

**PRE-EXPENDITURE REPORT  
TITLE XX, CONSOLIDATED BLOCK GRANT PROGRAM**

**FY 2019  
Start Date: October 1, 2018  
End Date: September 30, 2019**



**Prepared by:**

**Government of Guam  
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**CERTIFICATION**

I HEREBY SUBMIT TO THE PEOPLE OF GUAM AND THE FEDERAL GOVERNMENT A REPORT OF OUR INTENDED USE OF THE TITLE XX, CONSOLIDATED BLOCK GRANTS PROGRAM FUNDS FOR THE PERIOD OF OCTOBER 1, 2018 TO SEPTEMBER 30, 2019.

THE DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES IS THE DESIGNATED SINGLE STATE AGENCY RESPONSIBLE FOR ADMINISTERING THE TITLE XX, CONSOLIDATED BLOCK GRANTS PROGRAM WITHIN THE TERRITORY OF GUAM.



**LEO G. CASIL, Acting Director**  
Guam Department of Public Health and Social Services

**AUG 24 2018**

**Date**

# **GUAM'S TITLE XX CONSOLIDATED BLOCK GRANTS PROGRAM**

## **REPORT OF SERVICES FOR FY 2019**

## INTRODUCTION

This annual Pre-expenditure Report, submitted by the Guam Department of Public Health and Social Services (DPHSS), is the report on the intended use of 100% federal grant funds in accordance with Section 2004 of the Title XX Social Services Block Grant (SSBG) Rule. Guam's Title XX, Consolidated Block Grants State Plan for FY 2019 will continue to focus on the provision of comprehensive services for Guam's vulnerable children and their families. Grant funds will be spent in accordance with Section 2002 of the SSBG Rule.

The Title XX, Consolidated Block Grants program is funded through the consolidation of various block grants. This is authorized in 45 CFR Part 97.10 – 97.16, Consolidation of Grants to the Insular Areas. The nine (9) block grants included in the consolidation include the following: Social Services Block Grant (SSBG), Child Abuse and Neglect, Child Welfare Services, Children's Justice, Community Services Block Grant, Community-Based Family Resource and Support, Family Violence Prevention, Low Income Home Energy Assistance (LIHEAP), and the Promoting Safe and Stable Families (PSSF) programs. The PSSF program block grant shall include PSSF Caseworker Visitation and PSSF Discretionary State Grants.

It is the intent of the Guam DPHSS to consolidate the above block grants and spend the amount of \$3,404,113 under the authority of the Social Services Block Grant (Title XX) Rule.

Guam's Title XX State Plan incorporates protective services for children (to include foster care and case management), adoption social studies, child custody social studies, family preservation and support services, child care licensing and monitoring, family foster home certification, and child abuse and neglect prevention, education and community outreach. These services are all provided by the Bureau of Social Services Administration (BOSSA) of the DPHSS. The BOSSA intends to meet the SSBG national goal in (3) preventing or remedying neglect, abuse, or exploitation of children and adults unable to protect their own interests, or preserving, rehabilitating or reuniting families as contained in SEC. 2001. [42 U.S.C. 1397]. **The mission of BOSSA is to provide protective services to children and strengthen their families.**

To meet the needs of children and families, all available service resources will be explored. This will include public and private agencies, and the local community. Increased collaboration with community partners has been an important function for effective service delivery.

To continue to protect our children, the BOSSA Administrator continues to be very active in meetings and discussions with different government entities and organizations for child welfare and other legislation.

In November 2017, the Guam Family Recovery Program (FRP) was launched on Guam. The BOSSA Administrator and SSSIs actively attend meetings with other stakeholders. As of July 30, 2018, there were 7 cases referred to FRP by Child Protective Services (CPS) involving 7 families of 9 parents and 30 children. There were 24 total referrals received in the FRP.

The Judiciary of Guam introduced its Guam FRP, which aims to secure the safety and welfare of children who have experienced abuse and neglect as a result of their parents' or guardians' drug or alcohol abuse. The program plans to approach each case collaboratively, with a team of members from the court, along with organizations that cater to child welfare, foster care services, substance abuse, mental health treatment in order to fulfill needs of families in areas such as transportation, necessities, and treatment services, etc.

The goal of the FRP is to reunify children with their families and secure a healthy and safe family environment.

In FY 2017, BOSSA received 1,471 referrals of child abuse and neglect (CAN), and 1,389 referrals in FY 2016. In previous years, the BOSSA received 1,492 referrals in FY 2015, 1,548 referrals in FY 2014, and 1,894 referrals in FY 2013.

In keeping with its mission, the BOSSA aims to prevent staff burnout by providing them with manageable caseloads. This can only be accomplished with an adequate complement of staff.

There was only one (1) employee who is a Social Workers III who joined BOSSA in FY 2017. The Administrative Assistant (AA) who worked at BOSSA for almost a year was hired at the Guam Fire Department. A recruitment packet for the AA position is with the Department of Administration (DOA) for recruitment. The Social Services Licensing Officer joined BOSSA on May 14, 2018. This position is funded by the Child Care Development Fund.

Recruitment of vacant BOSSA positions is ongoing with DOA. The DOA is responsible for certifying eligible applicants for various positions for the line agencies of the government of Guam.

Other state resources will be utilized to achieve the Title XX State Plan goals. One hundred percent (100%) local funds (Foster Care Program) are appropriated annually to BOSSA in support of the BOSSA goals. The BOSSA was awarded \$3,982,668.00 for FY 2018 under this local funding. The BOSSA was awarded \$1,750,641.33 of Foster Care Program funds for FY 2019. Foster Care Program funds was reduced due to the government of Guam cuts of cost and expenditures. Local funds will be spent towards emergency shelters for women who are victims of domestic violence, and their children, and for children who are victims of abuse and neglect. Local Foster Care funds will also

be used towards the emergency shelter for the homeless, foster care maintenance payments, emergency needs of foster children, child welfare system (AS/400 PhPro) maintenance, and other program operations. Local funds was appropriated of \$549,000.00 for FY 2019 for foster children health insurance.

This Pre-expenditure Report describes the services provided by the BOSSA and its plans to administer the FY 2019 Title XX grant in order to accomplish its primary mission. The grant period begins October 1, 2018 to September 30, 2019.



## STATE AGENCY

### I. OVERVIEW OF STATE AGENCY

The BOSSA of the DPHSS is headed by a Human Services Program Administrator. The Human Services Program Administrator oversees five BOSSA sections. The five sections are Child Protective Services, Home Evaluation and Placement Services, Family Services, Program Management and Administrative Support Sections.

To accomplish its mission, BOSSA formulated the following goals that are in concert with the SSBG goals:

- 1) To ensure the safety and well-being of children and their families.
- 2) To minimize unnecessary separation of children from their families and to ensure permanency by strengthening the quality of services.
- 3) To minimize trauma for children who require substitute care by ensuring they are placed in the most familial environment.
- 4) To improve the child and family assessment process in order to accurately determine the risk to children.
- 5) To improve the ability of parents to care for their children and empower them to take control of their problems.
- 6) To ensure the best interest of children by providing adoption and custody services that are child-focused.
- 7) To prevent incidences of child abuse and neglect through public education and community outreach.

### II. SERVICES PROVIDED BY THE AGENCY

#### A. CHILD PROTECTIVE SERVICES SECTION

The CPS was established on the premise that all children have the right to a stable, loving and nurturing home environment. The section receives referrals of CAN. Guam Public Law 20-209, the *Child Protective Act*, sets forth the legal requirements of the agency to investigate each report of suspected child abuse or neglect. The agency is thus mandated to advocate for the child and provide

appropriate and timely intervention to prevent family breakdown and preserve family stability to the maximum extent possible.

Public Law 24-239, the *Guam Family Violence Act of 1998*, outlines mandates for the agency to cross-screen CAN referrals for family violence. Appropriate services to address family violence and prevent recurrence must be coordinated for the child and family through community resources.

Public Law 31-97, a new article to Chapter 13 of Title 19, Guam Code Annotated (GCA), creates a task force on the prevention of sexual abuse of children within the Guam *Child Protective Act*. The task force makes recommendations for preventing child sexual abuse to the Guam Legislature annually.

In making recommendations, the task force shall complete the following: gather information concerning child sexual abuse throughout Guam, receive reports and testimony from individuals, government of Guam agencies, community-based organizations, and any other public and private organizations, create goals for local policy that would prevent child sexual abuse, and to submit a report with its recommendations.

The individuals served by CPS include children reported for abuse and neglect and their families. Eligibility criteria include any child in the island of Guam ages 0-17, and their families. The family court may impose agency jurisdiction beyond 17 years of age.

CPS section is comprised of three Units: Intake/Crisis Intervention, Investigation and Case Management Units.

- a) The **Intake Unit** receives information of child maltreatment, screens reports, and makes assessments to determine if the criteria for CPS involvement are met. The child, family and other relevant persons are interviewed to gather pertinent information. The unit consists of Social Workers who conduct risk assessment over the child and determines the immediacy of the response based on information received. All reports are registered into the Child Abuse and Neglect Registry. The Social Workers also assist in the Crisis Intervention Unit and are alternates for on-call for crisis response.
- b) The **Crisis Intervention Unit** receives referrals requiring immediate intervention and response for the purpose of conducting risk and safety assessments that could lead to removal and placement of the minor(s). The Social Workers intervene to stabilize crisis and exert protective custody if necessary. They also lead a multi-disciplinary team interview

whenever all necessary parties are available. They collect and complete documents related to crisis cases, such as ex-parte worksheets, power of attorney, declarations and notifications of removal to parents. The unit responds to crisis twenty-four hours a day, seven days a week. The CPS Supervisors and Social Workers alternate on-call duties after normal working hours, on weekends and holidays to respond to cases requiring crisis intervention. The unit provides support to Intake and Investigation Units during non-crisis periods. The Social Workers assist with Intake and may also be assigned cases to conduct court-ordered risk assessments.

- c) The **Investigation Unit** conducts case investigations to determine if child abuse and neglect allegations are substantiated, indicated, unsubstantiated or suspected. Added responsibilities entail the filing of Person in Need of Services (PINS) petitions, development of service plan agreements for validated cases and appearance at court hearings.

The Investigation Unit consists of Social Workers who conduct the following:

- 1) Interview and assess child and family members and other relevant parties.
  - 2) Obtain necessary medical evaluation.
  - 3) Collect relevant social data.
  - 4) Determine whether or not abuse occurred.
  - 5) Estimate risk to the child.
  - 6) Seek police or court authority as necessary and ensure the safety of the child, and execute protective custody authority if indicated.
  - 7) Ensure necessary legal documents are prepared for subsequent court proceedings for those children requiring substitute care.
  - 8) Ensure that once a case is validated, a Service Plan Agreement (SPA) is developed and will be implemented by the Case Management Unit.
- d) The **Case Management Unit** receives those cases designated as needing continuing services. This unit is responsible for the implementation and monitoring of service plan agreements, as well as for any necessary changes or modifications identified during the duration of

the plan. Progress reports are made every three months, and permanency plans are developed for children who are in substitute care for six months or longer. Other duties include the preparation of written reports intended for court recommendations, and the coordination and participation in Case Review Treatment Team meetings with other agencies.

The Case Management Unit consists of Social Workers who conduct the following:

- 1) Ensure that the service plan agreement process and goals are understood by the child and family during interview.
- 2) Prepare timely permanency plans to secure placements for children who have been removed from their homes.
- 3) Ensure support services are activated immediately thereafter. Ongoing services include, but are not limited to, the coordination and the provision of psychological counseling or other interventions aimed at improving parenting and strengthening the family's capacity for resolving conflict and stress in a nonviolent way.

## **B. HOME EVALUATION AND PLACEMENT SERVICES SECTION**

The Home Evaluation and Placement Services (HEPS) Section is comprised of two units: Adoption and Custody, and the Licensing Units.

This section conducts individual and family assessments for adoption, child custody cases, family foster care placements, termination of parental rights and guardianship. Off-island requests from other agencies are received to conduct home assessments for placements to determine suitability. The HEPS provides post placement services (monitoring) in adoption cases. In addition, this section provides the certification of family foster homes for children requiring substitute care in foster homes. The section also monitors and licenses child care facilities within the provisions mandated by law.

The individuals served by HEPS include children who are in need of a permanent family, individuals and families aspiring to adopt, individuals and families wanting to provide foster care, and individuals desiring to provide child care. Services are available to all. There are no income eligibility criteria. However, applicants must meet specific program and licensing requirements.

The Home Evaluation and Placement Services Section consist of the Social Services Supervisor who oversees the section and Social Workers who conduct the following:

- 1) Receive and evaluate applications for individuals and families interested in adoption and foster care.
- 2) Receive court orders to conduct social studies for petitions or cases filed in court for Adoption, Termination of Parental Rights, Guardianship and Custody.
- 3) Safeguard the “best interest” concept of children by providing thorough and comprehensive individual and family assessments.
- 4) Provide shelter and supportive services to children in the DPHSS’ legal custody in accordance with an established permanency plan.
- 5) Match children with foster families and adoptive applicants.
- 6) Recruit, orient, obtain training, support and monitor family foster homes.
- 7) Conduct staff qualifications and facility evaluation for the issuance or renewal of child care licenses.
- 8) Monitor all licensed child care facilities, group care homes, and family day care homes annually.
- 9) Update the standards for licensed child care facilities to ensure the protection and well-being of children being served.

### **C. FAMILY SERVICES SECTION**

The Family Services Section (FSS) is divided into two units: Promoting Safe and Stable Families Program and Family Support Services.

Promoting Safe and Stable Families Program provides family preservation services. Family Preservation (FP) services are intensive, short-term, in-home, crisis intervention and support services, which strives to strengthen and support families in order to prevent out-of-home placement of children or to assist families preparing to reunify.

Family Support Services focuses primarily on prevention activities such as curriculum development, and strategies for the prevention and intervention of child abuse and neglect. Other efforts are targeted at strengthening the family support services in existence in order to enhance family functioning. In addition, this program

develops and implements a foster home recruitment program and training of foster families.

Individuals served by the FSS include children and their families referred for child abuse and neglect, targeted groups such as educators, health care providers, mental health clinicians, law enforcement personnel, parents and children, and the general public. The criteria for family preservation services include:

- 1) The case must be officially referred to the CPS section for suspected abuse and neglect.
- 2) Referrals to FSS can come from any source within the CPS section.
- 3) The risk of placement for one or more children in the family is immediate or high and the safety concerns of family members warrant face-to-face services.
- 4) The children's safety may be ensured by family preservation services.
- 5) The family is willing to participate in family preservation services voluntarily.
- 6) The family's service needs are consistent with family preservation service goals and desired outcomes.

The FSS consists of Social Workers and para-professional Homemakers. In addition to working with children and families, they also conduct the following activities:

- 1) Deliver child abuse prevention training presentations upon request.
- 2) Participate in and support community events affecting children and families.
- 3) Develop and implement activities for child abuse and neglect prevention throughout the year.
- 4) Conduct education and community awareness activities for the prevention of child abuse and neglect.
- 5) Develop and implement annual activities for Child Abuse Prevention Month in April.
- 6) Collaborate and coordinate efforts with community agencies and organizations.
- 7) Provide Homemaker services that are para-professional services in the home to assist families in caring properly for their children. Homemaker services

include budgeting, nutrition, basic parenting skills, parental support, transportation, supervised visitations, cooking, etc.

- 8) Increase recruitment efforts for foster families.
- 9) Create culturally relevant curriculum to address child abuse and neglect issues, including training modules for community and staff presentations.
- 10) Support the Foster Families Association.
- 11) Compile statistical data on family preservation and support service cases.

#### **D. PROGRAM MANAGEMENT SECTION**

The Program Management Section (PMS) consists of Program Coordinators and Management Analyst personnel who oversee the planning, monitoring and evaluation of programs. The goal of PMS is to maintain a viable grants management system that supports the continuity of human services. Individuals served by PMS are program staff, foster care service providers, service contract providers and the community at large. There are no eligibility criteria as services are available to all.

##### **The Program Management Section:**

- 1) Develop policies and procedures.
- 2) Monitor and evaluate the programs.
- 3) Manage service contracts.
- 4) Maintain the Child Welfare Management Information System.
- 5) Assist in management research projects and other special projects.
- 6) Analyze federal and local legislation and its impact on child and family welfare programs.
- 7) Develop and implement the BOSSA's corrective action plans.
- 8) Conduct fiscal management, grant writing and prepare reports.
  - a) Prepare quarterly and annual progress reports.
  - b) Prepare the annual Title XX Pre-expenditure and Post-expenditure reports.

- c) Prepare annual financial reports (SF 425).
  - d) Prepare program statistical reports.
  - e) Prepare federal and local budgets.
  - f) Respond to audits.
- 9) Prepare contingency plans.
  - 10) Conduct staff training needs analysis.
  - 11) Provide notary services.
  - 12) Develop the new employee orientation plan.
  - 13) Provide assistance to the Administrative Services Section when necessary.

#### **E. ADMINISTRATIVE SERVICES SECTION**

The Administrative Services Section supports the programs, personnel and facility of the agency. Personnel working within this section include the following positions: Administrative Assistant, Customer Service Representative, Administrative Aide, Public Health and Social Services Aide, and Clerk III.

The section provides services for program staff, foster care providers and the community at large. There are no eligibility criteria as services are available to all. Listed below are the service activities of the section:

- 1) Fiscal operation
  - a) Process foster care maintenance payments to licensed foster families, relative foster families, therapeutic foster families and group foster homes.
  - b) Maintain the petty cash account that is used for disbursement of cash to fund the emergency needs of children upon removal from their home and who must come into the agency's protective custody.
  - c) Process mileage reimbursement claims for workers who must use their private vehicles for official purposes, in the absence of government vehicles.



- d) Procure necessary materials, equipment, public vehicle, travel authorizations, and various contractual services utilizing local and federal accounts as outlined in the budget summary.
  - e) Assist in the preparation of the local and federal budgets.
- 2) Records management
- a) Ensure that confidentiality is maintained for all client case files.
  - b) Maintain the child abuse and neglect registry.
  - c) Ensure adherence to records management procedures outlined by the Guam General Services Agency.
- 3) Personnel management
- a) Prepare personnel plans for all staff and ensure that annual work plans and performance evaluation reports are completed.
  - b) Conduct bi-weekly payroll services.
  - c) Prepare and submit justifications and other documents for recruitment of staff.
  - d) Coordinate staff training and development.
- 4) Maintain administrative case files
- Ensure completeness of all files in order to sustain tracking and accountability.
- 5) Maintain office and property management
- a) Assure the upkeep of the office building so that the office environment is conducive for work and is pleasant for clients who seek services.
  - b) Conduct weekly maintenance of vehicles that are needed for transporting minors in need of counseling services, foster care placements, visitations with parents, and for use in providing Homemaker services, and in-home intensive family preservation services for children and their families.

- 6) Inventory control. Conduct periodic inventory of all government equipment.
- 7) Mail operations
- 8) Receptionist duties
  - a) Link telephone referrals to the appropriate program Intake staff.
  - b) Guide clients who walk in for services to the respective program staff.

## SERVICE GOALS AND ACTIVITIES FOR FY 2019

### **I. CHILD PROTECTIVE SERVICES**

The number of school aged children on Guam is estimated to be a little over 34,000. The CPS section provides services to protect children of all ages whose physical, mental and emotional well-being is at risk due to actions of people responsible for the child's care.

For the 1<sup>st</sup> to 3<sup>rd</sup> quarters of FY 2018, CPS received 1,092 CAN referrals with 1,606 children, subject of CPS referrals. There were 49 referrals received by Crisis Unit involving 82 children.

In FY 2017, there were 1,471 CAN referrals received by the CPS section with 2,205 children, subject of CPS referrals. There were 119 referrals accepted by the Crisis Unit with 176 children subject of CPS referrals. The top three (3) type of maltreatments were physical abuse, physical neglect and emotional abuse. There were 3,449 maltreatments.

In FY 2017, there were 1,471 referrals received, which involved 2,205 children, subject of CPS referrals, and 3,449 maltreatments. There were 1,389 referrals received in FY 2016, which involved 2,147 children subject of CPS referrals, and 3,336 maltreatments.

For the 1<sup>st</sup> to 3<sup>rd</sup> quarters of FY 2018, there were 13 CAN referrals received involving military dependents. In FY 2017, there were 13 CAN referrals received involving military dependents and 19 CAN referrals in FY 2016. In FY 2015, CPS received 65 referrals involving military service members or their dependents.

In FY 2017, there were 543 maltreatments that involve the Freely Associated States (FAS). The FAS include the Federated States of Micronesia, the Republic of the Marshall Islands, and the Republic of Palau. The Compact of Free Association is an agreement that allows migration to Guam by the FAS. In FY 2016, there were 585 CAN referrals received involving the FAS.

The Intake workers will complete preliminary assessment of each referral to determine appropriateness and urgency of response within 24 hours. Upon the completion of the preliminary assessment, the CPS Supervisors will monitor the status of referrals assigned to workers through supervision and case staffing at least once a month.

The CPS section is responsible for mobilizing resources to ensure that all children whose families are unable to care for them are provided a safe environment. After care services are provided to all children and their families who require a little more time for case resolution.

It is the goal of the agency to provide greater stability, security and permanency for all children under the agency's protective custody. Although much effort will be made to ensure that children return home safely and reunify with their families, the complexity, nature and circumstance of many cases do not guarantee this outcome. For those children who cannot be reunited with their families, the agency will find ways to ensure the most appropriate permanency plans for them.

Youth in foster care will be provided the emotional, financial and other support they need to become self-sufficient and responsible adults.

The BOSSA will continue to get involved in the development of policy and legislation related to the improvement of services to children and their families. Various round table discussions have been coordinated by respective Senators and their staff as it impacts direct services. The BOSSA Administrator, Supervisors and staff are also involved in workgroups for collaboration and coordination of services. The partnerships with other child serving agencies and organizations continue to be strengthened and/or established within the community.

The Capacity Building Center for States provided technical assistance to CPS staff on developing the Guam Hotline Screening Tool. The tool will determine whether the information in the report constitutes a CPS referral as well as determine the response time.

## **II. FAMILY PRESERVATION AND SUPPORT SERVICES**

The Social Worker III provides short-term family preservation (FP) services with a minimum timeframe of 45 days, not to exceed 90 days. However, an extension for services may be granted. Another FP Social Worker will be mobilized should the need arise. The Social Worker III carries a maximum caseload of two (2) families, which is necessary for high quality and intensive service provision. For families in crisis, the Social Worker III is available seven days a week, throughout a 24-hour period to alleviate any crisis. The FSS focus on families currently in the child welfare system and in need of preventive or reunification services. Families usually have conditions or concerns, which if not addressed may result in the removal of the child/ren from home and into foster care. Services are designed to be flexible and tailored to fit the unique needs of the family. The FP Social Worker III, who is trained in crisis management, becomes a role model and assists families, and ensures they learn new skills to stay together. Service goal is to ensure the safety of children through enhancement of family capabilities. There were 2 families that the FP Social

Worker provided services in FY 2016 and 2 families in FY 2017. As of this date, the FP Social Worker III has 1 FP case.

The FSS aims to strengthen and support families to become self-sufficient. All reasonable efforts will be made to reunify children with their families, prevent family disunity, and promote self-sufficiency.

The FSS goals and objectives focus on the following areas: staff skill development and training (professional and paraprofessional); broadening community awareness of available resources; enhancing the foster care program; and increasing family preservation and support services to families in crisis. The following FP goals and activities listed below aim to achieve each objective and remain ongoing:

**Goal 1: To heighten the awareness of services available to children and families**

**Objective A:** To increase the housing resources of child welfare families to prevent the separation of children from their parents because of inadequate housing and to facilitate and expedite access to housing and supportive services through agency collaboration.

The BOSSA will continue to work with Guam Housing and Urban Renewal Authority (GHURA) and the Family Unification Program (FUP) in certifying referrals received to increase housing services. A signed Memorandum of Understanding (MOU) between GHURA and the DPHSS was submitted with the grant application for sixty-five (65) FUP vouchers to make available to children and families. This will continue in FY 2019.

**Objective B:** Increase the community's awareness of services available to families at various family settings.

Families need to become aware of existing services that serve children and families. The BOSSA proposes to access the religious, educational and family support programs in order to increase the community's awareness of services.

The BOSSA will participate in all community outreach activities and display prevention materials to educate the public on reporting child abuse & neglect throughout FY 2019.

**Objective C:** Expand and/or improve delivery of services to children and families

FSS remains committed to identifying resources both public and private to expand and improve delivery of services to children and families. Linkages with various public and private agencies and organizations will strengthen referral networks and service coordination and will also help families to use resources effectively.

Activities to be undertaken by the program to strengthen interagency collaboration in the area of information, referral and coordination can be found in the Network and Collaboration section of this report.

**Goal 2: To increase efforts for community education and outreach in the prevention of child abuse and neglect**

**Objective A:** Increase the capacity to provide child abuse and neglect prevention, education and outreach in the community

The BOSSA often receives requests for presentations from the community. The BOSSA will continue to meet the demands for child abuse and neglect presentations and community outreach requests. Community outreach activities aim at increasing public education and foster recruitment. They are held at various malls, village mayor's community centers, and educational conference sites. The CAN community outreach will also coincide with various activities from different private and non-profit organizations and other agencies.

The pool of trainers developed within the BOSSA will conduct training presentations throughout the year focusing on specific areas of knowledge and expertise. The Social Workers, section Supervisors and the BOSSA Administrator assist with education in the area of CPS, Guam's *Child Protective Act*, and legal issues. The attorney for CPS is also available for more technical legal issues. Target populations for these presentations are usually mandated reporting persons. The FSS Homemakers and other staff conduct presentations on indicators, prevention strategies, available resources and personal safety skills. Target populations for these presentations are parents and school-aged children.

Mandated Reporters must report suspected child abuse or neglect (or cause a report to be made) to law enforcement or CPS when they believe a child has suffered abuse or neglect or may be at risk of abuse or neglect.

In FY 2017, there were 1,159 individuals who attended the Mandated Reporters Presentation conducted by the BOSSA direct services

staff. Presentations were conducted to the Department of Education (DOE) counselors, faculty and staff, DPHSS, Guam Community College students, Guam Memorial Hospital staff, Guam Regional Medical City, University of Guam students, volunteers during the annual Point in Time (PIT) homeless count, etc.

The school children are provided safety tips that can help them avoid becoming a victim of child abuse and neglect or even crime. By taking a few simple precautions, they can reduce the risk to themselves, and also discourage perpetrators and those who commit crimes. The BOSSA conducted Personal Safety Skills Presentations to both public and private schools.

In FY 2017, there were 1,609 students who attended the Personal Safety Skills Presentations.

In FY 2017, the BOSSA staff participated in 41 outreach activities throughout the island. There were 2,255 individuals who participated the activities.

**Goal 3: Increase the knowledge, skills and competence of child welfare workers and individuals serving children and families**

**Objective A: Continue to participate in the American Professional Society on the Abuse of Children (APSAC), Child Forensic Interview Clinic**

This is a 40-hour intensive training on investigative interviewing of children specifically designed for child interviewers who have the responsibility for investigative/forensic interviews with children in suspected abuse cases. The Social Workers will experience immersion in the latest forensic interviewing techniques, developed by top national experts; APSAC's curriculum emphasizes state of the art principles of forensically sound interviewing. There were no direct services staff who attended the training this FY 2018.

**Objective B: Increase staff awareness on child welfare issues**

Training is an ongoing priority of the BOSSA as all staff members are afforded many opportunities to upgrade their skills on child welfare issues through participation in training, seminars, conferences, workshops and affiliations in professional organizations.

**Goal 4: Upgrade recruitment and increase family foster homes on Guam**

Objective A: Increase inquiries for family foster homes by twenty percent (20%) and increase recruitment of family foster homes by ten percent (10%)

Foster recruitment activities are ongoing at various mall displays, conferences, presentations, and coordination with the local print and radio media outlets. The in-house foster care workgroup identifies recruitment activities to pursue.

Objective B: Increase coordination with community based organizations that support foster care activities

Community based organizations are instrumental in facilitating our need to expand public awareness within the area of family foster homes, as well as to provide recruitment efforts amongst its affiliated members.

Guam's First Lady launched her initiative to help find homes for our foster children in recognition of the month of May as National Foster Care Month. These activities include proclamation signing, Foster Families Association (FFA) "WAVE" outreach, health fair and exhibit events, "Boot Drive", of which part of the proceeds was donated to FFA, Foster Parents orientation presentations, and Foster Care and Rural Host Homes (RHH) recruitment and training workshop.

Partnerships have been formed with the following civic and community organizations to support foster care activities: Marianas Lions Club of Guam, Sugar Plum Tree Project, Harvest Baptist Church, and FFA. In addition, the BOSSA receives overwhelming support from various privately-owned establishments and the general public for foster children activities.

**Goal 5: To enhance services to foster families**

Objective A: Increase the skill level of foster parents

The BOSSA coordinates with Harvest House to provide training to foster parents.

Harvest House is a non-profit ministry that was established out of the desire to care for the modern day orphan, foster children. It is intended to meet the needs of foster families and foster children on Guam. In meeting these needs, foster families and foster children engage in



active communication, harvest house activities, and wrap around families' events.

BOSSA plans to provide foster parent training sometime in October, 2018 which will focus on caring for children who experience trauma and how to be sensitive to their needs, protecting and nurturing children who have been abused, emotionally maltreated or neglected; supporting relationships between children and their parents, siblings, or other relatives, handling challenges behavior such as anger outbursts, defiance, noncompliance, lying, sexualized behaviors and sleep problems, and effects of abuse and neglect on child development.

**Objective B:** Maintain the coordination and support of the FFA

The BOSSA staff continue to attend Guam's FFA meetings. Representation in this meeting by staff is meant to reflect the BOSSA commitment to offer support and act as a liaison between the association and the BOSSA.

The FFA and the BOSSA will work together in identifying foster care activities that will continue in FY 2019.

**Goal 6:** **To evaluate and strengthen family preservation (FP) and support services to Guam's families**

**Objective A:** The FSS Supervisor will work with the CPS section to determine if the FP referral is acceptable for the FP program.

The FP worker will work closely with the family and develop a Service Plan Agreement that meets the needs of the family with specific goals and conduct home visits at least three (3) times a week.

**Objective B:** Measure the strengths and weaknesses of family preservation and support services

The Family Exit Survey(s) tool is used to profile families served.

**Objective C:** Build the capacity to improve the family preservation and support services.

The Client Satisfaction Survey is provided to families served and is analyzed to provide the program with information and insight into direct service outcomes and effectiveness.

The survey is divided into four categories: Overall Satisfaction with Services; Satisfaction of Goals Set; Satisfaction with Staff; and Satisfaction with the Program.

### III. FOSTER CARE

By the end of FY 2018, the estimated number of children to be provided with foster care services is 259. During FY 2017, there were 247 foster children who were provided with foster care services.

In FY 2016, there were 230 children who received foster care services and 213 children who received foster care services in FY 2015. At the close of June 2018, placements for foster children were the following:

No. of foster children in group homes (Alee Shelter)	8
No. of foster children in licensed foster homes	37
No. of foster children in parents' physical custody	46
No. of foster children who ran away	2
No. of foster children in relative placement	87
No. of foster children in non-relative placement	10
No. of foster children in Sanctuary, Inc.	7
No. of children in Latte Bridge Residential Group Home	6
No. of foster children in youth correctional facilities	2
No. of foster children in mental health facility	2
No. of foster children in medical facility	2

Foster care maintenance payments are made to foster families with 100% local funds under the Foster Care program. Annual clothing allowances and court-ordered payments for emergency necessities are disbursed to families under this funding program.

Foster care maintenance payments made to families who provide care for foster children have increased since FY 2005 due to increases in foster care stipends and fees that were outlined in the FY 2005 Guam Budget Law. Foster care payments for previous years include the following:

Fiscal Year	Foster Care Maintenance Payments
2017	\$772,011

2016	\$819,281
2015	\$665,370
2014	\$624,850
2013	\$676,646
2012	\$765,345
2011	\$640,901

Children with special needs are placed in specialized placements and their cases are managed by the CPS Case Management Unit Social Workers.

In the 1<sup>st</sup> quarter of FY 2018, there were 25 cases of children with special needs. There is 1 foster child in a residential treatment placement in Texas with a learning disability.

The BOSSA receives overwhelming support from the community for foster children through monetary and other in-kind donations. Food, clothing, toiletries, school supplies and Christmas presents are the items commonly donated by the community and non-profit organizations throughout the year for foster children.

Foster recruitment activities are ongoing at various mall displays, conferences, presentations and coordination with local print and radio media outlets.

The Sugar Plum Tree program holds annual fundraising events to raise funds to provide holiday cheer for foster children, individuals with disabilities, the elderly, and others in need. Every year in December, this organization holds its "Big Wrap" event. BOSSA staff along with other volunteers from different organizations will once again volunteer for this event to ensure that Christmas gifts will be distributed to all foster children. In December 2017, there were 112 wrapped gifts distributed to foster children.

#### **IV. ADOPTION**

The HEPS section provides services for individuals who wish to adopt. The HEPS section conducts individual and family assessments for adoption.

The U.S. Department of State provided guidance that the DPHSS is considered a "public domestic authority" to conduct adoption social study and post placement monitoring reports. However, reports will still have to follow the Hague Convention and country-specific requirements on these types of reports.

The HEPS section anticipates receiving adoption referrals involving 156 children and adults for the upcoming FY 2019.

These requests come from the family court, U.S. Citizenship and Immigration Services (USCIS), attorneys, and off-island adoption agencies. These cases will include adoption social studies and post-placement adoption social study requests. The HEPS section Social Workers provide the social study and assessment report on the adoption petitioners/applicants. The HEPS section Social Workers also conduct the adoption pre- and post-placement monitoring activities for those children in adoption placements.

The Adoption Selection Committee is made up of BOSSA staff who meet when necessary to determine adoption placements for foster children or those children relinquished to the agency.

## **V. CHILD CUSTODY CASE EVALUATIONS**

The HEPS section expects to provide child custody social studies for 127 children and adults in FY 2019. Requests for custody case evaluations come from the court. The HEPS section Social Workers prepare the social study report for the courts that are based on observational and factual data received during interviews and home visits made to families.

## **VI. SOCIAL STUDIES TO DETERMINE APPROPRIATE PLACEMENT FOR CHILDREN**

Other social study requests are received by the agency to determine placement for children where allegations of child abuse or neglect exist in the home. Social study requests also come from the U.S. mainland for those cases of families that reside on Guam who may be potential placement providers or who are involved in custodial disputes. For FY 2019, HEPS section expects to conduct social studies for an estimated 17 individuals to determine appropriate placement for children.

## **VII. CHILD CARE LICENSING, GROUP FOSTER HOME, AND FAMILY FOSTER HOME CERTIFICATION**

For FY 2019, an estimate of 45 child care centers will be licensed and monitored by the BOSSA. Licensing and monitoring of child care centers ensures quality of child care on island. As of the 3<sup>rd</sup> quarter of FY 2018, the HEPS section licensed 36 child care centers and 4 group child care homes. Child care centers serve 13 or more children, while group foster homes serve at least 7 but not more than 12 children.

The HEPS section licensing Social Worker licenses the centers and homes as required in Public Law 31-73. There were 40 licensed child care centers in FY 2017.

The HEPS section also licenses group foster homes, therapeutic foster homes, and certifies family foster homes and family day care homes. In the 3<sup>rd</sup> quarter of FY 2018, HEPS section had 37 licensed foster homes, 4 group homes, 2 family day care homes, and 2 therapeutic foster homes.

The BOSSA continues to implement the new provisions of the Public Law 31-73 (professional development, Americans with Disabilities Act compliance and pre-kindergarten compliance to new licensing requirements in educational facilities).

The BOSSA completed the draft request for proposal to update the Public Law 31-73.

The Capacity Building Center for States currently provides technical assistance to HEPS staff on creating a slideshow and coordinating with agencies on island as means for recruiting foster parents. The group also developed a Continuous Quality Improvement Test Survey to help direct services staff understand the shortage of appropriate placements for children.

#### **VIII. CHILD ABUSE AND NEGLECT PREVENTION, PUBLIC EDUCATION AND COMMUNITY OUTREACH**

Program staff will continue to work together to successfully meet the demands of the community relative to the education and prevention of CAN. The public perception of the type of cases that we respond to needs to be clarified. There is a need for the public to be educated and informed on what is abuse and neglect as defined in Public Law 20-209, the Guam *Child Protective Act*. It is important for the public to clearly understand what constitutes child abuse and neglect. It is the agency's goal to ease circumstances that could lead to child maltreatment before it occurs.

The FSS plans and develops CAN prevention and education strategies. Child Abuse Prevention Month activities are held in April each year. All FSS program staff take a major role in coordinating activities for this labor-intensive event. The BOSSA partners with other child serving agencies and collaborations often involve concurrent implementation of public awareness campaigns for Child Abuse Prevention Month, Foster Care Month, Sexual Assault Awareness Month, and Crime Victims' Rights Week. The FSS workers also take the lead role in the annual Art of Healing Exhibit with GBHWC.

Healthy Mother, Healthy Babies and the Family Violence Awareness Month activities are held in October every year. During this event, the BOSSA staff are involved with host agencies to increase CAN public education and foster home recruitment. Prevention, education and foster home recruitment efforts are also made at the health fairs held every month at the main malls.

The CAN prevention and community education will be provided at schools, conferences, and to parents and professional groups upon request. The BOSSA staff will participate in all community outreach activities and display prevention materials to educate the public on reporting child abuse & neglect throughout the FY 2019.

The BOSSA's public education activities are conducted by the Social Services Supervisors, Social Workers and Homemakers. The Mandated Reporters Presentation, Parenting Presentations, Family Violence Date Rape Presentations and Community Youth Presentations are conducted by the Supervisors and Social Workers. The FSS Homemakers conduct joint public education presentations with Victims Advocates Reaching Out (VARO) and Healing Hearts on the Personal Safety Skills for school aged children.

During the month of February and March 2018, the FSS Supervisor and staff spearheaded the planning for the Child Abuse Prevention Month which the BOSSA celebrates every year. The committee met every week during the month of February and March to help plan the events for the year. There was wide participation from different groups including the military branches from Andersen Air Force Base, Naval Base, the Joint Region Marianas, and the Guam National Guard. The Child Abuse Prevention Month was held in April 2018, of which the theme was "Building Community, Building Hope". The public was invited.

## **IX. NETWORKING AND COLLABORATION**

Collaboration is essential to effective case assessment, planning, and services. The needs of children and families are constantly changing and have become more complex and multi-dimensional. As a result, a multi-disciplinary approach to cases is necessary to solve and alleviate the widespread problem of child abuse and neglect. Establishing community links is vital for the coordination of effective service delivery. The BOSSA is committed to identifying resources both public and private to expand and improve service delivery to children and families. Partnerships are formed with various agencies, organizations, and special committees who are involved in child protection and family welfare. Continued collaboration with the following community resources remains a high priority and is essential to support the needs of children and their families:

### **A. Breastfeeding Coalition**

A Homemaker from FSS is assigned to represent the BOSSA in the DPHSS breastfeeding coalition. The purpose of this coalition is to promote and spread the awareness of the importance of breastfeeding. BOSSA staff will have a display table to promote the services that BOSSA can offer to the public. Plans and activities for the coalition will continue in FY 2019.

## **B. Incident Determination Committee, Naval Hospital**

There is ongoing involvement with this committee that reviews Navy military cases of alleged child abuse and neglect, and spousal abuse. A joint Memorandum of Understanding (MOU) exists between the Commander of the U.S. Naval Forces in the Marianas and CPS of the DPHSS.

The CPS SSSIs serve as civilian consultant for child abuse cases. Meetings are held bi-monthly. Social Workers who manage cases involving military personnel are also present at these meetings. The CPS is invited to these meetings to share the outcome of its investigation and its recommendations for services for the subject family. As a result of CPS participation, services can be coordinated to ensure that the family receives the services and such services are not duplicated.

## **C. Catholic Social Services**

Catholic Social Services (CSS) provides various services that are vital for children, families, individuals with disabilities, elderly citizens, and individuals in need of emergency food, shelter and support services.

The CSS operates the Alee Shelter I for female victims of family violence, and their children. Alee Shelter II is for child abuse and neglect victims, and the Guma San Jose Shelters are for homeless individuals and families. The BOSSA funds these shelters through the Foster Care Program.

The Management Analyst I from the PMS monitors the shelters. The purpose of this is to ensure that the shelters are in compliance as stated in the scope of work outlined in the Invitation for Bid for services,

## **D. “The Art of Healing”**

A Homemaker from the FSS collaborates with the GBHWC on the annual Art Show. This program promotes art as a healthy medium of expression and an outlet to release pent-up emotions. The art work is displayed during April's Child Abuse Prevention and May's GBHWC Awareness Months at various community locations. The BOSSA participates in these outreaches.

## **E. Early Childhood Care and Education (ECCE) Initiatives and Groups**

The ECCE is comprised of public and private organizations along with family and center-based childcare providers. Representative members include the DPHSS, Guam Department of Education, GBHWC, University of Guam, Guam Community College, Department of Youth Affairs, Guam Caregivers

Association, Family Home providers, private and federal preschools, legislature and parents. The BOSSA Administrator attends the meetings.

**F. Guam Early Learning Council**

The vision of the Guam Early Learning Council is to ensure that “All of Guam’s young children will have healthy minds, bodies, and spirits as the foundation for lifelong success.” The focus of the council is to enhance, improve, support, and strengthen coordination and collaboration of agencies and organizations serving young children, birth to five and their families, with one outcome being to facilitate the development and enhancement of high-quality systems of early childhood and care designed to improve school readiness. The BOSSA Administrator attends scheduled meetings and the SSSI as alternate.

**G. Head Start Health Advisory Committee (HSAC)**

Head Start promotes school readiness by enhancing the social and cognitive development of children through the provision of educational, health, nutritional, social, and other services. The SSSI or SWII attends quarterly meetings.

**H. Family Advocacy Committee (FAC) with the Navy**

The BOSSA Administrator is a member of this group that conducts oversight on the coordination and administration of all CPS matters between the Navy and civilian communities. Meetings are held quarterly. The BOSSA Administrator and SSSIs attend the meetings.

**I. Family Violence Task Force – Information Network Consortium**

This task force was created to support the facilitation of services related to family violence. This task force acts as an oversight body, which meets on a monthly basis to improve service delivery among providers. The BOSSA Administrator attends the meeting.

**J. Foster Families Association (FFA)**

The BOSSA staff collaborates with Guam’s FFA. Ongoing collaboration reflects the BOSSA commitment to offer support to the FFA.

The BOSSA staff will put time and effort in coordinating support for all activities of this association for the upcoming fiscal year. The BOSSA will continue to become involved in the various fundraising events of this association.



The FFA receives generous donations of food, school supplies, baby items and clothing from the community. These goods are made available to clients of the BOSSA. Monetary donations are also received from the community, many of which are corporate donors from private businesses, as well as civic and church organizations.

#### **K. Guam Homeless Coalition (GHC)**

The GHC is committed to the provision of housing and supportive services for individuals and families who become homeless. The GHC believes and recognizes that quality housing should be tailored to meet the needs of the homeless individuals and families.

The GHC will ensure that homeless individuals and families regain housing stability through the expansion and implementation of a comprehensive community based housing delivery system to prevent and end homelessness. This includes:

- Coordinating and/or interpreting homeless-related programs for smooth transition throughout our continuum of care system.
- Implementing an effective and efficient delivery system of services to prevent homelessness and to move homeless families into permanent housing.
- Developing an accessible and comprehensive system which receives individuals and families in need of care and moves them through a system toward independent living and sustainability, and
- Developing strong homeless programs and services through the involvement of different entities that may include both public and private organizations.

The BOSSA PCIII attends meetings every 3<sup>rd</sup> Wednesday of the month. Meetings have focused on sharing collaboration efforts between agencies to identify ongoing services available for homeless families on Guam.

The U.S. Department of Housing and Urban Development (HUD) mandates all jurisdictions receiving federal funds to provide supportive services to the homeless population, that they must conduct a Point in Time (PIT) homeless count. The results of the PIT count, which are reported within Guam's federal grant application and is submitted to HUD each year, determine existing resources, identify gaps, and highlight progress towards ending homelessness. The results of the count were shared with the members of GHC, the community,

and policy makers to use in developing programs and facilities to assist homeless families.

On January 26, 2018, the PCIII, MAI, and a Homemaker joined other volunteers in conducting the annual PIT homeless count. The BOSSA team conducted the PIT count in the southern village of Guam. The sites include Inarajan, Merizo, and Umatac, etc.

On May 11, 2018, the PCIII and two (2) Homemakers participated in the Annual Passport to Services/Veteran Affairs Stand Down homeless outreach held at the Chamorro Village festival huts. There were various services provided to homeless individuals and their families such as health screening, adult immunizations, mental health assessments, public welfare assistance, Veteran's assistance, etc. Canned foods, slippers, toiletries, and hygiene gift bags were also given away.

#### **L. Guam Police Department**

The CPS caseworkers work closely with the officers from the Guam Police Department (GPD) in the investigation of reported cases of CAN. According to Guam Public Law 20-209, the Guam *Child Protective Act*, CPS and GPD are the sole agencies responsible for receiving and investigating all reports of child abuse and neglect.

#### **M. Healing Hearts (Rape Crisis Center) Steering Committee**

The BOSSA Administrator and SSSIs from the CPS Intake & Crisis Intervention and Investigation Units are the DPHSS' representatives to this committee. This committee is also comprised of representatives from the Guam Police Department, U.S. Naval Hospital, Victims' Advocates Reaching Out, Adult Protective Services of DPHSS, Healing Hearts, and the Prosecution and Family Divisions of the Attorney General's Office. This committee meets to discuss program issues and concerns related to victims of sexual abuse. Various protocols and guidelines are also developed for service delivery. In addition, training opportunities are provided and shared among agencies. Meetings take place every last Thursday of the month.

#### **N. Healthy Mothers, Healthy Babies Task Force**

The goal of this task force is to promote healthy practices by increasing public awareness and education on the following:

- The importance of early and continuous prenatal care
- Management of pregnancy

- Child birth preparation
- Immunizations
- Nutrition during pregnancy
- Infant feeding, including breastfeeding
- Parenting skills
- Accident and injury prevention
- Substance abuse prevention
- STD/HIV prevention

This annual fair draws in a large crowd because various health-related services are available to the public such as free immunization and health screening. Daddies too were involved in this event.

#### **O. I Famagu'on-ta Program**

The goals of I Famagu'on-ta (our children) are to develop and implement a child-centered, family-focused system of care that delivers effective, comprehensive, community-based, culturally competent mental health and related services for children and adolescents with serious emotional disturbances and their families, and to ensure longitudinal studies of service system outcomes.

I Famagu'on-ta seeks a return to tradition, culture, and family values to empower families and reclaim responsibilities by island leaders. Our community's commitment is to live true to our island heritage of "taking care of our own" and filling gaps by providing supports on the island, rather than sending children thousands of miles away to off-island placements or not serving them at all.

The BOSSA maintains close collaboration with this program. The BOSSA Administrator or the SSSI serves as an Ombudsman who represents CPS as a child serving agency. This role is to act as a liaison for the programs that refer cases and also communicate the information related to the planning for the Systems of Care program.

The BOSSA refers cases to the program who determines eligibility. Upon enrollment, the cases are facilitated through a wraparound process.

#### **P. Guam Behavioral Health and Wellness Center (GBHWC) Planning Council**

The BOSSA Administrator is an appointed member of this council. This council meets once a month at GBHWC to discuss issues related to mental health needs and services. The council serves as an advocate for adults with a serious mental illness, children with a serious emotional disturbance, and other

individuals with mental illnesses. Council members monitor, review and coordinate, not less than once each year, the allocation and adequacy of mental health services.

**Q. Guam Coalition Against Sexual Assault and Family Violence (GCASAFV)**

The Guam Coalition against Sexual Assault & Family Violence is a group of non-profit organizations, government allies, and community individuals who want to stop sexual assault and family violence. The purposes of the coalition are as follows:

- To address sexual assault and family violence issues with one united voice.
- To provide education, outreach and training regarding sexual assault and family violence.
- To identify gaps in services to victims of sexual assault and family violence and to make suggestions for changes.
- To speak out so that victims of sexual assault and family violence on Guam can easily get the services that they need.
- To work with community organizations and networks to strengthen them through training and education so that they can meet Guam's sexual assault and family violence needs.
- To be sure those voices of survivors of sexual assault and family violence guide the work of the coalition.
- To develop, put into practice, and monitor laws and regulations regarding services and rights of sexual assault and family violence survivors.

The BOSSA Administrator and CPS SSSI attend scheduled meetings of the GCASAFV.

**R. Project Bisita I Familia, Guam Early Learning Council: Early Childhood Data Integration Workgroup Team**

The Guam's Maternal, Infant, and Early Childhood Home Visiting Program, also known as Project Bisita I Familia is a collaborative project designed to plan, implement and sustain an effective evidence-based home-visiting program for at-risk children and their families. Guam's vision is "Our children and families

will have healthy minds, bodies and spirits for lifelong success.” The DPHSS administers the program and scheduled meetings are attended by the BOSSA Administrator.

**S. National Association of Social Workers, Guam Chapter**

The National Association of Social Workers (NASW) provides training conferences and other opportunities for its members, non-members and anyone interested in the social work field. The BOSSA is an active participant in this organization.

**T. The Salvation Army**

The Salvation Army is serving more people in the U.S. than ever before. There is an increasing number of Americans seeking the basic necessities of life – food, shelter and warmth. The Salvation Army offers various classes for adults and teens, including parental skills, anger management, and treatment for chemical dependency.

**U. Sanctuary, Inc.**

The BOSSA works with Sanctuary, Inc. to provide services to improve the lives of children and families. Sanctuary, Inc. is a private, non-profit organization that has been in existence since 1971. This organization provides an array of services for youth and their families. Services include crisis intervention, counseling and support, temporary emergency shelter, independent living skills, anger management, parenting skills, a parent support group, and many others. Meetings will continue in FY 2019.

The core team is composed of BOSSA representatives: SSSI, Licensing Social Worker, Homemaker and RHH Project Coordinator from Sanctuary, Inc. They continue to meet in planning future training for foster care recruitment and outreach. The team meets to define the roles of entities every quarter.

**V. Sugar Plum Tree Project**

The Sugar Plum Tree Project is held annually to spread holiday cheer to children and adults in need. This event is made possible through a concerted effort by community volunteers and private donors. BOSSA staff actively takes part in this project in December to ensure that all children who come into the agency's care are provided with the traditional holiday gifts.

The SSSI or Social Worker have served as board members since FY 2000 and will continue to serve in this capacity for the 2019 project year. The staff

coordinates all efforts on behalf of children under the temporary legal custody of the agency.

**W. Guam Systems of Care Council**

The BOSSA Administrator is a council member for the Systems of Care (SOC). Public Law 25-141 first created the Systems of Care Council to develop a comprehensive care plan for children with serious emotional disturbances. Guam Public Law 27-47 created a new Systems of Care Council to implement and expand the Guam System of Care Plan, to seek federal and/or foundation funding for its sustainability, to ensure continued collaboration among families, public and private service providers, and other stakeholders, and to act as the governing body for the Child Mental Health Initiative cooperative grant.

The BOSSA Administrator is a member of the Policy and Planning sub-committee, and the Finance and Budget sub-committee of the SOC.

**X. University of Guam's Social Work Program**

Every semester, students from the University of Guam (UOG) take on their practicum placement with the BOSSA. Supervisors serve as field instructors for UOG's Bachelor of Social Work, Psychology and Guidance Counseling programs. This affiliation is an opportunity to give input to the educational institution to enhance the skills of students as they venture into the field of human services. The student interns are placed with CPS, HEPS and FSS programs for one semester or more. Following the placement, the student's evaluations are completed and forwarded to the Field Coordinator/Liaison at UOG.

The social work students worked with licensing, foster and Social Workers for FY 2017 and FY 2018. The BOSSA staff will continue to assist these students for FY 2019.

**Y. Human Trafficking Coalition Building**

The coalition is comprised of federal and local government representatives, as well as representatives from private non-profit and for profit-organizations. It is spearheaded by the U.S. Attorney General's Office and meetings have been called to discuss human trafficking and its overall effect on Guam's community. As the group continues the meetings, additional organizations are being identified and invited to participate in the coalition. Scheduled meetings were attended by the BOSSA Administrator or CPS SSSI and will continue on in FY 2019.

## **Z. Law Revision Commission on Juvenile Justice**

The commission is spearheaded by Senator B.J. Cruz. Membership is comprised of representatives from the various child serving Government of Guam agencies. Efforts of the community are currently focused on reviewing existing Guam laws involving juveniles and making a determination as to whether they are current or in need of revision. The BOSSA Administrator and SSSIs have been attending meetings as scheduled.

## **AA. Office of the Public Guardian**

The Office of the Public Guardian is to serve as guardian of the person or estate of an adult in our community who by reason of age, disease, or disability is unable or unassisted to properly manage and take care of him or herself or his or her property, and for whom no alternate guardian among family and friends can be identified. The SSSI has been attending meetings as scheduled.

## **AB. Project Karinu (Loving Our Families) Community Evaluation Advisory Team (CEAT)**

The "Project Karinu", an Early Childhood System of Care is a cooperative agreement awarded to the DPHSS and funded by the Center for Mental Health Services (CMHS).

The purpose of the program is to promote young children age infant to five in their mental health, prevent disruptions in young children's social/emotional development and provide direct intervention for young children and their families. Its vision will focus on our children and families to have healthy minds, bodies, and spirits for lifelong success. The BOSSA continues to play an important role to help meet the mission of the program through involvement in various workgroups of the program. The BOSSA Administrator attends monthly meetings of the CEAT. The purpose of the team is to ensure that family and stakeholders input is reflected in the design and implementation of Project Karinu's Evaluation Plan and all evaluation activities.

## **AC. Guam Project Linking Actions for Unmet Needs in Children's Health (LAUNCH)**

Guam Project LAUNCH is part of Guam's Early Childhood Comprehensive System (ECCS), Project Tinituhon. The ECCS is supported by the Guam Early Learning Council (GELC), making the initiative a cross-agency collaborative that provides leadership to build and integrate systems; improve the coordination and alignment of programs/services and workforce development; leverage resources; and collect, share, and use data. Guam Project LAUNCH

promotes the wellness of young children age birth to 8 and their families located throughout the entire island, specifically focusing on promoting culturally and linguistically competent services and the reduction of disparities.

**AD. Rigalu Foundation**

Rigalu, the First Lady's foundation is a non-profit organization promoting awareness and advocacy for foster care and early childhood development on Guam. Her foster care initiatives and public campaign gave rise to an increase in inquiries and applications for foster care. The foster children were distributed with 122 shoe and uniform vouchers from July 31, 2017 to August 4, 2017. In December 2017, there were 13 shoes that were provided to foster children.

**AE. DPHSS Quality Improvement Council**

The PMS PCIV represents the Division of Public Welfare for this council. The Council continues to work on achieving goals outlined in the DPHSS Strategic Plan relating to improving organizational structures and processes. Meetings are held monthly. The Council completed the draft Workforce Development Plan for the DPHSS.

**AF. Guam Interagency Coordinating Council (GICC)**

GICC advocates for the rights of children with disabilities and the parents who care for them. GICC is a federally mandated statewide interagency group that advises and assists agencies providing early intervention services to young children birth to 5 years old, with or at risk for disabilities and their families. GICC further advises and assists the lead agency in the development and implementation of policies constituting the island-wide system of coordinated services, participating public and private agencies who are involved with early intervention services for children, birth through five years old and their families. The BOSSA Administrator attends the scheduled meetings.

**AG. Child Fatality Review Planning Team**

The purpose of the planning team is to conduct a comprehensive, multidisciplinary review of child deaths, to better understand how and why children die, and use the findings to take action that can prevent other deaths and improve the health and safety of children. The BOSSA Administrator and SSSI attend the meetings.



**AH. Guam Center for Excellence in Developmental Disabilities Education, Research, and Service (CEDDERS) Advisory Council**

Guam CEDDERS Advisory Council meets quarterly to obtain input and guidance as needs were addressed and activities were implemented. Comprised of a majority of individuals with disabilities and family members, and representation from disability-related service providers, the council provided critical direction in key initiatives, including transportation, emergency preparedness, and self-advocacy. The BOSSA Administrator attends meetings of the council.

**AI. Sustaining Appropriate Fair Environment (SAFE)**

SAFE Think Tank started meeting with the members of which the BOSSA Administrator and the SSSI attend. The discussion will result in policies, practices, procedures that are needed to be revised, introduced, or deleted that will help ensure that all people of diversity which include abilities, language and culture are SAFE especially during times of duress.

**AJ. Guam Criminal Justice Information System (CJIS)**

The CJIS is a shared management concept regarding local criminal history database. It allows the sharing of information to authorize users for the protection of their communities. The Guam court requires the DPHSS to enter into a user agreement to gain access to this database. The BOSSA PCIII has been attending monthly meetings and was provided guidelines to access the database.

The database is utilized by the BOSSA to assist Social Workers, SSSIs, and the BOSSA Administrator by allowing access to the local crime databases to conduct background checks of clients.

**AK. Emergency Medical Services (EMS) for Children**

The EMS program is a federally funded program established to ensure that all children and adolescents receive appropriate medical care in emergency conditions no matter where they live, travel, or attend school. Services provided under this program include pediatric care training to emergency medical technicians and nurses and procurement of pediatric emergency equipment.

The BOSSA PCIV attends the EMS meetings. The meetings include reports from the various EMS subcommittees and work groups that include information on the Disaster Team Management Plan, EMS Rules and Regulations,

Emergency Medical Technicians Practice Act, the EMS non-competitive grant, and data collection.

**AL. Criminal Justice Automation Commission (CJAC)**

The BOSSA PCIII attends the monthly meetings. The commission ensures that the information on the resource needs, gaps in services and data as it relates to the overall operation of the criminal justice system are solicited and collected from Guam's criminal justice resource entities. The commission comprise of representatives from the Judiciary of Guam, Guam Police Department, Department of Corrections, Office of the Attorney General, and other Law Enforcement Officers on Guam.

**AM. Guam Advisory Panel for Students with Disabilities (GAPSD)**

The BOSSA Administrator attends this meeting. GAPSD shall advise and assist the State Education Agency (SEA), which is the Guam Department of Education in the development and implementation of the policies related to the provision of services for children and youth with disabilities.

**AN. Spark, It Starts with Us**

West Care Spark program is fun and engaging relationship workshops that help individuals and his/her partner keep the spark alive. Spark is offered to committed couples (married or unmarried) between the ages of 18-35. The different workshops offered are: Stronger Relationships, Parenting, Money Management, etc. The BOSSA Administrator and SSSI attend the monthly meeting.

**AO. Other Organizations**

Each year, the FFA, Lion's Club of Guam, Thunder Roads, Mayor's Council, and other private and non-profit groups and businesses sponsor the Annual Foster Children Easter Egg Hunt in April. BOSSA staff participates in the coordination of various event activities. This is the day foster children, foster families, club members, BOSSA staff and their families get together for a day of fun and relaxation and to show appreciation for families who take in foster children. This year, the annual egg hunt was held at the Guam International Country Club.

Other civic organizations and families that have been instrumental in supporting foster children needs and activities include the Harvest Christian Community, Seventh Day Adventist Group, Coral Sea Realty, Office of the First Lady, DZSP 21, Rigalu Foundation, Catholic community, and other religious organizations. Other social organizations, private businesses and individuals continue to

support foster children needs through generous donations of clothing, beds, infant formulas, school supplies, toys, bicycles, shoes, uniforms, and various other goods and services.

## **X. ADMINISTRATIVE ACTIVITIES**

### **A. Contracts Management**

Some services that are vital for children and families are provided by non-profit organizations. The DPHSS contracts with Catholic Social Services (CSS) to operate the Alee I and II, and Guma San Jose shelters.

The BOSSA is involved in the development of the scope of work, contract preparation, and renewals with service providers. Program staff conducts quarterly monitoring of these shelters to evaluate the effectiveness of services and maintenance of the facilities. A report on the findings and recommendations are prepared and submitted to the Executive Director of CSS.

Additionally, the CSS is required to submit a report of activities and inventory on non-expendable property of the CSS shelters. This is in compliance with Public Law 34-42, Chapter XIII, Section 6, relative to reporting requirements for non-profit organizations. The report is posted quarterly for public review at <http://www.dphss.guam.gov/>.

### **B. Training and Development**

Social Workers are faced with the most difficult and complex job because of the multiple roles they play in the interventional treatment of child abuse. It is also a challenging job because of resistance and other obstacles they face when intervening in the lives of families.

The knowledge and skills utilized by child welfare workers are vital to responding appropriately to reports of abuse and neglect and intervening effectively to vulnerable children and families in crisis. A better understanding of the dynamics of maltreatment will guide workers in many of their decisions regarding assessment and risk.

It is necessary for workers to consistently update skills in providing timely intervention, and in conducting quality investigations, thorough case assessments, court testimonies, case management and follow-up services.

Training will continue to be identified and provided for all workers to gain more specialized skills in their individual positions and to enhance professionalism among all workers.

### **C. Child Welfare Management Information System, or PhPro System**

The BOSSA's Child Welfare Management Information System (CW MIS) also known as PhPro, went live on December 29, 2014. Testing of the system is ongoing with the assistance of the PMS PCIII and MAI. The system has been accepted and payments were made to the vendor.

The PMS staff continues to coordinate all systems service requests and assist in troubleshooting problems for all personal computers. The PMS staff will also be responsible for ensuring that all staff are trained in the PhPro system and will manage reference files.

### **D. Standard Operating Procedures**

The development of the Standard Operating Procedures (SOP) of the BOSSA continued during FY 2018 and will continue into the FY 2019. The BOSSA PCIII is responsible for completing this task. The SOPs will provide a standardized approach in determining and assessing safety and risk of all children. The BOSSA SOPs were finalized and submitted to the Chief of the Division of Public Welfare.

In FY 2018, the SOPs will be revisited to reflect the implementation of the automated child welfare management information system, or PhPro system. The BOSSA PCIII and Supervisors will meet every week on the revision of the SOPs.

### **E. BOSSA Continuity of Operations Plan**

The Continuity of Operations Plan (COOP) has been developed and is in place in the event of a disaster. This plan includes all facets of operations that include plans for crisis operations and employees' roles and responsibilities.

The PMS staff updated the SOP for BOSSA's Typhoon Emergency plan, and updated the COOP.

### **F. Compact Impact of Free Association Report**

The PMS PCIV completed the FY 2017 Annual Impact of the Compact of Free Association Report. This is a report on statistics and costs to provide child and family welfare services and other social services that the bureau administers to citizens of the Federated States of Micronesia (FSM), Republic of Palau and the Republic of Marshall Islands.

## **G. Technical Assistance on Evaluating Data**

The Center for States, Capacity Building Collaborative currently provides technical assistance to BOSSA staff on building analytic/evaluative knowledge and skills.

## **H. New Foster Children Group Home**

The PMS staff continues to work on the Invitation for Bid specifications for a new foster children group home.

## **XI. OTHER ACTIVITIES**

### **A. Government of Guam Worksite Wellness Program (WWP)**

This program is ongoing which is available to all employees government-wide. The purpose of the program is to promote health where we work, live, and learn.

The DPHSS launched the WWP. The WWP is a comprehensive program that focuses on both physical fitness and medical wellness of our staff. This program is designed to help staff improve their health by looking at several key health indicators such as weight, body mass index, body fat percentage, blood pressure, blood cholesterol, and blood sugar. In joining this program, staff may improve their health or reduce risks from developing health problems. The BOSSA staff will continue to participate in the WWP activities in FY 2018 and FY 2019.