

# Citizen Centric Report – FY2016



GUAM BEHAVIORAL  
HEALTH AND WELLNESS  
CENTER

August 2016

## Mission Statement

The Guam Behavioral Health And Wellness Center (GBHWC) established as a separate line department in October 1, 1983 and pursuant to 10 GCA, Chapter 86, mandated to provide comprehensive inpatient and community-based outpatient mental health, alcohol and drug treatment programs, prevention programs and residential homes.

### GOALS -

1. INCREASE COMMUNITY'S CAPACITY TO SUPPORT, SERVE AND TREAT INDIVIDUALS AND FAMILIES SUFFERING FROM EFFECTS OF MENTAL ILLNESS AND SUBSTANCE/ALCOHOL ABUSE
2. PROVIDE THE MOST APPROPRIATE TREATMENT, SUPPORT, PLACEMENT AND LEVEL OF CARE FOR INDIVIDUALS NEEDING THE GBHWC SERVICES
3. DEVELOP/IMPLEMENT PROGRAMS RESPONSIVE TO COMMUNITY'S MENTAL HEALTH NEEDS.
4. INCREASE/IMPROVE QUALITY AND LEVEL OF CLIENT/PATIENT CARE.

## PROGRAMS/PURPOSE

### ADMINISTRATION –

Provides direction, management and operation of GBHWC and Professional Support for the Clinical and Inpatient care – Administrative Support in financial management, research, planning and development, information management, regulatory affairs, plant & facility maintenance, human resources assistance.

### CLINICAL PROGRAM –

INTAKE, ADULT COUNSELING, COMMUNITY SUPPORT SERVICE, PREVENTION & TRAINING, GROUP HOMES, DAY TREATMENT, DRUG/ALCOHOL –

Provides comprehensive community based outpatient and residential mental health services for adults and alcohol and drug prevention and education, early intervention and treatment program for children, youth and adults.

### CHILD/ADOLESCENT SERVICES – IFAMAGUONTA SYSTEM OF CARE, THERAPEUTIC GROUP HOME & DAY TREATMENT, TRANSITION HOME –

Provides integrated, community-based outpatient services for children/adolescents at high risk or with serious emotional disturbances and their families includes individual, group and family counseling; 24-hr intervention, outreach, prevention and education, transitional placements, support and assistance for related services in the community.

### NURSING PROGRAM –

INPATIENT UNITS, OUTPATIENTS AT RESIDENCE, MEDICAL CLINIC

Provide inpatient treatment services  
24-hour crisis hotline  
Medical Clinic for outpatient services

### RESIDENTIAL TREATMENT PROGRAM –

To provide transitional living services for mentally ill, and to provide adequate supervision and counseling through assistance and support.

### RESIDENTIAL GROUP HOMES –

Provide residential group housing for adults with mental illness, physical and developmental disabilities

### HEALING HEARTS CRISIS CENTER-

Provides victims of sexual assault and abuse discrete, immediate and full medical attention incorporating a holistic approach including crisis intervention, intake assessments, forensic interviews, case management, medical examinations including the collection of forensic evidence, emergency contraception, STD testing and treatment 24 hours a day, 7 days a week.

## CONTENTS OF REPORT

- 1 About GBHWC
- 2 Performance Summary of Missions/Services
- 3 Financial
- 4 Forecast of Challenges and Economic Outlook

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# PERFORMANCE SUMMARY OF MISSION ACCOMPLISHMENTS AND OUTCOMES

## ADMINISTRATION –

WORKLOAD INDICATOR	FY2016 ACCOMPLISHMENTS
Permanent Injunction Plan – Personnel Augmentation	Recruited 47 of 57 positions Court Ordered
FMT Federal Court Injunction	84 of 84 Court Ordered Positions Filled
Quality/Safety Assurance – Establish/Implement Compliance Plan	Accomplished 80%
Improve Performance of Financial Office - Personnel Recruitment/Training Plan	Accomplished Automated Data Control 100% Accomplished 95%
IT - Network Cable Infrastructure	Accomplished 100%
- Network Server Infrastructure	Accomplished 100%
- New Workstation Replacement	Accomplished 85%
- EBHR (Electronic Behavioral Health Record System)	Accomplished 100%
Facility's infrastructure upgrade and maintenance	Air-conditioners (100%), Sprinkler systems (80%) Air-quality (100%), Fire alarms (80%) Elevator maintenance (100%)

## CLINICAL PROGRAMS –

WORKLOAD INDICATOR	FY2016 ACCOMPLISHMENTS
Improve proper intake/emergency referrals	90%
Fully implement evaluation/referral requirements	85%
Maintain professional staffing levels required	80%
Provide full professional services to consumers	80%

## CHILD/ADOLESCENT SERVICES & I'FAMAGUON-TA -

WORKLOAD INDICATOR	FY2016 ACCOMPLISHMENTS
Number of Admission/New Clients	197
Number of Clients Closed/Discharge	221
Number of Admission in Therapeutic Group Home	4
Number of TGH Discharge	3
Number of Admission in Step-Down Home/SERENITY	5
Number of SERENITY Discharge	6

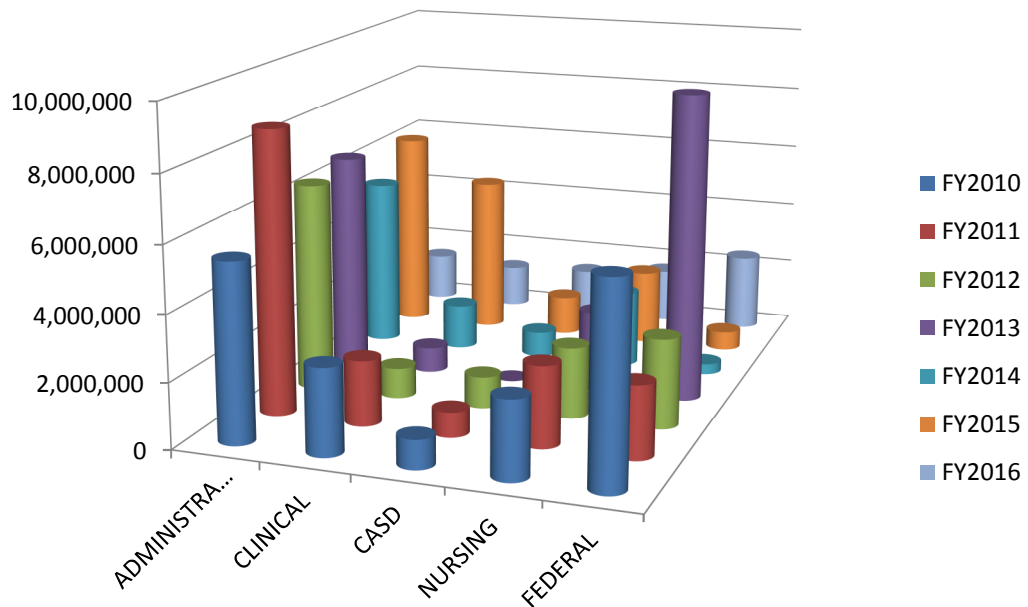
## NURSING SERVICES – INPATIENT UNITS

WORKLOAD INDICATOR	FY2016 ACCOMPLISHMENTS
AIU Activities	100%
Medication Clinic Activities	95%
Day Treatment Activities	85%
Healing Hearts – Clients Serviced	113

# FINANCIAL – BASE OPERATIONS COST

## ANNUAL EXPENDITURE COMPARISON

DIVISION	FY2010	FY2011	FY2012	FY2013	FY2014	FY2015	FY2016
<b>ADMINISTRATION</b>	5,452,376	8,662,309.35	6,415,218	6,670,865	5,251,743	6,208,766	1,487,363
<b>CLINICAL SERVICES</b>	2,657,672	2,016,241.01	938,740	777,569	1,420,456	4,920,310	1,322,158
<b>CHILD/ADOLESCENT SERVICES- IFAMAGUON'TA</b>	885,584	768,553.32	974,891	0.00	789,417	1,232,201	1,432,252
<b>NURSING SERVICES</b>	2,384,294	2,480,211.69	2,181,542	2,490,073	2,360,068	2,333,345	1,697,163
<b>FEDERAL GRANTS</b>	6,051,132	2,230,828.52	2,744,702	158,020	325,793	587,137	2,411,382
<b>TOTAL</b>	<b>17,421,058</b>	<b>16,158,143.89</b>	<b>13,255,093</b>	<b>9,396,527</b>	<b>10,147,478</b>	<b>15,281,759</b>	<b>8,350,318</b>



GBHWC is funded by the General Fund and Healthy Futures Fund for base operations. The above information is derived from those appropriations/expenditures for the year indicated. GBHWC has been generously programmed by federal grants through the exceptional endeavors of the respective staff of programs of Community Mental Health Service, Prevention and Training, Substance Abuse Treatment and Education, and Child Mental Health System of Care.

The Residential Treatment Fund has been primarily used for court-ordered treatment and housing of wards of the court. The fund is under the DOA custody but is authorized for services requested by GBHWC for those purposes. There are currently five consumers being treated off-island by court order. The costs are inclusive of travel for consumer and escorts from the court, GBHWC, Public Health and others that the court may decree. The FY2011 budget for Residential Treatment Fund was \$1,188,466.34, FY2012 (\$1,200,000), FY2013 (\$1,100,000), FY2014 (\$1,100,000), FY2015 (\$1,571,939) FY2016 (\$2,291,525). Additionally, the court ordered Child Support Fund allocated in FY2011 in the amount of \$676,503 was expended for youth foster care services and residential treatment services under Guam Court Orders. Allocated CSF Funds for following years FY2012 (\$649,962), FY2013 (\$649,962), FY2014 (\$649,962), FY2015 (\$684,052), FY2016 (\$857,260).

# FUTURE CHALLENGES AND ECONOMIC OUTLOOK

## GUAM BEHAVIORAL HEALTH AND WELLNESS CENTER

In line with the Federal Administration – Substance Abuse and Mental Health Services Administration Initiatives – the GBHWC will adopt the same initiatives and endeavor to implement the same to be abreast with national evidenced based practices and which have shown to be most effective with the recovery programs that GBHWC is engaging and propose to engage through the department's mandates and local/federal appropriations. The SAMHSA initiatives that are mirrored in GBHWC programs are:

1. **Prevention of Substance Abuse and Mental Illness** – *Creating communities where individuals, families, schools, faith-based organizations, and workplaces take action to promote emotional health and reduce the likelihood of mental illness, substance abuse including tobacco, and suicide.*
2. **Trauma Justice** – *Reducing the pervasive, harmful, and costly health impact of violence and trauma by integrating trauma-informed approaches throughout health, behavioral health, and related systems and addressing the behavioral health needs of people involved in or at risk of involvement in the criminal and juvenile justice systems.*
3. **Military Families** – *Supporting America's service men and women –Active Duty, National Guard, Reserve, and Veteran –together with their families and communities by leading efforts to ensure that needed behavioral health services are accessible and that outcomes are positive.*
4. **Recovery Support** – *Partnering with people in recovery from mental and substance use disorders to guide the behavioral health system and promote individual-level, program, and system-level approaches that foster health and resilience; increase permanent housing, employment, education, and other necessary supports; and reduce barriers to social inclusion.*
5. **Health Reform** – *Broadening health coverage to increase access to appropriate high-quality care and to reduce disparities that currently exist between the availability of services for substance abuse, mental disorders, and other medical conditions such as HIV/AIDS.*
6. **Health Information Technology** – *Ensuring that the behavioral health system, including States, community providers, and peer and prevention specialists, fully participates with the general health care delivery system in the adoption of Health Information Technology (HIT) and interoperable Electronic Health Records (EHR).*
7. **Data, Outcomes, and Quality** – *Realizing an integrated data strategy and a national framework for quality improvement in behavioral health care that will inform policy, measure program impact, and lead to improved quality of services and outcomes for individuals, families, and communities.*
8. **Public Awareness and Support** – *Increasing the understanding of mental and substance use disorders to achieve the full potential of prevention, help people recognize mental and substance use disorders and seek assistance with the same urgency as any other health condition, and make recovery the expectation.*

