

## EPS/APS Program Operational Planning: Louisiana

<b>State/Territory/District</b>	Louisiana
<b>Contact</b>	Ebony Philips
<b>Budget Allocation</b>	ARPA 1 - <u>\$1,110,372</u> + ARPA 2 - \$2,321,640= <b>Total Budget \$3,432,012</b>
<b>Timeline</b>	<p>AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1  <b>August 2021 – September 2023</b>            ARPA 1 - 1,110,372</p> <p>AMERICAN RESCUE PLAN ACT OF 2021 - Proposed Grant 2  <b>August 2022 – September 2024</b>            COVID - \$1,211,268 + ARPA 1 - \$ 1,110,372 = <u>ARPA 2 –\$2,321,640</u></p>
<p><b>Vision 2025</b></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 <b>3-5</b> years.</p> <p><b>Note:</b> 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>Louisiana has a bifurcated system to assist and protect all of the vulnerable adults in the state.</p> <ul style="list-style-type: none"> <li>• Within the Governor’s Office of Elderly Affairs, the <b><i>Elderly Protective Services (EPS)</i></b> Program serves to ensure the safety of all Louisiana constituents who are over age 60</li> <li>• The Louisiana Department of Health, Office of Aging and <b><i>Adult Protective Services (APS)</i></b> serves to ensure the safety all of Louisiana constituents that are age 18 to 59 with Disabilities</li> </ul> <p>This 3-5 year operational plan has been developed in coordination with both service agencies and addresses individual and combined Visions, Missions, Goals and Objectives to benefit ALL vulnerable adults in Louisiana.</p>

	<p>It is our vision in that Louisiana will be a desirable and satisfying place for vulnerable adults, people with disabilities and those who are aged may live in their communities without fear for their safety. Within the Governor’s Office of Elderly Affairs, the Elderly Protective Services Program serves to ensure the safety of all Louisiana constituents who are over age 60 and above. Within the Louisiana Department of Health, the Adult Protective Services Program serves to ensure the safety of all Louisiana constituents who are age 18-59 with disabilities.</p> <p>Louisiana has identified needs that can be addressed with ARP funding as follows:</p> <ul style="list-style-type: none"><li>• Educate the public about Protective Services</li><li>• Enhance Guardianship/Curatorship Services</li><li>• To Strengthen the performance of Staff through training opportunities</li><li>• To keep clients/staff safe and healthy through the purchase of PPE.</li><li>• Enhance efficacy of case processing through technological enhancements</li></ul>
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## 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 Governor's Office of Elderly Affairs, the State Unit on Aging's mission is to serve as the focal point for the development, implementation and administration of the public policy for the State of Louisiana and to address the needs of the state's elderly citizens.

Within GOEA, Elderly Protective Services Program is committed to preserving and protecting the rights of vulnerable elders in need of assistance due to abuse, neglect, self-neglect, and/or exploitation, hereafter referred to as "abuse."

In pursuit of this commitment, and in accordance with the provisions of La. R.S. 14:403.2 and La. R.S. 15:1501-1511, Elderly Protective Services is committed to establishing systems to provide protection to individuals who are unable to independently provide for themselves or to manage their resources, and who are harmed or threatened with harm through the action or inaction of themselves, those entrusted with their care, or other parties.

The Louisiana Adult and Elderly Protective Services programs exists to protect vulnerable adults from abuse, neglect, and exploitation by investigating allegations of abuse and offering appropriate services and resources to help individuals live free from maltreatment in a manner that supports choice and independence.

### **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.

APS & EPS are guided by the *National Adult Protective Services Association (NAPSA) Code of Ethics* and the Adult Protective Services Recommended Minimum Program Standards and practice guidelines. The *NAPSA APS Code of Ethics* states that the Adult Protective Services program and staff promote safety, independence, and quality of life for older persons and persons with disabilities who are being mistreated or are in danger of being mistreated, and who are unable to protect themselves. Every action taken by Elderly Protective Services must balance the duty to protect the safety of the vulnerable adult with the adult's right to self-determination. Elders who are victims of mistreatment should be treated with honesty, caring, and respect by following these core principles:

- Adults have the right to refuse services.
- Adults have the right to be safe.
- Adults retain all their civil and constitutional rights, i.e., the right to live their lives as they wish, manage their own finances, enter into contracts, marry, etc. unless a court adjudicates otherwise.
- Adults have the right to make decisions that do not conform with societal norms, as long as these decisions do not harm others.
- Adults (Elder clients) have the right to accept EPS program services.

Both programs are guided by practice guidelines that emphasize the APS & EPS worker's need to:

- Recognize that the interests of the adult are the first concern of any intervention.
- Avoid imposing personal values on others.
- Seek informed consent from the adult before providing services.
- Respect the adult's right to keep personal information confidential.
- Recognize client differences such as cultural, historical, and personal values.
- Honor the right of adults to receive information about their choices and options in a form or manner that they can understand.
- To the best of the worker's ability, involve the adult as much as possible in developing the service plan.
- Focus on case planning that maximizes the vulnerable adult's independence and choice to the extent possible based on the adult's capacity.
- Use the least restrictive services first and community-based services rather than institutionally-based services whenever possible.

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|  | <ul style="list-style-type: none"><li>• Use family and informal support systems first, as long as this is in the best interest of the adult.</li><li>• Maintain clear and appropriate professional boundaries.</li><li>• In the absence of an adult's expressed wishes, support casework actions that are in the adult's best interest.</li><li>• Use substituted judgment in case planning when historical knowledge of the adult's values are available.</li><li>• Do no harm. Inadequate or inappropriate intervention may be worse than no intervention.</li></ul> |
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**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.

1). Louisiana will strengthen partnerships between APS/EPS and stakeholders in an effort to enhance services available to adults being abused, neglected or exploited.

1). Louisiana will increase positive outcomes for adults by strengthening evidence-informed practices through enhancements to intake/assessment tools and an increase in data collection and analysis.

2). Louisiana will enhance public awareness/knowledge of APS/EPS through implementation of a communication plan and the development of trainings designed for community partners, stakeholders and ordinary citizens.

Louisiana will support the APS/EPS workforce through enhancements in training protocols, technological advancements and continuous quality improvement.

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
<p>Based on the results of your Environmental Scan and PESTEL, what <i>needs</i> of your APS Program will be served by the ARPA funds?</p> <p>Should be a clear “connection” with the Environmental Scan items.</p>	<p>People, financial, organizational, or community resources Directed toward doing the activity.</p>	<p>Improvement Projects</p> <p>Identify the “What” for each targeted improvement, with enough context and information to explain.</p>	<p>Direct products of program activities. May include types, levels, and targets of services to be delivered by the program.</p> <p>Examples include number of people served, number of events held, and number of units of service provided.</p>	<p>Specific changes in behavior, knowledge, skills, status, or level of functioning in 1 year.</p> <p>Internal Benefits.</p>	<p>Specific changes in behavior, knowledge, skills, status, or level of functioning.</p> <p>Long-Term outcomes should be achievable within the 2-to-5-year timeframe of grants.</p> <p>Benefits to your Clients.</p>
<p>Need additional funds for Grant manager, Travel, Supplies, Printing, etc.</p>	<p><b>\$111,037</b> (Through Period 1, 2023 then continued in ARPA2)</p>	<p><b>ARPA 1 Project 1</b> <b>Admin Costs</b></p>	<p>Funds clearly assigned to new supplemental costs</p>	<p>Additional funds available for identified APS program needs</p>	<p>Clients/victims better protected by an affective EPS program</p>
<p>Guardianship services are limited in Louisiana</p>	<p><b>\$251,126</b>  Contract with LA  Guardianship services</p>	<p><b>ARPA 1 Project 2</b> <b>Guardianship / Curator</b></p>	<p>Remove the moratorium for guardianship to serve additional clients</p>	<p>Reduce number of clients exploited due to lack of Guardianship services</p>	<p>Less Clients/victims being victimized due to lack of guardianship resources</p> <p>Less elders ending up in nursing facilities</p>

	(Through Period 1,2023 then continued in ARPA2)				
<p>Need for training for judicial staff, law enforcement, financial institutions, and other community stakeholders to be more informed about Elder Abuse, APS program services and law and how to prevent abuse</p> <p>Building and strengthening relationships</p>	<p><b>\$298,440</b></p> <p>EPS; Law enforcement; victim's assistance; financial institutions; AG's office; LTCO's; District Attorneys; Coordinator/attorney; COAs; ADRCs;</p>	<p><b>ARPA 1 Project 3</b></p> <p><b>Boot Camps</b></p> <p>Development of Legal Training Sessions that will address the needs of the APS and EPS programs as it relates to partnering with specific stakeholders in order to better serve the adult population affected by abuse and neglect</p>	<p># of people trained or training sessions held</p> <p>Host Legal Training Sessions with a target population of judicial staff, district attorney staff, law enforcement, financial institutions and other community stakeholders.</p> <p># of sessions held via zoom/teleconference</p>	<p>Training programs created and rolling out</p>	<p>Vulnerable adults benefit from law enforcement, financial institutions, judicial staff and other stakeholders having a better understanding of Adult Protective Services and laws</p> <p>Better outcomes for adults with more individuals working jointly to address concerns.</p>
<p>Public education Need to inform public and community groups about abuse, neglect and exploitation of</p>	<p><b>\$165,000</b></p>	<p><b>ARPA 1 Project 4</b></p>	<p>Enhanced public and community knowledge of abuse, neglect and exploitation issues</p>	<p>Public service announcements, billboards and social media campaigns rolled out. A</p>	<p>Vulnerable adults benefit from the public and community having a better understanding of Adult Protective Services</p>



elderly and Vulnerable Adults		<b>Outreach and Media</b>  Create communication plan to address shortfalls in knowledge of services available by APS as well as current limitations and to increase APS presence in local communities.	affecting vulnerable adults	monthly podcast that addresses various topics related to APS services and/or limitations	Strong relationships with APS and EPS and their local communities, community partners and stakeholders.
Need training for new hires and other staff	\$400,500	<b>ARPA 1 Project 5</b>  <b>Staff Training &amp; Development</b>	Training developed and deployed to staff	Semi-Annual training conferences for staff being developed and at least one session rolled out  Training to all APS staff on how and when to communicate with community partners regarding an investigation.	Vulnerable elderly citizens benefit from continued and enhanced training of APS/EPS staff and are better protected from abuse, neglect and exploitation

Need for Personal Protective Equipment To promote safety for staff and clients related to Coronavirus and Unsafe environments	<b>\$20,000</b>	<b>ARPA 1 Project 6  PPE</b>	100% staff/client usage of proper PPE	PPE purchased and in use	No infections to staff or clients from unprotected interactions
Need for technology enhancements and upgrades (APS Only)	<b>\$50,000</b>	<b>ARPA 1 Project 7  Provide technology services  Purchase software packages to enhance data security and reporting efficiency</b>	More efficient data collection and case processing.  Data security to ensure confidentiality  Training module software to enhance staff development		Ability to report appropriately to federal and state entities and secure data to ensure confidentiality.  Ability of staff to have knowledge and empowerment for job performance.
Temporary Staff to reduce caseload within NAPSA Guidelines	<b>\$90,540</b>  <b>(Through Period 1, 2023 then continued in ARPA2)</b>	<b>ARPA 1 Project 8  Temp Positions</b>	Reduced caseload	Continued from ARPA1 but additional staff added. Reduction of caseload per specialist, for more expedient case processing and	More efficient and timely investigations to ensure client's safety and wellness.

				reduce staff burn-out	
Need additional funds for Grant Manager, Travel, Supplies, Printing, etc.	\$174,123  Starting in Period 2 2023)	<b>ARPA 2 Project 1  Administrative Costs</b>	Funds clearly assigned to new supplemental costs	Additional funds available for identified APS program needs	Clients/victims better protected by an affective APS/EPS program
Guardianship services are limited in Louisiana	\$204,588  Contract with LA Guardianship services  Starting in Period 2 2023	<b>ARPA 2 Project 2  Guardianship / Curator</b>	Increase services from ARPA 1 by 2% or more	Reduce number of clients exploited due to lack of Guardianship services	Less clients/victims being victimized due to lack of guardianship resources  Less elders ending up in nursing facilities
Need training for new hires and other staff	<b>\$366,693</b>	<b>ARPA 2 Project 3  Staff Training &amp; Development</b>	Training developed and deployed to 100% of staff	Semi-Annual training conferences for staff being developed and at least one session rolled out	Vulnerable elderly citizens benefit from better trained APS/EPS staff and are better protected from abuse, neglect and exploitation
<b><u>Office of Aging and Adult Protective Services (APS)</u></b>	\$550,000  APS Technology	<b>ARPA 2 Project 4 <u>Office of Aging and Adult</u></b>	Improved APS Technology	Development of On Line Portal and	Modernization of APS Policies and Procedures for staff in a remote environment.

<p>Reporting system upgrade/modernization to enhance functionality</p>		<p><b><u>Protective Services (APS)</u></b></p> <p><b>APS Technology enhancements</b></p> <p>Training (NAPSA e-learning modules) and reporting tools</p>	<p>Improved APS Technology Implementation</p>	<p>Electronic Modernization.</p>	<p>Additional reporting option for the community.</p>
<p><b>Governor's Office of Elderly Affairs, the Elderly Protective Services (EPS) Program</b></p> <p>Reporting system has not been updated since 2002 and needs updates and reporting needs may change</p>	<p>\$550,000</p> <p>EPS Technology</p>	<p><b>ARPA 2 Project 5 Governor's Office of Elderly Affairs, the Elderly Protective Services (EPS) Program</b></p> <p><b>EPS Technology enhancements</b></p> <p>Video conferencing</p> <p>Cloud storage</p>	<p>Improved data system by close of grant period</p>	<p>Specification and needs identified, and system overwrite begun</p>	<p>Elderly adults benefit from a more efficient run EPS Program</p> <p>Ability to report appropriately to federal and state entities and secure data to ensure confidentiality.</p>

		Training (NAPSA e-learning modules) and reporting tools			
Temporary Staff to reduce caseload within NAPSA Guidelines	\$366,236  Starting in Period 2, 2023	<b>ARPA 2 Project 6</b>  <b>Temp Positions</b>	Reduced caseload	Reduction of caseload per specialist, for more expedient case processing and reduction of staff burn-out	More efficient and timely investigations to ensure client's safety and wellness.
Need for Personal Protective Equipment (PPE) to promote safety for clients and staff related to Corona virus and unsafe environments	\$50,000	<b>Project 7</b>  <b>Need</b>  <b>Purchase PPE</b>	100% Staff and Client usage of PPE	PPE Purchase and in use	No infections to staff or clients from unprotected interactions.
Public education- Need to inform public and community groups about abuse, neglect and exploitation of elderly and vulnerable adults	<b>\$180,000</b>	<b>ARPA 2 Project 8</b>  <b>Outreach and Media</b>  Create communication plan to address shortfalls in knowledge of services available by	Continue enhanced public and community knowledge of abuse, neglect and exploitation issues affecting vulnerable adults	Continue Public service announcements, billboards and social media campaigns rolled out. A monthly podcast that addresses various topics related to APS/EPS services and/or limitations	Vulnerable adults benefit from the public and community having a better understanding of Adult and Elderly Protective Services  Strong relationships with APS and EPS and their local communities, community partners and stakeholders.

		APS/EPS as well as current limitations and to increase APS/EPS presence in local communities.			
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**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	Administrative Costs	\$27,759.25	\$27,759.25	\$27,759.25	Paid out of ARPA 2	<b>\$83,277</b>
Project 2	Guardianship/ Curator	\$62,782	\$62,782	\$62,782	Paid out of ARPA 2	<b>\$188,346</b>
Project 3	Boot Camps	\$0	\$56,354.50	\$56,354.50	\$0	<b>\$112,709</b>
Project 4	Outreach & Media	\$41,250	\$41,250	\$41,250	\$41,250	<b>\$165,000</b>
Project 5	Staff Training & Development	\$100,125	\$100,125	\$100,125	\$100,125	<b>\$400,500</b>
Project 6	PPE	\$5,000	\$5,000	\$5,000	\$5,000	<b>\$20,000</b>
Project 7	Technology	\$12,500	\$12,500	\$12,500	\$12,500	<b>\$50,000</b>
Project 8	Temporary Positions	\$30,180	\$30,180	\$30,180	Paid out of ARPA 2	<b>90,540</b>
<b>Total</b>		<b>\$249,415.75</b>	<b>\$305,770.25</b>	<b>\$305,770.25</b>	<b>\$249,415.75</b>	<b>\$1,110,372</b>

**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	Administrative Costs	Paid out of ARPA 1	\$58,041	\$58,041	\$58,041	<b>\$174,164</b>

<b>Project 2</b>	<b>Guardianship/ Curator</b>	Paid out of ARPA 1	\$68,196	\$68,196	\$68,196	<b>\$204,588</b>
<b>Project 3</b>	<b>Staff Training &amp; Development</b>	\$74,173.25	\$74,173.25	\$74,173.25	\$74,173.25	<b>\$296,693</b>
<b>Project 4</b>	<b>APS Technology</b>	\$137,500	\$137,500	\$137,500	\$137,500	<b>\$550,000</b>
<b>Project 5</b>	<b>EPS Technology</b>	\$125,000	\$125,000	\$125,000	\$125,000	<b>\$500,000</b>
<b>Project 6</b>	<b>Temporary Positions</b>	\$0	\$122,078	\$122,079	\$122,079	<b>\$366,236</b>
<b>Project 7</b>	<b>Personal Protective Equipment</b>	\$12,500	\$12,500	\$12,500	\$12,500	<b>\$50,000</b>
<b>Project 8</b>	<b>Outreach and Media</b>	\$45,000	45,000	45,000	45,000	<b>\$180,000</b>
<b>Total</b>		\$394,173.25	\$642,488.25	\$642,489.25	\$642,489.25	<b>\$2,321,640</b>

**Summary of ARPA 1 + ARPA 2 Expense**

	<b>2022 Period 1</b>	<b>2022 Period 2</b>	<b>2023 Period 1</b>	<b>2023 Period 2</b>	<b>2024 Period 1</b>	<b>2024 Period 2</b>	<b>Total</b>
<b>Summary</b>	\$249,415.75	\$305,770.25	\$886,180.25	\$829,825.75	\$580,410	\$580,410	<b>\$3,432,012</b>