

### APS Program Operational Plan: Arizona

<b>State/Territory/District</b>	Arizona
<b>Contact</b>	Rebecca Clayton
<b>Budget Allocation</b>	\$5,765,629
<b>Timeline</b>	<p>AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1  <b>August 2021 – September 2023</b></p> <p>AMERICAN RESCUE PLAN ACT OF 2021 - Proposed Grant 2  <b>August 2022 – September 2024</b></p>
<p><b>Vision 2025</b></p> <p>The Vision clarifies what your ARPA Grant 1 Program aspires to become and to achieve. It is designed to inspire by providing a picture of where the program is heading in <b>3-5</b> years.</p> <p><b>Note:</b> If you are a part of a larger organization, does it have its own future vision? If so, you may want to adapt it to your own program.</p>	<p>We envision a State of Arizona where vulnerable adults are safe from abuse, neglect and exploitation and are provided with the needed services to live as independently as possible.</p>

<p><b>Mission Statement</b></p> <p>Mission and Values statements can be an effective tool to educate the public; state and local government officials; state government agencies; provider agencies; and service recipients as to what the Adult Protective Services is and how they do business.</p> <p>Mission Statements answer four key questions about your APS Program:</p> <ul style="list-style-type: none"> <li>● Who do we serve?</li> <li>● What needs do they have that we can fulfil?</li> <li>● How do we meet those needs? How do we make the clients' lives better?</li> <li>● Does it link directly to the Vision Statement?</li> </ul> <p><b>Note:</b> if you are a part of a larger organization, does it have its Mission Statement? If so, you may want to adapt it for your own program.</p>	<p>Arizona Adult Protective Services ensures the safety and wellbeing of vulnerable adults by collaborating with community partners to secure appropriate services, enhancing public awareness for early identification and prevention, and conducting timely investigations to minimize risk and provide protection.</p>
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**Guiding Principles / Core Values**

Guiding Principles or Core Values guide internal processes and client interactions for your APS Program.

**Note:** if you are a part of a larger organization, does it have its own set of Guiding Principles or Core Values? If so, you may want to adapt it for this program.

- Ensure the safety of the vulnerable adults
- Teamwork and Collaboration
- Responsiveness to clients and high quality customer service
- Development of skills and competencies of workforce

**Goals for Program Improvement**

These are goals to be obtained in order to move your APS program from current practices to your Vision.

Now that you have new funds targeted for your work with APS, what can be enhanced or improved in your current program? These goals must meet the APS Formula Grant requirements. It is recommended these goals become SMART goals (specific, measurable, actionable, and timely).

Using the results of your Environmental Scan, identify key issues that need to be addressed during this planning cycle.

These are goals to move your APS Program from current practices to your Vision #1.

APS has already accomplished several of the items outlined in the APS Action Plan as well as the applicable recommendations from the Task force. Those that have not yet been fully accomplished:

- Implementing initiatives to improve recruitment and retention of APS staff.
- Developing and implementing outreach for providers, stakeholders, and community partners on the entire investigation, substantiation, and service referral process.
- Developing a client education model for reporting sources and the general public.

Additional program goals include:

- Improvement of the investigation process for a streamlined, efficient and thorough investigation
- Ensuring vulnerable adults have the needed resources post investigation

**Targeted Improvement Projects**

Using the results of your Environmental Scan and PESTEL, describe the targeted improvements and enhancements needed for this planning cycle.

Your improvements should be concrete, measurable, and complete.

**WHY** is this improvement needed?

What **Purpose** or **NEED** will it fill?

What **RESOURCES** will be used?

What **ACTIVITIES** will it entail?

What are the direct **OUTPUTS** of the activities? What are the intended results and how will clients benefit?

*See example on next page.*

1. Use technology and resources to improve APS investigations
2. Hire field trainers and develop training programs tailored to enhance APS investigations
3. Hire outreach staff and develop programs to increase community awareness
4. Hire a full time recruiter to fulfill APS staffing needs and improve the network of candidates interested in APS in the future
5. Expand a pilot with local Area Agencies on Aging to provide intensive case management and supports to self-neglecting individuals to prevent recidivism

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
Tools and Technology (ARPA 1 & ARPA 2)	People and financial resources	<ul style="list-style-type: none"> <li>-Purchase mobile scanners for APS Staff</li> <li>-Purchase Talk to Text software for APS Central Intake Unit (CIU)</li> <li>-Purchase additional vehicles for investigators</li> <li>-Purchase GPS trackers for APS investigators' vehicles</li> <li>-Purchase Salesforce Navigator Software for investigators</li> <li>-Enhance MyAPS System</li> <li>-Enhance APS data analytics</li> <li>-Purchase vehicles for APS investigators</li> </ul>	<ul style="list-style-type: none"> <li>-Number of mobile scanners used by APS case aides</li> <li>-Number of hours reduced from re-listening to calls</li> <li>-Number of vehicles used by APS investigators</li> <li>-Number of GPS Trackers used by APS vehicles</li> <li>-Number of Salesforce Navigator Software used by investigators</li> <li>-Enhancements done to MyAPS</li> <li>-Number of vehicles purchased</li> </ul>	<ul style="list-style-type: none"> <li>-More efficient APS investigations</li> <li>-More efficient APS Central Intake</li> <li>-Improved APS investigator safety</li> </ul>	<ul style="list-style-type: none"> <li>-Improved statewide processes</li> <li>-Improved investigator retention</li> <li>-Reduced investigation cycle timeframe</li> </ul>

<p>Training <b>(ARPA 2)</b></p>	<p>People and financial resources</p>	<ul style="list-style-type: none"> <li>-Hire APS field trainers</li> <li>-Develop Training programs/activities</li> </ul>	<ul style="list-style-type: none"> <li>-Number of APS field trainers hired</li> <li>-Number of training activities developed</li> <li>-Number of staff members benefited from training activities</li> </ul>	<ul style="list-style-type: none"> <li>-Improved understanding of investigator skills</li> </ul>	<ul style="list-style-type: none"> <li>-Improved statewide investigations leading to increased proposed substantiation and verification rates</li> <li>-Enhanced client outcomes</li> </ul>
<p>Community Connection and Service <b>(ARPA 1 &amp; ARPA 2)</b></p>	<p>People, financial and community resources</p>	<ul style="list-style-type: none"> <li>-Expand APS Care Coordination Initiative</li> <li>-Hire full time outreach staff for APS</li> <li>-Develop an APS public awareness campaigns for mandated reporters and general public</li> </ul>	<ul style="list-style-type: none"> <li>-Number of clients served through Care Coordination Initiative</li> <li>-Number of outreach staff hired</li> <li>-Number of public awareness campaigns developed</li> </ul>	<ul style="list-style-type: none"> <li>-Increased number of community members reached through APS outreach programs</li> <li>-Reduced recidivism of self-neglecting clients</li> </ul>	<ul style="list-style-type: none"> <li>-Improved independence of vulnerable clients</li> <li>-Improved understanding and reporting by external partner agencies</li> </ul>
<p>Staffing <b>(ARPA 1 &amp; ARPA 2)</b></p>	<p>People, financial, and organizational resources</p>	<ul style="list-style-type: none"> <li>-Hire a full time recruiter for APS</li> <li>-Hire a Project Manager</li> <li>-Hire 7 case reviewers for real-time quality assurance</li> <li>-Provide retention payments for</li> </ul>	<ul style="list-style-type: none"> <li>-Full time recruiter hired</li> <li>-Project manager hired</li> <li>-Case reviewers hired</li> <li>-Number of APS staff received retention payments</li> </ul>	<ul style="list-style-type: none"> <li>-Increased number of APS staff hired</li> <li>-Decreased APS investigator's caseload</li> <li>-Decreased staff turnover rate</li> </ul>	<ul style="list-style-type: none"> <li>-Improved staff retention and satisfaction</li> <li>-Improved quality and timeliness of investigations</li> </ul>

		NAPSA certified APS staff			
Consultants <b>(ARPA 1)</b>	People	-Hire a consultant to provide APS technical support  -Hire specialized consultants to provide SMI and Financial Exploitation support	-Consultant and specialized consultants hired	-Improved APS processes  -Improved investigations	-Improved quality and timeliness of investigations  -Improved client outcomes

**Budget / Spending Plan for ARPA funds – Semi-annually for 3 to 5 years**

Budget/Spending Plan will be used to enhance, improve, and expand the ability of APS workers to investigate allegations of abuse, neglect, and exploitation. Be sure to use separate line items for each major improvement project.

Operational Plan Submission due by **January 31, 2022**.

**ARPA 1- First Grant Allocation - August 2021 - September 2023**

	Description	2022 Period 1	2022 Period 2	2023 Period 1	2023 Period 2	Total
<b>Project 1</b>	<b>Technology and Tools</b>	\$273,964	\$20,000	\$50,000	\$50,000	<b>\$393,964</b>
<b>Project 2</b>	<b>Staffing &amp; Retention</b>	\$125,300	\$200,300	\$155,300	\$155,300	<b>\$636,200</b>
<b>Project 3</b>	<b>Consultants</b>	\$50,000	\$88,152	\$88,152		<b>\$226,304</b>
<b>Project 5</b>	<b>Outreach and Marketing</b>				\$163,800	<b>\$163,800</b>



<b>Project 6</b>	<b>Indirect Costs</b>	\$140,798	\$96,668	\$91,967	\$115,675	<b>\$445,108</b>
<b>Total</b>		\$590,062	\$405,120	\$385,419	\$484,775	<b>\$1,865,376</b>

**ARPA 2- Second Grant Allocation - August 2022-September 2024**

	Description	2023 Period 1	2023 Period 2	2024 Period 1	2024 Period 2	Total
<b>Project 1</b>	<b>Tools and Technology</b>	\$451,750	\$118,750	\$218,750	\$118,750	<b>\$908,000</b>
<b>Project 2</b>	<b>Training</b>	\$161,400	\$161,400	\$161,400	\$161,400	<b>\$645,600</b>
<b>Project 3</b>	<b>Community Connection and Service</b>	\$350,444	\$350,445	\$350,444	\$350,445	<b>\$1,401,778</b>
<b>Project 4</b>	<b>Staffing</b>	\$97,000	\$97,000	\$97,000	\$97,000	<b>\$388,000</b>
<b>Project 5</b>	<b>Indirect</b>	\$139,141	\$128,941	\$159,851	\$128,942	<b>\$556,875</b>
<b>Total</b>		\$1,199,735	\$856,536	\$987,445	\$856,537	<b>\$3,900,253</b>

**Summary of ARPA 1 + ARPA 2 Expense**

	2022 Period 1	2022 Period 2	2023 Period 1	2023 Period 2	2024 Period 1	2024 Period 2	Total
<b>Summary</b>	\$590,062	\$405,120	\$1,585,155	\$1,341,311	\$987,445	\$856,536	\$5,765,629