APS Program Operational Plan: Virginia

State/Territory/District	Virginia
Contact	Paige McCleary, APS Division Director
Budget Allocation	$6,249,504
Timeline	AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1 **August 2021 – September 2023** $2,021,926 AMERICAN RESCUE PLAN ACT OF 2021 - Proposed Grant 2 **August 2022 – September 2024** = $2,205,652 (COVID amount) + ($2,021,926 ARPA 1 Amount = $4,227,578
Vision 2025 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. **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.	We envision a Virginia APS system that strengthens the prevention and investigations of adult maltreatment through effective worker training, consistent interpretation and implementation of regulatory standards and program guidance, and robust data collection and dissemination.

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.

APS Division serve adults through programs that:

Protect older adults and incapacitated adults from abuse, neglect, or exploitation.

Prevent the abuse, neglect, or exploitation of older adults and incapacitated adults.

Prevent the inappropriate institutionalization of older adults and incapacitated adults.

Assist when necessary with appropriate placement.

Maximize self-sufficiency.

Guiding Principles / Core Values	Principles of Virginia APS:
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.	• Proper protection of adults may require an APS worker to advocate for the right of the capable adult to make his or her own choices even when the community or family may oppose these choices. • The least restrictive and least intrusive intervention necessary to protect the adult and stabilize the situation is the most appropriate. • The adult has the right to make decisions on his or her own behalf until he or she delegates that responsibility voluntarily or the court grants that responsibility to another individual. • Adult abuse, neglect, and exploitation are social problems and their resolution, for the most part, should be sought through the provision of social services and medical services. ○ However, the legal system often plays a role is remedying adult abuse, neglect, and exploitation and preventing further maltreatment. When appropriate, it is important for APS to partner with legal system representatives, such as law enforcement personnel, during investigations and service delivery. • Services that support and strengthen the adult's informal support system are vital to the protection of adults who are at risk of abuse, neglect, or exploitation. • Legal action is considered only after all other alternatives have been explored. When legal intervention is required, the least restrictive means of intervention shall be used.

Goals for Program Improvement	GOAL 1: Review the Division's current quality assurance processes. Identify strengths and opportunities for improving APS QA procedures.
These are goals to be obtained in order to move your APS program from current practices to your Vision.	
	Goal 2: Develop and deliver topic focused training to 100% of APS workers who conduct APS investigations within one year of employment in APS.
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).	Goal 3: Make system changes to improve data collection and reduce worker data entry errors.
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.	

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 **ACTIVITIE**S 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
Need to convert existing in-person training to virtual format and develop new virtual content	**$267,500 (total)** **$129,000** Temporary, full time, curriculum developer (continuation program started with earlier COVID funding) **$129,000** Temporary full-time APS trainer **$9,500** journal subscriptions, memberships, video purchases, other materials to facilitate course development	**ARPA 1** **Project 1** State Level - **Continue employment Temporary Curriculum Developer**	3 new training courses developed 4 existing courses will be revised 50% increase in number of virtual APS courses available to new workers.	Required training will be delivered to 100% of new workers within first year of employment.	All new APS workers will score at least 95% on new worker training exam. APS workers will express an increase in confidence in conducting APS investigations through Division survey. Increased level of safety for APS clients as all APS clients will receive a thorough investigation.
Need to improve APS Quality Assurance (QA) Process Current APS QA System developed internally by staff without QA experience	**$292,000 (total)** **$139,500** Temporary, full-time QA Manager **$129,000** Temporary, full-time QA staff person **$9,500** journal subscriptions, memberships,	**ARPA 1** **Project 2** State Level - **QA System Development** Evaluate APS QA policies and procedures Recommendations to improve QA program	Identify trends and areas needing focus 85% of APS investigations meet all statutory and regulatory requirements, including accurate validity determination and dispositions. Regional consultants will be able to increase the	QA staff hired Statistical analysis of reports in the Case Management System Baseline report summarizing current state of APS QA Staff have a better understanding of the QA process	Increased level of safety for APS clients as all APS clients will receive a thorough investigation. APS workers will reduce the number of errors in their records.

	conferences, other materials to facilitate QA development **$14,500** Contract with a dictation/transcription service to support APS regional consultants as they complete monitoring reports/case reviews		number of completed monitoring reports/case reviews by 50% annually		
Need to learn more about current APS research and promising practices	**$7,000**	**ARPA 1 Project 3** State level - **Training / Conference Attendance** Send 4 state staff to conferences and share learning with state and local staff	4 state staff attend conference Learning shared with x# of state and local staff	Conference/training sessions attended	Learning from conferences and training sessions shared broadly throughout state and local staff APS clients benefit from better trained staff and implementation of promising practices
Need for Finance, Information Technology and Human Resource (HR) staff for development, implementation, contracting, monitoring, and closing out of ARPA Grant	**$20,000**	**ARPA 1 Project 4** State Level – **Finance, IT & HR Support**	Grant properly managed	Grant funds properly dispersed and managed	ARPA grant funds used in best possible way to support vulnerable adults
Local APS Programs need to allocate funds to	**$1,434,926 (total)** **Local APS Programs**	**ARPA 1 Project 5** **Local Allocations**	250 clients receiving goods and services	120 local departments of social services (LDSS) across the Commonwealth receive	Vulnerable adults are safer, and AN&E reduced or eliminated. More at risk APS clients able to stay in their home or least restrictive living place of choice

their individual county needs	Purchased Services - $634,926 Operating/Non-Personnel - $300,000 Personnel - $500,000	• providing goods and services to clients • Improving and supporting remote work, such as the purchase of communications • technology hardware, software, or infrastructure • community outreach • Acquiring personal protection equipment (PPE) and supplies • Local training costs • extended hours/over-time for staff, hiring temporary staff, and associated personnel costs	50 communication devices and supporting infrastructure purchased and put in field use 500 of outreach products developed (Fliers, PSAs, Community events etc.) 100 units of PPE distributed 20 staff able to attend conferences or webinars 500 Additional hours of field support made available	funding and begin helping clients and victims	
Improve APS Quality Assurance processes and implement APS Continuous Quality Improvement initiative	**$292,500 (total)** **$139,500** Temporary, full-time QA Manager **$129,000** Temporary, full-time QA staff person **$9,500** journal subscriptions,	**ARPA 2** **Project 1** QA team meets with regional consultants and local APS staff about QA plans QA staff reviews case records and consultants' monitoring reports	QA team issues a baseline report that summarizes the current state of AP QA and identifies areas of strength and deficiencies in QA procedures, and recommends strategies for improvement.	Regional consultants will be able to increase the number of completed monitoring reports/case reviews by 50% annually. Local and state APS staff will have a better awareness of QA processes.	85% of APS investigations meet all statutory and regulatory requirements, including accurate validity determination and dispositions. Increased level of safety for APS clients as all APS clients will receive a thorough investigation.

	memberships, conferences, other materials to facilitate QA development **$14,500** Contract with a dictation/transcription service to support APS regional consultants as they complete monitoring reports/case reviews	QA team reviews APS QA practices in other states.	Communicate report findings to local APS staff APS Division Director drafts budget amendments to fund QA positions beyond September 2024.		APS workers will reduce the number of errors in their records. Publish a publicly accessible annual report on APS QA results
Improve training content and delivery for local APS workers	**$267,500 (total)** **$129,000** Temporary, full time, curriculum developer (continuation program started with earlier COVID funding) **$129,000** Temporary full-time APS trainer **$9,500** journal subscriptions, memberships, video purchases, other materials to facilitate course development	**ARPA 2** **Project 2** Training staff evaluates current training curriculum and determines unmet needs	50% increase in number of virtual APS courses available to new workers. Required training will be delivered to 100% of new workers within first year of employment. Develop worker training survey Develop and implement a new APS worker exam to be taken by APS workers once all mandated courses have been completed. APS Division Director drafts budget	Develop new curriculum and revise current curriculum including webinars, in-person, and e-learnings Develop one-page handouts/resource guides for APS workers	All new APS workers will score at least 95% on new worker training exam. APS workers will express an increase in confidence in conducting APS investigations through Division survey. Increased level of safety for APS clients as all APS clients will receive a thorough investigation.

			amendments to fund training positions beyond September 2024.		
Implement APS case management system changes	**$250,000** APS case management system enhancements	**ARPA 2** **Project 3** Division staff identifies needed APS case management system changes and draft requirements PeerPlace makes changes to the case management system.	Helpdesk training is provided to all APS workers on new changes to the PeerPlace APS screens.	APS workers will demonstrate understanding of PeerPlace enhancements.	Case management system changes will lead to greater APS worker satisfaction with system. Virginia will be able to produce more robust APS data.
Need for Finance, Information Technology and Human Resource (HR) staff for development, implementation, contracting, monitoring, and closing out of ARPA Grant	**$25,000**	**ARPA 2** **Project 4** State Level – **Finance, IT & HR Support**	Grant properly managed	Grant funds properly dispersed and managed	ARPA grant funds used in best possible way to support vulnerable adults
Local APS Programs need to allocate funds to their individual county needs	**$3,392,578 (Total)** **Local APS Programs** Purchased Services - $1,432,621 Operating/Non-Personnel - $723,921	**ARPA 2** **Project 5** **Local Allocations** • providing goods and services to clients	700 clients receiving goods and services 50 communication devices and supporting infrastructure purchased and put in field use	120 local departments of social services (LDSS) across the Commonwealth receive funding and begin helping clients and victims	Vulnerable adults are safer, and AN&E reduced or eliminated. More at risk APS clients able to stay in their home or least restrictive living place of choice

	Personnel - $1,236,036	• Improving and supporting remote work, such as the purchase of communications • technology hardware, software, or infrastructure • community outreach • Acquiring personal protection equipment (PPE) and supplies • Local training costs • extended hours/over-time for staff, hiring temporary staff, and associated personnel costs	500 outreach products developed (Fliers, PSAs, Community events etc.) 100 units of PPE distributed 25 staff (or %) able to attend conferences or webinars 1000 Additional hours of field support made available		

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
State - Project 1	Improve APS Training/Curriculum Development	$66,875	$66,875	$66,875	$66,875	**$267,500**
State - Project 2	QA System Development	$73,125	$73,125	$73,125	$73,125	**$292,500**
State - Project 3	Training / Conference Attendance	$1,750	$1,750	$1,750	$1,750	**$7,000**
State – Project 4	Finance, IT & HR Support for grant management	$5,000	$5,000	$5,000	$5,000	**$20,000**
Local - Project 5	Local Allocations	$358,731.50	$358,731.50	$358,731.50	$358,731.50	**$1,434,926**
Total		**$505,481.50**	**$505,481.50**	**$505,481.50**	**$505,481.50**	**$2,021,926**

ARPA 2- Second Grant Allocation - August 2022 September 2024

	Description	2023 Period 1	2023 Period 2	2024 Period 1	2024 Period 2	Total
State - Project 1	Quality Assurance - Continued	$73,125	$73,125	$73,125	$73,125	**$292,500**
State - Project 2	Improve APS Training– Continued	$66,875	$66,875	$66,875	$66,875	**$267,500**
State - Project 3	Case Management System Enhancements	$62,500	$62,500	$62,500	$62,500	**$250,000**
Local - Project 4	Finance, IT & HR Support for grant management	$6,250	$6,250	$6,250	$6,250	**$25,000**
Local - Project 5	Local Allocations	$848,144.50	$848,144.50	$848,144.50	$848,144.50	**$3,392,578**
Total		**$1,056,894.50**	**$1,056,894.50**	**$1,056,894.50**	**$1,056,894.50**	**$4,227,578**

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	$505,481.50	$505,481.50	$1,562,376	$1,562,376	$1,056,894.50	$1,056,894.50	**$6,249,504**