

APS Program Operational Plan: Wisconsin

State/Territory/District	Wisconsin
Contact	Lela Yang (Lela.Yang@DHS.Wisconsin.Gov) 920-510-9125
Budget Allocation	\$4,691,457
Timeline	<p>AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1 August 2021 – September 2023 \$1,517,845</p> <p>AMERICAN RESCUE PLAN ACT OF 2021 – Proposed Grant 2 August 2022 – September 2024 \$3,173,612</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>Wisconsin’s vision is to expand our capacity & reach while strengthening the infrastructure of Adult Protective Services (APS) system to better serve all communities within our state.</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 Wisconsin Adult Protective Services (APS) network protects adults of all ages who have experienced, are experiencing, or are at risk of experiencing abuse, neglect, and exploitation. The role of the state APS Team is to meet the needs of the frontline network. We will meet those needs by developing statewide training standards, providing technical/financial/programmatic support, and by implementing a new database system to enhance service delivery.</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?</p>	<p>Wisconsin Adult Protective Services’ Guiding Principles and Core Values closely follow some of the principles outlined by Georgia Anetzberger.</p> <p>FREEDOM OVER SAFETY: The client has a right to choose to live at risk of harm, providing s/he is capable of making that choice, harms no one and commits no crime.</p>
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<p>If so, you may want to adapt it for this program.</p>	<p>SELF DETERMINATION: The client has a right to personal choices and decisions until such time as s/he delegates or the court grants the responsibility to someone else.</p> <p>PARTICIPATE IN DECISION-MAKING: The client has a right to receive information to make informed decisions and to participate in all decision-making affecting his/her circumstances to the extent that s/he is able.</p> <p>LEAST RESTRICTIVE ALTERNATIVE: The client has a right to service alternatives that maximize choice and minimize lifestyle disruption.</p> <p>PRIMACY OF THE ADULT: The worker has a responsibility to serve the client – not the community concerned about safety, or the landlord concerned about crime or the family concerned about finances.</p> <p>CONFIDENTIALITY: The client has a right to privacy and secrecy.</p> <p>BENEFIT OF THE DOUBT: If there is evidence that the client is making a reasoned choice, the worker has a responsibility to see that the benefit of the doubt is in the client’s favor.</p> <p>DO NO HARM: The worker has a responsibility to take no action that places the client at greater risk.</p> <p>AVOIDANCE OF BLAME: The worker has a responsibility to understand the origins of any maltreatment and commit no action which will antagonize the perpetrator and so reduce the chances of terminating the maltreatment.</p>
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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.

- Improve statewide APS case management by identifying, purchasing, and implementing a new system within the next 2-3 years. (While adhering to federal, state, and county rules/regulations.)
- Increase staff capacity at the Department of Health Services (DHS)
- Identify and provide APS statewide training to enhance support, professional development, and service delivery to clients.
- Provide financial support to counties to expand services.
- Increase prevention and awareness efforts

<p>Targeted Improvement Projects</p> <p>Using the results of your Environmental Scan and PESTEL, describe the targeted improvements and enhancements needed for this planning cycle.</p> <p>Your improvements should be concrete, measurable, and complete.</p> <p>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?</p> <p><i>See example on next page.</i></p>	<p>See table below.</p>
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Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
Financial support to counties to enhance/expand /support APS services	\$487,845	ARPA 1 Project 1 Elder Adult at Risk Agency Case Management	CATEGORY 1: Technological Support CATEGORY 2: Goods/Services CATEGORY 3: Emergency/Alternative Housing CATEGORY 4: Uses as Approved by DHS Program Managers	Increased financial support for county APS units.	Retaining APS workers/Supervisors through the COVID crisis. Maintaining institutional knowledge in the APS network.
APS standardization in data collection, reporting, and identifying trends.	\$500,000	ARPA 1 Project 2 APS System Improvement	a. Business Analyst \$100,000 b. Project Manager (Procurement) \$100,000 c. Purchase or Contract an application/license/etc. \$300,000	Identify and determine needs/wants of new database system.	Transparency and real live data across the state on APS matters.

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
Develop ongoing and pertinent training materials to statewide partners.	\$200,000	ARPA 1 Project 3 Training	a. Contracting with UW-Green Bay for content development b. ERI contract to host online training modules	Develop curriculum and identify key training needs throughout the state.	Standardize training statewide.
Expand capacity at the state level to provide services to tribal nations	\$80,000	ARPA 1 Project 4 Tribal Nations Partnerships	a. Development of MOU's for counties with APS b. Training about the investigations c. Consultation	Work with tribal adult protective services to better serve tribal elders who experience abuse, neglect, and financial exploitation.	Provide ongoing and sustainable support to tribes in Wisconsin regarding APS matters.
Expand capacity at the state level to manage new federal grants	\$250,000	ARPA 1 Project 5 Grant Manager	a. Contract for Manager to oversee ARPA and COVID-19 grants	Oversee reporting, implementation, and best practices for the new federal grants.	Provide support to counties, while adhering to federal guidelines and program implementation.

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
Financial support to counties to enhance/expand /support APS services	\$1,061,007	ARPA 2 Project 1 Elder Adult at Risk Agency Case Management	CATEGORY 1: Technological Support CATEGORY 2: Goods/Services CATEGORY 3: Emergency/Alternative Housing CATEGORY 4: Uses as Approved by DHS Program Managers	Increase capacity to support older adults and adults at risk.	Retaining APS workers/Supervisors through the COVID crisis. Maintaining institutional knowledge in the APS network.
APS standardization in data collection, reporting, and identifying trends	\$300,000	ARPA 2 Project 2 APS System Improvement	a. Training \$100,000 c. Maintaining application/license/etc	Provide database training to statewide partners and maintain/update training materials.	Transparency and real live data across the state on APS matters.

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
Develop ongoing and pertinent training materials to statewide partners.	\$600,000	ARPA 2 Project 3 Training	A. Contracting with UW-Green Bay for content development \$100,000 B. ERI annual system maintenance \$300,000 C. Education/Prevention/Awareness \$200,000	Develop curriculum and identify key training needs throughout the state.	Standardize training statewide.
Expand capacity at the state level to provide services to tribal nations	\$80,000	ARPA 2 Project 4 Tribal Nations Partnerships	a. Development of MOU's for counties with APS investigations b. Training about the tribes c. Consultation	Work with tribal adult protective services to better serve tribal elders who experience abuse, neglect, and financial exploitation.	Provide ongoing and sustainable support to tribes in Wisconsin regarding APS matters.

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
Department of Justice Elder Abuse Hotline Service	\$132,605 (2022-2023)	ARPA 2 Project 5 Elder Abuse Hotline DOJ	Support staff salary and benefits.	Provide ongoing support for the DOJ hotline.	Extend, as long as possible, this valuable service.

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
Expand capacity at the state level to strengthen the APS team	\$1,000,000	<p>ARPA 2</p> <p>Project 6</p> <p>Increasing Capacity at DHS through (Contracted Positions)</p>	<p>a. Grant Manager \$200,000 - Contract for Manager to oversee ARPA and COVID-19 grants</p> <p>b. APS Training Development and Conference Planner \$200,000</p> <p>c. Tribal \$200,000 - Work with tribal adult protective services to better serve tribal elders who experience abuse, neglect, and financial exploitation</p> <p>d. Data System and Analytics Manager \$200,000 Residential Care Facilities Response/Cross-Divisional Coordination/Liaison \$200,000</p>	Divide APS workload into specified and dedicated positions.	Maintain comprehensive APS support at all levels

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	Elder Adult at Risk Agency Case Management	\$121,962	\$121,961	\$121,961	\$121,961	\$487,845
Project 2	APS System Improvement	\$125,000	\$125,000	\$125,000	\$125,000	\$500,000
Project 3	Training	\$50,000	\$50,000	\$50,000	\$50,000	\$200,000
Project 4	Tribal Nations Partnerships	\$20,000	\$20,000	\$20,000	\$20,000	\$80,000
Project 5	Grant Manager	\$62,500	\$62,500	\$62,500	\$62,500	\$250,000
Total		\$379,462	\$379,461	\$379,461	\$379,461	\$1,517,845

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	Elder Adult at Risk Agency Case Management	\$265,251.75	\$265,251.75	\$265,251.75	\$265,251.75	\$1,061,007
Project 2	APS System Improvement	\$75,000	\$75,000	\$75,000	\$75,000	\$300,000
Project 3	Training	\$150,000	\$150,000	\$150,000	\$150,000	\$600,000
Project 4	Tribal Nations Partnerships	\$20,000	\$20,000	\$20,000	\$20,000	\$80,000
Project 5	Elder Abuse Hotline DOJ	\$66,302.50	\$66,302.50			\$132,605
Project 6	Increasing Capacity at DHS through (Contracted Positions)	\$250,000	\$250,000	\$250,000	\$250,000	\$1,000,000
Total		\$826,554.25	\$826,554.25	\$760,251.75	\$760,251.75	\$3,173,612

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	\$379,462	\$379,461	\$1,206,015.25	\$1,206,015.25	\$760,251.75	\$760,251.75	\$4,691,457