



DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES
DIVISION OF SENIOR CITIZENS



RECEIVED

2:41pm
DEC 28 2016

CLERK'S OFFICE
SUPERIOR COURT OF GUAM



Office of the Speaker
Judith T. Won Pat, Ed.D

Date: 12/28/16

Time: 157pm

Received By: [Signature]

OFFICE OF THE GOVERNOR
CENTRAL FILE

[Signature]
DATE: 12/28/16

TIME: 2:15

BUREAU OF ADULT PROTECTIVE SERVICES
ANNUAL LEGISLATIVE REPORT
FISCAL YEAR 2016

RECEIVED

DEC 28 2015

SUPREME COURT
OF GUAM

By: 2:30pm

PERIOD COVERED: OCTOBER 1, 2015 THROUGH SEPTEMBER 30, 2016

PREPARED BY: JOCELYNN DR CRUZ
SOCIAL SERVICES SUPERVISOR I



EDDIE BAZA CALVO
GOVERNOR

RAY TENORIO
LIEUTENANT GOVERNOR

GOVERNMENT OF GUAM

DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES
DIPATTAMENTON SALUT PUPBLEKO YAN SETBISION SUSIAT



JAMES W. GILLAN
DIRECTOR

LEO G. CASIL
DEPUTY DIRECTOR

DEC 28 2016

MEMORANDUM

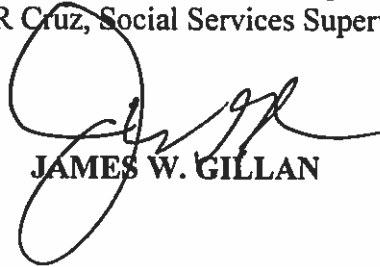
TO: Governor of Guam

FROM: Director, Department of Public Health and Social Services

SUBJECT: Bureau of Adult Protective Services' Annual Legislative Report - FY 2016

Attached for your review is the Bureau of Adult Protective Services' Annual Legislative Report for Fiscal Year 2016.

Should you have any questions, please contact Mr. Arthur U. San Agustin, MHR, Senior Citizens Administrator or Ms. Jocelynn DR Cruz, Social Services Supervisor, Division of Senior Citizens at 735-7421.



JAMES W. GILLAN

Attachment



EDDIE BAZA CALVO
GOVERNOR

RAY TENORIO
LIEUTENANT GOVERNOR

GOVERNMENT OF GUAM
DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES
DIPATTAMENTON SALUT PUPBLEKO YAN SETBISION SUSIAT



JAMES W. GILLAN
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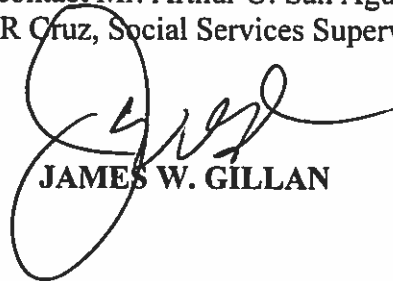
DEC 28 2016

Honorable Judith T. Won Pat, Ed.D.
Speaker
I Mina'trentai Tres Na Liheslaturan Guåhan
155 Hesler Street
Hagåtña, Guam 96910

Dear Speaker Won Pat:

In accordance with Public Law 31-278, enclosed is the Bureau of Adult Protective Services' Annual Legislative Report for Fiscal Year 2016.

Should you have any questions, you may contact Mr. Arthur U. San Agustin, MHR, Senior Citizens Administrator or Ms. Jocelynn DR Cruz, Social Services Supervisor, Division of Senior Citizens at 735-7421.



JAMES W. GILLAN

Enclosure



EDDIE BAZA CALVO
GOVERNOR

RAY TENORIO
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GOVERNMENT OF GUAM

DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES
DIPATTAMENTON SALUT PUPBLEKO YAN SETBISION SUSIAT



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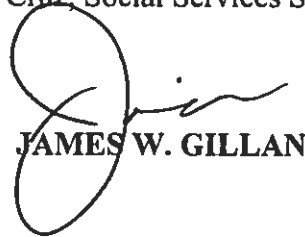
DEC 28 2016

Honorable Robert J. Torres, Jr.
Chief Justice
Judiciary of Guam
120 West O'Brien Drive
Hagåtña, Guam 96910

Dear Chief Justice Torres:

The enclosed Bureau of Adult Protective Services' Annual Legislative Report for Fiscal Year 2016 is provided for your review.

Should you have any questions, you may contact Mr. Arthur U. San Agustin, MHR, Senior Citizens Administrator or Ms. Jocelynn DR Cruz, Social Services Supervisor, Division of Senior Citizens at 735-7421.


JAMES W. GILLAN

Enclosure



GOVERNMENT OF GUAM

DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES
DIPATTAMENTON SALUT PUPBLEKO YAN SETBISION SUSIAT



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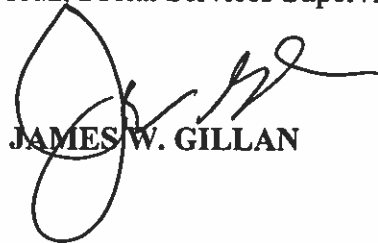
DEC 28 2016

Honorable Alberto C. Lamorena, III
Presiding Judge
Judiciary of Guam
120 West O'Brien Drive
Hagåtña, Guam 96910

Dear Presiding Judge Lamorena:

The enclosed Bureau of Adult Protective Services' Annual Legislative Report for Fiscal Year 2016 is provided for your review.

Should you have any questions, you may contact Mr. Arthur U. San Agustin, MHR, Senior Citizens Administrator or Ms. Jocelynn DR Cruz, Social Services Supervisor, Division of Senior Citizens at 735-7421.



JAMES W. GILLAN

Enclosure

I. DESCRIPTION OF THE ACTIVITIES OF THE BUREAU AND ALL DESIGNATED AGENCIES DURING THE PRECEDING YEAR

The Bureau of Adult Protective Services (BAPS) is responsible for receiving and investigating all suspected reports of elderly or adults with a disability abuse or neglect. *Elderly* refers to a person age sixty (60) years or older. *Adult with a disability* is any person eighteen (18) years or older who has a physical or mental impairment which limits one (1) or more major life activities; or has a history of, or has been classified as having, an impairment which substantially limits one (1) or more major life activities. Major Life Activities include, but are not limited to: caring for oneself, performing manual tasks, standing, walking, seeing, hearing, eating, sleeping, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking and working.

The mission of the BAPS is to provide protective services to the elderly and adults with a disability in a manner least restrictive with respect to their dignity and in consideration of the values and practices of their culture.

On December 28, 2012, Public Law (P.L.) 31-278 updated Guam's Adult Protective Services (APS) mandates (P.L. 19-54 and P.L. 21-33). The updates of P.L. 31-278 refined the definitions for the types of abuse reported to APS; expanded the list of Mandated Reporters to include Emergency Medical Service (EMS) providers, non-emergency medical transport providers, medical and allied health providers, personnel of banking or financial institutions, pension providers and practicum students in the health and human services; defines the organizational and personnel structure of the Bureau of Adult Protective Services (BAPS); and in Sub-Section 2954, a new provision was added that created the BAPS Fund which provides for all fines collected from any person required by Subsections (a) and (b) of §2952 to report a case of suspected elderly or adult with a disability abuse and fails to make a report to APS, to be deposited into the Fund and shall be expended exclusively for purposes used to support the operations of the BAPS.

In FY 2016, the BAPS was staffed by three (3) Social Worker III's and one (1) Social Service Supervisor I. The primary function of the BAPS social workers is case investigation. Upon receiving a referral of alleged abuse or neglect, the social worker(s) meets with the client to assess the situation and proceeds with investigating the allegation(s) of abuse or neglect and develops a case plan which addresses the client's needs in order to intervene if not resolve the abusive situation. Intervention strategies used by the social workers include: crisis intervention, education, protective shelter, multi-disciplinary team meetings, individual and family sessions, and networking with other government and private agencies to provide formal support services. A secondary function is outreach and prevention efforts. Outreach presentations are provided to educate and inform government, private and non-profit entities and the general public of the services available through the BAPS for the prevention of elderly and adults with a disability abuse and neglect.



Further, BAPS administers the Guma Serenidad Program (formerly known as the Emergency Receiving Home) through a contract agreement with Catholic Social Service (CSS) for the Comprehensive Management, Operations, and Maintenance of Protective Services and a Crisis Intervention Hotline (CIH) for seniors, age 60 and older, and adults with a disability, age 18-59, who are victims or alleged victims of abuse and are in immediate or imminent danger and require temporary shelter and support to protect them from further abuse or neglect. The contract between the Department of Public Health and Social Services, Division of Senior Citizens (DPHSS, DSC) and CSS became effective January 1, 2016, upon award of Invitation for Bid No. GSA-003-16 to CSS for a period of 60 months or five (5) years; on a year to year basis.

The Crisis Intervention Hotline (CIH) receives, responds, and manages reports of suspected elderly or adults with disability abuse and neglect. APS referrals received by the CIH between the hours of 8:00 a.m. through 4:30 p.m., Monday through Friday, except on recognized Government of Guam holidays and weekends, are forwarded to the BAPS for investigation, and referrals received after 4:30 p.m., Mondays through Friday and on recognized Government of Guam holidays and weekends are managed by Guma Serenidad staff.

BAPS also administers the Office of the Long Term Care Ombudsman and activities related to Elder Abuse Prevention, Title VII programs. The Office of the Ombudsman provides services to the elderly at St. Dominic's Senior Care Home and the elderly receiving services at the Guam Memorial Hospital Authority, Skilled Nursing Unit (GMHA, SNU) and the three (3) Adult Day Care Centers. The Ombudsman visits elderly at nursing and long term care homes to meet with them and/or their family members to address, advocate, and resolve concerns for the protection of the resident's health, safety, and welfare while ensuring the rights of residents are safeguarded.

OUTREACH AND ADVOCACY:

In FY 2016, BAPS participated in outreach activities which include the 1) Guam Coalition Against Sexual Assault and Family Violence Wave on January 26, 2016, an event to raise awareness on the prevention of Sexual Assault and Human Trafficking; 2) Guam Developmental Disabilities Council (GDDC) Family Fun Day on March 31, 2016, an event held in recognition of Developmental Disabilities Awareness Month, attended by approximately 75 disabilities consumers, their families, and partner service providers; and 3) the Foster Care and Mental Health Month Wave on Friday, May 6, 2016.

Other outreach activities participated by BAPS include 4) the Guam World Health Day Fair; 5) 2016 National Crime Victim's Rights Week; 6) Guam Sexual Awareness Outreach, 7) 2016 Law Day, 8) 5th Annual Guam Conference on Aging, 9) 3rd Annual Senior Citizens Month Outreach and Health Fair, and 10) the 2016 Passport to Services. Listed in **Table 1. Outreach Activities**, were the outreach events participated by BAPS, which provided the opportunity for the bureau to disseminate information on aging services and educational brochures on APS and the Ombudsman Program to a total of 934 outreach participants.

Table 1. Outreach Activities.

Event Title	Date/Location/Time	Sponsoring Agencies/Organizations	Number of Outreach Participants
Guam Coalition Against Sexual Assault and Family Violence Wave	January 26, 2016 Marine Drive in front of Skinner Plaza, Hagatna 4:00 - 5:30 p.m.	Guam Coalition Against Sexual Assault and Family Violence (GCASAFV)	-
Guam Developmental Disabilities Council (GDDC) Family Fun Day	March 31, 2016 Castle Mall Parking Lot, Mangilao 1:00 p.m. - 5:00 p.m.	Guam Developmental Disabilities Council (GDDC)	75
Guam World Health Day Fair	April 2, 2016 Micronesia Mall - Center Court, 10 a.m. - 2 p.m.	Department of Public Health and Social Services, Bureau of Community Health Services	84
2016 National Crimes Victim's Rights Week Outreach	April 9, 2016 Micronesia Mall - Center Court, 10 a.m. - 2 p.m.	Guam Coalition Against Sexual Assault and Family Violence (GCASAFV), Guam Police Department, Domestic Assault Response Team (DART), Guam Crime Stoppers, and the University of Guam School of Business and Public Administration	53
Guam Sexual Assault Awareness Outreach	April 30, 2016 Agana Shopping - Center Court, 11 a.m. - 3 p.m.	Guam Police Department, Domestic Assault Response Team (DART)	50
2016 Law Day Fair	April 30, 2016 Superior Court of Guam 9 a.m. - 1 p.m.	Judiciary of Guam	25
2016 Passport to Services Outreach	May 6, 2016 Hagatna Community Center 9 a.m. - 3 p.m.	Guam Homeless Coalition and Partners	63
Foster Care and Mental Health Month Wave	May 6, 2016 Marine Drive in front of ITC Building, Tamuning 4:00 p.m. - 5:30 p.m.	Department of Public Health and Social Services, Bureau of Social Services Administration, and Guam Behavioral Health and Wellness Center	-

5 th Annual Guam Conference on Aging	May 26, 2016 Pacific Star Hotel, Tumon 8 a.m. - 2 p.m.	Department of Public Health and Social Services, Division of Senior Citizens	434
3 rd Annual Senior Citizens Month Outreach & Health Fair 2016	June 11, 2016 Micronesia Mall - Center Court 10 a.m. - 2 p.m.	Department of Public Health and Social Services, Division of Senior Citizens, Guam Marianas Lions Club and Lions Club International – District 204	150
Total Participants for all Outreach Events			934

BAPS also conducted 66 awareness presentations to agencies and individuals who deliver services to seniors and adults with a disability in the community, to include home-based and facility-based settings such as the 12 Senior Citizen Centers, Victim Advocates Reaching Out (VARO), Guam Memorial Hospital Skilled Nursing Unit, Guam Regional Medical City, In-Home Services Program, Case Management Services Program, Dededo Mayor’s Office, Guma Asusena Group Home, St. Dominic’s Senior Care Home, the three (3) Adult Day Care Centers, and volunteers for the 2016 Point-In-Time Homeless Count, and to advocates attending the 2016 kNOW MORE: Speak Up Against Sexual Assault & Domestic Violence Guam Coalition Against Sexual Assault and Family Violence Conference.

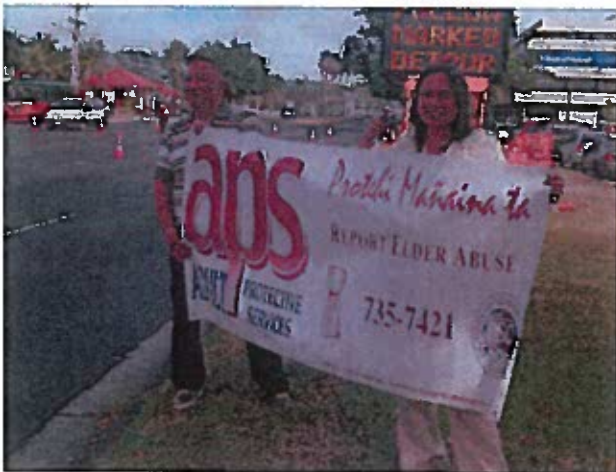


Photo (1): BAPS Social Workers William Reyes and Eileen Escalera at the 2016 Guam Coalition Against Sexual Assault and Family Violence Wave on January 26, 2016.



Photo (2): BAPS Social Worker Evelyn Cruz and Social Service Supervisor Jocelynn Cruz at the Guam Sexual Assault Awareness Outreach on April 30, 2016.

Additionally, the Ombudsman made monthly visits to St. Dominic’s Senior Care Home, GMH Skilled Nursing Unit, and the three (3) Adult Day Care Centers and quarterly visits to the Guma Asusena Group Home for a total of 64 Ombudsman visits conducted. A total of 64 awareness presentations were conducted at the aforementioned sites for residents, clients, family members,

caregivers and staff. In FY 2016, a total of eight (8) Ombudsman cases were received and resolved.

As in prior years, BAPS attended and participated in various meetings for the following Council, Coalitions, and Committees in FY 2016:

1. Healing Hearts Sexual Assault Response Team (SART) Steering Committee;
2. Guam Homeless Coalition;
3. 2016 Senior Citizen's Central Planning Committee;
4. Guam Developmental Disabilities Council; and
5. Human Trafficking Task Force, Victims Services and Crisis Intervention and Treatment Subcommittee held as scheduled by the U.S Attorney's Office, Districts of Guam and the Northern Mariana Islands (NMI).

BUILDING STAFF CAPACITY:

In a continual effort to build the Bureau's capacity and professional development of its employees, the BAPS attended the following trainings in FY 2016:

1. January 19, 2016: BAPS staff attended the mandatory *HIPPA Training* conducted by Dr. Susan Kaneshiro.
2. January 29, 2016: Social Workers Evelyn Cruz and Eileen Escalera and BAPS Supervisor Jocelynn Cruz participated in a listening call/webinar on Introduction to the "*Tools for Risk Intervention and Outcome*".
3. February 17, 2016: BAPS Supervisor Jocelynn Cruz attended WebEx *2016 Fiscal Training* conducted by Ms. Fong Yee, Fiscal Operations Specialist, Administration for Community Living, Region IX.
4. August 20, 2016: Social Workers Evelyn Cruz and William Reyes attended the Guam Coalition Against Sexual Assault and Family Violence (GCASAFV) *Community Advocate Training*.
5. September 26, 2016: Social Worker Eileen Escalera completed an *Introductory Excel 2010 Course* at the New Horizons Computer Learning Center.

HIGHLIGHT OF FY 2016:

GRANT AWARD NOTICE: DEPARTMENT OF JUSTICE (DOJ), OFFICE OF VIOLENCE AGAINST WOMEN (OVW), ENHANCED TRAINING AND SERVICES TO END ABUSE IN LATER LIFE PROGRAM.

On February 12, 2016, the Division of Senior Citizens, DPHSS along with other key partner agencies of the Guam Coalition Against Sexual Assault and Family Violence (GCASAFV) submitted a grant to the U.S. Department of Justice (DOJ), Office of Violence Against Women (OVW) to administer the "*Enhanced Training and Services to End Abuse In Later Life Program*". The team was comprised of representatives from the DPHSS, Division of Senior Citizens, Bureau of Adult Protective Services (DSC, BAPS); Guam Police Department; Office of the Attorney General, Prosecution Division; GCASAFV; Catholic Social Service, Alee Shelter;

Judiciary of Guam; and the Governor's Community Outreach-Federal Programs Office. In submitting the grant application, the team developed a local program name, the TASI Project, which stands for *Training & Advocacy Services Initiative*. On September 15, 2016, the U. S. Department of Justice, Office of Violence Against Women (OVW), issued the notice of grant award in the amount of \$375,000.00 to the DPHSS/DSC for the administration of the grant for a period of 36 months.

The goal of the TASI Project is to enhance collaboration to better coordinate community responses to victims of elder abuse. BAPS will collaborate with its key project partners to provide training opportunities to assist law enforcement, prosecutors, government agencies, and population specific organizations, victim service providers and advocates, in recognizing and addressing instances of elder abuse; provide or enhance services for victims of abuse in later life, including domestic violence, dating violence, sexual assault, stalking, exploitation, and neglect; establish or support multidisciplinary collaborative community responses to victims of abuse in later life; conduct cross-training for law enforcement agencies, prosecutors, agencies or units of local government, attorneys, health care providers, population specific organizations, faith-based advocates, victim service providers, and courts to better serve victims of abuse in late life, individuals 50 years and older.



Photo (3): Division of Senior Citizens Administrator, Mr. Arthur U. San Agustin and Guam Coalition Against Sexual Assault and Family Violence Executive Director Ms. Cynthia Cabot finalizing *Enhanced Services to End Abuse in Later Life Program Grant Application* for submission to OVW.

II. STATISTICAL INFORMATION ON THE NUMBER AND TYPES OF REPORTS RECEIVED DURING THE YEAR FOR BAPS

BUREAU OF ADULT PROTECTIVE SERVICES (BAPS): In FY 2016, the BAPS responded to 205 Unduplicated Referrals/Intakes, averaging 17 cases per month. The months with the highest number of Referrals/Intakes received were April 2016 with 30 or 14% and August 2016 with 24 or 12% and the lowest being November 2015 with 8 Referrals/Intakes or approximately 4%. All 205 Referrals/Intakes received were determined to be appropriate for investigation by BAPS. The client profile of the 205 appropriate Referrals/Intakes investigated by the BAPS is illustrated in **Table 2. Client Profile**.

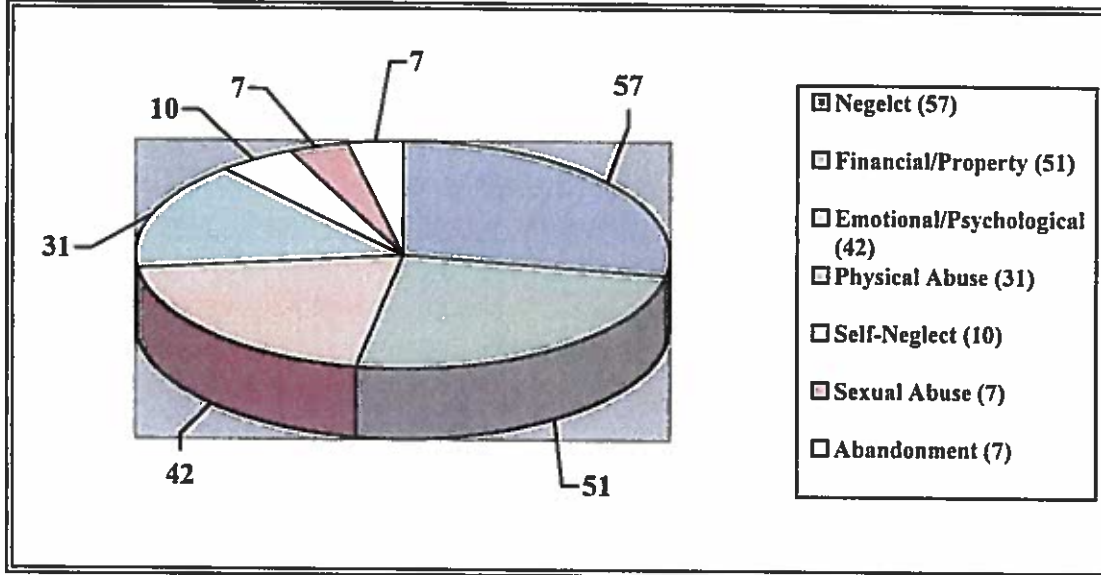
Table 2. Client Profile.

Client Ethnicity	Elderly		Adult With a Disability		Elderly With a Disability (Dual)		YTD by Ethnic Group
	Male	Female	Male	Female	Male	Female	
African	-	-	-	1	-	-	1
American Indian	1	-	-	-	-	-	1
Black	-	-	-	-	1	-	1
Chamorro	7	19	15	19	29	48	137
Chuukese	-	-	1	5	-	1	7
Filipino	5	5	4	5	7	8	34
Hawaiian	-	-	-	-	-	1	1
Indian	-	-	-	-	3	-	3
Korean	1	-	-	-	-	-	1
Mexican	-	-	1	-	-	-	1
Palauan	-	-	-	1	-	2	3
Yapese	-	-	-	1	-	2	3
White	-	-	1	4	3	4	12
YTD by Gender	14	24	22	36	43	66	205

- Of the 205 appropriate Referrals/Intakes received:
 - ❖ 147 or 72% were Elderly [comprised of Elderly and Elderly with a Disability (Dual)];
 - Of the 147 Elderly Referrals/Intakes investigated,
 - 38 or 26% were Elderly
 - 109 or 74% were Elderly with a Disability (Dual)
 - ❖ 58 or 28% were for Adults with Disabilities.
- Of the 205 appropriate Referrals/Intakes received:
 - ❖ 126 or 61% were females; and
 - ❖ 79 or 39% were males.
- Of the 205 appropriate Referrals/Intakes received, the three (3) highest ethnic groups are Chamorro at 137 or 67%, followed by Filipino at 34 or 16%, and White at 12 or 6%.
- The remaining 22 or 11% were comprised of 10 ethnic groups: 7 Chuukese, 3 Indian, 3 Palauan, 3 Yapese, and 1 each for African, American Indian, Black, Hawaiian, Korean, and Mexican.

A review of the 205 appropriate Referrals/Intakes received revealed the BAPS staff responded to a range of abuses against the elderly and adults with a disability. The 205 appropriate Referrals/Intakes as categorized by type of abuse are illustrated in **Figure 1. Types of Abuse.**

Figure 1. Types of Abuse.



- Of the 205 appropriate Referrals/Intakes received:
 - ❖ 57 or 27% were for Neglect
 - ❖ 51 or 25% were for Financial/Property Exploitation
 - ❖ 42 or 20% were for Emotional/Psychological Abuse
 - ❖ 31 or 15% were for Physical Abuse
 - ❖ 10 or 5% were for Self-Neglect
 - ❖ 7 or 4% were for Sexual Abuse
 - ❖ 7 or 4% were for Abandonment

Of the 205 case investigations conducted by BAPS, 20 or 10% of the Referrals/Intakes received were substantiated and 183 or 90% were unsubstantiated.

The compilation of BAPS Units of Service resulted in a total of 5,034 Units of Services performed by the BAPS this FY 2016. As illustrated below in **Table 3. BAPS Units of Service.**, BAPS provided: 205 Unduplicated Referrals/Intakes Received, 2,595 Phone Calls, 91 Office Visits, 405 Home Visits, 1,186 Information and Assistance, 476 Collateral Contacts and 10 Outreach Activities and 66 Presentations.

Table 3. BAPS Units of Service.

Fiscal Year 2016	YTD Total
Unduplicated Referrals/Intakes Received	205
Phone Calls	2,595
Office Visits	91
Home Visits	405
Information and Assistance	1,186
Collateral Contacts	476
Outreach Activities	10

Presentations	66
Total Units of Services Performed	5,034

GUMA SERENIDAD PROGRAM: In FY 2016, the contracted Guma Serenidad program staff responded to 30 Unduplicated Referrals/Intakes, averaging 2.5 cases per month. All 30 Referrals/Intakes received were appropriate Referrals/Intakes for investigation. **Table 4. Client Profile.** illustrates the client profile of the 30 appropriate Referrals/Intakes investigated by Guma Serenidad:

Table 4. Client Profile.

Client Ethnicity	Elderly		Adult With a Disability		Elderly With a Disability (Dual)		YTD by Ethnic Group
	Male	Female	Male	Female	Male	Female	
Chamorro	-	1	1	3	5	11	21
Chuukese	-	-	1	-	1	1	3
Filipino	1	1	-	-	-	2	4
Indian	-	-	-	-	1	-	1
White	1	-	-	-	-	-	1
YTD by Gender	2	2	2	3	7	14	30

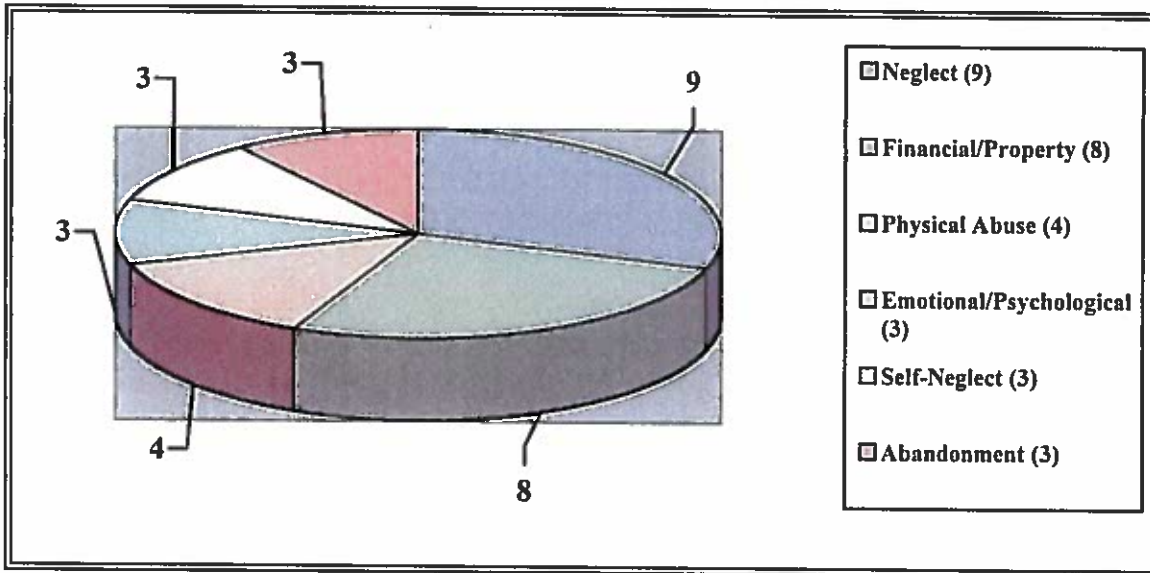
- Of the 30 appropriate Referrals/Intakes received:
 - ❖ 25 or 83% were Elderly [comprised of Elderly and Elderly with a Disability (Dual)];
 - Of the 25 Elderly Referrals/Intakes investigated,
 - 4 or 16% were Elderly
 - 21 or 84% were Elderly with a Disability (Dual)
 - ❖ 5 or 17% were for Adults with Disabilities.

- Of the 30 appropriate referrals/intakes received:
 - ❖ 19 or 63% of the appropriate referrals/intakes were females
 - ❖ 11 or 37% were males.

- Of the 30 appropriate Referrals/Intakes received, 21 or 70% were Chamorro, followed by Filipino at 4 or 13%, Chuukese at 3 or 10%, and 1 Indian and 1 White for a combined 7%.

The 30 appropriate referrals/intakes as categorized by Types of Abuse are illustrated in **Figure 2. Types of Abuse.**

Figure 2. Types of Abuse.



- Of the 30 appropriate Referrals/Intakes received:
 - ❖ 9 or 30% were for Neglect
 - ❖ 8 or 27% were for Financial/Property Exploitation
 - ❖ 4 or 13% were for Physical Abuse
 - ❖ 3 or 10% were for Emotional or Psychological Abuse
 - ❖ 3 or 10% were for Self-Neglect
 - ❖ 3 or 10% were for Abandonment

As a result of case investigations, five (5) or approximately 17% of the appropriate Referrals/Intakes received and investigated by the Guma Serinidad Social Worker were substantiated and 25 or 83% were unsubstantiated.

There were eight (8) unduplicated clients who required protective shelter in Guma Serinidad during FY 2016. Of the eight (8) clients admitted into Guma Serinidad, two (2) were a carry-over from FY 2015, both clients were elderly males with a disability. **Table 5. Clients Admitted into Guma Serinidad in FY 2016.** illustrates the profile of clients admitted into Guam Serinidad in FY 2016.

Table 5. Clients Admitted into the Guma Serinidad in FY 2016.

Client Ethnicity	Elderly		Adult With a Disability		Elderly With a Disability (Dual)		YTD by Ethnic Group
	Male	Female	Male	Female	Male	Female	
Chamorro	-	-	1	-	3	2	6
Filipino	-	-	-	-	1	1	2
YTD by Gender	-	-	1	-	4	3	8

- Of the eight (8) clients admitted in to the ERH:
 - ❖ 7 or 88% were Elderly;
 - ❖ 1 or 13% was an Adult with a Disability.

- ❖ 3 or 38% were Elderly female;
- ❖ 5 or 62% were males, 1 Adult with a Disability and 4 Elderly with a Disability (Dual).

- ❖ 6 or 75% were Chamorro and 2 or 25% were Filipino.

In FY 2016, the staff of the Guma Serenidad conducted a total of 2,033 Units of Services as follows: 8 admissions, 30 Unduplicated Referrals/Intakes Received, 459 hours of Information and Assistance, provided clients with 451 hours of Case Management, 617 hours of Personal Care, served a total of 466 Meals, and participated in two (2) outreach activities as illustrated in **Table 6. Guma Serenidad Units of Service.**

Table 6. Guma Serenidad Units of Service.

Fiscal Year 2016	YTD Total
Admissions at Guma Serenidad	8
Unduplicated Referrals/Intakes Received	30
Information and Assistance	459
Case Management	451
Personal Care Provided	617
Meals Provided	466
Outreach Activities	2
Total Units of Services Performed	2,033

Three Year Review of Three Highest Types of Abuse Referred: A review of statistical data of the three (3) highest Types of Abuse received and investigated by the BAPS within the past three (3) fiscal years to include FY 2016 is illustrated in **Table 7. Three Highest Types of Abuse Referred.**

Table 7. Three Highest Types of Abuse Referred.

Fiscal Year	1st Highest Type	2nd Highest Type	3rd Highest Type
FY 2016	66 Neglect	59 Financial/Property	45 Emotional/Psychological
FY 2015	62 Financial/ Property	58 Emotional/Psychological	54 Neglect
FY 2014	87 Emotional/Psychological	71 Financial/Property	59 Neglect

- In FY 2016, Neglect which ranked third highest in FY 2015 ranked highest in FY 2016 with 66 referrals.
- Financial/Property Exploitation which ranked highest in FY 2015 ranked second highest in FY 2016 with 59.

- Emotional/Psychological Abuse which ranked third highest in FY 2015 remains as the third highest with 45 referrals received in FY 2016.
- For all the three (3) years in review, Neglect, Financial/Property Exploitation, and Emotional/Psychological Abuse remain as ranking within the top three types of abuse reported and investigated by BAPS.

III. BUDGET INFORMATION

Expenditures for FY 2016 totaled \$676,506.85. A breakdown of FY 2016 expenditures is provided in Table 7. Expenditures.

Table 7. Expenditures.

Item	Expenditure	Percentage
Salaries	\$166,008.04	24.5%
Benefits	\$58,497.43	8.6%
Travel	\$2,965.49	0.4%
Contractual Service	\$447,837.63	66%
Supplies	\$1,198.26	0.2%
Drug Testing	-	-
Telephone	-	-
TOTAL	\$676,506.85	

IV. INFORMATION ON THE QUALITY OF SERVICES PROVIDED AND THE RESULTS OF SUCH SERVICE IN TERMS OF ALLEVIATING ABUSE

Currently, the BAPS continues to meet the mandates of Public Law 31-278 by providing intervention in abusive situations and assisting clients and their families in obtaining supportive social services, as practicable. Oftentimes, the BAPS serves as the entry point into Guam's long term services and support system for elderly or adults with disabilities. It is the experience of the BAPS social workers that abuse and neglect are not always intentional, but rather caused by caregiver stress and a lack of knowledge on how to care for their elderly parents or family member who is an adult with disabilities. Through BAPS intervention, caregivers are provided with information on caregiving and linkage to relevant support systems. In most instances, the needs of the APS clients are met thus, alleviating the abusive situation. Although there were 25 cases substantiated in FY 2016, none merited being forwarded to the Office of the Attorney General for further disposition as the clients did not want to file a police report or pursue criminal charges.

The BAPS addresses abuse from a social service as opposed to a law enforcement perspective. As such, this allows clients to make informed decisions as to how they can help themselves alleviate their abusive situation. The clients' basic right to self-determination is promoted while maintaining their integrity and dignity. Without the BAPS, the only recourse for elderly and

adults with disabilities would be assistance from the Guam Police Department. Many incidences of abuse would not be addressed as BAPS clients are reluctant to use police enforcement as a means of resolution, especially in cases involving family members or their primary caregiver. Successful intervention is a continual learning experience of family dynamics, linking available community resources and having a neutral party facilitate through the emotionally laden journey; this has proven to be the most effective means for BAPS to serve their clients.

An important component of the BAPS is the Guma Serenidad/Crisis Intervention Hotline program. Through the Crisis Intervention Hotline, protective services are available seven days a week, twenty-four hours a day, ensuring that elderly and adults with disabilities have access to BAPS services at all times. Availability of the Guma Serenidad has proven essential to the safety of victims of abuse and neglect. The protective shelter affords a safe haven during a crisis. Without the shelter, clients of BAPS would probably remain in the abusive home environment or be placed into a homeless shelter until alternate living arrangements are made.

V. IDENTIFICATION OF PROBLEMS THAT MAY ARISE IN THE IMPLEMENTATION OF THIS ARTICLE

1. Public Law 31-278 provides for mandated reporting of suspected elderly or adults with disabilities abuse or neglect for professionals who in the course of their employment come into contact with elderly and persons with disabilities. The law further provides immunity from liability for those individuals who make reports in good faith. However, the law does not provide sanctions for the falsifying of reports. During the course of case investigations, it has been determined by APS social workers that certain case referrals were not made in good faith. Absent any provision for penalties for falsifying reports under this provision, there does not appear to be any means to discourage this action on the part of individuals committing such an act.
2. Public Law 31-278 does not address alleged perpetrators who refuse to cooperate in an APS investigation. Further, APS does not possess the authority to require alleged perpetrators to cooperate with APS investigations which is a contributing variable resulting in higher percentage of inconclusive investigations (unsubstantiated).
3. Although P.L. 31-278 defines the types of abuses in the mandate, the mandate needs to add penalties for substantiated cases of abuse or neglect specific to elders or adults with disabilities, in cases of abandonment, emotional/psychological abuse and neglect. Substantiated cases of physical or sexual abuse are criminal in nature and are forwarded to the Attorney General's Office for their disposition. The Attorney General may investigate and decide whether to initiate criminal proceedings. Cases of substantiated financial or property exploitation can be referred to other legal avenues for possible recourse; however, substantiated cases of abandonment, emotional/psychological abuse and neglect which do not fall under any laws and as such, carry no penalties.
4. Expansion of Services. During the investigations, especially of alleged neglect situations, it

has been determined that the neglect of APS clients was not intentional but rather due to lack of services to support family members in their role as caregivers or to assist an adult individual living in the community requiring some level of formal support that cannot be readily provided by family or friends, either due to limited or competing demands the family is managing or the local resource is limited or non-existent.


5. Long Term Care. Long term care needs for the elderly and adults with disabilities is a major challenge for APS clients and their families; clients who do not have family members to care for them on a long term basis. Additionally, many families require to be gainfully employed to maintain their household while the elderly and adults with disabilities often require supervised care, thus, families are constantly challenged with providing care for them in their homes. The Guma Serenidad Program noted concerns in transitioning clients out of the home or protective shelter due to the lack of family support or long term care facilities.

Although the maximum stay for clients is 45 days, some individuals have been in protective shelter for more than 90 days while remaining on a waitlist for transition into St. Dominic's or other home and community based program. Given the current trend of clients admitted to the protective shelter, clients will probably exceed the 45 day limit due to weakened or non-existent family support, the absence or limited community-based service programs that could support the individual to be reintegrated into their former setting or be placed in an alternate appropriate setting. The need for long term housing of clients may result in clients being rotated among shelter residential type programs with the client(s) being admitted into the existing array of shelter services multiple times. This situation requires a permanent and responsive solution to this growing need in our community, assisted living facilities would be an option to explore.

VI. RECOMMENDATIONS FOR ACTION ON THE PART OF THE LEGISLATURE WHENEVER DEEMED VITAL FOR THE PROTECTION OF THE ELDERLY AND ADULTS WITH A DISABILITY

As recommended in prior year reports, legislation needs to be enacted to expand and fund programs for independent living, alternative/transitional homes and assisted living facilities (non-medical) to address the needs of clients admitted into the protective shelter during crisis, but due to limited resources and services in our community, are difficult to transition out of the protective shelter when protective care is no longer the primary basis for shelter services. During the past year, clients requiring such services were placed at the shelter while awaiting transition into St. Dominic's or to another non-emergency community based residential program on-island and off-island, specifically, Manila Philippines.

PREPARED BY:

 12/27/16

JOCYLYNN DR CRUZ
SOCIAL SERVICES SUPERVISOR I

REVIEWED BY:

 12-29-16

ARTHUR U. SAN AGUSTIN, MHR
SENIOR CITIZENS ADMINISTRATOR