



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

LOURDES A. LEON GUERRERO
 GOVERNOR, MAGA'HAGA'

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

ARTHUR U. SAN AGUSTIN, MHR
 DIRECTOR

TERRY G. AGUON
 DEPUTY DIRECTOR

PETERJOHN D. CAMACHO, MPH
 DEPUTY DIRECTOR

DEC 29 2023

MEMORANDUM

TO: Governor of Guam
FROM: Director, Department of Public Health and Social Services
SUBJECT: Bureau of Adult Protective Services' Annual Legislative Report – FY 2023

Attached for your review is the Bureau of Adult Protective Services' Annual Legislative Report for Fiscal Year 2023.

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 (671) 735-7415.


ARTHUR U. SAN AGUSTIN, MHR

Attachment

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

OFFICE OF THE GOVERNOR
 CENTRAL FILES OFFICE
 Rec'd By: Jomichael C. Quinata
 Date: 12-29-23 Time: 4:48



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

LOURDES A. LEON GUERRERO
 GOVERNOR, MAGA'HAGA'

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

ARTHUR U. SAN AGUSTIN, MHR
 DIRECTOR

TERRY G. AGUON
 DEPUTY DIRECTOR
PETERJOHN D. CAMACHO, MPH
 DEPUTY DIRECTOR

DEC 29 2023

Honorable Therese M. Terlaje
 Speaker
 I Mina'trentai Siette Na Liheslaturan Guåhan
 Guam Congress Building
 163 Chalan Santo Papa
 Hagåtña, Guam 96910

OFFICE OF THE SPEAKER
 THERESE M. TERLAJE

DEC 29 2023

Time: 4:40 PM
 Received: SA

Dear Speaker Terlaje:

In accordance with Public Law 31-278, enclosed is the Bureau of Adult Protective Services' Annual Legislative Report for Fiscal Year 2023.

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 (671) 735-7415.


ARTHUR U. SAN AGUSTIN, MHR
 Director

Enclosure

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



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

LOURDES A. LEON GUERRERO
 GOVERNOR, MAGA'HAGA'

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

ARTHUR U. SAN AGUSTIN, MHR
 DIRECTOR

TERRY G. AGUON
 DEPUTY DIRECTOR

PETER JOHN D. CAMACHO, MPH
 DEPUTY DIRECTOR

DEC 29 2023

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

RECEIVED

DEC 29 2023

**SUPREME COURT
 OF GUAM**

BY: _____

Dear Chief Justice Carbullido:

The enclosed Bureau of Adult Protective Services' Annual Legislative Report for Fiscal Year 2023 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 (671) 735-7415.


ARTHUR U. SAN AGUSTIN, MHR
 Director

Enclosure

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



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

LOURDES A. LEON GUERRERO
 GOVERNOR, MAGA'HAGA'

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

ARTHUR U. SAN AGUSTIN, MHR
 DIRECTOR

TERRY G. AGUON
 DEPUTY DIRECTOR

PETERJOHN D. CAMACHO, MPH
 DEPUTY DIRECTOR

DEC 29 2023

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 2023 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 (671) 735-7415.

ARTHUR U. SAN AGUSTIN, MHR
 Director

Enclosure

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

RECEIVED
 SUPERIOR COURT OF GUAM
 CLERK'S OFFICE

DATE: 12/29/23
 TIME: 4:42 p

By:

DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES
DIVISION OF SENIOR CITIZENS



2023 ANNUAL REPORT
BUREAU OF ADULT PROTECTIVE SERVICES
PERIOD COVERING: OCTOBER 1, 2022 – SEPTEMBER 30, 2023



Biba Manamko!

Department of Public Health & Social Services
155 Hesler Place, Hagatna, Guam 96910
www.dphss.guam.gov

I. 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 challenges, and in their attainment or maintenance of a satisfying quality of life. 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 2024-2027. 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 Program and the Aging and Disabilities Resource Center Software and Services.

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 (BAPS), National Family Caregiver Support Program, Guam Senior Medicare Patrol Project, and the Guam State Health Insurance Assistance Program.

The State Agency comprises 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 with dignity, independence, and integrity delaying if not altogether preventing premature institutionalization.

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. 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 include 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 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. This Bureau is under the Division of Senior Citizens of the Department of Public Health and Social Services. An *Elderly* individual refers to a person aged 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, seeking, 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. On April 17, 2023, the newly hired Social Worker III requested within eight (8) months of employment a lateral transfer to the Bureau of Social Services Administration (BOSSA). At the end of the second quarter of the reporting period, the bureau operated with only two (2) full-time Social Worker III's. For this reporting period, the bureau is staffed with two (2) full-time Social Worker III's, a Program Coordinator IV, and a Social Service Supervisor I.

As territories and the nation began to move towards a more normal society, post-pandemic, the bureau continues to respond to referrals on abuse and neglect of elderly individuals and adult individuals with a disability.

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 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 and assessing for the need for protective shelter.

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

For continued services with BAPS, the elder or adult with a disability must provide consent for an investigation. This opens the door for access to service delivery. Services offered through BAPS are voluntary and may be revoked by the elder or adult with a disability. Revocation of a consent form will change their status to refusing services or not needing services at this time. However, eligible services will continue should the need arise.

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 who

require the need for a temporary shelter to support and protect them from further abuse or neglect. The Crisis Intervention Hotline (CIH) through the Guma Serenidad Program receives, responds to 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 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, which are managed by the Guma Serenidad staff.

A Memorandum of Agreement with the Mayors' Council of Guam (MCOG) has continued services offered through the Guma Serenidad Program for this reporting period. The staff of the bureau continued to provide support to the twenty-four (24) hour Crisis Intervention Hotline (CIH) by responding to calls received through the hotline. A competitive sealed bid process for the Guma Serenidad was submitted on March 22, 2023 to the local General Services Agency, however, the submitted bid was not processed during FY23 and will be resubmitted in FY24.

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 can meet and address, advocate and resolve concerns of the elderly regarding the protection of the resident's health, safety and welfare, while ensuring that the rights of residents are safeguarded.

Outreach and Advocacy

Outreach and Advocacy participation are as follows:

1. October 14, 2022 – Ombudsman Presentation conducted by Social Worker III, Tisha Sanchez at St. Dominic's Senior Care Home. There were eighteen (18) participants at the presentation.
2. October 18, 2022 – Ombudsman Presentation conducted by Social Worker III, Tisha Sanchez at the Adult Day Care Center – Guma Ginefli'e. There were twenty-one (21) participants at the presentation.
3. October 19, 2022 – Participated in a presentation on Adult Protective Services at the Guam Coalition on Sexual Assault and Family Violence Conference held at the Westin Resort Guam and attended by approximately twenty-five (25) participants.
4. October 20, 2022 – Ombudsman Presentation conducted by Social Worker III, Tisha Sanchez at the Adult Day Care – Inaláhan. There were ten (10) participants at the presentation.
5. October 20, 2022 – Ombudsman Presentation conducted by Social Worker III, Tisha Sanchez at Guma Asusena. There were five (5) participants at the presentation.

6. October 21, 2022 – Ombudsman Presentation conducted by Social Worker III, Tisha Sanchez at the Adult Day Care Center – Macheche. There were sixteen (16) participants at the presentation.
7. October 28, 2022 – Ombudsman Presentation conducted by Social Worker III, Tisha Sanchez at the Guam Memorial Hospital Authority, Skilled Nursing Facility. There were three (3) participants at the presentation.
8. November 10, 2022 – Participation in the Homeless Housing Summit at the Hyatt Regency Hotel. Approximately one hundred (100) participants at the presentation.
9. November 15, 2022 – Ombudsman Presentation conducted by Social Worker III, Tisha Sanchez at the Adult Day Care Center – Guma Ginefli'e. There were twenty-one (21) participants at the presentation.
10. November 17, 2022 – Ombudsman Presentation conducted by Social Worker III, Tisha Sanchez at the Adult Day Care Center – Inaláhan. There were eight (8) participants at the presentation.
11. November 18, 2022 – Ombudsman Presentation conducted by Social Worker III, Tisha Sanchez at the Adult Day Care Center – Macheche. There were twenty (20) participants at the presentation.
12. November 28, 2022 – Ombudsman Presentation conducted by Social Worker III, Tisha Sanchez at Guma Asusena. There were three (3) participants at the presentation.
13. November 29, 2022 – Ombudsman Presentation conducted by Social Worker III, Tisha Sanchez at Guam Memorial Hospital Authority, Skilled Nursing Facility. There were five (5) participants at the presentation.
14. November 29, 2022 – Ombudsman Presentation conducted by Social Worker III, Tisha Sanchez at St. Dominic's Senior Care Home. There were nineteen (19) participants at the presentation.
15. December 15, 2022 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Tisha Sanchez and Social Service Supervisor I, Evelyn Manibusan at Adult Day Care Center – Inaláhan. There were nine (9) participants at the presentation.
16. December 16, 2022 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Tisha Sanchez and Social Service Supervisor I, Evelyn Manibusan at the Adult Day Care Center – Macheche. There were twenty-two (22) participants at the presentation.
17. December 20, 2022 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Tisha Sanchez and Social Worker III, Michael Gombar at the Adult Day Care Center – Guma Ginefli'e. There were twenty (20) participants at the presentation.

18. December 21, 2022 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Tisha Sanchez at Guma Asusena. There were two (2) participants at the presentation.
19. December 30, 2022 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Tisha Sanchez and Social Worker III, Michael Gombar at the Guam Memorial Hospital Authority, Skilled Nursing Facility. There were five (5) participants at the presentation.
20. December 30, 2022 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Tisha Sanchez and Social Worker III, Michael Gombar at St. Dominic’s Senior Care Home. There were sixteen (16) participants at the presentation.
21. January 17, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Tisha Sanchez at the Adult Day Care Center – Guma Ginefli’e. There were twenty-two (22) participants at the presentation.
22. January 19, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Tisha Sanchez and Social Worker III, Michael Gombar at the Adult Day Care Center – Inalåhan. There were seven (7) participants at the presentation.
23. January 20, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Tisha Sanchez and Social Worker III, Michael Gombar at the Adult Day Care Center – Macheche. There were twenty (20) participants at the presentation.
24. January 24, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Tisha Sanchez and Social Worker III, Michael Gombar at Guma Asusena. There were five (5) participants at the presentation.
25. January 27, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Tisha Sanchez and Social Worker III, Michael Gombar at the Guam Memorial Hospital Authority – Skilled Nursing Facility. There were six (6) participants at the presentation.
26. February 14, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Tisha Sanchez and Social Worker III, Michael Gombar at Guma Asusena. There were four (4) participants at the presentation.
27. February 16, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Tisha Sanchez and Social Worker III, Michael Gombar at the Adult Day Care Center – Inalåhan. There were six (6) participants at the presentation.
28. February 17, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Tisha Sanchez and Social Worker III, Michael Gombar at the Adult Day Care Center – Macheche. There were twenty-one (21) participants at the presentation.

presentation.

29. February 21, 2023 – Ombudsman presentation conducted by Social Worker III, Tisha Sanchez at Guma Ginefli'e. There were twenty-five (25) participants at the presentation.
30. February 24, 2023 – Ombudsman, Adult Protective Services and Medicare presentation conducted by Social Worker III, Tisha Sanchez and Social Worker III, Michael Gombar at the Guam Memorial Hospital Authority, Skilled Nursing Facility. There were three (3) participants at the presentation.
31. March 4, 2023 – Participation at the Health Fair sponsored by the Lions Clubs International, District 204 at the Micronesian Mall Center Court. Approximately seventy-five (75) participants.
32. March 14, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Tisha Sanchez at Guma Asusena. There were four (4) participants at the presentation.
33. March 16, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Tisha Sanchez at the Adult Day Care Center – Inalåhan. There were ten (10) participants at the presentation.
34. March 17, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Tisha Sanchez at the Adult Day Care Center – Macheche. There were twenty-five (25) participants at the presentation.
35. March 21, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Tisha Sanchez and Social Service Supervisor I, Evelyn Manibusan at the Adult Day Care Center – Guma Ginefli'e. There were twenty-four (24) participants at the presentation.
36. March 24, 2023 – Ombudsman presentation conducted by Social Worker III, Tisha Sanchez at St. Dominic's Senior Care Home. There were seventeen (17) participants at the presentation.
37. March 31, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Tisha Sanchez and Social Service Supervisor I, Evelyn Manibusan at the Guam Memorial Hospital Authority, Skilled Nursing Facility. There were three (3) participants at the presentation.
38. April 5, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Tisha Sanchez, Social Worker III, Michael Gombar and Social Service Supervisor I, Evelyn Manibusan at Guam Behavioral Health and Wellness Center. There were eighteen (18) participants at the presentation.
39. April 11, 2023 – Ombudsman presentation conducted by Social Worker III, Tisha Sanches and Social Worker III, Michael Gombar at Guma Asusena. There were three

- (3) participants at the presentation.
40. April 18, 2023 – Ombudsman presentation conducted by Social Worker III, Tisha Sanchez and Social Service Supervisor I, Evelyn Manibusan at the Adult Day Care Center – Guma Ginefli'e. There were twenty-three (23) participants at the presentation.
 41. April 20, 2023 – Ombudsman and Adult Protective Services presentation conducted by the Social Service Supervisor I, Evelyn Manibusan and Program Manager of Guma Serenidad, Edward Patague at the Adult Day Care Center – Inalåhan. There were six (6) participants at the presentation.
 42. April 20, 2023 – Adult Protective Services presentation via Zoom during Public Health Awareness Week. There were approximately ninety (90) participants at the presentation.
 43. April 23, 2023 – Participation in the National Crime Victims' Rights Week sponsored by the Office of the Attorney General Outreach at Guam Premier Outlets. approximately seventy-five (75) participants.
 44. April 28, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, William Reyes and Social Service Supervisor I, Evelyn Manibusan at the Guam Memorial Hospital Authority, Skilled Nursing Facility. There were two (2) participants at the presentation.
 45. April 28, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, William Reyes, Program Coordinator I, Michael Taitague and Social Service Supervisor I, Evelyn Manibusan at the Adult Day Care Center – Macheche. There were twenty-four (24) participants at the presentation.
 46. August 30, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Michael Gombar at the Guam Memorial Hospital Authority, Skilled Nursing Facility. There were six (6) participants at the presentation.
 47. August 30, 2023 – Ombudsman and Adult Protective Services presentation conducted by SWIII, Michael Gombar at St. Dominic's Senior Care Home. There were five (5) participants at the presentation.
 48. September 7, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Michael Gombar at Guma Asusena. There were two (2) participants at the presentation.
 49. September 21, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Michael Gombar at the Adult Day Care Center, Inalåhan. There were two (2) participants at the presentation.
 50. September 21, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Michael Gombar at the Adult Day Care Center, Guma Ginefli'e. There were twenty-three (23) participants at the presentation.

51. September 27, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Michael Gombar and Social Worker III, William Reyes at the Guam Memorial Hospital Authority, Skilled Nursing Facility. There were eleven (11) participants at the presentation.
52. September 27, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Michael Gombar and Social Worker III, William Reyes at St. Dominic’s Senior Care Home. There were eighteen (18) participants at the presentation.
53. September 29, 2023 – Ombudsman and Adult Protective Services presentation conducted by Social Worker III, Michael Gombar and Social Worker III, William Reyes the Adult Day Care Center – Macheche. There were nineteen (19) participants at the presentation.

In FY 2023, a total of nine hundred fifty-two (952) participants received outreach information conducted by the bureau, on Aging Services including Adult Protective Services and the Ombudsman Program. A single presentation was conducted via Zoom. Table 1. Outreach Activities listed below provides the breakdown:

Table 1. Outreach Activities.

Event Title	Date/Location/Time	Sponsoring Agencies/Organization	Number of Outreach Participants
Ombudsman Presentation	October 14, 2022 St. Dominic’s Senior Care Home 10:00 a.m. – 11:00 a.m.	Bureau of Adult Protective Services	18
Ombudsman Presentation	October 18, 2022 Adult Day Care Center Guma Ginefli’e 10:00 a.m. – 11:00 a.m.	Bureau of Adult Protective Services	21
Guam Coalition on Sexual Assault and Family Violence Conference	October 19, 2022 Westin Resort Guam 11:00 a.m. – 12:00 p.m.	Guam Coalition on Sexual Assault and Family Violence	25
Ombudsman Presentation	October 20, 2022 Adult Day Care Center Inaláhan 11:00 a.m. – 12:00 p.m.	Bureau of Adult Protective Services	10
Ombudsman Presentation	October 20, 2022 Guma Asusena 1:30 p.m. – 2:30 p.m.	Bureau of Adult Protective Services	5
Ombudsman Presentation	October 21, 2022 Adult Day Care Center Macheche 10:00 a.m. – 11:00 a.m.	Bureau of Adult Protective Services	16

Ombudsman Presentation	October 28, 2022 Guam Memorial Hospital Authority Skilled Nursing Facility 9:00 a.m. – 10:00 a.m.	Bureau of Adult Protective Services	3
Homeless Housing Summit	November 10, 2023 Hyatt Regency Hotel 8:00 a.m. – 5:00 p.m.	Guam Homeless Coalition	100
Ombudsman Presentation	November 15, 2022 Adult Day Care Center Guma Ginefli'e 10:00 a.m. – 11:00 a.m.	Bureau of Adult Protective Services	21
Ombudsman Presentation	November 17, 2022 Adult Day Care Center Inaláhan 11:00 am. – 12:00 p.m.	Bureau of Adult Protective Services	8
Ombudsman Presentation	November 18, 2022 Adult Day Care Center Macheche 10:00 a.m. – 11:00 a.m.	Bureau of Adult Protective Services	20
Ombudsman Presentation	November 28, 2022 Guma Asusena 9:00 a.m. – 10:00 a.m.	Bureau of Adult Protective Services	3
Ombudsman Presentation	November 29, 2022 Guam Memorial Hospital Authority Skilled Nursing Facility 9:00 a.m. – 10:00 a.m.	Bureau of Adult Protective Services	5
Ombudsman Presentation	November 29, 2022 St. Dominic's Senior Care Home 10:00 a.m. – 11:00 am.	Bureau of Adult Protective Services	19
Ombudsman / BAPS Presentation	December 15, 2022 Adult Day Care Center Inaláhan 11:00 a.m. – 12:00 p.m.	Bureau of Adult Protective Services	9
Ombudsman / BAPS Presentation	December 16, 2022 Adult Day Care Center Macheche 10:00 a.m. – 11:00 a.m.	Bureau of Adult Protective Services	22
Ombudsman / BAPS Presentation	December 20, 2022 Adult Day Care Center Guma Ginefli'e 10:00 a.m. - 11:00 a.m.	Bureau of Adult Protective Services	20
Ombudsman / BAPS Presentation	December 21, 2022 Guma Asusena 1:30 p.m. – 2:30 p.m.	Bureau of Adult Protective Services	2

Ombudsman / BAPS Presentation	December 30, 2022 Guam Memorial Hospital Authority Skilled Nursing Facility 9:00 a.m. – 10:00 a.m.	Bureau of Adult Protective Services	5
Ombudsman / BAPS Presentation	December 30, 2022 St. Dominic's Senior Care Home 10:00 a.m. – 11:00 a.m.	Bureau of Adult Protective Services	16
Ombudsman / BAPS Presentation	January 17, 2023 Adult Day Care Center Guma Ginefli'e 10:00 a.m. - 11:00 a.m.	Bureau of Adult Protective Services	22
Ombudsman / BAPS Presentation	January 19, 2023 Adult Day Care Center Inalåhan 11:00 a.m. – 12:00 p.m.	Bureau of Adult Protective Services	7
Ombudsman / BAPS Presentation	January 20, 2023 Adult Day Care Center Macheche 10:00 a.m. – 11:00 a.m.	Bureau of Adult Protective Services	20
Ombudsman / BAPS Presentation	January 24, 2023 Guma Asusena 1:30 p.m. – 2:30 p.m.	Bureau of Adult Protective Services	5
Ombudsman / BAPS Presentation	January 27, 2023 Guam Memorial Hospital Authority Skilled Nursing Facility 9:00 a.m. – 10:00 a.m.	Bureau of Adult Protective Services	6
Ombudsman / BAPS Presentation	February 14, 2023 Guma Asusena 1:30 p.m. – 2:30 p.m.	Bureau of Adult Protective Services	4
Ombudsman / BAPS Presentation	February 16, 2023 Adult Day Care Center Inalåhan 11:00 a.m. – 12:00 p.m.	Bureau of Adult Protective Services	6
Ombudsman / BAPS Presentation	February 17, 2023 Adult Day Care Center Macheche 10:00 a.m. – 11:00 a.m.	Bureau of Adult Protective Services	21
Ombudsman / BAPS Presentation	February 21, 2023 Adult Day Care Center Guma Ginefli'e 10:00 a.m. – 11:00 a.m.	Bureau of Adult Protective Services	25
Ombudsman / BAPS Presentation	February 24, 2023 Guam Memorial Hospital Authority Skilled Nursing Facility	Bureau of Adult Protective Services	3

	9:00 a.m. – 10:00 a.m.		
Lions Club International Health Fair	March 4, 2023 Health Fair Micronesia Mall 10:00 a.m. – 2:00 p.m.	Lions Club International	75
Ombudsman / BAPS Presentation	March 14, 2023 Guma Asusena 1:30 p.m. – 2:30 p.m.	Bureau of Adult Protective Services	4
Ombudsman / BAPS Presentation	March 16, 2023 Adult Day Care Center Inaláhan 11:00 a.m. – 12:00 p.m.	Bureau of Adult Protective Services	10
Ombudsman / BAPS Presentation	March 17, 2023 Adult Day Care Center Macheche 10:00 a.m. – 11:00 a.m.	Bureau of Adult Protective Services	25
Ombudsman / BAPS Presentation	March 21, 2023 Adult Day Care Center Guma Ginefli'e 10:00 a.m. – 11:00 a.m.	Bureau of Adult Protective Services	24
Ombudsman / BAPS Presentation	March 24, 2023 St. Dominic's Senior Care Home 10:00 a.m. – 11:00 a.m.	Bureau of Adult Protective Services	17
Ombudsman / BAPS Presentation	March 31, 2023 Guam Memorial Hospital Authority Skilled Nursing Facility 9:00 a.m. – 10:00 a.m.	Bureau of Adult Protective Services	3
Ombudsman / BAPS Presentation	April 5, 2023 Guma Behavior Health and Wellness Center 2:00 p.m. – 3:00 p.m.	Bureau of Adult Protective Services	18
Ombudsman / BAPS Presentation	April 11, 2023 Guma Asusena 1:30 p.m. – 2:30 p.m.	Bureau of Adult Protective Services	3
Ombudsman / BAPS Presentation	April 18, 2023 Adult Day Care Center Guma Ginefli'e 10:00 a.m. – 11:00 a.m.	Bureau of Adult Protective Services	23
Ombudsman / BAPS Presentation	April 20, 2023 Adult Day Care Center Inaláhan 11:00 a.m. – 12:00 p.m.	Bureau of Adult Protective Services	6
Public Health Awareness Week	April 20, 2023 Zoom – DSC Office 10:00 a.m. – 11:00 a.m.	Department of Public Health and Social Services	90

National Crime Victims' Rights Week	April 23, 2023 Guam Premier Outlets 10:00 a.m. – 2:00 p.m.	Attorney General's Office	75
Ombudsman / BAPS Presentation	April 28, 2023 Guam Memorial Hospital Authority Skilled Nursing Facility 9:00 a.m. – 10:00 a.m.	Bureau of Adult Protective Services	2
Ombudsman / BAPS Presentation	April 28, 2023 Adult Day Care Center Macheche 10:00 a.m. – 11:00 a.m.	Bureau of Adult Protective Services	24
Ombudsman / BAPS Presentation	August 30, 2023 Guam Memorial Hospital Authority Skilled Nursing Facility 9:00 a.m. – 10:00 a.m.	Bureau of Adult Protective Services	6
Ombudsman / BAPS Presentation	August 30, 2023 St. Dominic' 10:00 a.m. – 11:00 a.m.	Bureau of Adult Protective Services	5
Ombudsman / BAPS Presentation	September 7, 2023 Guma Asusena 1:30 p.m. – 2:30 p.m.	Bureau of Adult Protective Services	2
Ombudsman / BAPS Presentation	September 21, 2023 Adult Day Care Center Inaláhan 11:00 a.m. - 12:00 p.m.	Bureau of Adult Protective Services	2
Ombudsman / BAPS Presentation	September 21, 2023 Adult Day Care Center Guma Ginefli'e 10:00 a.m. – 11:00 a.m.	Bureau of Adult Protective Services	23
Ombudsman / BAPS Presentation	September 27, 2023 Guam Memorial Hospital Authority Skilled Nursing Facility 9:00 a.m. – 10:00 a.m.	Bureau of Adult Protective Services	11
Ombudsman / BAPS Presentation	September 27, 2023 St. Dominic's Senior Care Home 11:00 a.m. – 12:00 p.m.	Bureau of Adult Protective Services	18
Ombudsman / BAPS Presentation	September 29, 2023 Adult Day Care Center 10:00 a. m. – 11:00 a.m.	Bureau of Adult Protective Services	19
Total Participants for all Outreach Events			952

Project Activities

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

National Adult Maltreatment Reporting System (NAMRS)

On March 2023, BAPS submitted FY2022 Agency Component and Key Indicators data to the National Adult Maltreatment 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)

On October 2022, the bureau staff to include all Social Workers and the Social Service Supervisor I, began on-line (e-Learning) training courses offered through the National Adult Protective Services Training Center (NATC), funded by the U.S. Department of Health and Human Services, Administration for Community Living and administered by the National Adult Protective Services Association (NAPSA). This online (eLearning) provides self-paced courses for APS professionals throughout the United States. While designed to support APS professionals, the NATC is also available to allied professionals interested in learning more about adult maltreatment and the work of APS. One example of e-Learning available, is, “An overview of 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 2023, the BAPS responded to 284 Unduplicated Referrals/Intakes, averaging 23.6 cases per month. Of the 284 Referrals/Intakes received 274 were determined to be appropriate for investigation by BAPS and 10 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 274 appropriate Referrals/Intakes received:

- o 166 or 61% were Elderly [comprised of Elderly and Elderly with a Disability (Dual)]
- o 108 or 39% were Adults with a Disability

Table 2. Types of Referrals/Abuse.

Referral Type	Elderly	Elderly with a Disability	Adult with a Disability	Year-to-Date	Percentage
Financial/Property Exploitation	41	29	20	90	33%
Physical Abuse	18	13	43	74	27%
Emotional/Psychological Abuse	11	16	13	40	15%
Neglect	3	18	18	39	14%
Self-Neglect	7	4	2	13	5 %
Other	3	4	4	11	4 %
Sexual Abuse	0	0	5	5	1 %
Abandonment	1	1	0	2	1%
Total Referrals	84	85	105	274	100%

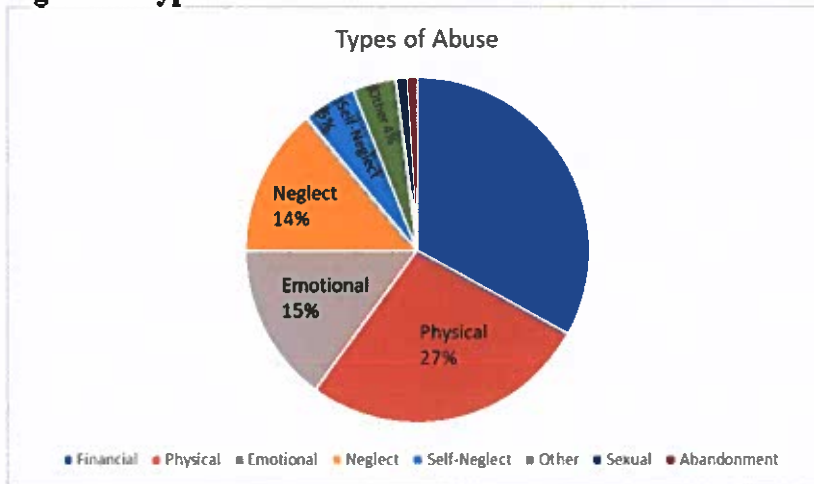
The BAPS staff responded to 274 appropriate Referrals/Intakes received against elderly and adults with a disability. Of the 274 Elderly Referrals/Intakes investigated:

- 84 or 31% were Elderly
- 85 or 31% were Elderly with a Disability
- 105 or 38% were Adult with a Disability

A review of the 274 appropriate Referrals/Intakes received revealed the BAPS staff responded to a range of abuses against the elderly and adults with a disability. The 274 appropriate Referrals/Intakes as categorized by types of abuse are illustrated in Figure 1. Types of Abuse.

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

Figure 1. Types of Abuse/Referrals.



Of the 274 appropriate Referrals/Intakes received:

- 90 or 33% were for Financial/Property Exploitation
- 74 or 27% were for Physical Abuse
- 40 or 15% were for Emotional/Psychological Abuse
- 39 or 14% were for Neglect
- 13 or 5% were for Self-Neglect
- 11 or 4% were for Other
- 5 or 1% were for Sexual Abuse
- 2 or 1% were for Abandonment

The BAPS conducted 274 case investigations, with no cases substantiated during this reporting period. As referred cases were found to be inconclusive/unsubstantiated, these referrals were referred for support services through case management services and/or other Title III programs, as found eligible.

GUMA SERENIDAD PROGRAM. In FY 2023 the contracted Guma Serenidad program staff

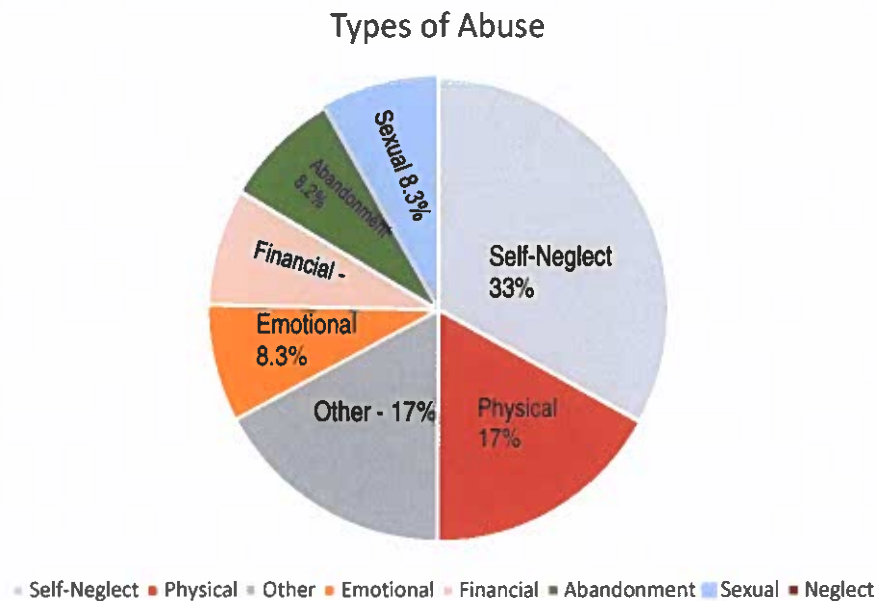
responded to 12 Unduplicated Referral/Intakes, averaging approximately 1 case per month. Of the 12 Unduplicated Referrals/Intakes received all were investigated. Guma Serenidad referrals/intakes are categorized as Elderly and Elderly with a Disability combined and Adult with a Disability as illustrated 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
Self-Neglect	3	1	4	33%
Physical	1	1	2	17%
Other	1	1	2	17%
Emotional	1	0	1	8%
Financial	1	0	1	8%
Abandonment	0	1	1	8%
Sexual	0	1	1	8%
Neglect	0	0	0	0
Total Referrals	7	5	12	100%

Guma Serenidad staff responded to a range of abuses against the elderly and adults with a disability. The 12 referrals/intakes are categorized by abuse type as are illustrated in Figure 2. Types of Abuse.

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



Of the 12 referrals/intakes received:

- 4 or 33% were for Self-Neglect
- 2 or 17% were for Physical Abuse
- 2 or 17% were for Other
- 1 or 8.3% were for Emotional Abuse
- 1 or 8.2% were for Financial/Property Exploitation

- 1 or 8.2% were for Abandonment
- 1 or 8.3% were for Sexual Abuse
- 0 or 0% were for Neglect

Emergency Protective Services Shelter-Guma Serenidad

The staff of Guma Serenidad provided a total of 9,014 Units of Service for Fiscal Year 2023. The Units of Service are as follows: 154 hours of Case Management, 6,838 hours of Personal Care, 2 hours for Outreach, 8 Hotline Calls, 534 Meals Served and 1,478 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	154	2%
Personal Care Provided	6,838	76%
Outreach	2	0%
Hotline Calls	8	0%
Meals Provided	534	6%
Information and Assistance	1,478	16%
Total Units of Service Performed	9,014	100%

Cost of Services Provided (Budget Information).

Expenditures for FY 2023 totaled \$ 650,860.91. A breakdown of FY 2023 expenditures is provided in Table 5. Year-to-Date Expenditures.

Table 5. Year-to-Date Expenditures.

Item	Expenditures	Percentage
Regular Salary	256,933.09	39.48%
Fringe	104,577.44	16.07%
Contractual	287,766.20	44.21%
Supplies	1,584.18	0.24%
TOTAL	650,860.91	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.

The staff of the bureau continue to see an increase in familial support that once were a part of a family unit, have now become diminished. The staff of the bureau are faced with challenges due to family supports who are unable or unwilling to care for their loved ones, such in the cases of elderly individuals who live alone or whose spouse has passed on. The children of

elderly individuals who no longer reside on-island in most cases are unable to provide continued assistance to their aging parent.

The struggles of an elderly living alone are many. They are now faced with limited family support and increasing medical needs. They are unable to live alone with no family support, find themselves seeking support where support can be found and are often befriended by individuals who take advantage and abuse their vulnerability.

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 elderly or an adult with a disability, absent interventions from BAPS.

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 safety and security allowing for a temporary alternative living arrangement. In addition, the Bureau of Adult Protective Services has procured the accessibility of a database system through RTZ and Associates, known as the GuamGetCare System. Through this partnership, staff can utilize technology for case filing resulting in access to data and generating real time reporting.

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 encounter 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 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 has been in existence since 2012, as there has been the need to address the issue of Financial/Property Exploitation that has been ranked as the highest type of abuse among our elderly population. There needs to be discussions on assisting our elder population regarding their finances and property.
- 4) 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 left with having to care for their loved one with specialized needs. Families need 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 to the future of our elders and adults with a disability.

- 5) Historically, the BAPS has been challenged with retention of employees and timely recruitment of vacant funded positions.
- 6) 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 and strategies proactively reducing the number of instances elderly or adults with a disability encounter 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. Elderly or 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 is in active recruitment of staff that is needed to be fully functional. The recruitment and retention of staff will see future interest in working with the bureau in the need for equality of the type of work that is being done by Social Workers in the Bureau of Adult Protective Services and those who work with at the Division of Children's Wellness. There needs to be across the board incentive pay and hazardous pay that are afforded others in the same field additional pay for working in challenging and dangerous situations. Social Workers at the Bureau of Adult Protective Services are not afforded those same opportunities of equal pay.

A final recommendation would be to explore with the University of Guam the ability to offer courses towards a certification specializing in investigative and protective shelter work for a Social Worker passionate in working with our most vulnerable, the elderly and adults with a disability who have been victims of abuse or neglect.

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.

Prepared By:

Reviewed By:


EVELYN T.U. MANIBUSAN, MBA
Social Service Supervisor I


KRISINDA C. AGUMON
Human Services Program Administrator

Concurred By:


CHARLENE D. SAN NICOLAS, MPA
Senior Citizens Administrator