for all enrolled, or previously enrolled students audited on June 6th, 2024. Records were stored electronically.</p> <p>Appendix A Checklist documentation concerns were addressed with all RN Instructor. Appendix A checklists will be reviewed for completeness and accuracy by the Program Coordinator prior to each class graduation.</p>	
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Senior Care Training Center
 PLAN OF CORRECTION
 SITE VISIT | JUNE 6TH, 2024

<p>Per North Carolina General Statute §115D-93(c)(8); provide and maintain adequate premises, equipment, materials or supplies and §115D-93(c)(9); provide and maintain adequate standards of instruction.</p>	<p>SCTC showed video recordings of all required program supplies and equipment following the site visit on June 6th, 2024. We assume audit through video made capturing each item difficult. Supplies for training in sufficient number for 10 students per class for have maintained ongoing.</p> <p>Ongoing, the Program Coordinator will conduct a basic equipment and supply audit prior to the start of each NA 1 training to ensure the minimum number of supplies and equipment are available and are in good working condition.</p> <p>Program Coordinator will notify the President when supplies need to be reordered or replaced.</p> <p>The President will reorder/ replace supplies and equipment as needed to maintain the minimum supplies/ equipment required for NA 1 training approved ratio.</p>	<p>07/08/2024</p>
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The President of Senior Care Training Center will oversee the implementation of the above Plan of Correction.

 Program Coordinator (Print)


DocuSigned by:


 Program Coordinator (Sign)

7/8/2024

 Date

 President (Print)


DocuSigned by:


 President (Sign)

7/8/2024

 Date

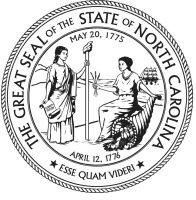
 Executive Assistant (Print)

DocuSigned by:


 Executive Assistant (Sign)

7/8/2024

 Date



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

MARK PAYNE • Director, Division of Health Service Regulation

June 17, 2024

Ms. Britney Robertson, President
Ms. Katetia Bennett, Program Coordinator
Senior Care Training Center
1311 Westbrook Plaza Drive
Winston-Salem, NC 27103

Dear Ms. Robertson and Ms. Bennett:

On June 6, 2024, the North Carolina Department of Health and Human Services (DHHS), Division of Health Service Regulation (DHSR), completed a site visit with representatives from the North Carolina Community College System, Office of Proprietary Schools regarding Nurse Aide Training (NAT) Program # [REDACTED].

During the site visit, we reviewed student records spanning from March 11, 2024, through June 6, 2024, for completed classes and classes currently in session. The following compliance concerns were identified between March 11, 2024, and June 6, 2024.

- 1. Per Federal Regulation 42 CFR 483.152(a)(1), a nurse aide training and competency evaluation program must consist of a minimum of 75 clock hours of training to be approved by the State. The State has the discretion to require additional hours of training.**

During the site visit on June 6, 2024, DHSR could not determine the number of clock hours completed by each student for Training Program # [REDACTED]. Additionally, the program was not able to provide documentation that students made up missed time of instruction.

Per the initial approval for NAT Program # [REDACTED] and program modification approval on June 19, 2023, your program is approved by DHSR to offer 124 clock hours of training. The updated structure of the 124 clock hours (classroom 40 hours, laboratory 56 hours, and clinical 28 hours) was approved June 19, 2023, by DHSR based on the *Existing Program- Course Schedule and Supplemental Teaching Modification Form*.

Important Notice:

Refer to the guidelines in this letter when providing your response to this item.

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF HEALTH SERVICE REGULATION

LOCAL OFFICE: 815 Palmer Drive, Dobson Building, Raleigh, NC 27603
MAILING ADDRESS: 2709 Main Service Center, Raleigh, NC 27699-2709
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- 2. Per Federal Regulation 42 CFR 483.152, a Nurse Aide I Training program will provide supervised practical training to ensure students demonstrate the knowledge and skills required to perform nurse aide tasks and provide care under the direct supervision of a DHSR-approved Registered Nurse.**

During the site visit June 6, 2024, NAT Program # [REDACTED] was not able to provide documentation that students were supervised by a DHSR-approved Registered Nurse during classroom and laboratory instruction. Appendix A of the state-approved Nurse Aide I curriculum must be present and complete in all student files.

Important Notice:

Refer to the guidelines in this letter when providing your response to this item.

- 3. Per Federal Regulation 42 CFR 483.156, individuals cannot be listed on the North Carolina Nurse Aide I Registry without successfully completing a state-approved nurse aide training and competency evaluation program that meets requirements of 42 CFR 483.152.**

NAT Program # [REDACTED] received state approval from DHSR to provide Nurse Aide I training on August 30, 2022. During the site visit on June 6, 2024, multiple items listed below were missing from student file documentation:

- Appendix A of the state-approved Nurse Aide I curriculum
- Attendance records
- Documented absences and make-up work
- Tests and answer sheets with version of the test

Additionally, DHSR determined that the program could not provide documentation that students made up missed dates of instruction. Also, DHSR was unable to determine if the students completed all requirements of the course due to missing documentation in the student files. Appendix A from all student files displayed missing dates and instructor initials. It was also determined that the program was not utilizing skill checklists that applied to all skills in Appendix A.

Important Notice:

Refer to the guidelines in this letter when providing your response to this item.

- 4. Per Federal Regulation 42 CFR 483.152, each nurse aide training program curriculum must include at least 16 hours of supervised practical training. In accordance with the curriculum, each nurse aide training program laboratory will contain the items listed in the Basic Equipment and Supply List form.**

DHSR determined there were items listed on the New Training Program- Basic Equipment and Supply List that were not present, not in working order, or presented a safety hazard for students when using.

- | | |
|------------------------------------|--------------------------------|
| • Bath towels | • Bath blanket |
| • Shaving cream to use with razors | • End tuft toothbrush |
| • Washcloth | • Medication cups |
| • Pillowcases | • Eating utensils for practice |

Corrective Action Plan

- Food thickening agent
- Clothing protector
- Syringe for catheter
- Water soluble lubricant
- Assistive eating devices
- Eyeglasses
- Hearing aid
- Walker
- Adult male/female body part for each mannequin
- Blood pressure cuffs
 - Standard 5 in total
 - X-large or adult 5 in total
- Thermometer sheaths
- Sitz bath
- Medical stool
- Various sizes of tape for dressings
- Colored straws for classroom activity
- Cord/rope not cut to length for classroom activity

Important Notice:

Refer to the guidelines in this letter when providing your response to this item.

At this time, DHSR is requiring the following actions of Senior Care Training Center to maintain program approval in compliance with 42 CFR 483.151(a)(1), 42 CFR 483.152, 42 CFR 151, and 42 CFR 483.156. If any of these items are not completed, then your training program approval will be withdrawn effective immediately pursuant to 42 CFR 483.151(f)(2).

1. Submit a corrective action plan.
 - a. Identify each specific deficiency and the action(s) the training program will take to correct the deficiency in detail.
 - b. Identify how the action(s) to correct the deficiency will be implemented in the training program. Include timelines associated with the implementation plan and the title of the person responsible for implementing the action(s).
 - c. Identify how the training program will monitor the success of the action(s) implemented to address the deficiency.
 - d. Identify the title of the person responsible for implementing the acceptable plan of correction.
 - e. The plan is due to DHSR no later than **Friday, July 12, 2024**. Please email the plan to stacey.culler@dhhs.nc.gov.

All items in the corrective action plan must be completed and implemented within 45 days of DHSR approval.

Your training program is prohibited from accepting new students until DHSR approves the corrective action plan.

Per Federal Regulation 42 CFR 483.151, DHSR is permitted to conduct unannounced site visits of nurse aide training and competency evaluation programs. DHSR will continue to conduct site visits of your training program to determine compliance. If DHSR determines that your training program is not in compliance with federal and state regulations or is not complying with program documentation approved by DHSR, then approval of your training program will be withdrawn effective immediately. Also, as mandated by federal regulations, if you refuse to permit unannounced site visits by DHSR, then your training program approval must be withdrawn effective immediately.

Corrective Action Plan

If you have any questions regarding this document, please contact me at stacey.culler@dhhs.nc.gov.

cc: Jana Busick, Division of Health Service Regulation
Jammie Johnson, Division of Health Service Regulation
Derek Hunter, North Carolina Department of Justice
Scott Corl, North Carolina Community College System
Stacey Thompson, North Carolina Board of Nursing



NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

ROY COOPER • Governor
KODY H. KINSLEY • Secretary
MARK PAYNE • Director, Division of Health Service Regulation

August 27, 2024

Ms. Britney Robertson, Executive Director
Dr. Katetia Bennett, Nurse Aide I Training Program Coordinator
Senior Care Training Center
1311 Westbrook Plaza Drive #101
Winston-Salem, North Carolina 27103

Dear Ms. Robertson and Dr. Bennett:

Please accept this letter as confirmation of reapproval to offer a Nurse Aide I Training Program at your facility, Senior Care Training Center located at 1311 Westbrook Plaza Drive #101, Winston-Salem. You are also approved to modify the current program hours to a total of 128 hours based on the updated Existing Training Program - Course Schedule and Supplemental Teaching Methodology Form received and discussed during the reapproval site visit. Your program is approved for 40 class hours, 56 lab hours, and 32 clinical hours. This approval is granted with the understanding that the program will use the curriculum, testing tools, policies and procedures approved by our agency. Failure to follow this program will result in withdrawal of approval. Your Nurse Aide Training Program Number is NAT # [REDACTED]. Please use this number on all applications for registry listing and on all correspondence with our office.

Classroom 1 is located at 1311 Westbrook Plaza Drive #101, Winston-Salem, and is approved for use as a classroom and will comfortably accommodate your maximum approved number of ten (10) students per class. Lab 2A and Lab 2B at the same location are both approved for use as the laboratories each with one (1) fully functioning lab bed, full privacy curtains, hot/cold running water and all items listed on the current DHSR Basic Equipment and Supply List.

The current list of approved faculty is attached. Submit a Faculty Removal Form for any faculty that no longer actively functions in a training program capacity. The form can be found at https://info.ncdhhs.gov/dhsr/hcpr/nat.html. Your approved clinical sites are listed below:

Table with 2 columns: Program Id., Program Type (NAT), Clinical Sites, Facility Name. The table content is mostly redacted with black boxes.

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Senior Care Training Center
Program # [REDACTED]

We do not approve nor deny **assisted living facilities or hospitals** as clinical sites. The training program coordinator is responsible for assuring DHSR that clinical sites have all the nurse aide skills available and in sufficient quantity to meet the clinical check-off skills as required by State guidelines.

Nurse aide trainees are considered to be in a training program until they have successfully completed a state-approved competency evaluation program. During this time, they are prohibited from performing any tasks for which they have not been found proficient by their instructor. Additionally, when performing services for patients or residents, trainees are required to be under the general supervision of the registered nurse who is providing necessary guidance for the program and maintaining ultimate responsibility for the course.

From time to time, we may conduct additional on-site reviews of nurse aide training programs. These evaluations are performed to assist you and to ensure the state maintains compliance with federal regulations governing training programs. Some of the reviews may be announced, while others may be unannounced.

Should you wish to make changes to your program, including faculty, curricula, evaluation tools or clinical sites, please contact our office for guidance. If you have questions pertaining to program issues, please contact me at [REDACTED] or stacey.culler@dhhs.nc.gov Monday through Friday during regular business hours.

Respectfully,

[REDACTED]

[REDACTED]
Stacey Culler, MSN, RN
Education Consultant – Western Region
Health Care Personnel Education and Credentialing Section