



## Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) *Adult Protective Services (APS) Operational Plan*

<b>State/Territory/District</b>	Delaware
<b>Contact</b>	Julie Devlin, <a href="mailto:Julie.Devlin@delaware.gov">Julie.Devlin@delaware.gov</a>
<b>Budget Allocation</b>	<b>ARPA 1:</b> \$645,450.00 <b>ARPA 2:</b> \$1,349,550.00 <b>Total ARPA Grants:</b> \$1,994,550
<b>Timeline</b>	AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1 <b>August 2021 – September 2023</b> AMERICAN RESCUE PLAN ACT (ARPA) OF 2021 - Proposed Grant 2 <b>August 2022 – September 2024</b>
<b>Vision 2025</b>	Building strong support for Delaware's most vulnerable adults.
<b>Mission Statement</b>	The mission of Delaware Adult Protective Services is to promote dignity, respect, and inclusion for older adults and people with disabilities by ensuring their safety and wellbeing.
<b>Guiding Principles / Core Values</b>	<ul style="list-style-type: none"><li>• Treat everyone with respect and honesty.</li><li>• Mobilize the individual's own strengths and utilize whatever resources are available in the community in order to improve the adult's ability to function and to live a life with safety and dignity.</li><li>• Prevent unnecessary or inappropriate institutionalization.</li><li>• Safeguard the rights and resources and maintain the physical and psychological health of the adult.</li><li>• Prevent injury to vulnerable adults or to others.</li><li>• Recognize and preserve the right of self-determination of the vulnerable adult.</li><li>• Seek appropriate legal alternatives (such as guardianship) only after all other remedies are exhausted, unless an emergency arises which requires a legal alternative.</li><li>• Establish a coordinated system of services to protect the health, safety, and welfare of infirm or incapacitated adults by utilizing both the informal and formal support network.</li></ul>

<b>Goals for Program Improvement</b>	<ul style="list-style-type: none"> <li>• Develop an emergency capable APS, including providing staff with tools to be able to work more efficiently by enhancing the APS infrastructure.</li> <li>• Better support alleged victims of abuse, neglect, and exploitation by streamlining access to APS and its services.</li> </ul>
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<b>Targeted Improvement Projects</b>	Refer to Logic Model below.
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<b>Purpose/Needs to be filled by ARPA Funds</b>	<b>Inputs (Resources Deployed)</b>	<b>Activities</b>	<b>Outputs from Investment</b>	<b>Short-Term Outcomes</b>	<b>Long-Term Outcomes</b>
Due to high turnover, workloads have increased for fulltime staff. Additional staff is needed to combat the growing caseloads.	\$85,000 initial funding is required to hire temporary staff to investigate allegations of abuse, neglect, and exploitation and pay for additional licenses to the Harmony for APS client management system.	<b>ARPA 1 Project 1</b> Additional staffing is needed to address the number of reports made to APS.	Increase the number of reports investigated within three days by as much as 50%	Staff can spend more time on investigation due to smaller caseloads.	Staffing and case ratios are on par with national averages providing better care for Clients and victims.
A major performance improvement project is needed to address the lack of consistency of APS practices and process for staff.	\$380,000 is needed, starting in November 2021, to contract with consultants to help Delaware improve data collection and reporting, develop quality assurance, and train staff.	<b>ARPA 1 Project 2</b> Performance improvement is needed to address inconsistencies in investigations and data collection.	Increased fidelity to the APS policies and procedures by as much as 75%.	All APS staff enter all necessary data into the Harmony for APS system the same day they meet with an alleged victim.	Delaware is able to submit accurate case component data into the National Adult Maltreatment Reporting System (NAMRS). Better data allows improvements in services to older adults and people with disabilities.
A growing level of complex cases has put pressure on APS to secure more emergency services for alleged victims and their families.	\$180,000 is needed, starting in November 2021, to provide emergency services and build a supportive emergency housing program in Kent and Sussex Counties.	<b>ARPA 1 Project 3</b> Enhanced emergency services are needed to address the supports needed in complex cases.	Increased emergency services rendered by as much as 50%.	Alleged victims are provided necessary services in a timely fashion.	Delaware has emergency housing available for alleged victims in all three counties.

Due to high turnover, workloads have increased for fulltime staff. Additional staff is needed to combat the growing caseloads.	\$1,289,596.50 is needed, starting in August 2022, to hire fulltime merit staff to operate the newly created Kent County APS office.	<b>ARPA 2 Project 1</b> Additional staffing is needed to address the number of reports made to APS.	Increase the number of reports investigated within three days by as much as 50%	Staff can spend more time on investigations due to smaller caseloads.	Staffing and case ratios are on par with national averages, providing better care for Clients and victims.
Intensive training around self-neglect is needed as APS will be responding to these reports for the first time starting in 2022.	\$45,000 is needed, starting in August 2022, to work with an expert in self-neglect to provide intensive training for APS staff.	<b>ARPA 2 Project 2</b> Intensive training around self-neglect is needed to address the best ways to work with these clients in a consistent manner.	Increased fidelity to the national best practices by as much as 75%.	Staff can appropriately respond to self-neglect reports due to new knowledge gained through training.	Delaware is able to provide services to self-neglect clients, developing a more sustainable approach, consistent with national best practices.
Due to the complexity of self-neglect cases and those providing inadequate self-care, a partnership is needed with mental health professionals.	\$14,953.50 is needed, starting in August 2023, to partner with the Division of Substance Abuse and Mental Health (DSAMH) Psychiatric Residents Program to provide community experience through working with self-neglect clients.	<b>ARPA 2 Project 3</b> A partnership with the mental health professionals is needed to address the complexities of those providing inadequate self-care.	Increased mental health support for self-neglect clients by as much as 50%.	Self-neglect clients are provided necessary mental health services in a timely fashion.	Delaware is able to provide services to self-neglect clients, developing a more sustainable approach, consistent with national best practices.

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

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

	Description	2022 Period 1	2022 Period 2	2023 Period 1	2023 Period 2	Total
<b>Project 1</b>	Additional Staffing	\$25,000	\$20,000	\$20,000	\$20,000	<b>\$85,000</b>
<b>Project 2</b>	Performance Improvement	\$75,000	\$150,000	\$75,000	\$80,000	<b>\$380,000</b>
<b>Project 3</b>	Emergency Services	\$7,500	\$7,500	\$82,500	\$82,500	<b>\$180,000</b>
<b>Total</b>		<b>\$107,500.00</b>	<b>\$177,500.00</b>	<b>\$177,500.00</b>	<b>\$182,500.00</b>	<b>\$645,000.00</b>

**ARPA 2- Second Grant Allocation - August 2022 September 2024**

	Description	2023 Period 1	2023 Period 2	2024 Period 1	2024 Period 2	Total
<b>Project 1</b>	Additional Staffing	\$322,399.13	\$322,399.12	\$322,399.13	\$322,399.12	<b>\$1,289,596.50</b>
<b>Project 2</b>	Self-Neglect Training	\$45,000				<b>\$45,000</b>
<b>Project 3</b>	Psychiatric Resident Program			\$14,953.50		<b>\$14,953.50</b>
<b>Total</b>		<b>\$367,399.13</b>	<b>\$322,399.12</b>	<b>\$337,352.63</b>	<b>\$322,399.12</b>	<b>\$1,349,550.00</b>

**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
<b>Summary</b>	<b>\$107,500</b>	<b>\$177,500</b>	<b>\$544,899.13</b>	<b>\$504,899.12</b>	<b>\$337,352.63</b>	<b>\$322,399.12</b>	<b>\$1,994,550.00</b>

Operational Plan Submission due by **January 31, 2022**.