

**APS Program Operational Plan: Utah**

<b>State/Territory/District</b>	UTAH
<b>Contact</b>	Nan Mendenhall
<b>Budget Allocation</b>	\$1,349,550
<b>Timeline</b>	<p>AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1  <b>August 2021 – September 2023</b> \$645,450 DECLINED</p> <p>AMERICAN RESCUE PLAN ACT OF 2021 - Proposed Grant 2  <b>August 2022 – September 2024</b> \$704,100 + \$645,450 = \$1,349,550</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>Offering Choices for Independence for Vulnerable Adults to prevent abuse, neglect and exploitation.</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.

Adult Protective Services for the State of Utah exists to protect vulnerable adult from abuse, neglect, and exploitation by investigating and providing temporary assistance until risks is minimized and services are secured.

**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.

We champion the SAFETY and DIGNITY of vulnerable adults. We conduct ourselves with INTEGRITY. We demonstrate RESPECT for all persons. We COLLABORATE to improve outcomes.

**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 the number of workers to increase services in both urban and rural areas but also will allow APS to create specialize financial exploitation positions to manage the increase in financial exploitation cases.

Redesign the makeup of Intake operations by expanding intake with additional staff which allow APS to expand Intake hours of operation to be more accessible to the public who are wanting to file a report with the agency. This opportunity would allow the intake unit the opportunity to triage scam cases and offer resources to potential victims.

Ongoing database enhancements and to improve online reporting, track post investigation services and track client and case data on abuse, neglect and exploitation cases.

Develop a Quality Assurance tool which supports the agency's goals by identifying the areas in which we do well and those that need work. A good assurance plan will reduce the chance of costly mistakes and mitigate risk to both the client and the agency.

Improve Training for staff to gain new knowledge or information that helps workers to do their job well.

**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>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>Spend more times on cases and services to ensure the client’s needs are met.</p>	<p><b>\$442,900.00</b></p> <p>To hire more staff.</p> <p>Gaps and barriers could be addressed through efforts to increase APS staffing and support caseworkers and</p>	<p><b>ARPA 2 Project 1</b></p> <p>Hire 2 additional Investigators in the Urban Offices</p> <p>Hire 2 Intake/Investigat</p>	<p>Increase the response times to investigations</p> <p>Place worker in rural communities</p> <p>Reduce travel</p>	<p>Have staff and interns hired by the Summer 2022</p> <p>Place workers in rural area who will be cross-trained to do intake,</p>	<p>APS Program will be more efficient and effective in caseload management, and better resolving the protective needs of our clients.</p> <p>Increase the number of referrals in rural communities after placing workers in these underserved areas.</p>

	case managers across the state, especially in rural areas.	ors in the rural area  Recruit and provide stipends to student interns	Improve transparency in the communities  Increase post investigation services  Improve timeframes  Improve NAMRS data collection	investigations and post investigation services.  Improve response times and services in rural areas  Improve intake response times.	Increase APS Services to clients residing in rural and urban communities.  Increase resources to APS clients who are victims of financial scams.  Improve NAMRS reporting on post investigation data.  Specialize workers in conducting investigations  Workers feel invested in their jobs.  Increase APS employee job satisfaction
Improve the negative perceptions about the effectiveness of APS in reporting and responding to abuse, neglect, and exploitation of vulnerable adults.	<b>\$45,000.00</b>  Will be used to for analysis of the APS Intake and Investigation Program to determine a marketing strategy for community outreach in both rural and urban areas.	<b>ARPA 2 Project 2</b>  Improve policies and procedures on how APS communicates with alleged victims, community partners and family members of the alleged victim regarding the outcome of the investigation	Improve the negative perceptions about the effectiveness of APS in reporting and responding to abuse, neglect, and exploitation of vulnerable adults.	Perform an analysis of the current Intake system.  Begin educating community partners	90% satisfaction rate from surveyed reporters  Conduct pre and post surveys with community partners.  Create a post survey for online reporting portal.

<p>Greater case compliance needed</p>	<p><b>\$275,000.00</b></p> <p>Develop a Quality Assurance (QA) and Quality Control (QC) tool which supports the agency's goals by identifying the areas in which we do well and those area that need work.</p>	<p><b>ARPA 2 Project 3</b></p> <p>Develop effective QA/QC Tools to identify strength and weakness within the program.</p> <p>Have all staff trained on the new tool.</p>	<p>Have an effective Quality Assurance/Control Tool that measures the Agencies quality standards.</p> <p>Hiring agency/person will be responsible for the development and implementation of inspection activities, the detection and resolution of problems and the delivery of satisfactory outcome.</p>	<p>Staff and Management get feedback on the strengths of the agency.</p> <p>Hire agency/person within the by the summer of 2022</p> <p>Begin work on developing a QA tool.</p> <p>Train workers on the tool.</p>	<p>Improved Quality Assurance and Quality Control Tools to ensure the APS clients' needs have been properly addressed during the course of the investigation.</p> <p>90% of cases being reviewed will show the client's needs were properly addressed and services were offered during the course of the investigation.</p> <p>improved case findings</p> <p>Improved NAMRS Reporting.</p> <p>Better performance measurements</p> <p>Identify deficiencies and create a plan of action on how we can improve in these areas.</p>
<p>Database Enhancement</p>	<p><b>\$171,682.22</b></p> <p>Database improvements related to cases, case management response times, etc.</p>	<p><b>ARPA 2 Project 4</b></p> <p>Improving and supporting program, such as the purchase of technology hardware, software or infrastructure or yearly enhancements to the database.</p>	<p>Funding for database improvements for investigations and case management.</p> <p>Purchase software to aid in the investigation of financial exploitation cases.</p>	<p>Assist workers out in the field</p> <p>Improve documentation</p> <p>Improve case management system</p>	<p>APS response times, outcome of services. This funding will be invested in the system to enhance case tracking, show investigator worker, and positive outcome of APS service in Utah.</p>



<p>Training and travel cost</p>	<p><b>Provide \$15,000</b>  Staff development</p>	<p><b>ARPA 2 Project 5</b>  Increase the spending allowance for workers to receive training to improve performance in their current roles.</p>	<p>Send workers to both state and national training.  Training and development programs can educate staff about new skills or provide updates on existing skills to enhance productivity.</p>	<p>Staff will learn specific knowledge or skills or enhance existing skills to improve performance in their current roles which can be applied to their job duties.</p>	<p>All staff will have the opportunity to receive additional training which will provide them with an opportunity to specialize in a specific field that can serve clients in both urban and rural areas.</p>
<p>Cost associated with providing goods and ongoing services to APS clients who need to be protected.</p>	<p><b>\$300,000</b>  <b>For post investigation and emergency services</b> funds for housing and emergency services to keep the vulnerable adult safe.</p>	<p><b>ARPA 2 Project 6</b>  Provide money for services for clients who are need emergency services.</p>	<p>Provide emergency houses or services which will allow the client to remain in their own home and protect them from further abuse, neglect or exploitation,</p>	<p>Services will be provided in both rural and urban areas.</p>	<p>Improve the quality of cases with an increase in supported cases.  Able to track the number of clients served and show the clients benefited from these funds.</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 Approx., 6-month time periods**

	Description	2022 Period 1	2022 Period 2	2023 Period 1	2023 Period 2	Total
<b>Project 1</b>						
<b>Project 2</b>						
<b>Project 3</b>						
<b>Project 4</b>						
<b>Project 5</b>						
<b>Total</b>						<b>Declined</b>

**ARPA 2- Second Grant Allocation - August 2022 September 2024**

	Description	2023 Period 1	2023 Period 2	2024 Period 1	2024 Period 2	Total
<b>Project 1</b>	Spend more times on cases and services to ensure the client’s needs are met	110,725.00	110,725.00	110,725.00	110,725.00	<b>442,900.00</b>
<b>Project 2</b>	Improve the negative perceptions about the effectiveness of APS in reporting and responding to abuse, neglect, and exploitation of vulnerable adults	11,250.00	11,250.00	11,250.00	11,250.00	<b>45,000.00</b>

<b>Project 3</b>	Greater case compliance needed	68,750.00	68,750.00	68,750.00	68,750.00	<b>275,000.00</b>
<b>Project 4</b>	Database Enhancement	67,912.50	67,912.50	67,912.50	67,912.50	<b>271,650.00</b>
<b>Project 5</b>	Staff Development	3,750.00	3,750.00	3,750.00	3,750.00	<b>15,000.00</b>
<b>Project 6</b>	Cost associated with providing goods n services to APS clients who are needing protected	75,000.00	75,000.00	75,000.00	75,000.00	<b>300,000.00</b>
<b>Total</b>		<b>337,387.50</b>	<b>337,387.50</b>	<b>337,387.50</b>	<b>337,387.50</b>	<b>\$1,349,550</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>	NA	NA	337,387.50	337,387.50	337,387.50	337,387.50	<b>\$1,349,550</b>

Categories *may* include:

- Development Operational Plan
- Staffing (include FTE or Consulting Agreements)
- Training
- Technology Upgrade
- Equipment
- Administrative Costs
- Transportation
- Wrap-around services transferred