

### APS Program Operational Plan: New Hampshire

<b>State/Territory/District</b>	New Hampshire
<b>Contact</b>	Rachel G. Lakin
<b>Budget Allocation</b>	\$1,995,000
<b>Timeline</b>	<p>AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1  <b>August 2021 – September 2023</b></p> <p>AMERICAN RESCUE PLAN ACT OF 2021 - Proposed Grant 2  <b>August 2022 – September 2024</b></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>To protect vulnerable adults from abuse, neglect, and exploitation by investigating and providing temporary assistance until risk is minimized and services are secured.</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.

To provide protection for vulnerable adults who are abused, neglected or exploited. Implicit is the philosophy that whenever possible and adult’s right to self-determination should be preserved and that each adult should live in safe conditions and that each adult should live his own life without interruption from state government. Only when these principles become impossible to follow should legal proceedings be initiated in order to care for and protect such adults.

<p><b>Guiding Principles / Core Values</b>          Guiding Principles or Core Values guide internal processes and client interactions for your APS Program.</p> <p><b>Note:</b> 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.</p>	<p><b>Services</b>          Services will be planned, delivered and coordinated at the local level to the greatest extent possible. The Department will develop broad policies for service delivery and will allocate resources, provide technical assistance, and evaluate services to ensure quality.</p> <p><b>Family Centered Services</b>          Services will be responsible to the individual needs of each person and/or family. Solutions will be designated in concert with consumers and will be based on their unique strengths.</p> <p><b>Crisis Response</b>          Every effort will be made to mobilize available resources to promptly respond to the needs of individuals and families in crisis.</p> <p><b>Outcome Based</b>          Services will be designed to achieve measurable results in maintaining or improving health, well-being, and independence. Interventions will be monitored to determine effectiveness and used to assure positive outcomes.</p>
---	---

**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.

New Hampshire Adult Protective Services

Goal One: Strengthen NH Adult Protective Services through greater awareness, collaboration and response.

Goal Two: Strengthen outreach to those who come into contact with vulnerable adults on a regular basis.

Goal Three: Enhance effectiveness of APS services to be more client centered

Goal Four: Improve client safety

<p><b>Targeted Improvement Projects</b></p> <p>Using the results of your Environmental Scan and PESTEL, describe the targeted improvements and enhancements needed for this planning cycle.</p> <p>Your improvements should be concrete, measurable, and complete.</p> <p><b>WHY</b> is this improvement needed?          What <b>Purpose</b> or <b>NEED</b> will it fill?          What <b>RESOURCES</b> will be used?          What <b>ACTIVITIES</b> will it entail?          What are the direct <b>OUTPUTS</b> of the activities? What are the intended results and how will clients benefit?</p> <p><i>See example on next page.</i></p>	<p>Enhance intake’s efficiency for reporters by creating online reporting system</p> <p>Establish an efficient procedure for BEAS state registry checks</p> <p>Increase Adult Protective Services ability to respond to complex cases</p> <p>Review and revise BEAS standardized assessment tools</p> <p>Increase public awareness around adult maltreatment and mandated reporting</p>
--	---

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
Improve efficiency in reporting adult maltreatment	Receiving reports through an on-line reporting portal	\$264K (ARPA 1) (700K ARPA 2) to secure or develop on-line reporting and intake software	Reduce the processing takes for an intake of maltreatment	September 2022  On-line reporting system is implemented	Reports are received and processed more timely  Better response times to reports of maltreatment  Issues that are not for APS are referred to the appropriate source.
Improve efficiency in performing BEAS registry checks	Automation of the BEAS State Registry	67,150 (ARPA I) to secure or develop BEAS State Registry Software	Reduce the processing time and difficulty or obtaining registry checks	September 2023  Automation of the BEAS state registry complete	Employers receive accurate, complete registry checks in a timely manner.
Greater Skill needed to combat increasing number of complex maltreatment cases	Utilize the NAPSA conference for staff to receive advanced training. Provide staff with other advanced training opportunities.	45K (ARPA 1) 100K (ARPA II) to send folks to the NAPSA conference as well as to hire trainers or send staff to other educational offerings.	Identify and mitigate factors leading to more complex cases of maltreatment	By September 2023, all Adult Protective Services workers in NH will have advanced training in investigating and resolving complex maltreatment cases	Enhance staff skills to provide client centered target services

Greater Skill needed to combat increasing number of complex maltreatment cases	Utilize the services of a forensic accountant.	Use 500K (ARPA II) to contract with forensic accountants.	Review complex exploitation cases.  Provide training to APS staff on identifying red flags in financial accounts.  Provide expert testimony when needed.	By January 2023, NH APS will have available to them the services of a forensic accountant	Enhance staff skill and knowledge in investigating exploitation cases.
Update APS standardized assessment tools	Review and Revise Structured Decision-Making® Assessments	269,300 (ARPA 1) to work with a contractor to evaluate current tools	Staff will be provided with necessary information at critical decision points of a case.	By September 2023, Implementation of Revised Structured Decision-Making® assessments	Improve client outcomes by focusing resources on high risk clients
Increase public awareness regarding adult maltreatment	Creation of public awareness materials	\$49,550 (ARPA II) to be used for increased public awareness.	Existing public awareness materials will be updated. New public awareness materials will be created.	By September of 2024, updated materials will be available to professionals and the general public.	Receive reports of maltreatment in a more timely manner enabling a more timely intervention resulting better outcomes.

**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 Aug'21- Mar'22	2022 Period 2 Apr '22-Sept 22	2023 Period 1 Oct '22-Mar '23	2023 Period 2 Apr '23- Sept '23	Total
Project 1	Technology upgrade	0	331,150	0	0	331,150
Project 2	Training		35,000	5,000	5,000	45,000
Project 3	Revision of assessment tools		63,000	74,900	131,400	269,300
Project 4						
Project 5						
<b>Total</b>			429,150	79,900	136,400	645,450

**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 upgrade	175,000	175,000	175,000	175,000	700,000
Project 2	Training	50,000		50,000		100,000
Project 3	Forensic Accountant	125,000	125,000	125,000	125,000	500,000



<b>Project 4</b>	<b>Public Awareness</b>	24,775		24,775		<b>49,550</b>
<b>Project 5</b>						
<b>Total</b>		374,775	300,000	374,775	300,000	1,349,550

**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>	0	429,150	454,675	436,400	374,775	300,000	