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State of Maine Department of Health and Human Services Adult Protective Services Operational Plan

American Rescue Plan Act Formula Grant

State	Maine
Contact	Erin Salvo, Associate Director – APS
Budget Allocation	Anticipated Total - \$1,995,000 \$645,450 (Grant 1) \$1,349,550 (Grant 2 estimate)
Timeline	American Rescue Plan Act (ARPA) of 2021- Grant 1 August 2021 – September 2023 American Rescue Plan Act of 2021 - Proposed Grant 2 August 2022 – September 2024

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I. Vision

Maine Adult Protective Services Vision:

We promote individual dignity through respect, choice, and support for all incapacitated and dependent adults.

II. Maine Adult Protective Services Mission:

To promote the highest level of independence, health, and safety for older adults and adults with disabilities throughout Maine and act in accordance with the Adult Protective Services Act's authorizations (22 M.R.S. ch. 958-A, sec. 3473):

- *Protect incapacitated and dependent adults from abuse, neglect, and exploitation and protect incapacitated and dependent adults in circumstances that present a substantial risk of abuse, neglect, or exploitation*
- *Prevent abuse, neglect, or exploitation of incapacitated and dependent adults*
- *Enhance the welfare of these incapacitated and dependent adults; and*
- *Promote self-care wherever possible.*

III. Guiding Principles

- Respect
 - Treat everyone with dignity.
 - Respect clients' autonomy and self-determination.
 - Respect clients' values and beliefs.
- Care
 - Promote client welfare and safety, balancing clients' right to self-determination the duty to protect and advocate.
- Integrity
 - Demonstrate professional ethics, competence, and honesty in daily work.
- Collaboration
 - Partner with other organizations and natural supports to maximize likelihood of successful outcomes for clients to the greatest extent possible.

IV. Goals for Program Improvement

Based on the results of the environmental scan, Maine APS's goals for program improvement are:

1. Identify and address service and resource gaps that impact client safety.
 - Improve client outcomes consistent with clients' values, beliefs, and preferences, to the greatest extent possible.
2. Enhance APS's ability to protect and support clients by identifying and instituting strategies to address growing case volumes, growing case complexities, and process efficiencies.
 - Focus on adaptability.
3. Continually assess program impact and areas for improvement through data review, analysis, and reporting.
 - Make data-informed decisions to maintain consistent, accurate, and equitable processes.
4. Enhance public awareness of the APS program to encourage timely reporting among community members and professionals.
 - Build greater community-level understanding of abuse, neglect, and exploitation of older adults and adults with disabilities.

V. Targeted Improvement Projects

Based on the goals identified in Section V above, the *American Rescue Plan Act* funds will be distributed in the areas outlined in the below summary table.

The detailed improvement projects table follows on Page 7.

Targeted Improvement Projects Summary			
Goals – Projects	ARPA 1	ARPA 2	TOTAL
Goal 1: Client Safety/Needs	\$580,450	\$864,715	\$1,445,165
Goal 2: Staff/Program Needs	\$65,000	\$333,835	\$399,835
Goal 3: Program Evaluation	\$ -	\$110,000	\$110,000
Goal 4: Program Awareness	\$ -	\$40,000	\$40,000
Total	\$645,450	\$1,349,550	\$1,995,000

Targeted Improvement Projects Detail

Needs to be filled by ARPA Funds	Inputs – Resources Deployed	Activities – Improvement Projects	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
Identify and address service and resource gaps that impact client safety	\$250,000 Procurement process/contract Development of process and procedure documents; staff communications	ARPA 1 Project 1 Elder Advocate Connection/Service Navigator Program – “warm hand off” to advocate for continued support	Estimated 20 new advocate-client connections per month	Cases transferred for ongoing/continued support and follow through (APS caseloads more manageable) Clients receive support previously unavailable	Reduced rates of client recidivism (decreased likelihood of returning to crisis) Increased percentage of service-connected clients and clients receiving appropriate level of care/supports
Identify and address service and resource gaps that impact client safety	\$330,450 Procurement process/ Controller approvals Development of process and procedure documents; staff communications	ARPA 1 Project 2 Direct Goods and Services Pilot – procurement card purchases for clients to address emergency needs	Procurement card purchases directly on behalf of clients (e.g., transportation, short-term housing, food, medication, home repair/cleaning)	Additional time to devote to client-focused activities and interactions (previously spent on searching for emergency resources) Improved staff morale knowing clients are receiving support previously unavailable	Enhanced client safety and stability Increased likelihood of clients able to remain in-home or receive in-home supports Data available to help identify resource gaps
Institute strategies to address growing case volumes, growing case complexities, and process	\$10,000 Staff time	ARPA 1 Project 3 Conference and training participation	Attendance at statewide conferences by staff at all levels of APS organization	Identify training areas Staff skill building and continuing education Network with community service providers to increase collaboration on investigations	Develop greater subject matter expertise in APS topic areas Enhanced relationships with community providers resulting in greater collaboration to support clients during investigations

efficiencies					
Institute strategies to address growing case volumes, growing case complexities, and process efficiencies	\$55,000 Procurement process/contract Training time	ARPA 1 Project 4 Temp/contract staffing support	Temp/contract staffing support	Address surge capacity challenges with additional support Minimize case closure backlogs Additional time to devote to client-focused activities and interactions	Improved caseload management practices Increased timeliness on investigations to promote client safety
Identify and address service and resource gaps that impact client safety	\$520,000 Procurement process/contract	ARPA 2 Project 1 Elder Advocate Connection Program – /Service Navigator Program “warm hand off” to advocate for continued support	Estimated 20 new advocate-client connections per month	Cases transferred for ongoing/continued support and follow through (APS caseloads more manageable) Clients receive support previously unavailable	Reduced rates of client recidivism (decreased likelihood of returning to crisis) Increased percentage of service-connected clients and clients receiving appropriate level of care/supports
Identify and address service and resource gaps that impact client safety	\$344,715 Ongoing program evaluation/analysis	ARPA 2 Project 2 Direct Goods and Services Pilot – procurement card purchases for clients to address emergency needs	Procurement card purchases directly on behalf of clients (e.g., transportation, short-term housing, food, medication, home repair/cleaning)	Additional time to devote to client-focused activities and interactions (previously spent on searching for emergency resources) Improved staff morale knowing clients are receiving support previously unavailable	Enhanced client safety and stability Increased likelihood of clients able to remain in-home or receive in-home supports Data available to help identify resource gaps

<p>Institute strategies to address growing case volumes, growing case complexities, and process efficiencies.</p>	<p>\$141,835</p> <p>Training and policy development</p>	<p>ARPA 2 Project 3</p> <p>Technology Enhancements</p>	<p>Tablets for all APS investigators and supervisors and corresponding data plan</p> <p>ScanWriter software and annual license(s)</p>	<p>Increased efficiency and flexibility with ability to enter case notes in the field; additional time available to commit to client-centered activities</p> <p>Reduce staff time manually reviewing financial records; increase efficiency</p>	<p>Improved timeliness entering case notes/managing caseloads; greater amount of time available to commit to client-centered activities</p> <p>Thorough record reviews that enhance coordination with law enforcement/prosecutors in cases involving financial exploitation of clients</p>
<p>Institute strategies to address growing case volumes, growing case complexities, and process efficiencies.</p>	<p>\$30,000</p> <p>Staff time</p>	<p>ARPA 2 Project 4</p> <p>Conference and training participation</p> <p>Training development</p> <p>Conference organization</p>	<p>Attendance at statewide, regional, and national conferences by staff at all levels of APS organization</p> <p>Organization of statewide/regional conference</p> <p>Staff training development with subject matter experts</p>	<p>Identify training areas</p> <p>Staff skill building</p>	<p>Develop greater subject matter expertise in APS topic areas to enhance protective services to clients</p>
<p>Institute strategies to address growing case volumes, growing case complexities, and process efficiencies.</p>	<p>\$163,000</p> <p>Procurement process/contract</p> <p>Training time</p>	<p>ARPA 2 Project 5</p> <p>Temp/contract staffing support</p>	<p>Temp/contract staffing support</p>	<p>Address surge capacity challenges with additional support</p> <p>Minimize case closure backlogs</p> <p>Additional time to devote to client-focused activities and interactions</p>	<p>Improved caseload management practices</p> <p>Increased timeliness on investigations to promote client safety</p>

Continually assess program impact and areas for improvement through data review, analysis, and reporting	<p>\$110,000</p> <p>Procurement process</p> <p>Meetings/training time</p>	<p>ARPA 2 Project 6</p> <p>Research/Formative Evaluations (e.g., Structured Decision-Making Case Readings and Continuing Training)</p>	<p>Case Reading report and training session materials</p> <p>Formative evaluation report(s)/Annual Program Data Report</p>	<p>Identify areas for improvement in consistency and accuracy in assessment tools, initiatives, and strategies for implementation</p>	<p>Improved consistency, efficiency, accuracy, and equity in Intake and Safety Structured Decision-Making assessments</p> <p>Enhanced accountability and transparency to the public and greater public awareness of program impact</p>
Enhance public awareness of the APS program to encourage timely reporting among community members and professionals.	<p>\$40,000</p> <p>Procurement/contracting process</p>	<p>ARPA 2 Project 7</p> <p>Public Service Announcement Campaign – Outreach</p> <p>Enhanced online mandated reporter training</p>	<p>Traditional and Social Media buys</p> <p>Printed promotional materials</p>	<p>Greater awareness among members of the public regarding abuse, neglect, exploitation; greater public understanding of APS programs and activities; increased public confidence in program</p>	<p>Increased awareness of APS program; earlier intervention to protect clients from abuse and neglect</p>

VI. Budget/Spend Plans

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 Advocate/Service Navigator Program	\$62,500	\$62,500	\$62,500	\$62,500	\$250,000
Project 2	Direct Goods and Services Pilot	\$ -	\$110,150	\$110,150	\$110,150	\$330,450
Project 3	Training/Conference Attendance	\$ -	\$5,000	\$2,500	\$2,500	\$10,000
Project 4	Temp/Contract Staffing Support	\$ -	\$18,333	\$18,333	\$18,334	\$55,000
Total		\$62,500	\$195,983	\$193,483	\$193,484	\$645,450

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 Advocate/Service Navigator Program	\$130,000	\$130,000	\$130,000	\$130,000	\$520,000
Project 2	Direct Goods and Services Pilot	\$86,178.75	\$86,178.75	\$86,178.75	\$86,178.75	\$344,715
Project 3	Technology Enhancement	\$77,535	\$21,434	\$21,433	\$21,433	\$141,835
Project 4	Trainings/Conferences	\$7,500	\$7,500	\$7,500	\$7,500	\$30,000
Project 5	Temp/Contract Staffing Support	\$43,000	\$40,000	\$40,000	\$40,000	\$163,000
Project 6	Data Analysis/Reporting	\$45,000	\$35,000	\$15,000	\$15,000	\$110,000
Project 7	Public Awareness	\$10,000	\$10,000	\$10,000	\$10,000	\$40,000
Total		\$399,213.75	\$330,111.75	\$310,111.75	\$310,111.75	\$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	\$62,500	\$195,983	\$592,697	\$523,596	\$310,112	\$310,112	\$1,995,000