

APS Program Operational Plan: Idaho

State/Territory/District	Idaho
Contact	Judy Taylor
Budget Allocation	\$1,995,000
Timeline	<p>AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1 August 2021 – September 2023 \$645,450</p> <p>AMERICAN RESCUE PLAN ACT OF 2021 - Proposed Grant 2 August 2022 – September 2024 \$1,349,550</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>For vulnerable adult Idahoans to have an informative, visible, reliable, and easily accessible support system to reduce their risk to abuse, neglect, and exploitation.</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.

To lead system creation and network coordination to support vulnerable Idahoans who are at risk for abuse, neglect, and exploitation and to provide support to family and informal caregivers of individuals served by Adult Protective 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>	<ol style="list-style-type: none"> 1. Consumer Focus – responsive, self-determination 2. Best Business Decision – cost effective, sustainable 3. Integrity – transparency, courage, accountability 4. Continual Improvement – proactive, evidence based 5. Teamwork and Partnerships – advocacy, optimism 6. Respect – culturally appropriate, voice and choice
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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.

Goal 1: Increase APS staff self-efficacy, job satisfaction, and worker retention.

Goal 2: Strengthen support systems to overwhelmed caregivers of vulnerable adults.

Goal 3: To improve the experiences, health, well-being, and outcomes of individuals served by the Idaho APS.

Targeted Improvement Projects					
Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
PROJECT 1					
Provide APS clients with goods and services necessary improve their safety, support, and stabilization.	\$985,000.00 of ARPA- Round 1 & 2 funding will support this statewide pilot project for the delivery of APS Intervention Aid to APS clients.	The purchase of goods and services will be made to improve the safety and stabilization needs of APS clients who are at high risk of a crisis or are currently in a crisis.	<p>Each Area Agency on Aging will assign an APS Intervention Aid Project Lead and other project support staff need to accomplish the tasks of this pilot.</p> <p>Develop a AAA Internal- APS Intervention Aid Procedures Manual that includes the intervention Aid Parameters.</p> <p>Through Investigation and Prevention services, APS staff will identify APS clients with unmet needs</p>	<ul style="list-style-type: none"> • AAA-APS Project Leads and other necessary APS project support staff will be selected/hired statewide to ensure success of this project while still being able to fulfill requirements and tasks of the APS program as they relate to Investigation and Prevention services. • APS capacity will be expanded during the funding period to accomplish project goals. 	<ul style="list-style-type: none"> • APS staff will experience greater self-efficacy, job satisfaction, and longer worker retention. • APS clients will experience a strengthened support system, improved experiences, and reduced risk because of APS Intervention Aid. • APS staff will have access to a pool of funding to meet the emergent needs of APS clients that were previously unable to be fulfilled due to lack of available funds and community resources. • A final draft Manual including rules and guidance will be developed for APS Intervention Aid. This draft will incorporate

			<p>that put them at high risk of a crisis or who are currently in a crisis that will likely affect their health, safety, or wellbeing.</p> <p>APS clients who are identified as having unmet needs that are necessary for their safety and/or stabilization will have those needs fulfilled through the purchase of goods and services.</p>	<ul style="list-style-type: none"> • A first draft Manual will be developed for APS intervention Aid. • APS project staff will be supported with rules and guidance by way of a manual developed for the implementation of this project. • APS staff will feel more empowered, experience greater self-efficacy, and job satisfaction through meet the needs of APS clients with Intervention Aid. 	<p>changes based on lessons learned throughout the project period.</p> <ul style="list-style-type: none"> • Necessary goods and services will be purchased to reduce or mitigate the risk of APS clients. Self-direction of APS clients will be supported in this process.
PROJECT 2					
Provide for APS clients' legal needs and APS client family caregivers needs for legal services to support the APS	\$115,000.00 of ARPA- Round 1 funding will support the development and implementation of a program service to support APS clients' legal	The ICOA will contract with Idaho Legal Aid to increase the legal support to vulnerable adults experiencing abuse, neglect,	Increase the general legal knowledge about issues of vulnerable adult and senior abuse, neglect, and financial exploitation, so more vulnerable adults and seniors experiencing	<ul style="list-style-type: none"> • Referrals of APS clients and unpaid APS client caregivers will be accepted via the online Idaho Legal Aid Risk Detector • Written materials for distribution to 	<ul style="list-style-type: none"> • Vulnerable Adults and their caregivers will have a strengthened legal support system that will improve experiences and outcomes with regard to their legal needs. • The general legal education and outreach information will

<p>clients they care for.</p>	<p>needs and APS client family caregivers with legal services to support the APS clients they care for in partnership with Idaho Legal Aid.</p>	<p>or financial exploitation and to the overwhelmed family caregivers of APS clients.</p> <p>Idaho Legal Aid will provide direct legal services and increasing the private attorney capacity to serve exploited vulnerable adults.</p> <p>Idaho Legal Aid, Area Agencies on Aging, and ICOA will collaborate to identify vulnerable adult maltreatment earlier.</p>	<p>abuse, neglect, or exploitation, and their caregivers can help themselves or avoid problematic scenarios altogether.</p> <p>Provide direct support to APS clients and their overwhelmed caregivers by increasing the legal support to vulnerable adults experiencing abuse, neglect, or financial exploitation and to the overwhelmed family caregivers of APS clients.</p> <p>Screen 25% of APS clients statewide and 10% of caregivers of APS clients for potential legal risk using the Legal Risk Detector.</p>	<p>vulnerable adults, seniors, and their caregivers will be produced.</p> <ul style="list-style-type: none"> • New materials will be developed, and current materials will be updated and distributed via ILAS Senior Legal Guidebook to seniors, their caregivers, and senior practitioners. • Online educational materials for vulnerable adults, seniors, and their caregivers will be developed. • Self-help forms and guides for common legal needs following abuse, neglect, or financial exploitation will be developed • Statewide outreach and education to 	<p>be increased regarding issues of vulnerable adult and senior abuse, neglect, and financial exploitation.</p> <ul style="list-style-type: none"> • Direct legal support will be available to APS clients experiencing abuse, neglect, or financial exploitation and to the overwhelmed family caregivers of APS clients. • Cases of vulnerable adult maltreatment will be identified at earlier stages, when prevention action can be taken rather than reactive, emergency action. • The partnership between APS and Idaho Legal Aid Services statewide will be strengthened through: cross training, an MOU on information sharing across teams, a standardized direct referral procedure, advice regarding legal issues provided to APS workers by Idaho Legal Aid attorneys.
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		Partnerships between APS and Idaho Legal Aid Services and ICOA will be strengthened so that clients are better-served, and cases are resolved more smoothly and efficiently.	Utilize a direct referral procedure for 100% of project referrals- enabled through the Legal Risk Detector- to ensure direct flow-up with individuals screened for and presenting with legal risk. Partnerships will be strengthened between agencies with similar goals to ensure vulnerable individuals are better served.	senior and APS stakeholders will be provided (as permitted by the pandemic) by providing 45-minute “Legal Responses to Abuse, Neglect, and Exploitation” trainings across the state.	
PROJECT 3					
Provide care coordination /case management service to reduce the risk of maltreatment to APS clients who are cared for by overwhelmed	\$150,000.00 of ARPA- Round 1 & 2 funding will support a contract with Area Agency on Aging 3 to pilot a project for the development of an APS Caregiver-	The ICOA will partner with the Area Agency on Aging 3 to develop, pilot, and support a statewide demonstration of the Caregiver- Care	This project efforts will: Seek to reduce the risk of maltreatment to APS clients who are cared for by overwhelmed unpaid caregivers.	<ul style="list-style-type: none"> • An APS Caregiver- Care Coordination service will be piloted by Area Agency on Aging 3. • Consumer Directed service will be piloted in PSA 3 for APS clients and 	<ul style="list-style-type: none"> • An APS Caregiver- Care Coordination Directed service will be implemented and demonstrated statewide at the Area Agencies on Aging level. • Consumer Directed service will be demonstrated statewide for APS clients and caregivers of APS clients.

<p>unpaid caregivers support and stabilization of APS clients.</p>	<p>Care Coordination service and supports necessary to implement a statewide demonstration of the APS Caregiver Coordination Service.</p>	<p>Coordination service. This service will include case management and consumer directed services to increase the capacity of unpaid caregivers. This intervention will seek to reduce stress, burden, and early burnout, to overwhelmed caregivers and the associated risks of maltreatment to the Adult Protective Services clients they care for.</p>	<p>Increase the capacity of unpaid overwhelmed caregivers through targeted Care Coordination Service to unpaid caregivers.</p> <p>Deliver case management and consumer directed services to reduce stress, burden, and early burnout, to overwhelmed caregivers and minimize the associated risks of maltreatment to APS clients they care for.</p>	<p>caregivers of APS clients.</p> <ul style="list-style-type: none"> • AAA-APS Project Lead and other necessary APS project support staff will be in place to ensure success of the pilot project. • A first Draft Guidance / Policy and Procedure for the Idaho APS Caregiver- Care Coordination service will be written. • A first draft Consumer Directed Service process will be developed for APS clients and caregivers of APS clients. • Guidance will be developed for APS staff for use when implementing the Consumer Directed service option with 	<ul style="list-style-type: none"> • AAA-staff statewide will receive training for the implementation of the APS Caregiver-Care Coordination service and Consumer Directed service. • A final draft Guidance / Policy and Procedure for the Idaho APS Caregiver Care Coordination service will be complete. • Marketing, information, and education resource materials will be developed. • The Idaho GetCare-APS data management system will be enhanced to fully support the statewide implementation of the APS Care-Coordination and Consumer Directed services.
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				APS clients and caregivers of APS clients.	
PROJECT 4					
State Unit on Aging APS Plan Implementation	\$415,750.00 of ARPA- Rounds 1 & 2 will fund the SUA expenses for implementation of the Operational Plan.	The ICOA will Implement and manage the Operational Plan projects, contracts, and budget. ICOA will communicate with ACL project support staff and provide required reports.	<p>This project efforts will:</p> <p>>Implement a plan to enhance, improve and expand the ability of Idaho APS to investigate allegations of abuse, neglect, and exploitation.</p> <p>>Develop, implement, and deliver programs consistent with the authorizing legislation including costs associated with the projects identified in the Operational Plan.</p>	<ul style="list-style-type: none"> • An Operational Plan including the budget will be created and submitted to ACL. • Contracts will be put in place as necessary executed to carry out projects for the Plan. • ARPA funds will be monitored. 	<ul style="list-style-type: none"> • The 6 Projects of the Operational Plan to improve and enhance Idaho’s APS system at the state and local level will be complete. • Semiannual federal financial reports and annual program reports related to activities performed will be provided to ACL.
PROJECT 5					

<p>Provide dedicated automobiles to conduct the work of APS statewide.</p>	<p>\$326,250.00 of ARPA- Round 2 funding will fund the purchase of up to 6 dedicated APS automobiles statewide and automobile and associated costs as funding allow.</p>	<p>ICOA will enter contracts with Idaho Area Agencies on Aging to provide funding for the purchase of automobiles that will be dedicated for APS use.</p>	<p>Project 5 efforts will:</p> <p>Increase company-owned automobiles for statewide APS use in conducting work.</p> <p>Increase APS workforce safety and protection by minimizing the use personal automobiles for transportation for work purposes.</p>	<ul style="list-style-type: none"> • Contracts will be put in place with each AAA to make funding available for the purchase of one automobile and associated costs as funding allows. • AAAs will have one automobile strictly dedicated for the use of APS work. 	<ul style="list-style-type: none"> • APS staff will experience greater feelings of job safety and job satisfaction by knowing that investments are being made to support them in their daily work, their safety and to minimize expenses incurred by extended use of their own automobiles for work. • APS staff will have less out of pocket expense due to work related maintenance and wear on to their own personal automobiles.
PROJECT 6					
<p>Better equip Idaho APS with resources to minimize their safety risks and better inform APS clients.</p>	<p>\$3,000.00 of ARPA- Round 2 funding will fund the purchase of materials that are focused to increase professionalism, personal safety and maintain</p>	<p>ICOA will:</p> <p>Design, print, and deliver an Idaho standardized APS Identification card to each APS worker.</p>	<p>Project 6 efforts will:</p> <p>Provide for an official Idaho APS Identification Card to 100% of APS staff statewide.</p>	<ul style="list-style-type: none"> • APS staff will receive an official APS identification card and carry it 100% of the time while working in the field. • APS staff will have a more professional look with identification that is 	<ul style="list-style-type: none"> • APS staff will no longer have to present their personal ID/drivers license to show identification to an APS client, facility workers, or other community partners. This is added safety protection of personal information for the APS worker.

	privacy of APS while working in the field.			standard and known to the community.	<ul style="list-style-type: none"> • APS clients, their caregivers, and community partners will feel more at ease when engaging with APS staff who carry a professional/standard identification card.
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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	APS Intervention Aid / Goods and Services	\$ -	\$ -	\$ 246,250.00	\$246,250.00	\$ 492,500.00
Project 2	APS Legal Support	\$ -	\$ -	\$ 37,500.00	\$ 37,500.00	\$ 75,000.00
Project 3	APS Caregiver Care Coordination	\$ -	\$ -	\$ 37,500.00	\$ 37,500.00	\$ 75,000.00
Project 4	SUA APS Plan Implementation	\$ -	\$ -	\$ 1,475.00	\$ 1,475.00	\$ 2,950.00
Total				\$ 322,725.00	\$322,725.00	\$ 645,450.00

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	APS Intervention Aid / Goods and Services	\$ -	\$ -	\$ 246,250.00	\$246,250.00	\$ 492,500.00
Project 2	APS Legal Support	\$ -	\$ -	\$ 20,000.00	\$ 20,000.00	\$ 40,000.00
Project 3	APS Caregiver Care Coordination	\$ -	\$ -	\$ 37,500.00	\$ 37,500.00	\$ 75,000.00
Project 4	SUA APS Plan Implementation	\$103,200.00	\$103,200.00	\$ 103,200.00	\$103,200.00	\$ 412,800.00
Project 5	APS Dedicated Automobiles	\$ 326,250.	\$ -	\$ -	\$ -	\$ 326,250.00
Project 6	Idaho APS ID	\$ 3,000.00	\$ -	\$ -	\$ -	\$ 3,000.00
Total		\$432,450.00	\$103,200.00	\$406,950.00	\$406,950.00	\$1,349,550.00

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	0	0	\$755,175.00	\$425,925.00	\$406,950.00	\$406,950.00	\$1,995,000.00