APS TARC
Adult Protective Services Technical Assistance Resource Center | enhancing effectiveness of APS programs

APS Program Operational Plan: Commonwealth of the Northern Mariana Islands

State/Territory/District	Commonwealth of the Northern Mariana Islands
Contact	Walter Manglona
Budget Allocation	$266,000
Timeline	AMERICAN RESCUE PLAN ACT (ARPA) OF 2021- Grant 1 **($86,060)** **August 2021 – September 2023** AMERICAN RESCUE PLAN ACT OF 2021 - Proposed Grant 2 **($179,940)** **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. <u>Note</u>: 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.	To uphold the interests of our vulnerable adult population by providing protection against abuse, neglect, and financial exploitation through the establishment of an Adult Protective Service program in the Commonwealth of the Northern Mariana Islands (CNMI).

Mission Statement	The CNMI Adult Protective Service exists to protect vulnerable adults from abuse, neglect, and exploitation by investigating and providing temporary assistance until the risk is minimized and services are secured.
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.	

Guiding Principles / Core Values	
Guiding Principles / Core Values Guiding Principles or Core Values guide internal processes and client interactions for your APS Program. <u>Note</u>: 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.	**RESPECT AND COMPASSION** As part of our cultural identity, senior citizens are greatly revered in our community. Maintaining our utmost respect and compassion is a top priority. **TEAMWORK AND COLLABORATION** We understand the importance of working together for a common goal and acknowledge that good communication is key to success. Our team works openly and collaboratively to ensure accountability and best practices for the program. **EXCELLENCE** We strive to provide top-notch services to our older adult population by using priority-focused, data-informed practices, providing professional development opportunities for our staff, and routine evaluations for program effectiveness.

Goals for Program Improvement	1. Work with CNMI Legislature to establish an Adult Protective Service in the CNMI, under the Department of Community and Cultural Affairs, Office on Aging.
These are goals to be obtained in order to move your APS program from current practices to your Vision.	2. Development of CNMI APS Program Policies and Procedures.
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).	3. Hire APS Personnel for each of the 3 islands (Saipan, Rota, Tinian).
	4. Training of APS Personnel and current CNMI Office on Aging staff.
Using the results of your Environmental Scan, identify key issues that need to be addressed during this planning cycle.	5. Educate older adults and community about APS program and the signs of elder abuse, neglect, and exploitation, as well as how to report suspected cases.
These are goals to move your APS Program from current practices to your Vision #1.	

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
Based on the results of your Environmental Scan and PESTEL, what *needs* of your APS Program will be served by the ARPA funds? Should be a clear "connection" with the Environmental Scan items.	People, financial, organizational, or community resources Directed toward doing the activity.	Improvement Projects Identify the "What" for each targeted improvement, with enough context and information to explain.	Direct products of program activities. May include types, levels, and targets of services to be delivered by the program. Examples include number of people served, number of events held, and number of units of service provided.	Specific changes in behavior, knowledge, skills, status, or level of functioning in 1 year. Internal Benefits.	Specific changes in behavior, knowledge, skills, status, or level of functioning. Long-Term outcomes should be achievable within the 2-to-5-year timeframe of grants. Benefits to your Clients.
Lack of public trust and inadequate staffing to provide for APS Saipan, Tinian, and Rota.	$75k for personnel cost.	==Project 1== **ARPA2** Hire 3 APS staff to carry out the program in Saipan, Tinian, and Rota.	APS staff will serve as point of contact for APS related cases on each of the 3 islands. Staff will spend 100% of time on APS related duties.	Program establishment and designated point of contact.	Public trust in APS Program is established.

Provide adequate transportation for APS services.	$95k investment in 2 mid-sized vehicles to include maintenance fees.	**Project 2** **ARPA1 & ARPA2** Purchase 2 vehicles for APS program for Saipan and Rota.	Prompt and reliable case investigation. Vehicle will be used for APS 100% of the time.	A vehicle is purchased and assigned to each island for APS use.	APS investigators are quick to respond to cases. Public perception is positive.
Protect staff from exposure to Covid-19.	$13,447 to purchase personal protective equipment and cleaning material for office use.	**Project 3** **ARPA1 & ARPA2** Protect staff from Covid infections in the field.	Staff will use PPE 100% of the time while meeting with clients.	Staff are aware of how to properly use PPE and use it all the time.	No Covid-19 infections spread through APS interactions with clients.
Educate clients and community about the APS program and elder abuse, neglect, and exploitation awareness.	$41,500 for printing and advertising, communication, and supplies.	**Project 4** **ARPA1 & ARPA2** Promotion of APS program and Elder Abuse, Neglect, and Exploitation Awareness through informational brochures and pamphlets, and online/radio commercials.	Increased promotional campaign for APS and elder abuse, neglect and exploitation. Web-based commercials will appear on Office on Aging website, pamphlets and brochures will be available at all 3 senior centers, and radio commercials will be broadcasted quarterly.	Informational material available on all 3 islands and online.	Increased community awareness of APS programs and services.
Training for APS and OoA staff	$15k for training related expenses and purchase of computer technology.	**Project 5** **ARPA1 & ARPA2**	Staff training 1x per quarter for all 3 islands.	Staff confidence in their duties. Effective	Decreased cases relating to elder abuse, neglect, and exploitation.

	Provide ongoing training for staff on elder abuse, neglect and exploitation and other APS related topics.		investigation and monitoring of cases.	

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	APS Personnel	$0	$0	$0	$0	$0
	APS Vehicles	$30,000	$0	$0	$0	
	Fuel & Lubrication	$10,000	$0	$0	$0	
Project 2	**Repairs & Maintenance**	$10,000	$0	$0	$0	$50,000
Project 3	PPE Equipment	$0	1,116	$0	$0	$1,116
	Education & Awareness Campaign (Printing)	$2,500	$0	$0	$0	
	Communications	$10,000	$0	$0	$0	
Project 4	**Office Supplies**	$9,000	$0	$0	$0	$21,500
Project 5	**Training (Elder Abuse, Neglect, Exploitation, etc.)**	$5,000	$0	$0	$0	$5,000

	Purchase of computer technology (iPads, laptops, cellphones)					
	Utilities	$500	$0	$0	$0	
Other	**Indirect Costs**	$7,944	$0	$0	$0	**$8,444**
Total		$84,944	$1,116	$0	$0	**$86,060**

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	**APS Personnel**	$37,500	$37,500	$0	$0	**$75,000**
	APS Vehicles	$30,000	$0	$0	$0	
	Fuel & Lubrication	$10,000	$0	$0	$0	
Project 2	**Repairs & Maintenance**	$5,000	$0	$0	$0	**$45,000**
Project 3	**PPE Equipment**	$12,331	$0	$0	$0	**$12,331**
	Education & Awareness Campaign (Printing/Advertisements)	$2,500	$2,500	$2,500	$2,500	
Project 4	**Communications**	$10,000	$0	$0	$0	**$20,000**
Project 5	**Training (Elder Abuse, Neglect, Exploitation, etc.)**	$2,500	$2,500	$2,500	$2,500	**$10,000**
	Utilities	$1,000	$0	$0	$0	
Other	**Indirect Costs**	$16,609	$0	$0	$0	**$17,609**
Total		$127,440	$42,500	$5,000	$5,000	**$179,940**

Summary of ARPA 1 + ARPA 2 Expense

	2022 Period	**2022 Period**	**2023 Period**	**2023 Period**	**2024 Period**	**2024 Period**	**Total**

	1	2	1	2	1	2	
Summary	$84,944	$1,116	$127,440	$42,500	$5,000	$5,000	**$266,000**

Categories *may* include:

- Development Operational Plan
- Staffing (include FTE or Consulting Agreements)
- Training
- Technology Upgrade
- Equipment
- Administrative Costs
- Transportation
- Wrap-around services