Fiscal Year 2017 Citizen Centric Report

DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES

Dipattamenton Salut Pupbleko Yan Setbision Susiat

About Us

The Department of Public Health & Social Services (DPHSS) administers programs and services by promoting primary care, environmental health, welfare and social services, and senior services. DPHSS oversees the Guam Community Health Centers (Northern and Southern Regional Community Health Centers), that are multi-specialty primary care clinics.

In Fiscal Year 2017, DPHSS employed approximately 414 full-time employees that provide support to the five divisions: Division of Public Health (DPH), Division of General Administration (DGA), Division of Environmental Health (DEH), Division of Senior Citizens (DSC), and Division of Public Welfare (DPW).

These Divisions are further organized into Bureaus, Units, Sections, and Programs that provide services to our island community.

MISSION STATEMENT

To assist the people of Guam in achieving and maintaining their highest levels of independence and self-sufficiency in health and social welfare.

DPHSS continues to accomplish its mission by:

1. Establishing and enforcing standards, and licensure requirements and regulations necessary to ensure protection of the public.

2. Providing services that address identified health needs, focusing on prevention, early detection and treatment of health problems that are acceptable, accessible, available and affordable to the target population.

3. Conducting surveillance and monitoring activities necessary to ensure the prevention and early identification of health and social problems.

4. Providing information and opportunities needed to make informed decisions about the lifestyles and well-being of the people of Guam.

5. Developing programs to strengthen public, private, traditional community supports, and resources to ensure residents maintain a minimum standard of living, to strengthen family life and to encourage economic self-sufficiency.

6. Promoting programs that foster independence among older citizens.

7. Providing leadership and direction in the areas of Environmental Health, Consumer Protection, Communicable Disease Control, Vital Statistics, Medicaid, Medically Indigent Program, Foster Care, Services for the Elderly, Supplemental Nutrition Assistance Program (SNAP, formerly Food Stamps), and other public assistance programs.

Newly designed Electronic Benefit Transfer (EBT) Quest Card

STRATEGIC GOALS

To **develop our workforce** to best meet Guam's health needs.

To **modernize our Information Technology** (IT) and support systems to ensure efficient communications.

To **improve our organizational structure and process** that maximize the agency's capacity for meeting its mission.

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Our Progress

Employee of the Year

- Program Administration

Monica D. Untalan, Program Coordinator III, DSC

- Environmental Health

Katherine Del Mundo, Environmental Public Health Officer III, DEH

- Laboratory Services

Alan Mallari, Microbiologist II, DPH

Supervisor of the Year

- Program Administration

Lawrence O. Alam, Program Coordinator IV, DPH

Project/Program of the Year

- Electronic Benefit Transfer Conversion Project, DPW

Cost Savings/Innovative Idea of the Year

- Division of Senior Citizens Volunteer Workforce

Behind the Scenes

- Maria B. Cepeda, Clerk III, DPH

Photo of the Year

- Public Service & the Elderly, DSC

National Recognition Citation

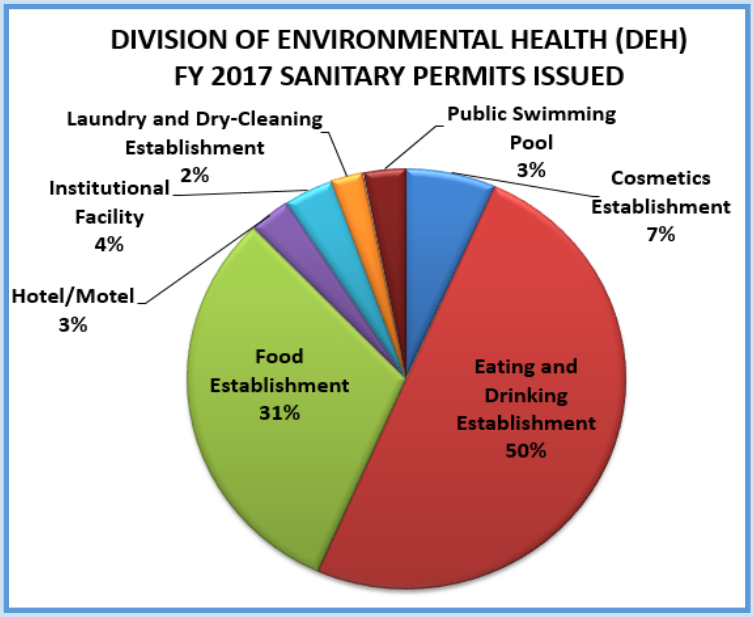
- Bureau of Community Health Services, DPH

Non-Communicable Disease Consortium and Breast feeding Action Team, DPH

- Project Bisita I Familia, DPH

Department of the Year

- Department of Public Health & Social Services



DIVISION OF PUBLIC HEALTH

Project Bisita I Familia was awarded the "National Accreditation" by Prevent Child Abuse America. Guam is the first amongst the U.S. Territories to receive the National Accreditation.

There were 16,832 Women, 19,764 Infants, and 43,121 Children in the WIC Program (79,717 participants).

The Bureau of Primary Care Services conducted 10 Outreach Clinics with an estimated 1,603 individuals being seen and received primary health care services:

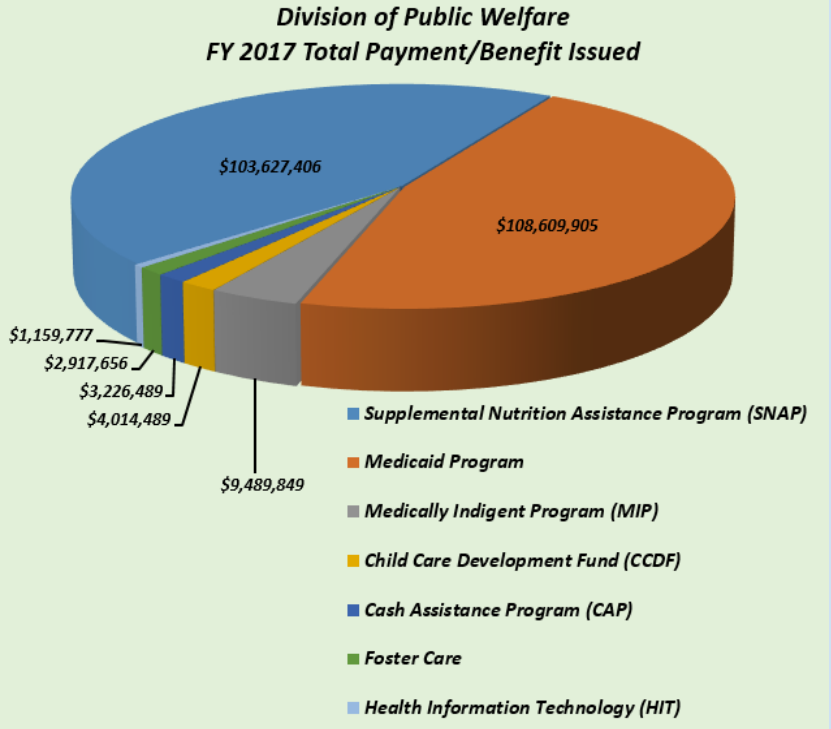
- 60 individuals were **seen by providers**
- 16 homeless people received **primary care services**
- 129 children for **fluoride varnish treatment**
- 956 children **immunized**
- 150 individuals had **blood pressure screening**
- 158 individuals had **blood sugar screening**
- 26 had Hemoglobin **A1C testing**
- 35 for **cholesterol screening**
- 8 women for **pregnancy testing**
- 3 individuals received **early intervention services**
- 30 adults received **legal services**
- 20 people had **STD/HIV education**
- 12 received information about **Medicaid, MIP, & Sliding Fee program**

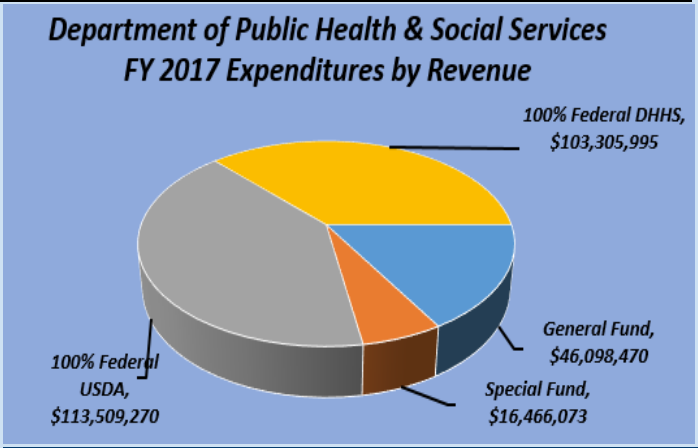
DIVISION OF SENIOR CITIZENS

- Bureau of Adult Protective Services (BAPS) **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.
- Medicare program **recorded 2,107 contacts** in which individuals were provided information to heighten their Medicare awareness.
- Ombudsman made monthly visits to St. Dominic's Senior Care Home, GMH Skilled Nursing Unit, and three Adult Day Care Centers, and quarterly visits to the Guma Asusena Group Home for a total of **54 Ombudsman visits** and **54 awareness presentations** conducted.
- The Elderly Nutrition Program **delivered 154,179 congregate meals** to the 12 Senior Citizen Centers and three Adult Day Care Centers.
- Home Bound Meals Program **delivered 402,195 meals** to the frail homebound senior citizens.

Our Finances

Expenditures by Revenue	FY 2017	FY 2016
General Fund	46,098,470	38,073,886
Special Funds	16,466,073	18,003,142
100% Federal USDA	113,509,270	118,394,551
100% Federal DHHS	103,305,995	94,369,806
TOTAL:	**$ 279,379,808**	**$ 268,841,385**

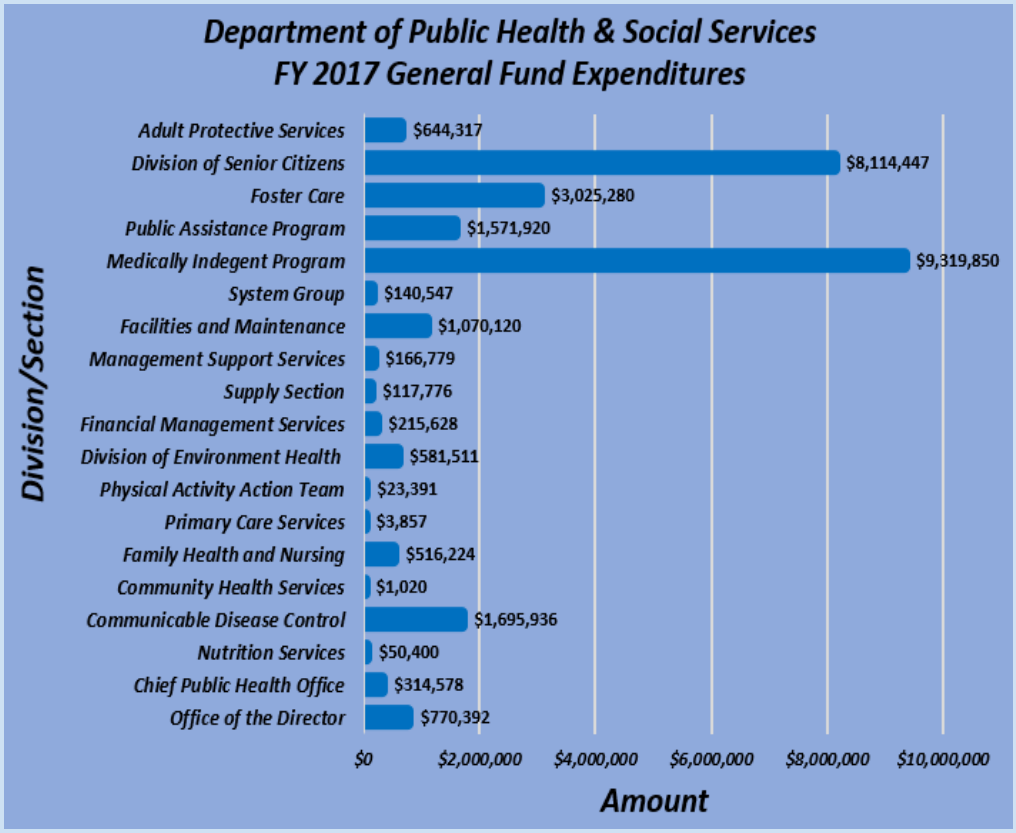




Division of Public Welfare

In FY 2017, the Supplemental Nutritional Assistance Program (SNAP formerly, the Food Stamp Program) issued benefits in the amount of $130,627,406; and the Cash Assistance Program (CAP) issued cash in the amount of $3,226,489, which generated a total of $133, 853, 895 into Guam's economy in the form of benefits and cash issued. SNAP benefits are 100% federally funded. This program offers nutrition assistance to low income individuals and families and provides economic benefits to communities.

*DPHSS receives the following funds: (**General Fund:** Primary fund from the local government; **Federal Funds:** Grants from the US Department of Agriculture, US Department of Health and Human Services, Centers for Disease Control and Prevention, US Department of Interior and others; **Special Funds:** Consists of various programs that help fund the following: Community Health Centers, Health Professional Licenses, Health and Human Services, Controlled Substance, Environmental Health, and Healthy Futures)* ***Special Fund revenues are restricted to specific purposes.***



Moving Forward

Division of Public Health: The passage of Guam **Public Law 32-237** on February 16, 2015, legalized the medical use of Marijuana. The law is also known as the " Joaquin (KC) Concepcion, II Compassionate Cannabis Use Act of 2013" allowing medical use of marijuana on Guam. "Qualified patients will now be allowed the beneficial use of medical cannabis to alleviate symptoms caused by their debilitating medical conditions and their medical treatments." The passage of Guam **Public Law 33-220** on December 5, 2016, further strengthened the provisions of the Joaquin (KC) Concepcion II Compassionate Cannabis Use Act of 2013.

The Chief Public Health Office (CPHO) has been tasked to oversee the Medical Marijuana Program on Guam and continues to work on its implementation. As part of the rules and regulations, the Medical Marijuana Program is required to have a Marijuana Testing Laboratory before marijuana can be dispensed to the patients. A tracking system is recommended which will allow DPHSS to electronically track the inventory of medical cannabis, prepared medical cannabis and medical cannabis products through each stage of processing, from seed to point of sale, disposal, and destruction. A **Request for Interest** was issued on June 11, 2018 soliciting for interested bidders to provide proposals.

Proclamation signing declaring September 2017 as the 2nd Annual Guam Environmental Public Health Education Month.

Division of Environmental Health: The Processing Center Section issued 3,212 Sanitary Permits; 37,377 Health Certificates; and 584 Guam Controlled Substances Registration Certificates. It also processed 23 Disinterment and 10 Disinterment-Reinternment requests. DEH also responded to several commodity detentions at ports of entry by Guam Customs and Quarantine Agency which resulted in the review of over 12,000 pieces of consumer articles.

Division of Senior Citizens: The Bureau of Adult Protective Services (BAPS) is mandated to receive and investigate all reports for suspected abuse or neglect against an elderly (60 years and older) or adult with a disability (18 years and older).

The types of abuse reported to and investigated by BAPS include abandonment, physical abuse, emotional or psychological abuse, neglect, self-neglect, sexual abuse, and financial or property exploitation. BAPS will continue to raise community awareness to combat abuse in later life of elders, age 60 and older, and adults with a disability age, 18-59.

Division of Public Welfare: The Bureau of Economic Security (BES) administers several programs serving low-income individuals and families. BES served 63,676 unduplicated welfare programs participants, an estimated 1 in every 4 residents of Guam are recipients of public assistance, which resulted in the issuances of over $107 million. This amount directly contributed in the stimulation of the island's economy in 2017.

The Bureau of Health Care Financing Administration (BHCFA) continues to receive administrative funding for the implementation of Electronic Health Record (EHR) provider incentive. The implementation of EHR will improve patient care and increase efficiency because physicians and other health care practitioners can gain secure access to patient's complete EHR anywhere, anytime, and can make patient-care decision based on up-to-date information.

DPHSS Training: DPHSS staff attended a five-week Data for Decision Making (DDM) program. The DDM program is a product of the Pacific Public Health Surveillance Network (PPHSN). The program originated as a set of outbreak epidemiology and response workshops created by the US Centers for Disease Control and Prevention.

DDM is designed to upgrade the surveillance and health information systems within participants' health agencies.

WE WANT TO HEAR FROM YOU!

Do you like this report? Do you believe it should include more information? Please let us know by contacting Leo Casil, DPHSS Acting Director at 735-7102 or leo.casil@dphss.guam.gov or Bertha Taijeron, Program Coordinator IV at 735-7125 or bertha.taijeron@dphss.guam.gov. For more information about the DPHSS, please visit our website at www.dphss.guam.gov