



LOURDES A. LEON GUERRERO
GOVERNOR, MAGA'HAGA'

JOSHUA F. TENORIO
LT. GOVERNOR, SIGUNDO MAGA'LAHI

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



ARTHUR U. SAN AGUSTIN, MHR
DIRECTOR

LAURENT SF DUENAS, MPH, BSN
DEPUTY DIRECTOR

TERRY G. AGUON
DEPUTY DIRECTOR

DEC 30 2022

Honorable Therese M. Terlaje
Speaker
I Mina'trentai Sais Na Liheslaturan Guahan
Guam Congress Building
163 Chalan Santo Papa
Hagatna, Guam 96910

Dear Speaker Terlaje:

In accordance with Public Law 31-278, enclosed is the Bureau of Adult Protective Services' Annual Legislative Report for Fiscal Year 2022.

Should you have any questions, you may contact Ms. Charlene D. San Nicolas, MPA, Senior Citizens Administrator for the Division of Senior Citizens at (671) 735-7421 or 735-7415.

ARTHUR U. SAN AGUSTIN, MHR
Director

Enclosure

xc: Director's Chrono
DSC – Administrator's File
DSC – BAPS File



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MEMORANDUM

To: Governor of Guam
From: Director, Department of Public Health and Social Services
Subject: Bureau of Adult Protective Services' Annual Legislative Report – FY 2022

Attached for your review is the Bureau of Adult Protective Services' Annual Legislative Report for Fiscal Year 2022.

Should you have any questions, please contact Ms. Charlene D. San Nicolas, MPA, Senior Citizens Administrator for the Division of Senior Citizens at (671) 735-7421 or 735-7415.

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DEPUTY DIRECTOR

DEC 30 2022

Honorable F. Philip Carbullido
 Chief Justice
 Supreme Court of Guam
 Suite 300 Guam Judicial Center
 120 West O'Brien Drive
 Hagatna, Guam 96910

Dear Chief Justice Carbullido:

The enclosed Bureau of Adult Protective Services' Annual Legislative Report for Fiscal Year 2022 is provided for your review.

Should you have any questions, you may contact Ms. Charlene D. San Nicolas, MPA, Senior Citizens Administrator for the Division of Senior Citizens at (671) 735-7421 or 735-7415.

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DEC 30 2022

ARTHUR U. SAN AGUSTIN, MHR
 DIRECTOR

LAURENT SF DUENAS, MPH, BSN
 DEPUTY DIRECTOR

TERRY G. AGUON
 DEPUTY DIRECTOR

Honorable Alberto C. Lamorena, III
 Presiding Judge
 Superior Court of Guam
 Guam Judicial Center
 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 2022 is provided for your review.

Should you have any questions, you may contact Ms. Charlene D. San Nicolas, MPA, Senior Citizens Administrator for the Division of Senior Citizens at (671) 735-7421 or 735-7415.

ARTHUR U. SAN AGUSTIN, MHR
 Director

Enclosure

xc: Director's Chrono
 DSC – Administrator's File
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DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES
DIVISION OF SENIOR CITIZENS



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FY 2022 ANNUAL REPORT

BUREAU OF ADULT PROTECTIVE SERVICES

PERIOD COVERING: October 1, 2021 – September 30, 2022



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Biba Manamko!

Division of Senior Citizens
130 University Drive, Suite 8
University Castle Mall, Mangilao, Guam 96913
Email: Biba.SeniorCitizens@dphss.guam.gov

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Moises Gomez



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

Background

In accordance with Public Law 14-139 (10 GCA, Ch. 8, Health and Safety, Senior Citizens), the Division of Senior Citizens, Guam's State Office on Aging, plans, coordinates and implements programs geared toward assisting older individuals in addressing their needs and problems, and in their attainment or maintenance of a satisfying lifestyle. The Guam State Office on Aging (SOA) is charged with the responsibility of administering Title III Supportive Services which is comprised of six distinct programs, Elderly Nutrition Program which is comprised of two distinct programs, Preventive Health, and the National Family Caregiver Support Program; Nutrition Services Incentive Program; and Title VII Elder Abuse and Ombudsman Programs, as mandated by the Older Americans Act (OAA) of 1965, as Amended, and the development and administration of Guam's Four Year State Plan on Aging, 2020-2023. In addition, the Guam SOA administers the Guam State Health Insurance Assistance Program locally recognized as Guam Medicare Assistance Program, the Senior Medicare Patrol Project, the No Wrong Door and the Aging and Disabilities Resource Center Software and Services Initiatives.

Through the various programs administered by the Guam SOA, services have included working with and advocating for persons with disabilities under the age of 60 through the efforts of the Bureau of Adult Protective Services, National Family Caregiver Support Program, Guam Senior Medicare Patrol Project, and the Guam State Health Insurance Assistance Program.

The State Agency comprises of the Bureaus of Administrative Support, Community Support and Program Administration and Development along with the Bureau of Adult Protective Services which assist the State Office in carrying out its responsibilities. The Administration on Aging programs promotes older people to age in place, delaying if not altogether preventing premature institutionalization, with dignity, independence, and integrity.

Bureau of Adult Protective Services

The Adult Protective Services Unit was created in January 1989 through the enactment of Public Law 19-54 and later amended by Public Law 21-33 within the Division of Senior Citizens. On December 28, 2012 Public Law 31-278 changed the APS Unit to the Bureau of Adult Protective Services and maintained the responsibility of receiving and investigating all reports of abuse against the elderly, 60 years of age and older, or adults with a disability, 18 to 59 years of age, pursuant to law which includes and is not limited to, reports of abuse in facilities operated by the department and other public or private agencies and in private residences.

Public Law 31-278, as amended further provided:

- Clearer definitions on the types of abuse;
- Expanding on the list of professionals under mandated reporters to include Emergency Medical Service 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.

- Defined the organizational and personnel structure of the Bureau of Adult Protective Services; and
- New provision was added creating the “Bureau of Adult Protective Services Fund” §2954.

BAPS is mandated to receive and investigate all reports of abuses against the elderly or adults with a disability; these specifically include but are not limited to reports of abuse in facilities operated by public or private agencies and in private residences. The types of abuse reportable to the BAPS include: abandonment, physical abuse, emotional or psychological, financial or property exploitation, neglect, self-neglect or sexual abuse. Further, the Bureau provides outreach, education, monitoring, and advocacy for vulnerable elders and adults with disabilities.

Major Objectives of the BAPS

To develop and maintain a coordinated system of protective services to intervene or prevent further abuse to seniors and adults with a disability; and to provide or arrange for and monitor the provision of services necessary to safeguard and ensure the clients well-being; and preserve and stabilize family life wherever appropriate.

Short Term Goals

1. To provide protective services that includes Intake, Investigation, Aftercare, Emergency Protective Shelter Services for victims of abuse who are in imminent danger, and a 24-7 Crisis Intervention Hotline.
2. To represent and safeguard the interest and integrity of seniors and adults with disabilities who are victims of abuse.
3. To coordinate and collaborate with government agencies, community organizations and families for the provision of care of seniors and adults with disabilities when addressing protective services issues.
4. To conduct investigations at a 100% performance level of appropriate referrals received.
5. To conduct Adult Protective Services specific Outreach Presentations.

BAPS Activities

The responsibility for receiving and investigating all suspected reports of elderly or adults with a disability for abuse and neglect falls upon the Bureau of Adult Protective Services (BAPS). This Bureau is under the Division of Senior Citizens and under the Department of Public Health and Social Services. An *Elderly* individual refers to a person age sixty (60) years or older. An *Adult with a Disability* is a 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. A Major Life Activity includes, 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.

Mission

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

BAPS Staffing

The Bureau of Adult Protective Services continued to be faced with recruitment challenges in the on-boarding of staff. At the end of the second quarter, the bureau was faced with a lateral transfer request of a Social Worker III that on-boarded, seven (7) months prior. The Social Worker III requested a lateral transfer back to the original place of employment, within another division of the department. The bureau recruited for the vacant Social Worker III position which was filled by a Social Worker III hired and began work on August 1, 2022.

Currently, the bureau is fully staffed with five (5) staff to include: 1- Social Services Supervisor (SSS) I; 1- Program Coordinator (PC) IV; and 3- Social Worker (SW) IIIs.

The SSSI oversees the three (3) Social Worker III's who are responsible for addressing and responding to reports of abuse and neglect of our elderly and individuals with a disability on island. The SSSI also participates in APS project activities related to protection and advocacy. The PCIV during this reporting period was responsible for management of Title VII Grants and instrumental in Guam's grant application for (APC6) American Rescue Plan (ARP) for APS described in this report and the Guma Serenidad 100% locally funded Protective Services Shelter for the Elderly and Disabled.

For a brief period, the bureau on-boarded a Social Worker I, Limited Term Appointment (LTA) who started on August 29, 2022 to assist in the APS Intake process of the bureau, however, due to a change in the employee's class schedule, the employee opted to resign on September 2, 2022. The bureau has not been able to fill the Social Worker I position and will be putting forth the Competitive LTA Recruitment which is federally funded and budgeted to support Adult Protective Services program throughout the nation, due to the Pandemic.

As the Pandemic continued throughout the fiscal year and restrictions were eased through Executive Orders signed by our Governor, the referrals for APS interventions continued to be received at a steady pace. As appropriate, the BAPS provided assessments through telephone contacts as we continued to be in compliance with the response to the mandates placed upon our community during this Pandemic. The restrictions and mitigation practices were upheld by the Social Workers to include social distancing and mask wearing to coordinate services and face-to-face interactions.

Functions and Activities of BAPS Social Workers

A primary function of Social Workers within the BAPS is case investigation. This begins upon the receipt of a referral of alleged abuse or neglect. The process in which the Social Worker(s) meets with the client to assess the situation and to proceed with an Investigation on the allegation(s) of abuse or neglect. There is a case plan that is developed which addresses the client's needs in order to provide interventions, if not resolutions to the abusive situation.

Intervention strategies used by the Social Workers include but are not limited to: Crisis

intervention, education, multi-disciplinary team meetings, individual and family sessions, networking, collaborating with other government and private agencies to provide formal support services to assessing for the need for protective shelter.

Another function of Social Workers within the BAPS is coordinating Outreach and Prevention efforts. Social Workers provide community presentations in order to educate and inform government, private and non-profit entities on abuse and neglect of our elderly and adults with a disability of Adult Protective Services and prevention.

Bureau Program Administration

The BAPS is responsible for administering, the following programs.

The Guma Serenidad Program provides a Comprehensive Management, Operations, and Maintenance of Protective Services for seniors, age 60 years and older and adults with a disability, age 18-59 years of age, who are victims of abuse and are in imminent danger and require the need for a temporary shelter to support and protect them from further abuse or neglect with a 24-hours Crisis Intervention Hotline (CIH). The CIH through the Guma Serenidad Program receives, responds and manages reports of suspected abuse and neglect of elderly and adults with a disability. Any referrals received for BAPS by CIH between the hours of 8:00 a.m. through 4:30 p.m., Monday through Friday are forwarded to the BAPS for investigation. The only exception is on recognized Government of Guam holidays, weekends and referrals received after 4:30 p.m. on Mondays through Fridays, these referrals are managed by the Guma Serenidad staff.

On November 24, 2021 *Bid No.: GSA-003-22 – Guma Serenidad 24 Hour Emergency Protective Shelter Services for Elderly 60 Years and Older and Disabled Adults 18-59 Years With A Crisis Intervention Hotline* was unsuccessful with funds then available on June 6, 2022. On August 1, 2022 the Memorandum of Agreement with Mayors' Council of Guam was effectuated to provide an interim service provider of this program. The Division will be seeking to re-bid the Guma Serenidad program in FY2023.

From October 1, 2021 to June 30, 2022, the Guma Serenidad Program operated through an Emergency procurement contract with Catholic Social Services, for nine (9) months.

The SSSI and SW III staff continue to support the twenty-four (24) hour Crisis Intervention Hotline (CIH) by responding to calls received through the hotline.

Other programs administered include: The Office of Long-Term Care Ombudsman and Elder Abuse Prevention both are Title VII programs funded with 100% federal funds. The Office of Long-Term Care Ombudsman provides advocacy services to the elderly at four (4) identified service providers. 1) St. Dominic's Senior Care Home; 2) The Guam Memorial Hospital Authority – Skilled Nursing Facility; (3) Adult Day Care Centers – operated by the Mayors' Council of Guam; and 4) Guma Asucena – operated by Guam Behavioral Health and Wellness Center. Through visits by the Ombudsman, elderly residents and their family members are able to meet and address, advocate and resolve concerns of the elderly in regards to the protection of the resident's health, safety and welfare, while ensuring the rights of residents are safeguarded.

Legal Assistance Services Program funder under Title IIIB Supportive Services which provides legal services for seniors age 60 years and older was transferred to this Bureau for program administration.

On July 27, 2022, (APC6) American Rescue Plan (ARP) for APS under SSA Title XX Section 2042(b) was awarded to Guam totaling \$163,646.00 in 100% federal funds to enhance Guam's State Operational Plan for Adult Protective Services with funding to cover up to 2024.

Outreach and Advocacy

Three (3) presentations on the Bureau of Adult Protective Services were conducted in FY2022, via In-Person Conference. Title VII Ombudsman In-Person Presentations commenced in July 2022. Outreach and Advocacy information is described below:

1. June 21, 2022 – Participated in a Panel Presentation for the Guam Coalition on Sexual Assault and Family Violence Conference. Panel members from BAPS were the Social Service Supervisor I, Evelyn Manibusan and Social Worker III, William C. Reyes. Approximately 200 participants attended the panel presentation.
2. June 21, 2022 – Presented at the Guam Coalition Against Sexual Assault and Family Violence Conference. Presented on Adult Protective Services. Presenters were Social Worker III, William C. Reyes and Social Worker III, Michael J. Gombar. Approximately 25 participants at the break out session.
3. July 20, 2022 – Ombudsman Presentation conducted by Social Worker III, William C. Reyes at Adult Day Care Center – Guma Ginefli'e. There were fifteen (15) participants at the presentation.
4. July 20, 2022 – Ombudsman Presentation conducted by Social Worker III, William C. Reyes at the Adult Day Care Center – Macheche. There were twenty (20) participants at the presentation.
5. July 27, 2022 – Ombudsman Presentation conducted by Social Worker III, William C. Reyes and Social Worker III, Michael J. Gombar at the Adult Day Care Center – Inalahan. There were eight (8) participants at the presentation.
6. July 29, 2022 – Ombudsman Presentation conducted by Social Worker III, William C. Reyes at the Guam Memorial Hospital Authority, Skilled Nursing Facility. There were six (6) participants at the presentation.
7. August 17, 2022 – Ombudsman Presentation conducted by Social Worker III, William C. Reyes at the Adult Day Care Center – Macheche. There were twenty-two (22) participants at the presentation.
8. September 14, 2022 – Ombudsman Presentation conducted by Social Worker III, Tisha C. Sanchez at the Adult Day Care Center – Guma Ginefli'e. There were twenty-one (21) participants at the presentation.
9. September 15, 2022 – Ombudsman Presentation conducted by Social Worker III, Tisha C. Sanchez at the Adult Day Care Center – Inalahan. There were ten (10) participants at the presentation.

10. September 16, 2022 – Ombudsman Presentation conducted by Social Worker III, Tisha C. Sanchez at the Adult Day Care Center – Macheche. There were eighteen (18) participants at the presentation.
11. September 23, 2022 – Ombudsman Presentation conducted by Social Worker III, Tisha C. Sanchez at St. Dominic’s Senior Care Home. There were twenty (20) participants at the presentation.
12. September 30, 2022 – Ombudsman Presentation conducted by Social Worker III, Tisha C. Sanchez at the Guam Memorial Hospital Authority, Skilled Nursing Facility. There were five (5) participants at the presentation.

A total of 370 participants received Outreach information conducted by the Bureau on aging services including Adult Protective Services and the Ombudsman Program.

Table 1. Outreach Activities.

Event Title	Date/Location/Time	Sponsoring Agencies/Organizations	Number of Outreach Participants
Guam Coalition on Sexual Assault and Family Violence Conference	June 21, 2022 Hilton Resort and Spa 11:00 a.m. – 12:15 p.m.	Guam Coalition on Sexual Assault and Family Violence	200
Guam Coalition on Sexual Assault and Family Violence	June 21, 2022 Hilton Resort and Spa 1:15p.m. – 2:15p.m.	Guam Coalition on Sexual Assault and Family Violence	25
Ombudsman/BAPS Presentation	July 20, 2022 Adult Day Care Center – Guma Ginefli’e 9:00 a.m. – 10:00 a.m.	Bureau of Adult Protective Services	15
Ombudsman/BAPS Presentation	July 20, 2022 Adult Day Care Center – Macheche 10:00 a.m. -11:00 a.m.	Bureau of Adult Protective Services	20
Ombudsman/BAPS Presentation	July 27, 2022 Adult Day Care Center – Inalahan 11:00 a.m. – 12:00 p.m.	Bureau of Adult Protective Services	8
Ombudsman/BAPS Presentation	July 29, 2022 Guam Memorial Hospital Authority, Skilled Nursing Facility 10:30 a.m.– 11:30 a.m.	Bureau of Adult Protective Services	6
Ombudsman/BAPS Presentation	August 17, 2022 Adult Day Care Center – Macheche 10:30 a.m. – 11:30 a.m.	Bureau of Adult Protective Services	22
Ombudsman/BAPS Presentation	September 14, 2022 Adult Day Care Center – Guma Ginefli’e 10:00 a.m.– 11:00 a.m.	Bureau of Adult Protective Services	21
Ombudsman/BAPS	September 15, 2022	Bureau of Adult Protective	10

Presentation	Adult Day Care Center - Inalahan and Inalahan Senior Center 11:00 a.m. – 12:00 p.m.	Services	
Ombudsman/BAPS Presentation	September 16, 2022 Adult Day Care Center – Macheche 10:30 a.m. – 11:30 a.m.	Bureau of Adult Protective Services	18
Ombudsman/BAPS Presentation	September 23, 2022 St. Dominic’s Senior Care Home 10:00 a.m. – 11:00 a.m.	Bureau of Adult Protective Services	20
Ombudsman/BAPS Presentation	September 30, 2022 Guam Memorial Hospital Authority, Skilled Nursing Facility 9:00 a.m. – 10:00 a.m.	Bureau of Adult Protective Services	5
Total Participants for all Outreach Events			370

Project Activities

The Bureau participated in the following projects for this reporting period to expand and enhance program activities.

NATIONAL ADULT MALADAPTIVE REPORTING SYSTEM (NAMRS)

In March 2022, BAPS submitted FY2021 Agency Component and Key Indicators data to the National Adult Maladaptive Reporting System (NAMRS), a national reporting system for Adult Protective Services program. The goal of NAMRS is to provide consistent, accurate national data on the abuse and exploitation of older adults and adults with disabilities, as reported to APS agencies.

NATIONAL ADULT PROTECTIVE SERVICES ASSOCIATION (NAPSA)

In October 2022, the bureau staff to include all Social Workers and the Social Service Supervisor I, began on-line training courses offered through NAPSA and supported by the Administration for Community Living (ACL) and the U.S. Department of Health and Human Services (HHS) as part of a financial assistance award. The APS Professional Core Program will cover topics of working in Adult Protective Services.

2. STATISTICAL INFORMATION ON THE NUMBER AND TYPES OF REPORTS RECEIVED DURING THE PRECEDING YEAR

BUREAU OF ADULT PROTECTIVE SERVICES (BAPS): In FY 2022, the BAPS responded to 219 Unduplicated Referrals/Intakes, averaging 18.25 cases per month. Of the 219 Referrals/Intakes received 207 were determined to be appropriate for investigation by BAPS and 12 were determined to be an Inappropriate Referral/Intake. The Referrals/Intakes received by BAPS are categorized as Elderly, Elderly with a Disability and Adult with a Disability as illustrated in Table 2. Types of Referrals.

Of the 207 appropriate Referrals/Intakes received:

- 142 or 69% were Elderly [comprised of Elderly and Elderly with a Disability (Dual)]

- 65 or 31% were Adults with a Disability

Table 2. Types of Referrals.

Referral Type	Elderly	Elderly with a Disability	Adult with a Disability	Year-to-Date	Percentage
Financial/Property Exploitation	33	23	8	64	31%
Physical Abuse	10	14	24	48	23%
Emotional/Psychological Abuse	7	12	9	28	13%
Other	8	7	9	24	12%
Neglect	6	9	8	23	11%
Abandonment	4	1	3	8	4%
Self-Neglect	5	1	0	6	3%
Sexual Abuse	1	0	5	6	3%
Total Referrals	74	67	66	207	100%
	36%	32%	32%		

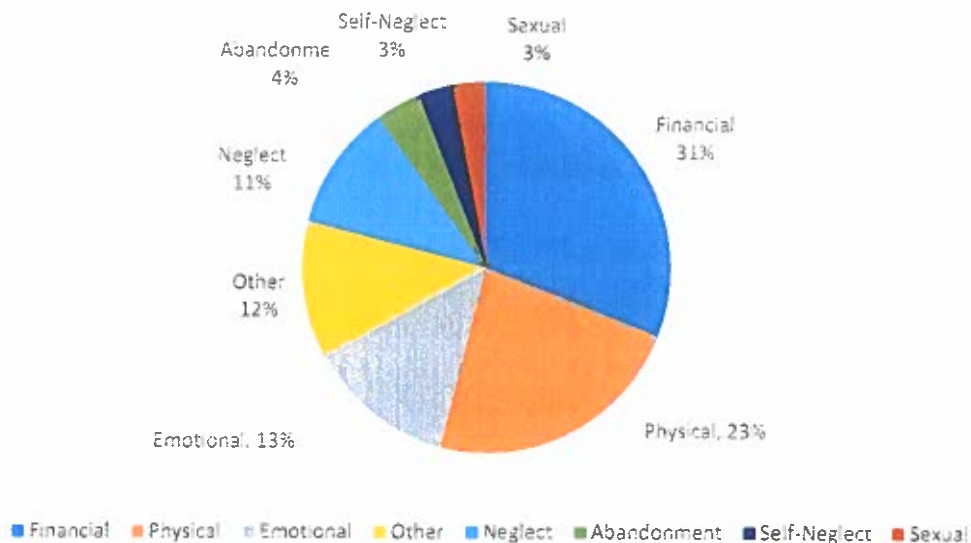
3. Results of the Assessments and Evaluations Conducted and the Amount, Type, and Costs of Services Provided

The BAPS staff responded to 207 appropriate Referrals/Intakes received against elderly and adults with a disability. Of the 207 Elderly Referrals/Intakes investigated:

- 74 or 36% were Elderly
- 67 or 32% were Elderly with a Disability
- 66 or 32% were Adult with a Disability

A review of the 207 appropriate Referrals/Intakes received, revealed the BAPS staff responded to a range of abuses against the elderly and adults with a disability. The 207 appropriate Referrals/Intakes as categorized by types of abuse are illustrated in Figure 1. Types of Abuse.

Figure 1. Types of Abuse.



Of the 207 appropriate Referrals/Intakes received:

- 64 or 31% were for Financial/Property Exploitation
- 48 or 23% were for Physical Abuse
- 28 or 13% were for Emotional/Psychological Abuse
- 24 or 12% were for Other
- 23 or 11% were for Neglect
- 8 or 4% were for Abandonment
- 6 or 3% were for Self-Neglect
- 6 or 3% were for Sexual Abuse

The BAPS conducted 207 case investigations, these investigations yielded 1 or approximately .5% as substantiated and 206 or approximately 99.5%, although have been found to be inconclusive/unsubstantiated have been referred for support services through case management and/or other Title III programs, as eligible.

GUMA SERENIDAD PROGRAM. In FY 2022, the contracted Guma Serenidad program staff responded to 53 Unduplicated Referral/Intakes, averaging approximately 4.5 cases per month. Of the 53 Unduplicated Referrals/Intakes received all were investigated. Guma Serenidad referrals/intakes are categorized as Elderly and Elderly with a Disability combined and Adult with a Disability as illustrated in Table 3. Types of Referrals.

Table 3. Types of Referrals.

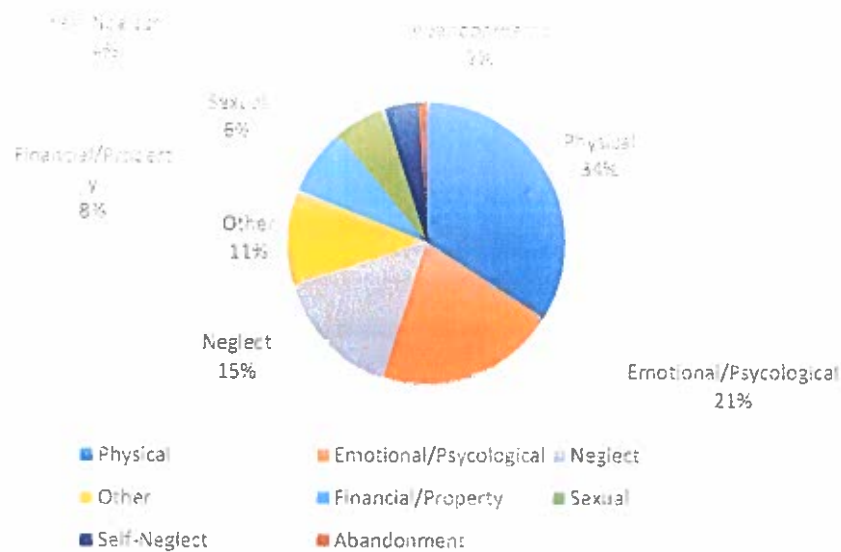
Referral Type	Elderly + with a Disability (Combined)	Adult with a Disability	Year-to-Date	Percentage
Physical Abuse	6	12	18	34%
Emotional/Psychological Abuse	8	3	11	21%
Neglect	4	4	8	14%
Other	5	1	6	11%
Financial/Property Exploitation	3	1	4	8%
Sexual	1	2	3	6%
Self-Neglect	1	1	2	4%
Abandonment	1	0	1	2%
Total Referrals	29	24	53	100%
	55%	45%		

Guma Serenidad staff responded to a range of abuses against the elderly and adults with a disability. The 53 referrals/intakes are categorized by abuse type as are illustrated in Figure 2. Types of Abuse.

Of the 53 referrals/intakes received:

- 18 or 34% were for Physical Abuse
- 11 or 21% were for Emotional/Psychological Abuse
- 8 or 15% were for Neglect
- 6 or 11% were for Other
- 4 or 8% were for Financial/Property Exploitation
- 3 or 6% were for Sexual Abuse
- 2 or 4% were for Self-Neglect
- 1 or 2% were for Abandonment

Figure 2. Types of Abuse Received from contracted Guma Serenidad program



Emergency Protective Services Shelter- Guma Serenidad

The staff of Guma Serenidad provided a total of 1,268 Units of Service for Fiscal Year 2022. The Units of Service are, as follows: 53 hours of Case Management, 273 hours of Personal Care, 2 hours for Outreach, 53 Hotline Calls, 879 Meals Served and 8 hours of Information and Assistance. The Units of Service are illustrated in Table 4. Guma Serenidad Units of Service.

Table 4. Guma Serenidad Units of Service.

Service	Year-to-Date Total	Percentage
Case Management	53	4%
Personal Care Provided	273	22%
Outreach	2	0%
Hotline Calls	53	4%
Meals Provided	879	69%
Information and Assistance	8	1%
Total Units of Service Performed	1,268	100%

Cost of Services Provided (Budget Information).

Expenditures for FY 2022 totaled \$643,200.46. A breakdown of FY 2022 expenditures is provided in Table 5. Year-to-Date Expenditures. Funding for expenditures for FY 2022 services included FY22 Budget Appropriation Act Carry-Over provision which permitted use of available funds.

Table 5. Year-to-Date Expenditures.

Item	Expenditures	Percentage
Regular Salary	\$ 245,438.62	38%
Overtime Salary (Shelter)	\$ 2,101.89	0%
Fringe	\$ 100,401.64	16%
Contractual	\$ 295,098.31	46%
Supplies	\$ 0.00	0%
Drug Testing	\$ 160.00	0 %
TOTAL	\$ 643,200.46	100%

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

To date, the BAPS continues to meet the demands placed upon the Bureau through Public Law 31-278. They continue to provide intervention strategies in abusive situations.

BAPS continues to network with our community partners in identifying support systems that are necessary for both the client and their families, through assessments in identifying the need(s) for the elderly or adult with a disability.

Through their experiences, the BAPS social workers have seen that a referral for an elderly and/or adult with a disability are not always intentional, but rather an identified need to provide caregivers with additional supports and services to prevent caregiver burnout. Additional supports and services such as providing educational information on how to care for their aging parents, the elderly or adult with a disability. In most instances, when proper identification of the type of assistance needed has been identified, supports provided to both the client and their families the abusive situation can then be alleviated. In instances, where an elderly or adult with a disability has suffered serious abuse, such cases will be forwarded to the Attorney General's Office for further review and disposition.

As a social service entity, the BAPS intervenes in an abusive situation from a social service standpoint as opposed to the perspective of law enforcement. This type of intervention allows for the client and their families to make informed decisions on how they can work to best help their situation and in turn alleviate the abusive situation. All rights of clients' self-determination are promoted and thus maintains their integrity and dignity. The interventions of the Guam Police Department would be the only recourse for an elderly or an adult with a disability, absent interventions from BAPS.

The incidences of abuse and neglect among elderly and adults with a disability may never come to the attention of the BAPS. Many of our elderly and adults with a disability are reluctant to access the assistance of the police department as in instances where the abuse or neglect involves a family member or a caregiver. BAPS works towards successful interventions with the client and their families.

These interventions are a continual learning experience in each case involving family

dynamics. The interventions in linking available community resources. Intervention strategies that are coordinated by a third party that remains neutral through an emotionally laden journey. These coordinated intervention efforts are proven to be most effective in allowing for a process towards the alleviation of continued abuse and neglect of an elderly or adult with a disability and their families.

Social Workers work in collaboration with the elderly, the adult with a disability and their families have seen the benefits of these coordinated efforts and interventions. Families are provided with the assistance needed to understand their individual situations. Plans that are coordinated by the social workers have provided for the client and their families a continuity of care during some of their most difficult times.

The BAPS has seen a shift in the continuity of care for the elderly or adult with a disability. The BAPS has seen an increase in our elders not having any family supports on island. It is of concern, as this population is aging into their seventies (70's) and early eighties (80's) with no plan for their care by family members who recall the elder and adult with a disability able to care for themselves when they were in their sixties (60's) to early seventies (70's).

The BAPS has seen referrals addressing the need to provide shelter, to provide additional supports in caregiving services, additional discussion for future planning. The BAPS has responded to several referrals in that there are no family supports left on-island, no identified caregiver and no identified individual who will make decisions for the elder or adult with a disability when the time comes for such decisions to be made.

The BAPS does operate a 24-hour shelter to include a 24-hour Crisis Intervention Hotline, however, the needs of the elderly, elderly with a disability or an adult with a disability are greater in their safety, their medical concerns, their ability to make proper choices to their ability to live independently. The shelter does not allow for our elderly and adult with a disability population to access the shelter, if they are homeless or on the verge of homelessness.

There are countless numbers of elderly individuals or adults with a disability that are referred to BAPS merely due to their age, as a senior or their disability, as an adult. These referrals have allowed the BAPS to identify gaps in services, such gaps in the identification of a homeless shelter specifically for the elderly and adults with a disability. The needs of an elderly individual and an adult with a disability to gain access to homeless shelters, access to housing, access to family is greater for them, as their challenges are greater for the agencies to support a growing population that find themselves alone and with no family supports.

During much of these difficult times, there exist an important component in that the BAPS has contracted a vendor to manage Guma Serenidad. Through such management they operate the Crisis Intervention Hotline program. This program allows for access to protective services seven days a week, twenty-four (24) hours a day. This program ensures the accessibility of the BAPS at all times. *The BAPS have adapted to the need to provide for the Crisis Intervention Hotline while an identification for a contracted vendor to manage Guma Serenidad is currently underway.*

The establishment of Guma Serenidad has proven essential to the safety of a victim of abuse and neglect. The protective shelter allows for clients who are in imminent danger to avail of a safe haven from further abuse or neglect. Individuals who have accessed the shelter are

provided with the safety and security allowing for these individuals to not remain in the abusive home environment or be placed at a homeless shelter awaiting any alternative living arrangements.

In addition, the Bureau of Adult Protective Services is moving in the direction of being fully automated as part of future planning being addressed through Guam's State Office on Aging.

5. IDENTIFICATION OF PROBLEMS THAT MAY ARISE IN THE IMPLEMENTATION OF THIS ARTICLE §21011

- 1) Public Law 31-278 identifies the need to address mandated reporting of suspected abuse or neglect on an elderly or adult with a disability. Professionals in their course of employment who come in contact with an elderly or an individual with a disability and suspect any abuse or neglect are mandated to report to the Bureau of Adult Protective Services. In the law, it further states an immunity from liability for those who in good faith, submitted a report. There are no sanctions for those who falsify reports. During a case investigation, there are no penalty provisions under the law for falsifying a report and if deemed by the social workers that the case referral was not made in good faith, there appears to be no means in which to discourage such actions from those individuals who commit such as act.
- 2) Public Law 31-278 does not address the alleged perpetrator refusing to cooperate in an investigation. The BAPS does not have the authority to require alleged perpetrators to cooperate with the investigation. This results in higher percentage rates of unsubstantiated/inconclusive case determinations.
- 3) Public Law 31-278 defines any array of abuses. The mandate would need to add penalties for substantiated cases specific to Abandonment, Emotional/Psychological, abuse and neglect on elders and adults with a disability. Physical and Sexual Abuse are criminal in nature, thus are forwarded to the Attorney General's Office for further disposition. Financial or Property Exploitation that have been substantiated can be referred to other legal entities for possible recourse, thus, substantiated cases of Abandonment and Emotional/Psychological abuse and neglect do not fall under any laws and do not carry any penalties.
- 4) Expansion of Services. In light of an investigation on alleged Neglect with a determination that the Neglect was not of willful intent but rather due to lack of services. Support services are necessary in order to provide additional supports to family members caring for their elderly or adult with a disability, these local resources are either limited or non-existent.
- 5) Long Term Care: Long Term Care for the elderly and adults with a disability is not only a challenge to the BAPS but also to the families who we work with. Families are often times strapped with having to care for their loved one with specialized needs. Families are needing to continue employment to be able to provide for some of these specialized needs. The need for alternative residential placement options on a long-term basis is critical in the future of our elders and adults with a disability.

As the community looks towards Assisted Living Options for our elderly and adults with a disability, the community must also look at the levels of care that is necessary to provide for continued health care, continued housing and above all continued supportive services for this population to be served.

- 6) There exists a growing need for Respite Care Services and/ or Adult Day Care services to include the weekends and in the identification of these services will provide relief for caregivers in continuing the work that they do for their loved ones and to reduce caregiver burnout. An in-depth screening processes would need to be implemented, thus ensuring that applicants that are approved for services have met the preset criteria. This screening process aids in the limited source of funding for these services.
- 7) Continuity of Care: There are many instances continuity of care in addressing the needs of elderly and adults with a disability who have been abused or neglected has been overlooked. The need to provide for continued collaboration with other agencies, specifically with the Attorney General's Office in identifying ways to enhance collaboration. There are specific needs that warrant the attention of the Prosecution Division or other divisions within the Attorney General's Office to include the Consumer Protection Division that can pave the way towards resolutions of alleged abuse and neglect.
- 8) Historically, the BAPS as with other Bureaus within the Division of Senior Citizens is challenged with retention of employees and timely recruitment of vacant funded positions.
- 9) As the work in the bureau is highly demanding. Areas of concern in addressing the needs of the elderly or adults with a disability who have become victims of abuse or neglect are part of our community. The BAPS will continue to reach out to the community to provide interventions strategies to become a proactive member in reducing the number of instances elderly or adults with a disability come in contact with an individual who may cause them harm.

6. 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, there is a need to actively maintain communication with our Legislative body to expand funding needs for programs in Independent Living, Alternative/Transitional Homes and Assisted Living Facilities. An elderly and an adult with a disability who has been a victim of abuse or neglect will need additional supportive services to continue their daily lives.

The BAPS hopes to continue to maintain open lines of communication with the elderly, adult with a disability and their families in bridging gaps in services. As limited as services are on island, providing alternative measures to admissions into a protective shelter or admissions into a homeless shelter are vital, as these shelters become difficult to transition out of.

Another recommendation would be to actively recruit the staffing needed to be fully functional.

The bureau would need to find creative ways in addressing the need to retain qualified employees.

A final recommendation would be to explore alternative funding streams in order to address our ability to provide for additional supports to caregivers. Elderly and adults with a disability who fall victims to abuse and neglect often times lose their family or caregiver supports. Identifying a revolving fund to allow for alternative measures in the wake of dangerous situations will also provide for resolutions to decrease the incidences of abuse on our island.

7. AMOUNT COLLECTED AND USE OF FUNDS OF THE “BUREAU OF ADULT PROTECTIVE SERVICES”

“Bureau of Adult Protective Services Fund” §2954. This Sub-Section provided for all fines collected from any person required by the Subsections (a) and (b) of §2952 to report a case of abuse on an elderly or adult with a disability who has failed to make a report to APS, be deposited into the Funds and shall be expended exclusively for purposes used to support the operations of the BAPS.

For this Reporting Period there were no funds collected for the Bureau of Adult Protective Services Fund.

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