

Schedule 13

Department of Human Services

Funding Request for The FY 2019-20 Budget Cycle

Request Title

R-10 Adult Protective Services Support

Dept. Approval By: Melissa Wavellet
 OSPB Approval By: [Signature]

Supplemental FY 2018-19 _____
 Budget Amendment FY 2019-20 _____
 Change Request FY 2019-20 X

Summary Information	Fund	FY 2018-19		FY 2019-20		FY 2020-21
		Initial Appropriation	Supplemental Request	Base Request	Change Request	Continuation
	Total	\$19,182,295	\$0	\$19,195,374	\$0	\$0
	FTE	6.5	0.0	6.5	1.8	2.0
Total of All Line Items Impacted by Change Request	GF	\$13,391,785	\$0	\$13,404,884	\$0	\$0
	CF	\$3,700,174	\$0	\$3,700,174	\$0	\$0
	RF	\$0	\$0	\$0	\$0	\$0
	FF	\$2,090,336	\$0	\$2,090,336	\$0	\$0

Line Item Information	Fund	FY 2018-19		FY 2019-20		FY 2020-21
		Initial Appropriation	Supplemental Request	Base Request	Change Request	Continuation
	Total	\$823,637	\$0	\$836,716	\$185,472	\$191,349
	FTE	6.5	0.0	6.5	1.8	2.0
10. Adult Assistance Programs, (E) Adult Protective Services, (1) Adult Protective Services - State Administration	GF	\$794,137	\$0	\$807,216	\$185,472	\$191,349
	CF	\$29,500	\$0	\$29,500	\$0	\$0
	RF	\$0	\$0	\$0	\$0	\$0
	FF	\$0	\$0	\$0	\$0	\$0

	Total	\$18,358,658	\$0	\$18,358,658	(\$185,472)	(\$191,349)
	FTE	0.0	0.0	0.0	0.0	0.0
10. Adult Assistance Programs, (E) Adult Protective Services, (1) Adult Protective Services - Adult Protective Services	GF	\$12,597,648	\$0	\$12,597,648	(\$185,472)	(\$191,349)
	CF	\$3,670,674	\$0	\$3,670,674	\$0	\$0
	RF	\$0	\$0	\$0	\$0	\$0
	FF	\$2,090,336	\$0	\$2,090,336	\$0	\$0

Auxiliary Data			
Requires Legislation?	NO		
Type of Request?	Department of Human Services Prioritized Request	Interagency Approval or Related Schedule 13s:	No Other Agency Impact



Cost and FTE

- The Department requests a transfer of \$185,472 total funds/General Fund and 1.8 FTE in FY 2019-20 and \$191,349 total funds/General Fund and 2.0 FTE in FY 2020-21 and beyond from the Adult Protective Services Line Item to the State Administration Line Item for an Adult Protective Services (APS) program specialist, an administrator for the Colorado Adult Protective Services data system (CAPS) and additional CAPS licenses.
- This is a net zero request in total, but a 22.5% increase over the FY 2018-19 appropriation of \$823,637 for State Administration.

Current Program

- The APS program offers protective services to prevent, reduce, or eliminate the current or potential risk of mistreatment or self-neglect to at-risk adults in Colorado.

Problem or Opportunity

- Beginning in FY 2017-18, the General Assembly approved funding for four new FTE for the Department's Administrative Review Division (ARD) to do quality assurance reviews of APS cases. At that time, funding was not provided for an additional FTE for the APS Unit to conduct training and technical assistance to county departments to address issues identified during the reviews.
- Initial findings from the reviews indicate that county departments are not in compliance with program regulations in some areas. The Department does not have sufficient staff in the APS Unit to perform the technical assistance necessary to follow up on compliance issues.
- The number of CAPS users increased from 275 to 404, or 47%, since July 2014. In addition, with the implementation of the ARD quality assurance reviews and HB17-1284, the workload of the current CAPS administrator has expanded to include the maintenance of two new areas in CAPS related to the quality assurance evaluation tools and CAPS check processes.

Consequences of Problem

- The APS Unit is currently unable to conduct sufficient monitoring, training, and technical assistance of the county department APS programs. Without sufficient staffing levels the State APS Unit is not able to address compliance issues identified during the quality assurance reviews.
- Without an additional CAPS administrator, users will see longer wait times to resolve help tickets, fewer opportunities for training and technical assistance, slower implementation of system changes necessary for program changes or to implement legislation, and the APS Unit will be unable to ensure data integrity resulting from user error.

Proposed Solution

- The Department requests \$0 total funds, but a transfer of \$185,472 total funds/General Fund and 1.8 FTE in FY 2019-20 and \$191,349 in General Fund and 2.0 FTE in FY 2020-21 and beyond from the Adult Protective Services Line Item to the State Administration Line item.

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COLORADO
 Department of Human Services

John W. Hickenlooper
 Governor

Reggie Bicha
 Executive Director

FY 2019-20 Funding Request | November 1, 2018

Department Priority: R-10
Request Detail: Adult Protective Services Support

Summary of Incremental Funding Change for FY 2019-20	Total Funds	FTE	General Fund
(10) Adult Assistance Programs, (E) Adult Protective Services, State Administration for an APS Program Specialist and CAPS Systems Administrator	\$185,472	1.8	\$185,472
(10) Adult Assistance Programs, (E) Adult Protective Services, Adult Protective Services	(\$185,472)	0.0	(\$185,472)
Summary of Incremental Funding Change for FY 2020-21	Total Funds	FTE	General Fund
(10) Adult Assistance Programs, (E) Adult Protective Services, State Administration for an APS Program Specialist and CAPS Systems Administrator	\$191,349	2.0	\$191,349
(10) Adult Assistance Programs, (E) Adult Protective Services, Adult Protective Services	(\$191,349)	0.0	(\$191,349)

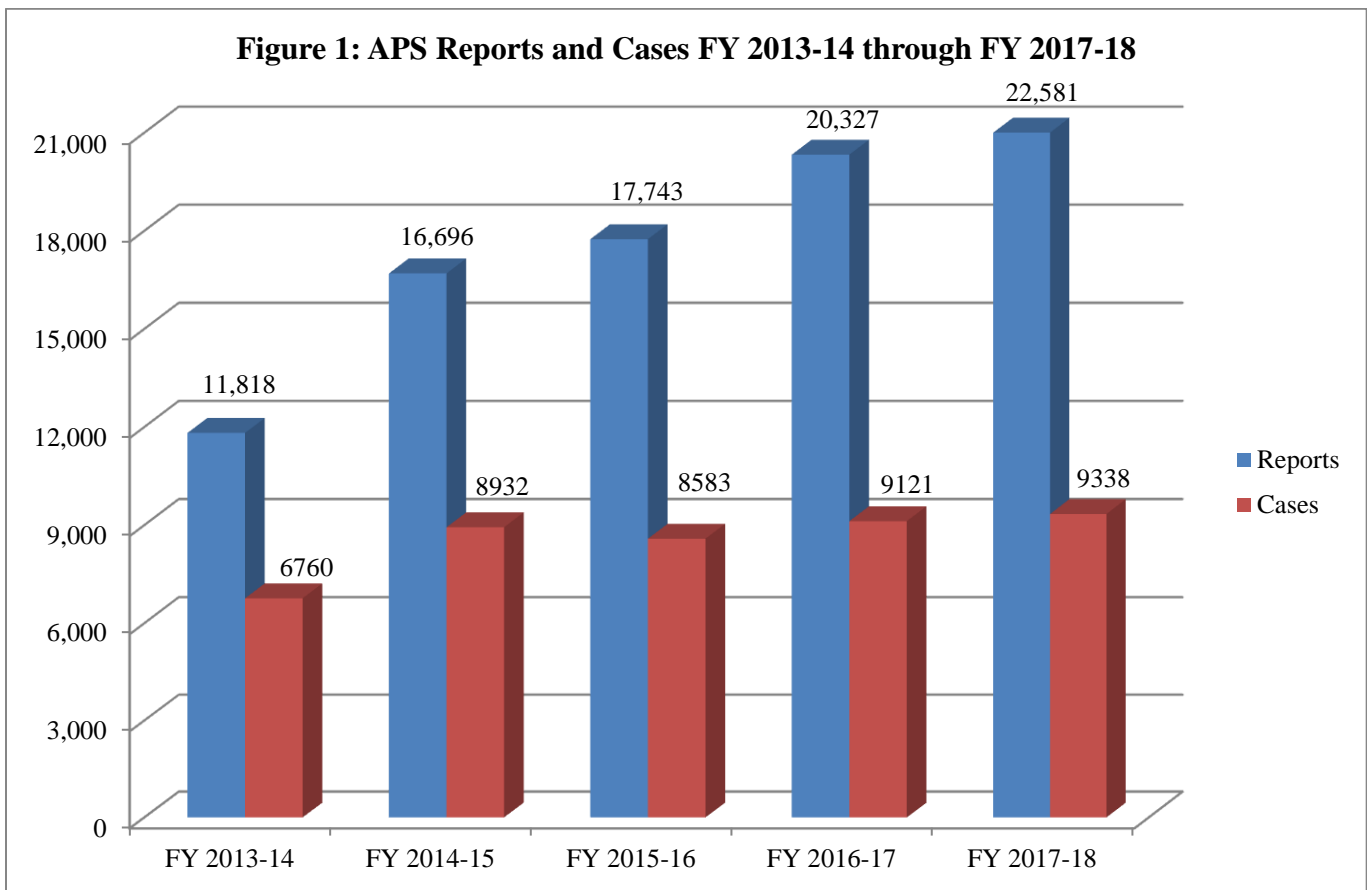
Problem or Opportunity:

The Department requests \$185,472 total funds/General Fund and 1.8 FTE in FY 2019-20 and \$191,349 total funds/General Fund and 2.0 FTE in FY 2020-21 and beyond be transferred from the Adult Protective Services Long Bill Line Item to the State Administration Long Bill Line Item under (E) Adult Protective Services for the Adult Protective Services (APS) program to prevent, reduce, or eliminate mistreatment or self-neglect of at-risk adults in Colorado.

The APS program is state-supervised and county-administered. This means that the APS Unit within the Department conducts oversight of the program including training, technical assistance and monitoring of the APS staff in the 64 county departments of human services (county departments) that administer the program locally. The current staffing level in the State APS Unit is not sufficient to ensure all county departments administer the APS program in compliance with applicable statutes, rules, and program requirements and the program is implemented consistently throughout the state. Additionally, with increased hiring for the APS program at both the State and county department levels, funding is needed to purchase licenses for the APS data system, CAPS, to ensure that APS staff is able to meet the requirements of the APS program.

Mandatory Reporting and Increased APS Caseload

Per SB 13-111, mandatory reporting for certain professionals of suspected abuse, neglect, and exploitation (mistreatment) of at-risk elders went into effect in Colorado on July 1, 2014. In addition, SB 15-109 expanded mandatory reporting for certain professionals starting July 1, 2016 to include suspected mistreatment of at-risk adults with intellectual and developmental disabilities (IDD). As demonstrated in Figure 1, APS reports and cases have increased significantly over the past five years since the implementation of mandatory reporting laws and will likely continue to increase in the future. Specifically, Figure 1 shows that the number of APS reports statewide has increased from 11,818 in FY 2013-14 to 22,581 in FY 2017-18, or 91 percent, and the number of APS cases has increased from 6,760 in FY 2013-14 to 9,338, or 38 percent.



* Data is from the CAPS data system

The APS Unit does not receive sufficient annual funding to support the level of State APS staffing needed to provide effective oversight of county APS programs. The Department currently has six FTE within its APS Unit. State APS staff are responsible for providing all training for new and experienced APS staff, consulting with and providing technical assistance to county APS staff, maintaining and managing the CAPS data system, implementing legislation and developing proposed rule changes, and conducting quality assurance and data integrity activities that are beyond the scope of the APS case reviews conducted by the Department's Administrative Review Division (ARD). The six FTE are not sufficient to provide the level of oversight needed to ensure APS cases are investigated accurately and thoroughly, that services for

clients are identified correctly and implemented effectively, APS statute and rules are followed, and provide an adequate level of support for the CAPS data system to ensure data integrity. As a result, the Department requests one additional APS Program Specialist FTE and one additional CAPS Administrator FTE.

Prior Requests for State APS Administration Funding

When mandatory reporting of mistreatment of at-risk elders was implemented in July 2014, there was an expectation that the number of reports and cases statewide would increase. As a result, additional funding was appropriated for county department APS staff, training county department APS staff, and the CAPS vendor's ongoing maintenance of the data system. Since the start of mandatory reporting, the number of county department APS caseworkers and supervisors has increased by 20 percent, from 235 in July 2014 to 282 in July 2018. However, funding has not been provided for additional State APS Unit staff to conduct oversight of county APS operations.

Since that time, the Department has made requests for funding for additional State APS Unit staff; however, the Department has not received additional funding. In particular:

- The SB 15-109 Task Force made a recommendation in its January 2016 report for funding for additional State administration and the Department requested additional state funding and FTE as part of a supplemental budget request for the State APS program as a result of that report, but additional resources and FTE were not appropriated.
- The Department requested funding in a budget request for FY 2017-18 for four quality assurance staff for the ARD Unit and one program specialist staff for the APS Unit. The four quality assurance staff were funded but the request for a program specialist staff position to follow up on ARD findings was not funded. The JBC staff recommendation to the Joint Budget Committee was to allow the Department time to implement the quality assurance and identify what, if any, technical assistance was needed as follow up to the reviews.

In FY 2018-19 the Department repurposed the \$80,000 General Fund designated to contract for in-person mandatory reporting training of reporters across the State. With those funds, the Department hired an additional program specialist for the APS Unit. However, one additional program specialist is not sufficient to meet the oversight needs of this complex and growing program.

APS staffing levels at the State level do not allow for adequate oversight of county administration of the APS program as required in Section 26-1-111, C.R.S., which states that the Department "is charged with the administration or supervision of all the public assistance and welfare activities of the State". This responsibility includes ensuring that the county departments comply with requirements provided by Federal laws and regulations, State statutes, Executive Director and State Board of Human Services rules, and contract and grant terms. 9 CCR 2501-1 provides authority to audit and review county processes and, if needed, to implement corrective actions and sanctions. Currently the three APS program specialists in the APS Unit are only able to conduct ad hoc telephone and email assistance and consultation with county department APS staff. In FY 2017-18, the State APS program was only able to provide in-county training

and support to three county APS programs. Two additional counties specifically requested in-county training that the APS staff has not been able to accommodate. The State APS Unit staff identified several other counties that would benefit from additional onsite technical assistance, but were unable to offer the support to the county departments.

Results of APS Quality Assurance Reviews by ARD

As of June 2018, the ARD Unit has completed reviews of 394 cases in thirteen (13) county department APS programs, including four large counties. These cases represent a statistically valid sample of cases from each county reviewed. Of the thirteen county departments reviewed, none met the goal of an overall 90 percent compliance rate. The following are some of the compliance issues identified during the reviews to date.

- In 50 percent of the cases reviewed, caseworkers had not interviewed all persons with relevant knowledge of the allegations, resulting in an incomplete investigation.
- In 25 percent of the cases reviewed, caseworkers had not interviewed the alleged perpetrator, resulting in some alleged perpetrators being denied the ability to provide information that may have been relevant to the case and the finding made.
- In 41 percent of the cases reviewed, the caseworker did not collect necessary supporting documents and evidence, severely limiting the ability of the caseworker to make an appropriate and/or supported finding.
- In 21 percent of the cases reviewed, the caseworker did not adequately support the finding on the alleged perpetrator, resulting in false negative and false positive findings (i.e., some perpetrators may not have been substantiated for mistreatment when they should have been and others may have been substantiated incorrectly).
- In 58 percent of the cases reviewed, the caseworker did not complete a supported baseline assessment of the client's strengths and in 17 percent of cases reviewed, the caseworker did not complete a supported final assessment, which means that client's health, safety, and welfare outcomes as a result of APS intervention may not have been accurately captured.
- In 31 percent of the cases reviewed, the caseworker did not identify all the service needs of the client, resulting in clients not being provided all the services necessary for their health, safety, and welfare.

Given the results of the quality assurance reviews to date, an onsite visit with each county following their quality assurance review would be an effective way for the State APS unit to ensure the county's future compliance and consistent implementation of the APS statutes, rules, and program regulations. Onsite technical assistance and additional training will result in improved outcomes for clients and reduced false negative and false positive findings on alleged perpetrators. These follow-ups should be happening in every county after the ARD reviews to ensure rules are being followed and that vulnerable adults are not still at-risk. Due to current staffing levels, and the other duties required of those staff, the APS Unit will not be able to provide onsite technical assistance for the vast majority of county departments that are currently receiving reviews by the ARD Unit.

In addition, the State APS Unit conducts a quarterly two-week Training Academy for new caseworkers and APS staff in the state. Several of the recent Training Academy sessions have had registration and attendance at full capacity. The Department predicts that in the near future, newly hired county department APS staff may need to wait until the next available Training Academy session because the upcoming session will be full. The Department would like to change to a bi-monthly Training Academy schedule, holding six sessions per year as opposed to four. The staffing level for APS Unit program specialists will not allow for that change currently.

Feedback from Stakeholders on the APS Program Statewide

Between December 2017 and June 2018, the Department presented three rule packets to update APS rules as part of the implementation of HB17-1284 to the State Board of Human Services. During that time, several stakeholders attended stakeholder meetings and State Board of Human Services meeting to express concerns with the APS Program operation. Specifically, stakeholders shared concerns about a lack of uniform and consistent operation of the program among counties. The addition of an APS program specialist would further enable the APS Unit to ensure adequate technical assistance is provided to APS staff at the county level to achieve greater consistency in practice across the State.

One major concern expressed by stakeholders is the level of family engagement by APS caseworkers. Some county departments who operate the APS program have also expressed an interest in reviewing current APS rules, policies and practices to ensure family engagement in APS cases is maximized. However, the APS Unit currently does not have the staff resources to conduct the necessary research, outreach, stakeholder engagement and planning necessary to address this concern at this time. Given an additional APS program specialist, the APS Unit could devote time to conduct policy research on this topic and help facilitate the stakeholder engagement process for this issue.

CAPS Administration Workload Increases

The current CAPS administrator position resolves help tickets, identifies data entry errors and data integrity concerns, makes updates to the system, ensures that workflows and validation rules are working properly, provides training to CAPS users on the CAPS system, and works with the CAPS system vendor to design, build, and test more complex system changes. The CAPS administrator must complete these tasks in a manner that ensures that APS program statute, rules, and best practice expectations are followed when completing any of the outlined tasks. The CAPS administrator position is a specialized position because the administrator must have a complex and thorough working knowledge of both, the CAPS data system and APS statute, rules, and best practice expectations in order to provide the support that is needed. Table 1 reflects Salesforce's, the platform on which CAPS is built, recommendations for the number of system administrators:

Table 1 - Salesforce Recommended Staffing Levels	
Number of Data System Users	Administration Resources Needed
1 – 30 users	< 1 full-time administrator
31 – 74 users	1+ full-time administrator
75 – 149 users	1 senior administrator; 1 junior administrator
140 – 499 users	1 business analyst, 2–4 administrators
500 – 750 users	1–2 business analysts, 2–4 administrators
> 750 users	Depends on a variety of factors

*from Salesforce.com - "Achieving outstanding CRM administration"

<https://help.salesforce.com/servlet/servlet.FileDownload?file=01530000001x8hWAAQ>

The number of CAPS users increased from 275 to 404, or 47 percent, since July 2014. Based upon the Salesforce recommendations for adequate staffing in Table 1, the CAPS data system should have one dedicated business analyst and between 2-4 system administrators. Currently, CAPS has just one dedicated system administrator and no business analyst. This level of staffing is not sufficient to meet the increasing demands of the CAPS system and its users. The APS unit’s data analyst and program specialists attempt to make up the shortfall by providing for support that should be coming from a CAPS administrator. However, this takes time away from those positions’ important roles such as C-Stat, data analytics to identify client outcomes and training needs, and time spent providing training and support to county APS programs.

In addition, CAPS support tickets, which must be managed by the CAPS administrator, have increased 71 percent since CAPS started in July 2014 as a result of the increased number of users. When CAPS came online in July 2014, there was only one type of user license to manage and only one environment for users to gain access to CAPS. Because of the significant increase in users, the APS program needed to mitigate costs by creating a second user environment for APS screeners (those that only take new reports and do not perform other APS duties). This shift to a new environment for screeners decreased license fees for those users substantially, but the result of this change was to expand the CAPS system so that the administrator has to manage these two environments, which creates additional workload.

With the increase in number of CAPS users, there has been an increase in the need for new user CAPS training. However, the APS Unit is only able to offer one CAPS training session per month for new users due to the limited staff capacity. This means that some APS screeners, caseworkers or supervisors at county departments may wait up to one month from their start date to begin utilizing CAPS. This significantly impacts the county department’s ability to have APS staff begin assuming their job responsibilities when they are hired.

In addition, there have been a number of improvements to CAPS that have been made over the past year that has significantly increased the workload for the CAPS administrator. With the creation of the Administrative Review Division for quality assurance and implementation of HB17-1284, the workload of the current CAPS administrator has expanded to include the maintenance of two new areas in CAPS related to the ARD evaluation tools and the CAPS check processes. For ARD, the administrator needs to be able to create and modify evaluation tools so that ARD has the ability to review appropriately and provide thorough and accurate data to both the county departments and the State APS program. However, without the second administrator, it is not possible for the administrator to make adjustments to the current scorecard or to create new scorecards, for example, to effectively review cases in which the county department holds guardianship.

A number of significant changes to CAPS were also required for the implementation of HB17-1284. Due process functionality had to be added to CAPS to ensure that substantiated perpetrators were notified and provided their right to appeal the finding beginning July 2018. A completely new area in CAPS is being developed for the CAPS Check Unit (CCU) so that those staff are able to accept and document CAPS check requests from employers, document search results, provide automated results to employers, and create a process to “flag” results to inform employers in the event the applicant is substantiated of mistreatment in an APS case.

APS is also in the final phase of an interface between CAPS and a new data system, called CARES, developed for the 18th Judicial District (JDs) and the 22 law enforcement agencies (LEAs) in that Judicial District. The CARES system was designed and built for LEAs to use to take mandatory reports. County APS programs and LEAs were not meeting the statutory requirement for APS and LEAs to share reports received with the other agency within 24 hours. An interface between CAPS and CARES will automate the sharing of reports, eliminating this significant problem. Phase one of the project automated sharing of CAPS reports with CARES and was completed in December 2017. Phase Two was completed in July 2018 and will complete the circle by auto-sharing reports created in CARES with CAPS. The interface will also update the case information in CAPS and CARES so that APS and LEAs, as well as the district attorney’s office, will have up-to-date information and can more successfully conduct joint investigations. Phase One has proved to be very beneficial to the county APS programs in JD18 and to the LEAs and district attorney’s office, but this interface adds more workload for the CAPS administrator. Additionally, JD18 has been sharing the CAPS-CARES project successes with other judicial districts, which have expressed interest in creating a similar interface in their districts. Each new interface will create additional workload for the CAPS administrator that did not exist in July 2014 when CAPS went live.

APS reports come to the county departments at all hours of the day and night and on weekends and holidays. Therefore, the CAPS administrator is essentially “on call” 24/7/365 to be able to respond to a critical incident that prevents county APS staff from using the system. This is an exceptional expectation and a second CAPS administrator will provide significant relief for this issue.

Finally, funding for two additional CAPS Administrator licenses is needed for the two new positions in this request. Additional licenses will also be needed to meet the demand due to new workers being hired at

the county level as well as the licenses needed for the Administrative Review Division (ARD), the Child and Adult Maltreatment Dispute Review Section (CAMDRS) and the CAPS Check Unit (CCU).

Proposed Solution:

The Department requests \$185,472 total funds/General Fund and 1.8 FTE in FY 2019-20 and \$191,349 total funds/General Fund and 2.0 FTE in FY 2020-21 and beyond be transferred from the Adult Protective Services Long Bill Line Item to the State Administration Long Bill Line Item to provide adequate oversight of the APS program. This funding corresponds to 1.0 FTE for an APS program specialist (entry level Social Services Specialist IV) and 1.0 FTE for a CAPS Administrator (entry level Data Manager IV) and costs for licenses needed for the CAPS data system.

The Adult Protective Services Line Item includes two distinct funding mechanisms for county departments to operate their APS programs: the County APS Administration and the Client Services fund. The Client Services fund consists of \$1 million and the County APS Administration consists of the remaining amount appropriated. The Client Services appropriation was added in FY 2014-15 as part of SB 13-111 and is comprised of \$800,000 from General Fund and \$200,000 from local county department matching funds. The Department manages these funds through a separate accounting process to be able to track county department expenditures on client services separately from county department APS administration expenditures. The Client Services fund was underspent by \$307,615 GF in FY 2017-18. The underspent Client Services funds are reverted each year. As demonstrated in Table 2, there have been unspent Client Services funds reverted each year since its inception in FY 2014-15. The Department requests that \$185,472 in FY 2019-20 be transferred from the Adult Protective Services Line Item, in which the Client Services funds are located, to the State Administration Line item to be utilized for this budget request.

Table 2 - Unspent APS General Fund 2014-2018

State Fiscal Year	APS Line Item Total Appropriation	County APS Administration Surplus	Client Services Surplus	Total Surplus
FY 2014-15	\$ 13,928,925	\$ (256,819)	\$ 259,743	\$ 2,924
FY 2015-16	\$ 15,104,039	\$ 636,341	\$ 219,926	\$ 856,267
FY 2016-17	\$ 17,919,005	\$ 1,119,980	\$ 237,889	\$ 1,357,869
FY 2017-18	\$ 18,170,196	\$ 574,368	\$ 307,615	\$ 881,983

The Client Services funds are used for things like: cleaning services, food, out-of-pocket medical costs, durable supplies, assistive technology, neuropsych services, and respite care, etc. These funds are continually under-utilized despite the Department’s frequent attempts to encourage the use of these funds in rule, communications, and trainings. Therefore, the Department believes that reducing the county department overall allocation for client services is the best source to fund the requested APS Program Specialist, CAPS Administrator, and additional CAPS licenses. The Department does not recommend taking the needed funding from the County APS Administration appropriation since several programmatic changes are currently taking place. Specifically, the APS program is undergoing a practice alignment as a

result of implementation of HB17-1284 that will likely result in counties hiring additional APS staff and, thus, utilizing any surplus dollars in County APS Administration funds in FY 2018-19 and beyond.

The Department is requesting the APS Program Specialist to allow the state APS Unit to provide more on-site technical support for county APS programs. Another Program Specialist FTE would allow the APS staff to travel to county departments to provide much needed in-county training, technical assistance, support, and follow-up for ARD quality assurance findings. The additional APS Program Specialist would help mitigate the compliance issues being uncovered by the quality assurance reviews previously discussed.

In addition, while out in the county providing support and training, the program specialist would be able to spend some time providing community education on mandatory reporting, the APS program, and meeting with multi-disciplinary Adult Protection teams. County departments have often requested assistance from the State APS program to come and provide training in their community to help dispel myths about the role of the APS program. However, due to staffing constraints, the State APS program has rarely been able to accommodate this request. Adding this Program Specialist FTE would allow the State APS program to honor many more of these requests from county departments.

The CAPS administrator FTE would help support an ever improving and expanding data system and its users. With the increase in users, reports, and cases there has been an increase in the need for CAPS support and technical assistance. Additionally, HB17-1284, the creation of the Administrative Review Division quality assurance unit, new county department APS staffing needs, and the CAPS-CARES interface have all contributed to increased workload for the CAPS administrator related to maintenance, support, and upgrades, as detailed above. The workload that was manageable in FY 2013-14 with one CAPS administrator is no longer manageable.

This increased workload will also necessitate the need for additional CAPS user licenses. The Department is requesting one “community” license that can be used by up to 100 screeners to record new reports of abuse. Because the screeners only complete new reports, they do not require a full CAPS user license. The Department also anticipates a need for an additional 75 user licenses, due to increased workload at the counties, ARD, CAMDRS, and CCU associated with investigating the claims entered by the screeners. This is in addition to the two Administrator licenses required by the APS Program Specialist and CAPS Administrator. The costs of the licenses is outlined in Table 4.

Anticipated Outcomes:

It is anticipated that the two additional FTE will enable the APS Unit to provide improved training to APS workers, improved support of the CAPS data system, and provide the ability to follow up on the findings from the newly implemented ARD reviews of APS cases.

The addition of a program specialist would help ensure the risks and concerns from the ARD reviews are being addressed in all 64 counties. The Department anticipates being able to conduct in-person follow-up technical assistance visits to county departments as needed following the ARD reviews. The Department would also be able to update its training schedule to better reflect the needs of county departments.

Specifically, with these additional resources, the Department would be able to hold six Training Academy sessions per year and two CAPS trainings per month.

It is also anticipated that the additional CAPS administrator will help support the CAPS data system by answering user questions, working with key stakeholders to determine requirements, customizing the application to appeal to users, setting up reporting and dashboards to fully utilize the data, monitoring usage and performance, activating and supporting new features, and working closely with the APS unit to ensure compliance with all rules and regulations. This is a very specific role that must have a sufficient understanding of APS statute, rules, and best practice expectations and is not a position that can be provided by the Office of Information Technology.

Without the two additional FTE, the APS unit will continue to provide the best possible oversight and training within the resources it has available. However, with limited capacity, this may result in insufficient monitoring and training at times, specifically around the quality of APS casework statewide. This may also have an impact on the ability to take action on the quality assurance findings coming out of the ARD Unit. This could lead to continued noncompliance with APS regulations and lack of improvement on quality assurance reviews. This in turn will mean poorer outcomes for APS clients who are experiencing mistreatment and self-neglect. Further, lack of sufficient staff resources may also impact the Unit's ability to provide prompt, accurate technical support of the CAPS data system. The timeliness in adequately addressing training needs and systems issues may be affected if the additional FTE are not approved. In conclusion, the APS program will likely experience gaps in meeting the needs of the APS user community and in providing the oversight required of the counties by the State outlined at 9 CCR 2501-1.

The success of this proposed solution will be measured by the ability to respond quickly and effectively to CAPS related help tickets, requests for technical assistance, follow up on findings from ARD reviews, training needs, and support of APS staff statewide. It will also be measured by the improvements in quality assurance review findings during the ARD reviews of county casework. This funding would meet the Department's goal of providing assistance and resources to support living independently at any age and would help to ensure at-risk adults are living free from mistreatment and self-neglect.

Assumptions and Calculations:

The two additional FTE would begin July 1, 2019 and would be housed within the APS unit of the Division of Aging and Adult Services. The FTE Template and Table 3 depict the FTE Costs for FY 2019-20 and beyond:

FTE Calculation Assumptions:

Operating Expenses -- Base operating expenses are included per FTE for \$500 per year. In addition, for regular FTE, annual telephone costs assume base charges of \$450 per year.

Standard Capital Purchases -- Each additional employee necessitates the purchase of a Personal Computer (\$900), Office Suite Software (\$330), and office furniture (\$3,473).

General Fund FTE -- New full-time General Fund positions are reflected in Year 1 as 0.9166 FTE to account for the pay-date shift. This applies to personal services costs only; operating costs are not subject to the pay-date shift.

Expenditure Detail		FY 2019-20		FY 2020-21	
<i>Personal Services:</i>					
	Classification Title	Monthly Salary	FTE	FTE	
	SOC SERVICES SPEC IV	\$5,218	0.9	\$56,354	1.0
	PERA			\$5,861	\$6,512
	AED			\$2,818	\$3,131
	SAED			\$2,818	\$3,131
	Medicare			\$817	\$908
	STD			\$107	\$119
	Health-Life-Dental			\$7,927	\$7,927
	Subtotal Position 1, #.# FTE		0.9	\$76,702	1.0
					\$84,344
	Classification Title	Monthly Salary	FTE	FTE	
	DATA MANAGEMENT IV	\$5,218	0.9	\$56,354	1.0
	PERA			\$5,861	\$6,512
	AED			\$2,818	\$3,131
	SAED			\$2,818	\$3,131
	Medicare			\$817	\$908
	STD			\$107	\$119
	Health-Life-Dental			\$7,927	\$7,927
	Subtotal Position 2, #.# FTE		0.9	\$76,702	1.0
					\$84,344
	Subtotal Personal Services		1.8	\$153,405	2.0
					\$168,688
<i>Operating Expenses:</i>					
			FTE	FTE	
	Regular FTE Operating Expenses	\$500	2.0	\$1,000	2.0
	Telephone Expenses	\$450	2.0	\$900	2.0
	PC, One-Time	\$1,230	2.0	\$2,460	-
	Office Furniture, One-Time	\$3,473	2.0	\$6,946	-

<i>Subtotal Operating Expenses</i>		\$11,306		\$1,900
TOTAL REQUEST	1.8	\$164,711	2.0	\$170,588
	<i>General Fund:</i>	<i>\$164,711</i>		<i>\$170,588</i>

Table 3 - APS Budget Request Costs				
Item	FY 2019-20		FY 2020-21 and beyond	
	Amount	Total FTE Requested	Amount	Total FTE Requested
APS Program Specialist (Social Services IV)	\$76,702	0.9	\$84,344	1.00
CAPS Administrator (Data Management IV)	\$76,702	0.9	\$84,344	1.00
Operating Expenses	\$11,306	N/A	\$1,900	N/A
Totals	\$164,711	1.8	\$170,588	2.00

Table 4 - Software Licenses Needed			
License Users	Number	Cost per License	Total Cost
Community License (for screeners)	1	\$3,576	\$3,576
User License (for all other county staff, ARD, CAMDRS, CCU)	75	\$215	\$16,125
Admin License (state APS staff)	2	\$530	\$1,060
Total			\$20,761