



GOVERNMENT OF GUAM

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



LOURDES A. LEON GUERRERO
MAGA'HĀGAN GUĀHAN
GOVERNOR OF GUAM

JOSHUA F. TENORIO
SEGUNDO MAGA'LĀHEN GUĀHAN
LT. GOVERNOR OF GUAM

APR 22 2025

THERESA C. ARRIOLA, MBA
DIRECTOR

PETERJOHN D. CAMACHO, MPH
DEPUTY DIRECTOR

AMANDA LEE SHELTON, MPA
DEPUTY DIRECTOR

Honorable Benjamin J.F. Cruz
Office of Public Accountability
Suite 401 DNA Building
238 Archbishop Flores Street
Hagatna, Guam 96910

Håfa Adai Public Auditor Cruz,

In compliance with 1 GCA Chapter 19 § 1922(a), attached is a copy of the Department of Public Health and Social Services' Fiscal Year 2023 Citizen Centric Report. This report will be posted on the DPHSS website at www.dphss.guam.gov.

Should you have any questions, please contact my office at 671-922-2503/04.

Si Yu'os Ma'åse,


THERESA C. ARRIOLA, MBA
Director

DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES

DIPATTMENTON SALUT PUBLEKO YAN SETBISION SUSIAT

FY 2023 CITIZEN CENTRIC REPORT (OCTOBER 2022 - SEPTEMBER 2023)



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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



Peter John D. Camacho, MPH
DEPUTY DIRECTOR

DIVISION CHIEFS

DIVISION OF CHILDREN'S WELLNESS

Heidi J. Q. Lujan
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

Joaquin R. Blaz
Acting Chief of Administration

DIVISION OF PUBLIC HEALTH

Marlyn T. Aguilar, LL.M, JD, MPH
Chief Public Health Officer

DIVISION OF PUBLIC WELFARE

Carlos B. Pangelinan, MSF
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 agency in Guam responsible for delivering health and social services to the island community. Established on July 1, 1964, DPHSS was founded under the provisions of 5 GCA, Government Operations, Chapter 3, Department of the Government, Article 1 §3III, DPHSS operates as a line agency within the Government of Guam.

OUR SERVICES

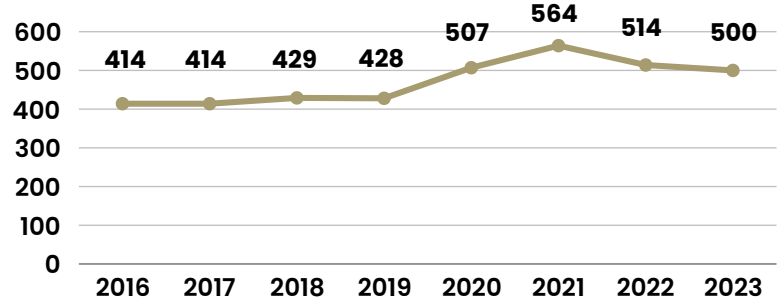
DPHSS is organized into six divisions, each dedicated to delivering essential health and social services to the community. Our services include:

- Provide primary care and preventive services.
- Promote public health through disease control and prevention.
- Promote healthy lifestyle and wellness.
- Issue vital records, such as birth, death, and marriage certificates.
- Ensure environmental health and safety for all residents.
- Support individual families through programs like childcare, foster care, Medicaid, and more.
- Promote the well-being of seniors aged 60 and over.

OUR WORKFORCE

In fiscal year 2023, DPHSS employed 500 employees across its six divisions. These employees were classified into different employment categories, including classified, unclassified, limited-term appointments, temporary appointments, and contractual positions.

This graph represents the number of employees for 8 fiscal years.



OUR 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

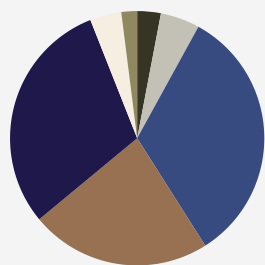
Update our existing Standard Operating Procedures (SOP) to standardize processes and streamline workflows for consistency and efficiency and ensure all staff are trained and updated on SOPs.

OUR PERFORMANCE

(OCTOBER 2022 – SEPTEMBER 2023)

DIVISION OF ENVIRONMENTAL HEALTH

DISTRIBUTION OF SANITARY PERMITS ISSUED IN FY 2023



PUBLIC SWIMMING POOL	3%
COSMETIC ESTABLISHMENTS	5%
EATING AND DRINKING	33%
FOOD ESTABLISHMENT	23%
HOTEL/MOTEL	30%
INSTITUTIONAL FACILITY	4%
LAUNDRY AND DRY CLEANING	2%

In FY 2023, a total of **867** sanitation inspections of various health-regulated establishments.

DIVISION OF SENIOR CITIZENS

PROGRAM ACCOMPLISHMENTS CLIENTS SERVED



454,307

meals delivered to 2,084 homebound seniors

99,528

congregate meals provided to 860 seniors at 15 centers



15,396

caregiver services provided to 208 family caregivers

10,847

case management services provided to 2,140 seniors



41,045



transportation services provided to 456 seniors

9,014*

adult protective services provided to 274 clients

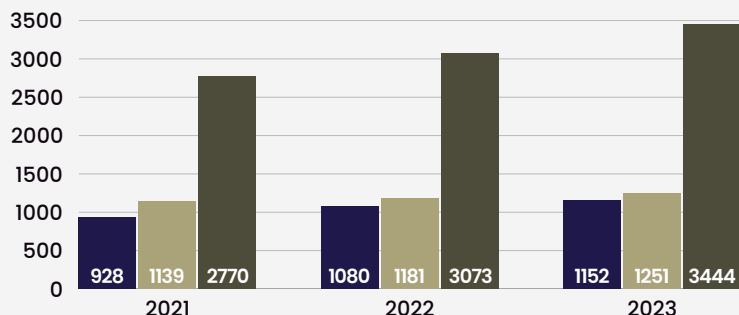


*includes Guma Serenidad 24-hour emergency protective services

DIVISION OF PUBLIC HEALTH

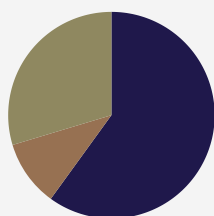
AVERAGE MONTHLY WIC PARTICIPATION BY CATEGORIES FROM FY 2021-2023

● WOMEN ● INFANTS ● CHILDREN



MIECHV PROGRAM ACCOMPLISHMENTS

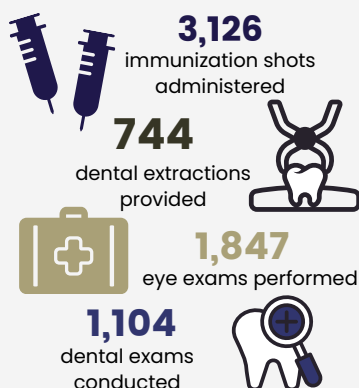
In FY 2023, a total of **2,654** patients were served under the Maternal, Infant, and Early Child Home Visiting (MIECHV) program.



CHILDREN WITH SPECIAL HEALTH CARE NEEDS	787
CHILD HEALTH CLINICS	275
WOMEN'S HEALTH CLINICS	1,592

INNOVATIVE READINESS TRAINING (IRT) MEDICAL MISSION HIGHLIGHTS

Below are a few of the free medical services provided during the event.

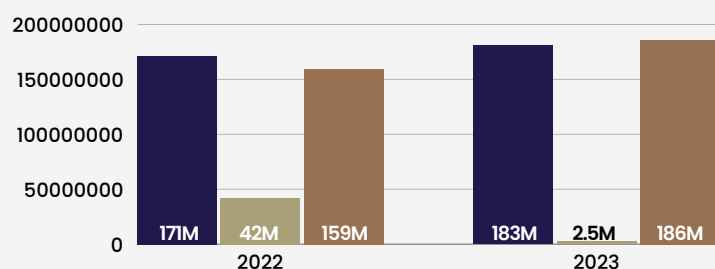


DIVISION OF PUBLIC WELFARE

MEDICAID, MEDICALLY INDIGENT PROGRAM (MIP), AND SNAP ALLOTMENTS ISSUED IN FY 2023

In FY 2023, a total of \$183 million in Medicaid claims and \$186 million Supplemental Nutrition Assistance Program (SNAP) allotments were issued.

● MEDICAID ● MIP ● SNAP



DIVISION OF CHILDREN'S WELLNESS

TOTAL BCCS PROGRAM SERVICES DELIVERED IN FY 2023

PROGRAM	FY 2023	FY 2022	FY 2021
Licensed Child Care Centers	61	47	44
Licensed Family Day Care Homes	2	1	2
License-Exempt CCDF School Age Providers	14	3	0
License-Exempt CCDF Relative/In-Home Providers	108	45	0

TOTAL BOSSA PROGRAM SERVICES DELIVERED IN FY 2023

PROGRAM	FY 2023	FY 2022	FY 2021
No. of CPS Referrals Received	1,577	1,674	1,089
No. of Children Subject to CPS Referrals	2,221	2,480	1,707
No. of Foster Children	667	715	556
No. of Foster Homes	66	90	56

PROGRAM HIGHLIGHTS:

\$81.5M

invested in the local child care industry



This helped to strengthen and enhance Guam's child care market by providing financial and educational support to new and existing childcare providers.

I Guma Mina'ase became a fully licensed foster shelter under BOSSA.



CCDF subsidy eligibility expanded by 300%, reaching **2,637** children.

GOMH PROGRAM ACCOMPLISHMENTS

In FY 2023, a total of **3,746** Freely Associated States (FAS) of Micronesia individuals that received Prevention, Education, and Referral services from the Guam Office of Minority Health (GOMH).

FAS ISLAND	COVID-19 VACCINATION	COVID-19 TESTING	SERVICE REFERRALS
CHUUK	633	813	110
KOSRAE	129	199	199
POHNPEI	261	301	111
YAP	111	225	102
MIXED FAS	144	331	77

WE WANT TO HEAR FROM YOU!

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OUR FINANCES

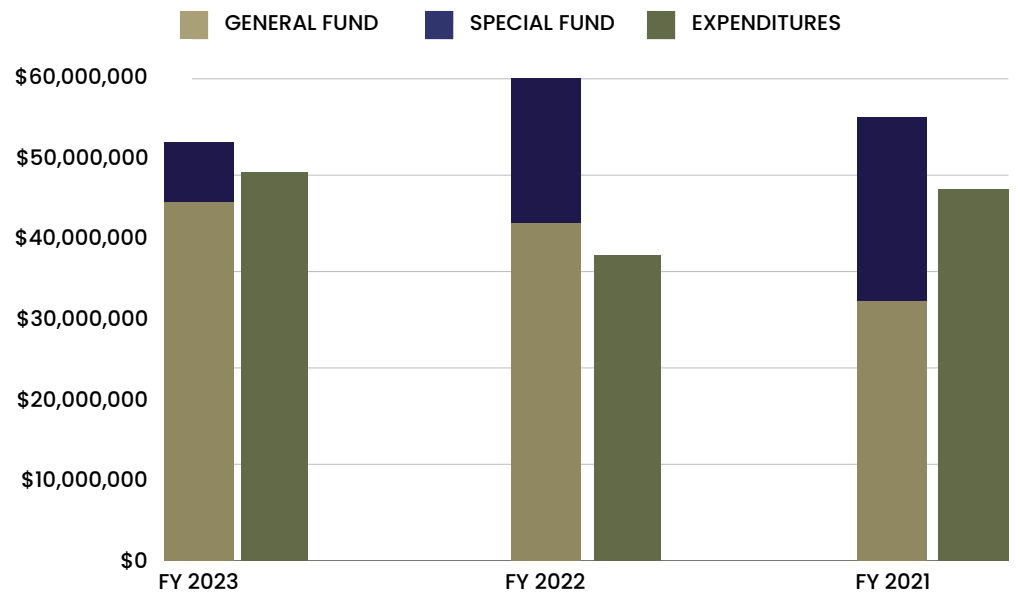
(OCTOBER 2022 – SEPTEMBER 2023)

REVENUE AND EXPENDITURES

REVENUE FUND BY SOURCE	FY 2023	FY 2022	FY 2021
GENERAL FUND	\$51,638,590	\$41,970,813	\$32,316,689
SPECIAL FUND	\$8,428,124	\$17,927,588	\$22,703,444
TOTAL	\$60,066,714	\$59,898,401	\$55,020,133

EXPENDITURES	FY 2023	FY 2022	FY 2021
TOTAL	\$52,906,455	\$38,635,043	\$45,441,836

TOTAL REVENUE/EXPENDITURES FOR THREE FISCAL YEARS



FUNDING OVERVIEW

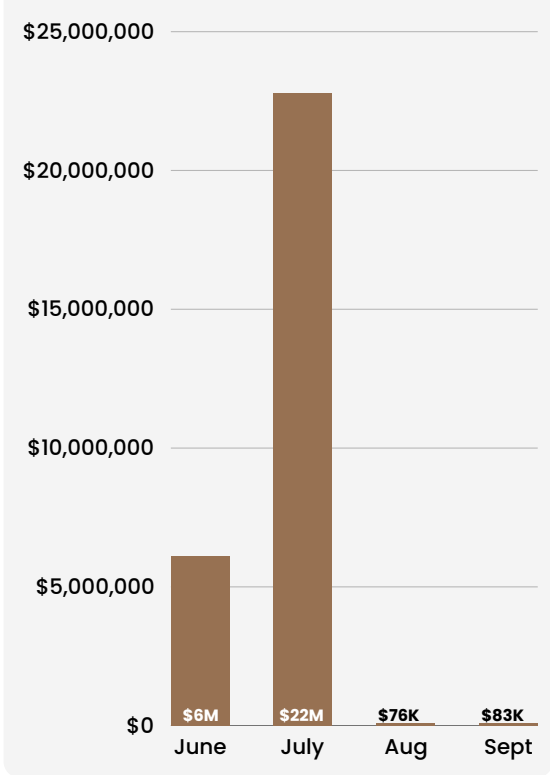
In FY 2023, the DPHSS received funding from three primary sources:

- **General Funds.** These are primary funds from the local government.
- **Federal Funds.** These are grants from the U.S. Department of Agriculture (USDA) and the U.S. Department of Health and Human Services (HHS).
- **Special Funds.** These consist 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.

DISTRIBUTION OF D-SNAP BENEFITS

BREAKDOWN OF DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (D-SNAP) BENEFITS

\$29 million in D-SNAP benefits were distributed following Typhoon Mawar.



BREAKDOWN OF FEDERAL FUNDS

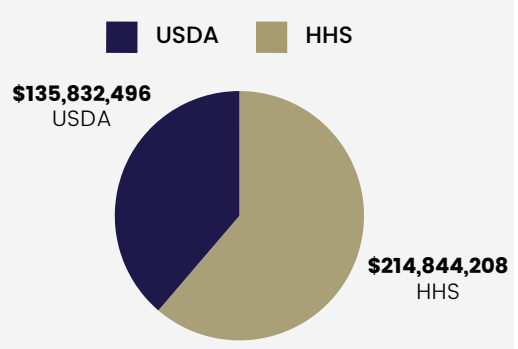
TOTAL FEDERAL FUNDS RECEIVED IN FY 2023



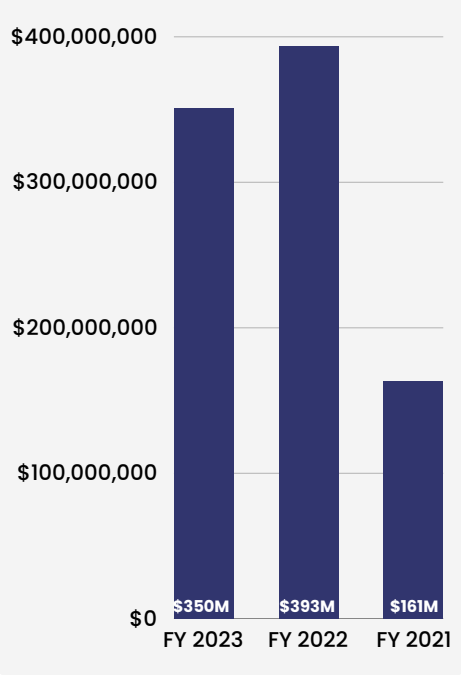
The total amount of federal funds received for Fiscal Year 2023 was **\$350 million**.

BREAKDOWN OF FEDERAL FUNDING SOURCES

This chart represents the breakdown of federal funds received in FY 2023.



BREAKDOWN OF FEDERAL FUNDING FOR THREE FISCAL YEARS



OUR CHALLENGES

General Operational Challenges. The DPHSS continues to face recruitment and procurement challenges. Securing a qualified workforce through effective recruitment is crucial for delivering quality services. Similarly, efficient procurement is essential for ensuring the timely acquisition of medical equipment and supplies.

Centralizing Services for Better Operations. The DPHSS is actively working to consolidate its services, which are currently scattered across various locations throughout the island. This dispersal presents significant operational challenges, hindering efficiency and limiting public access.

FY2023 HIGHLIGHTS

DPHSS INNOVATIVE READINESS TRAINING (IRT) MEDICAL MISSION PROVIDES OVER 14K SERVICES

The DPHSS in collaboration with the Department of Defense (DOD) provided a total of 14,743 at no-cost medical services to island residents through Guam's first ever Innovative Readiness Training (IRT) Medical Mission. DPHSS, together with local and Federal partners, provided services such as dental, vision, physicals and vaccinations to the people of Guam during the period of August 2, 2023 through August 10, 2023 at the University of Guam (UOG) Calvo Field House.



DPHSS DISTRIBUTES \$23M IN D-SNAP BENEFITS

The DPHSS with assistance from various Government of Guam Agencies distributed a total of \$29,026,514.84 in Disaster Supplemental Nutrition Assistance Program (D-SNAP) benefits to the people of Guam.

"I would like to thank the Department of Public Health and Social Services as a whole, as well as the various Government of Guam Agencies for their commitment and sacrifice in both assisting the people of Guam get access to this benefit in a time of need, and their part in making this program a success," added Director San Agustin.

OUR OUTLOOK AND MOVING FORWARD

The DPHSS is committed to improving its effectiveness through the following key initiatives:

Modernize and Improve Systems/Programs: This involves upgrading outdated technology and implementing new digital platforms to streamline service delivery, enhance data management, and improve accessibility for both staff and the community.

Accreditation Readiness Initiatives: This involves preparing DPHSS for accreditation reviews to ensure adherence to national standards and best practices. Achieving accreditation will demonstrate the DPHSS' commitment to quality and enhance public trust.

Workforce Development and Training: This focuses on investing in the professional development of DPHSS staff through targeted training programs. Enhancing employee skills and knowledge will improve service delivery and ensure a competent and motivated workforce.

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 our office at (671) 922-2503. See previous Citizen Centric Reports of DPHSS at www.dphss.guam.gov.

Fwd: Department of Public Health and Social Services' FY 2023 Citizen Centric Report

1 message

Benjamin Cruz <bjcruz@guamopa.com>

Tue, Apr 22, 2025 at 5:45 PM

To: Vincent Duenas <vduenas@guamopa.com>, Jerrick Hernandez <jhernandez@guamopa.com>, Joy Esperanza <jesperanza@guamopa.com>, Kayleen Concepcion <kconcepcion@guamopa.com>, Leonanie Leon Guerrero <lleonguerrero@guamopa.com>, Mariella Cruz <mcruz@guamopa.com>, Maryann Manglona <mmanglona@guamopa.com>, Frederick Jones <fjones@guamopa.com>, Ren Jalandoni <rjalandoni@guamopa.com>, Selina Onedera-Salas <sonederasalas@guamopa.com>, Thomas Eladio Battung <tbattung@guamopa.com>, Thomas Quichocho <tquichocho@guamopa.com>, Thyrza Bagana <tbagana@guamopa.com>, Melissa Ngiralmou <mngiralmou@guamopa.com>

Sent from my iPhone

Begin forwarded message:

From: "Caitlin Erin C. Moreno" <Caitlin.Moreno@dphss.guam.gov>**Date:** April 22, 2025 at 4:52:14 PM GMT+10**To:** "Benjamin J.F. Cruz" <bjcruz@guamopa.com>, speakerblas@guamlegislature.gov**Cc:** admin@guamopa.com, "Theresa C. Arriola" <Theresa.C.Arriola@dphss.guam.gov>, "Peter John D. Camacho" <peterjohn.camacho@dphss.guam.gov>, "Amanda L. Shelton" <Amanda.Shelton@dphss.guam.gov>, Joaquin Blaz <Joaquin.Blaz@dphss.guam.gov>, "Bertha A. Taijeron" <Bertha.Taijeron@dphss.guam.gov>, Kaysie Lee <kaysie.lee@dphss.guam.gov>, "Yolanda G. Elliott" <Yolanda.Elliott@dphss.guam.gov>**Subject:** Department of Public Health and Social Services' FY 2023 Citizen Centric Report

Håfa Adai Honorable Public Auditor Cruz and Speaker Blas,

In compliance with 1 GCA Chapter 19 §1922(a), please find attached the Department of Public Health and Social Services' FY 2023 Citizen Centric Report. The same file will be posted on the DPHSS website at www.dphss.guam.gov.

Should you have any question, please feel free to contact us.

Si Yu'os Ma'åse,

CAITLIN CHAMPACO MORENO

Public Health Infrastructure Grant | Division of General Administration

Department of Public Health and Social Services

E-mail: caitlin.moreno@dphss.guam.gov

Phone: (671) 922-2513

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62K **DPHSS FY2023 Citizen Centric Report.pdf**
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