APS Program Operational Plan: Michigan

State/Territory/District	Michigan
Contact	Cynthia Farrell
Budget Allocation	**$8,128,161**
Timeline	AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1 **August 2021 – September 2023** **$ 2,629,735** AMERICAN RESCUE PLAN ACT OF 2021 - Proposed Grant 2 **August 2022 – September 2024** **$2,868,691+ $ 2,629,735 = $ 5,498,426**
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. <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.	**Michigan recognizes the value of and empowers vulnerable adults by facilitating supportive services and sustainable solutions.** **Future State** An APS program with: • Dedicated community resources, including placement for affordable housing, services, etc., to meet client needs through strong collaborative partnerships • Enhanced laws and regulations to protect vulnerable populations • Increased visibility as an individual unit within MDHHS • State of the Art, fully integrated technology • Utilization of evidence-based tools and Continuous Quality Improvement for improved outcomes • Sustainable funding for APS

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.	**Michigan Adult Protective Services ensures vulnerable adults receive supports through assessment, referral, and provision of services with a sense of dignity, safety, and well-being.**

Guiding Principles / Core Values	
Guiding Principles or Core Values guide internal processes and client interactions for your APS Program. <u>Note</u>: 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.	**Core Values-CARES** • **Compassion**: Show empathy and respect toward those we serve and take action to improve their well-being • **Advocacy**: Seek opportunities to champion for vulnerable adults by collaborating with community partners • **Responsibility**: Serve with integrity and perseverance, while advancing diversity, equity and inclusion • **Effective**: Take action to reach desired outcomes through collaboration and accountability • **Sustain:** Identify opportunities that empower a client's right to self-determination **Guiding Principles** • Adults have the right to make their own decisions. • Staff must recognize the role of the adult's chosen supports. • Services should be the least intrusive, least disruptive, and least restrictive. • Services should be part of a coordinated community-based network. • Plan of care should be person-centered.

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.

1. **Develop state of the art technology through enhancement and usability.**

2. **Enhance the workforce through training, development, supports, and appropriate staffing.**

3. **Foster partnerships through education and engagement for improved client outcomes.**

4. **Improve visibility and understanding of the APS program.**

5. **Enhance access to funding and resources.**

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 **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.*	See bolded selection on SWOT to coincide with Targeted Improvement Projects.

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
Opportunity to upgrade technology	$1,680,000 Technology (EDM, Mobile App, Web Service for reporting, NAMRS new fields) Vendor	**ARPA 1 Project 1** **Technological Enhancements**	**EDM** by 1/31/2023 **Mobile Application** by 1/31/2023 **Web portal** APS mandatory reporters by 9/30/2023 **NAMRS fields** 9/30/2023	Vendor- identified and contracted System-MiAIMS Improve APS workers ability to input data both in and out of the office.	Clients benefit from more time with worker. Mandatory reporters spend less time making a new referral. Increase data availability for ACL collection. Move toward paper free case reports.
Emergency funds assistance available	$585,248 APS county discretionary funds	**ARPA 1 Project 2** **Create and Maintain Discretionary Funds for Counties**	**County Discretionary Funds Accounts** by 7/01/2022	Develop a process and policy for emergent needs funds for APS clients. Lead identified. APS workers have access to funds for emergent needs goods.	Clients benefit from receiving APS assistance during an emergent situation they currently cannot i.e., purchase of goods.

Enhance workforce training and development	$233,000 • $100,000 NAPSA conferences • $133,000 QA Analyst	**ARPA 1 Project 3** **Add training and staff development opportunities**	**NAPSA Conference in Michigan** by 8/31/2022 **QA analyst** by 9/30/2023	Host the annual NAPSA conference and pay for APS workers to attend. Hire an QA Analyst to create and implement new program.	Clients benefit from increased training and knowledge of APS workers. Clients benefit from increased understanding of the effectiveness of APS programs and services.
Administrative cost to manage ARPA 1 Targeted Improvement Projects	$131,487	**ARPA 1 Project 4** **Admin Cost**	**Administrative Costs Incurred** by 9/20/2023	Direct and indirect costs related to the management of the grant for the listed targeted improvement projects for APS.	Clients benefit from the application and use of grant funds to improve service delivery.
Opportunity to upgrade technology	$ 1,600,000 Technology (Centralized Printing, Standardized Decision Making Tool in MiAIMS, ASAP update, User Registration Update)	**ARPA 2 Project 1** **Technological enhancements**	**Improve multiple usability aspects within MiAIMS for workers and supervisors** by 9/30/2024	Decrease amount of time APS staff spend printing, addressing, and mailing required documents to clients. More usable safety and risk assessments. Better security within MiAIMS and web-based payment system. Vendor- identified Centralized Print exists for MDHHS	Increased amount of time available for contacts between APS workers and clients. More consistent decision-making in safety and risk assessments. Structured decision-making tool to guide APS actions in assisting clients.
Assess Adult Services Staffing	$ 743,426 Conduct needs assessment and feasibility study	**ARPA 2 Project 2**	**Create a staffing model and structure at all levels to address current and**	Identify contract agency to conduct feasibility study for current and future	Clients benefit from more balanced staff and caseload sizes and ratios which increases time

				staffing model and structure. Address identified gaps: continuity planning, training, staff ratios, QA, FOIA	and attention to their needs and assistance.
	for Adult Services Staffing model and structure	**Assess Staffing Model**	**future goals and needs** by 9/30/2024		
Improve Geriatric Assessment Utilization	$1,000,000 Seek out individuals to conduct in-home and virtual geriatric assessments with APS clients	**ARPA 2 Project 3** **In-Home Geriatric Assessments**	**Make in-home and virtual geriatric assessments available for use in all BSCs** by 9/30/2024	Identify and contract with individuals to perform geriatric assessments for all BSCs. Improve availability and use of in depth geriatric assessments for clients. Conduct assessments in client's home environment to improve accuracy.	Clients benefit from remaining in their known environment to complete assessment for a more accurate and thorough evaluation. Clients who may be bedridden or have mobility or transportation issues benefit from a thorough assessment to address their needs.
Improve APS Visibility and Outreach	$ 1,000,000 Seek out an individual/agency to create marketing for APS	**ARPA 2 Project 4** **Increase APS Community Outreach**	**Develop and implement statewide APS marketing plan for community outreach** by 9/30/2024	Identify and contract with current ad agency to create marketing plan for community outreach. Improve positive visibility for APS programs throughout the state.	Clients benefit by increased knowledge and comfort when working with APS. Community partners benefit from increased positive visibility for APS programs and the needs of the aging and disabled community.
Emergency funds assistance available	$1,000,000 APS discretionary funds account	**APRA 2 Project 5** **Continue APS Discretionary Funds Account**	**County Discretionary Funds Accounts** by 9/30/2024	Continue process and policy for emergent needs funds for APS clients. APS workers have access to funds for emergent needs goods.	Clients benefit from receiving APS assistance during an emergent situation they currently cannot i.e., purchase of goods.

		for Client Emergencies			
Enhance workforce training and development	$155,000 • $105,000 Purchase NAPSA Online Training Modules • $50,000 NAPSA Conferences (2023 and 2024)	**APRA 2 Project 6** **Purchase NAPSA training modules for APS staff.** **Purchase attendance at NAPSA Conferences**	**Purchase NAPSA online training modules for APS staff** by 4/01/2023 **Purchase NAPSA Conference Attendance** by 9/30/2024	APS staff increase knowledge and enhance skills. Identify NAPSA online training modules to purchase, identify process for distribution of training seats, create implementation process.	Clients benefit from knowledgeable APS staff who are better able to assist in problem solving and risk mitigation.

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	Technology	Funds not approved by Michigan Legislature until 2/1/2022	$400,000	$750,000	$530,000	$1,680,000
Project 2	Goods and Services	See above	$585,248	$0	$0	$585,248
Project 3	Training	See above	$100,000	$0	$133,000	$233,000
Project 4	Admin Cost	See above	$43,829	$43,829	$43,829	$131,487
Total			$1,129,077	$793,829	$706,829	$2,629,735

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	Technology	$400,000	$200,000	$400,000	$600,000	$1,600,000
Project 2	Staffing Model	$0	$371,713	$0	$371,713	$743,426
Project 3	Geriatric Assessment	$250,000	$250,000	$250,000	$250,000	$1,000,000

Project 4	Community Outreach	$250,000	$250,000	$250,000	$250,000	$1,000,000
Project 5	Goods and Services	$250,000	$250,000	$250,000	$250,000	$1,000,000
Project 6	Training	$26,250	$51,250	$26,250	$51,250	$155,000
Total		$1,176,250	$1,372,963	$1,176,250	$1,772,963	$ 5,498,426

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		$1,129,077	1,970,079	$2,079,792	1,176,250	1,772,963	$8,128,161