



# Department of Public Health and Social Services

*Dipattamenton Salut Pupleko Yan Setbision Susiat*

## Fiscal Year 2020 Citizen Centric Report

### MISSION STATEMENT

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

### VISION

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

### DPHSS LEADERSHIP

Arthur U. San Agustin, MHR  
Director

Laurent F. Duenas, MPH, BSN  
Deputy Director

Terry G. Aguon  
Deputy Director

Tommy C. Taitague  
Administrative Services  
Officer

Chima D. Mbakwem  
Chief Public Health Officer

M. Thomas Nadeau  
Chief Environmental Public  
Health Officer

Maria Theresa Arcangel  
Chief Human Services  
Administrator

Charlene D. San Nicolas  
Senior Citizens Administrator

### TABLE OF CONTENTS

- Page 1. About Us
- Page 2. Program Performance
- Page 3. Fiscal Performance
- Page 4. Moving Forward



Arthur U. San Agustin, MHR  
Director of DPHSS

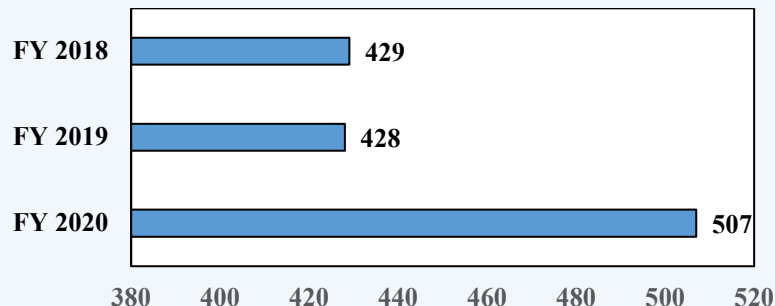
### ABOUT THE DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES

In FY 2020, DPHSS, employed approximately **507** employees within the five divisions: Division of General Administration, Division of Public Health, Division of Environmental Health, Division of Public Welfare, and Division of Senior Citizens. These divisions are further organized into bureaus, programs, and sections that provide services to our island community. We are committed to embracing an organizational culture of continuous learning and development of all staff in order to become a stronger public health workforce for Guam.

### STRATEGIC GOALS

- **Develop Our Workforce** by investing in education and training opportunities for staff and ensuring recruitment of vacant positions for effective delivery of services.
- **Improve our Organizational Structure and Processes** by automating our recruitment process and refining our financial management tracking system.
- **Enhance Regulatory Framework** by reviewing, updating, or creating new Standard Operating Procedures.
- **Improve our Sustainability** by assessing the feasibility of creating and streamlining offices, applying for grant opportunities, and researching allowable fees under local health mandates.

### WORKFORCE DEMOGRAPHICS



This graph represents the total number of employees for 3 fiscal years.



**DIVISION OF PUBLIC HEALTH**

COVID-19 TESTING	TOTAL
Polymerase Chain Reaction (PCR)	26,997

TUBERCULOSIS TESTING	TOTAL
TB Molecular Test	198

***Guam Breast and Cervical Cancer Early Detection Program***

CERVICAL CANCER DIAGNOSED	TOTAL
Pre-cancerous Cervical Cancer Diagnosed (CIN I, CIN II, CIN III)	0
Invasive Cervical Cancer	0

BREAST CANCER DIAGNOSED	TOTAL
Ductal Carcinoma In Situ	1
Invasive Breast Cancer	3

**DIVISION OF ENVIRONMENTAL HEALTH**

PROCESSING CENTER	TOTAL
Sanitary Permits	2,948
Health Certificates	18,145
Guam Controlled Substances Registration Certificates	451
Disinterment	12
Disinterment-Reinternment	12

***WIC Participant (Client Caseload)***

MONTH AND YEAR	TOTAL
October 2019	6,515
November 2019	6,236
December 2019	6,162
January 2020	6,166
February 2020	6,121
March 2020	6,397
April 2020	6,712
May 2020	6,654
June 2020	6,230
July 2020	5,566
August 2020	5,795
September 2020	6,035
<b>GRAND TOTAL</b>	<b>74,589</b>

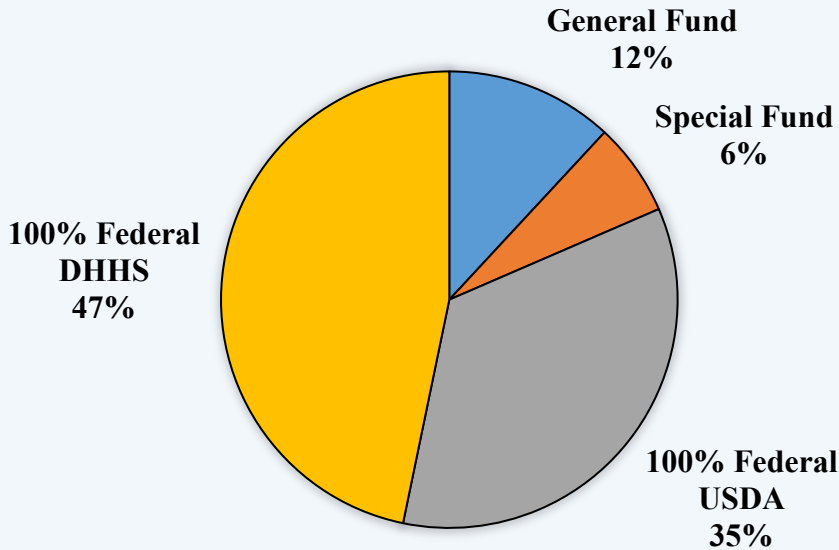
**DIVISION OF PUBLIC WELFARE**

PROGRAM HOUSEHOLDS	FY 2019	FY 2020
Supplemental Nutrition Assistance Program	18,684	20,017
Cash Assistance Program: Temporary Assistance to Needy Families	895	871
Medicaid	18,628	18,813
Medically Indigent Program	6,194	5,872
Cash Assistance Program: Aid to the Blind, Old Age Assistance, Aid to Permanently and Totally Disabled	796	805
Cash Assistance Program: General Assistance	1,361	1,453
Child Care Development Fund	973	769

**DIVISION OF SENIOR CITIZENS**

SERVICES PROVIDED	TOTAL
Meals provided to 1,753 seniors at 15 congregate sites.	198,950
Meals provided to 1,893 homebound seniors.	437,688
One-Way trips provided to 312 seniors to access community resources.	79,734
In-Home Units of Service provided to 1,207 seniors assisting them to age in place.	65,815
Adult Day Care Units of Service provided to 114 clients.	126,076
Senior Center Operations Units of Service provided to 1,714 seniors.	168,862
Case Management Units of Service provided to 2,741 seniors.	18,153
Caregiver Units of Service provided to 201 caregivers.	8,916

**REVENUE SOURCE BY FUND**



DPHSS receives the following funds: General Funds. Primary fund from the local government. Federal Funds. Grants from the US Department of Agriculture, US Department of Health and Human Services, Centers for Disease Control and Prevention, US Department of Interior and others. Special Funds. Consists of various programs that help fund the following: Community Health Centers, Health Professional Licenses, Health and Human Services, Controlled Substances, Environmental Health, and Healthy Futures. Special Fund revenues are restricted to specific purposes.

EXPENDITURES BY FUND SOURCE	FY 2020	FY 2019
General Fund	\$42,490,563	\$41,532,523
Special Fund	\$23,557,254	\$21,570,703
100% Federal USDA	\$124,037,393	\$110,611,071
100% Federal DHHS	\$166,876,948	\$168,777,512
<b>GRAND TOTAL</b>	<b>\$356,962,158</b>	<b>\$342,491,809</b>

Division/Bureau/Section	FY 20 General Fund Expenditures	FY 19 General Fund Expenditures
Office of the Director	\$826,381	\$576,148
Chief Public Health Office	\$92,916	\$59,852
Nutrition Services	\$50,400	\$37,800
Communicable Disease Control	\$375,781	\$426,371
Community Health Services	\$0	\$1,043
Primary Care Services	\$346,941	\$257,776
Family Health and Nursing	\$0	\$1,980
Physical Activity Action Team	\$8,159	\$5,125
Medically Indigent Program	\$11,636,731	\$11,569,846
Foster Care	\$3,485,570	\$3,708,643
Division of Senior Citizens	\$6,713,758	\$6,744,667
Adult Protective Services	\$589,346	\$680,518
Division of Environmental Health	\$0	\$95,022
Financial Management Services	\$1,655	\$1,687
Supply Section	\$3,725	\$3,503
Management Support Services	\$38,302	\$31,886
Facilities and Maintenance	\$1,023,675	\$1,146,043
Systems Group	\$143,355	\$198,171
<b>GRAND TOTAL</b>	<b>\$25,336,694</b>	<b>\$25,546,081</b>



**Dengue.** The Division of Environmental Health (DEH) led the environmental health response to the first dengue fever outbreak to occur in Guam in the last 75 years by conducting routine surveillance of mosquitoes, and leading control efforts to minimize the spread of the disease. A total of 1,992 adult mosquitoes were trapped and identified from the affected villages throughout the island. Approximately 429 homes were surveyed and issued several protective countermeasures against dengue. A total of 24 dengue cases were identified; 15 locally acquired and nine (9) imported. The dengue outbreak began in FY 2019 and continued into FY 2020. Governor Lou Leon Guerrero declared Guam free of the dengue fever outbreak at her State of the Island address on February 24, 2020.

**Electrical Fire.** In the late evening of November 27, 2019, during a tropical depression, an electrical fire took place at the Central Public Health Building in Mangilao. The Guam Fire Department declared the building unsafe for occupancy and staff had to relocate to other facilities. The department's short-term goal is to consolidate all the office spaces into one building. It is our hope that one day the department will have a new building where the employees will be able to serve the community in a centralized location and our customers will be able to access a wide range of services without having to travel to different locations, similar to a one-stop service approach.

**COVID-19 Response.** In January 2020, the Government of Guam along with colleagues from the Centers for Disease Control and Prevention (CDC), World Health Organization, and other partners were closely monitoring the outbreak of a 2019 novel coronavirus (2019-nCoV) first detected in Wuhan, China. In preparation, DPHSS held multi-agency coordination meetings with local and federal partners to plan, prepare, and respond to COVID-19.

### Our Future

**Establishment of Grants Management Office.** The department has recently established the Grants Management Office (GMO). The purpose of the GMO is to work with grant managers and staff on critical grants. This includes, but not limited to, review of grant award packets, applications, notice of awards, and budgets to ensure compliance; provide technical assistance to avail of training and resources for all grant program managers; maintain a central database of all DPHSS federal grant programs for accountability and audit purposes; and develop a grants manual as reference for policies and procedures.

**Automation of Recruitment.** The department has started automating all recruitment documents which will allow for a more streamlined processing of all Human Resource related matters.

**Strengthening of Procurement.** In an effort to strengthen our internal procurement process, DPHSS continues to develop strategies and review existing or create new SOP's which will help streamline the process.

**U.S. Department of Health & Human Services, Administration for Children and Families awards DPHSS \$3.76 million to address Preschool Children (Birth to Five).** DPHSS was initially awarded \$1 million and \$2.76 million "subsequently each year for a period of 3 years" to implement the Guam Preschool Development Grant Birth to Five (PDG B-5). The grant award is to provide services for all children, with an emphasis on children who are at-risk, to improve transitions into the local educational agencies or elementary schools and improve program quality by building capacity of parents, service providers, and community partners through professional development training.

**DPHSS Awarded \$6.6 million Grant to Address COVID-19 Health Disparities.** The grant, which was awarded through the U.S. Centers for Disease Control and Prevention (CDC) and made possible through the Coronavirus Response and Relief Supplemental Appropriations Act, was awarded on June 1. The award in the amount of \$6,590,558 is to address COVID-19 health disparities in Guam. The grant will allow DPHSS to expand testing and vaccination to underserved communities and hard-to-reach populations, as well as heighten community awareness about COVID-19. Its intended outcomes include advancing health equity, improving testing and contact tracing capabilities, and reducing the burden of COVID-19 among racial and ethnic minority groups and disproportionately affected populations.

We want to hear from you! Do you believe this report should include other information? Please contact Bertha Taijeron, Program Coordinator, at [bertha.taijeron@dphss.guam.gov](mailto:bertha.taijeron@dphss.guam.gov) or John Dizon, Program Coordinator, at [john.dizon@dphss.guam.gov](mailto:john.dizon@dphss.guam.gov)



Office of Public Accountability &lt;admin@guamopa.com&gt;

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**Department of Public Health and Social Services (DPHSS) FY 2020 Citizen Centric Report**

2 messages

**Bertha A. Taijeron** <Bertha.Taijeron@dphss.guam.gov>

Fri, Aug 6, 2021 at 3:26 PM

To: "senatorterlajeguam@gmail.com" &lt;senatorterlajeguam@gmail.com&gt;, "bjcruz@guamopa.com"

&lt;bjcruz@guamopa.com&gt;, "admin@guamopa.com" &lt;admin@guamopa.com&gt;

Cc: "Arthur U. San Agustin" &lt;Arthur.SanAgustin@dphss.guam.gov&gt;, Laurent Duenas

&lt;Laurent.Duenas@dphss.guam.gov&gt;, "Terry G. Aguon" &lt;Terry.Aguon@dphss.guam.gov&gt;

Hafa Adai,

In compliance with 1 GCA Chapter 19 §1922(a), please find attached Department of Public Health and Social Service's FY 2020 Citizen-Centric Report. The same file will be posted on the DPHSS website.

Should you have any questions, please contact Ms. Bertha A. Taijeron at [bertha.taijeron@dphss.guam.gov](mailto:bertha.taijeron@dphss.guam.gov)

Bertha A. Taijeron

Program Coordinator

Division of General Administration

Department of Public Health and Social Services

[155 Hesler Place](#)[Hagatna, Guam 96910](#)

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**2 attachments****FY2020 DPHSS CCR Report (FinalASU) 08.06.2021.pdf**

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**DPHSS MEMO CCR FY 2020 (signed).pdf**

33K

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**Bertha A. Taijeron** <Bertha.Taijeron@dphss.guam.gov>

Fri, Aug 6, 2021 at 3:50 PM

To: "senatorterlajeguam@gmail.com" &lt;senatorterlajeguam@gmail.com&gt;, "bjcruz@guamopa.com"

&lt;bjcruz@guamopa.com&gt;, "admin@guamopa.com" &lt;admin@guamopa.com&gt;

Cc: "Arthur U. San Agustin" &lt;Arthur.SanAgustin@dphss.guam.gov&gt;, Laurent Duenas

<Laurent.Duenas@dphss.guam.gov>, "Terry G. Aguon" <Terry.Aguon@dphss.guam.gov>

My apologies, please disregard the CCR sent on 3:26pm and replace with the attached document.

Thank you,

Bertha Taijeron

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**From:** Bertha A. Taijeron

**Sent:** Friday, August 6, 2021 3:26 PM

**To:** [senatorterlajeguam@gmail.com](mailto:senatorterlajeguam@gmail.com); [bjcruz@guamopa.com](mailto:bjcruz@guamopa.com); [admin@guamopa.com](mailto:admin@guamopa.com)

**Cc:** Arthur U. San Agustin; Laurent Duenas; Terry G. Aguon

**Subject:** Department of Public Health and Social Services (DPHSS) FY 2020 Citizen Centrc Report

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