

APS Program Operational Plan: Georgia

State/Territory/District	Georgia
Contact	Bryan Hay
Budget Allocation	\$7,057,197
Timeline	<p>AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1 \$2,283,242 August 2021 – September 2023</p> <p>AMERICAN RESCUE PLAN ACT OF 2021 - Proposed Grant 2 Estimated \$4,773,955 August 2022 – September 2024</p>
<p>Vision 2025</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 3-5 years.</p> <p>Note: 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>In Georgia our vision is for</p> <p>Georgia Adult Protective Services supports the larger vision of the Division of Aging Services (DAS) of a state where older adults and adults with disabilities can live longer, safely, and well in an environment of their own choosing.</p>

Mission Statement

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.

Mission Statements answer four key questions about your APS Program:

- Who do we serve?
- What needs do they have that we can fulfil?
- How do we meet those needs? How do we make the clients' lives better?
- Does it link directly to the Vision Statement?

Note: 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.

The Georgia Department of Human Services (DHS) Division of Aging Services (DAS) mission is to strengthen Georgia by providing individuals and families access to services that promote self-sufficiency, independence, and protect Georgia’s most vulnerable. DAS/APS fulfills the mission by conducting investigations, related to the abuse, neglect or exploitation of older adults and adults with disabilities, to determine the need for protective services; determining what services are needed to live safe, healthy, independent, and self-reliant lives; and by providing for or arranging those services.

<p>Guiding Principles / Core Values Guiding Principles or Core Values guide internal processes and client interactions for your APS Program.</p> <p>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.</p>	<p>Georgia APS is client focused, individualized, and based on the social work model of problem solving. The following principles, values, and beliefs outline APS’ philosophy regarding clients in Georgia and guide the practice and interventions by APS to protect the rights and well-being of at-risk adults with disabilities and elder persons</p> <ol style="list-style-type: none"> 1. Each person/each case is unique 2. Autonomy 3. Self-determination 4. Consent 5. Capacity 6. Substitute Judgement 7. Least Restrictive 8. Right to be Protected 9. Professional Boundaries 10. Confidentiality 11. Multi-Disciplinary Approach 12. Family and Informal Supports 13. The wrong intervention may be worse than no intervention at all
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<p>Goals for Program Improvement</p> <p>These are goals to be obtained in order to move your APS program from current practices to your Vision.</p> <p>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).</p> <p>Using the results of your Environmental Scan, identify key issues that need to be addressed during this planning cycle.</p> <p>These are goals to move your APS Program from current practices to your Vision #1.</p>	<p>The Goals of Georgia Adult protective Services are to:</p> <ul style="list-style-type: none"> ● Enhance availability of direct services to all APS clients ● Ensure older Georgians, persons with disabilities, caregivers and families have access to information about resources and services that is accurate and reliable. ● Have a well-trained and prepared work force ● Utilize data and continuous quality improvement principles to provide the best service possible ● Prevent abuse, neglect and exploitation while protecting the rights of older Georgians and persons with disabilities. ● Mitigate the risk of future abuse, neglect and exploitation through service coordination and delivery
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<p>Targeted Improvement Projects</p> <p>Using the results of your Environmental Scan and PESTEL, describe the targeted improvements and enhancements needed for this planning cycle.</p> <p>Your improvements should be concrete, measurable, and complete.</p> <p>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?</p> <p><i>See example on next page.</i></p>	<p>Targeted Improvement Project Categories: See model framework below</p>
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Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
<p>Public awareness as it related to Adult Protective Services has historically been lower than that of other state agencies, in addition awareness of vulnerable adult abuse has also been shown to be lacking</p>	<p>\$293,310</p>	<p>ARPA 1 Project 1</p> <p>Community Outreach</p> <p>a) Printing of brochures and other publicly disseminated training materials</p> <p>b) Printing of publicly disseminated materials in languages other than English</p> <p>c) Provide information related APS/Elder Abuse and Elder Abuse prevention through the use of radio, print, television, or billboard ads</p>	<p>a). 20,000 Brochures in English (10,) brochures directed to mandated reporters and 10,000 Brochures targeting the general public</p> <p>b). Brochures in languages other than English (6,000 brochures in Spanish</p> <p>c). GEORGIA PUBLIC BROADCAST CAMPAIGN</p> <p>104, 15-second messages on GPB statewide 9-station TV network</p> <p>468, 15-second messages on GPB Atlanta radio 88.5 FM</p>	<p>Increased awareness should lead to increased reporting, more accurate reporting and in the long run greater protection for vulnerable adults.</p> <p>Measurable Outcomes:</p> <ol style="list-style-type: none"> 1. has there been an increase in the number of reports made to APS 2. has there been an increase in the percentage of reports that meet criteria for investigation 	<p>Georgia APS will assure that the target population has knowledge of and access to information about APS and vulnerable adult abuse.</p>

			<p>416, 15-second messages on GPB state radio network</p> <p>12, 768X500 banners in GPB opt-in eNewsletter</p> <p>TTWN RADIO AND TV SCHEDULE & IHEARTMEDIA DIGITAL CAMPAIGN</p> <p>Market: Albany - Total Spots 840</p> <p>Market: Atlanta - Total Spots 960</p> <p>Market: Augusta - Total Spots 840</p> <p>Market: Columbus - Total Spots 720</p> <p>Market: Macon - Total Spots 840</p> <p>Market: Savannah - Total Spots 960</p>		
<p>The relationship between elder abuse and social isolation has been well documented. Research also shows that isolation is also associated with an increased</p>	<p>\$1,400,932</p> <p>Contracts with AAAs</p>	<p>ARPA 1 Project 2</p> <p>Enhancement of APS Processes</p> <p>Mitigate risk for abuse, neglect, and exploitation through the attempt to reduce Isolation and loneliness</p>	<p>Georgia APS is contracting with an Area Agency on Aging to provide statewide telephone reassurance services to approximately 12,500 vulnerable Georgians over a 12 mos. period. Georgia will also</p>	<p>Increased support through telephone reassurance, particular for those individuals not being support through other services, should lead to a reduction of recidivism. Robotic pet companionship will</p>	<p>Georgia APS will assure that APS clients who are isolated and those suffering from loneliness have access to community support, friendly calls and/or companionship.</p>

<p>risk of high blood pressure, depression, dementia, malnutrition, and other harmful health issues. Moreover, the Coronavirus Pandemic has been associated with increased social isolation of seniors and other vulnerable adults.</p>		<p>a. Contracting with an Area Agency on Aging to provide statewide telephone assurance for APS clients who are at risk for social isolation b. Provide robotic pets APS clients who have been identified as being at risk for social isolation</p>	<p>purchase and disseminate 260 robotic pets to seniors and adults with intellectual disabilities who are at risk of experiencing loneliness.</p>	<p>hopefully lower stress; decrease depression; improve socialization and communication for participating adults. Measurable Outcome: 1. Decrease in recidivism 2. Through the use of pre and post surveys show improvements in mood, socialization, and communication of participating adults.</p>	
<p>Social service workers are essential to providing needed services to vulnerable populations. This 2 year long, and counting, global pandemic has reinforced the importance of protecting staff</p>	<p>\$339,000</p>	<p>ARPA 1 Project 3 Acquisition of Personal Protective Equipment (PPE)</p>	<p>Georgia APS will purchase initial supply of PPE to include:</p> <ul style="list-style-type: none"> • 6864 boxes - Gloves • 6864 bottles - Hand Sanitizer • 3600 boxes - surgical Masks • 864 – Canister - Sanitizing Wipe 	<p>Georgia Division of Aging Services will purchase an initial supply of PPE to be provided to all staff, clients, visitors to DAS offices and anyone else coming in contact with staff as a part of work-related activities.</p>	<p>No covid infection spread from field interactions. Georgia APS will continue to use funds to assure that staff have access to PPE to mitigate work related COVID exposure and infection. Georgia will consciously evaluate PPE needs based on CDC recommendations and changes to the worker / client safety environment</p>

<p>safety as they protect others</p>			<ul style="list-style-type: none"> • 3432 bottles - Lysol Spray 		
<p>The ACL Voluntary Consensus Guidelines states that “It is recommended that APS direct service personnel and supervisors be qualified by training and experience to deliver adult protective services. It is recommended that states institute minimum qualifications for APS workers and supervisors. “</p>	<p>\$250,000 Contractors for curriculum development training and needs assessment.</p>	<p>ARPA 1 Project 4 Manager and Supervisor Training</p> <ol style="list-style-type: none"> APS will contract for continuing education and training for staff as it relates to Trauma Informed Care APS will contract for curriculum development for minimum training standard for all APS Supervisor APS will identify and contract for additional training to promote the staff effectiveness, 	<p>Georgia APS will require staff to attend the following trainings:</p> <ol style="list-style-type: none"> Trauma informed care <ul style="list-style-type: none"> • 20 1-on-1 interviews to inform educational development • 3-to-6-hour training that will be attended by all APS supervisors and investigators • 3–6-hour training for all APS supervisors on resources to support 	<p>Georgia APS will provide trauma informed care training to staff and administer knowledge checks with a required 80% pass rate. All eight supervisor core modules will be at a review and piloting stage. Lastly, needs assessment will be completed and additional training needs identified.</p>	<p>Georgia APS will have well-trained, competent, confident staff, prepared for the challenges and rigger. This will promote longevity and reduce turnover.</p>

		confidence, and retention	<p>trauma informed care of staff</p> <ul style="list-style-type: none"> • Train-the-trainer session to support continued sessions • A policy, resources, and practice session to identify continued needs. • All supervisors will complete an 8 module Core Competency Curriculum training <p>b. 300 needs assessment surveys will be disseminated to identify additional training needs of both APS supervisors and investigators</p>		
With year over year increases in reports of adult abuse, the	\$1,240,837.64 Georgia APS is allocating funds with the hope of	ARPA 2 Project 1 Staffing	Georgia APS will seek to hire 5 Advocate 2	Staff acquisition will occur in year one. Additional staff will	Additional Intake staff will lead to faster report to resolution time, ensuring that clients are not left at

<p>number of investigations of adult abuse and the complexity of those cases, current staffing is not sufficient to adequately handle current volume.</p>	<p>hire additional staff to support the growing needs of the program and clients.</p>	<p>Advocate to hire additional staff to meet current reporting levels and investigation levels and complexity</p> <ul style="list-style-type: none"> a. Advocate to increase central intake reporting line staff, both at the supervisory and specialist levels b. Increase support from Program Associates to provide assistance to central intake and investigation units c. Contract with a public health nurse to assist APS staff in reviewing the medical information (bruises, medical records, medication list, etc.); to assist staff when engaging with medical 	<p>(Case Manager) positions, 1 advocate 3 (lead workers), 1 Supervisor and 1 Manager. Budget projections reflect 2 years' salary, benefits, and fringe for the above listed positions.</p>	<p>allow Georgia APS to extend Intake hours of operation; reduce the need to pull non-intake staff to fulfill intake duties, elevate the need for Department staff to answer unanswered calls and reduce abandonment rate. The addition of a public health nurse will improve APS's ability to access client medical records and improve relationships with medical professionals.</p>	<p>risk for an extend amount of time. The addition of a Public Health nurse will lead to improved health outcomes for clients.</p>
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		professional; and to provide information and education to medical providers			
In order to be best serve vulnerable adults APS must undertake continuous quality improvement (CQI). A key component to CQI is assuring that data is accurately captured, that the data is relevant and that this data is easily assessable for the purpose of review and analysis.	\$400,000 Georgia APS will work with our case management data system provider (Wellsky) to make needed system improvement.	ARPA 2 Project 2 Enhancements of data management system. Georgia Division of Aging Services will make improvements to the data management system utilized by APS, the Area Agencies on Aging, Home and Community Based Serves and the state Medicare Waiver Program to promote usability and integration across programs. a) Data system enhancements to add grant related programs b) Data system enhancements	a) Capture client data related new grant programs to deliver direct services to clients <ul style="list-style-type: none"> client demographics services provided length of time in services cost of services b) Capture data related on-going activities in our ERF (Emergency Relocation Fund) and TERF (Temporary Emergency Respite Fund) data by adding: <ul style="list-style-type: none"> Capability to request and approve funds Fund usage More easily connect fund 	In year one Georgia APS will: <ul style="list-style-type: none"> have new contracts in place with our data system provider specific system change requirements will be defined, finalized and ready for build 	By the end of the ARPA grant award system changes will be deployed, tested, and finalized. Changes will allow for better data collection, data analysis and continuous quality improvement related to policy, staff allocation, identification of services gaps and other changes that will improve client outcomes.

		<p>to capture data related on-going activities that are not currently being captured</p> <p>c) c. Data system update to improve client records as it relates to connecting past cases and related records.</p>	<p>usage to client records</p> <ul style="list-style-type: none"> • Ability to track data, look for trends and identify community service gaps <p>c. Improve client records as it relates to connecting past cases and related records. Records are organized around individual events of abuse and client information's is connected to the event. Georgia APS is a client centered program would like the client to be at the center of the data and events, associated with APS or OAA programs, are connected to the client. We would like one client ID across programs and services and events related to that client are connected to that ID. Therefore, decreasing the likely hood for duplication of effort,</p>		
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			not being able to provide a full record to law enforcement or not having the full picture of the client's circumstances which could lead to inappropriate intervention.		
During the course of an investigation, it is often the determination of APS that the client is in need of protective services or services that will prevent the continued or future abuse, neglect of exploitation of the client. While these clients often qualify for assistance and case management through waiver programs and/or home	\$733,117.36 Georgia APS will contract with local Area Agencies on Aging to provide gap services to APS clients and APS will expand Temporary Emergency Respite case management services to include self-neglecting respite clients in need of case management services.	ARPA 2 Project 3 Case Management Enhancements Enhance availability of Direct Services a. In an agreement with local Area Agencies on Aging, Georgia APS will pay for direct services for APS client's during a specified period of time to act as gap services between the time the need is identified, and traditional services can begin	Fees for AAA services are based on standard unit cost of subcontractor and consisted with service deliver under Older American Act programs and shall not exceed budget cost of \$454,500.00. The cost will be broken down into the following areas: <ul style="list-style-type: none"> • basic services (estimated 300 clients served), • transition services (estimated 30 clients served), and • transportation services (estimated 230 clients served). 	In year one Georgia APS will have contracts in place with the two pilot AAAs, APS staff will begin making referrals and services will start for select clients. Georgia APS will also hire an additional TERF case manager, change policy to allow TERF case management services to be delivered to self-neglect clients. Leading to reduction in open investigation for clients who do not meet the traditional criteria for APS.	Through the delivery of direct services and TERF case management Georgia APS will ensure that clients do not slip between the cracks that are found between APS interventions and traditional community-based services. With data to support proof of concept, the ultimate goal is to expand the program to all twelve AAAs.

and community-based programs, they are often wait listed and unable to receive immediate relief.		b. APS will provide assistance and case management for vulnerable adults who have been provided relocation assistance but are in need of further assistance to achieve stability	The remaining funds will be used to hire one TERF case manager and partially cover the salary of the TERF supervisor.		
Social service workers are essential to providing needed services to vulnerable populations. This 2 year long, and counting, global pandemic has reinforced the importance of protecting staff safe as they protect others	\$400,000	ARPA 2 Project 4 Acquisition of PPE	Georgia APS will continue to purchase to include: <ul style="list-style-type: none"> • 6864 boxes - Gloves • 6864 bottles - Hand Sanitizer • 3600 boxes - surgical Masks • 864 – Canister - Sanitizing Wipe • 3432 bottles - Lysol Spray 	Georgia Division of Aging Services will purchase PPE to be provided to all staff, clients, visitors to DAS offices and anyone else coming in contact with staff as a part of work-related activities.	No covid infection spread from field interactions. Georgia APS will continue to use funds to assure that staff have access to PPE to mitigate work related COVID exposure and infection. Georgia will consciously evaluate PPE needs based on CDC recommendations and changes to the worker / client safety environment
Public awareness as it related to Adult Protective	\$2,000,000	ARPA 2 Project 5 Community Outreach	Continue marketing / outreach efforts to include:	Increased awareness should lead to increased reporting,	Georgia APS will assure that the target population has knowledge of

<p>Services has historically been lower than that of other state agencies, in addition awareness of vulnerable adult abuse has also been shown to be lacking</p>		<p>a) Printing of brochures and other publicly disseminated training materials b) Printing of publicly disseminated materials in languages other than English c) c. Provide information related APS/Elder Abuse and Elder Abuse prevention through the use of radio, print, television, or billboard ads</p>	<p>a). 20,000 Brochures in English (10,) brochures directed to mandated reporters and 10,000 Brochures targeting the general public b). Brochures in languages other than English (6,000 brochures in Spanish c). GEORGIA PUBLIC BROADCAST CAMPAIGN 104, 15-second messages on GPB statewide 9-station TV network 468, 15-second messages on GPB Atlanta radio 88.5 FM 416, 15-second messages on GPB state radio network 12, 768X500 banners in GPB opt-in eNewsletter TTWN RADIO AND TV SCHEDULE & IHEARTMEDIA DIGITAL CAMPAIGN Market: Albany - Total Spots 840</p>	<p>more accurate reporting and in the long run greater protection for vulnerable adults. Measurable Outcomes: 1. has there been an increase in the number of reports made to APS 2. has there been an increase in the percentage of reports that meet criteria for investigation</p>	<p>and access to information about APS and vulnerable adult abuse.</p>
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			Market: Atlanta - Total Spots 960 Market: Augusta - Total Spots 840 Market: Columbus - Total Spots 720 Market: Macon - Total Spots 840 Market: Savannah - Total Spots 960		
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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
Project 1	Community Outreach	\$73,327.50	\$73,327.50	\$73,327.50	\$73,327.50	\$293,310
Project 2	Enhancement of APS Processes	\$350,233	\$350,233	\$350,233	\$350,233	\$1,400,932
Project 3	Acquisition of PPE	\$84,750	\$84,750	\$84,750	\$84,750	\$339,000
Project 4	Manager and Supervisor Training	\$62,500	\$62,500	\$62,500	\$62,500	\$250,000
Total		\$570,810.50	\$570,810.50	\$570,810.50	\$570,810.50	\$2,283,242

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

	Description	2023 Period 1	2023 Period 2	2024 Period 1	2024 Period 2	Total
Project 1	Staffing	\$310,209.41	\$310,209.41	\$310,209.41	\$310,209.41	\$1,240,837.64
Project 2	Enhancements of data management system	\$100,000	\$100,000	\$100,000	\$100,000	\$400,000

	Description	2023 Period 1	2023 Period 2	2024 Period 1	2024 Period 2	Total
Project 3	Case Management Enhancements	\$183,279.34	\$183,279.34	\$183,279.34	\$183,279.34	\$733,117.36
Project 4	Acquisition of PPE	\$100,000	\$100,000	\$100,000	\$100,000	\$400,000
Project 5	Community Outreach	\$500,000	\$500,000	\$500,000	\$500,000	\$2,000,000
Total		\$1,193,488.75	\$1,193,488.75	\$1,193,488.75	\$1,193,488.75	\$4,773,955

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
Summary	\$570,810.50	\$570,810.50	\$1,764,299.25	\$1,764,299.25	\$1,193,488.75	\$1,193,488.75	\$7,057,197