

APS Program Operational Plan: Tennessee

State/Territory/District	Tennessee
Contact	Renee Bouchillon
Budget Allocation	\$5,220,066
Timeline	<p>AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1 August 2021 – September 2023 \$1,688,868</p> <p>AMERICAN RESCUE PLAN ACT OF 2021 - Proposed Grant 2 August 2022 – September 2024 \$1,842,330 + \$1,688,868 = 3,531,198</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 vision of the TN Department of Human Services (TDHS), the department in which Adult Protective Services (APS) resides, is to revolutionize the customer experience through innovation and a seamless network of services.</p> <p>More specifically, the TN APS, strives to be the best in the country at serving our older and vulnerable adults.</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>The TDHS Mission is to build strong families by connecting Tennesseans to employment, education, and support services.</p> <p>TN APS services both older and vulnerable adults with a focus on an adult’s right to self-determination. After months of collaboration within the APS team and with guidance from Simon Sinek’s book <u>Start with Why</u>, we developed the following: Our “Why”, or what our purpose and reason why our organization exists, is because “We believe that all adults should be safe, valued, heard and treated with dignity.” We do this by being Trustworthy, Resourceful and Effective.</p>
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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.

Continuing with Simon Sinek’s book Start with Why, our core values and what sets our program apart, is by being Trustworthy, Resourceful, and Effective. More specific definitions are:

Trustworthy: We always follow through on actions we say we will do.

Resourceful: We are diligent and persistent with connecting our clients to services that meet their needs when they need it, acknowledging a client’s right to self-determination.

Effective: We create change in the life of a vulnerable adult that frees them from abuse, neglect and exploitation.

The full picture of the TDHS vision, mission and values and the APS how and why is described below.



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.

Goal 1: Enhance the effectiveness of APS services so they are client centered, available and easily accessible to APS employees.

Goal 2: Raise awareness of APS statutes and policies to improve clarity of APS efforts and capabilities.

Goal 3: Improve consistency and efficiency across the state.

Goal 4. Ensure client safety.

Goal 5: Improve employee morale and reduce turnover.

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.

- Enhance the development of the Coordinated Response to End Self-Neglect in Tennessee (CREST) program
- Complete a searchable database for the Intake Resource Guide for Information and Referrals (I & R's)
- Enhance intake's online reporting process for reporters
- Connect the Structured Decision Making (SDM) process within the APS Case Management System (TNAPS)
- Create Public Service Announcements (PSA's) and videos that target specific partners such as financial institutions, health care workers, and reporters
- Develop a responsive social media approach
- Review APS accepted cases that occurred during COVID when face to face cases were not permitted
- Promote teambuilding and cross-training within APS divisions
- Provide opportunities for strategic planning with external partners, community members and APS
- Complete a formal time study and offer trainings

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
Improve service delivery for self-neglect clients through AAAD partnerships, as there is no program that offers case management and emergency services for the self-neglect population.	\$1,231,368 Contract with AAAD's to provide case management services as well as emergency, short-term and "wrap around" services	ARPA 1 Project 1 CREST - Collaborative Response to End Self-Neglect in Tennessee	Provide the right resources to x number of people Reduce repeat reports (recurrence rates) by X%	Policies and procedure in place Contracts with AAAD's submitted and approved Program Implemented by April 1	Self-neglect clients will have case management with access to emergency client-centered services they need.
Improve APS technology infrastructure	\$200,000 Contract with Evident Change to connect Structured Decision Making Tools with the APS Case Management System (TNAPS)	ARPA 1 Project 2 Structured Decision Making (SDM)	APS providers and clients will be more satisfied with APS response (survey)	APS system and processes will be more efficient and effective	APS clients and providers will receive consistent care across the state.
Improve access to emergency placements for APS clients who are suffering from abuse,	\$100,000 Funds to pay for emergency placements and re-home APS	ARPA 1 Project 3 Emergency Placements and	X number of clients will be offered housing	APS will have resources to support clients who are being abused, neglected, exploited, including those needing	Clients will be offered a safer place to live.

neglect, exploitation, or need to be re-homed due to residing in an unsafe unlicensed facility	clients when unsafe unlicensed homes are closed	Unlicensed Facilities		to be re-homed from an unlicensed home	
Increase the knowledge and expertise of APS employees through trainings and certification	\$262,000 Funds to pay for NAPSA Certification and other trainings through internal trainers and external trainers, including conferences	ARPA 1 Project 4 Training	100% of APS employees will be trained 90% of APS employees will agree that the training was helpful.	APS staff will learn more about Capacity Assessments, Undue Influence, Cognitive Interviewing Techniques, and other topics that will improve APS response	Clients will receive enhanced interviewing, assessments, and services which will decrease identified risks.
There is no program that offers case management and emergency services for the self-neglect population.	\$2,986,500 Contract with AAAD's to provide case management services as well as emergency, short-term and "wrap around" services	ARPA 2 Project 1 CREST - Collaborative Response to End Self-Neglect in Tennessee	Provide the right resources to x number of people Reduce repeat reports (recurrence rates) by X%	Updated contracts with AAAD's	Self-neglect clients will have more access to services, they will be more personalized, and there will be a faster response.
Information and Referral Calls to our intake continue to increase each	\$125,000 Paid Intern or Contractor to research needs,	ARPA 2 Project 2 Intake Resource Guide for I & R's	Reduce time intake staff spend on searching for resources for callers	APS intake employees will have a user-friendly searchable database of resources to provide to reporters who call	APS reporters will be offered more specific services more quickly

year and there is a need to update, expand, and reformat the current resource guide to a searchable database.	services, and reformatting to a searchable database. IT to connect the database to TNAPS		100% satisfaction by APS Intake employees		
Providers and community members may not know that APS exists or if they do, they may not know what we do.	\$239,698 Contractors for video development and marketing (tv, billboards, radio, social media)	ARPA 2 Project 3 PSAs/videos to target financial institutions, health care workers, APS reporters and general public Social Media	# of website hits or downloads Survey of State/Local CCR members regarding value	Offers support and provides a tool for APS employees to share consistent messaging	Improved APS knowledge and awareness
During COVID, face to face meetings were not able to be made with many APS reports.	\$50,000 Rehire retired APS employees to read cases and recommend if a visit should occur. APS will use retired staff or will contract with an agency to make courtesy visits	ARPA 2 Project 4 Review of APS cases during COVID	# of cases reviewed # of courtesy visits Satisfaction Survey regarding APS involvement	Ensures safety to clients	Provides support and services to clients who may need them

<p>Address concerns regarding “hygiene factors” per the Herzberg model, improve morale with APS employees and relationships with external stakeholders</p>	<p>\$30,000</p> <p>Offer training and teambuilding across the state</p> <p>Room rentals if needed, food provided during trainings and other training materials</p>	<p>ARPA 2 Project 5</p> <p>Teambuilding and Strategic Planning</p>	<p>Survey to participants regarding effectiveness</p>	<p>Improve relationships within APS and with our external partners</p>	<p>Providers and community members engaged and proactive with APS planning</p>
<p>As we make enhancements to APS, it would be helpful to have an outside, experienced consultant review updated processes.</p>	<p>\$100,000</p> <p>Contracts with consultants</p>	<p>ARPA 2 Project 6</p> <p>Formal Time Study and Trainings</p>	<p>Survey to participants</p>	<p>Deeper understanding of internal processes and recommendations received regarding improvements</p>	<p>More consistent processes and clarity of APS role and responsibilities</p>

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	CREST	\$0	\$ 363,790	\$ 381,539	\$ 381,539	\$1,126,868
Project 2	Improve APS Technology Infrastructure	\$0	\$0	\$ 100,000	\$ 100,000	\$200,000
Project 3	Emergency Placements & Unlicensed Home Process	\$0	\$0	\$ 50,000	\$ 50,000	\$100,000
Project 4	APS Staff Training	\$0	\$ 87,333	\$ 87,333	\$ 87,334	\$262,000
Total		\$0.00	\$ 451,123.00	\$ 618,872.00	\$ 618,873.00	\$1,688,868

ARPA 2- Second Grant Allocation - August 2022 September 2024

	Description	2023 Period 1	2023 Period 2	2024 Period 1	2024 Period 2	2025 Period 1	2025 Period 2	Total
Project 1	CREST	\$ 383,750	\$ 383,750	\$ 383,750	\$ 383,750	\$ 383,750	\$ 1,067,750	\$2,986,500
Project 2	Intake Resource Guide	\$ 12,500	\$ 22,500	\$ 22,500	\$ 22,500	\$ 22,500	\$ 22,500	\$125,000
Project 3	PSA/Videos/Social Media	\$ 23,970	\$ 43,146	\$ 43,146	\$ 43,145	\$ 43,145	\$ 43,146	\$239,698
Project 4	Review of COVID Cases	\$ 5,000	\$ 9,000	\$ 9,000	\$ 9,000	\$ 9,000	\$ 9,000	\$50,000
Project 5	Teambuilding and Strategic Planning	\$ 3,000	\$ 5,400	\$ 5,400	\$ 5,400	\$ 5,400	\$ 5,400	\$30,000
Project 6	Time Study and Trainings	\$ 10,000	\$ 18,000	\$ 18,000	\$ 18,000	\$ 18,000	\$ 18,000	\$100,000
Total		\$ 438,220	\$ 481,796	\$ 481,796	\$ 481,795	\$ 481,795	\$ 1,165,796	\$3,531,198

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	2025 Period 1	2025 Period 2	Total
Summary	\$0	\$ 451,123	\$ 1,057,092	\$1,100,669	\$ 481,796	\$ 481,795	\$481,795	\$1,165,796	\$ 5,220,066