

APS Operational Plan: Iowa

State/Territory/District	Iowa
State Contact	Gloriana Fisher
Budget Allocation	\$2,346,190
Timeline	<p>AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1 August 2021 – September 2023 \$811,164</p> <p>AMERICAN RESCUE PLAN ACT OF 2021 - Grant 2 August 2022 – September 2024 \$1,535,026</p>
Vision 2025	The Iowa Department of Human Services’ Adult Protective Services Unit makes a positive difference in the lives of vulnerable adults we serve.
Mission Statement	Adult Protective Services will help Iowans who are vulnerable adults achieve healthy, safe, stable, and self-sufficient lives, free from abuse through the programs and services we provide and the partnerships we maintain.
Guiding Principles / Core Values	<p>Customer Focus: We listen to and address the needs of our customers in a respectful and responsive manner that builds upon their strengths. our services promote meaningful connections to family and community.</p> <p>Excellence: We are a model of excellence through efficient, effective, and responsible public service. we communicate openly and honestly and adhere to the highest standards of ethics and professional conduct.</p> <p>Accountability: We maximize the use of resources and use data to evaluate performance and make informed decisions to improve results.</p> <p>Teamwork: We work collaboratively with customers, employees, and public and private partners to achieve results.</p>

Additional information and context:

A group of key informants were selected for interviews. This group supplied additional information, providing insight into the identified strengths, weaknesses, opportunities, and threats.

Strengths:

Respondents advised that workgroups, subject matter expertise, education and training events, and best practice models (such as the one in place in Polk County) were successes that could be expanded upon within the Operational Plan.

Weaknesses:

Identified gaps included limited understanding, coordination, and engagement among legal services and entities.

Opportunities:

The group identified several formal and informal policies, practices, and laws that should be modified to benefit APS including the development of training for workers that increases understanding of community-based services for people who need protective services.

Threats:

Most respondents felt there was a low rate of engagement by the public with the issues that impact older Iowans and dependent adults.

Goals for Program Improvement	
	<p>Priority outcomes, details within the vision for APS in Iowa, include:</p> <ul style="list-style-type: none"> ○ Enhancing referrals and investigations ○ Improving reporting, response, and follow-up ○ Increasing communication across stakeholders ○ Building capacity and quality within the APS workforce <p>Iowa’s Operational Plan will include three goals. We will address the needs associated with these goals within the Operational Plan.</p> <ul style="list-style-type: none"> ○ Workforce Challenges: APS staffing and staffing supports <ul style="list-style-type: none"> ○ Lean staffing constrains our ability to infuse change and increase effectiveness of our programs and services. ○ Service Coordination: APS system improvements and enhancements, including technology system improvements: <ul style="list-style-type: none"> ○ Limitations within our data systems reduce our ability to respond, understand, and communicate. ○ Adults have limited protection from financial exploitation. Financial vulnerabilities of dependent adults should be addressed. ○ There is a need for improved and more frequent education and training opportunities across the spectrum of stakeholders and providers, including APS workers and mandatory reporters, legal teams, and health care partners. ○ Resource Limitations: Provision of goods and services to APS clients <ul style="list-style-type: none"> ○ The limitations associated with resources, services, and supports limits the ability to place dependent adults and address their needs, especially in rural locations. <p>To address these needs, our Operational Plan will include four targeted improvement projects:</p> <ul style="list-style-type: none"> ○ Technology System Improvements ○ APS Staffing and Staffing supports ○ APS System Improvements and Enhancements ○ Goods and Services to APS Clients <p>The result of addressing these needs through targeted improvements would be the following:</p> <ul style="list-style-type: none"> ○ Technology System Improvements will improve the intake, screening, and assessment infrastructure and processes including oversight and evaluation. ○ APS Staffing and Staffing Supports will increase the reach of the program, build capacity for partnerships, and augment planning and implementation efforts. ○ APS System Improvements and Enhancements will increase specialized training for staff and key APS partners such as legal and health care providers. It will also support increased monitoring financial exploitation and abuse. ○ Goods and Services to APS Clients will allow for immediate mitigation of risk and safety issues, appropriate care transitions, and increased stability of vulnerable adults. Positive outcomes for the population will be facilitated through increased access to resources, services, and supports.

<p>Targeted Improvement Projects</p> <p>WHY is this improvement needed?</p> <p>What Purpose or NEED will it fill?</p> <p>What RESOURCES will be used?</p> <p>What ACTIVITIES will it entail?</p> <p>What are the direct OUTPUTS of the activities?</p> <p>What are the intended results and how will clients benefit?</p>	
--	--

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
<i>Limitations within our data systems reduce our ability to respond, understand, and communicate.</i>	\$250,000 <ul style="list-style-type: none"> DHS staff IT and Data teams Contractors 	ARPA 1, Project 1 Technology System Improvements <ul style="list-style-type: none"> Expanding data report production Improve functionality to user Enhancing interoperability between systems Improvements to NAMRS data collection and reporting 	<ul style="list-style-type: none"> System will identify and prompt users when data incomplete Reports will be immediately available to APS supervisor and administrator to facilitate real-time oversight. Increased efficiency in tabulating NAMRS data 	<ul style="list-style-type: none"> Decrease in system user errors while increasing data integrity 	<ul style="list-style-type: none"> Ability to identify trends for APS in Iowa Improved coordination between APS and community services APS clients will be better served through improved coordination
<i>Lean staffing constrains our ability to infuse change and increase effectiveness of our programs and services.</i>	\$185,000 <ul style="list-style-type: none"> DHS/APS staff 	ARPA 1, Project 2 APS Staffing and Staffing Supports <ul style="list-style-type: none"> Hire one additional permanent APS administrator Support APS staffing costs associated with increased APS cases, including but not limited to travel, overtime, and salary/benefits related to additional field positions 	<ul style="list-style-type: none"> Strengthen program oversight through appropriate APS program administrative workload APS clients will have equal access to APS professionals within their community 	<ul style="list-style-type: none"> Established consensus in APS operational improvements. Increased efficiency pertaining to APS policy and administration. Increased ability to monitor and manage decision-making related to environmental changes that impact the provision of APS services. 	<ul style="list-style-type: none"> APS clients will be better served Increased collaboration with internal and external APS partners
<i>There is a need for improved and more frequent education and training opportunities across the spectrum of stakeholders and providers, including APS workers and mandatory</i>	\$200,000 <ul style="list-style-type: none"> Learning Management System 	ARPA 1, Project 3 APS System Improvements and Enhancements <ul style="list-style-type: none"> New culturally competent training for mandatory reporters available through 	<ul style="list-style-type: none"> New training materials will be developed Data concerning training will be collected Training curriculum will be consistent 	<ul style="list-style-type: none"> Better educated reporters, adult protection staff and public on adult protective service issues 	<ul style="list-style-type: none"> APS clients will be safer based on increased reporting as well as accurate and informed procedures.

<p>reporters, legal teams, and health care partners.</p> <p>Adults have limited protection from financial exploitation. Financial vulnerabilities of dependent adults should be addressed.</p>	<ul style="list-style-type: none"> DHS/APS team members 	<p>an LMS to track completion and increase usability.</p> <ul style="list-style-type: none"> Develop and implement training to targeted disciplines to assist in identifying, reporting, and responding to adult abuse. Training and networking for adult protective service workers. Contracts to support APS workers Create and maintain a centralized and public facing adult abuse platform 	<ul style="list-style-type: none"> Informed adult protection staff Support more efficient work including consistent analysis of financial information Synthesized information about Iowa's trifurcated system 	<ul style="list-style-type: none"> Informed decision making based on data Accurate disposition on financial exploitation cases 	
<p>The limitations associated with resources, services, and supports limits the ability to place dependent adults and address their needs, especially in rural locations.</p>	<p>\$176,164</p> <ul style="list-style-type: none"> DHS/APS staff Contractors 	<p>ARPA 1, Project 4</p> <p>Goods and Services to APS Clients</p> <ul style="list-style-type: none"> Execute Contracts to meet identified needs for adult protective service clients. 	<ul style="list-style-type: none"> More goods and services will be available to APS clients. 	<ul style="list-style-type: none"> Immediate mitigation of risk and safety issues, appropriate care transitions, and increased stability of vulnerable adults. 	<ul style="list-style-type: none"> Identification of Iowa's APS service gaps. Decrease in re-abuse
Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
<p>Limitations within our data systems reduce our ability to respond, understand, and communicate.</p>	<p>\$200,000</p> <ul style="list-style-type: none"> DHS staff Contractors 	<p>ARPA 2, Project 1</p> <p>Technology System Improvements</p> <ul style="list-style-type: none"> Expanding data report production Improve functionality to user Enhancing interoperability between systems Improvements to NAMRS data collection and reporting Evaluate outcomes related to system improvements 	<ul style="list-style-type: none"> System will identify and prompt users when data incomplete Reports will be immediately available to APS supervisor and administrator to facilitate real-time oversight. Increased efficiency in tabulating NAMRS data 	<ul style="list-style-type: none"> Decrease in system user errors while increasing data integrity 	<ul style="list-style-type: none"> Ability to identify trends for APS in Iowa Improved coordination between APS and community services APS clients will be better served through improved coordination
<p>Lean staffing constrains our ability to infuse change and increase</p>	<p>\$380,016</p>	<p>ARPA 2, Project 2</p> <p>APS Staffing and Staffing supports</p>	<ul style="list-style-type: none"> Strengthen program oversight through appropriate APS program 	<ul style="list-style-type: none"> Established consensus in APS operational improvements. 	<ul style="list-style-type: none"> APS clients will be better served

<p><i>effectiveness of our programs and services.</i></p>	<ul style="list-style-type: none"> DHS/APS staff 	<ul style="list-style-type: none"> Hire one additional permanent APS administrator Support APS staffing costs associated with increased APS cases, including but not limited to travel, overtime, and salary/benefits related to additional field positions 	<p>administrative workload</p> <ul style="list-style-type: none"> APS clients will have equal access to APS professionals within their community 	<ul style="list-style-type: none"> Increased efficiency pertaining to APS policy and administration. Increased ability to monitor and manage decision-making related to environmental changes that impact the provision of APS services. 	<ul style="list-style-type: none"> Increased collaboration with internal and external APS partners
<p><i>There is a need for improved and more frequent education and training opportunities across the spectrum of stakeholders and providers, including APS workers and mandatory reporters, legal teams, and health care partners.</i></p> <p><i>Adults have limited protection from financial exploitation. Financial vulnerabilities of dependent adults should be addressed.</i></p>	<p>\$447,036</p> <p>Learning Management System</p> <ul style="list-style-type: none"> DHS/APS team members 	<p>ARPA 2, Project 3</p> <p>APS System Improvements and Enhancements</p> <ul style="list-style-type: none"> New culturally competent training for mandatory reporters available through an LMS to track completion and increase usability. Develop and implement training to targeted disciplines to assist in identifying, reporting and responding to adult abuse. Training and networking for adult protective service workers. Contracts to support APS workers Create and maintain a centralized and public facing adult abuse platform 	<ul style="list-style-type: none"> New training materials will be developed Data concerning training will be collected Training curriculum will be consistent Informed adult protection staff Support more efficient work including consistent analysis of financial information Synthesized information about Iowa's trifurcated system 	<ul style="list-style-type: none"> Better educated reporters, adult protection staff and public on adult protective service issues Informed decision making based on data Accurate disposition on financial exploitation cases 	<ul style="list-style-type: none"> APS clients will be safer based on increased reporting as well as accurate and informed procedures.
<p><i>The limitations associated with resources, services, and supports limits the ability to place dependent adults and address their needs, especially in rural locations.</i></p>	<p>\$668,984</p> <ul style="list-style-type: none"> DHS/APS staff Contractors 	<p>ARPA 2, Project 4</p> <p>Goods and Services to APS Clients</p> <ul style="list-style-type: none"> Execute Contracts to meet identified needs for adult protective service clients. 	<ul style="list-style-type: none"> More goods and services will be available to APS clients. 	<ul style="list-style-type: none"> Immediate mitigation of risk and safety issues, appropriate care transitions, and increased stability pf vulnerable adults. 	<ul style="list-style-type: none"> Identification of Iowa's APS service gaps. Decrease in re-abuse

Budget / Spending Plan for ARPA funds – Semi-annually for 3 to 5 years

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 System Improvements	\$62,500	\$62,500	\$62,500	\$62,500	\$250,000
Project 2	APS Staffing and Staffing Supports	\$46, 250	\$46, 250	\$46, 250	\$46, 250	\$185,000
Project 3	APS System Improvements and Enhancements	\$50,000	\$50,000	\$50,000	\$50,000	\$200,000
Project 4	Goods and Services to APS clients	\$44,041	\$44,041	\$44,041	\$44,041	\$176,164
Total		\$202,791	\$202,791	\$202,791	\$202,791	\$811,164

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	Technology System Improvements	\$50,000	\$50,000	\$50,000	\$50,000	\$200,000
Project 2	APS Staffing and Staffing Supports	\$95,004	\$95,004	\$95,004	\$95,004	\$380,016
Project 3	APS System Improvements and Enhancements	\$71,500	\$71,500	\$71,500	\$71,526	\$286,026
Project 4	Goods and Services to APS clients	\$167,246	\$167,246	\$167,246	\$167,246	\$668,984
Total		\$383,750	\$383,750	\$383,750	\$383,776	\$1,535,026

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	\$202,791	\$202,791	\$586,541	\$586,541	\$383,750	\$383,776	\$2,507,200