



Benito "Ben" Servino  
DIRECTOR

# Department of Integrated Services for Individuals with Disabilities

## A Report to the Citizens of Guam



Eddie Baza Calvo  
GOVERNOR

Ray Tenorio  
LIEUTENANT GOVERNOR

FISCAL YEAR 2015

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### About the Department of Integrated Services for Individuals with Disabilities (DISID).....Page 1

**DISID** was established in 1997 under Guam P.L 24-16. It was the intent of the Guam Legislature to improve services for persons with disabilities by creating and establishing a designated agency as the single point of entry agency that provides, promotes and ensures a full continuum of lifelong programs and services that allows for independence, productivity and inclusion of people with disabilities into the community.

**DISID** serves as a public service to coordinate and provide vocational rehabilitation and comprehensive community services for eligible individuals with disabilities. There are two divisions within **DISID**: the **Division of Vocational Rehabilitation (DVR)** and the **Division of Support Services (DSS)**.

### Department of Integrated Services for Individuals with Disabilities (DISID)

<http://www.disid.guam.gov>

**Mr. Ben S. Servino, M.S., Director**

238 Archbishop Flores St., DNA Building  
Suite 702, Hagåtña, Guam 96910

(671) 475-4646 (VT), (671) 477-9183 (TT), (671)  
477-2892 (F)

### Division of Vocational Rehabilitation (DVR):

Suite 602, Hagåtña, Guam 96910

(671) 475-5735/38 (VT)

(671) 477-8642 (TT), (671) 475-4661 (F)

### Division of Support Services (DSS):

Suite 702, Hagåtña, Guam 96910

(671) 475-4646 (VT)

(671) 477-9183 (TTY), (671) 477-2892 (F)

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NATIONAL DISABILITY EMPLOYMENT  
AWARENESS MONTH



OFFICE OF DISABILITY EMPLOYMENT POLICY  
UNITED STATES DEPARTMENT OF LABOR

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## **DIVISION OF VOCATIONAL REHABILITATION (DVR):**

The **Division of Vocational Rehabilitation (DVR)** has a staff of **Fifteen (15)** employees and their offices are located on the 6th floor of the DNA Building in Hagatna and they provide 1) **Vocational Rehabilitation (VR) Program Services**; 2) **Supported Employment (SE) Program Services**; 3) **Independent Living (IL) Program Services**, and **Independent Living Older Blind (ILOB) Services** for eligible Individuals with Disabilities. There are two (2) Advisory Councils: the **State Rehabilitation Council (SRC)** and the **Statewide Independent Living Council (SILC)** composed of individuals with various disabilities, families, employers, agency representatives, advocates, and service providers that provide guidance and direction in the implementation of the VR Services and Independent Living Program Services based on an approved State Plan. An Orientation Presentation of DVR Program Services is conducted for the General Public every **1st & 3rd Tuesday** of each **Month** at 9:00am on the 6th Floor DVR Conference Room at the DNA Building in Hagatña

- During this Fiscal Year Period, a total of **Four Hundred Ninety Five (495)** individuals were registered with DVR; **One Hundred Seventy Six (176)** individuals were determined Eligible and their Individualized Plan for Employment (IPE) were developed; **Forty Two (42)** individuals completed their IPEs; **Nine (9)** individuals received physical and mental restoration services; **Sixty Three (63)** individuals received Training services; **Fifty One (51)** individuals were ready for employment; **Nineteen (19)** individuals were placed in Employment; **Sixty Three (63)** individuals had their services interrupted; **Twenty Seven (27)** individuals had their cases closed and were successfully rehabilitated, **Fourteen (14)** individuals had their case closed after IPE was initiated; **Thirty One (31)** individuals had their case closed before their IPE was initiated.
- A series of outreach and educational awareness activities are planned and conducted in observance of **National Disability Employment Awareness Month (NDEAM)** during the month of October. NDEAM is a time to celebrate the many and varied contributions of America's workers with disabilities. The theme for this year is: "**EXPECT, EMPLOY, EMPOWER**". Local activities included a Proclamation Signing by the Governor that was scheduled at Adelup and an all-day conference that was held at the Leo Palace Resort to recognize Employers and Clients that had achieved successful closures. Weekly workshop presentations were conducted throughout the month including: 1) "**Pre-Employment Session/Resume Writing**"; 2) "**Dress for Success for DVR Clients**"; 3) "**DVR Orientation for Employers and Service Providers**".
- Established an **MOU with UOG/CEDDERS Guam Systems for Assistive Technology (GSAT), Pacific Islands Microcredit Institute (PIMI), and University of Guam's Small Business Development Center (Guam SBDC)** to work together to help individuals with disabilities achieve self-employment by: 1) Referring DVR Clients interested in self-employment to Guam SBDC, PIMI and GSAT to receive counseling, training, technical and financing assistance; 2) Requiring Clients that receive funding from DVR to continue ongoing counseling and technical assistance from Guam SBDC, PIMI and GSAT until no longer deemed necessary by DVR; 3) Collaborate and/or co-sponsor business development training and outreach; and 4) To cross promote the services of Guam SBDC, PIMI and GSAT in its internal and external marketing efforts.
- Served as an active member of the **Dept of Education's (DOE) Guam Advisory Panel for Students with Disabilities (GAPSD)** and also as an active member of the **Guam Workforce Investment Board (GWIB)**.
- Participated in the **Guam System for Assistive Technology (GSAT) Resource Fair** that was held at the Center Court of the Micronesian Mall and the AT Conference that was held at the Westin.
- Provided support for the **SRC 2015 Transition Forum** which included community stakeholders (Guam SRC, DVR, DOE/SPED, GCC, UOG and DOL/AHRD) to address the issues facing students with disabilities as they transition from secondary schools to post-secondary education programs and competitive integrated employment and allowing partnering of stakeholders to address and support transition activities through the exchange of ideas and views.

### **DIVISION OF SUPPORT SERVICES (DSS):**

The **Division of Support Services (DSS)** has a staff of **Four (4)** Employees and their offices are located on the 7th floor of the DNA Building in Hagatna and the Division is responsible for the development of a community service delivery system which includes the design, implementation, administration, case management, coordination, research, monitoring and evaluation of programs and services for persons with disabilities. **DSS** provides support to Individuals with Disabilities that are applying for housing assistance through the Guam Housing and Urban Renewal Authority (GHURA) and the Guam Housing Corporation (GHC); or transportation services through the Guam Regional Transit Authority (GRTA); including other services such as Information and Referral, Advocacy, Intake & Assessment, Monitoring and Compliance of the Accessible Parking Law, Technical Assistance Training regarding the ADA, and DRT Referrals for Property Tax Credits.

- During this Fiscal Year Period, a total of **Two Hundred Fifty Six (256)** individuals were seen by DSS; **Thirty Five (35)** individuals received Housing Application Assistance; **Eleven (11)** individuals received Transportation Application Assistance; **Ninety Eight (98)** individuals received Information & Referral Assistance; **Fourteen (14)** individuals received ADA Technical Assistance; **Forty Nine (49)** individuals received Property Tax Credit Application Assistance; **Twenty Three (23)** individuals received Advocacy Assistance; **Thirty One (31)** individuals received Case Management Services; **Twenty Seven (27)** individuals received Public Assistance Services; **Thirty five (35)** individuals received Financial Assistance Services; and **Fifteen (25)** individuals received technical assistance regarding the Accessible Parking Law.
- DISID collaborated with three (3) other key “No Wrong Door” partners including : Guam Department of Public Health and Social Services, Division of Senior Citizens, the Guam Behavioral Health and Wellness Center, and the Office of Medicaid to complete a three-year plan to implement a No Wrong Door System for Long Term Services and Supports (LTSS) for the community of Guam
- Served in the **Guam System of Care Council (GSOCC)** to support the implementation of Guam’s Child Mental Health Initiative Cooperative agreement in collaboration with other GovGuam child serving agency representatives, families, and other community stakeholders who have come together to define and develop a comprehensive and seamless SOC network.
- Conducted DISID Program Outreach presentation for the Lupus Organization of Guam.
- Participated in the **Proclamation Signing** in observance of **Developmental Disabilities Awareness Month**.
- Participated in the **“Celebrity Bagging”** Event at the Payless Shopping Center in the Micronesian Mall and the **“Family Fun Day”** Pot Luck Event at the Sinajana Community Center as part of the DD Awareness Month Celebration activities.
- Served as an active member of the **Guam CEDDERS Advisory Council, Guam System for Assistive Technology (GSAT) Advisory Council, and the Guam Developmental Disabilities Council (GDDC)**.
- Participated in the GSAT Resource Fair that was held at the Center Court of the Micronesian Mall.
- Attended an **“Update from Advocates on Guam’s Disability Agenda”** Forum at the Jesus and Eugenia Leon Guerrero School of Business and Public Administration Building at UOG which was sponsored by CEDDERS. This Forum provided an opportunity to access information directly from constituents with disabilities and their families and to respond to their concerns and recommendations to improve policies and practices based on their prioritized and current issues and needs.
- Conducted a workshop presentation on **“Community Access Updates”** during the Guam System for Assistive Technology (GSAT) Conference that was held at the Pac Star Hotel.



- Attended the SIÑA NPO Membership Meeting on the 2nd Saturday of every other month to disseminate program services information and to solicit input regarding the needs of the disability community.
- Provided co-sponsorship support for the **1<sup>st</sup> Annual Integrated Bowling Tournament** and presented awards to Athletes during the **Special Olympics Guam – Track & Field Annual Event**.
- Conducted DISID program services/ADA presentation for **Fifteen (15)** visitors with disabilities and **Nine (9)** program staff from the Social Welfare Corporation Easy Going Farm Organization from Japan.
- Coordinated Monthly debriefing/training meetings for all Gov Guam ADA Coordinators at the DVR Conference Room on every first Thursday of the month.
- Conducted a “Disability Awareness” Training for **Twenty One (21)** DOC Recruits.
- Provided sponsorship support for Deaf Awareness Week “**Family Fun Day**” and the “**Deaf Jam Fiesta - Bridging the Gap Between the Deaf and Hearing Worlds**” that included a Deaf Art Exhibit, Food/Drinks, Entertainment, Vendors which was held at Ypao Beach, Main Pavilion.
- Planned and organized the **2016 ADA Awareness Month Activities** during the month of July which included a Proclamation Signing at Adelup, and hands-on Workshops and activities regarding the 1) “**Technical Requirements of providing Accessible Parking for People with Disabilities in your facility**”; 2) “**Effective Communication & Interaction Strategies for People with Disabilities**” 3) “**How to make your PDF Documents Accessible for People with Disabilities**”; 4). “**Developing ADA Self Evaluation Plans & Transition Plans**”; 5) “**Accessibility Site Assessments and Technical Assistance Recommendations to Local Businesses/Hotels/Restaurants**”; 6) Collaborated and partnered with various organizations such as the Guam Legal Services Corporation (GLS) to conduct workshops on the “**ADA Rights of Individuals with Disabilities**”, “**Provision of Reasonable Accommodations**” and the “**Voting Rights of Individuals with Disabilities**”.
- Served Eighty Four (84) Individuals that had applied for the **Individualized Budgeting Program (IBP)** which was funded by the DOI Compact Assistance Grant. The IBP aims to provide individuals with disabilities the opportunity to choose the type of services and supports (i.e. wheelchair, cane, hearing aid, eye glasses, personal care assistant, etc.) independently from typical programs offered through the Government of Guam through an allowed budget over which they have control. Each approved applicant, whether a Client from the Department of Integrated Services for Individuals with Disabilities, Guam Behavioral Health and Wellness Center, Guma Mami, Inc, Catholic Social Services; or the Public Guardian, will be allowed to use their funds to meet the needs of the Individualized Budget request that supports the Client’s Individualized Service Plan (ISP).
- Signed a Memorandum of Agreement (MOA) between the Child Serving Government entities that are part of the Governor’s Executive Committee on Systems of Care (Department of Integrated Services for Individuals with Disabilities, Guam Department of Education, Judiciary of Guam, Department of Youth Affairs, Guam Behavioral Health and Wellness Center, Department of Public Health and Social Services, and Guam Police Department) for Interagency Child Mental Health Initiative Service Coordination and Evaluation.
- Signed a **Memorandum of Agreement (MOA)** between **DISID** and the **GCA Trades Academy, Inc.** to have GCATA assist with the financing and development of the DISID property across from JFK High School so that the property could be utilized as a **Guam Regional Workforce Training and Development Center**.
- Received two wheelchair donations from the **Guam Legends Motorcycle Club** and disseminated them to Clients that did not have health insurance coverage and could not afford to purchase one.

**DISID's Division of Vocational Rehabilitation (DVR)** receives federal funds to assist individuals with disabilities to prepare for and engage in gainful employment consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

**DISID's Division of Support Services (DSS)** receives Local Funds to provide support services to individuals with disabilities and to provide educational awareness regarding the Accessible Parking Law.

**EXPENDITURES TO CLIENTS FOR FISCAL YEAR 2015 BY FUNDING SOURCES FOR EACH DIVISION:**

FUNDING SOURCE(S)	DIVISION OF VOCATIONAL REHABILITATION (DVR)
VR BASIC SUPPORT GRANT	\$ 745,024.00
VR INDEPENDENT LIVING OLDER BLIND GRANT	\$ 12,350.00
VR SUPPORTED EMPLOYMENT GRANT	\$ 18,331.00
<b>TOTAL FEDERAL FUNDS EXPENDED</b>	<b>\$775,705.00</b>

FUNDING SOURCE(S)	DIVISION OF SUPPORT SERVICES (DSS)
LOCAL SPECIAL FUNDS	\$324,198.00
<b>TOTAL LOCAL FUNDS EXPENDED</b>	<b>\$324,198.00</b>

The following data consists of the 2015 (4th Quarter) Appropriation/Expenditure Report pursuant to P.L. 30-196:

FUND	OBJECT CATEGORY	APPROPRIATION	YTD ALLOTMENT	EXPENDITURES	OUTSTANDING ENCUMBRANCES	FUNDS AVAILABLE	UNALLOTTED BALANCE
GENERAL FUND	Regular Salary	236,708.00	230,023.00	188,563.15	0.00	41,459.85	6,685.00
	Fringe	84,372.00	81,706.00	66,576.32	0.00	15,129.68	2,666.00
	Travel	0.00	0.00	0.00	0.00	0.00	0.00
	Contract	9,498.00	7,848.00	5,512.72	567.88	1,767.40	1,650.00
	Bldg Rent	132,636.00	124,344.00	124,344.00	0.00	0.00	8,292.00
	Supplies	1,500.00	1,275.00	0.00	0.00	1,275.00	225.00
	Equipment	0.00	0.00	0.00	0.00	0.00	0.00
	Drug Testing	0.00	0.00	0.00	0.00	0.00	0.00
	Miscellaneous	609,955.00	609,955.00	609,955.00	0.00	0.00	0.00
	Telephone	6,036.00	5,447.00	5,311.53	0.00	135.47	589.00
Capital	0.00	0.00	0.00	0.00	0.00	0.00	
<b>GENERAL FUND TOTAL</b>		<b>1,080,705.00</b>	<b>1,060,598.00</b>	<b>1,000,262.72</b>	<b>567.88</b>	<b>59,767.40</b>	<b>20,107.00</b>
FEDERAL GRANT FUND	Regular Salary	926,488.65	926,488.65	535,355.13	0.00	391,133.52	0.00
	Fringe	317,279.66	317,279.66	203,637.36	0.00	113,642.30	0.00
	Travel	118,346.66	105,412.95	49,248.62	0.00	56,154.33	0.00
	Contract	3,197,258.97	3,040,214.97	1,073,034.52	281,293.48	1,685,886.97	12,933.31
	Bldg Rent	360,000.00	360,000.00	240,000.00	0.00	120,000.00	0.00
	Supplies	26,593.97	26,593.97	11,137.09	1,052.34	14,404.54	0.00
	Equipment	59,297.05	59,297.05	18,915.67	31,449.00	8,932.38	0.00
	Drug Testing	520.00	520.00	120.00	0.00	400.00	0.00
	Miscellaneous	203,200.00	203,200.00	129,442.00	170.00	73,588.00	0.00
	Telephone	4,701.40	4,701.00	2,301.40	0.00	2,400.00	0.00
Capital	150,758.94	150,758.94	50,758.00	0.00	100,000.94	0.00	
<b>FEDERAL GRANT FUND TOTAL</b>		<b>5,364,445.30</b>	<b>5,194,467.59</b>	<b>2,313,949.79</b>	<b>313,964.82</b>	<b>2,566,552.98</b>	<b>169,977.71</b>
ACCESSIBLE PARKING FUND	Travel	13,000.00	13,000.00	3,964.64	0.00	9,035.36	0.00
	Contract	67,358.37	67,358.37	13,716.33	5,850.00	47,792.04	0.00
	Supplies	7,483.33	7,483.33	263.90	0.00	7,219.43	0.00
	Equipment	15,000.00	15,000.00	0.00	0.00	15,000.00	0.00
	Miscellaneous	9,300.00	9,300.00	0.00	0.00	9,300.00	0.00
<b>ACCESSIBLE PARKING FUND TOTALS</b>		<b>112,141.70</b>	<b>112,141.70</b>	<b>17,944.87</b>	<b>5,850.00</b>	<b>88,346.83</b>	<b>0.00</b>
<b>FUND GRAND TOTALS</b>		<b>6,557,292.00</b>	<b>6,367,207.29</b>	<b>3,332,157.38</b>	<b>320,382.70</b>	<b>2,714,667.21</b>	<b>190,084.71</b>

### CHALLENGES:

- DISID continues to struggle with the challenges of filling critical vacancy positions to include the VR Administrator and VR Supervisor, VR Counselor, VR Program Coordinator, DSS Administrator, and DSS Social Worker positions.
- Building the capacity of current staff is also another challenge especially in light of the new standards that have been set forth under the Rehab Act amendments and the Workforce Innovation Opportunity Act.
- The existing DVR case tracking system is outdated and the system is not always reliable. It is proprietary software that cannot be accessed by VR Counselors when they are off-site at an IEP meeting or other location. DSS does not have any on-line case management system in place and it makes it very difficult for staff to effectively monitor and track Client Case.
- It has been very difficult to fill vacancies and recruit individuals within the community to serve in the **State Rehabilitation Council (SRC)**, the **Statewide Independent Living Council (SILC)** and the **Division of Support Services for Individuals with Disabilities Council (DSSIDC)** because most individuals with disabilities are already involved with other disability related Councils on Guam.
- It has been a challenge trying to respond to complaints regarding the provision of “**Accessible Parking**” within private businesses and certain government facilities due to lack of staff manpower shortage.

### MOVING FORWARD:

- DISID is continually working with the Department of Administration (DOA) Human Resources Office to establish an open recruitment announcement to fill all the vacant positions within DVR and DSS. **Two (2) Social Workers** have been hired within DSS to assist in building the capacity of the Division to better respond to the needs of our constituents with disabilities. Collaborate with Guam DOL to assign **Four (4) Trainees** from their **Senior Community Services Employment Program (SCSEP)** to provide staffing support for the DSS Unit.
- Technical Assistance Training for VR Staff and SRC/SILC Council Members will be requested through the Region IX Technical Assistance and Continuing Education (TACE) Program at San Diego State University Interwork Institute (SDSU-II). Comprehensive Staff Professional Development (CSPD) plans will be updated to include webinars and off-island conference trainings.
- A cloud base software system designed to meet the needs of VR Units throughout the United States is being considered for Guam and steps are currently being taken to solicit quotes for the software.
- Steps have been taken to participate in as many community outreach events to recruit new members that are not currently involved with other related disability Councils.
- DISID is represented in the Guam Systems Of Care Council (GSOCC) and Systems of Care (SOC) Expansion Planning Team to develop a comprehensive strategic plan that expands systems of care for children/youth/young adults with Severe Emotional Disturbances (SED) and their families. Proactive efforts have identified to solicit the assistance and collaboration of various GovGuam child serving agencies.
- Plans are in place to solicit the assistance of community NPO volunteers to identify and educate private businesses and government facilities that are not in compliance with the Accessible Parking law.
- Outreach will be conducted with various local motorcycle clubs to solicit their assistance in donating more wheelchairs for individuals that could not afford to purchase one.