

**DEPARTMENT OF PUBLIC HEALTH
AND SOCIAL SERVICES
DIVISION OF PUBLIC WELFARE**

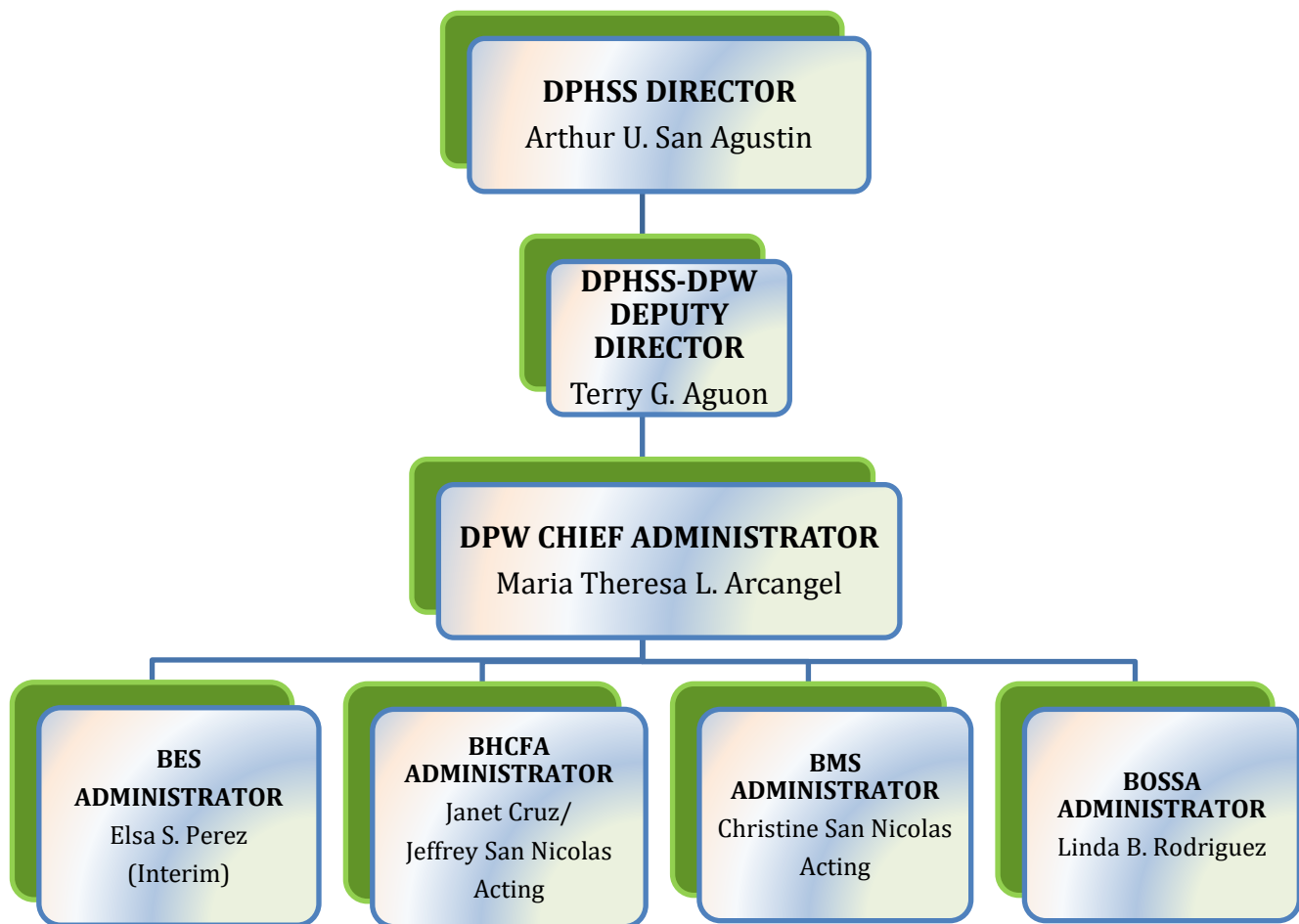


**FY2020
ANNUAL REPORT**

Department of Public Health and Social Services

Division of Public Welfare

Organizational Chart



Division of Public Welfare Overview

The Division of Public Welfare administers several programs to assist low income individuals and families who are in need of health care, food, shelter, and child care.

Division Mission Statement

The division's mission is to promote positive social conditions that contribute toward the attainment of the highest social well-being of the economically and socially disadvantaged populations within the Territory of Guam

- *by developing an efficient, and effective delivery system of services to eligible clients within the territory;*
- *by determining eligibility of applicants;*
- *by administering payments and various social services to remove social barriers which prevent persons from obtaining/maintaining the basic necessities of life to include safe and decent housing, medical care, nutritious food and employment status.*

Goals

1. Ensure cost effectiveness in the delivery of welfare program services by maximizing staff knowledge and potentials,
2. Assure the integrity and accountability of program recipients benefits,
3. Implement measures to reduce program expenditures while improving the services,
4. Ensure that all welfare program mandates are implemented in accordance with federal and local laws,
5. Ensure that all eligibles receive benefits accurately and timely,
6. Ensure recruitment of vacant positions for effective delivery of services,
7. Ensure that all staff are well trained on their respective assignments.

The Division is comprised of four (4) Bureaus, namely:

1. **Bureau of Economic Security (BES)** - Administers the eligibility application determination for Supplemental Nutrition (SNAP), Cash Assistance Program (CAP) -Temporary Assistance to Needy Families (TANF), General Assistance (GA), Old Age Assistance (OAA), Aid to the Blind (AB), and Aid to Permanently and Totally Disabled (APTD), Child Care Development Fund (CCDF), Medicaid, and MIP.
2. **Bureau of Health Care Financing Administration (BHCFA)** – Administers the benefits and coordination of Medicaid, Children's Health Insurance Program (CHIP), Medically Indigent Program (MIP), and Enhanced Allotment Plan Program
3. **Bureau of Social Services Administration (BOSSA)** - Administers Title XX, Foster Care and Adoption, Child Protective Services (CPS), Family Preservation and Support Services.
4. **Bureau of Management Support (BMS)** – Administers the benefits and coordination of

CCDF, conducts SNAP quality control, fraud investigations, collections, management evaluations, TANF JOBS Program, and SNAP E&T Program.

I. PROGRAM AND BASICS:

SNAP, also known as Food Stamps, helps Guam struggling individuals and families put food on the table. Families meeting certain eligibility criteria/requirements will receive benefits on an EBT card (like a debit card) to use to buy nutritional food at the grocery stores. Monthly benefit amounts depend on several factors such as the number of people in the household, income, and household expenses. Generally, the larger the household size or the lower the income, the higher the benefit amount. There are some restrictions on what individuals can buy with SNAP benefits. For example, non-food items, hot foods, items that will be eaten in the store, beer, wine, cigarettes and tobacco are not eligible for purchase. The SNAP benefits is 100% federal and the administration is 50% federal and 50% locally funded. It is the largest program in the domestic hunger safety net.

CAP provides cash assistance benefits to individuals and families who meets the requirement of the following program categories:

- a. TANF - a 100% federally funded program; provides CASH assistance to needy families with US citizen children; also provides non-cash benefits, such as child care; job training or job preparation, work placement assistance, and other support services to enable recipients to leave the program and become self-sufficient.
- b. OAA – joint federal (75%) and local (25%) program that provides cash assistance to individuals age 65 years and older.
- c. APTD- 75% federal and 25% locally funded cash assistance program for individuals 18 years or older with permanent and total disability or combination of disabilities, preventing a person from engaging in gainful employment.
- d. AB – 75% federal and 25% locally funded cash assistance program for blind individuals that has 20/200 or less central visual acuity in the better eye with correcting glasses or field defect in which the peripheral field has contracted.

The program categories from b to d are 75% federal and 25 % locally funded program.

- e. GA- is 100% locally funded cash assistance program for individuals 18 years and older. To be eligible under this program, the applicant must not have met the criteria of the above-mentioned cash assistance program categories.

CCDF is a federal and state partnership program that is 100% funded by the Administration for Children and Families, Office of Child Care. It is the primary funding source to supports low-income families with children under the age of 13 or up to 19-years of age if with disability to access affordable, high quality child care and afterschool programs so parents can work, attend school or job training. It is created by the Omnibus Budget Reconciliation Act of 1990 (P.L. 101-508 and is subject to annual appropriations. The Child Care and Development Block Grant Act of 2014 (P.L. 113-186 reauthorized the discretionary portion of CCDF through FY 2020. The Coronavirus Aid, Relief, and Economic Security Act (CARES Act) (P.L. 116-136) was enacted on

March 27, 2020 and appropriated additional funding to supplement CCDF Discretionary funds to prevent, prepare for, and respond to Coronavirus Disease 2019 COVID-19).

- Enables eligible families to continue to work, attend school and/or continue in a work-related program by availing these families with child care services. This program promotes parental choice to empower parents to make their own decisions regarding child care placements and provide training and professional development opportunities to child care providers that would enhance the quality of child care services and strengthen the child care workforce.
- Priority placement for child care services: low income working families, children under protective services, foster children, children with special needs and children experiencing homelessness.
- Oversees contractual services procured through Requests for Proposals (RFPs) which provide college courses in Early Childhood Education for professional development of providers, training in health and safety, and the development and maintenance of the program website.
- Is responsible for: the enforcement of mandates on criminal background checks for providers and staff, policy development, payment processing, federal financial reports and program monitoring.

MEDICAID is funded jointly by states/territories and the federal government. It is administered by states/territories in accordance with the federal requirements. The financial eligibility guidelines to determine whether a client is eligible for Medicaid coverage, and the program benefits varies from state to state/territories. The current income guideline is at 138% of Guam Medicaid Poverty Level. The Federal Medical Assistance Percentage (FMAP) was 83% in CY 2020 with 6.2% increase due to Public Health Emergency Declaration as a result of COVID-19.

It is the nation's public health insurance program for low-income individuals and families. Guam Medicaid provides health care coverage for different groups of people, including:

- Older adults (age 65 and above)
- Childless adults (age 19 to 64)
- People with disabilities
- Children
- Parents and/or caretakers of children
- Pregnant women.

CHIP is an expansion of Medicaid Program. It provides health care coverage for eligible children under Medicaid up to age 18. For FY 2020, the CHIP FMAP was 99.6 %

EAP is an expansion of Medicaid Program, as such FMAP was the same as the regular Medicaid. Funding received was utilized to pay for dual eligibles (Medicare-Medicaid) prescription drugs.

MIP is 100% locally funded program, created by Public Law 17-83. Like Medicaid Program, it provides medical financial assistance to low-income individuals who meet the income, resource and residency requirements.

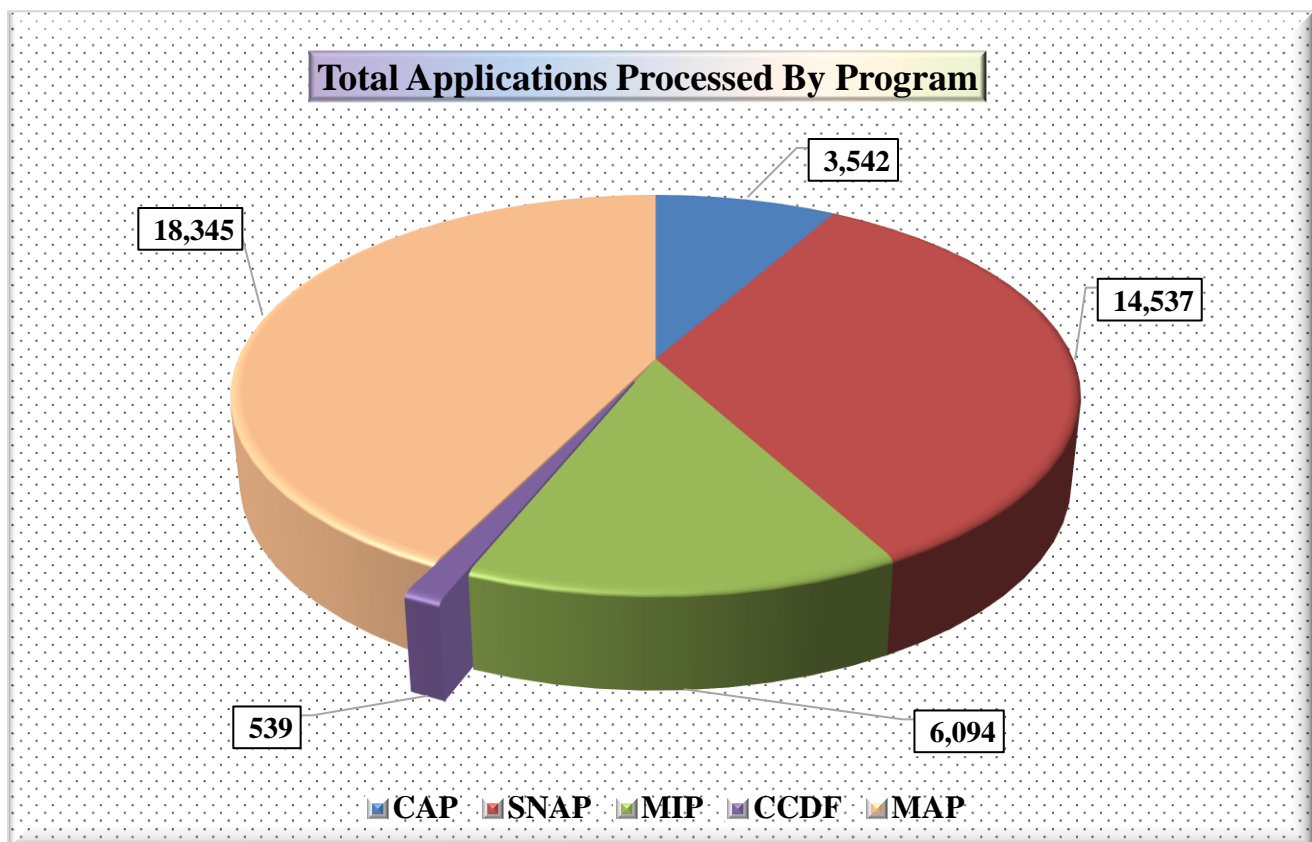
TITLE XX of the Social Security Act also known as Social Services Block Grant is a capped

entitlement program. It provides 100% federal funding to states and territories to preserve families. The funds are used to strengthen, restore, maintain or improve the participant's ability to be self-supportive and independent.

II. DPW PROGRAMS DATA AND DEMOGRAPHICS

Category	Applications Received in FY2019	Applications Received in FY 2020	Percentage (Decrease/Increase)
New	3,322	5,060	52.3%
Reopen	4,422	6,601	49.3%
Renewal	14,945	14,106	-5.6%
TOTAL	22,689	25,767	13.57%
Expedited	1,920	2,850	48.4%

NOTE: DPW Programs application is integrated.



Category	Total Regular Program Change Reports Processed FY 2019	Total Regular Program Change Reports Processed FY 2020	Percentage (Decrease/Increase)
Final	13,063	12,173	-6.8%
Void	12,910	5,972	-53.7%
Withdrawn	0	0	0%

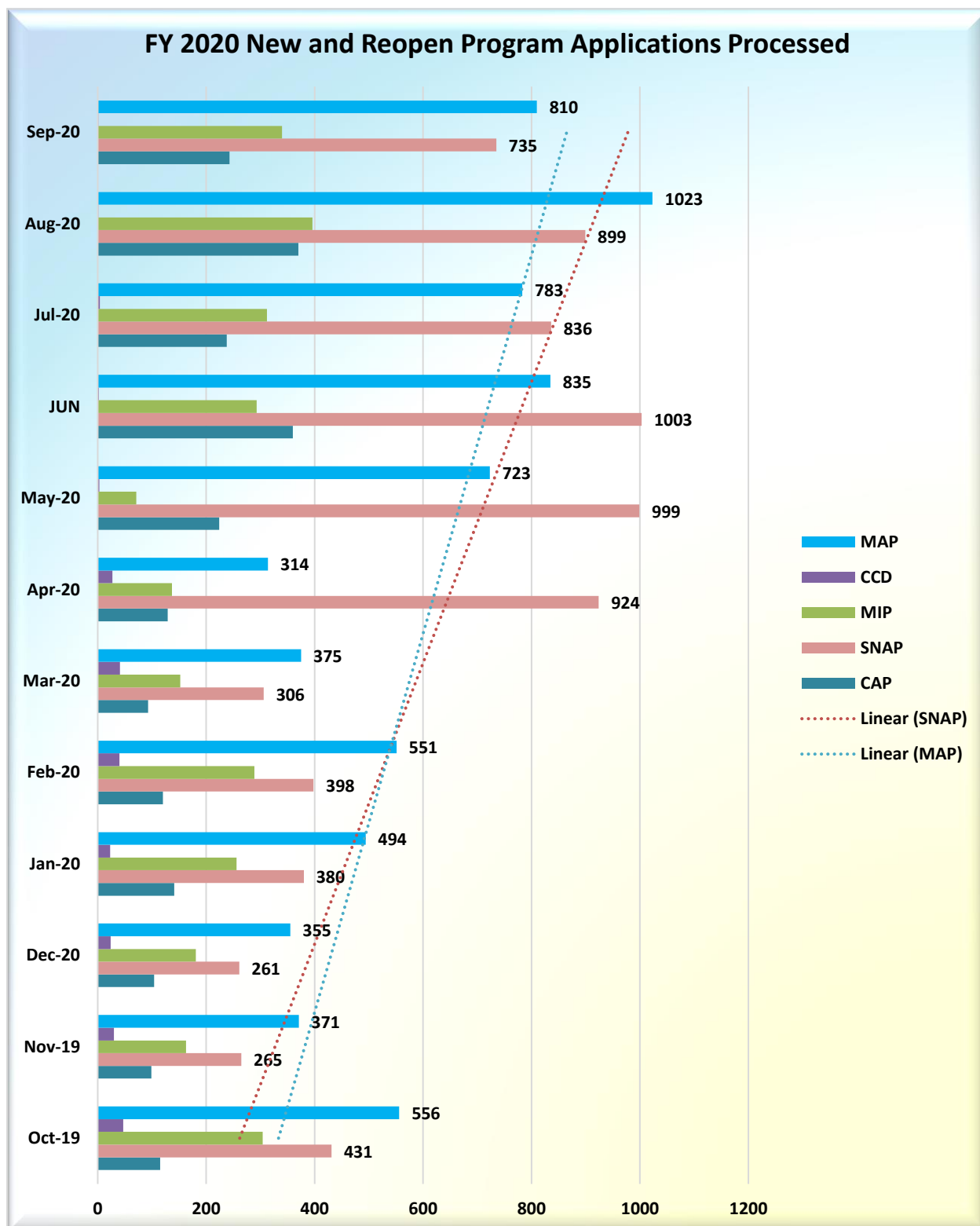
NOTE: Change Report is required to be submitted with 10 days of the start of the change in the household composition or increase in source of income that is expected to continue.

Category	Total Program Periodic Change Reports Processed FY 2019	Total Program Periodic Change Reports Processed FY 2020	Percentage (Decrease/Increase)
Total Processed	5,495	4,351	-20.8%

NOTE: Periodic Change Report is required to be submitted every 6 months with or without changes in HH composition or source of income.

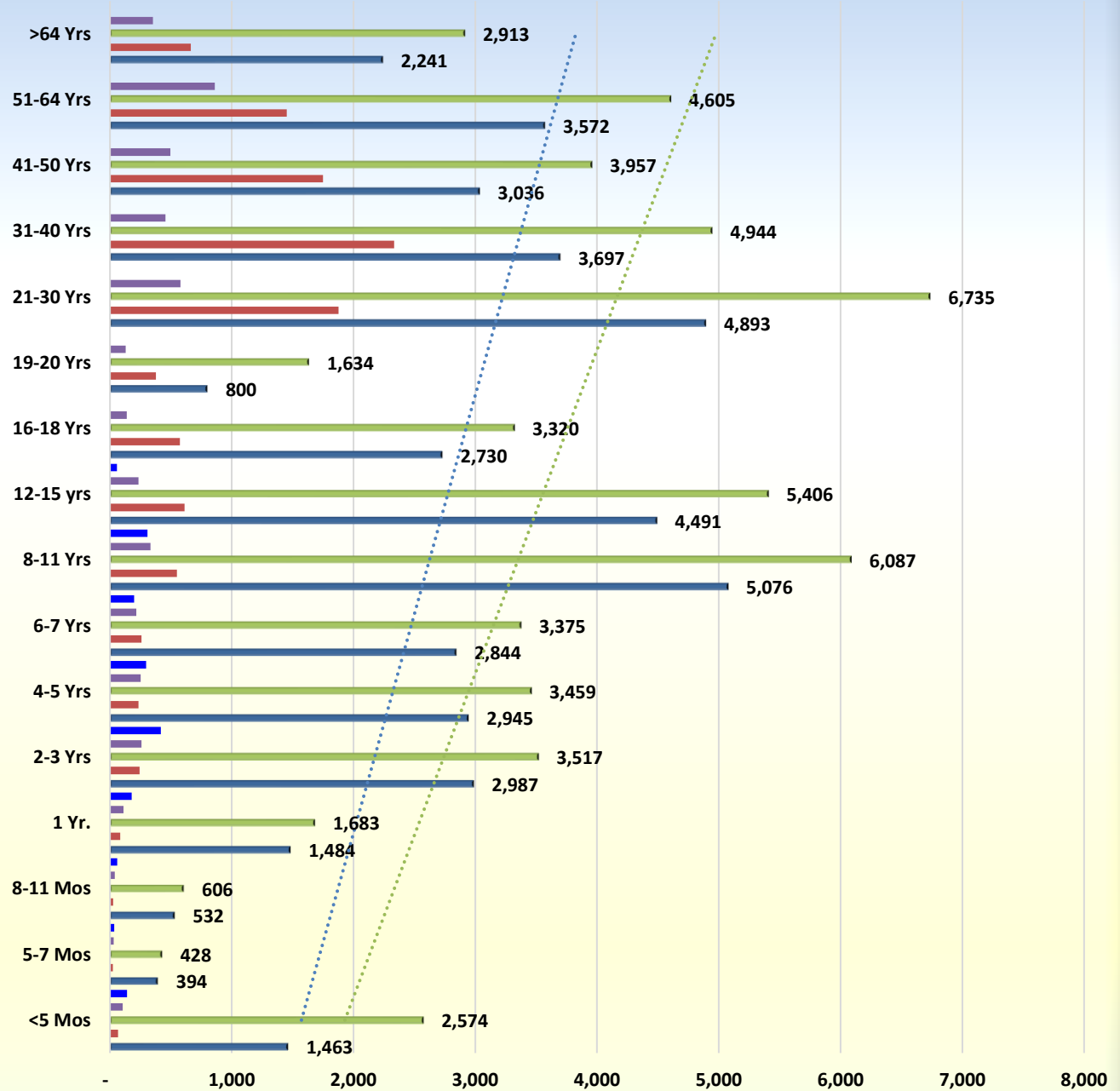
PROGRAM ELIGIBLES	FY2016	FY2017	FY 2018	FY 2019	FY 2020
SNAP	55,716	54,488	54,067	53,698	55,425
TANF (CAP)	4,555	3,663	2,554	2,216	2,189
Medicaid	43,673	43,476	43,758	43,804	43,261
MIP	11,757	10,861	11,039	11,820	11,139
AB, OAA, APTD (CAP)	659	664	746	829	835
GA (CAP)	1,418	1,412	1,484	1,441	1,573
CCDF	2,154	2,208	2,174	2,027	1,691

PROGRAM HOUSEHOLDS	FY2016	FY2017	FY2018	FY 2019	FY 2020
SNAP	18,400	18,238	18,543	18,684	20,017
TANF (CAP)	1,781	1,447	1,060	895	871
Medicaid	17,045	17,637	18,175	18,628	18,813
MIP	6,052	5,801	5,907	6,194	5,872
AB, OAA, APTD (CAP)	633	640	715	796	805
GA (CAP)	1,325	1,317	1,391	1,361	1,453
CCDF	998	1,051	1,008	973	769



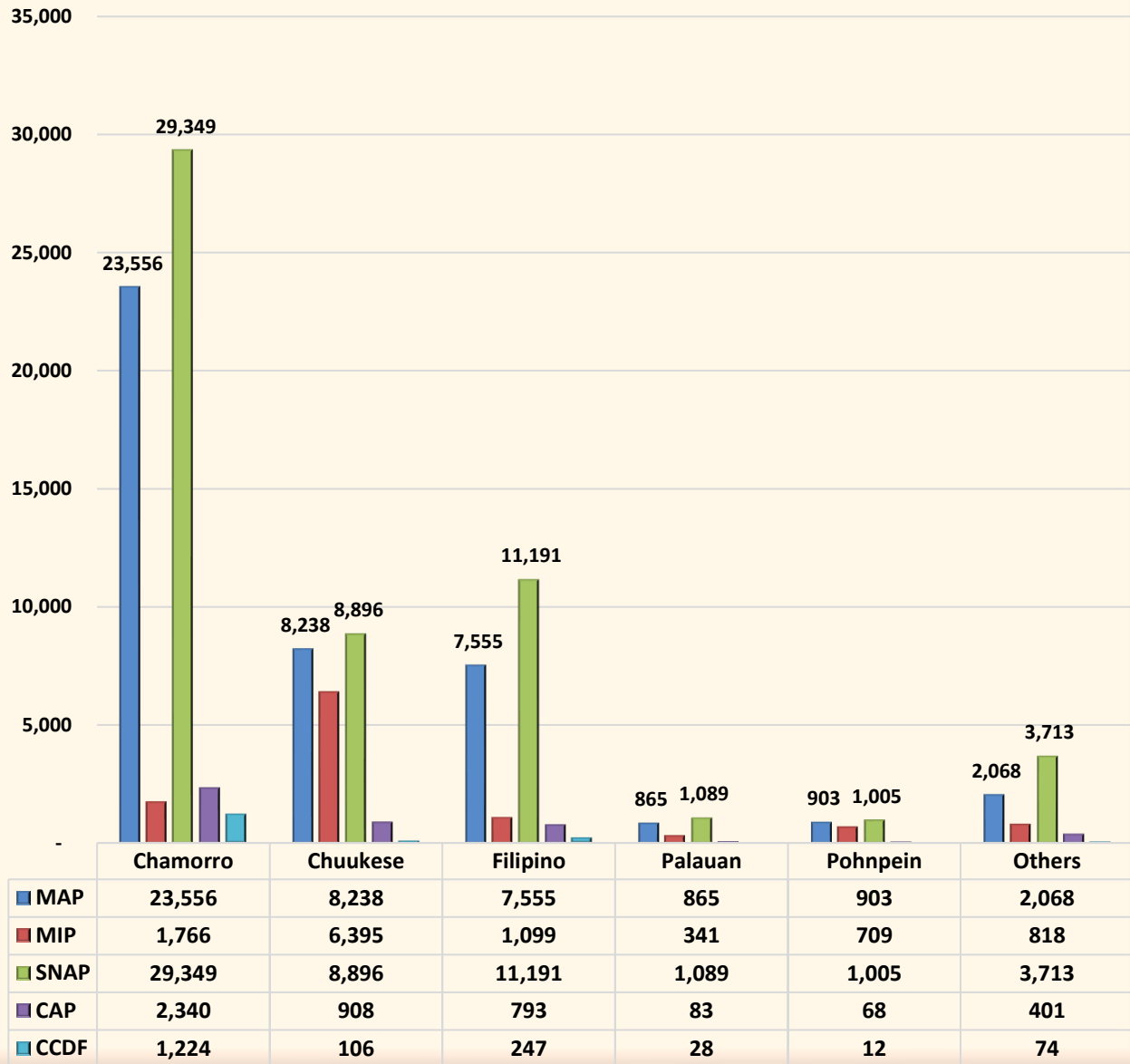
COVID-19 brought an unprecedented crisis on Guam's industries. A lot of people were laid off or had reduced work hours. Thus, the total number of New and Reopen applications for all public assistance program had increased except for CCDF as shown on the above graph.

FY 2020 DPW PROGRAMS PARTICIPANTS BY AGE



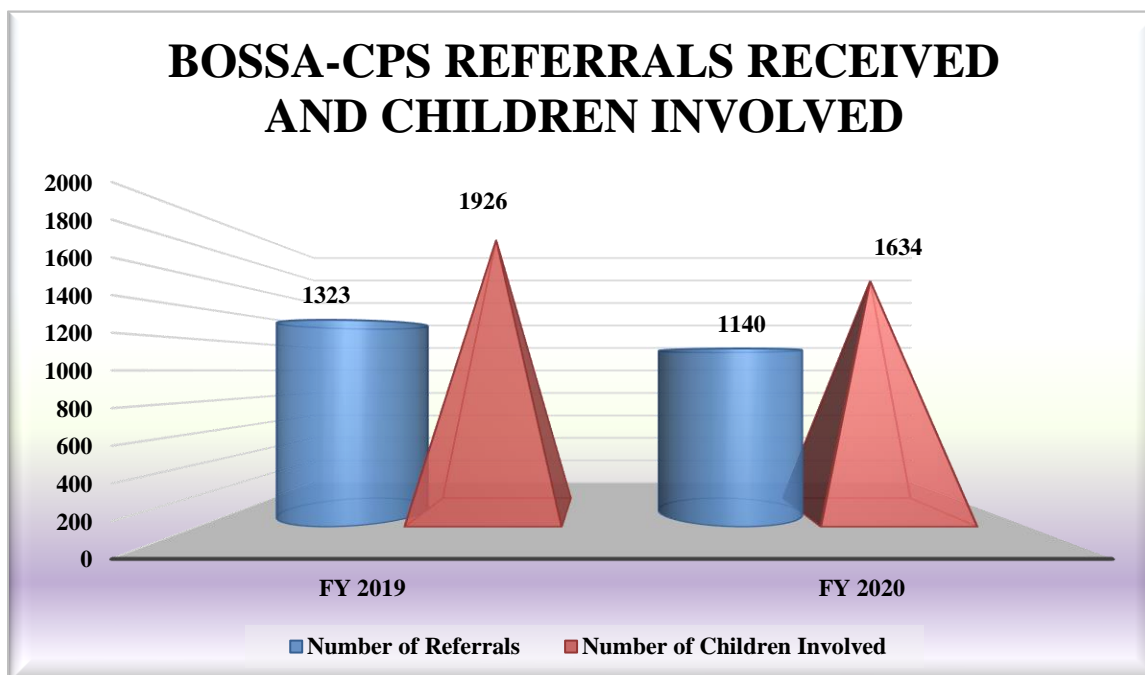
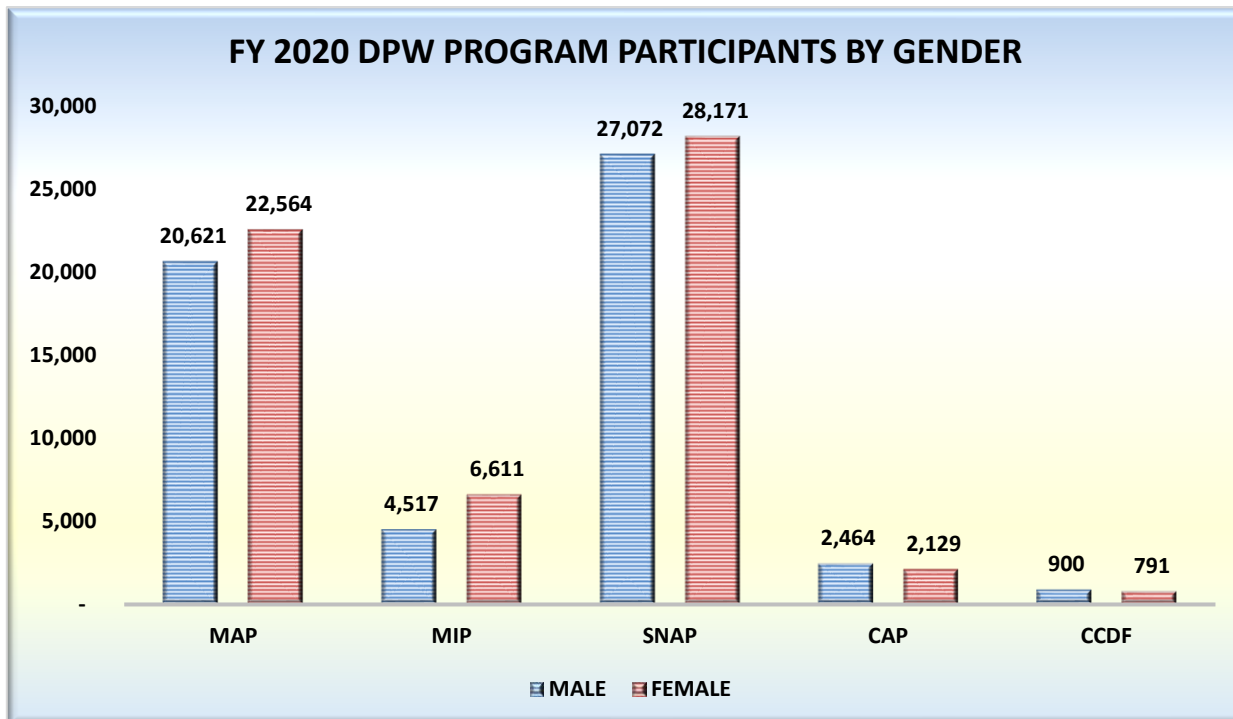
	<5 Mos	5-7 Mos	8-11 Mos	1 Yr.	2-3 Yrs	4-5 Yrs	6-7 Yrs	8-11 Yrs	12-15 yrs	16-18 Yrs	19-20 Yrs	21-30 Yrs	31-40 Yrs	41-50 Yrs	51-64 Yrs	>64 Yrs
CCDF	141	35	59	179	418	296	198	308	57							
CAP	104	30	39	112	259	252	217	333	235	139	128	579	455	496	862	353
SNAP	2,574	428	606	1,683	3,517	3,459	3,375	6,087	5,406	3,320	1,634	6,735	4,944	3,957	4,605	2,913
MIP	67	24	26	85	243	235	258	549	612	575	378	1,877	2,333	1,749	1,452	665
MEDICAID	1,463	394	532	1,484	2,987	2,945	2,844	5,076	4,491	2,730	800	4,893	3,697	3,036	3,572	2,241

FY 2020 DPW PROGRAM PARTICIPANTS BY ETHNICITY



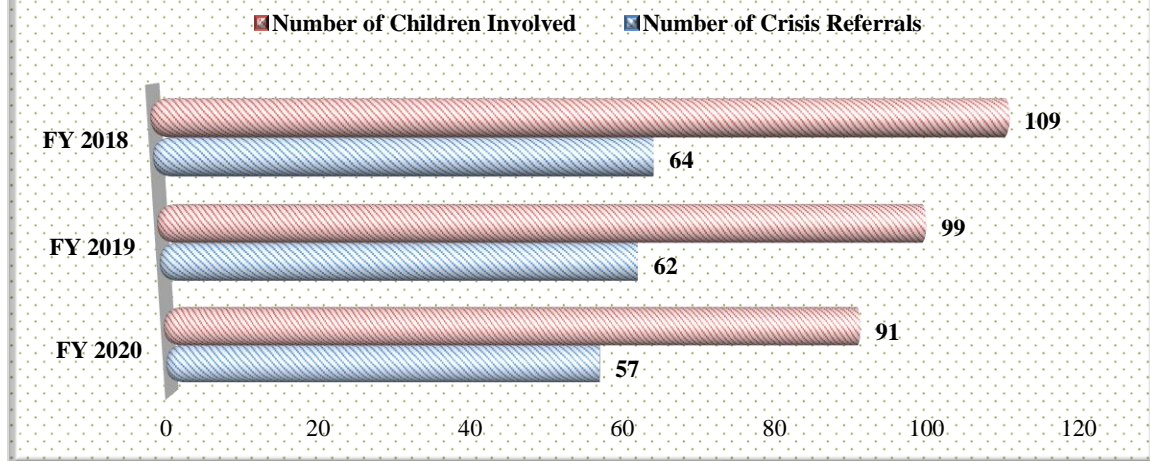
The graph above depicts the top three (3) highest ethnic groups under the public assistance programs in FY 2020. The topmost ethnic group under the MAP, SNAP, CAP and CCDF is Chamorro. However, the highest ethnic group under the MIP (locally funded program) is Chuukese.

In general, US citizens, legal permanent immigrants, refugees, and asylees who have been in the US for at least five years are eligible under federally funded public assistance programs. In some instances, the income and resources of legal immigrant's sponsor are counted toward the legal immigrant's eligibility determination.



During fiscal year 2020, the BOSSA-Child Protective Services (CPS) Intake Unit received 183, or 14% less referrals than the previous fiscal year. Similarly, there was a decrease in the number of children reported for abuse and neglect in FY 2020, that is 292 less or 15% less than FY 2019.

3-YEAR CRISIS REFERRALS RECEIVED AND CHILDREN INVOLVED

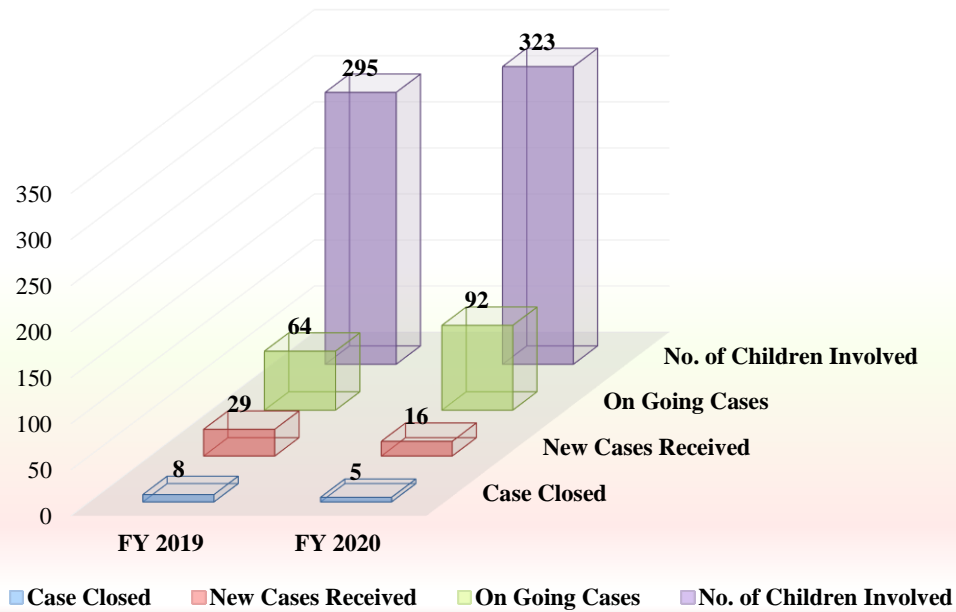


The number of Crisis referrals received in FY 2020 by the CPS Crisis Unit had a decrease of 11% as compared with FY 2018. The number of children involved in FY 2020 had a decrease of 17% as compared with FY 2018.

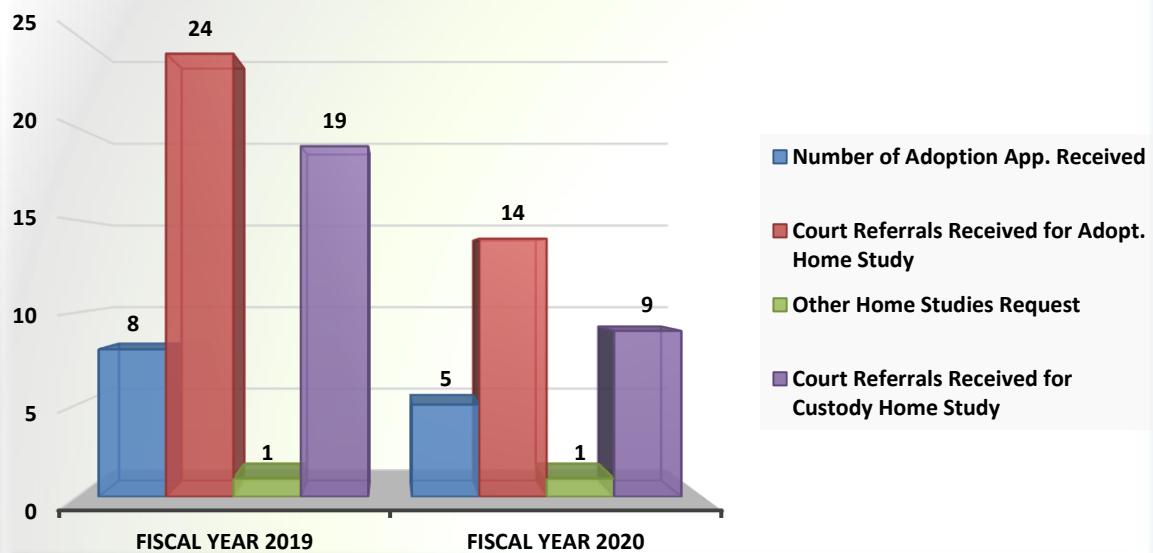
BOSSA-CPS Investigation Unit's Findings and Disposition

Findings	
Administrative Disposition to Suspect (ADSU)	86
Indicated (IND)	7
No Findings Yet (NFND)	0
Substantiated (SUBS)	0
Suspected (SUSP)	5
Unsubstantiated (UNSB)	4
Blank Findings (social worker responsibility)	3
Total:	105
Disposition	
Central Register (CREG)	0
Transfer to Case Management Unit (FXMU)	3
Terminated to Suspect (SUSP)	2
Terminated to Closure (TERM)	0
Transfer to Investigation Unit (TXIN)	0
Blank Disposition (supervisor responsibility)	100
Total:	105

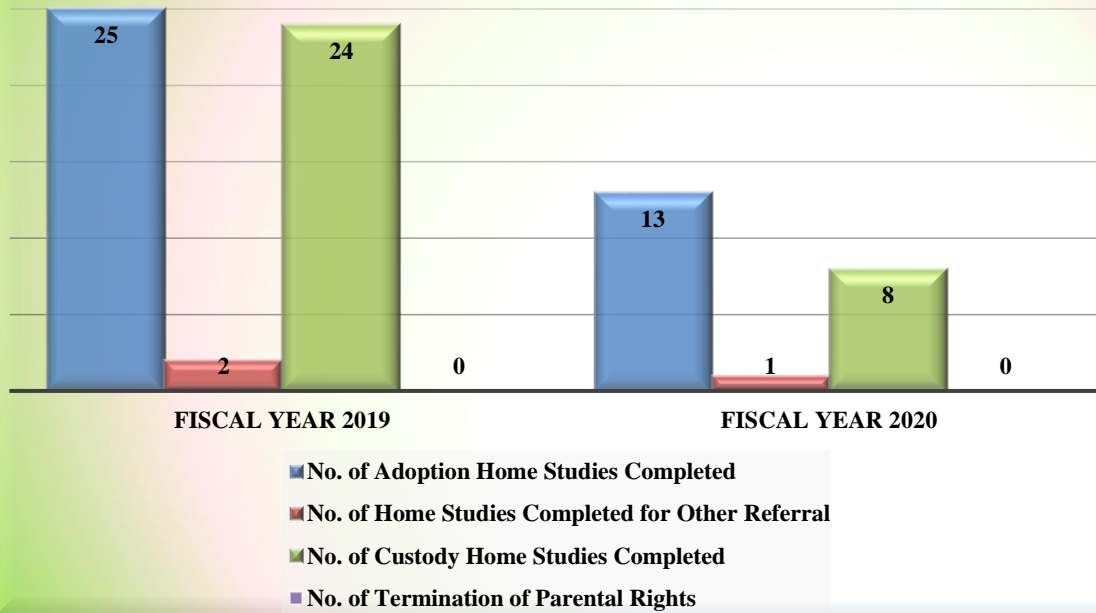
Two-Year BOSSA Case Management Data



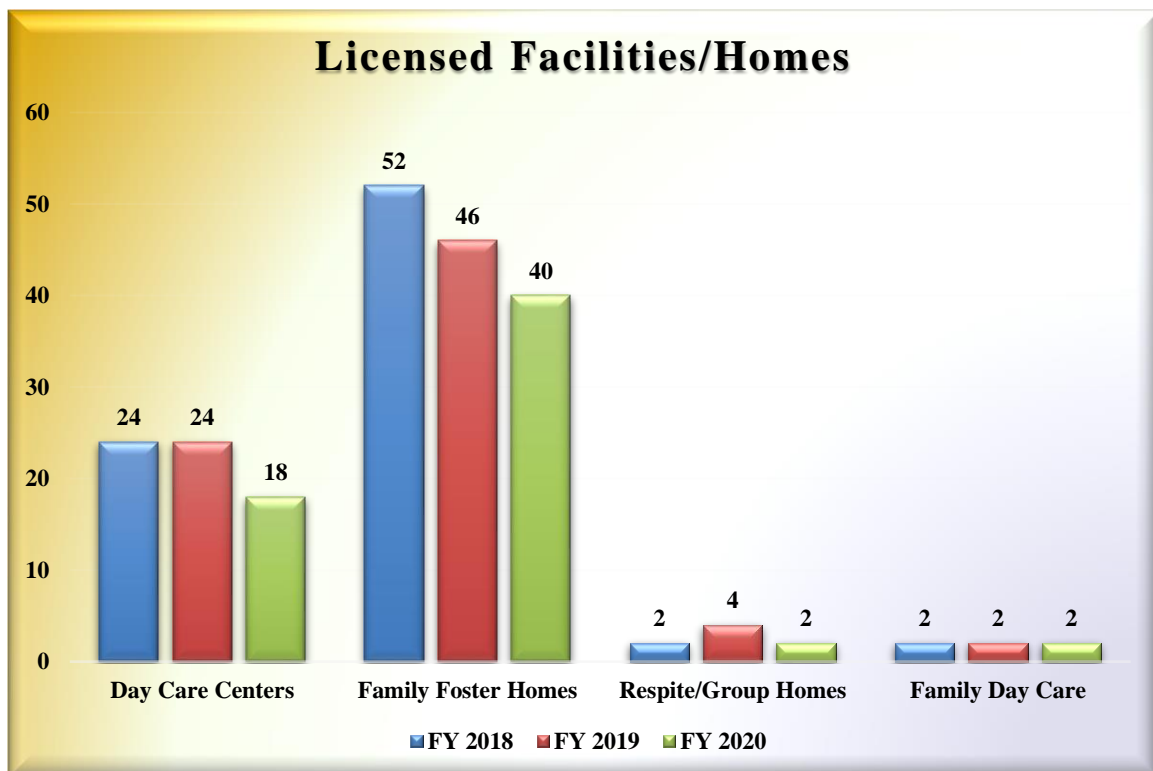
FY 2019 & FY 2020 BOSSA Request for Home Studies

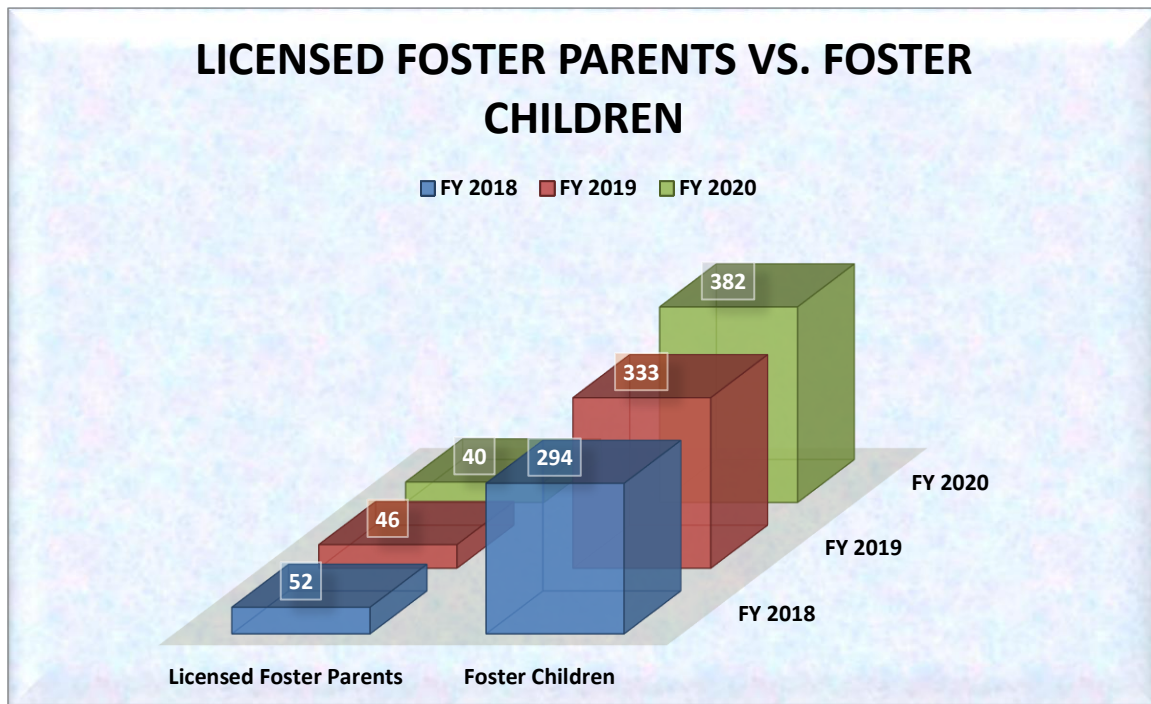


FY 2019 & FY 2020 BOSSA Completed Adoption, Custody, and Other Home Studies



Licensed Facilities/Homes





The number of BOSSA foster children during fiscal year 2020 is 15% higher than fiscal year 2019. But the number of licensed foster placements went down by 13% in fiscal year 2020 compared to fiscal year 2019.

III PROGRAM INTEGRITY

BHCFA MEDICAID FRAUD CONTROL UNIT

The hiring of additional Quality Control Reviewer (QCR) has benefited the bureau with regards to quality assurance, eligibility and post payment claims reviews. The QCR conducts audit on Medicaid Program eligibility determination and on claims that have undergone utilization review and computerized processing to ensure proper use of procedure codes, diagnosis codes, and reason codes. The QCR also validate claims' payments based on agreed fee schedule and determine appropriateness of medical services provided to Medicaid and MIP recipients.

It is common for Medicaid beneficiaries to have one or more additional sources of coverage for health care services. By law, all other available third-party resources must meet their legal obligation to pay claims before the Medicaid program pays for the care of an individual eligible for Medicaid. The QCR has been identified as the key staff to ensure that the TPLs and missing medical spans are updated. Claims that were processed without the appropriate TPL were adjusted to recoup payment. Also, client case files were reviewed to determine appropriateness of client eligibility to the program. Overall, the bureau has taken reasonable measures to ascertain the legal liability of third parties to pay for care and services that are available under the Medicaid state plan. This is a major accomplishment because claims processing has become more efficient and has improved cost

savings.

Furthermore, review of claims was conducted and adjustments to recoup payment were made against claims that were processed erroneously. Below is the FY2019 and FY 2020 Claims adjustment as a result of Quality Management Section audit:

	FY2019	FY2020
Number of Claims/Cases Reviewed	10,500	11,759
Total Recoupment Amount	\$ 734,499.51	\$ 905,644.81

BES SNAP INTEGRITY AND EDUCATION PROGRAM

The BES was awarded the amount of \$272,727 from the Integrity and Education Grant. It expired on September 30, 2020. The purpose of this grant is to combat Supplemental Nutrition Assistance Program (SNAP) fraud in an effort to reduce payment error rate, protect taxpayers' dollars and ensuring public confidence in the SNAP. The funding was used to secure media campaign services, promotional items, brochures, and other activities to minimize fraud in the SNAP.

In FY 2020, a purchase order (PO) was issued to Pacific Star Hotel to provide a room for an informational workshop attended by recipients/applicants, Eligibility Specialists, Eligibility Specialist Supervisors, Investigators from the Investigation and Recoupment Office and the Work Programs Section staff. The workshops were held on the following dates: November 15 & 27, 2019, January 19 & 24, 2020, February 14 & 28, 2020 and March 13, 2020. Unfortunately, after March 2020, the bureau discontinued due to the National and local State of Emergency declaration as a result of the COVID-19 Pandemic.

A total of 166 participants attended and participated in the Informational workshop. The purpose was to:

1. Inform SNAP applicants/recipients of their responsibilities and the SNAP reporting requirements.
2. Presentation from the Investigation and Recoupment Office that discussed what is the definition of fraud, the consequences, and how to report suspected fraudulent activities.
3. Presentation from the SNAP Guam Employment and Training Program regarding enrollment, employment/training opportunities, and the support services for those who chose to participate in the program.

One of the biggest challenges in attendance, was the lack of transportation. There were applicants/recipients who signed up for the workshop but were not able to attend due to lack of transportation or change in their pre-planned transportation arrangements.

Due to COVID-19, the outreach activity was limited and the program was able to accomplish the following in FY 2020:

1. 6 half page color print ads published in the Guam Daily Post.
2. 100 radio commercials aired during weekdays and weekends through Sorensen Media Group radio stations.
3. 100 TV commercials aired in daytime, primetime, and late-night programming on Sorensen media Group TV Stations.
4. Various sized digital banners on Pacific News Center and the Guam Daily Post.

5. Information about the SNAP Informational workshop was shared with TANF participants also receiving SNAP during the Work Programs Section Leveraging Assistance Towards TANF Engagement (LATTE) program orientation and the Guam Employment Training initial assessments with program participants.

BMS PIME/QC

- ❖ Quality Control Reviews are now able to have a detailed report of Income Eligibility and Verification System (IEVS). This helps them capture a better outlook of the Social Security benefits anytime it is not reported or captured at certification.
- ❖ Technical assistance with Food Nutrition Services (FNS) Quality Control (QC) is provided every Friday. This improved relationship between the Quality Control Section allows a detailed discussion on informal resolutions and getting clarification or guidance on any QC policy.
- ❖ Improved internal practice/procedures regarding timelines for complete case reviews. Staff are now current with their reviews.
- ❖ One of the major accomplishments is the program is able to move to document imaging. Client related documents and reports are now paperless.

PROGRAM INFORMATION MANAGEMENT EVALUATION (PIME) QUALITY CONTROL				
Case Category	No. of SNAP Cases Reviewed			
	FY2017	FY2018	FY2019	FY2020
Active	470	377	386	432
Negative	179	125	175	281
Total Cases	649	502	561	713

FAIR HEARINGS				
	FY2017	FY2018	FY2019	FY2020
Hearings Requested	27	49	15	2
Hearings Held	2	5	2	1
Decisions Upheld	1	2	2	0
Decisions Reversed	2	0	0	0
Decisions Overdue	0	0	0	0
Requests Withdrawn	13	40	13	0

BMS INVESTIGATION AND RECOVERY OFFICE (IRO) SECTION

- ❖ Conducts investigative reviews on complaints of abuse and misuse of benefits provided by the

SNAP and other Public Assistance Programs

- ❖ Receives and handles cases of reported abuse and misuse of program benefits
- ❖ Is entrusted with the enforcement and collection activities of over issued program benefits
 - ✓ payments are made via cash, reduction of benefits, or payroll deduction
- ❖ Collection efforts are additionally pursued through the Small Claims Court process, tax offsets or garnishments

DESCRIPTION	FY19	FY20
# of KEHA Referrals completed investigations	107	21
# of KEHA Referrals open as of today	29	17
# of KEHA Referrals (Backlog)	124	93
# of Total KEHA Referrals	260	131
# of Disqualified SNAP Recipients	62	13
Cases forward to OAG/USDOJ for possible prosecution	7	6
Number of individuals prosecuted by OAG/USDOJ	2	3

SNAP (Supplemental Nutrition Assistance Program) DISQUALIFICATIONS		
Fiscal Year	No. of Disqualifications	Dollar Amount
2018	113	\$ 237,088.00
2019	66	\$ 191,534.07
2020	5	\$ 3,211.00
PA (PUBLIC ASSISTANCE) DISQUALIFICATIONS		
Fiscal Year	No. of Disqualifications	Dollar Amount
2018	8	\$ 6,220.00
2019	10	\$ 30,222.00
2020	0	\$ -
CHILD CARE DEVELOPMENT FUND (CCDF) DISQUALIFICATIONS		
Fiscal Year	No. of Disqualifications	Dollar Amount
2018	5	\$ -
2019	4	\$ -
2020	1	\$ 4,095.00

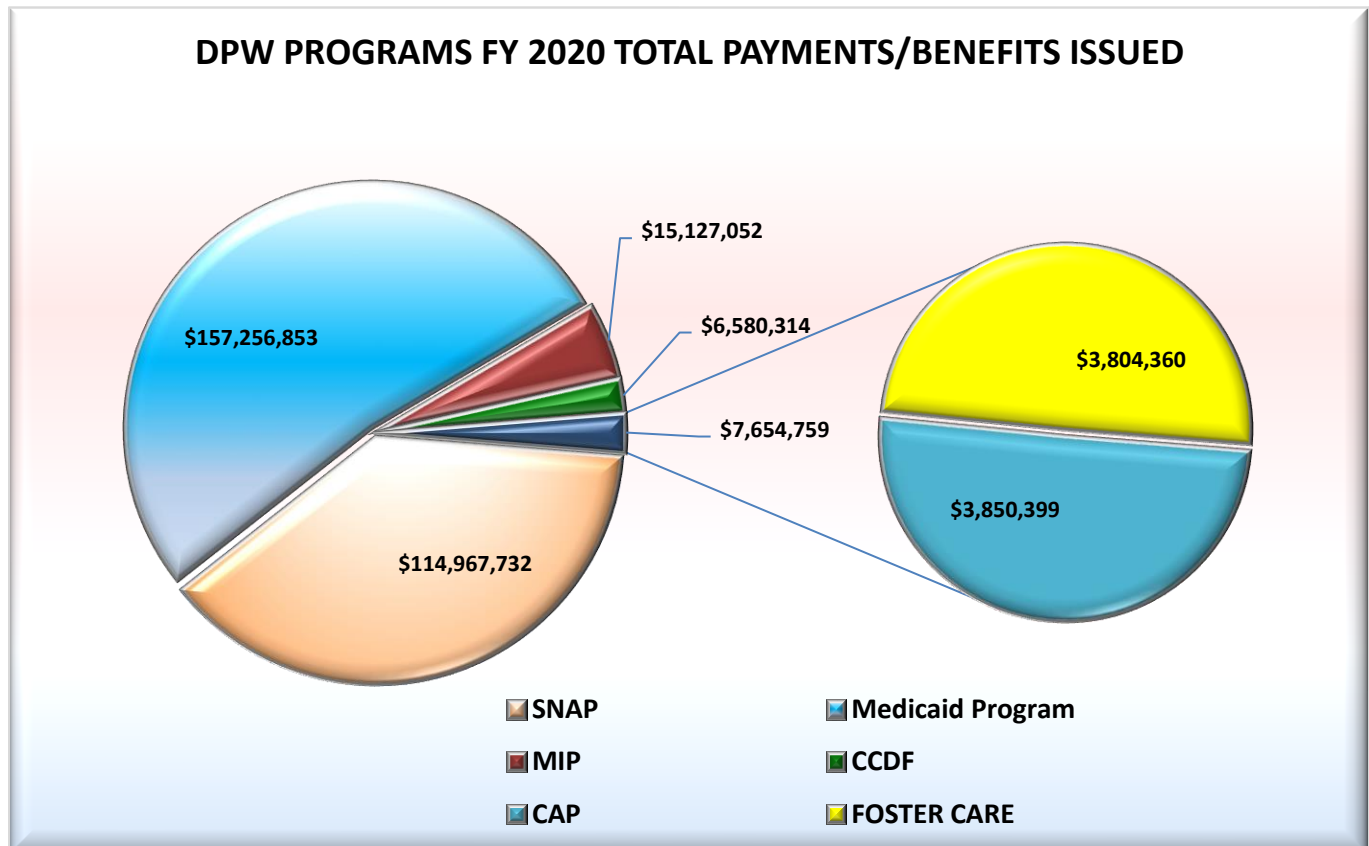
SNAP CLAIMS COLLECTION							
Violation Category	Type of Collection	FY 2018		FISCAL 2019		FISCAL 2020	
		Amount	Number of Payments	Amount	Number of Payments	Amount	Number of Payments
Intentional Program Violation (IPV)	Cash	\$ 48,278.00	933	\$ 17,250.82	702	\$21,258.71	666
	Recoupment	\$ 57,750.00		\$ 70,939.00		\$63,243.39	
Inadvertent Household Error (IHE)	Cash	\$ 3,396.00	297	\$ 1,923.00	142	\$18,113.34	110
	Recoupment	\$ 2,279.00		\$ 3,046.00		\$3,431.00	
Agency Error (AE)	Cash	\$ 25,803.00	543	\$ 6,654.45	562	\$6,821.92	713
	Recoupment	\$ 19,946.00		\$ 25,330.00		\$34,796.00	
Grand Total	Cash & Recoupment	\$ 157,452.00	1,773	\$ 125,143.27	1,406	\$147,664.36	1,489
CAP CLAIMS COLLECTION							
Violation Category	Type of Collection	FY 2018		FISCAL 2019		FISCAL 2020	
		Amount	Total Clients	Amount	Total Clients	Amount	Total Clients
Intentional Program Violation (IPV)	Cash	\$ 10,231.00	46	\$ 10,146.65	52	\$ 4,230.00	53
	Recoupment	\$ 485.00		\$ 1,312.00		\$ 1,674.00	
Inadvertent Household Error (IHE)	Cash	\$ 8,277.00	29	\$ 8,820.00	9	\$ 2,391.26	12
	Recoupment	\$ 96.00		\$ -		\$ 150.00	
Agency Error (AE)	Cash	\$ 3,764.00	34	\$ 1,572.00	31	\$ 638.00	18
	Recoupment	\$ 1,071.00		\$ 1,548.00		\$ 1,053.00	
Grand Total	Cash & Recoupment	\$ 23,924.00	109	\$ 23,398.65	92	\$ 10,136.26	83

WPS TANF- JOBS Disqualification Data	
Reasons for Disqualification	Number of Cases
Failed to appear for scheduled appointment	5
Failed to submit required documents	22
Failed to meet work requirements	9
Failed to appear to worksite/Training Placement	6
Reinstatement of Disqualification due to Fair Hearing Decision	0
Overall Disqualifications for the FY 2020	42

REASONS FOR TANF CLOSURE/TERMINATION - FY 2020	955
Case Expired, Not Renewed	254
Case Disqualified	118
Failed to Submit Required Document: Student	89
Failed to Submit Required Document: Absent Parent	86
Employment and/or excess earnings	73
No qualifying Minors	71
Failed WPS Pre-Eligibility (Pay for Performance)	63
Failed net income	44
Failed to Submit Required Document: Citizenship	38
Failed to Submit Required Document: SSN	23
Client requested Termination	21
Excess Resources	13
Excess Unearned Income	11
Failed to Submit Required Document: Earned Income	10
Failed to Submit Required Document: Resources	7
Failed to Submit Required Document: Unearned Income	7
Failed to Submit Required Document: Identity	5
Failed Gross Income	3
Child Support Exceeds Benefit Amount	3
Failed to Submit Required Document: Residency	3
Withdrawn	3
Failed to Appear at Eligibility Appt.	2
Youngest Child too old for assistance	2
Client Requested Termination due to NEW JOB	1
Another State Requested Termination	1
Failed to Submit Required Document: Alien	1
Failed to Submit Required Document: Disability	1
Failed to Submit Required Document: WPS	1

Failed to Submit Required Document: Pregnancy	1
Failed to Submit Required Document: Rent/Mortgage	0
Failed to Submit Required Document: Vehicle	0

IV. FINANCE



DPW PROGRAMS TOTAL PAYMENTS AND BENEFITS ISSUED

PROGRAM	FY 2019	FY 2020	% INCREASE
SNAP	\$ 100,292,378.00	\$ 114,967,732.00	15%
CAP	\$ 3,012,282.00	\$ 3,417,075.61	13%
MEDICAID	\$ 151,062,508.47	\$ 157,256,853.00	4%
MIP	\$ 12,741,644.35	\$ 15,127,052.00	19%
CCDF	\$ 5,604,299.00	\$ 6,580,314.12	17%

There was an increase of 15% on SNAP Benefits issued to the clients because of the SNAP Supplemental Emergency Allotment due to COVID-19 Pandemic. Additional funds were also provided to Medicaid and CCDF in the amount of \$3,875,000 and \$ 6,420,621, respectively through Families First Coronavirus Response Act and Coronavirus Aid Relief and Economic Security Act.

SNAP SUPPLEMENTAL EMERGENCY ALLOTMENT (EA) ISSUED			
MONTH	CASES	MEMBERS	ISSUANCE
Mar-20	7,719	24,846	\$ 2,092,897.00
Apr-20	8,865	27,312	\$ 2,507,342.00
May-20	8,330	26,072	\$ 2,226,500.00
Jun-20	7,872	25,093	\$ 2,094,363.00
Jul-20	7,797	24,978	\$ 2,072,340.00
Aug-20	7,510	23,962	\$ 2,019,558.00
Sep-20	7,580	24,064	\$ 2,082,755.00
TOTAL EA ISSUED			\$ 15,095,755.00

In FY 2020, Medicaid Program was able to processed more than 400,000 claims in the amount of \$157,256,853.28. The Medicaid spending has increased and is expected to grow in the upcoming fiscal years due to increase on the utilization and cost of healthcare services; and increase on income guideline and provider reimbursement beginning April 2020. Below are the Medicaid and MIP expenditures by type of service:

TYPE OF SERVICE	MEDICAID EXPENDITURE	PERCENTAGE
INPATIENT	\$ 47,392,616.50	30.14%
SNF	\$ 960,787.05	0.61%
PHYSICIAN	\$ 14,731,046.93	9.37%
OUTPATIENT	\$ 20,928,124.12	13.31%
DRUGS	\$ 19,570,466.06	12.44%
DENTAL	\$ 2,164,318.12	1.38%
OTHER PRACTITIONERS	\$ 33,368.15	0.02%
CLINIC	\$ 903,826.66	0.57%
LAB/RAD	\$ 3,122,017.49	1.99%
HOME HEALTH	\$ 593,390.84	0.38%
STERILIZATION	\$ 39,675.57	0.03%
EPSDT	\$ 6,659,948.03	4.24%
RURAL	\$ 352,919.32	0.22%
MEDICARE PREMIUM	\$ 1,762,006.30	1.12%
UNDOCUMENTED ALIEN	\$ 23,391,787.77	14.87%
OTHER	\$ 14,650,554.37	9.32%
TOTAL	\$ 157,256,853.28	100.00%

The total MIP expenditures for FY 2020 was **\$8,518,152.72**. But was reduced to **\$15,127,051.72** because the MIP emergency services, such as inpatient, ER, hemodialysis and pregnant delivery services were payable by Medicaid.

TYPE OF SERVICE	MIP EXPENDITURE	PERCENT
INPATIENT HOSPITAL	\$ 18,637,668.90	48.39%
SKILLED NURSING	\$ 399,740.24	1.04%
OTHER PRACTITIONERS	\$ 162.74	0.00%
PHYSICIAN ASSISTANT	\$ 3,817,977.86	9.91%
DENTAL	\$ 238,158.18	0.62%
EMERGENCY ROOM	\$ 2,484,794.47	6.45%
OUTPATIENT HOSPITAL	\$ 3,266,487.57	8.48%
CLINIC	\$ 100,842.23	0.26%
LAB AND RADIOLOGY	\$ 779,397.01	2.02%
HOME HEALTH	\$ 223,408.74	0.58%
PHARMACY	\$ 1,988,304.33	5.16%
OTHER CARE	\$ 3,204,240.65	8.32%
ICF	\$ 2,901,357.00	7.53%
OPTOMETRIC	\$ 9,175.38	0.02%
OFF-ISLAND	\$ 32,705.94	0.08%
FQHC	\$ 421,903.42	1.10%
AIRFARE	\$ 11,828.06	0.03%
SUBTOTAL	\$ 38,518,152.72	100.00%
MIP EMERGENCY SERVICES	\$ (23,391,101.00)	
GRAND TOTAL	\$ 15,127,051.72	

CHILD CARE DEVELOPMENT FUND (CCDF)

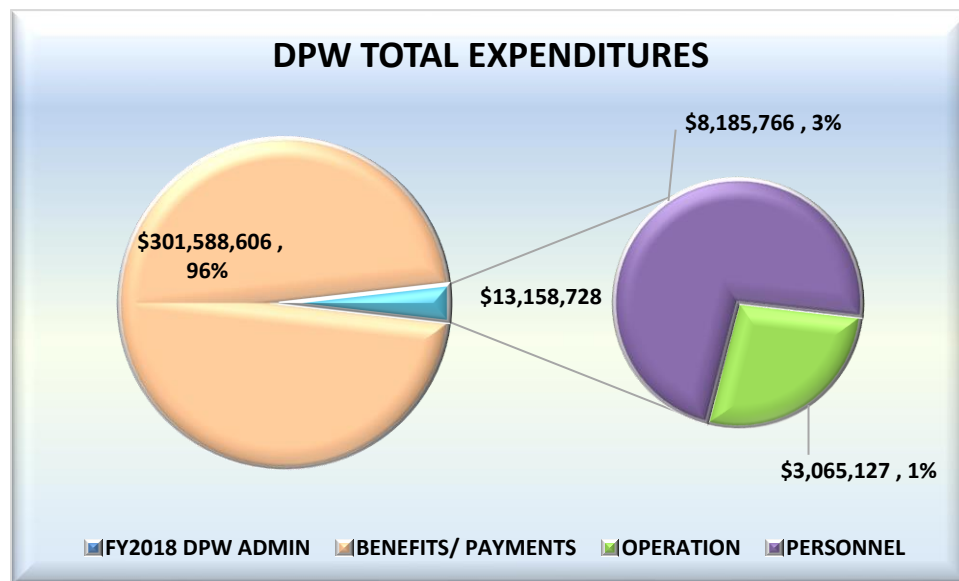
	FY2019	FY2020
No. of Eligible Households	2,027	1,685
Benefits Issued	\$5,593,550.08	\$6,557,629.12

Quality Rating Improvement System (QRIS)		
# Providers	Star Rating	Incentive Payment
14	3	\$701,683.10
10	2	\$475,269.93
Total: 24		Total: \$1,176,953.03

**Families First Coronavirus Response Act and Coronavirus Aid, Relief, and Economic Security Act
Funding Received**

Bureau/Program	Grant Amount	Grant Obligation	Funds Utilization Plan
BHCFA-MEDICAID (FFCRA)	\$ 3,875,000.00	9/30/2020	Pay Medicaid providers for services rendered to Medicaid beneficiaries
BMS-CCDF (CARES ACT)	\$ 6,420,621.00	9/30/2022	Continued payments and assistance to child care providers; Cleaning and sanitation and other activities necessary to maintain or resume the operation of programs due to the coronavirus; Providing child care assistance to health care sector employees, emergency responders, sanitation workers and other workers deemed essential during the response to the coronavirus and Other allowable CCDF uses.
BOSSA-Title XX CONSOLIDATION GRANT (CARES ACT)	\$ 43,342.00	9/30/2021	Purchase PPEs for bureau staff, sanitizing supplies, plexiglass shields in order to conduct safe interviews with children and their families, equipment to support distance learning for foster children, and equipment to support virtual meetings or teleconference meetings with the court, foster parents, and other stakeholders.

Below is the DPW overall expenditure depicting the 4% admin expenditure.



BUDGET CATEGORY	SNAP	Medicaid	MIP	CCDF	CAP	TITLE XX	FOSTER CARE	Grand Total
BENEFITS/ PAYMENTS	\$ 114,967,732	\$ 157,256,853	\$ 15,127,052	\$ 6,580,314	\$3, 850,399	\$ 0	\$ 3,804,360	\$301,588,606
OPERATION	\$ 855,389	\$ 1,098,283	\$ 60,436	\$ 308,823	\$ 45,240	\$ 147,372	\$ 251,481	\$ 3,065,127
PERSONNEL	\$ 2,423,559	\$ 2,260,537	\$ 201,309	\$ 407,995	\$ 619,661	\$ 2,272,704	\$ 0	\$ 8,185,766
TOTAL	\$ 118,246,680	\$ 160,615,673	\$ 15,388,797	\$ 7,297,132	\$4,815,300	\$ 2,420,077	\$ 4,055,841	\$ 312,839,499

V. OTHER ACCOMPLISHMENT/HIGHLIGHTS

PRUGRAMAN SALAPPE' AYUDON I TAOTAO (DISASTER RELIEF CASH ASSISTANCE PROGRAM) (DRCA)

On May 5, 2020, Governor Lou Leon Guerrero signed Executive Order 2020-12 established the Disaster Relief Cash Assistance Program as a result of COVID-19 Pandemic. This local program supplemented and was in addition to the Economic Impact Payment. Individuals applying for this program were given a one-time payment of \$300 per eligible person not to exceed \$1,200 per household.

The program was officially launched on May 6, 2020 and extended through June 12, 2020 by Executive Order 2020-15 signed by the Governor on May 15, 2020.

The DPW assisted on the implementation of the aforementioned project to assist the individuals and families who were laid off or had reduce work hours as result of COVID-19 Pandemic. All DPW clients with income at or below 165% of the FPL received the DRCA. The total number of eligible individuals and/or families under the DPW assistance programs that received the cash assistance was **18,952 (Caseload) or 55,822 (household members)**, and the total cash benefits issued was **\$14,159,700**.

Additionally, DPW received and transmitted to DOA **8,418 unduplicated applications** of families/individuals who are not under any of the DPW assistance programs for their review and processing. Overall DRCA benefits issued by DOA in FY 2020 was **\$15,975,900**.

BUREAU OF HEALTH CARE FINANCING ADMINISTRATION

- CMS approved the Guam Medicaid State Plan Amendment (SPA) to increase the hospital and physicians' services by 10% from the current program reimbursement through FFCRA effective April 2020 until the expiration of Public Health Emergency Declaration. In addition, the Medicaid Federal Medical Assistance Percentage was increased by 6.2%.
- CMS also approved the SPA to increase the Guam Medicaid Poverty level using FY 2018 Federal Poverty Level as the for calculating the increase on income guideline.
- The Implementation Advance Planning Documents for T-MSIS was submitted to CMS for review and approval.

BUREAU OF ECONOMIC SECURITY

- The Bureau of Economic Security (BES) was awarded \$250,858 in FY 2020 for the SNAP-Ed Program. This is a 9% increase of \$21,251 from FY 2019 SNAP-Ed grant of \$229,607. The funding is to continue implementing evidence-based programs to help educate and promote healthy eating and physical activity to SNAP recipients and potential SNAP clients.
- BES issued a total of \$15,095,755 SNAP emergency allotments from March to September 2020 as a result of COVID 19.
- Completed the draft State Plan for the Temporary Assistance for the Needy Families (TANF) to be effective FY 2021- FY 2023. A public hearing was scheduled via ZOOM on November 3, 2020.
- Amended the SNAP state plan: Telephone interviews instead of face-to-face interviews were now part of the State Plan of Operation for FY 2021. Thus, these interviews are allowed even post COVID 19.
- Completed the federal requirement on National Directory of New Hires (NDNH), was implemented in May 2020.
- Mass screening for November 2019 up to March 2020 was conducted as one of the activities related to the Integrity and Education grant (IEG).

BUREAU OF MANAGEMENT SUPPORT

- Income Eligibility and Verification System (IEVS)- The Quality Control Reviews are now able to have a detailed report of IEVS. This helps them capture a better outlook of the Social Security benefits anytime it is not reported or captured at certification and comply with FNS

requirement.

- Participated in the Technical assistance with Food Nutrition Services (FNS) Quality Control (QC). This provided a detailed discussion on informal resolutions and getting clarification or guidance on any QC policy.
- Improved internal practice/procedures regarding timelines for complete case reviews. Staff are now current with their reviews.
- One of the major BMS accomplishments is the implementation of OnBase Document scanning. Client related documents and reports are now paperless.

WORK PROGRAMS ACCOMPLISHMENTS

- ❖ The program objective is to assist eligible SNAP and TANF recipients with services for employment and training opportunities to become successful in the open job market.

FY 2020 LATTE ORIENTATION (Overall Total for A + B)			
Number of work Eligible Adults scheduled to attend Orientation			104
A. LATTE Orientation - Attended TOTAL:	46	B. LATTE Orientation - Did Not Attend TOTAL:	58
Number of Adults that appeared for Scheduled Orientation	46	Number of Adults No Show/No Call to Orientation	30
Number of Adults Reported Employment at Orientation **	0	Number of Adults with Change in Status (i.e. Agupa Error, RT, TR, TM, Returned Mail, etc.)	1
Number of Adults Reported Medical Issues or Medical exemptions **	4	Number of Adults Rescheduled Orientation to next scheduled Orientation	22
Number of Adults reported Pregnancy or child under 1 at Orientation**	0	Number of Adults NS/NC due to employment or medical issues ** (required to submit documents i.e. VOE, Medical Cert., Birth Certificate)	4
Number of Adults reporting homelessness.**	0	Number of Adults Instructed to turn in required documents (should not exceed **)	4
Number of Adults Scheduled for Initial Assessment	42	Number of Single HH that reported child under 1 (Verified on PhPro)	1
Number of Adults issued "Request for Documents Form" (Should not exceed **)	4	Active Participants - to bring in for MO when case is renewed.	0
Number of Adults attended Orientation but were not scheduled for IAA because they need time to consider if they want to continue with PFP requirements.	1	Other: Off Island/Moved out of HHS/Unable to show due to CC issues, Homeless etc.	0
		Number of adults that did not show for Orientation and declined TANF (DPFP)	0

FY 2020 WPS Data (October 2020 to March 2020)

Program	SNAP	TANF
Total Placement	66	26

Client Found Employment	12	13
Ged/High School	0	3

FRONT DESK ACTIVITIES RELATED TO CCDF*	
COVID-19 Cares Act - Grant Applications Received	43
New Approval	167
Renewed	325
Re-Open	132
Change Reports Received	686

OCTOBER 2019

- Implementation of application process for certified CCDF Child Care Provider, which applies to interested license, and license-exempt Child Care Providers to address CCDBG Act requirements such as:
 - Background check
 - License requirements
 - Pre-service orientation
 - Child Care Protective Service appeals process

DECEMBER 2019

- FY2019 – FY2021 CCDF State Plan resubmitted for review on 8/6/2019 was conditionally approved, pending additional corrective action by Department

JANUARY 2020

- Participated in the Guam Interagency Coordinating Council at the University of Guam (4pm-6pm).
- Collaborative effort between CCDF and DOE to provide essential training to Child Care Providers & various Early Childhood Educators
 - Training: PREL Pacific Regional Comprehensive Center (PRCC) - Social Emotional Learning Development – Conscious Discipline Training Facilitators: Ms. Sara Spence & Ms. Ashley Ragoobir
 - Two-day professional learning experience provided by DOE – Curriculum & Instructional Improvement
 - Discussions on comprehensive classroom management program and a social-emotional curriculum, to include
 - Current Brain Research
 - Child Development Information & Developmentally appropriate practices in working with young children

APRIL 2020

- Due to the public health emergency declared on March 15, 2020 Policy 2020-03 was implemented which enabled:

1. Subsidy payments based on enrollment versus attendance
 2. Extension of Eligibility
 3. Reason for Care and Priority Placement during time of Emergency or Disaster
- Development of CCDF Informational Temporary website within DPHSS URL:
<http://dphss.guam.gov/guamchildcare/>

AUGUST 2020

- Development and implementation of CCDF's first grant application process
 - COVID-19 Cares Act Grant application requirements
 - Sub award Agreement between DPHSS & eligible Child Care Providers
- CCDF Expanded its Gross Monthly Income for FY2020 to enable more families to be eligible for Child Care assistance.

BUREAU OF SOCIAL SERVICES ADMINISTRATION

- The PMS completed the Invitation for Bid documents for *the I Guma Mina'ase*, or Foster Care Group Home program. The *I Guma Mina'ase* is the new shelter program for foster children. The program is to provide temporary 24-hour emergency shelter and support services for children who are victims of abuse and neglect for up to 3 months. Coordination with the Office of the Attorney General and the General Services Agency (GSA) is ongoing and the plan is to now procure services through a Request for Interest (RFI) upon final approval of the documents by the Office of the Attorney General. The RFI announcement was made in the Guam Daily Post and GSA received a response from an interested non-profit organization.

Site visits took place throughout the year with various government officials, DPHSS staff, Department of Public Works staff, and the contractor to finalize the design and build phase and inspect the new shelter.

- The PMS completed the COVID-19 Guidance for Prioritizing Child Safety and Conducting Visits. This was completed in March 2020. This is a guide for employees for the continued provision of essential services during this challenging and indefinite situation, as they navigate to meet the bureau's mission of providing protective services to children and strengthening their families amid the pandemic. The PMS continues to update the guidance as necessary.
- The Alee I shelter provides 24-hour emergency shelter and support services for women who are victims of family violence, and their children, for up to 45 days. Women and their children can stay beyond 45 days when more time is needed to meet their case and safety plan. During FY2020, the shelter served 39 women and 82 children. Of the 39 women served, 1 was age 60 and above. The Alee I shelter was provided \$491,782.48 during FY2020 from 100% local Foster Care program funds.
- The Alee II shelter provides 24-hour emergency shelter and support services for children who are victims of abuse and neglect for up to 3 months, or longer if there are no available foster homes. During FY2020, the shelter served 34 children. The Alee II shelter was provided \$526,952.12

during FY2020 from 100% local Foster Care program funds.

- The GSJ shelter provides 24-hour emergency shelter and support services for families and individuals who are homeless, for up to 60 days. Clients may extend shelter stay up to six months if they need additional time to meet their case or service plan. Other services include the emergency overnight stay, and drop-in or walk-in services for the homeless population. During FY2020, the shelter served 139 adults and 122 children. Of the 139 adults served, 13 were ages 60 and above. The GSJ shelter was provided \$649,173.17 during FY2020 from 100% local Foster Care program funds.
- The Governor's Prugraman Salappe disaster relief program benefits were made available for foster children. The PMS worked in coordination with the Department of Administration to provide \$100,500.00 in disaster relief benefits for 335 foster children.
- The PMS processed a total of \$1,596,227.55 in foster care maintenance payments for foster children. Payments for foster children clothing allowance was \$44,877.36, and payment of \$1,105.31 was processed for medical, dental, medication, uniforms, and DNA testing.
- Mandated reporters must report suspected child abuse and neglect to law enforcement or CPS when they believe a child has suffered abuse and/or neglect or may be at risk of abuse or neglect. The BOSSA Social Services Supervisor I conducted a mandated reporter's presentation to the Pacific Regional Summit Conference (150 participants), Project Bisita staff (17 participants), and the Division of Public Welfare staff (100 participants).

DPW FY 2021 GOALS

- Ensure the availability and accessibility of quality health care to either on-island or off-island services.
- Ensure cost effectiveness in the delivery of all program services.
- Improve delivery of services, coordination and communication with public and private entity.
- Assure the integrity, monitoring, and accountability of all program recipients benefits and provider payments.
- Implement measures to reduce program expenditures while improving the services,
- Ensure that all program mandates are implemented in accordance with federal and local laws,
- Augment/improve the program resources.
- Enhance program investigation on fraud and abuse.
- Increase automation of program functions for greater efficiency.
- Complete the requirements of Transformed- Medicaid Statistical Information System requirements.
- Continue to assess the program operations and streamline the processes.
- Comprehensive outreach on foster parents

VI. DPW WORKFORCE

The division operates at 69% staffing in FY 2020. Out of \$313 million DPW expenditures, 2.62% only was for personnel expenses and 0.98% for other operational expenses. Despite the shortage of staff and other resources the division continued to carry on its mission and functions to meet the program mandates and assisted the COVID-19 Team on its mission to combat the spread of coronavirus.

BUREAU	FULL STAFFING	FY 2020 STAFFING	PERCENTAGE
STATE OFFICE	4	3	75%
BES	62	41	66%
BMS	47	24	51%
BHCFA	34	30	88%
BOSSA	56	37	66%
TOTAL	198	136	69%

DPW STATE OFFICE AND BUREAU OF HEALTH CARE FINANCING ADMINISTRATION



BUREAU OF ECONOMIC SECURITY



BUREAU OF MANAGEMENT SUPPORT



BUREAU OF SOCIAL SERVICES ADMINISTRATION

