

APS Program Operational Plan: Montana

State/Territory/District	Montana
Contact	Trevor Tangen
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><i>Adult Protective Services envisions a Montana that supports later in life adults and adults with disabilities to live their most independent and best life possible, that is free from abuse, neglect, and exploitation.</i></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.

Montana Adult Protective Services strives to protect later in life adults and adults with disabilities from abuse, neglect, and exploitation through investigating and referring for services to alleviate or prevent further harm.

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.

- Recognize that the interests of the adult are the first concern of any intervention
- Avoid imposing personal values on others
- Respect the adult’s right to keep personal information confidential
- Recognize individual 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
- The adult has a right to participate in their own service plan development
- Focus on service planning that maximizes the adult’s independence and choice based on the adult’s capacity and strengths
- Use the least restrictive services first; community-based services rather than institutionally based services whenever possible
- Use of family and informal support systems above all others when this is in the best interest of the adult
- Maintain clear and appropriate professional boundaries
- Use Supportive Decision Making (SDM) in service planning when historical knowledge of the adult’s values is available
- Do no harm. A guiding principle that, whatever the intervention, the vulnerable adult’s well-being is the primary consideration; Inadequate or inappropriate intervention for the sake of intervention is doing harm.

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.

- Increase public awareness of abuse prevention and education of abuse, neglect, and exploitation.
- Improving coordination across the many local, county, and state agencies interacting with at-risk adults served by Montana APS who have experienced adult maltreatment. This will also include partnering with Indigenous Tribes and Tribal agencies within the state.
- Improve and enhance the skills of APS staff and develop training for local, county, and State programs. Montana APS will establish training and education on at-risk adults and adult maltreatment to local and state providers.
- Establish forensic investigator(s) for APS cases with a focus on financial exploitation cases to process and move forward with APS partners in law enforcement and prosecutor’s office.
- Advocate for the rights of at-risk adults and enhance efforts to support healthy living and ensure their safety and dignity and honor an individual’s 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
Quality of work suffers due to increased workload	\$289,120 for 1.5 FTE Administrative Specialist	ARPA1 Project 1 Program Training MGR/ Program Analyst Grant Cord	Provide statewide policy, program development, consultation, training, tech assistance. Assist management team, analyze trends, identify issues, case review, analysis of grant projects	Track trends and analyze data to provide info on program performance. Create training based on data. Analyst will provide support and analysis of APS grant projects, coordinate, track, and monitor expenses for APS	The position provides programmatic training to staff which will greatly enhance APSI ability to operate and better serve at-risk adults. Track programs performance and monitor compliance with federal and state requirements and performance standards. Analyze cases and make recommendations to management. This will allow management to make necessary adjustment to better serve our clientele
Ongoing Covid Threat	\$2,330.00 Personal Protection Equipment and supplies	ARPA1 Project 2 PPE/ Supplies	Provide necessary personal protection equipment and supplies for investigators with the ongoing Covid threat	Provide investigators with necessary equipment and supplies to minimize exposure & risk of contracting Covid	The use of PPE by investigators will reduce the likelihood of them contracting Covid 19 and keep them healthy in the field. This will also help reduce spreading the virus to APS clients as they conduct face to face visits, sometime multiple in one day.
Lack of support with complex cases	\$354,000.00 Forensic investigator/ State Prosecutor	ARPA1	50% increase in prosecutable cases	Memorandum of Understanding with State AG's office & DOJ	Work in collaboration with APS & Elder Justice Council to investigate and prosecute exploitation cases to ultimately

	Funding for this project is to be made on a yearly basis once each year of the project @\$177,00 per year	Project 3 Focus on exploitation cases to investigate and prosecute		to establish positions	provide better services and protections for our clients
Quality of work with increasing work loads	\$722,278.00 Support with APSI caseload & administrative duties	ARPA2 Project 1 Expand support staff	Continue work started with expiring Covid grant. Maintain & add additional staff. Currently 3.5 FTE	Current work with Social Service Workers & Program Analyst Adding 2 Central Intake, 2 Social Service workers, 1 Grant Coordinator, 1 training/ research specialist, 1 Program/ Training MGR, 1 additional Program Analyst	This will allow all APS staff to focus on their primary duties rather than being inundated with additional tasks. This will reduce call waiting with intake, better ability to make follow-ups and continue to provide resources, and keep APSI's focused on investigations & overall provide greater service to at-risk population
Lack of Public Awareness	\$567,272.00 Public awareness Campaigns/ worker education	ARPA2 Project 2 Communication programs & training videos	Educate public on APS and its functions, how to identify ANE, why it's important to report, and how to best utilize the agency. Increase efficiency with new employees, continued education	Campaign will include development of brochures, resource sheets, information/ PSA videos Better equip new employees to be better APSI at onset, increase critical thinking and problem solving, better utilize "MDT" to assist	Community and state agencies better understand signs of abuse, neglect, exploitation. Prevent and report these issues, Better understand APS roll with at-risk population Less coaching and smoother transition as new employees take on workloads, bring unique problem-solving skills to assist frontier population and aid

			for veteran employees	at-risk adults on the frontier	where resources are limited or nonexistent
Complexity of financial exploitation cases	\$60,000.00 Paul Greenwood	ARPA2 Project 3 Legal consultant	Assist and consult with implementation of the 3 additional elder justice councils	Establish multidisciplinary team throughout the state with focus on exploitation.	Increase effectiveness in identifying prosecutable cases, better serve at-risk population, and coordination with local, county, state agencies

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	Program Analyst/ Grant Cord	\$144,560.00		\$144,560.00		\$289,120.00
Project 2	PPE/ Supplies	\$2,330.00				\$2,330.00
Project 3	Forensic investigator	\$177,000		\$177,000		\$354,000.00
Total						\$645,450.00

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	Expand support staff	\$180,569.5	\$180,569.5	\$180,569.5	\$180,569.5	\$722,278.00
Project 2	Communication programs & Training videos	\$283,636.00		\$283,636.00		\$567,272.00
Project 3	Legal Consultant	\$30,000.00		\$30,000.00		\$60,000.00
Total						\$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	\$323,890.0		\$815,765.5	\$180,569.5	\$494,205.5	\$180,569.5	1,995,000