Adult Protective Services (APS) Operational Plan: Connecticut

2021-2024

State/Territory/District	Connecticut
Contact	Dorian Long
Budget Allocation	$2,897,320

Timeline	**AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1**
	  August 2021 – September 2023 $937,381
	
	AMERICAN RESCUE PLAN ACT OF 2021 - Proposed Grant 2
	  August 2022 – September 2024 $1,022,558 (Covid amt) + $937,381 (ARPA 1 amt) = $1,959,939

Vision 2025	We envision a Connecticut where all people 60 years and older are healthy, secure, and thriving.
Mission Statement	The State of Connecticut, Department of Social Services' (the "Department") Protective Services for the Elderly Program (Protective Services) is designed to safeguard people 60 years and older from physical, mental and emotional abuse, neglect, abandonment, and /or financial abuse and exploitation.
Guiding Principles / Core Values	- Pride in Public Service - Excellence and Integrity - Compassion and Empathy - Equity and Inclusion - Racial Justice - Collaboration and Communication - Learning and Innovation

Goals for Program Improvement	Connecticut strives to continually improve its Protective Services program to deliver services in a manner that: • Recognizes that clients' interests, consent, and privacy are paramount in safety planning and service delivery. • Is Informed and strengthened by best practices • Has resources for clients and tools for staff that foster and promote efficient and quality service delivery • Affords staff opportunities to enhance their skills • Collects, reviews and analyzes data to inform decision making and practice • Fosters strong internal and external partnerships

Targeted Improvement Projects	Based on stakeholder feedback, the following areas have been targeted for improvement and enhancement for this planning cycle: • Emergency shelter options for elders impacted by domestic violence. • Improvements to or enhancements of existing Protective Services processes • Support for remote work • Data collection and reporting at the case worker and statewide levels • Community outreach • Staff training on evidence collection • Effective Implementation of the Operational Plan • Access and Quality of Assessment • Infrastructure to Support Program Development • Protective Services Partnerships and Stakeholders through Protective Services Summits • Interface Technology to reduce administrative tasks

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
ARPA 1					
Enhance Emergency shelter options for elders impacted by domestic violence.	**$75,000**	**ARPA 1 Project 1** **Emergency Shelter** Expand shelter options and case management supports for elders impacted by domestic violence.	Shelter Option available	Potential partners for emergency shelter identified and under contract	Support available for vulnerable elders in emergency situations
Improving or enhance existing Protective Services processes	**$517,381** *Vendors/Hiring* *-Accounting* *-SDM* *-Data analytics* *-Case management system*	**ARPA 1 Project 2** • **Process Improvements** • Procure forensic accounting services • implement structured decision-making	• Forensic investigation services available • Structured Decision-Making tools in place • Data analytics package in place • Protective Services Data	SOW/Hiring Completed for Forensic Accounting Services Data analytics package framework developed Draft Protective Services Dashboard Developed	Vulnerable Adults continue to benefit from Protective Services support due to increased efficiency of the program

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
		tools and protocols • enhancements to the Protective Services quality assurance infrastructure. • data analytic packages and visualization • Protective Services Case Management System Upgrade: prompting, and alerts	Dashboard, including GIS		
Support remote work	**$15,000**	**ARPA 1 Project 3** • Remote Work • Enhance and maximize SharePoint environment	Software improvements in place	SharePoint environment updated Advanced options in MS Teams available	Vulnerable Adults continue to benefit from Protective Services support during the Covid Pandemic Workers are safer in the field

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
		• Expand access to advanced options in MS Teams • Secure Safety Software			
Improve data collection and reporting at the case worker and statewide levels	**$125,000** Hire or contract IT Staff	**ARPA 1** **Project 4** • **NAMRS Data** Through hire/contract, identify an entity	Modified SOW Contract Liaison Better reporting for NAMRS	SOW Modification Initial Planning Documentation	Training and supporting curriculum to support development and implementation of the new case management system to better support vulnerable elders
Enhance community outreach	**$30,000** In-Kind Social Work Staff, Agency Communications Staff, NAPSA and sub-contractors	**ARPA 1** **Project 5** **Community Outreach** Estimated cost is $20,000. Media and social media, campaign costs related to	Print, electronic and video outreach materials	Preliminary documents and materials for review	Increase in venues and formats to disseminate the information regarding abuse, neglect and exploitation.

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
		fraud/scam outreach,			
Staff training on evidence collection	**$125,000**	**ARPA 1** **Project 6** **Staff Training** • Staff training on evidence collection related to injuries • Training on use of cameras/camera phone software to support evidence collection, including the cost of cameras/ camera phone software • Training on safety awareness and use of technology to support worker safety (e.g., geo-	Training sessions held Cameras/camera phone software purchased	Staff has received training on evidence collection Better use of tools like phone cameras	Vulnerable elders benefit from better protection due to proper evidence collection and processing

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
		location/" panic button")			
Effectively Implement the Operational Plan	**$50,000** In-kind and contractor support	**ARPA 1 Project 7 Operational Plan** pre-work, implementation and tracking	Stakeholder Sessions Held Tracking mechanisms implemented	Clear path to program improvement is mapped	Program Improvements are implemented, and progress tracked efficiently. Program Improvements support better client outcomes.
ARPA 2					
Enhance the Access to and Quality of Assessment	**$100,000** In-kind and contractor support	**ARPA 2 Project 1 Structured assessments-** evidence informed assessments to support decision-making.	Review of assessment options	Modules of change identified	Updated assessment tools implemented. Efficiencies in decision making. Consistent and more positive outcomes for clients.
Foster Infrastructure to Support Program Development	**$325,000** In-kind, contractor, IT Providers	**ARPA 2 Project 2** **Program Development Support**	Contracts and Service Agreements	Expedited tracking and implementation of program improvements.	More efficient program functioning and positive outcomes for clients.

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
		Efficient management of technology and infrastructure projects			
Improve Protective Services Partnerships and Stakeholders through Protective Services Summits	**$300,000** Contractors, In-kind staff	**ARPA 2 Project 3** **Protective Services Summits** Conferences developed and held Possible World Elder Abuse theme	Annual Conferences	Topics, speakers and venues identified	A forum for the Aging Network to connect with Protective Services staff.
Promote efficiency and relieve staff administrative burden through interface technology	**$150,000** 3rd Party app to add into Salesforce	**ARPA 2 Project 4** Interface Technology Develop Payment Authorization via	Service Authorization Payment Interface	Vendor identified	Implemented and make casework more efficient as Protective Services staff spend less time tracking payments and more time helping elders

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
		add on product to Salesforce			
Continue to develop and implement improvements to or enhancements of existing Protective Services processes	$1,084,939	**ARPA 2 Project 5** **Continuation of process improvement project**	• Forensic investigation services available • Structured Decision-Making tools in place • Data analytics package in place	Forensic Accounting Services Implemented Data analytics framework is expanded and informing decision-making Protective Services Dashboard implemented	Vulnerable Adults continue to benefit from Protective Services support due to increased efficiency of the program

Budget / Spending Plan for ARPA funds – Semi-annually for 3 to 5 years

ARPA 1- First Grant Allocation - August 2021 - September 2023

Project #	Description	2022 Period 1	2022 Period 2	2023 Period 1	2023 Period 2	Total
Project 1	Emergency Shelter	$18,750	$18,750	$18,750	$18,750	$ 75,000
Project 2	Process Improvements	$129,345	$129,345	$129,345	$129,346	$ 517,381
Project 3	Remote Work	$ -	$7,500	$7,500	$ -	$ 15,000
Project 4	NAMRS Data	$ -	$ -	$62,500	$ 62,500	$ 125,000
Project 5	Outreach	$10,000	$6,666	$6,667	$6,667	$ 30,000
Project 6	Staff Training	$ -	$41,666	$ 41,667	$ 41,667	$ 125,000
Project 7	Operational Plan Development	$25,000	$8,333	$8,333	$8,334	$ 50,000
Total		$183,095.00	$212,260.00	$274,762.00	$267,264.00	$937,381

ARPA 2- Second Grant Allocation - August 2022 September 2024

Project #	Description	2023 Period 1	2023 Period 2	2024 Period 1	2024 Period 2	Total
Project 1	Enhanced Assessment Capacity	$50,000	$50,000	$ -	$ -	$ 100,000
Project 2	Program Development Support	$100,000	$75,000	$75,000	$75,000	$ 325,000
Project 3	Protective Services Summits	$ -	$100,000	$100,000	$100,000	$ 300,000
Project 4	Interface Technology	$ -	$150,000	$ -	$ -	$ 150,000
Project 5	Process Improvement Continuation	$271,234	$271,235	$271,235	$271,235	$ 1,084,939
Total		$421,234	$646,235	$446,235	$446,235	$ 1,959,939

Summary of ARPA 1 + ARPA 2 Expense

	2022 Period 1 Expense	2022 Period 2 Expense	2023 Period 1 ARPA 1 + ARPA 2 Expense	2023 Period 2 ARPA 1 + ARPA 2 Expense	2024 Period 1 ARPA 2 Expense	2024 Period 2 ARPA 2 Expense	Total ARPA 1 + ARPA 2 Expense
Summary	$183,095	$212,260	$ 695,996	$ 913,499	$ 446,235	$ 446,235	$2,897,320