APS Program Planning Template: State/Territory/District-Specific Focus

State/Territory/District	Arkansas
Contact	Jennifer Reynolds
Budget Allocation	$2,355,139
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**
Vision 2025 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 **3-5** years. **Note**: 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.	We envision an Arkansas where we work together to improve the quality of life of older Arkansans by protecting the vulnerable, working with other agencies, care providers, and community stakeholders to foster independence and promote better health.

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.	Adult Protective Services promotes the health, safety, and independence of Arkansans by ensuring the elderly and vulnerable are protected from abuse, neglect, and exploitation.

Guiding Principles / Core Values	We believe…
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.	- Openness to change and a willingness to think outside of the box ensures the renewal and innovation of our practices and programs. - Safety for adults is achieved through positive relationships with caring family and community members. - Skill based training and consultation forms the foundation for successful practices. - How we work is as important as the work we do. - Every staff position, role and activity of APS shows continuous effort to protect impaired or endangered adults from maltreatment. - APS is committed to building and maintaining relationships that better serve the citizens we assist.

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.

Goal One: Cultivate and support the skills, knowledge, and abilities of APS staff and community partners through training, collaboration, events, and improved information sharing.

Goal Two: Empower APS staff to become highly trained and motivated by concentrating on caseworker needs through equipping staff with tools/resources needed to conduct APS investigations, custody client interventions, and case management.

Goal Three: Identify processes and procedures that need to be updated or changed in light of changes in technology, information collected, and evolving APS staffing needs.

Goal Four: Identify available resources and services to explore mechanisms to connect older and dependent Arkansans to service providers.

Goal Five: Better capture and track specific data to increase data-driven decisions such as staff needs, resource allocations, targeted services, screen out rates, substantiated cases, and increase number of offenders placed on our Adult Maltreatment Registry.

Goal Six: Improve relationships with service providers and facilitate provider development across the state.

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 **ACTIVITIE**S 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.

EXAMPLE: Illustrate targeted improvements using a Logic Model Framework

Purpose/Needs to be filled by ARPA Funds	Inputs (Resources Deployed)	Activities	Outputs from Investment	Short-Term Outcomes	Long-Term Outcomes
Personnel Costs	$251,149.68	**ARPA1 Project 1** **Funding for salaries and fringe benefits for three full time positions and salaries five temporary extra help positions.**	Positions to be funded: Grant Coordinator, Central Screening and Appeals Manager, Long Term Case and Services Coordinator, and five extra help positions.	Immediate assistance with custody cases and other areas of need.	A sort of "pipeline" is established, allowing APS to bring is quality employees and given them opportunities to move into regular full-time positions.
Training and Professional Development	$188,300.00	**ARPA 1 Project 2** **Training events for staff, community partners and stakeholders.**	Training events will be hosted for staff on understanding diversity, mental health first aid training, financial exploitation training, etc.	Staff will be given resources to assist them with their current responsibilities and out stakeholders will be aware of what APS's goals are.	Staff will develop a deeper understanding of issues affecting our clients and we will continue to foster positive relationships with community partners and stakeholders.

Increased needs for services provided to clients	$83,520.32	**ARPA 1 Project 3** APS will provide emergency shelter, food, deep cleaning for dwellings, moving services for custody clients that will not be returning to their homes. APS will also work with a 3rd party agency to provide in home care for custody clients while they await placement, provide assistance to hearing impaired clients, and work with a forensic accountant to analyze complex financial records and educate APS staff on pinpointing financial exploitation cases.	Provide continuing services to 150 clients.	APS staff will be able to identify clients who need additional services and APS staff will have the resources to connect the clients with those services.	Increase in services provided to clients to protect their wellbeing.
Office Equipment and Goods	$17,300.00	**ARPA 1 Project 4** Funds to purchase new color printers and scanners for the main office and field offices. Funds will also be used to fund staff members becoming Notaries.	Each office will gain new printers and scanners for use in Investigation paperwork, and six staff members will complete the process to become a Notary.	Each office will have access to new equipment to ease technical difficulties in the paperwork process, including going out of their way to find a notary.	Offices will be equipped with the necessary office equipment and have the convenience of their own notary.

The increased caseload on Investigators	$156,997 to use data analytics to better understand caseload and caseload management	**ARPA 1 Project 5** APS will work with the information from the LEAPS database and Power BI systems to make informed decisions.	Decrease the amount of time spent on cases by 20% and hire additional staff in extra help positions in the regions identified as having a larger case load to assist in caseload management and provide continuing services.	APS will be able to quickly identify issues in staffing, caseload management, and case time management.	We will increase the understanding and application of outcome-focused performance and evidence-based practices at all levels of APS to drive placement of resources across the state and achieve more equitable caseload management and workload.
Mental health, wellbeing, and loneliness of the clients in custody and in long-term care facilities	$13,500	**ARPA 1 Project 6** APS will implement projects designed to identify issue and raise awareness to improve services offered to custody clients. The first project APS will implement is the purchase of robotic companion pets for custody clients and clients in long term care facilities.	Starter project: 25 robotic cats @ $125 each 25 robotic dogs @ $140 each	Clients who receive one of the robotic pets will feel a sense of companionship and a connection to their new pet.	Clients suffering from loneliness, isolation, Alzheimer's, and all forms of dementia will have the ability to make meaningful connections, feel a sense of purpose, and have increased feelings of happiness.
Database Enhancements and Maintenance	$51,200	**ARPA 1 Project 7** **APS will continue to work with Jumpstart on enhancing the LEAPS database to include any necessary updates to meet**	APS will meet with Jumpstart staff monthly to discuss any possible updates and work to fix any issues.	Any current issues will be easily identified and fixed to ensure ease in use and ensure APS is meeting reporting requirements.	The LEAPS database will meet all needs of APS and work in a continuous and unproblematic manner.

		APS reporting requirements.			
Attract and retain competent and qualified employees	$264,000

($132,000 per fiscal year) | **ARPA 2 Project 1**

Continue the implementation of the 7% pay incentives for APS staff or other employment incentives. | APS staff members will receive a 7% incentive payment for SYF 2024 and SYF 2025. | Increased feelings of job security, employees feel valued and appreciated, and attracts qualified employees. | Employee performance and retention will be increased. We will have Increased our ability to attract and maintain employment of competent employees. |
| **Personnel Costs** | $330,000.00 | **ARPA2 Project 2**

Funding for salaries and fringe benefits for three full time positions and salaries five temporary extra help positions. | Positions to be funded: Grant Coordinator, Central Screening and Appeals Manager, Long Term Case and Services Coordinator, and five extra help positions. | APS will continue to have necessary support to conduct investigations and perform APS duties. | APS will have established connections and cultivated meaningful relationships with extra help positions and assisted in placing those employees in positions to continue to assist APS. |
| **Needs of Clients** | $199,172.00 | **APRA 2 Project 3**

Resource room(s) will be established. These rooms will be available to caseworkers to provide vulnerable adults with | Funds will be used to provide any necessary goods or services to clients across the state when the necessity arises. | APS workers will have resources on hand to quickly assist the vulnerable in our communities during emergency | APS has readily available goods, services, and other resources immediately accessible to serve vulnerable clients with sudden needs. |

		necessities and emergency resources (adult diapers, dietary supplements, toiletries, etc.) Assistance with financial exploitation cases. APS will also be able to provide access to short-term living arrangements to clients, including hotel rooms and short-term leases. APS will also facilitate transportation services to vulnerable clients.		situations. They will also have assistance in connecting clients with services we can not provide.	
Staff Training	$470,000.00	**ARPA 2 Project 4** **APS will continue to host the all-staff trainings, the quarterly supervisor trainings, and continue sending staff to the NAPSA Conference. We will also bring in outside subject matter experts to conduct staff training. This includes travel costs.**	At least one all staff training will be held each year, four Supervisor's meetings each year, and ten staff will attend the NSPSA conference each year. We will send staff to other various subject matter conferences through the year.	APS will be up to date on best practices and will have knowledge of new tactics to better perform job duties and responsibilities.	Staff are given the resources and education needed to perform their duties and provided the highest level of services to clients.

Caretakers, clients, and families across the state do not have outside support	$100,000.00	**ARPA 2 Project 5** Develop family caregiver resources that connect individuals to respite care and mental health services and other needed supports, focusing on early intervention. Expand family caregiver supports including access to training and strengthening self-identification as a caregiver. Provide in home services to assist clients and caregivers to allow clients to maintain their lives in their own homes. (Ex. Wheelchair ramps.	APS will join with community partners to host informative conferences across the state and continue to reach out to community partners across the state to connect them with caretakers who need assistance.	APS will connect with caregivers across the state to learn where gaps currently exist and work alongside caregivers to fill those gaps.	Caregivers in Arkansas will feel that they have a support system and have resources available to assist them with individuals they care for. Supported caregivers means lower rates of repeat reports on the same offenders.
Database Enhancements and Maintenance	$120,000	APRA 2 Project 6 APS will continue to work with Jumpstart on enhancing the LEAPS database to include any necessary updates to meet APS reporting requirements.	APS will meet with Jumpstart staff monthly to discuss any possible updates and work to fix any issues.	Any current issues will be easily identified and fixed to ensure ease in use and ensure APS is meeting reporting requirements.	The LEAPS database will meet all needs of APS and work in a continuous and unproblematic manner.
Office Equipment and Other Resources	$100,000	ARPA 2 Project 7 Funds will be used to pay for any necessary	Items such as office chairs, printers, desks, and other small office	Each office will have access to new equipment to ease technical	All offices will be equipped with all necessary resources to conduct duties and responsibilities.

equipment required for office or field work and tools that assist with remote operations, in-home visits, safety and security, clients, or any other necessity.	equipment will be provided to staff when necessary. Items such as clipboards, pens, and other tools will be purchased to assist in field work.	difficulties in the paperwork process.	

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
Project 1	Personnel Costs	$0	$0	$125,574.84	$125,574.84	$251,149.68
Project 2	Training	$0	$62,766.00	$62,767.00	$62,767.00	$188,300.00
Project 3	Client Services	$0	$27,840.00	$27,840.00	$27,840.32	$83,520.32.00
Project 4	Office Equipment and Goods	$0	$5,000	$6,150.00	$6,150.00	$17,300.00
Project 5	Data Analytics	$0	$100,000.00	$0	$56,997.00	$156,997.00
Project 6	Companion Pets	$0	$6,750	$6,750	$0	$13,500.00

| Project 7 | Database Enhancements | $0 | $0 | $25,600 | $25,600 | $51,200.00 |
| Total | | $0 | $202,356 | $254,681.84 | $304,929.16 | $761,967.00 |

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	Pay Incentives	$66,000	$66,000	$66,000	$66,000	**$264,000**
Project 2	Personnel Costs	$0	$0	$165,000	$165,000	**$330,000**
Project 3	Client Services	$50,000	$59,000	$50,000	$50,172	**$209,172**
Project 4	Training	$117,500	$117,500	$117,500	$117,500	**$470,000**
Project 5	Community Outreach	$75,000	$0	$25,000	$0	**$100,000**
Project 6	Database Enhancements	$0	$60,000	$0	$60,000	**$120,000**
Project 7	Supplies	$25,000	$15,000	$30,000	$30,000	**$100,000**
Total		$333,500	$317,500	$453,500	$488,672	$1,593,172

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	$0	$202,356	$588,182	$622,429	$453,500	$488,672	$2,355,139