APS Program Operational Plan: Hawaii

State/Territory/District	Hawaii
Contact	Lori Tsuruda
Budget Allocation	$1,995,000.00
Timeline	AMERICAN RESCUE PLAN ACT (ARPA) OF 2021 - Grant 1 **August 2021 – September 2023** $645,450.00

ARPA OF 2021 - Proposed - Grant 2 **August 2022 – September 2024** ~ $1,349,550.00 |
| **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. | **Hawaii's APCS' Vision**: Protective services will be recognized as improving the safety and welfare of vulnerable adults with timely investigations and/or referrals to community or residential services to address and prevent further abuse risk with the fewest restrictions on the vulnerable adult's personal liberty and rights. |

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.

Hawaii's APCS' Mission:
To protect vulnerable adults from abuse, neglect, and exploitation, and ensure their health, welfare, and safety in the community through crisis intervention, investigation, and to administer programs to assist a vulnerable adult's ability to maintain their independence in a safe and healthy manner for as long as possible, thereby preventing premature institutionalization.

Guiding Principles / Core Values	APCS defines our Core Values as "THRIVE":
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.	T Team-oriented We acknowledge that internal and external partnerships are critical to the success of DHS. H Human-centered We develop strategies and make improvements as necessary from the client's perspective. R Respectful We recognize the inherent value of each person as well as the diverse cultures of Hawaii. I Intentional We are mindful of our decisions and actions in our collective work. V Visionary We strive to support our clients by co-creating generative, forward-looking strategies. E Evidence-based We make decisions that are based on data and take actions that we know will have sustainable 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.	**ARPA Grant 1** **Goal 1** APCS units will develop, then administer their own unit-initiated, unit-specific QA with computer elements of significance to the unit. **Goal 2** Upon QA completion, the units will share their results to the rest of APCS. Relevant, statewide elements will be identified and embedded into our new APCS database and "system of record" as the start of APCS automated QA. **Goal 3** Administer the new embedded automated QA to a small sample of APCS cases if the elements work, are of substance, and valid. **ARPA 2 Project 1** Phased progress of the new, multifunction system of record starting with intake, investigation, then abuse determination, document generation, and display of determination evidence with APCS workgroup input, participation and feedback**.** Anticipate this input and feedback loop progress to entail several years due to the depth and breadth of required information.
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?	**ARPA 1 Project 1** University of Hawaii (UH) Thompson School to engage all units to develop their own QA, then evaluate unit results for relevancy and inclusion as statewide QA data to embed within our new database and system of record. **ARPA 2 Project 1** UH Maui College, Software Development Center to continue to develop a new, single entry system of record with identified functional program requirements with modularized components from intake to investigatory abuse analysis and determination, retrieval of information to generate protective service documents,

What **Purpose** or **NEED** will it fill? What **RESOURCES** will be used? What **ACTIVITIE**S 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.*	and ability to retrieve and display protective determination evidence expediently. Utilize departmental or contracted technical information technology (IT) support for the official start of APCS' new system of record, termination of data entry into the legacy system, and ability to retrieve old data from the legacy system. Determination of system functions needed to view "archival" legacy data and ability to migrate legacy data to the new system of record. Determination of what defines APCS' "archival" legacy data viewing and migration into the new system of record. Establish benchmarks, e.g., how many prior years will be considered as archival viewing and migration into the new system of record. Testing of migration of the "archival" legacy system and new system of record for easy use by workers. **ARPA 2 Project 2** Upgrade current HP tablets to devices and equipment that will support the new system of record. **ARPA 2 Project 3** Intake process needs to be included in the automated QA process and monitoring.

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
APCS does not have an automated QA program to monitor case information for policy/procedure compliance, identify initiated interventions, and to analyze if interventions resulted in positive case outcomes.	$645,450 for the development of unit, then statewide embedded QA data to capture compliance, initiated interventions, and intervention outcome measurements.

Previously contracted providers, UH, Maui College, Software Development Center and UH Thompson School of Social Work and Public Health are familiar with APCS.

Workgroups of APCS | **ARPA 1 Project 1:**

UH Thompson School to engage units to develop their own QA, evaluate each unit's results for relevant, statewide data and work with UH Maui College for data inclusion within the new database.

Embed the new QA program in the new system. | Unit QA engagement to identify meaningful, statewide QA data measures for a qualitative review of protective services. | Worker involvement in the improvement of their services to alleged victims and their families.

A sound method to retrieve statewide entries to monitor policy, procedure, and best practice compliance. | Unit and worker accountability and monitoring will result in improved statewide outcomes for alleged victims and their families.

Specific unit measurements will reveal more precise training needs and appropriate training methods to result in improved interaction and collaboration with our alleged victims and their families. |

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
	administrators, supervisors, registered nurses, investigators, and case managers.				
New system of record requires multifunction capacity for investigatory abuse determination, document generation, and display of determination evidence.	$823,476 for UH Maui College, Software Development Center to construct a comprehensive new system of record. $200,000 for support from the department's Office of Information Technology (OIT) to assist UH Maui College with available departmental IT resources to build the new system of record.	**ARPA 2 Project 1:** Ongoing, active development and review of the functions of each phase of APCS case progress: intake, investigation, abuse determination, and case work documentation. Develop the investigatory abuse functions of the new system. The official start of APCS' new system of record, termination the legacy system, and	A thorough examination of process markers and abuse information to display case progression from intake, investigation, abuse determination translated into data in the new computerized system of record.	The new system will meet the requirements for architecture, infrastructure, system interface, and security. By end of first year, will identify intake process markers and abuse data for the with intake mock-ups and timelines for investigation phase production. Workers have been trained on active system functions to "phase in" use of the new system.	A dynamic intake, investigational, abuse determination, and document generating system using information and evidence gathered for efficient and timely processing. System to include assessment tool(s) to identify alleged victim risk and needs, case management, and/or linkage to needed goods and/or services. System will also house practical tools to complete thorough investigations of alleged abuse.

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
		interfacing of the two systems.			
Upgrade current tablets to devices and equipment to support the new system of record.	$200,000 to purchase new device/equipment with recommendations from UH Maui College and department's OIT who are knowledgeable of worker needs and device/equipment performance.	**ARPA 2 Project 2:** Purchase new tablets with technical support from UH Maui College and the department's IT office prior to new system of record going live. Possibly purchasing different devices to trial functionality and ease of use.	Workers report devices enable them to complete their work tasks.	Workers have been trained on device use and connectivity to do their work tasks.	Reliable device, equipment, and IT support for APCS to meet worker needs with the ability to capture device utilization for best use of available resources.
Intake process needs to be included in the automated QA process and monitoring.	$126,074 for the development of Adult Intake Unit (AIU) embedded QA data to capture compliance Previously contracted providers, UH Maui	**ARPA 2 Project 3:** UH Thompson School to engage AIU in the development of their own QA, evaluate the results for relevant data and work with UH Maui College for data	Engagement with AIU staff to identify meaningful QA data measures for a qualitative review of APCS' Intake services.	Intake worker involvement in the improvement of their services. A sound method to retrieve intake entries to monitor policy,	AIU and worker accountability and monitoring will result in improved outcomes for alleged victims and their families.

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
	College, Software Development and UH Thompson School of Social Work and Public Health are familiar with APCS. Work with AIU supervisor, staff, Administrators, and Program Development.	inclusion within the new database. Embed the new QA program in the new system.		procedure, and best practice compliance.	Specific intake measurements will reveal more precise training needs and appropriate training methods to result in improved interaction with the public.

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

Project	Project	2022		2023		ARPA -1
Number	Description	Period 1	Period 2	Period 1	Period 2	Total
Project 1	Unit QA with embedded data into new system	158,569.00	158,569.00	164,156.00	164,156.00	645,450.00

ARPA 2 - August 2022 September 2024

Project	Project	2023		2024		ARPA - 2
Number	Description	Period 1	Period 2	Period 1	Period 2	Sub-total
Project 1	New multifunction system of record build	255,869	255,869	255,869	255,869	1,023,476
Project 2	Devices and Equipment				200,000	200,000
Project 3	QA Intake	31,518	31,518	31,519	31,519	126,074
	TOTAL	287,387	287,387	287,388	487,388	1,349,550

- * If system build not complete, will submit request for a "No Cost Extension" to extend budget allocation.

Summary of ARPA 1 + ARPA 2 Expenditure Plan

Grant Award	Timetable	Amount
ARPA 1	2022 - Period 1	158,569.00
ARPA 1	2022 - Period 2	158,569.00
ARPA 1 & 2	2023 - Period 1	451,543.00
ARPA 1 & 2	2023 - Period 2	451,543.00
ARPA 2	2024 - Period 1	287,388.00
ARPA 2	2024 - Period 2	487,388.00
	Total	**1,995,000.00**