

APS Program Operational Plan: Rhode Island

State/Territory/District	Rhode Island; RI Office of Healthy Aging (OHA)
Contact	Mary Ladd
Budget Allocation	\$1,995,000.00
Timeline	<p>AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1 August 2021 – September 2023</p> <p>AMERICAN RESCUE PLAN ACT OF 2021 - Proposed Grant 2 August 2022 – September 2024</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>To ensure the safety of older Rhode Islanders so that they are provided with the opportunity to live with dignity, feel safe in their homes and communities, and know that their needs will be met.</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.

RI APS strives to consistently meet the needs of older adults who are reported to be abused, neglected, financially exploited, or who are self-neglecting so that they can enhance their ability to feel safe through protective measures and resources while maintaining their independence and rights to self-determination.

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.

- **Promotion:** Raise awareness about RI APS and elder abuse, neglect, financial exploitation, and self-neglect: detection, mandatory reporting, and prevention.
- **Protection:** Strengthen protections and rights for older adults through collaboration with APS partners on stronger laws and policies that meet the evolving needs of older Rhode Islanders.
- **Partnership:** Enhance APS partnerships and the RI APS workforce to consistently respond to older Rhode Islanders who need or desire protective services

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. Ensure client safety
2. Improve consistency across the state
3. Raise awareness
4. Enhance partnerships
5. Strengthen APS workforce

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.

- Develop and standardize an APS workforce hierarchy internally and externally to address the increasing older adult population and the changing dynamics of APS.
- Develop a Safety and Prevention Program for APS clients and elders at risk to fill the gap between investigations and case management services. To include collaboration intra-departmentally and amongst other state agencies.
- Update existing APS policies/procedures and develop new policies and procedures that align with the RI Elder Abuse Law and the complexities of APS services. This will include internal policies and external polices that will guide statewide APS staff. Provide training on new/updated policies and procedures to statewide APS staff.
- Enhance and expand community partnerships on a statewide level through collaboration of education and training on APS detection, reporting, response, and resources.

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
Enhance APS and community response to include the Office of the RI Attorney General, the RI LTC Ombudsman, and the RI OHA Home Care Unit	<u>\$33,500.00</u> Investment to include APS partners in current APS data system to effect seamless transition of APS referrals and information	Project 1 Enhance current APS data platform by funding additional licenses for OHA APS community partners	RI APS coordinates with state and local agencies to respond to reported incidents of elder abuse, neglect, and exploitation through manual processes regarding time-sensitive information. This project will fill the gap between RI APS and those agencies and enhance client engagement	Train RI APS partners on electronic sharing of information in the APS data platform; shorten response time to elders at risk; ensure appropriate referral of APS reports	The development and implementation of a multi-faceted APS response team that coordinates protective services on various levels while reducing duplication of services
Support APS client health and safety and promote independence	<u>\$245,232.00</u> Statewide investment to allocate funding for contracted APS case management agencies for client goods and services	Project 2 Enhance APS client goods and services to secure health and safety	The identification of APS clients in need of community supports (i.e., goods and services) so that APS clients can maintain their independence, enhance their health and safety, and decrease the risk of recidivism and/or long-term care	Providing necessary goods and services to individual APS clients who are at risk in the community through a client-centered assessment of need by RI APS staff and case managers	Decrease the risk of re-occurring APS issues for clients, families, and caregivers and prevent potential APS incidents via community response and outreach

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
Enhance RI APS' ability to receive and respond to reports of elder abuse, neglect, and exploitation	<u>\$134,280.00</u> Investment to enhance APS 24-hour response to elders at risk	Project 3 Enhance APS After Hours program	RI APS contracts with an outside vendor to receive and respond to APS reports and elders at risk during non-business hours/days. This investment will enhance this emergency response program to receive, identify, and respond to reports of elders at risk	Training of a vendor-hired APS Intake Specialist and additional APS data platform licensing for the vendor so that vendor program staff are trained and educated on APS recognition and service delivery and have access to real-time information	Increase identification of reports that are of an APS nature and respond to those reports that need an immediate response
APS Community Engagement and Education	<u>\$230,868.00</u> Investment to hire an external contractor for APS outreach and education	Project 4 Temporary hire for an APS Outreach Specialist	RI APS faces many barriers with reporters of APS cases and. This investment will enhance RI APS' ability to educate and train reporters and potential reporters on the reporting mandate and APS process.	Increase knowledge of community members (e.g., professional hospital staff, law enforcement) on the recognition of elder abuse, neglect, and exploitation and educate community members, clients, families, and caregivers on RI APS	Decrease reports of a non-APS nature, increase reporting directly relating to RI APS elders at risk and form a more cohesive relationship between RI APS and the community, including the community's knowledge of elder rights to self-determination.

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
RI APS Staff development, education, tools, and resources	<u>\$1,570.00</u> Investment to support and enhance the RI APS workforce	Project 5 RI APS Staff Development	Support RI APS staff through the purchase of additional tools and resources: NAPSA registration costs, recognized people search internet engine subscription, professional business cards, and professional badges	Increase worker knowledge and enhance their ability to receive, screen and investigate APS reports	Increase worker retention, investigative tools, and community recognition
Strengthen APS workforce	<u>\$1,181,448.00</u> Statewide investment to increase and re-classify the APS workforce.	Project 1 Develop and standardize an APS workforce hierarchy.	Increase FTE's from 10 to 13 (through agency hires and/or temporary hires, to be funded by the state after the ARPA 2 funds are expended) and re-classify APS workforce to meet the needs and complexities of an increasing APS population of older Rhode Islanders.	Deter workforce stressors and staff turnover; increase workforce staff and knowledge base.	Formation of a specially trained and recognized APS workforce to better serve the increasing number of APS cases.

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
Ensure client safety	<u>\$155,602</u> Investment to enhance current safe shelter and services program for APS clients and integration of APS and Home & Community Based Services (HCBS)	Project 2 Work with vendor to create SAFE (Safety Advocacy for Elders) Program and integrate APS and OHA HCBS	Fill the current gap between APS and HCBS by delivering a safety planning resources program for substantiated cases of elder abuse, neglect, and financial exploitation while providing other preventive and less restrictive measures through coordination of APS and HCBS.	Locate a vendor for SAFE services. Integrate OHA APS and HCBS services through program and data coordination.	Decrease recidivism rates of reported APS cases through data base analytics, reporting, and prevention measures. Increase services and resources to APS clients.
Improve Consistency	<u>\$2,500</u> Investment for supplies to formalize the APS Policy & Procedures in hard copy formats for the APS workforce	Project 3 Complete APS Policies and Procedures	Complete the ongoing development and implementation of policies and procedures that align with RI law, the agency mission, and individual rights to self-determination.	Develop an internal mechanism via an APS Policy & Procedure workgroup to review and update policy.	Completion of an APS Policy and Procedural Manual. Train internal and external staff and accompany policies and procedures with directed quality assurance measures.

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
Raise Awareness	<u>\$10,000</u> Investment to organize and host annual statewide APS conference	Project 4 Coordinate a statewide APS task force and deliver an annual APS conference	Locate and target agencies and organizations that engage with APS clients and services through a multidisciplinary approach of information sharing and coordination of service delivery.	Include targeted agencies that engage with APS clients on a state agency level in the APS platform and develop an APS taskforce.	Coordinate and host once per year annual APS conferences. Maintain the APS-developed task force to pulse the strengths and challenges of APS, identify best-practices and recommend changes to enhance APS service delivery.

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
DATES		8.1.2021 to 3.31.2022	4.1.2022 to 9.30.2022	10.1.2022 to 3.31.2023	4.1.2023 to 9.30.2023	
Project 1	Data platform licensing	\$0	\$16,750	\$0	\$16,750	\$33,500.00
Project 2	Goods & Services	\$61,308	\$61,308	\$61,308	\$61,308	\$245,232.00
Project 3	Emergency Response	\$0	\$44,760	\$44,760	\$44,760	\$134,280.00
Project 4	Contractor	\$60,618	\$56,750	\$56,750	\$56,750	\$230,868.00
Project 5	Staff Development	\$392.50	\$392.50	\$392.50	\$392.50	\$1,570.00
Total		\$122,318.50	\$179,960.50	\$163,210.50	\$179,960.50	\$645,450.00

ARPA 2- Second Grant Allocation - August 2022 September 2024

	Description	2023 Period 1	2023 Period 2	2024 Period 1	2024 Period 2	Total
DATES		8.1.2022 to 3.31.2023	4.1.2023 to 9.30.2023	10.1.2023 to 3.31.2024	4.1.2024 to 9.30.2024	
Project 1	Strengthen Workforce	\$282,898	\$282,898	\$282,898	\$332,754	\$1,181,448

Project 2	Client Safety	\$46,525.50	\$33,025.50	\$43,025.50	\$33,025.50	\$155,602
Project 3	Consistency	\$0	\$0	\$0	\$2,500	\$2,500
Project 4	Awareness	\$0	\$5,000	\$0	\$5,000	\$10,000
Total		\$329,423.50	\$320,923.50	\$325,923.50	\$373,279.50	\$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	\$122,318.50	\$179,960.50	\$492,634.00	\$500,884.00	\$325,923.50	\$373,279.50	\$1,995,000.00