

APS Program Operational Plan: Puerto Rico

State/Territory/District	Puerto Rico
Contact	María I. Vázquez Mojica / Wilma Ortiz Rivera
Budget Allocation	\$2,940,508
Timeline	<p>AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1 August 2021 – September 2023 \$951,354</p> <p>AMERICAN RESCUE PLAN ACT OF 2021 - Proposed Grant 2 August 2022 – September 2024 = \$1,037,800 + \$951,354 = \$1,989,154</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>The Puerto Rico Family Department and its Adult Protective Services Program envision people who retain their autonomy, if possible, who are independent, support themselves, their families and where individuals are safe from abuse and neglect.</p>

<p>Mission Statement</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"> • 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? <p>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.</p>	<p>The mission of APS for the territory of Puerto Rico exists to protect and support elder adults, adults with disabilities and their families from the effects of family violence, abuse, neglect, and exploitation in all its manifestations. Through individual, groups, and community services we will facilitate the provision and promotion of remedial and preventive social services, greater participation, equality, and social justice.</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.

The territory of Puerto Rico conduct:

1. Integrity, high quality customer service.
2. Champion the safety and dignity of vulnerable adults.
3. Teamwork collaboration.
4. Demonstrate respect for all persons.

Goals for Program Improvement

These are goals to be obtained 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.

1. Ensure that the data collection system allows the extraction of statistical demographic information, incidence and types of abuse and a profile of the victim and perpetrator, according to the information requirement of NAMRS.
2. Through a training program in the use of the mechanized system, ensure that social workers document interventions using the integrated case management system according to 90%, which will result in better use of time, greater productivity, and collection of reliable data.
3. Train social workers in techniques and methods of investigating financial exploitation referrals so that the foundations can be laid for the creation of specialized units to protect against financial abuse.

Targeted Improvement Projects

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
<p>Increase the number of referrals inquires by reducing intervention and documentation time by improving the data collection system.</p>	<p>\$350k investment for update, improvements, and maintenance to the Integrated Case Management System (SIMCa).</p>	<p>ARPA 1 Project 1 Hire a technology company or pay for system upgrades to the current contractor.</p>	<p>Complete 75% of inquiries from all referrals received.</p>	<p>Creation of new and updated formats and tools in the Integrated Case Management System.</p>	<p>Increased completed referral investigations</p>
<p>Protect and support elder adults and adults with disabilities and their families from the effects of maltreatment.</p>	<p>\$500K \$500k from ARPA I (in addition \$500,000 to investment from COVID Relief Funds)</p>	<p>ARPA 1 Project 2 Hire company to investigate the referrals of adult social protection by placing a Public Notice and establishing subsequent contract.</p>	<p>Investigate 100% of vacant zone referrals received between March 2020-March 2021.</p>	<p>Protection and provision of services to the families as the investigation process develops.</p>	<p>Protection of all adults who have not been able to be protected due to referrals being in a vacant area.</p>

<p>Strengthen the skills of employees in the investigation of abuse referrals, supervision, and complex financial exploitation situations.</p>	<p>\$101,354k investment</p>	<p>ARPA 1 Project 3 Carry out a series of trainings and workshops in financial exploitation investigations, taking adults protection referrals and supervision focused on Adult Protective Services.</p>	<p>Increased and improved investigative skills, improved quality of information collected during a call to report a referral, improved supervision skills. 200-250 people trained Measure/Report case investigation time</p>	<p>Completed investigations in less time Take referrals with information that allows to evaluate safety more effectively and efficiently Supervisors will offer a more structured supervision and support through meetings and supervision activities to case managers during their investigations.</p>	<p>Increased quality of the investigations Increased quality of the information collected during a referral call Increased supervision skills.</p>
<p>High Volume of Cases. Need for temporary personnel in 4 Regions</p>	<p>\$398,324.88 Source internally or possibly use a temp agency</p>	<p>ARPA 2 Project 1 Strengthen the Adult Institutional Abuse Units in 4 Regions through the hiring of temporary personnel.</p>	<p># of temps hired # of cases closed</p>	<p>Temps Hired Reduction of referrals pending investigation in vacant zone</p>	<p>Vulnerable adults receive better foster care through adequate staffing Investigations completed within the established timeframes Investigations are allocated at 90%</p>

Need medical advice in overseeing appropriateness of care	\$60,000.00	ARPA 2 Project 2 Enlist the professional services of a geriatrician or other medical professional as a consultant in cases of institutional abuse	# of investigations where medical professional input is provided	Medical professional hired The queries answer by the medical consultant facilitate decision making regarding the investigation	Vulnerable adults in institutions receive better care through Geriatrician or other medical professional input Investigations completed in less time Actions taken are sustained in the appeal process
Increased cases of financial exploitation and more complex financial fraud	\$316,852.00 Temp staff	ARPA 2 Project 3 Investigate financial exploitation referrals that are in arrears from 6 regions by hiring temporary social workers or investigators	Increased number of financial exploitation referrals assigned for investigations	Temps hired and Increased number of completed investigations of financial exploitation	Vulnerable adults safe from financial exploitation
Increased cases of financial exploitation and more complex financial fraud	\$75,000.00	ARPA 2 Project 4 Enlist the consulting professional services of a fraud investigator or forensic	Increased number of completed investigations of financial fraud	Forensic Accountant engaged Increased investigation of complex forms of financial exploitation	Vulnerable adults safe from financial exploitation

		accountant consultant in financial exploitation cases.			
Spiking Covid infection risk	\$50,000.00	ARPA 2 Project 5 Continuing supply of COVID-19 infection prevention materials to staff	100% of staff have adequate PPE	Adequate supply of PPE in stock	Staff and vulnerable adults protected from Covid infections
Need of technological equipment to facilitate case management and investigations	\$50,000.00	ARPA 2 Project 6 Purchase of 10 portable scanners and 10 digital cameras (one for each region) and related equipment for APS Program Planning Template: State/Territory /District-Specific Focus Page 13 investigations of institutional abuse and protection cases.	# of regions with adequate equipment	Scanners and cameras purchased and in use More comprehensive documentation available	Vulnerable adults benefit from more efficient case management and more time spent with clients and victims

Need for technological equipment to facilitate virtual meetings and training sessions	\$10,000.00	ARPA 2 Project 7 Purchase of interactive TV and related equipment for the Adults Program in Central Office to be used in virtual meetings, trainings, etc.	# of remote trainings held	Equipment purchased and installed	Vulnerable adults benefit from better trained field staff
Case Management system needs updates	\$300,000.00	ARPA 2 Project 8 Update and continuing maintenance of the Integrated Case Management System (SIMCa)	Ongoing upgrades and maintenance of case management system occur on schedule	Upgrades to systems made Less use of paper files	Staff stress reduced by better working case management system and Vulnerable adults benefit from more timely and organized case management Better data available to NAMRS
Need to assess ongoing quality of long-term care and home aid services	\$297,403.00 Contracted QA team	ARPA 2 Project 9 Contracting a quality assurance team for the assessment of long-term care and home aide services	Regular quality assurance reporting	QA team hired and beginning to do assessments	Vulnerable adults benefit from high quality Long-Term care and Home Aid services that are regularly monitored for quality

Need for emergency shelter for abused, neglected, or exploited adults in immediate danger in their current living situation	\$287,574.12	ARPA 2 Project 10 Emergency shelter and evaluations	Number of cases that use emergency beds	Emergency Shelters identified and evaluation process developed and implemented	Vulnerable adults in immediate danger of abuse, neglect or exploitation are provided emergency shelter
Need help to manage large number of new projects being initiated	\$144,000	ARPA 2 Project 11 Hire Grant Manager for next 3 years of operations	Timely completion of ARPA Grant projects	Hire a Grant Manager to oversee the new projects enabled by the ARPA Grants	Projects proceed on schedule and Grant \$ are spent to maximum benefit vulnerable adults

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	Technology Upgrade Expand Database Case Management	\$55,000	\$98,333	\$98,333	\$98,333	350,000.00
Project 2	Hiring external resource for investigation of referrals	\$125,000	\$125,000	\$125,000	\$125,000	500,000.00
Project 3	Training for personnel and Supervisors of the protection program and stakeholders.	0	\$50,677	\$50,677	0	101,354.00
Total		\$180,000	\$274,010	\$274,010	\$223,334	951,354.00

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	Strengthen the Adult's Institutional Abuse Units in 4 Regions through the hiring of temporary personnel.	\$99,581.22	\$99,581.22	\$99,581.22	\$99,581.22	\$398,324.88
Project 2	Enlist the professional services of a geriatrician as a consultant in cases of institutional abuse	\$15,000.00	\$15,000.00	\$15,000.00	\$15,000.00	\$60,000.00
Project 3	Investigate financial exploitation referrals that are in arrears from 6 regions by hiring temporary social workers or investigators	\$79,213.00	\$79,213.00	\$79,213.00	\$79,213.00	\$316,852.00
Project 4	Enlist the professional services of a fraud investigator or Forensic accountant consultant in financial exploitation cases.	\$18,750.00	\$18,750.00	\$18,750.00	\$18,750.00	\$75,000.00

Project 5	Continuing supply of COVID-19 infection prevention materials to staff	\$12,500.00	\$12,500.00	\$12,500.00	\$12,500.00	\$50,000.00
Project 6	Purchase of 10 portable scanners and 10 digital cameras (one for each region) and related equipment for \$50,000.00 APS Program Planning Template: State/Territory/District-Specific Focus Page 13 investigations of institutional abuse and protection cases	\$12,500.00	\$12,500.00	\$12,500.00	\$12,500.00	\$50,000.00
Project 7	Purchase of interactive TV and related equipment for the Adults Program in Central Office to be used in virtual meetings, trainings, etc.	\$2,500.00	\$2,500.00	\$2,500.00	\$2,500.00	\$10,000.00
Project 8	Update and continuing maintenance of the Integrated Case Management System (SIMCa)	\$75,000.00	\$75,000.00	\$75,000.00	\$75,000.00	\$300,000.00

Project 9	Contracting a quality assurance team for the assessment of long-term care and home aide services	\$74,350.75	\$74,350.75	\$74,350.75	\$74,350.75	\$297,403.00
Project 10	Emergency shelter and evaluations	\$71,893.53	\$71,893.53	\$71,893.53	\$71,893.53	\$287,574.12
Project 11	Need help to manage large number of new projects been initiated	\$36,000.00	\$36,000.00	\$36,000.00	\$36,000.00	\$144,000.00
TOTAL						\$1,989,154

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	\$180,000	\$274,010	(\$274,010 ARPA 1 + \$497,288.50 ARPA 2)	(\$223,334 ARPA 1 + \$497,288.50 ARPA 2)	\$497,288.50	\$497,288.50	\$2,940,508