

# DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES

DIPATTMENTON SALUT PUPBLEKO YAN SETBISION SUSIAT

FY 2022 CITIZEN CENTRIC REPORT (OCTOBER 2021 – SEPTEMBER 2022)



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### OUR VISION

"Empowered people of healthy mind and body living in a safe environment throughout their lifetime."

### OUR MISSION

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

### OUR LEADERSHIP



**Arthur U. San Agustin, MHR**  
DIRECTOR



**Terry G. Aguon**  
DEPUTY DIRECTOR



**Laurent S.F. Duenas, MPH, BSN**  
DEPUTY DIRECTOR

### DIVISION CHIEFS

#### DIVISION OF CHILDREN'S WELLNESS

Patricia S.N. Mafnas, MPA  
Acting Chief Children's Services Administrator

#### DIVISION OF ENVIRONMENTAL HEALTH

M. Thomas Nadeau, MS Environmental Science  
Chief Environmental Public Health Officer

#### DIVISION OF GENERAL ADMINISTRATION

Tommy C. Taitague  
Administrative Services Officer

#### DIVISION OF PUBLIC HEALTH

Zennia C. Pecina, MSN, RN  
Acting Chief Public Health Officer

#### DIVISION OF PUBLIC WELFARE

Carlos B. Pangelinan, MSF  
Acting Chief Human Services Administrator

#### DIVISION OF SENIOR CITIZENS

Charlene D. San Nicolas, MPA  
Senior Citizens Administrator

### ABOUT DPHSS

#### GOVERNANCE

The Department of Public Health and Social Services (DPHSS) is the primary Government of Guam agency responsible for providing health and social services to our island community. DPHSS was created by 5 GCA, Government Operations, Chapter 3, Departments of the Government, Article 1, §3111, Department of Public Health and Social Services and was established on July 1, 1964. DPHSS is a line agency within the Government of Guam.

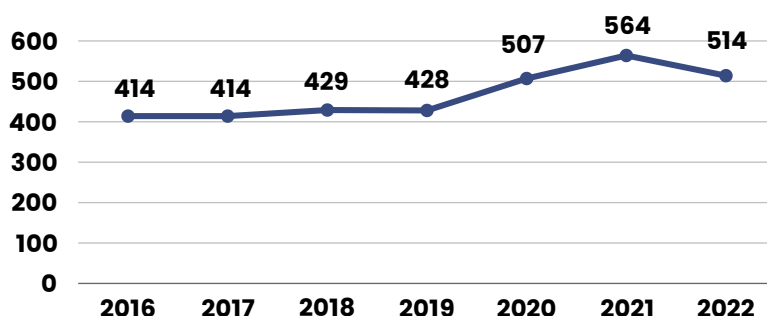
#### WHAT WE DO

DPHSS has six divisions responsible for providing health and social services to the community. These services include providing primary care services; health programs and activities to prevent and control the spread of diseases; promoting healthy lifestyle behaviors; issuance of birth and death certificates; marriage licenses; overseeing environmental health programs for the protection of health and safety to the people of Guam; providing assistance, such as childcare, foster care, Medicaid, and other services to eligible individuals and families; and services toward promoting, maintaining and protecting the total well-being of senior citizens age 60 years and older.

### EMPLOYEE BREAKDOWN

In FY 2022, DPHSS employed 514 employees throughout the six divisions. The employees include Classified, Unclassified, Limited-Term Appointments (LTA), Temporary Appointments (TA), and Contractual employees.

This graph represents the number of employees for 7 fiscal years.



### STRATEGIC GOALS

- 1 Improve our Recruitment and Procurement Processes**  
Digitize and streamline internal processes through the implementation of internal HR and Procurement Management Systems and reduce manual data entry to improve efficiency.
- 2 Invest in Data Modernization Initiatives**  
Develop and implement a unified data architecture that integrates data sources, facilitate digital data collection to improve data accuracy and timeliness, and strengthen data governance.
- 3 Enhance our Organizational Effectiveness**  
Update our existing Standard Operating Procedures (SOP) to standardize processes and streamline workflows for consistency and efficiency and ensure all staff are trained and updated on SOPs.

## DIVISION OF CHILDREN'S WELLNESS

### BUREAU OF CHILD CARE SERVICES (BCCS)

BCCS SERVICES DELIVERED	FY 22	FY 21
LICENSED CHILD CARE CENTERS	47	44
LICENSED FAMILY DAY CARE HOMES	1	2
LICENSE-EXEMPT CHILD CARE & DEVELOPMENT FUND (CCDF) SCHOOL AGE PROVIDERS	3	0
LICENSE-EXEMPT CHILD CARE & DEVELOPMENT FUND (CCDF) RELATIVE/IN-HOME PROVIDERS	45	0

### BUREAU OF SOCIAL SERVICES ADMINISTRATION (BOSSA)

BOSSA SERVICES DELIVERED	FY 22	FY 21
NO. OF CHILD PROTECTIVE SERVICES (CPS) REFERRALS RECEIVED	1,674	1,089
NO. OF CHILDREN SUBJECT TO CHILD PROTECTIVE SERVICES (CPS) REFERRALS	2,480	1,707
NO. OF FOSTER CHILDREN	715	556
NO. OF FAMILY FOSTER HOMES	90	56

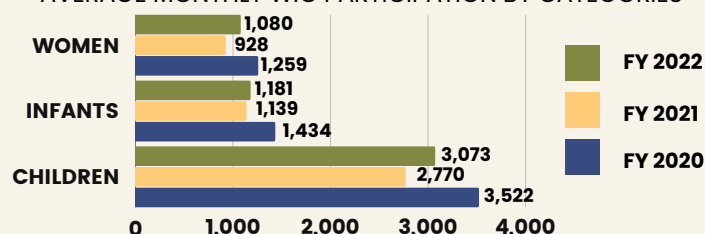
### PRE-SCHOOL DEVELOPMENT GRANT, BIRTH - 5 (PDG)

PDG ITEMS AND RESOURCES GIVEN	FY 22
PDG NEEDS ASSESSMENT	190
GUAM'S PDG STRATEGIC PLAN	247
GUAM EARLY LEARNING GUIDELINES (AGES BIRTH TO 36 MONTHS)	250
GUAM EARLY LEARNING GUIDELINES (AGES 3-5 YEARS OLD)	250
HUGANDO PARENT PLAY BOOK FOR CHILDREN (AGES BIRTH TO FIVE YEAR OLDS)	550
NENI DIRECTORIES	2,153
PDG REUSABLE TOTE BAGS (VARIETY OF COLORS)	797
PDG BLACK LUNCH BAGS	286
\$20 7-DAY SUPERMARKET GIFT CERTIFICATES	8
\$20 DOCOMO PRE-PAID PHONE CARD	5
\$20 GAS CERTIFICATES	87
\$20 GTA PRE-PAID PHONE CARD	4

## DIVISION OF PUBLIC HEALTH

### WOMEN, INFANTS, AND CHILDREN (WIC) PROGRAM

AVERAGE MONTHLY WIC PARTICIPATION BY CATEGORIES



TOTAL COVID VACCINATIONS ADMINISTERED (10/01/2021 - 9/30/2022)	AMOUNT
PFIZER-BIONTECH	82,161
MODERNA	33,974
JANSSEN	3,246
NOVAVAX	14
<b>TOTAL</b>	<b>119,395</b>

### WHAT WOULD YOU LIKE TO SEE ON THIS PAGE?

Do you have any suggestions on how we can improve our reporting? Please contact Bertha Taijeron at (671) 922-2512 or via email at [bertha.taijeron@dphss.guam.gov](mailto:bertha.taijeron@dphss.guam.gov).



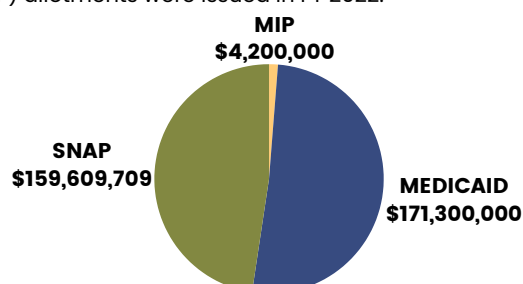
## DIVISION OF SENIOR CITIZENS

PROGRAM ACCOMPLISHMENTS CLIENTS SERVED	UNITS OF SERVICE
HOME-DELIVERED MEALS PROVIDED TO 2,074 HOMEBOUND SENIORS	472,963
CONGREGATE MEALS PROVIDED TO 1,625 SENIORS AT 15 COMMUNITY-BASED SITES	210,373
SENIOR CENTER OPERATIONS TELEPHONE REASSURANCE PROVIDED TO 1,633 SENIORS	204,234
ADULT DAY CARE SERVICES TELEPHONE REASSURANCE PROVIDED TO 89 SENIORS	68,932
TRANSPORTATION SERVICES PROVIDED TO 405 SENIORS	84,264
IN-HOME SERVICES PROVIDED TO 627 SENIORS	37,232
CAREGIVER SERVICES PROVIDED TO 226 FAMILY CAREGIVERS	13,464
CASE MANAGEMENT SERVICES PROVIDED TO 2,470 SENIORS	16,004
LEGAL ASSISTANCE SERVICES PROVIDED TO 485 SENIORS	1,991
ADULT PROTECTIVE SERVICES PROVIDED TO 260 CLIENTS	*1,268

\*Includes Guma Serenidad 24-hour Emergency Protective Services Provided

## DIVISION OF PUBLIC WELFARE

A total of \$175 million in medical claims (Medicaid & Medically Indigent Program) and a total of \$159 million in Supplemental Nutrition Assistance Program (SNAP) allotments were issued in FY 2022.



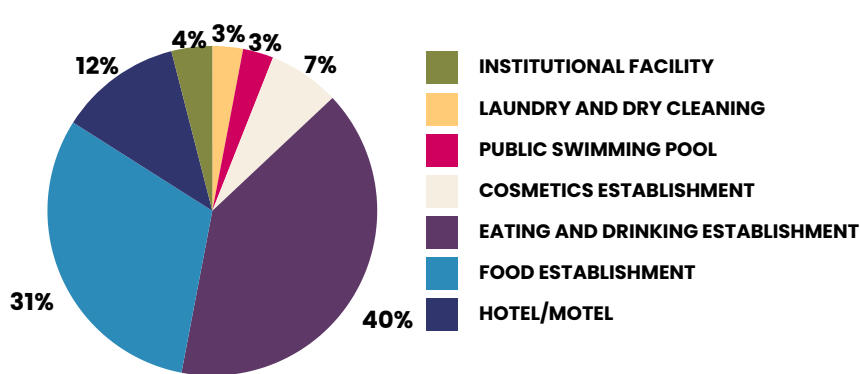
## DIVISION OF ENVIRONMENTAL HEALTH

TOTAL PERMITS, CERTIFICATES, & REGISTRATIONS ISSUED BY THE PROCESSING CENTER	FY 22
SANITARY PERMITS	3,648
HEALTH CERTIFICATES	21,010
GUAM CONTROLLED SUBSTANCES REGISTRATION CERTIFICATES	479
<b>TOTAL</b>	<b>25,137</b>

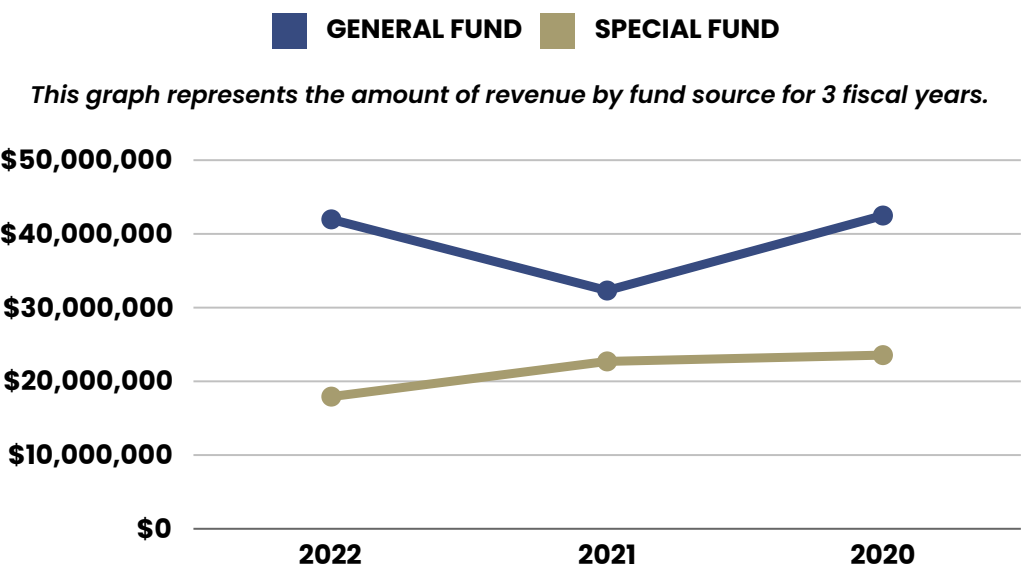
TOTAL DISINTERMENT AND DISINTERMENT-REINTERMENT REQUESTS PROCESSED BY THE PROCESSING CENTER	FY 22
DISINTERMENT REQUESTS	16
DISINTERMENT-REINTERMENT REQUESTS	5
<b>TOTAL</b>	<b>21</b>

### DISTRIBUTION OF SANITARY PERMITS ISSUED IN FY 2022



REVENUE BY FUND SOURCES FY 2022

REVENUE BY FUND SOURCE	FY 22	FY 21	FY 20
GENERAL FUND	\$41,970,813	\$32,316,689	\$42,490,563
SPECIAL FUND	\$17,927,588	\$22,703,444	\$23,557,254
GRAND TOTAL	\$59,898,401	\$55,020,133	\$66,047,817



SPECIAL REVENUE FUNDS BY FUNCTION	FY 22	FY 21	FY 20
COMMUNITY HEALTH CENTERS	\$6,234,692	\$5,100,821	\$5,049,231
ENVIRONMENTAL HEALTH	\$1,375,624	\$1,285,336	\$1,239,209
HEALTHY FUTURES	\$36,666,503	\$38,500,276	\$39,776,193
HEALTH PROFESSIONALS	\$284,423	\$355,261	\$216,403
MEDICAL USE OF CANNABIS	\$11,660	\$15	\$11,000
OFFICE OF VITAL STATISTICS	\$235,059	\$223,494	\$176,694
GRAND TOTAL	\$44,807,961	\$45,465,203	\$46,486,730

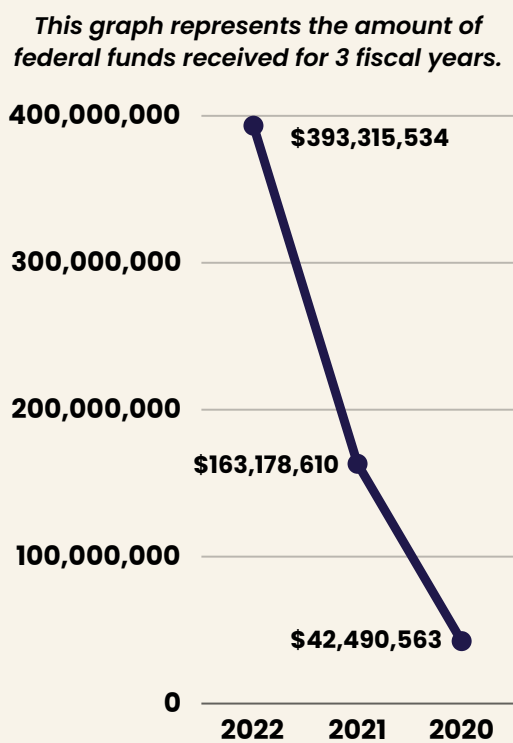
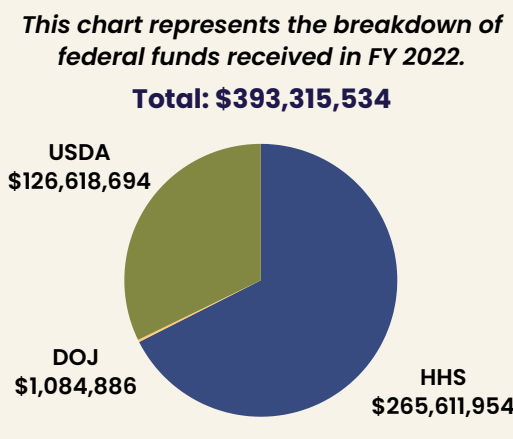
EXPENDITURES BY FUND FUNCTION	FY 22	FY 21	FY 20
COMMUNITY HEALTH CENTERS	\$6,249,144	\$5,304,609	\$4,158,716
ENVIRONMENTAL HEALTH	\$913,029	\$940,968	\$918,856
HEALTHY FUTURES	\$31,073,597	\$38,702,486	\$31,121,942
HEALTH PROFESSIONALS	\$247,608	\$220,264	\$151,230
MEDICAL USE OF CANNABIS	-	-	-
OFFICE OF VITAL STATISTICS	\$151,665	\$273,509	\$96,756
GRAND TOTAL	\$38,635,043	\$45,441,836	\$36,447,500

Ernst & Young, an independent auditor, issued an unmodified (clean) audit for both the Financial and Compliance audit reports in Fiscal Year 2022. To view the Independent Audit Report, visit [www.opaguam.org](http://www.opaguam.org) or visit our website at [www.dphss.guam.gov](http://www.dphss.guam.gov) for more information.



DPHSS received the following funds in FY 2022: **General Funds**, which are primary funds from the local government. **Federal Funds**, which are grants from the U.S. Department of Agriculture (USDA), U.S Department of Justice (DOJ), and the U.S. Department of Health and Human Services (HHS). **Special Funds**, which consists of various programs that help fund the following: Community Health Centers, Health Professional Licenses, Health and Human Services, Controlled Substance, Environmental Health, and Healthy Futures. **Special Fund revenues are restricted to specific purposes.**

BREAKDOWN OF FEDERAL FUNDS





## OUR CHALLENGES

Recruitment and procurement are pivotal components of any effective public health system. Recruitment plays a critical role in acquiring and maintaining a skilled workforce essential for delivering quality public health and social services, whereas procurement ensures the delivery of quality healthcare services to our island community. Procurement is a critical aspect of the public health sector, ensuring the timely acquisition of goods and services, such as medical equipment, pharmaceuticals, and supplies. These challenges continue to be an issue for public health agencies across the nation, especially in the Pacific Region.

## OUR OUTLOOK & MOVING FORWARD

Moving forward for DPHSS requires a strategic and collaborative approach that addresses current challenges and anticipates future healthcare needs. As an integral component of the island's healthcare system, DPHSS plays a crucial role in promoting public health, ensuring social services, and responding to emerging health issues.

### BUSINESS PROCESS IMPROVEMENT (BPI) PROJECT ON PROCUREMENT

DPHSS is in collaboration with the Governor's Office in engaging on a Business Process Improvement (BPI) Project with key Government of Guam agencies, including Department of Administration (DOA), General Services Agency (GSA), and Bureau of Budget and Management Research (BBMR). The goal of the BPI Project is to improve our procurement process. This will be done by developing a standardized process that ensures the timely, accurate, and legal acquisition of goods and services. This project requires an all of government approach and involves the support and commitment with all our partners. Technical assistance for this project is provided by the Association of State and Territorial Health Officials (ASTHO).

### STREAMLINING WELFARE ELIGIBILITY PROCESS

Efforts are under way to improve and streamline the eligibility determination process for applicants for welfare programs including the Supplemental Nutrition Assistance Program (SNAP), Medicaid, the Medically Indigent Program (MIP), cash assistance, and the Temporary Assistance for Needy Families (TANF). In 2023, the DPHSS Bureau of Economic Security (BES), removed a longstanding requirement for applicants to provide mayors' verifications in their application submissions for SNAP. DPHSS also lifted another longstanding requirement for Social Security Award letters (SSA). It was determined by DPHSS, after consulting state counterparts and federal grantors that such documents are not necessary at the initial application stage and imposed a burden on applicants. DPHSS continues the process of revisiting other existing document requirements, and is also working to streamline its application, and redesigning the SNAP Electronic Benefits Transfer (EBT) Quest Card.

### PUBLIC HEALTH INFRASTRUCTURE GRANT (PHIG)

DPHSS has been awarded \$9.2 million dollars in federal funds through the U.S. Centers for Disease Control and Prevention (CDC). The Strengthening Guam DPHSS Infrastructure, Workforce, and Data Systems, also known as the Public Health Infrastructure Grant (PHIG), is an opportunity for DPHSS to invest in its workforce, building capacity, and make improvements to our department's foundational capabilities. These investments and improvements will modernize our information technology and data systems, and improve efficiency and effectiveness within our department's operations, including our ability to partner in a complex health and health care environment. The goals are to improve public health services, resulting in improved public health outcomes.

### MOVING TOWARDS DATA MODERNIZATION

The goal of these initiatives is to improve the data and Information Technology (IT) infrastructure of DPHSS. The main focus is on establishing a resilient data exchange ecosystem that accelerates data flow across the six divisions, ensures elevated data quality, lessens reporting burdens, all while enhancing and implementing robust data governance measures.

***"By investing in healthcare infrastructure, embracing technology, addressing public health and social services challenges, prioritizing workforce development, and enhancing disaster preparedness, DPHSS continues to pivot itself to meet the evolving needs of the community,"***  
said DPHSS Director Arthur U. San Agustin.

### WE WANT TO HEAR FROM YOU! LET'S STAY CONNECTED!

Do you like this report? Is there any other information you would like to see included? Please let us know by contacting Bertha Taijeron at (671) 922-2512 or [bertha.taijeron@dphss.guam.gov](mailto:bertha.taijeron@dphss.guam.gov). See previous Citizen Centric Reports of DPHSS at [www.dphss.guam.gov](http://www.dphss.guam.gov).

