

APS Program Operational Plan: North Dakota

State/Territory/District	North Dakota
Contact	Michelle Gayette
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>We imagine a North Dakota where people have access to quality and effective person-centered services that promote safety and independence and improve lives.</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.

North Dakota Vulnerable Adult Protective Services (VAPS) addresses the safety of vulnerable adults who are at-risk of harm due to the presence or threat of abuse, neglect, or exploitation through short-term support. VAPS links adults to eligible services to minimize risk while advocating for the person’s right to self-determination and to live in the most integrated setting.

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.

- **Teamwork and Collaboration** – work together as a team and with our state and community partners for the best outcome for adults we serve
- **Self-Determination** – remember adults have the right to make decisions about their lives
- **Dignity and respect** – treat each adult experiencing abuse, neglect or exploitation (ANE) with dignity and respect
- **Safety** – every adult has a right to be safe
- **All-inclusive and non-biased** – all services will be offered to each adult without bias

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.

Goals of Vulnerable Adult Protective Services

- Protect vulnerable adults from abuse, neglect, or exploitation.
- Prevent abuse, neglect or exploitation of vulnerable adults through education and community partnerships.
- Help vulnerable adults continue to live in their own homes and communities as long as possible through connections with in-home and community-based services.
- Advocate and educate for the right of self-determination for vulnerable adults and help them connect to services of choice.

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.

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
Some individuals served by APS are not eligible for existing state or federally	\$137,550 Funds may be used for cleaning hoarded homes to allow service	ARPA 1 Project 1 Provide Goods and Services to allow individuals	We estimate 30 vulnerable adults will receive goods and services to assist them to remain in their home	Funding in place for emergency interventions	Vulnerable adults will continue to live independently and remain safe in their chosen home environment.

<p>funded programs or are awaiting approval, have exhausted existing funds</p>	<p>provision, medical transportation, emergent housing issues, supervision for older adults, purchase of goods and services to allow an individual to remain in their chosen home environment, personal cares in shelter settings, etc.</p>	<p>to remain in their home <i>(Continuation of COVID funded project)</i></p>			
<p>High caseloads and increased workload</p>	<p>\$195,000 \$30,000 to continue to fund an existing staff member from .75 FTE to 1 FTE. \$165,000 to hire a staff member to assist in Regions 7 and 8.</p>	<p>ARPA 1 Project 2 Increase staffing numbers to reduce caseloads and workloads</p>	<p>Decrease caseloads per worker by and estimated 15% and reduce documentation time by an estimated 15%</p>	<p>All workers will meet 30-day documentation deadline and new staff are hired by March 30, 2022.</p>	<p>Paperwork (case notes, face to face documentation, etc) will remain up-to-date, and caseloads per individual staff will be reduced. Providing a higher level of care to vulnerable adults.</p>

Lack of Resources for tribal case management	\$90,000 \$90,000 to hire a PT Tribal Case Manager for designated tribal areas.	ARPA 1 Project 3 Tribal Case Management Hire tribal liaisons for the two tribes served by APS in ND (Spirit Lake and Turtle Mountain).	Tribes have increased knowledge of APS and there is an estimated 10% increase in reports from the two reservations covered by ND APS.	Establishing a tribal liaison will help to develop strong working relationships with Spirit Lake and Turtle Mountain	Providing a higher level of care and case coordination to vulnerable adults on the identified reservations.
Complex cases and lack of resources	\$45,000 \$30,000 to continue to send regional staff to the NAPSA conference and to continue membership for all staff. \$15,000 to seek online training for staff members.	ARPA 1 Project 4 Staff Training	100% of staff will attend training sessions	Staff will have increased knowledge of national APS trends and increased connection with other APS staff.	Increased knowledge on practices and ability to provide higher level of care and case coordination.
Field staff need smart phones for greater safety and	\$12,900 \$12,900 to cover costs of smart	ARPA 1 Project 5	100% of remote investigative staff have access to smart phones	Investigative staff will have access to smart phones	Greater safety for investigators, access to resources in the field, and more responsive services for vulnerable adults.

responsiveness	phones for remote work.	Technology – Smart Phones <i>(Continuation of COVID funded project)</i>			
High caseloads and increased workload	\$165,000 Redirected funds from doing Operational Plan Internally rather than outsourcing	ARPA 1 Project 6 Staffing \$165,000 to hire a staff member to assist in Regions 3 and 4.	Decrease caseloads per worker by an estimated 15% and reduce documentation time by an estimated 15%.	All workers will meet 30-day documentation deadline and new staff are hired by March 30, 2022.	Paperwork (case notes, face to face documentation, etc) will remain up-to-date, and caseloads will be reduced. Providing a higher level of care to vulnerable adults.
High caseloads and increased workload	\$360,000 <ul style="list-style-type: none"> \$30,000 to continue to fund an existing staff member from .75 FTE to 1 FTE. \$165,000 to support new staff member to assist in Regions 7 and 8. 	ARPA 2 Project 1 Continued funding for positions in Regions 7 & 8 (\$165,000), 3 & 4 (\$165,000), and existing .75 FTE to 1 FTE (\$30,000). Positions started in COVID, and ARPA 1	Decrease caseloads per worker by an estimated 15% and reduce documentation time by an estimated 15%	All workers will meet 30-day documentation deadline and services will be offered sooner.	Paperwork (case notes, face to face documentation, etc) will remain up-to-date, and caseloads will be reduced. Providing a higher level of care to vulnerable adults.

	<ul style="list-style-type: none"> \$165,000 to support new staff member to assist in Regions 3 and 4. 	Projects 2 and 6.			
Insufficient time to manage complex cases	<p>\$330,000</p> <p>Hire a nurse and quality assurance/technical assistance staff member.</p>	<p>ARPA 2 Project 2</p> <p>Staffing for complex cases</p> <ul style="list-style-type: none"> \$165,000 to hire a nurse to assist with complex medical cases. \$165,000 to hire a QA/technical assistance staff members to aid in creating a robust QA system to develop consistency statewide. 	Increase response time for complex cases by an estimated 10%.	Workers will be able to rely on a nurse's medical experience to assist with complex cases. QA will be more robust and in line with national standards.	Consistency in documentation and timeliness of documentation through QA. Providing a higher level of care to vulnerable adults.

<p>Lack of safe beds for vulnerable adults (safe beds = emergency placement)</p>	<p>\$140,000 Initial funding to contract with providers to arrange safe beds for vulnerable adults</p>	<p>ARPA 2 Project 3 Safe beds for vulnerable adults. Partner with community agency to arrange safe beds for vulnerable adults across the state.</p>	<p>Reduce nursing home placement by an estimated 10% by utilizing safe beds until services can be arranged in the adult's home.</p>	<p>Workers will have access to safe beds to assist an individual who cannot remain in their own home due to safety concerns and require cares that make them ineligible for other housing options.</p>	<p>Reduce reliance on skilled nursing facilities as a long-term placement option and offer a short-term alternative to individuals so they can remain in the most integrated setting.</p>
<p>Limited prosecution of perpetrators / legal limits</p>	<p>\$136,650</p> <ul style="list-style-type: none"> • Funding to continue forensic accounting contract • Training Law Enforcement on financial exploitation and other ANE 	<p>ARPA 2 Project 4 Extend contract with current provider to continue forensic accounting services that will enable workers to better partner with law enforcement/prosecutors and bring more cases to court. Enhance education efforts for law</p>	<p>Increase number of cases accepted for prosecution by an estimated 10%. Increase training for law enforcement and prosecution by offering and seeking to conduct two trainings per region per year.</p>	<p>Workers will receive education on forensic accounting and have access to experts who can review cases and develop files that will be better accepted and actionable by law enforcement/prosecution. Trainings offered to Law Enforcement and Prosecution will increase knowledge on APS, reporting, and efforts to remediate financial exploitation and other ANE.</p>	<p>Addressing financial exploitation and other ANE by providing education to those in legal professions benefits and protects vulnerable adults.</p>

		enforcement and prosecutors on all ANE			
Complex cases and lack of resources	\$200,000 to add staff/funds to contracts in Regions 2 and 6	ARPA 2 Project 5 \$180,000 to hire a staff member to assist in Region 2. \$20,000 to add funds to an existing contract to retain trained staff.	Decrease caseloads per worker by an estimated 15% and reduce documentation time by an estimated 15%	All workers will meet 30-day documentation deadline and services will be offered sooner.	Paperwork (case notes, face to face documentation, etc) will remain up-to-date, and caseloads will be reduced. Providing a higher level of care to vulnerable adults.
Lack of Resources for tribal case management	\$90,000 \$90,000 to continue fund the PT Tribal Case Manager for designated tribal areas. <i>(Continuation of pilot project from ARPA 1, Project 3)</i>	ARPA 2 Project 6 Tribal Case Management. Hire tribal liaisons for the two tribes served by APS in ND (Spirit Lake and Turtle Mountain).	Tribes have increased knowledge of APS and there is a an estimated 10% increase in reports from the two reservations.	Establishing a tribal liaison will help to develop strong working relationships with Spirit Lake and Turtle Mountain	Providing a higher level of care and case coordination to vulnerable adults on the identified reservations.
Some individuals served by APS are not eligible for	\$80,000 for emergency funds	ARPA 2 Project 7 Provide Goods and Services to	We estimate 15 vulnerable adults will receive goods and services to assist them to	Funding in place for emergency interventions	Vulnerable adults will continue to live independently and remain safe in their chosen home environment.

<p>existing state or federally funded programs or are awaiting approval, have exhausted existing funds</p>	<p>Funds may be used for cleaning hoarded homes to allow service provision, medical transportation, emergent housing issues, supervision for older adults, purchase of goods and services to allow an individual to remain in their chosen home environment, personal cares in shelter settings, etc.</p>	<p>allow individuals to remain in their home <i>(Continuation of COVID and ARPA 1 Project 1 funded projects)</i></p>	<p>remain in their home.</p>		
<p>Field staff need smart phones for greater safety and responsiveness</p>	<p>\$12,900 \$12,900 to cover costs of smart phones for remote work.</p>	<p>ARPA 2 Project 8 Technology – Smart Phones <i>(Continuation of COVID and ARPA 1 Project 5 funded project)</i></p>	<p>100% of remote investigative staff have access to smart phones</p>	<p>Investigative staff will have access to smart phones</p>	<p>Greater safety for investigators, access to resources in the field, and more responsive services for vulnerable adults</p>

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	Goods and services to vulnerable adults (emergency funds)	\$34,389	\$34,387	\$34,387	\$34,387	\$137,550
Project 2	Staffing	\$48,750	\$48,750	\$48,750	\$48,750	\$195,000
Project 3	Tribal Case Manager	\$22,500	\$22,500	\$22,500	\$22,500	\$90,000
Project 4	Training	\$11,250	\$11,250	\$11,250	\$11,250	\$45,000
Project 5	Technology for remote work	\$3,225	\$3,225	\$3,225	\$3,225	\$12,900
Project 6	Staffing	\$41,250	\$41,250	\$41,250	\$41,250	\$165,000
Total		\$161,364	\$161,362	\$161,362	\$161,362	\$645,450

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	Regional Staffing	\$90,000	\$90,000	\$90,000	\$90,000	\$360,000
Project 2	Staffing for complex cases and lack of resources	\$82,500	\$82,500	\$82,500	\$82,500	\$330,000
Project 3	Safe beds for vulnerable adults	---	---	\$70,000	\$70,000	\$140,000
Project 4	Limited prosecution of perpetrators/ legal limits	\$34,164	\$34,162	\$34,162	\$34,162	\$136,650
Project 5	Staffing for complex cases and lack of resources	\$50,000	\$50,000	\$50,000	\$50,000	\$200,000
Project 6	Tribal Case Manager	\$22,500	\$22,500	\$22,500	\$22,500	\$90,000
Project 7	Goods and services to vulnerable adults (emergency funds)	---	---	\$40,000	\$40,000	\$80,000
Project 8	Technology for remote work	\$3,225	\$3,225	\$3,225	\$3,225	\$12,900
Total		\$282,389	\$282,387	\$392,387	\$392,387	\$1,349,550

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	\$161,364	\$161,362	\$443,751	\$443,749	\$392,387	\$392,387	\$1,995,000