

APS Program Operational Plan: Nevada

State/Territory/District	Nevada
Contact	Tammy Sever, APS Chief tsever@adsd.nv.gov
Budget Allocation	\$2,254,744 \$729,486 (ARPA 1) and approximately \$1,525,258 (ARPA 2)
Timeline	American Rescue Plan Act (ARPA) of 2021 - Grant 1 August 2021 – September 2023 \$729,486 American Rescue Plan Act of 2021 - Proposed Grant 2 August 2022 – September 2024 795,772 (COVID) + 729,486 (ARPA 1) = \$1,525,258
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.	<i>Nevada Adult Protective Services (APS) receives and investigates statewide reports of abuse, neglect, self-neglect, exploitation, isolation and abandonment for vulnerable persons, age 18-59, in addition to persons 60 years and older, collectively referred to as vulnerable adults.</i> The Nevada Adult Protective Services (APS) program aspires to further enhance the services it provides through improvement of program efficiency and availability. Our vision is to follow guiding principles and core values to ensure protections for vulnerable adults from further maltreatment while safeguarding their civil liberties.

<p>Mission Statement</p> <p>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.</p> <p>Mission Statements answer four key questions about your APS Program:</p> <ul style="list-style-type: none"> • 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? <p>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.</p>	<p>The mission of Nevada Adult Protective Services is:</p> <p>To assist vulnerable adults, age 18 to 59, in addition to persons 60 years and older who are abused, neglected, exploited, isolated or abandoned by investigating, providing or arranging for services to alleviate and prevent further maltreatment while safeguarding their civil liberties.</p>
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<p>Guiding Principles / Core Values</p> <p>Guiding Principles or Core Values guide internal processes and client interactions for your APS Program.</p> <p>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.</p>	<p>Nevada Adult Protective Services' Guiding Principles/Core Values:</p> <ul style="list-style-type: none"> • Accountability and Accessibility • Commitment to Community • Cultural Competency • Ethical Practice • Healthy Balance between Safety and Self Determination • Person-Centered
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<p>Goals for Program Improvement</p> <p>These are goals to be obtained in order to move your APS program from current practices to your Vision.</p> <p>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).</p> <p>Using the results of your Environmental Scan, identify key issues that need to be addressed during this planning cycle.</p> <p>These are goals to move your APS Program from current practices to your Vision #1.</p>	<p>Goals of Nevada Adult Protective Services:</p> <ul style="list-style-type: none"> • Inform vulnerable adults about available community services and assist vulnerable adults in obtaining needed services to alleviate and prevent further maltreatment; • Increase vulnerable adults’ access to community resources through collaboration with community partners; • Continue professional training to expand APS staff knowledge and skills base for responding effectively to the maltreatment of vulnerable adults; • Continue raising public and professional awareness of the maltreatment of vulnerable adults and the services provided by APS.
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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 the Logic Model Framework on the below pages for the Targeted Improvement Projects.

ARPA 1

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
APS will meet the ARPA grant requirement	\$20,000 National consultant, Dr. Holly Ramsey-Klawnsnik	ARPA 1 - Project 1 3-5 Year Operational Plan (Consultation)	Final operational plan	Consultation assistance for the operational plan	APS will meet the ARPA grant requirement by producing an operational plan
Grant project management allows APS to successfully manage and report grant progress	\$120,600 Project manager/consultant Reporting and data systems	ARPA 1 - Project 2 Project Manager/IT Consultant	Monthly project plan updates Semi-annual and final ACL reports Weekly project meetings	Continuous monitoring of the grant process Technical assistance with APS database, reports and NAMRS Timely submittal of required reports	Successful completion of the projects funded by this grant Successful submittal of required reports
Collaboration with other agencies	\$36,385 Crisis Support Services of Nevada APS Staff Community Partners	ARPA 1 - Project 3 APS After-Hours Intake Services	# of intake reports received from Crisis Support Services of Nevada	Intake staff able to answer more live calls due to less time spent following up with reporters regarding incomplete reports made after hours by leaving a phone message instead of providing detailed report	Anyone wishing to make an APS report will continue to have access to make APS intake reports after hours, on holidays and on weekends

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
				information to a trained intake worker	APS clients will receive services necessary to alleviate and prevent further maltreatment
Technology updates and the ability to telecommute	\$15,210 for monthly service plan fees	ARPA 1 - Project 4 Supporting Remote Work	100% of APS staff has an iPhone	Each APS Investigator and APS Supervisor has an iPhone	APS workers' ability to interview and investigate, help workers remain in contact with their supervisors and law enforcement while in the field, and allow for secure remote work APS clients will be able to reach their assigned APS investigator through a variety of means, including texting and calls
Continue short term resources for APS clients	\$40,000 APS Staff Community Partners Reporting and data systems	ARPA 1 - Project 5 Providing Goods and Short Term Services to APS Clients	# of clients assisted using emergency funding # of services provided and goods purchases using emergency funding	APS client is safe Goods and services provided to alleviate and prevent further maltreatment	Promote stable outcomes for APS clients
Address time constraints for documentation due to high vacancy rates and high caseload	\$42,239.85 APS Staff	ARPA 1 - Project 6 Overtime for APS Staff	# of investigation documentation completed # of hours of overtime paid	Accurate, timely and complete documentation of investigations	Decreased staff burden of high caseload
Continued outreach for community partners and the public	\$55,000 Marketing vendor, KPS3, Inc. APS Management	ARPA 1 - Project 7 Community Outreach Campaign	Updated 2-1-1 APS Page Updated outreach video # of page views and clicks # of items purchased to hand out during outreach events	Continued outreach to increase awareness of the growing issues surrounding vulnerable adult maltreatment	Increased public awareness of APS Increased community partners reporting incidents of vulnerable adult maltreatment

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
					APS clients will receive services necessary to alleviate and prevent further maltreatment
Continue to build collaboration and partnerships between APS and community partners	\$60,000 National consultant, Dr. Holly Ramsey-Klawnsnik APS Staff Community Partners Law Enforcement	ARPA 1 - Project 8 APS Community Training (Law Enforcement Summit)	# of attendees % of increase in knowledge	Increased knowledge and skills among training attendees	Increased collaboration between APS and law enforcement agencies and other community partners APS clients will receive services necessary to alleviate and prevent further maltreatment
Continue to build collaboration and partnerships between APS and community partners	\$105,000 APS Management Temporary contract position	ARPA 1 - Project 9 APS Trainer/Community Outreach Position	# of trainings provided # of outreach events attended	Increased knowledge and skills among training attendees	Increased partnerships with key referral sources and collaboration with other agencies to coordinate the delivery of services Increased public presentations to community partners APS clients will receive services necessary to alleviate and prevent further maltreatment
Staff trainings and policies and procedures improvement	\$70,000 National consultant, Dr. Holly Ramsey-Klawnsnik APS Staff Community Partners Quality Assurance	ARPA 1 - Project 10 Improving and Enhancing Existing APS Processes	# of trainings and # of attendees % of increase in knowledge among training attendees	Increased knowledge and skills among training attendees Improvement and enhancement of existing APS processes for conducting investigations, planning/providing for services and continuous quality improvement	Improved APS processes Increased APS staff competencies Increased APS staff confidence in job skills and abilities

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
Promote a supportive work environment	\$6,102.55 APS Management	ARPA 1 - Project 11 Travel	# of APS management visits between the North and South offices	Increased staff motivation	Increased consistency of policy implementation statewide
Promote a supportive work environment	\$14,000	ARPA 1 - Project 12 Office Supplies	Supplies/equipment purchased	Increased staff motivation and job satisfaction	Available equipment and supplies to allow APS to efficiently perform their job duties
Evaluate grant activities success	\$72,000 Consultant APS Management Quality Assurance	ARPA 1 - Project 13 Grant Project Evaluation	Comprehensive performance assessment of activities, outputs and outcomes	Measure the degree to which grant activities have met the stated goals	Continuation of successful grant projects outside of current grant funding

ARPA 2

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
Grant project management allows APS to successfully manage and report grant progress	\$60,300 Project manager/consultant Reporting and data systems	ARPA 2 - Project 1 Project Manager/IT Consultant	Monthly project plan updates Semi-annual and final ACL reports Weekly project meetings	Continuous monitoring of the grant process Technical assistance with APS database, reports and NAMRS Timely submittal of required reports	Successful completion of the projects funded by this grant Successful submittal of required reports
Collaboration with other agencies	\$36,385 Crisis Support Services of Nevada APS Staff	ARPA 2 - Project 2 APS After-Hours Intake Services	# of intake reports received from Crisis Support Services of Nevada	Intake staff able to answer more live calls due to less time spent following up with reporters regarding incomplete reports made after hours by leaving a	Anyone wishing to make an APS report will continue to have access to make APS intake reports after hours, on holidays and on weekends

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
	Community Partners			phone message instead of providing detailed report information to a trained intake worker	APS clients will receive services necessary to alleviate and prevent further maltreatment
Technology updates and ability to telecommute	\$15,210 for monthly service plan fees	ARPA 2 - Project 3 Supporting Remote Work	100% of APS staff has an iPhone	Each APS Investigator and APS Supervisor has an iPhone	APS workers' ability to interview and investigate, help workers remain in contact with their supervisors and law enforcement, and allow for secure remote work
Continue short term resources for APS clients	\$40,000 APS Staff Community Partners Reporting and data systems	ARPA 2 - Project 4 Providing Goods and Short Term Services to APS Clients	# of clients assisted using emergency funding # of services provided and goods purchases using emergency funding	APS client is safe Goods and services provided to alleviate and prevent further maltreatment	Promote stable outcomes for APS clients APS clients will receive services necessary to alleviate and prevent further maltreatment
Address time constraints for documentation due to high vacancy rates and high caseload	\$168,588 APS Staff	ARPA 2 - Project 5 Over Time for APS Staff	# of investigation documentation completed	Accurate, timely and complete documentation of investigations	Decreased staff burden of high caseload
Continued outreach for community partners and the public	\$55,000 Marketing vendor, KPS3, Inc. APS Management	ARPA 2 - Project 6 Community Outreach Campaign	Updated 2-1-1 APS Page Updated outreach video # of page views and clicks # items purchased to hand out during outreach events	Continued outreach to increase awareness of the growing issues surrounding vulnerable adult maltreatment	Increased public awareness of APS Increased community partners reporting incidents of vulnerable adult maltreatment APS clients will receive services necessary to alleviate and prevent further maltreatment
Continue to build collaboration and partnerships between APS and	\$60,000 APS Management	ARPA 2 - Project 7 APS Trainer/Community	# of trainings provided # of outreach events attended	Increased knowledge and skills among training attendees	Increased partnerships with key referral sources and collaboration with other agencies to coordinate the delivery of services

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
community partners	Temporary contract agency	Outreach Position			Increased public presentations to community partners APS clients will receive services necessary to alleviate and prevent further maltreatment
Staff trainings and policies and procedures improvement	\$75,000 National Consultants APS Staff Community Partners Quality Assurance	ARPA 2 - Project 8 Improving and Enhancing Existing APS Processes	# of trainings and # of attendees % of increase in knowledge among training attendees	Increased knowledge and skills among training attendees Improvement and enhancement of existing APS processes for conducting investigations, planning/providing for services and continuous quality improvement	Improved APS processes Increased APS staff competencies Increased APS staff confidence in job skills and abilities
Create a supportive work environment	\$10,000 APS Management	ARPA 2 - Project 9 Travel	# of APS management visits between the North and South offices	Increased staff motivation and job satisfaction	Increased consistency of policy implementation statewide
Create a supportive work environment	\$14,000	ARPA 2 - Project 10 Office Supplies	Supplies/equipment purchased	Increased staff motivation	Available equipment and supplies to allow APS to efficiently perform their job duties
Address time constraints for documentation due to high vacancy rates and high caseload	\$87,500 APS Management Temporary contract agency	ARPA 2 - Project 11 Intake Supervisor (Administrative Assistant 4) Position	# intake reports processed	Intake Supervisor will oversee the daily aspects of the intake unit, including data entry, routine inquiries and personnel related tasks	Social Work Supervisor 1s will be able to ensure timely completion of investigations according to the Nevada Revised Statute (NRS) and APS Policy and Procedures
Technology updates	\$25,000 APS case management vendor, WellSky	ARPA 2 - Project 12 System Enhancements	# of system enhancements completed	APS case management system increased efficiencies and reporting capabilities	Increased accuracy of data reported to NAMRS Increased ease use of reports

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
	ADSD Information Technology staff				
Limited or no community resources available	\$505,750 ADSD Planning, Advocacy, and Community Services Unit Nevada Care Connection (NVCC) APS Management APS Staff	ARPA 2 - Project 13 Resource Navigation Services	# of APS clients assisted through NVCC # of case management services provided for vulnerable adults through NVCC # of resources and service navigation provided for vulnerable adults through NVCC	NVCC will receive referrals from APS to help transition clients who are no longer at risk of maltreatment but need assistance with long-term services and supports (LTSS) APS Investigators will have more time to spend on investigating maltreatment	Reduction of repeat reports regarding vulnerable adult maltreatment Mitigate crisis situations that are avoidable through assisting individuals with needed LTSS in their communities Provide APS clients with access to services, follow up contacts, and case management to ensure LTSS are in place
Limited or no community resources available	\$175,000 Legal Aid Center of Southern Nevada, Inc. Chief Elder & Disability Rights Attorney APS Management APS Staff	ARPA 2 - Project 14 Legal Aid Services for Vulnerable Adults	# of legal assistance services provided	Serve more vulnerable adults than current capacity allows Provide assistance, consultation and representation in legal matters to maintain rights and improve the quality of life of vulnerable adults	Increase access to legal aid services for vulnerable adults and APS clients Reduce the number of APS cases related to legal matters
Evaluate grant activities success	\$45,000 Consultant APS Management Quality Assurance	ARPA 2 - Project 15 Grant Project Evaluation	Comprehensive performance assessment of activities, outputs and outcomes	Measure the degree to which grant activities have met the stated goals	Continuation of successful grant projects outside of current grant funding

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 \$729,486 (ARPA 1)

Note: State of Nevada Interim Finance Committee (IFC) approval to utilize this funding was received 10/21/2021.

Project #	Description	2022 Period 1 8/1/2021 - 3/31/2022	2022 Period 2 4/1/2022- 9/30/2022	2023 Period 1 10/1/2022 - 3/31/2023	2023 Period 2 4/1/2023- 9/30/2023	Total
Project 1	3-5 year operational plan (consultation)	\$20,000	\$0	\$0	\$0	\$20,000
Project 2	Project Manager (Contracted Position)	\$30,150.00	\$30,150.00	\$30,150.00	\$30,150.00	\$120,600
Project 3	APS After-Hours Intake Services	\$0	\$9,096.25	\$18,192.50	\$9,096.25	\$36,385
Project 4	Supporting Remote Work	\$0	\$0	\$7,605.00	\$7,605.00	\$15,210
Project 5	Goods and Services for APS clients	\$0	\$10,000.00	\$20,000.00	\$10,000.00	\$40,000
Project 6	Overtime for APS Staff	\$0	\$0	\$42,239.85	\$0	\$42,239.85
Project 7	Community Outreach Campaign	\$0	\$0	\$27,500.00	\$27,500.00	\$55,000
Project 8	APS Community Training	\$0	\$0	\$0	\$60,000	\$60,000
Project 9	APS Community Outreach/Trainer Position(Contracted Position)	\$15,000.00	\$30,000.00	\$30,000.00	\$30,000.00	\$105,000
Project 10	Improving and Enhancing Existing APS Processes	\$0	\$25,000.00	\$25,000.00	\$20,000.00	\$70,000
Project 11	Travel	\$1,525.64	\$1,525.64	\$1,525.64	\$1,525.63	\$6,102.55
Project 12	APS Supplies/Office Equipment	\$5,000.00	\$3,000.00	\$3,000.00	\$3,000.00	\$14,000
Project 13	Grant Evaluation	\$0	\$0	\$36,000.00	\$36,000.00	\$72,000
	Indirect Costs	\$18,237.15	\$18,237.15	\$18,237.15	\$18,237.15	\$72,948.60
Total		\$89,912.79	\$127,009.04	\$259,450.14	\$253,114.03	\$729,486

ARPA 2- Second Grant Allocation - August 2022 September 2024 approximately \$1,525,258 (ARPA 2)

Note: NV APS anticipates funding utilization will begin after IFC approval in October 2022.

	Description	2023 Period 1 8/1/2022 - 3/31/2023	2023 Period 2 4/1/2023- 9/30/2023	2024 Period 1 10/1/2023 - 3/31/2024	2024 Period 2 4/1/2024- 9/30/2024	Total
Project 1	Project Manager (Contracted Position)	\$0	\$0	\$30,150.00	\$30,150.00	\$60,300
Project 2	APS After-Hours Intake Services	\$0	\$9,096.25	\$18,192.50	\$9,096.25	\$36,385
Project 3	Supporting Remote Work	\$0	\$0	\$7,605.00	\$7,605.00	\$15,210
Project 4	Goods and Services for APS clients	\$0	\$10,000.00	\$20,000.00	\$10,000.00	\$40,000
Project 5	Overtime for APS Staff	\$0	\$56,196.00	\$56,196.00	\$56,196.00	\$168,588
Project 6	Community Outreach Campaign	\$0	\$0	\$27,500.00	\$27,500.00	\$55,000
Project 7	APS Community Outreach/Trainer Position (Contracted Position)	\$0	\$0	\$30,000.00	\$30,000.00	\$60,000
Project 8	Improving and Enhancing Existing APS Processes	\$10,000.00	\$10,000.00	\$27,500.00	\$27,500.00	\$75,000
Project 9	Travel	\$2,500.00	\$2,500.00	\$2,500.00	\$2,500.00	\$10,000
Project 10	APS Supplies/Office Equipment	\$5,000.00	\$3,000.00	\$3,000.00	\$3,000.00	\$14,000
Project 11	Intake Supervisor (Contracted Position)	\$12,500.00	\$25,000.00	\$25,000.00	\$25,000.00	\$87,500
Project 12	System Enhancements	\$12,500.00	\$12,500.00	\$0	\$0	\$25,000
Project 13	Resource Navigation Services	\$72,250.00	\$144,500.00	\$144,500.00	\$144,500.00	\$505,750
Project 14	Legal Aid Services	\$25,000.00	\$50,000.00	\$50,000.00	\$50,000.00	\$175,000
Project 15	Grant Evaluation	\$0	\$0	\$22,500.00	\$22,500.00	\$45,000
	Indirect Costs	\$38,131.25	\$38,131.25	\$38,131.25	\$38,131.25	\$152,525
Total		\$177,881.25	\$360,923.50	\$502,774.75	\$483,678.50	\$1,525,258

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	\$89,912.79	\$127,009.04	\$437,331.39	\$614,037.53	\$502,774.75	\$483,678.50	\$2,254,744.00