

**APS Program Operational Plan: Nebraska**

<b>State/Territory/District</b>	Nebraska
<b>Contact</b>	Antonia Bonsera/Jamie Kramer
<b>Budget Allocation</b>	\$1,995,000
<b>Timeline</b>	<p>AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1  <b>August 2021 – September 2023</b> \$645,450</p> <p>AMERICAN RESCUE PLAN ACT OF 2021 - Proposed Grant 2  <b>August 2022 – September 2024</b> \$1,349,550</p>
<p><b>Vision 2025</b></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 <b>3-5</b> years.</p> <p><b>Note:</b> 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>Nebraska’s most vulnerable adults are treated with dignity and respect, and have opportunities and resources to reside in the least restrictive environment of their choice, which is free from abuse, neglect, and financial exploitation.</p>

**Mission Statement**

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.

Mission Statements answer four key questions about your APS Program:

- 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?

**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.

Nebraska’s Adult Protective Services guards vulnerable adults from abuse, neglect, and exploitation by investigating and **providing temporary assistance until risk is minimized and services are secured.**

Every action taken by APS must balance the duty to protect the safety of the vulnerable adult with the adult’s right to self-determination. These actions include the provision of direct services, concrete supports, community based supports and economic assistance.

<p><b>Guiding Principles / Core Values</b>          Guiding Principles or Core Values guide internal processes and client interactions for your APS Program.</p> <p><b>Note:</b> 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.</p>	<p>The core values of the Nebraska Department of Health and Human Services (DHHS) are:</p> <ul style="list-style-type: none"> <li>• Constant Commitment to Excellence.</li> <li>• High Personal Standard of Integrity.</li> <li>• Positive and Constructive Attitude and Actions.</li> <li>• Openness to New Learning.</li> <li>• Dedication to the Success of Others.</li> </ul> <p>The Guiding Principles of Adult Protective Services in Nebraska are:</p> <ul style="list-style-type: none"> <li>• Consistent commitment to meeting the needs and ensuring safety of vulnerable adults.</li> <li>• Honor Nebraska’s most vulnerable adults.</li> <li>• Dedication to learning best practices for serving vulnerable adults.</li> <li>• Integrity in serving all Nebraskans.</li> </ul>
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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, relevant 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.

**State of Nebraska -Goals of Adult Protective Services**

- **Goal One:** Increase support to APS staff case management needs by providing additional resources and supports.
- **Goal Two:** Provide direct services and concrete supports for vulnerable adults to meet the immediate and ongoing needs in the least restrictive way.
- **Goal Three:** Increase public awareness of the vulnerable adult population and the role of APS to reduce the stigma seeking assistance.
- **Goal Four:** Upgrade Nebraska’s current National Adult Maltreatment Reporting System (NAMRS) reporting to provide case level data.
- **Goal Five:** Increase and improve efforts to identify and respond to reports of trafficking of vulnerable adults.

### 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.*

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
<p>Goal 1: Increase support to APS staff case management needs by providing additional resources and supports.</p>	<p>ARPA I Project 1:  \$3,500 investment to maintain technological equipment to support case management needs.</p>	<p><b>ARPA 1 Project 1:</b>  Financial maintenance for purchase of earbuds, headsets, hotspots, laptops, keyboards, docking stations, computer monitors and a printer.</p>	<p>Products to be maintained: 29 earbuds; 28 Bluetooth headsets; 32 hotspots; 16 laptops; 33 keyboards with mouse; 35 docking stations; 2 computer monitors; and, 1 printer.</p>	<p>APS staff will be better equipped to carry out their case management duties, especially in the rural areas of the State. The benefit of technological items for staff is the ability to work remotely, and work in rural areas where cell service and Wi-Fi may be interrupted.</p>	<p>Clients will have access to technology in their homes to be able to apply for services, make appointments, and participate in telehealth appointments and access to remote services.</p>
<p>Goal 1: Increase support to APS staff case management needs by providing additional resources and supports.</p>	<p>ARPA I Project 2:  \$46,100 investment to insure, fuel and maintain 4-wheel drive vehicles. This supports case management functions in rural areas of Nebraska.</p>	<p><b>ARPA I, Project 2:</b>  Financial coverage for insurance, fuel and maintenance for purchase of 4-wheel drive vehicles, so staff can meet the</p>	<p>Vehicles are adequately maintained.</p>	<p>APS staff will be better equipped to carry out their case management duties, especially in the rural areas of the State.</p>	<p>The use of 4-wheel drive vehicles will help APS staff meet with vulnerable adults within the prescribed timeframes, despite weather and/or remote addresses.</p>

		needs of vulnerable adults who live in rural areas of Nebraska.			
Goal 1: Increase support to APS staff case management needs by providing additional resources and supports.	ARPA I Project 3:  \$125,000 investment for year 1. Contract with accounting firm to provide forensic accounting services to address the increase in financial exploitation cases.	<b>ARPA I, Project 3:</b>  Nebraska DHHS will contract with an accounting firm to provide forensic accounting services on APS cases to review financial statements within financial exploitation cases.	The contracted accounting firm will review identified cases to determine if the vulnerable adult is a victim of financial exploitation.	The contracted accounting firm will begin the process of reviewing and deciphering bank and brokerage statements provided as evidence in financial exploitation cases being investigated by APS. The accounting firm will present back to APS Leadership with data on a monthly basis and of the findings. They will also provide expert testimony in financial exploitations cases that are prosecuted in court.	Accurate and consistent determination of financial exploitation will be identified and the perpetrator will be held accountable.
Goal 1: Increase support to APS staff case management needs by providing additional resources and supports.	ARPA I Project 4:  \$60,000 investment to increase training opportunities for APS staff.	<b>ARPA I, Project 4:</b>  APS staff will have more opportunities to attend trainings. This will enhance and expand the	100% of Nebraska APS case managers, supervisors and administrators; Central Office personnel will have 20 hours or more of APS training opportunities.	APS staff will attend the 2021 NAPSA Annual Conference/ This will provide education, focusing on COVID and states' response to the pandemic	APS staff will be better informed, educated and equipped to serve vulnerable adults. As a result, instances of vulnerable adult abuse, neglect and exploitation will be assessed and any vulnerable adult who is a

		knowledge of APS staff.		<p>APS Staff will attend the 2022 NAPSA Conference.</p> <p>Identification of additional training opportunities for staff to attend both virtually and in-person offering instruction on the work of adult protective services during the pandemic.</p> <p>Teammates who attend national conferences and workshops will present on the material they learn at virtual and/or in-person All-Staff meetings.</p> <p>In-person Statewide All-Staff meetings/training events will occur annually.</p>	victim of maltreatment will be provided with services and supports to ameliorate the maltreatment.
Goal 1: Increase support to APS staff case management needs by providing additional	ARPA I Project 5: \$46,500 investment for additional PPE.	<b>ARPA I, Project 5:</b> DHHS-APS will purchase and make available specialized	PPE such as protective goggles, shoe coverings and clear masks will help to facilitate communication with people who experience hearing loss and	APS staff will be equipped with the appropriate PPE and be able to make face-to-face contact with vulnerable adults, during COVID.	The risk of COVID will decrease and it will be deemed safe to conduct home visits without the use of PPE.

resources and supports.		personal protective equipment as needed, for all DHHS-APS units.	depend on lip-reading to understand what is being said to them. PPE such as air quality monitors will provide information to indicate if the air conditions with the vulnerable adult's home is hazardous to the APS vulnerable adult and APS worker entering the home.		
Goal Two: Provide direct services and concrete supports for vulnerable adults to meet the immediate and ongoing needs in the least restrictive way.	ARPA I Project 6: \$62,405 investment to provide APS staff with easier access to purchase concrete supports/direct services for clients.	<b>ARPA I, Project 6:</b> Allocate funding for Purchase cards to each APS unit. This will provide staff to be able to provide immediate assistance in emergency and after-hours situations.	8 purchase cards made available to each DHHS-APS unit in Nebraska. Assistance through the use of the purchase cards will include purchases such as prescriptions, Meals-on-Wheels, groceries, transportation, housing, rent, eviction protection, utilities, in-home care and nursing services to assist those with COVID-19, and home repairs to prevent out of home placement.	APS staff will increase knowledge and awareness of resources and providers in their communities who are able to provide immediate assistance of concrete supports for vulnerable adults.	Vulnerable adults will be knowledgeable of the resources available in their communities that they can access to receive assistance for direct services and/or concrete support.

<p>Goal Three:          Increase public awareness of the vulnerable adult population and the role of APS to reduce the stigma of APS.</p>	<p>ARPA I          Project 7:           \$91,600 investment for campaign materials and projects to bring public awareness of vulnerable adults and the role of APS.</p>	<p><b>ARPA I, Project 7:</b>           Statewide communications will be provided to better educate the public about vulnerable adults, scams and reduce stigma of APS.</p>	<p>Statewide campaign will include provision of information and materials at World Elder Abuse Day, and other events, newspaper, radio and television advertising, public service announcements, billboards and posters in public spaces such as bus stops in English and Spanish. Consideration will be given to translating materials into other languages spoken by Nebraskans. DHHS-APS will purchase, create and disseminate accessible, plain language materials to reach people with intellectual and developmental disabilities to educate the public and prevent vulnerable adults from falling victim to COVID scams and scammers.</p>	<p>With the added awareness, additional resources and providers will be identified to help meet the needs of Nebraska’s vulnerable adults.</p>	<p>The public will have a better understanding of the issues that impact vulnerable adults in their communities and will be able to identify when a vulnerable adult is a potential victim of a scam.</p>
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<p>Goal Four: Upgrade Nebraska's current NAMRS reporting to provide case level data.</p>	<p>ARPA I Project 8:  \$25,500 investment to upgrade the current NAMRS reporting system.</p>	<p><b>ARPA I, Project 8:</b>  Nebraska's NAMRS system will be upgraded to provide case level data.</p>	<p>Nebraska will identify what data elements will be reported in its annual report</p>	<p>Nebraska will submit a report to NAMRS on an annual basis.</p>	<p>Nebraska will contribute data more effectively to the NAMRS data and compare its APS data to national data highlighted in the annual Adult Maltreatment Report.</p>
<p>Goal Five: Increase and improve efforts to identify and respond to reports of trafficking of vulnerable adults.</p>	<p>ARPA I Project 9:  \$40,300 investment to utilize the PAVE program to address trafficking efforts.</p>	<p><b>ARPA I, Project 9:</b>  Offset the cost of year two of Providing Avenues for Victim Empowerment (PAVE).</p>	<p>Vulnerable adults account for 31% of the reporting of trafficking and exploitation, to Nebraska's Abuse and Neglect Hotline. PAVE will provide a screening, assessment, referral process and connection to services.</p>	<p>Provide aggregate data reports to Nebraska's DHHS administration.</p>	<p>There will be decrease of vulnerable adults being trafficked in Nebraska, as evidenced by use of the PAVE tool and increased access to services to support the decrease in trafficking.</p>
<p>Goal 1: Increase support to APS staff case management needs by providing additional resources and supports.</p>	<p>ARPA I Project 10:  \$80,000 Investment to support programmatic improvement in APS programs and services.</p>	<p><b>ARPA I, Project 10:</b>  Nebraska DHHS will create training curriculum for APS staff in Nebraska.</p>	<p>At this time, Nebraska does not have a formalized training curriculum including in-service trainings, for APS. Formal APS training curriculum will be established for use by Nebraska's APS staff.</p>	<p>Provide Nebraska APS with core and in service curriculum training regarding APS to increase knowledge on an ongoing basis.</p>	<p>APS staff will be more knowledgeable about vulnerable adults and the APS system; this added education will provide staff with added abilities to serve vulnerable adults in Nebraska.</p>

<p>Increase technology equipment.</p>	<p>ARPA II Project 1:  \$7,000 investment to continue to increase and improve technological equipment and bandwidth to support case management needs.</p>	<p><b>ARPA II Project 1:</b>  Financial maintenance for the purchase of technological equipment as needed by staff.</p>	<p>Purchases may include additional equipment noted under ARPA I, Project 1 and/or other equipment as requested by APS staff, to support their case management needs.</p>	<p>APS staff will be better equipped to carry out their case management duties, especially in the rural areas of the State. The benefit of technological items for staff is the ability to work remotely, and work in rural areas where cell service and Wi-Fi may be interrupted.</p>	<p>Clients will have the ability to access technology in their homes to be able to apply for services, make appointments, and participate in telehealth appointments and access to remote services with the assistance of APS staff.</p>
<p>Maintenance and insurance for purchased vehicles.</p>	<p>ARPA II Project 2:  \$92,200 investment to continue maintenance and insurance of the 4-wheel drive vehicles. This will continue to support case management functions in rural areas of Nebraska.</p>	<p><b>ARPA II Project 2:</b>  Continued financial maintenance for purchase of 4-wheel drive vehicles, so staff can meet the needs of vulnerable adults who live in rural areas of Nebraska.</p>	<p>Vehicles are adequately maintained.</p>	<p>APS staff will be better equipped to carry out their case management duties, especially in the rural areas of the State.</p>	<p>The use of 4-wheel drive vehicles will help APS staff meet with vulnerable adults within the prescribed timeframes, despite weather and/or remote addresses.</p>

<p>Forensic Accountant.</p>	<p>ARPA II Project 3:  \$187,500 investment over years 2 and 3 for continued employment of a forensic accountant.</p>	<p><b>ARPA II Project 3:</b>  The forensic accountant will continue to analyze financial exploitation cases.</p>	<p>This individual will continue to review identified cases to determine if the vulnerable adult is a victim of financial exploitation.</p>	<p>The Forensic Accountant will continue reviewing and deciphering bank and brokerage statements provided as evidence in financial exploitation cases being investigated by APS. The accountant will present back to APS Leadership with data on a monthly basis and of the findings. They will also provide expert testimony in financial exploitations cases that are prosecuted in court.</p>	<p>Accurate and consistent determination of financial exploitation will be identified and the perpetrator will be held accountable.</p>
<p>Increase training opportunities for APS staff.</p>	<p>ARPA II Project 4:  \$87,500 investment to increase training opportunities for APS staff.</p>	<p><b>ARPA II Project 4:</b>  APS staff will have more opportunities to attend trainings. This will enhance and expand the knowledge of APS staff.</p>	<p>100% of Nebraska APS case managers, supervisors and administrators; Central Office personnel will continue to have 20 hours or more of APS training opportunities.</p>	<p>Identification of additional training opportunities for staff to attend both virtually and in-person offering instruction on the work of adult protective services during the pandemic.  Teammates who attend national conferences and workshops will present on the material they learn at virtual</p>	<p>APS staff will be better informed, educated and equipped to serve vulnerable adults. As a result, instances of vulnerable adult abuse, neglect and exploitation will be assessed and any vulnerable adult who is a victim of maltreatment will be provided with services and supports to ameliorate the maltreatment.</p>

				and/or in-person All-Staff meetings.  In-person Statewide All-Staff meetings/training events will occur annually.	
Purchase and availability of items needed by the field such as PPE, stools, nose plugs, etc.	ARPA II Project 5  \$2,500 investment to purchase additional PPE.	<b>ARPA II Project 5:</b>  DHHS-APS will continue to purchase specialized personal protective equipment as needed, for all DHHS-APS units.	PPE such as protective goggles, shoe coverings and clear masks will help to facilitate communication with people who experience hearing loss and depend on lip-reading to understand what is being said to them. Additional equipment such as stools, nose plugs, etc., may be purchased.	APS staff will be equipped with the appropriate PPE and be able to make face to face contact with vulnerable adults, during COVID.	The risk of COVID will decrease and it will be deemed safe to conduct home visits without the use of PPE.
Ability to purchase and access concrete and direct supports for clients.	ARPA II Project 6:  \$93,600 investment to continue to provide APS staff with easier access to purchase concrete supports/direct	<b>ARPA II Project 6:</b>  Allocate funding for Purchase cards to each APS unit. This will provide staff to be able to continue to provide	8 purchase cards made available to each DHHS-APS unit in Nebraska.  Assistance through the use of the purchase cards will continue to include purchases such as prescriptions, Meals-on-Wheels,	APS staff will increase knowledge and awareness of resources and providers in their communities who are able to provide immediate assistance of concrete supports for vulnerable adults.	Vulnerable adults will be knowledgeable of the resources available in their communities that they can access to receive assistance for direct services and/or concrete support.

	services for clients.	immediate assistance in emergency situations and after-hours.	groceries, transportation, housing, rent, eviction protection, utilities, in-home care and nursing services to assist those with COVID-19, and home repairs to prevent out of home placement.		
Public awareness of vulnerable adults and APS.	<p>ARPA II Project 7: \$183,200 investment to continue to produce campaign materials and bring public awareness of vulnerable adults and the role of APS.</p>	<p><b>ARPA II Project 7:</b> Statewide communications will continue to be provided to better educate the public about vulnerable adults, scams and reduce stigma of APS.</p>	<p>Continued statewide campaigns will include newspaper, radio and television advertising, public service announcements, billboards and posters in public spaces such as bus stops in English and Spanish. Consideration will be given to translating materials into other languages spoken by Nebraskans. DHHS-APS will purchase, create and disseminate accessible, plain language materials to reach people with intellectual and developmental disabilities to educate</p>	<p>With the added awareness, additional resources and providers will be identified to help meet the needs of Nebraska’s vulnerable adults.</p>	<p>The public will have a better understanding of the issues that impact vulnerable adults in their communities and will be able to identify when a vulnerable adult is a potential victim of a scam.</p>

			the public and prevent vulnerable adults from falling victim to COVID scams and scammers.		
Human Trafficking efforts.	<p>ARPA II Project 8:</p> <p>\$80,600 investment to continue utilization of the PAVE program to address trafficking efforts.</p>	<p><b>ARPA II Project 8:</b></p> <p>Offset the cost of year three of Providing Avenues for Victim Empowerment (PAVE).</p>	Vulnerable adults account for 31% of the reporting of trafficking and exploitation, to Nebraska’s Abuse and Neglect Hotline. PAVE will provide a screening, assessment, referral process and connection to services.	Provide aggregate data reports to Nebraska’s DHHS administration.	There will be decrease of vulnerable adults being trafficked in Nebraska, as evidenced by use of the PAVE tool and increased access to services to support the decrease in trafficking.
Support to APS staff case management needs by providing additional resources and supports.	<p>ARPA II Project 9:</p> <p>\$480,495 Investment to support programmatic improvement in APS programs and services.</p>	<p><b>ARPA I, Project 9:</b></p> <p>Nebraska DHHS will identify additional projects and strategies to enhance APS in Nebraska</p>	Programs with critical priority and identified needs will be reviewed for possible funding assistance.	Programs will be implemented or enhanced to improve the lives of vulnerable adults.	Vulnerable adults will have additional supports and resources that are available and accessible across Nebraska.

**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
<b>Project 1</b>	<b>Increase technology equipment</b>	\$1,750	\$1,750			<b>\$3,500</b>
<b>Project 2</b>	<b>Ongoing maintenance for vehicles purchased with COVID funds</b>		\$23,050	\$23,050		<b>\$46,100</b>
<b>Project 3</b>	<b>Contract with Accounting Firm to work on financial exploitation cases</b>		\$62,500	\$62,500		<b>\$125,000</b>
<b>Project 4</b>	<b>Increase training opportunities for APS staff</b>	\$15,000	\$15,000	\$15,000	\$15,000	<b>\$60,000</b>
<b>Project 5</b>	<b>Purchase and availability of PPE</b>	\$625	\$44,625	\$625	\$625	<b>\$46,500</b>
<b>Project 6</b>	<b>Ability to purchase and access concrete and direct supports for clients</b>	\$15,600	\$15,600	\$15,600	\$15,605	<b>\$62,405</b>
<b>Project 7</b>	<b>Public Awareness of vulnerable adults and APS</b>	\$51,200	\$40,400			<b>\$91,600</b>
<b>Project 8</b>	<b>Upgrade current NAMRS reporting data</b>	\$12,750		\$12,750		<b>\$25,500</b>
<b>Project 9</b>	<b>Address Human Trafficking Efforts</b>	\$40,300				<b>\$40,300</b>

<b>Project 10</b>	<b>Development and Implementation of APS training curriculum</b>		\$40,000	\$40,000		<b>\$80,000</b>
<b>Indirect Costs</b>		\$64,545				<b>\$64,545</b>
<b>Total</b>		\$201,770	\$242,925	\$169,525	\$31,230	<b>\$645,450 (ARPA 1 Funds)</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>	<b>Increase technology equipment</b>	\$1,750	\$1,750	\$1,750	\$1,750	<b>\$7,000</b>
<b>Project 2</b>	<b>Maintenance and insurance for purchased vehicles</b>		\$23,050	\$23,050	\$46,100	<b>\$92,200</b>
<b>Project 3</b>	<b>Employment of Forensic Accountant</b>		\$62,500	\$62,500	\$62,500	<b>\$187,500</b>
<b>Project 4</b>	<b>Increase training opportunities for APS staff</b>	\$15,000	\$15,000	\$28,750	\$28,750	<b>\$87,500</b>
<b>Project 5</b>	<b>Purchase and availability of items needed by the field such as PPE, stools, nose plugs, etc.</b>	\$625	\$625	\$625	\$625	<b>\$2,500</b>
<b>Project 6</b>	<b>Ability to purchase and access concrete and direct supports for clients</b>	\$15,600	\$15,600	\$31,200	\$31,200	<b>\$93,600</b>
<b>Project 7</b>	<b>Public Awareness of vulnerable adults and APS</b>	\$91,600		\$91,600		<b>\$183,200</b>

<b>Project 8</b>	<b>Human Trafficking Efforts</b>	\$40,300		\$40,300		<b>\$80,600</b>
<b>Project 9</b>	<b>Support APS Programmatic Improvement</b>	\$120,126	\$120,123	\$120,123	\$120,123	<b>\$869,055</b>
<b>Total Indirect Costs</b>		\$134,955				
<b>Total</b>		\$419,956	\$238,648	\$399,898	\$291,048	Should total amount of ARPA 2 <b>\$1,349,550</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>	\$201,770	\$242,925	\$589,481	\$269,878	\$399,898	\$291,048	<b>\$1,995,000</b>