

APS Program Planning Template: State/Territory/District-Specific Focus

State/Territory/District	New Hampshire
Contact	Rachel G. Lakin
Budget Allocation	\$1,995,000
Timeline	AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1 August 2021 – September 2023
	AMERICAN RESCUE PLAN ACT OF 2021 - Proposed Grant 2 August 2022 – September 2024
Vision 2025	To protect vulnerable adults from abuse, neglect, and exploitation by investigating and providing temporary assistance until risk is minimized and services are secured.
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.	
<u>Note</u> : 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.	

ADDES TARC enhancing effectiveness of APS programs

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.

APS TARC enhancing effectiveness of APS programs

Guiding Principles / Core Values	
Guiding Principles or Core Values guide internal	Services
processes and client interactions for your APS	Services will be planned, delivered and coordinated at the local level to the greatest
Program.	extent possible. The Department will develop broad policies for service delivery and
	will allocate resources, provide technical assistance, and evaluate services to ensure
Note: if you are a part of a larger organization, does it	quality.
have its own set of Guiding Principles or Core Values?	
If so, you may want to adapt it for this program.	Family Centered Services
	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.
	Crisis Response
	Every effort will be made to mobilize available resources to promptly respond to the
	needs of individuals and families in crisis.
	Outcome Based
	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.



Goals for Program Improvement	
	New Hampshire Adult Protective Services
These are goals to be obtained in order to move your APS	
program from current practices to your Vision.	Goal One: Strengthen NH Adult Protective Services through greater awareness, collaboration and response.
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	Goal Two: Strengthen outreach to those who come into contact with vulnerable adults on a regular basis.
SMART goals (specific, measurable, actionable, and timely).	Goal Three: Enhance effectiveness of APS services to be more client centered
	Goal Four: Improve client safety
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.	

APS TARC enhancing effectiveness of APS programs

Targeted Improvement Projects	Enhance intake's efficiency for reporters by creating online reporting system
Using the results of your Environmental Scan and PESTEL, describe the targeted improvements and enhancements needed for this planning cycle.	Establish an efficient procedure for BEAS state registry checks
Your improvements should be concrete, measurable, and complete.	Increase Adult Protective Services ability to respond to complex cases
WHY is this improvement needed? What Purpose or NEED will it fill? What RESOURCES will be used?	Review and revise BEAS standardized assessment tools
What ACTIVITIE S will it entail? What are the direct OUTPUTS of the activities? What are the intended results and how will clients benefit?	Increase public awareness around adult maltreatment and mandated reporting
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
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? Should be a clear "connection" with the Environmental Scan items.	People, financial, organizational, or community resources Directed toward doing the activity.	Improvement Projects Identify the "What" for each targeted improvement, with enough context and information to explain.	Direct products of program activities. May include types, levels, and targets of services to be delivered by the program. Examples include number of people served, number of events held, and number of units of service provided.	Specific changes in behavior, knowledge, skills, status, or level of functioning in 1 year. Internal Benefits.	Specific changes in behavior, knowledge, skills, status, or level of functioning. Long-Term outcomes should be achievable within the 2-to- 5-year timeframe of grants. Benefits to your Clients.
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 timelyBetter response times to reports of maltreatmentIssues 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.



increasing number of complex maltreatmentto receive advanced training, advonced training, other advanced training opportunities.folks to the NAPSA conference as well as to hire trainers or send staff to ofter educational offerings.complex cases of maltreatmentServices workers in NH will have awanced training in investigating and resolving complex maltreatment casesServices workers in NH will have awanced training opportunities.Complex cases of mattreatment casesServices workers in NH will have awanced training investigating and resolving complex maltreatment casesServices of a forensic accountant.Evelew complex to contract with forensic accountants.Review complex exploitation cases.Services of a forensic accountant.Enhance staff skill and knowledge in investigating exploitation cases.Update APS standardized assessment toolsReview and Revise Structured Decision-Making* assessment269,300 (ARPA 1) to work with a contract or to to work with a contractor to to work with a contractor to to solveStaff will be provided with necessary information at critical decision points of a case.By September 2023, By September 2023, Implementation of Revised Structured assessmentsImprove client outcomes by focusing resources on high risk clientsIncrease public regarding adult mattreatmentStaff will be provided to work with a contractor to to work with a to be used for increased public awarenessStaff will be provided information at critical decision points of a case.By September 2023, to work with a assessmentsImprove client outc	Greater Skill needed to combat	Utilize the NAPSA conference for staff	25K (ARPA 1) 100K (ARPA II) to send	Identify and mitigate factors leading to more	By September 2023, all Adult Protective	Enhance staff skills to provide client centered target services
casesother advanced training opportunities.or send staff to other educational offerings.investigating and resolving complex maltreatment casesGreater Skill needed to combat of complex maltreatment 	increasing number	to receive	folks to the NAPSA	complex cases of	Services workers in	
training opportunities.other educational offerings.resolving complex maltreatment casesGreater Skill uneded to combat of complex maltreatment casesUtilize the services of forensic accountant.Use 500K (ARPA II) to contract with accountant.Review complex exploitation cases.By January 2023, NH ayailable to them the services of a forensic available to them the services of a forensic accountant.By January 2023, NH ayailable to them the services of a forensic available to them the services of a forensic accountant.By January 2023, NH ayailable to them the services of a forensic accountantReview complex exploitation cases.By January 2023, NH ayailable to them the services of a forensic accountantReview complex exploitation cases.By Services of a forensic available to them the services of a forensic accountantInnove client outcomes of focusing resources on high risk clientsUpdate APS standardized assessment toolsReview and Revise Structured Decision-Making" awareness materialsSeg9,300 (ARPA 1) to be used for increased public awarenessStaff will be provided information at critical decision points of a case.By September 2023, Revised Structured Decision-Making" assessmentsImprove client outcomes by focusing resources on high risk clientsIncrease public awareness regarding adult maltreatmentCreation of public awareness\$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.Receive reports of maltreatment i	maltreatment					
opportunities.offerings.maltreatment casesGreater Skill needed to combat of a forensic increasing number of complex maltreatment casesUtilize the services of a forensic accountant.Use 500K (ARPA II) to contract with forensic accountant.Review complex exploitation cases.By January 2023, NH APS will have available to them the services of a forensic accountantEnhance staff skill and knowledge in investigating exploitation cases.Update APS standardized assessment toolsReview and Revise Structured269,300 (ARPA 1) to work with a contractor to to work with a to sol sStaff will be provided with necessary information at critical decision points of acces.By September 2023, Implementation of Revised StructuredImprove client outcomes by focusing resources on high risk colient outcomes by focusing resources on high risk colient to be used for increased public awarenessStaff will be provided with necessary information at critical decision points of accase.By September 2023, Implementation of Revised Structured Decision-Making* assessmentsImprove client outcomes by focusing resources on high risk colient udecision points of accase.Increase public awareness regarding adult maltreatmentCreation of public awareness\$49,550 (ARPA II) to be used for increased public awareness.Existing public awareness materials will be updated. New public awarenessBy September of 2024, updated materials will be materials will be professionals and the general public.Receive reports of materials be to be used for increased public awareness <t< td=""><td>cases</td><td></td><td></td><td></td><td></td><td></td></t<>	cases					
Greater Skill needed to combat of a forensic accountant.Utilize the services of a forensic accountant.Use 500K (ARPA II) to contract with forensic accountant.Review complex exploitation cases.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 toolsReview and Revise Decision-Making* Assessments269,300 (ARPA 1) to work with a contractor to evaluate current toolsStaff will be provide to work with a contractor to evaluate current toolsBy September 2023, information at critical decision points of a case.Implementation of Revised Structured Decision-Making* assessmentsImprove client outcomes by focusing resources on high risk contractor to evaluate current toolsBy September 2023, information at critical decision points of a case.Implementation of assessmentsImprove client outcomes by focusing resources on high risk clientsIncrease public awareness regarding adult maltreatmentCreation of public awareness\$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 materials will be available to provide moreHelping clients servicesSupplement existing resources\$20K (ARPA I)Providing funding that will help reduce the gaps in service provisionProv					•	
needed to combat increasing number of complex maltreatment casesof a forensic accountant.to contract with forensic accountants.exploitation cases.APS will have available to them the services of a forensic accountantknowledge in investigating exploitation cases.Update APS standardized assessment toolsReview and Revise Decision-Making® assessments269,300 (ARPA 1) to work with a contractor to evaluate current toolsStaff will be provided with necessary information at critical decision points of a case.By September 2023, Implementation of Revised Structured Decision-Making® assessmentsImprove client outcomes by focusing resources on high risk contractor to evaluate current toolsIncrease public awareness regarding adult maltreatmentCreation of public awareness materialsS49,550 (ARPA II) to be used for increased public awarenessExisting public awareness materials will be wareness materials will be created.By September of avareness materials will be available to prosiding funding that matereatsen the services of and avoid moreReceive reports of materials will be available to prosiding funding that will help reduce the gaps in service provisionBy September of avarenes materials will be available to prosiding funding that will help reduce the gaps in service provisionHelp identify and address the on-going service gaps	Greater Skill			Review complex		Enhance staff skill and
of complex maltreatment casesReview and Revise personanceaccountants.Provide training to APS staff on identifying red flags in financial accounts.services of a forensic accountantprovide training to APS staff on identifying red flags in financial accounts.services of a forensic accountantprovide training to APS staff on identifying red flags in financial accounts.Update APS standardized assessment toolsReview and Revise Decision-Making® Assessments269,300 (ARPA 1) to work with a contractor to evaluate current toolsStaff will be provided with necessary information at critical decision points of a case.By September 2023, Implementation of Revised Structured Decision-Making® assessmentsImprove client outcomes by focusing resources on high risk clientsIncrease public awareness regarding adult maltreatmentCreation of public awareness\$49,550 (ARPA II) to be used for increased public awareness.Existing public awareness awareness materials will be awareness materials will be awareness materials will be to be used for increased public awareness.By September of 2024, updated awareness materials will be available to professionals and the general public.Receive reports of materials will be available to professionals and the general public.Receive reports of materials support inservice provisionProvide more immediate support and avoid moreHelp identify and address the on-going service gaps		of a forensic	. ,	•		knowledge in investigating
maltreatment caseswill support testimony meneeded.accountantaccountantUpdate APS standardized assessment toolsReview and Revise Structured Decision-Making® Assessments269,300 (ARPA 1) to work with a contractor to evaluate current toolsStaff will be provided with necessary information at critical decision-Making® assessment toolsBy September 2023, Implementation of Revised Structured Decision-Making® assessmentsImprove client outcomes by focusing resources on high risk clientsIncrease public awareness regarding adult maltreatmentCreation of public awareness.\$49,550 (ARPA II) to be used for increased public awareness.Existing public awareness materials will be updated. New public awareness materials will be regarding adult maltreatmentSupplement existing resources\$20K (ARPA I) SOK (ARPA I)Providing funding that will help reduce the gaps in service provisionProvide more and avoid moreHelp identify and address the on-going service gaps	increasing number	accountant.	forensic		available to them the	exploitation cases.
casesImage: service s			accountants.	-	services of a forensic	
LogLo				, .	accountant	
Lupdate APS standardized assessment toolsReview and Revise Structured Decision-Making® Assessments269,300 (ARPA 1) to work with a contractor to evaluate current toolsStaff will be provided with necessary information at critical decision points of a case.By September 2023, Implementation of Revised Structured Decision-Making® assessmentsImprove client outcomes by focusing resources on high risk clientsIncrease public awareness regarding adult maltreatmentCreation 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 updated. New public awarenessBy September of 2024, updated materials will be available to professionals and the general public.Receive reports of maltreatment in a more timely increased public awarenessHelping clients receive necessary ServicesSupplement existing resources\$20K (ARPA I)Providing funding that will help reduce the gaps in service provisionProvide more immediate support and avoid moreHelp identify and address the on-going service gaps	cases					
Image: constraint						
Update APS standardized assessment toolsReview and Revise Structured Decision-Making® Assessments269,300 (ARPA 1) to work with a contractor to evaluate current toolsStaff will be provided with necessary information at critical decision points of a case.By September 2023, Implementation of Revised Structured Decision-Making® assessmentsImprove client outcomes by focusing resources on high risk clientsIncrease public awareness regarding adult maltreatmentCreation of public awareness.\$49,550 (ARPA II) to be used for increased public awareness.Existing public awareness materials will be updated. New public awareness.By September of 2024, updated materials will be avareness materials will be created.Receive reports of maltreatmentHelping clients receive necessary ServicesSupplement existing resources\$20K (ARPA I)Providing funding that will help reduce the gaps in service provisionProvide more immediate support and avoid moreHelp identify and address the on-going service gaps				Provide expert testimony		
standardized assessment toolsStructured Decision-Making® Assessmentsto work with a contractor to evaluate current toolswith necessary information at critical decision points of a case.Implementation of Revised Structured Decision-Making® assessmentsfocusing resources on high risk clientsIncrease public awareness regarding adult maltreatmentCreation 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 updated. New public.Receive reports of materials will be available to professionals and the general public.Helping clients receive necessary ServicesSupplement existing resources\$20K (ARPA I) sourcesProviding funding that will help reduce the gaps in service provisionProvide more immediate support and avoid moreHelp identify and address the on-going service gaps				when needed.		
assessment toolsDecision-Making® Assessmentscontractor to evaluate current toolsinformation a critical decision points of a case.Revised Structured Decision-Making® assessmentsclientsIncrease public awareness regarding adult maltreatmentCreation 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 professionals and the general public.Receive reports of maltreatment in a more timely manner enabling a more timely intervention resulting better outcomes. general public.Helping clients receive necessary ServicesSupplement existing resources\$20K (ARPA I) \$20K (ARPA I)Providing funding that will help reduce the gaps in service provisionProvide more immediate support and avoid moreHelp identify and address the on-going service gaps			, , ,			
Assessmentsevaluate current toolsdecision points of a case. coolsDecision-Making® assessmentsIncrease public awareness regarding adult maltreatmentCreation 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 professionals and the general public.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. general public.Helping clients receive necessary ServicesSupplement existing resources\$20K (ARPA I)Providing funding that will help reduce the gaps in service provisionProvide more immediate support and avoid moreHelp identify and address the on-going service gaps						
Increase public awarenessCreation of public sk49,550 (ARPA II) awarenessExisting public awareness materials will be updated. New public awareness.By September of 2024, updated materials will be available to professionals and the general public.Receive reports of maltreatmentHelping clients receive necessary ServicesSupplement existing resources\$20K (ARPA I) Providing funding that will help reduce the gaps in service provisionProvide more immediate support and avoid moreHelp identify and address the on-going service gaps	assessment tools					clients
Increase public awareness regarding adult materialsCreation of public \$49,550 (ARPA II) to be used for increased public awareness.Existing public awareness materials will be updated. New public awareness materials will be available to professionals and the general public.By September of 2024, updated materials will be available to professionals and the general public.Receive reports of maltreatmentHelping clients receive necessary ServicesSupplement existing resources\$20K (ARPA I)Providing funding that will help reduce the gaps in service provisionProvide more immediate support and avoid moreHelp identify and address the on-going service gaps		Assessments		decision points of a case.	Ŭ	
awareness regarding adult materialsawareness materialsto be used for increased public awareness.materials will be updated. New public awareness materials will be available to professionals and the general public.2024, updated materials will be available to professionals and the general public.maltreatment in a more timely manner enabling a more timely intervention resulting better outcomes.Helping clients receive necessary ServicesSupplement existing resources\$20K (ARPA I)Providing funding that will help reduce the gaps in service provisionProvide more immediate support and avoid moreHelp identify and address the on-going service gaps	Increase public	Creation of public		Existing public awareness		Receive reports of
maltreatmentawareness.awareness materials will be created.available to professionals and the general public.timely intervention resulting better outcomes.Helping clients receive necessary ServicesSupplement existing resources\$20K (ARPA I)Providing funding that will help reduce the gaps in service provisionProvide more immediate support and avoid moreHelp identify and address the on-going service gaps		•			, ,	-
LengthLengthbe created.professionals and the general public.better outcomes.Helping clients receive necessary ServicesSupplement existing resources\$20K (ARPA I) Forviding funding that in service provisionProvide more immediate support and avoid moreHelp identify and address the on-going service gaps	regarding adult	materials	increased public	updated. New public	materials will be	manner enabling a more
Image: servicesImage: service	maltreatment		awareness.	awareness materials will		timely intervention resulting
Helping clients receive necessary ServicesSupplement existing resources\$20K (ARPA I)Providing funding that will help reduce the gaps in service provisionProvide more immediate support and avoid moreHelp identify and address the on-going service gaps				be created.		better outcomes.
receive necessary existing resources existing resources will help reduce the gaps immediate support and avoid more on-going service gaps						
Services in service provision and avoid more			ŞZUK (ARPA I)	0 0		
	-	existing resources				on-going service gaps
	JEIVILES				costly interventions	



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.

	Description	2022 Period 1 <mark>Aug'21-</mark> Mar'22	2022 Period 2 Apr '22-Sept 22	2023 Period 1 <mark>Oct '22-Mar</mark> <mark>'23</mark>	2023 Period 2 <mark>Apr '23- Sept</mark> <mark>'23</mark>	Total
	Technology					
Project 1	upgrade	0	331,150	0	0	331,150
Project 2	Training		15,000	5,000	5,000	25,000
	Revision of assessment					
Project 3	tools		63,000	74,900	131,400	269,300
	Client					
Project 4	services		\$10,000	\$5,000	\$5,000	20,000
Project 5						
Total			429,150	84,900	141,400	645,450

ARPA 2- Second Grant Allocation - August 2022 September 2024

		2023 Period	2023 Period	2024	2024	
	Description	1	2	Period 1	Period 2	Total
	Technology					
Project 1	upgrade	175,000	175,000	175,000	175,000	700,000
Project 2	Training	50,000		50,000		100,000
	Forensic					
Project 3	Accountant	125,000	125,000	125,000	125,000	500,000



Project 4	Public Awareness	24,775		24,775		49,550
Project 5						
Total		374,775	300,000	374,775	300,000	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	0	429,150	454,675	436,400	374,775	300,000	

Categories *may* include:

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