

APS Program Operational Plan: Florida

State/Territory/District	Florida
Contact	Roy Carr
Budget Allocation	\$19,540,333
Timeline	<p>AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1 August 2021 – September 2023 \$6,321,959</p> <p>AMERICAN RESCUE PLAN ACT OF 2021 - Proposed Grant 2 August 2022 – September 2024 \$13,218,374</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>	<p>The Florida Department of Children and Families’ (DCF) Vision: We are a highly skilled workforce committed to empowering people with complex and varied needs to achieve the best outcomes for themselves and their families. In collaboration with community stakeholders, we will deliver world class and continuously improving service focused on providing the people we serve with the level and quality that we would demand and expect for our own families.</p>

<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>Florida DCF Mission: The mission of the Department of Children and Families is to work in partnership with local communities to protect the vulnerable, promote strong and economically self-sufficient families, and advance personal and family recovery and resiliency. Ch.20.19 F.S.</p> <p>Florida APS Mission: We are dedicated to protecting vulnerable adults from further abuse, neglect, exploitation, or self-neglect and enabling adults with disabilities to remain in the community.</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>Florida DCF/APS Core values:</p> <p>To establish a Culture of “We” through engagement and intentional collaboration, to enhance program effectiveness to improve the customers’ experience, and build a system of accountability, transparency, and alignment.</p>
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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>With a goal to improve increase productivity through creation of efficiencies, we are exploring back-office operations that can help support the program’s goal. This includes information technology and administration.</p> <p>Specifically, a minimum of 80% of all APS team members will be provided high performance laptops as deemed appropriate and laptop chargers by December 1, 2022. This will directly support increased productivity by decreasing unnecessary downtime due to aging technology with slower processing times.</p> <p>APS is exploring the implementation of a statewide database. This will support APS team members by reducing the time it takes to collect the necessary paperwork and information from multiple different data sources. Anticipated implementation is set by December 2022.</p> <p>As it relates to administration support, the program will focus on mitigating permanent staff vacancy rates by 25% by hiring OPS or contract staff as deemed appropriate to build staffing capacity. The team will work through hiring hubs to accomplish this goal by December 1, 2022. Furthermore, APS will address training needs to support team member’s professional development in an effort to retain current staff.</p> <p>Additionally, the program will use funding to directly support prevention and supportive services to increase capacity by 75% by December 1, 2022. Increased funding will reduce program waitlists, provide additional services to existing cases, and serve vulnerable adults from community referrals.</p>
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Targeted Improvement Projects

Purpose/Needs to be filled by ARPA 1 Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
As the aging population grows, staff must receive training to keep up with best practices and develop professionally to provide client services.	Focused utilization of grant funds for training initiatives.	<p>ARPA 1 Project #1</p> <p>\$500,000</p> <p>Costs for training and development (remote and in-person) for current and new APS employees on conducting investigations, interviews, and documentation, including costs to promote, recruit, certify, and provide the education</p>	Ensure 95% of staff have successfully integrated tools and knowledge related to their roll by completing continuing education and/or pre-service education.	Project will utilize ARPA Funding to procure and coordinate in-service training, cross-training and professional development training to enhance professional knowledge, skills and abilities to better serve vulnerable adults and the community.	Well trained staff will decrease turnover, increase employee knowledge and skills and allow for the highest level of service to be provided to our vulnerable adult population on an on-going basis.
Provide additional needed services to clients by partnering with stakeholders at a regional level.	Increase capacity to augment service array and bridge gaps.	<p>ARPA 1 Project #2</p> <p>\$1,500,000</p> <p>Partner with Aging and Disabled Resource Centers and Agency for Persons with Disabilities stakeholders to enhance and improve the lives of the</p>	Increase availability of wrap around services by 50% including needed equipment/services; one-time expenses for CCDA/HCDA within the first year of access to funds.	This project will increase prevention service capacity through utilization of ARPA Funding to procure additional Supportive Services or one-time expenses.	Increase prevention service capacity through utilization of ARPA Funding to procure additional Supportive Services, bridge placements, or one-time expenses reducing program waitlists, providing additional services to existing cases, and/or serving vulnerable adults from community referrals without receipt of Abuse Hotline

		vulnerable adults we serve.			Reports. These funds can help bridge gaps between crises and secure, long-term placement for clients.
Provide quality services to clients through a fully staffed workforce.	One-time investment of contract salary: OPS Staff and/or temp services as needed.	ARPA 1 Project #3 \$750,000 Utilize funding to support personnel cost through payment of overtime hours, temporary staff, or staff augmentation and other associated personnel cost.	Decrease turnover by 20% in 12 months. For more information on these are other indirect costs, see 45CFR75.414 .	This project will help support staffing levels and create an experienced work force to hire into permanent positions	Increase quality of service to clients as workforce is fully staffed.
Spend more time with clients by reducing time spent on paperwork.	HQ team to lead integration and roll-out with the support of statewide workgroup.	ARPA 1 Project #4 \$3,000,000 Improve ease of document navigation through the purchase of communication and technology hardware, software, or infrastructure.	Increase face-to-face time spent with clients by 10%	APS program will select a vendor to development a mobile application for front-line workers, followed by an APS investigations and services case management system. Each field investigator will be trained to use appropriate devices. Funds will be directed towards of tools for investigator to use, ie: eSignature,	Increased time to serve and interact with clients because paperwork is automated.

				automation of core API and services forms.	
Explore ways APS can contribute to integrated agency efforts aimed at assisting customers navigate systems and achieve self-sufficiency.	Costs incurred by APS associated with building program capacity and awareness.	ARPA 1 Project #5 \$571,959 Increased inclusion of elder and vulnerable adult needs in outreach and service offerings.	Vulnerable adults are served by intentionally braiding together multiple program offerings.	Ability to track vulnerable adult impact and needs regionally and statewide.	Increased ability to connect clients with needed services.

Purpose/Needs to be filled by ARPA 2 Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
To give APS professionals the opportunity to learn and apply new knowledge and skills that can help them in their job and further their career.	Team members will review the technical merit of all content; verifying content accuracy, relevance, and value to educational delivery.	ARPA 2 Project #1 \$1,500,000 Provide educational courses and programs that enhance professional knowledge through the creation of a platform and diverse professional development resources.	Create a strong library of online content. Develop a strategy of delivering online material that includes basic, intermediate, and advanced material.	Learning information or skills that can improve efficient task completion and develop team members professionally.	Increased staff knowledge will increase customer service and investment in team members professionally.
Ensure timely and accurate communication regarding prosecution and referrals in conjunction with SAO office.	HQ Team to lead integration and roll-out with the support of statewide workgroup.	ARPA 2 Project #2 \$2,500,000 Utilize technology to improve collaboration with 20 state attorney offices and support a referral tracking process.	Office of the Attorney General will have the most up to date notifications and communication with APS. APS will receive outcomes from referrals made to prosecutors' offices.	Ability to consistently ensure timely and clear notification and track outcomes across all judicial circuits.	Improved collaboration between states attorneys' offices and APS, ensuring client needs are best served and prosecution is sought when appropriate.
Host a collaborative program to bring together people and	HQ Team to lead with the support	ARPA 2 Project #3 \$500,000 Florida Hosting National Adult	Increase knowledge of national latest best practices and procedures.	Ability to implement increased knowledge of national best	To bring the profession together to learn, network, celebrate successes, and work through challenges.

ideas. Share new research findings, work, ideas, or information.	of statewide workgroup.	Protective Services Association Conference in 2024		practices in Adult Protective Services.	
Increase direct customer interaction by reducing time spent on paperwork.	Continued build out of APS mobility project and case mgmt system started with prior funding including ARPA 1 funds.	ARPA 2 Project #4 (continues from ARPA 1) \$8,718,374 Improve and support work to adult protective services through the purchase of communications and technology hardware, software, or infrastructure.	Increase face-to-face time spent with clients by 10%.	Extend APS system to incorporate and streamline collaboration between APS and partners.	Increased time to serve and interact with clients due to automation and centralization of manual processes.

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	Training and development	DCF currently seeking budget authority through the legislative process	\$200,000	\$200,000	\$100,000	\$500,000
Project 2	Aging and Disabled stakeholder partnerships	DCF currently seeking budget authority through the legislative process	\$500,000	\$500,000	\$500,000	\$1,500,000
Project 3	Personnel costs	DCF currently seeking budget authority through the legislative process	\$250,000	\$250,000	\$250,000	\$750,000
Project 4	Communications and technology hardware, software, or infrastructure	DCF currently seeking budget authority through the legislative process	\$1,000,000	\$1,000,000	\$1,000,000	\$3,000,000
Project 5	Increased inclusion of elder needs in project Hope Florida.	DCF currently seeking budget authority through the legislative process	\$200,000	\$200,000	\$171,959	\$571,959
Total			\$2,150,000	\$2,150,000	\$2,021,959	\$6,321,959

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	Professional Development	Will seek budget authority as appropriate	\$500,000	\$500,000	\$500,000	\$1,500,000
Project 2	Communication with 20 State Attorney Offices	Will seek budget authority as appropriate	\$1,000,000	\$1,000,000	\$500,000	\$2,500,000
Project 3	Hosting NAPSA in 2024	Will seek budget authority as appropriate	\$250,000	\$250,000	0	\$500,000
Project 4	Technology and Automation	Will seek budget authority as appropriate	\$3,000,000	\$3,000,000	\$2,718,374	\$8,718,374
Total			\$4,750,000	\$4,750,000	\$3,718,374	\$13,218,374

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		\$2,150,000	\$2,150,000	\$6,771,959	\$4,750,000	\$3,718,374	\$19,540,333

Categories *may* include:

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