

### APS Program Operational Plan: West Virginia

<b>State/Territory/District</b>	West Virginia
<b>Contact</b>	Amber More
<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>West Virginia's Adult Protective Services program ensure that vulnerable adults and adults with disabilities, and families have achieved well-being, safety, and independence.</p>

<p><b>Mission Statement</b></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"> <li>• Who do we serve?</li> <li>• What needs do they have that we can fulfil?</li> <li>• How do we meet those needs? How do we make the clients' lives better?</li> <li>• Does it link directly to the Vision Statement?</li> </ul> <p><b>Note:</b> 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 primary purpose of West Virginia’s Adult Protective Services program is to investigate reports of adult abuse, neglect, and financial exploitation while providing least restrictive, temporary interventions. It is the mission of APS to provide support and services to vulnerable adults to improve the independence, safety, and well-being of victims of abuse, neglect, self-neglect, and financial exploitation.</p>
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**Guiding Principles / Core Values**

Guiding Principles or Core Values guide internal processes and client interactions for your APS Program.

**Note:** 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.

We believe:

- Our vulnerable adults will be safe, healthy, supported by their communities, and successful.
- Our Customer Services will be respectful and responsive.
- Our employees will be safe, supported, and engaged in the improvements at the Adult Protective Services program.
- Our decisions will be data-driven and fiscally responsible.

**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.

1. Provide wrap-around services.
2. Increased training for workers.
3. Increase community awareness.
4. Formal evaluation of workload.
5. Provide supportive services for workers.
6. Provide appropriate psychological evaluations.
7. Evidenced-based assessment.

### 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>Assisting older adults experiencing homelessness in the state of WV.</p>	<p>\$258,180 ARPA 1 \$129,090 ARPA 2</p> <p>Two positions hired through the West Virginia Coalition to End Homelessness: Aged and Elder Resource Navigator and APS liaison for \$129,090 per year.</p>	<p>ARPA 1 Project 1 and ARPA 2 Project 1</p> <p>The APS liaison and Aged and Elder Resource Navigator will work with older adults experiencing homelessness.</p>	<p>The APS Liaison will develop relationships with homeless service providers, behavioral health, and other healthcare providers, across West Virginia to bridge services with APS for efficient care to the most vulnerable individuals at-risk or experiencing homelessness.</p> <p>The Aged and Elderly Resource Navigator will work in collaboration with all four Continua of Care and homeless service providers throughout the</p>	<p>Both positions will be hired by the end of January 2022 to assist older adults who are experiencing homelessness.</p>	<p>There will be fewer older adults in West Virginia experiencing homelessness. Older adults will receive appropriate services to assist in housing stability and to reside in the least restrictive and safe environment.</p>

			state to connect clients with the most appropriate wraparound services		
Lack of specialized education and training.	<p>\$369,990</p> <p>ARPA 1 \$181,845</p> <p>ARPA 2 \$188,145</p> <p>Funding for Membership for all Adult Services at \$3,000 for Organizational Membership of over 100 staff per year.</p> <p>Funding of gerontology practitioner certificate curriculum with WVU at \$178,846 per year. Staff will collaborate with WVU and 3rd party consultants on curriculum.</p>	<p>ARPA 1 and ARPA 2 Project 2</p> <p>Adult services staff will be provided membership to NAPSA.</p> <p>ARPA 1 and ARPA 2 Project 3</p> <p>WV will collaborate with WVU to create a program for gerontology practitioner certificate for all Adult Services workers.</p> <p>ARPA 2 Project 7</p> <p>Eligible APS workers will work towards NAPSA certification.</p>	<p>All adult services staff will be a member of NAPSA.</p> <p>Increased knowledge of workers and gerontology certification.</p> <p>Eligible APS workers will receive NAPSA certification.</p>	<p>Adult services staff will receive networking opportunities, cross-training, legislative updates, and information regarding best practices and latest research.</p> <p>Workers will have increased specialized knowledge and expanded education of issues that surround the population.</p>	<p>Staff will be more knowledgeable in best practices and latest research in national standards and evidenced-based interventions, which will improve case management for vulnerable adults in West Virginia. Increased knowledge of gerontological issues will benefit vulnerable adults in WV through a better understanding by workers of development across the life span and working with vulnerable adults who have experienced maltreatment.</p>

	Funding certification for eligible APS staff at no more than \$6,300. There are 63 allocated APS positions in WV.				
Community Awareness	\$ 205,424  Targeted media campaign	ARPA 1 Project 4  WV will create a media campaign to spread awareness of APS and maltreatment of vulnerable adults.	Increased community awareness.	Increased community awareness will result in an increase of reports.	Increased community awareness will result in an increase of reports of maltreatment and a decrease of maltreatment experienced by vulnerable adults. Vulnerable adults in WV will live free of abuse, neglect, and financial exploitation.
No workload standards or evaluation has been conducted for APS.	\$400,000  Partnership with an outside entity on a workload study for all WV Adult Services Cases.	ARPA 2 Project 4  APS will partner with outside entity to complete a workload study.	An evaluation study will provide detailed information on workload that WV is currently lacking.	An evaluation study will reveal how APS workers perform their jobs. This information will result in targeted, programmatic changes.	The goal is to better measure and project the effects of the amount of work, staffing levels, and processes on positive outcomes for vulnerable adults in WV. The evaluation study findings will enhance APS investigations, prevention, intervention, case management, and supportive services for vulnerable adults in WV.



Support staff needed to assist in activities not related to social work and case management.	\$360,000 Contracting to fund support staff in targeted areas of the state for one year.	ARPA 2 Project 5 Support staff will be contracted to assist APS workers and clients in supportive activities.	Support staff will assist workers and clients in a helper capacity, which will increase case management abilities for APS workers.	The use of support staff will decrease activities performed by social workers that do not require social work expertise.	The use of support staff will increase time spent on case management and social work with vulnerable adults, increasing the quality of case management for clients in WV.
APS workers do not assess mental capacity. It is difficult to get a psychological evaluation completed at times.	\$127,314 Funding for retainer fees and psychological evaluations as need by a psychologist at \$63,657 per year.	ARPA 2 Project 6 A retained psychologist will assess mental capacity and perform psychological evaluations as needed.	Psychological evaluations will be completed for APS client as needed.	A retained psychologist will conduct assessments when staff form an opinion that the adult may lack capacity and further intervention is required.	Accurate psychological evaluations ensure mental capacity is assessed for vulnerable adults as needed. The rights of vulnerable adults will not be infringed. Vulnerable adults in WV will be accurately assessed as appropriate.
Current assessment does not address all needs and strengths of vulnerable adults.	\$145,000 Funding to collaborate with Marshall University to access database and create WV Adults Needs and Strength Assessment (ANSA).	ARPA 2 Project 8 A manual for the ANSA will be created, trained, tested, and implemented with staff statewide.	Workers will have a manual, training, technical assistance, and access to Marshall University database for the ANSA.	Workers will receive training on the ANSA and have access to Marshall University's database to capture data obtained during the assessment.	The ANSA is an evidenced-based, reliable, standardized tool to assess vulnerable adults. The assessment gives workers greater insight on needs and strengths of our clients. The ANSA is a strengths-based guide for staff on intervention with vulnerable adults, which promotes a heightened level of independence, self-determination, and quality of life for vulnerable adults in WV.

**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>WVCEH Partnership</b>	\$129,090		\$129,090		<b>\$258,180</b>
<b>Project 2</b>	<b>NAPSA Membership</b>			\$3,000		<b>\$3,000</b>
<b>Project 3</b>	<b>WVU Partnership</b>			\$178,846		<b>\$178,846</b>
<b>Project 4</b>	<b>Community Awareness</b>			\$102,712	\$102,712	<b>\$205,424</b>
<b>Total</b>		\$129,090		\$413,648	\$102,712	<b>\$645,450</b>

**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	WVCEH Partnership			\$129,090		\$129,090
Project 2	NAPSA Membership			\$3,000		\$3,000
Project 3	WVU Partnership			\$178,846		\$178,846
Project 4	Workload Study			\$400,000		\$400,000
Project 5	Case Aids	\$180,000	\$180,000			\$360,000
Project 6	Psychologist	\$63,657		\$63,657		\$127,314
Project 7	NAPSA Certification			\$6,300		\$6,300
Project 8	ANSA			\$145,000		\$145,000
<b>Total</b>		\$243,657	\$180,000	\$925,893		\$1,349,550

**Summary of ARPA 1 + ARPA 2 Expense**

	<b>2022 Period 1</b>	<b>2022 Period 2</b>	<b>2023 Period 1</b>	<b>2023 Period 2</b>	<b>2024 Period 1</b>	<b>2024 Period 2</b>	<b>Total</b>
<b>Summary</b>	\$129,090		\$657,305	\$282,712	\$925,893		<b>\$1,995,000</b>