

APSI STRATEGIC PLANNING

ADVOCACY AND PROTECTIVE SERVICES, INC.

Karla Rinto, Executive Director,
Cindy Ison and Pat Uhlenhake, Program Directors

August 25, 2011

STRATEGIC PLANNING PROCESS

- ◉ Stakeholder Forums
- ◉ Stakeholder Interviews
- ◉ Stakeholder Surveys

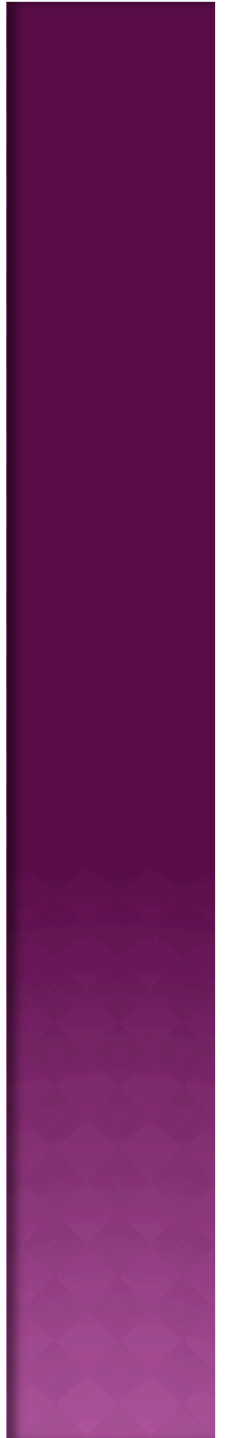


STRATEGIC PLANNING PROCESS

- ◉ The Purpose to ask the following questions:
 - Who are the primary targets of APSI service?
 - How can APSI serve these people in an efficient, effective, and responsive manner?
 - How can APSI strengthen its responsiveness to stakeholders?
 - How can APSI move toward more diverse and sustainable sources of funding?

STRATEGIC PLANNING FINDINGS

- ◉ Interviews with Stakeholders:
 - Recommendations:
 - Focus on a defined group to serve
 - Shift from “First to Last”



STRATEGIC PLANNING FINDINGS

◉ Stakeholder Surveys

- Offered to:
 - County Board Staff (47.9% of respondents)
 - Provider Organizations (39% of respondents)
 - Developmental Center Staff
 - Probate Court Staff
- Emailed survey link to Survey Monkey
- 306 responses received

STRATEGIC PLANNING FINDINGS

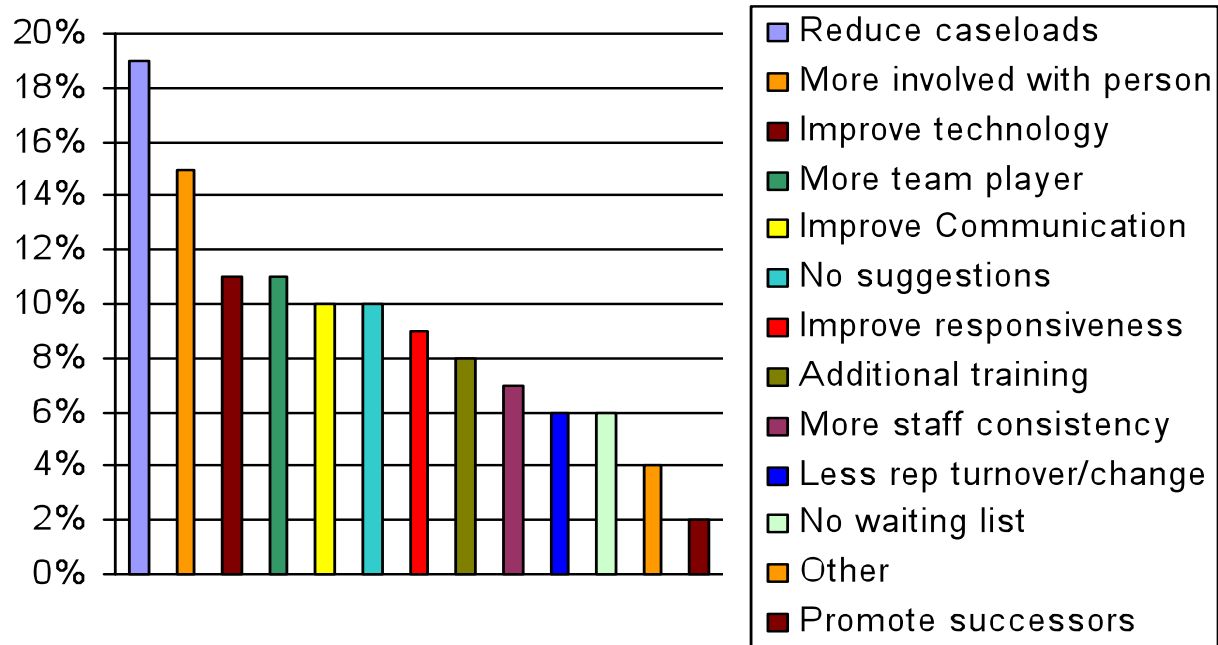
◉ Stakeholder Survey:

- CONFIDENCE (decisions are made in the best interest of the person)
 - 25.2 % described their experience as EXTREMELY
 - 42.3% described their experience as VERY
 - 21% described their experience as SOMEWHAT
 - 7.9 % described their experience as SLIGHTLY

STRATEGIC PLANNING FINDINGS

◉ Stakeholder Survey

- What changes could APSI make that would have a positive impact on the quality of services that APSI provides?



FIRST YEAR COMMITMENTS

- ◉ **1. COMMITMENT #1: Realign APSI guardianship services to focus on a defined target group of people with significant and complex disabilities who need ongoing skilled support to make decisions and have no suitable family or alternatives to guardianship, and/or are court ordered by the Probate Court to be served by APSI.**

COMMITMENTS

- ◉ **COMMITMENT # 2.** Work with stakeholders to create alternatives to APSI guardianship
- ◉ **COMMITMENT # 3.** Strengthen outreach and communication between APSI and families and advocates of people currently and potentially served by APSI.
- ◉ **COMMITMENT # 4:** Strengthen communication and collaboration between APSI and external stakeholders.

COMMITMENTS

- ◉ **COMMITMENT #5: Enhance quality of services and best practices.**
- ◉ **COMMITMENT #6: Strengthen the infrastructure to support more efficient use of resources and effective delivery of services.**
- ◉ **COMMITMENT #7: Explore alternative funding sources and diversify APSI funding base**

COMMITMENT #1

- ◉ **APSI HAS CREATED NEW INTAKE CRITERIA**
 - The focus is on APSI serving as Guardian of Last Resort
 - All other alternatives must be explored

APSI IS COMMITTED TO SERVING ELIGIBLE INDIVIDUALS:

- ◉ *with significant and complex disabilities*
- ◉ *who lack the capacity to make decisions,*
- ◉ *have no suitable family or alternatives to guardianship,*
- ◉ *whose needs cannot be met through the remedies available to County Boards of DD, if applicable, per O.R.C. Sections 5126.30-5126.34.*
- ◉ *the individual's situation can only be rectified by the implementation of corporate protective services, and/or*
- ◉ *who are ordered by the probate court to be served by APSI.*

INTAKE CRITERIA

- “With significant and complex disabilities,”
such as:
 - Mental health involvement
 - Criminal Justice involvement
 - Severe behavioral or medical issues

INTAKE CRITERIA

- “Who lack the capacity to give informed consent,” as evidenced by:
 - Level of developmental disability
 - Does not understand consequences, as opposed to refusing to accept them

INTAKE CRITERIA

- “Who have no suitable family or alternatives to guardianship,” as evidenced by:
 - ALL family must be considered prior to APSI:
 - Evidence must show
 - ALL family, including extended, have been contacted
 - all are either deceased, or
 - have been deemed unsuitable by the courts
 - ALL alternatives must be explored:
 - Volunteer guardianship programs
 - Local Attorneys

INTAKE CRITERIA

- “Whose needs cannot be met through the remedies available to County Boards of DD, if applicable, per O.R.C. Sections 5126.30-5126.34.,” which includes:
 - Court Ordered protective services (HB403)
 - Involuntary Commitment (MI or DD)
 - Civil Protection Orders
 - Injunctions

INTAKE CRITERIA

- “The individual’s situation can only be rectified by the implementation of corporate protective services,” which means:
 - The only way the situation can be resolved is through guardianship
 - The decision of the guardian will have a direct impact on the outcome
 - The decision of the guardian is able to be enforced against the individual’s wishes, if necessary

INTAKE CRITERIA

- “Who are ordered by the probate court to be served by APSI,” which includes:****
 - Emergency Guardianships through the local probate court
 - Direct appointments through the local probate courts

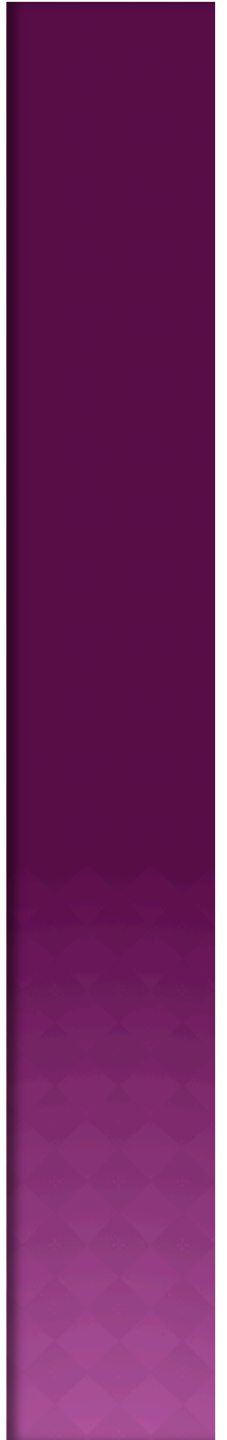
INTAKE CRITERIA****

- If appointed Emergency Guardian, APSI may not chose to apply as Guardian of the Person if:
 - There no longer exists an emergency
 - There no longer exists a need for long term protective services
 - The individual has the ability to provide his or her own informed consent
 - The individual's needs do not require the services of a guardian to be accomplished

INTAKE CRITERIA

- APSI will only serve as:

Guardian of Last Resort



COMMITMENT #2

- ◉ As part of creating alternatives to guardianship, APSI will:
 - Work with the County Boards to develop a Review Protocol to determine if the following individuals meet the target definition:
 - referrals going forward
 - waiting list
 - currently served
 - Those who do not will be referred to guardianship alternatives

COMMITMENT #3

- ◉ **As part of strengthening outreach and communication between APSI and families of current and potential individuals, APSI will:**
 - Look to the team, including SSAs, for shared responsibility in communicating with all family members,
 - Revise and distribute intake criteria and agency information to families of current and potential individuals served

APSI STRATEGIC PLANNING

- ◉ A copy of the entire Strategic Plan and accompanying survey results will be available at our website after APSI Board adoption:

www.apsiohio.org

- ◉ For more information, please contact APSI at 1-800-282-9363