

APS Program Operational Plan: Oklahoma

State/Territory/District	Oklahoma
Contact	Reza Zeinalpour
Budget Allocation	\$ 937,536 + \$1,960,263 = \$2,897,799
Timeline	<p>AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1 August 2021 – September 2023 \$937,536</p> <p>AMERICAN RESCUE PLAN ACT OF 2021 - Proposed Grant 2 August 2022 – September 2024 \$1,022,727 + \$937,536 = \$1,960,263</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>	Bringing Hope to Vulnerable Oklahomans by Protecting with Purpose and Passion!

<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>Community Living, Aging and Protective Services provides leadership by fostering strong relationships with community partners to support independence of vulnerable adults, protect their quality of life, and promote person-centered planning and delivery of services across the lifespan.</p> <p>Adult Protective Services (APS) is a program that serves vulnerable adults, age 18 and older, who need temporary assistance because of abuse, neglect, self-neglect, or financial exploitation (adult maltreatment). APS helps adults connect to the services they need so they can stay safely in their homes and communities whenever possible.</p>
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<p>Guiding Principles / Core Values 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>APS Values Hope, Dignity, Compassion, Excellence</p> <p>True North Goals (guiding principles)</p> <ul style="list-style-type: none"> • Foster strong relationships with families, agencies, and community partners to improve the independence and well-being of vulnerable adults. • Promote the safety and protect the quality of life of vulnerable adults. • Empower independence and choice through person-centered thinking and planning for the delivery of services.
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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.

Foster strong relationships with families, agencies, and community partners to improve the independence and well-being of vulnerable adults.

- Tribal Partnerships – increase partnerships with tribes to secure stronger partners w/ community
- APS Partner Portal – increase document sharing capabilities accessibility for hospitals, law enforcement, etc. which will reduce the burden of process therefore enhance ease of partnerships

Promote the safety and protect the quality of life of vulnerable adults.

- Temporary Positions – increases capacity so APS can focus on quality
- Medicaid Adult Protective Services Specialists (MAPSS)
- APS Training & Toolkits – provides methodology improve speed and quality

Empower independence and choice through person-centered thinking and planning for the delivery of services.

- Temporary Positions – increases capacity to address client needs and goals
- APS Training & Toolkits – provide staff the resources they need to empower client 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
<p>APS relies on our partners to help us assist clients and gather evidence for investigations. A partner portal will allow APS and partners to communicate and collaborate to serve clients more effectively.</p> <p>Some partners resistant to form relationships – Nursing homes, hospitals, tribal nations.</p> <p>Challenging to share records in order to move forward w/ client service planning</p> <p>Funding for enhancements</p>	<p>\$300,000 ARPA1</p> <p>APS and Partner Stakeholders</p> <p>Design Company</p> <p>System Development Company</p>	<p>ARPA 1 PROJECT 1</p> <p>Partner Portal</p> <p>Stakeholder and requirement gathering meetings</p> <p>Design check-in meetings</p> <p>Milestone meetings</p> <p>Deployment Training</p>	<p># and type of partners engaged</p> <p># of requirements and or milestones documented and met/not met</p> <p># of people and partners trained</p>	<p>System deployed and requirements accepted by stakeholders</p> <p>Stakeholders understand how to use the system</p> <p>Stakeholders actively use the system as part of their daily processes</p> <p>APS and partners in the community have a vehicle to communicate quickly and effectively.</p>	<p>APS receives requested documentation within 5 business days of request.</p> <p>Wellness checks are immediately documented in the system.</p> <p>APS, with the help of its partners, better meets the needs of clients through service planning, produces higher quality documentation as part of investigations and service planning, and more quickly intervenes and acts against abuse, neglect, and exploitation.</p>
<p>Oklahoma APS will develop partnerships that support tribal elder abuse prevention efforts, preserve</p>	<p>\$60,000 ARPA1</p> <p>APS and tribal stakeholders</p> <p>SATTRN Contract</p>	<p>ARPA 1 PROJECT 2</p> <p>Tribal Partnerships</p> <p>Meet with tribal stakeholders</p>	<p># of sovereign tribal nations engaged and willing to partner</p> <p># of tribal/APS participants in training</p>	<p>Increased awareness and knowledge of abuse, neglect, and exploitation intervention measures</p>	<p>APS and Oklahoma’s 39 tribes work closely together to serve Oklahomans and tribal members who are victims of abuse, neglect, and exploitation</p> <p>APS, in partnership with tribal nations, better meets the needs of clients</p>

<p>tribal sovereignty, and will provide a vehicle for cultural awareness training for Oklahoma APS workforce.</p>	<p>DHS Legal for MOU development</p>	<p>APS core training Cultural awareness training Develop MOUs Fund tribal involvement in training (attendance, lodging, meals, and travel)</p>	<p># and type of training provided # of MOUs created # of participants supported through ARPA funds to attend training</p>	<p>Increased awareness of cultural issues Increased knowledge/guidelines for how to work together as partners to stop abuse, neglect, and exploitation</p>	<p>through service planning, and more quickly intervenes and acts against abuse, neglect, and exploitation</p>
<p>Increased capacity for APS to manage current workload and backlog while creating a pipeline to reduce the impact of turnover.</p>	<p>\$510,536 (ARPA1) \$510,536 (ARPA2) GALT Foundation HR & Onboarding</p>	<p>ARPA 1 PROJECT 3 ARPA 2 PROJECT 1 Temporary Positions Hire GALT positions to perform APS work Train GALT employees to do APS work Utilize GALT workforce as a pipeline for full-time APS work</p>	<p># employees hired # employees retained Sum of time each employee is retained in GALT positions # employees that attend APS academy # employees hired as FTE in APS</p>	<p>7 full-time positions hired 7 full-time positions trained and able to complete APS work Increased capacity across the state</p>	<p>Create a training/employment pipeline to supplement current staff and mitigate turnover by utilizing the temp positions to fill APS staff positions after a position on permanent staff opens Elimination of unnecessary backlog Increased capacity to utilize staff creativity to better meet client needs APS better meets the needs of clients through service planning, and more quickly intervenes and acts against abuse, neglect, and exploitation Reduction in repeat referrals due to client needs being met This balances the workload equitability across the state and improves client outcomes</p>
<p>APS relies on our partners to help us assist clients and gather</p>	<p>\$25,000 Equipment</p>	<p>ARPA 1 PROJECT 4 APS Training & Toolkits</p>	<p># and type of stakeholders identified</p>	<p>Partner stakeholders have increased knowledge of the role of APS</p>	<p>More informed partners result in fewer calls from community partners resulting in screen-outs</p>

<p>evidence for investigations. Partner training and toolkits will help educate community stakeholders on the role of APS and how we can collaborate to serve clients more effectively.</p>	<p>SATTRN Contract DHS Communications APS and Partner Stakeholders</p>	<p>Identify stakeholders Purchase equipment for training and toolkits Develop APS Training & Toolkits Market APS Training & Toolkits</p>	<p># and type of trainings/toolkits developed # of in-service trainings conducted</p>	<p>Improved collaborative relationship with partner stakeholders</p>	<p>APS, with the help of its partners, better meets the needs of clients through service planning, produces higher quality documentation as part of investigations and service planning, and more quickly intervenes and acts against abuse, neglect, and exploitation.</p> <p>One video will focus on supported decision making as a preferred methodology when considering care of clients that partners would currently recommend guardianship for.</p> <p>One video will focus on improved relationships with LE and community partners when they have a better understanding of APS processes and capabilities which will increase speed to care of clients.</p> <p>Increased speed of care for clients</p> <p>Oklahoma APS will develop training and standards to expand the MAPSS program statewide.</p>
<p>Many families cannot afford to pay the legal fees to obtain a guardianship, resulting in unnecessary APS interventions. A legal assistance fund will provide a mechanism for families to intervene on</p>	<p>\$42,000 DHS Finance Internal stakeholders Legal partners</p>	<p>ARPA 1 PROJECT 5 Legal Assistance Fund Develop process for requesting and approving legal assistance voucher for guardianship intervention</p>	<p># of vouchers requested # of clients assisted through legal assistance fund</p>	<p>Increased involvement of family and friends interested in helping meet the needs of APS clients</p> <p>Increased focus on supported decision making</p>	<p>Fewer clients become wards of the state</p> <p>Clients stay connected to family and friends</p>

behalf of their loved one.					
<p>APS employees are the most important asset in our goal to help clients. A human-centered system will help our workforce focus more on client outcomes over system navigation.</p>	<p>\$1,449,727</p> <p>APS and Partner Stakeholders</p> <p>Design Company</p> <p>System Development Company</p>	<p>ARPA 2 PROJECT 2</p> <p>HCD System Enhancements</p> <p>Stakeholder and requirement gathering meetings</p> <p>Design check-in meetings</p> <p>Milestone meetings</p> <p>Deployment Training</p>	<p># and type of stakeholders engaged</p> <p># of requirements and or milestones documented and met/not met</p> <p># of APS stakeholders trained</p>	<p>System deployed and requirements accepted by APS stakeholders</p> <p>APS employees understand how to use the system</p> <p>Stakeholders actively use the system as part of their daily processes</p>	<p>APS employees are delighted to use AVA because it supports ease of documentation, quality of work, and they have more time to focus on client needs instead of navigating a complicated system</p> <p>APS better meets the needs of clients through service planning, produces higher quality documentation as part of investigations and service planning, and more quickly intervenes and acts against abuse, neglect, and exploitation</p>

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	Partner Portal		\$100,000	\$200,000		\$300,000
Project 2	Tribal Partnerships		\$30,000	\$15,000	\$15,000	\$60,000
Project 3	Temporary Positions	\$255,268	\$255,268			\$510,536
Project 4	APS Training & Toolkits		\$15,000	\$5,000	\$5,000	\$25,000
Project 5	Legal Assistance Fund		\$14,000	\$14,000	\$14,000	\$42,000
Total		\$255,268	\$414,268	\$234,000	\$34,000	\$937,536

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	Temporary Positions	\$127,634	\$127,634	\$127,634	\$127,634	\$510,536
Project 2	HCD System Enhancements	\$362,431.75	\$362,431.75	\$362,431.75	\$362,431.75	\$1,449,727
Total		\$490,065.75	\$490,065.75	\$490,065.75	\$490,065.75	\$1,960,263

*The goal is to accomplish our strategic goals for ARPA 2 in 2023. If needed

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	\$255,268	\$414,268	\$724,065.75	\$524,065.75	\$490,065.75	\$490,065.75	\$2,897,799