

APS Program Operational Plan: Mississippi

State/Territory/District	Mississippi
Contact	Anita Ballard
Budget Allocation	\$2,234,165
Timeline	<p>AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1 August 2021 – September 2023 \$722,828</p> <p>AMERICAN RESCUE PLAN ACT OF 2021 - Proposed Grant 2 August 2022 – September 2024 \$788,509 + \$722,828= \$1,511,337</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>Vision for overall APS Program</p> <p>Adult Protective Services envisions every Mississippian having the opportunity to enjoy wellness, longevity, and quality of life in strong healthy communities.</p> <p>All Mississippians will have access to quality services and supports provided in an appropriate setting of their choice regardless, of age, ability, income, or geographic location.</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 mission of the Mississippi Adult Protective Services (APS) program is to protect vulnerable persons whose safety and protection may be adversely affected by abuse, neglect, self-neglect, or exploitation; raise public awareness, and educate mandated reporters of their reporting responsibilities.

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.

1. **Promote** self-sufficiency and personal responsibility for all Mississippians.
2. **Serve** others while providing a wide range of public assistance programs, social services and support for families, and low-income individuals. MS APS seeks to educate the local communities about our services so the aging population can remain self-sufficient and apart of the community in which they reside.
3. **Achieve** goals through passion, charisma, and courage. MS APS strives to meet the needs of its vulnerable persons throughout the state.
4. Display **Integrity** in all capacities of what we do. APS takes pride in ensuring that, we stand on the principles of the agency as well as APS.
5. **Teamwork** mentality is encouraged because we cannot do this alone.

<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>Provide protective services to Mississippi’s most vulnerable population who are age 18 and over that meet the definition of a vulnerable person against abuse, neglect, self-neglect, and exploitation. To provide services in the less restrictive matter that will protect the client’s right to self-determination and to help the client to remain in their home for as long as possible and as safely as possible.</p> <p>Facilitate the provision of social supports, services, and education to promote self-reliance in Mississippi’s aging community and provide support to their family and caregivers.</p> <p>Advocate for the rights of aging and vulnerable Mississippians in accordance with the Mississippi Vulnerable Persons Act to help decrease incidences of abuse, neglect, and exploitation.</p> <p>Empower more Mississippians to live with dignity by promoting resident rights, advocating for those who cannot help themselves, and educating families and communities of those rights.</p> <p>Provide advanced leadership to promote program effectiveness and financial management.</p>
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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>ARPA 1 Project 1 \$114,400 A training Unit is needed to ensure that all APS workers are receiving on-going trainings and staying abreast of changes in APS. The training coordinator will conduct all trainings and will ensure each APS worker attends annual refresher training. A training unit will allow each supervisor more time to dedicate to closing cases and case reviews.</p> <p>ARPA 1 Project 2 \$451,020 Direct Services are needed to assist the clients served and in need of services such as: in-home sitters, utility payments, groceries, medications/prescriptions filled, medical tests, etc. This will allow each client served the opportunity to remain in the home and in a safe environment. It will also assist a need in which why many reports are called in especially by healthcare professionals.</p> <p>ARPA 1 Project 3 \$50,000 IPAD and software upgrades are needed to assist each worker with timely documentation. This will also allow each worker more time with the client if needed rather than the worker needing to return to the office to complete timely documentation.</p> <p>ARPA 1 Project 4 \$107,408 Travel costs will be maintained for training unit as well as APS Regional Supervisors for conferences, overnight stays, or extended travel days for areas that are more than 3 hours away.</p> <p>ARPA 2 Project 1 \$148,389 Training Unit expansion will consist of hiring two training/performance coaches. Each employee hired will have assigned counties that they will cover for public awareness projects. The employees will create educational libraries that are readily available to each APS worker. The employees will also assist the training coordinators with the annual refresher training.</p> <p>ARPA 2 Project 2 \$147,841 Quality Assurance/Direct Services Unit development is needed due to the direct services that will be offered by MS APS. Two quality assurance reviewers will be hired to assist the quality assurance coordinator with case reviews. This will allow each APS supervisor more time to dedicate to closing cases for their APS workers.</p>
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ARPA 2 Project 3 \$500,000 MS APS will continue direct services. Direct Services are needed to assist the clients served and in need of services such as: in-home sitters, utility payments, groceries, medications/prescriptions filled, medical tests, etc. This will allow each client served the opportunity to remain in the home and in a safe environment. It will also assist a need in which why many reports are called in especially by healthcare professionals.

ARPA 2 Project 4 \$50,000 MS APS will purchase a vehicle for travel purposes for the training unit. This will save money on travel costs, and it will allow the training/performance coaches easy access to a company vehicle. Reservations for a vehicle will not have to be made to the agencies' administrative department for travel.

ARPA 2 Project 5 \$275,000 MS APS will incorporate a crisis prevention program. The MS APS hotline will refer calls that do not meet screen-in criteria to the appropriate supervisor for the area that the client resides. Services will be offered to individuals in the community that are in need but do not necessarily have an active/on-going APS investigation.

ARPA 2 Project 6 \$390,107 MS APS will allow contractual services for training unit learning resources such as conferences, online learning courses, and professional development. MS APS quality assurance will go through thorough trainings and attend seminars that will help build quality assurance skills.

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
Training Unit Development will give APS supervisors more time to close cases.	\$114,400	ARPA 1 Project 1	We expect that all APS workers received proper trainings as needed. One-on-One trainings will be available for any worker that may need guidance. (100%)	The creation of the training unit will allow each supervisor more time to assist workers with cases rather than trainings. APS Regional supervisors will have more time to dedicate towards building multi-disciplinary teams.	APS workers can feel confident in their jobs and know that they have made a difference in the clients' life. APS workers will have all resources they need to ensure that each clients' needs are met.
Direct Services will assist clients with everyday needs.	\$451,020	ARPA 1 Project 2	Any APS case that is assigned to an APS worker is eligible for direct services if all criteria is met and the APS supervisor deems a true need. APS will allow up to \$2000 in services per client.	Each client needs are met instantly by the APS worker providing allowable services that are needed by the client. Ultimately the client can remain in their home or given temporary shelter in emergency cases.	Each client will be able to maintain their services after APS has provided knowledge and available resources needed to maintain a healthy lifestyle.

<p>IPAD Purchase/Software Upgrades will allow more timely documentation.</p>	<p>\$50,000</p>	<p>ARPA 1 Project 3</p>	<p>All APS documentation will be 100% complete in the timeframe expressed in policy.</p>	<p>Each employee can complete case notes effectively. There will not be any wait time with entering documentation into the Wellsky system.</p>	<p>Each APS worker will be confident in the work that they do. Documentation will be timely, which will ensure job security and allow APS workers to see more clients or possibly assist other APS workers with ride-a-long investigations.</p>
<p>Travel Costs coverage is needed to ensure that training unit has mobility to train APS workers across the state and allow savings to APS budget by cutting back on hotel stays and travel vouchers for APS workers to stay in one central location.</p>	<p>\$107,408</p>	<p>ARPA 1 Project 4</p>	<p>All 82 counties will be served by providing training and more public awareness of MS APS.</p>	<p>Travel reimbursements will no longer be needed which will assist with lowering travel budgets.</p>	<p>All staff members will be fully trained by training/performance coaches. If referral is made by One-on-one trainings will be always readily available.</p>
<p>Training Unit Expansion will assist with publicizing the MS APS program.</p>	<p>\$148,389</p>	<p>ARPA 2 Project 1</p>	<p>ALL 82 counties will be covered by training unit to ensure that public awareness meetings are held at least 3 times per month. 100% of staff will be trained and an onboarding process will be created.</p>	<p>Small towns will be reached and informed about services offered by MS APS.</p>	<p>MS APS will receive more calls on the APS abuse hotline which will result in MS APS workers being able to serve more clients of Mississippi. The nature of APS services will be known by many more entities that offer public service such as mobile medical response, fire academies, and law enforcement.</p>
<p>Quality Assurance/Direct Services Management</p>	<p>\$147,841</p>	<p>ARPA 2 Project 2</p>	<p>All (100%) APS cases will be reviewed in the timeframe expressed in policy for</p>	<p>APS Supervisors will have time to thoroughly review APS</p>	<p>Case documentation will make improvements which will be positive for cases that will be presented in court. APS workers</p>

will ensure that each APS case is reviewed for best practices in social work.			quality assurance purposes.	workers cases for accuracy and closure.	will skills for proper documentation. This will create legwork for future APS trainings.
Continuation of Direct Services will assist clients with everyday needs.	\$500,000	ARPA 2 Project 3	Any APS case that is assigned to an APS worker is eligible for direct services if all criteria is met and the APS supervisor deems a true need. APS will allow up to \$2000 in services per client.	Each client needs are met instantly by the APS worker providing allowable services that are needed by the client. Ultimately the client can remain in their home or given temporary shelter in emergency cases.	Each client will be able to maintain their services after APS has provided knowledge and information on available resources in the community that is needed to maintain a healthy lifestyle.
Vehicle Purchase will allow savings for APS budget by removing the need to rent transportation.	\$50,000	ARPA 2 Project 4	Townhalls, community centers, libraries, etc will be areas used to meet with communities to spread awareness of MS APS. All 82 counties will be reached.	All counties will be covered for public awareness and trainings.	Communities all over the state will be more aware of APS and the services that we offer. APS will have connections to hospital staff, home health staff, and assisted living staff all over the state and those employees will be able to make appropriate referrals.
Crisis Prevention Services are needed to assist vulnerable persons that need help but	\$275,000	ARPA 2 Project 5	MS APS will serve all referrals that are made to APS Regional Supervisors for preventive services.	MS APS will be able to give assistance to clients that do not have an active/open APS case.	More of the older adult populations needs will be met. Services will be rendered to clients that are in need and the mission of MS Department of Human Services is upheld by being dedicated to serving the clients of Mississippi.

does not have an active APS case.					
Contractual services for Training/Development and APS/Quality Assurance Advancement	\$390,107	ARPA 2 Project 6	MS APS will hire multi-purpose contract services for training development and quality control investments.	MS APS training unit and APS staff will attend conferences and build knowledge of APS practices in social work.	MS APS will have knowledge of best practices in social services that will allow each APS employee to better serve the vulnerable population.

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	Training Unit Development	\$28,600	\$28,600	\$28,600	\$28,600	\$114,400
Project 2	Direct Services	\$112,755	\$112,755	\$112,755	\$112,755	\$451,020
Project 3	Purchase of IPADs Software Upgrades	\$50,000				\$50,000
Project 4	Travel Cost	\$26,852	\$26,852	\$26,852	\$26,852	\$107,408
Total		\$218,207	\$168,207	\$168,207	\$168,207	\$722,828

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	Training Unit Expansion		\$43,643.60	\$52,372.70	\$52,372.70	\$148,389
Project 2	Quality Assurance Expansion		\$43,483.24	\$52,178.88	\$52,178.88	\$147,841
Project 3	Direct Services	\$125,000	\$125,000	\$125,000	\$125,000	\$500,000
Project 4	Vehicle Purchase	\$50,000				\$50,000

Project 5	APS Prevention Services	\$68,750	\$68,750	\$68,750	\$68,750	\$275,000
Project 6	APS Contractual Services	\$97,526.75	\$97,526.75	\$97,526.75	\$97,526.75	\$390,107
Total		\$341,276.75	\$378,403.59	\$395,828.33	\$395,828.33	\$1,511,337

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	\$218,207	\$168,207	\$509,483.75	\$546,610.59	\$395,828.33	\$395,828.33	\$2,234,165