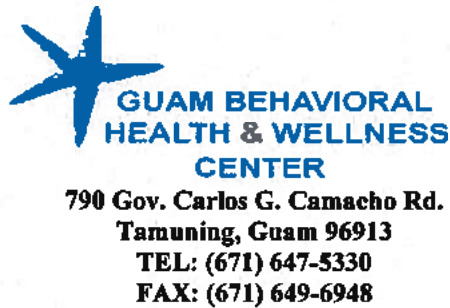


**LOURDES A. LEON GUERRERO**  
Governor  
**JOSHUA F. TENORIO**  
Lieutenant Governor




**THERESA C. ARRIOLA**  
Director  
**CARISSA E. PANGELINAN**  
Deputy Director

7/30/2021

**MEMORANDUM**

**To:** HONORABLE THERESE M. TERLAJE, Speaker of I Liheslaturan Guåhan  
HONORABLE BENJAMIN J. F. CRUZ, Public Auditor of Guam

**From:** THERESA C. ARRIOLA, Director 

**Subject:** Guam Behavioral Health and Wellness Center (GBHWC) - FY2020 Citizen  
Centric Report

*Buenas yan Hafa Adai!*

Attached is a copy of GBHWC's Citizen Centric Report for FY2020. The higher resolution file can be found on our website at: <https://gbhwc.guam.gov/sites/default/files/Citizen%20Centric%20Report%20FY2020.pdf>.

Should you have any questions or require more information, please contact my office at telephone number 647-1901/5400.

*Un Dangkolo Na Si Yu'os Ma'ase*

Attachments

# GUAM BEHAVIORAL HEALTH AND WELLNESS CENTER

## FY 2020 CITIZEN-CENTRIC REPORT

OCTOBER 2019 - SEPTEMBER 2020

### THROUGH THE YEARS

**1983**

The Department of Mental Health and Substance Abuse was created.

**2013**

Pursuant to Public Law 32-024, Bill No. 73-32, the Department was renamed to Guam Behavioral Health and Wellness Center (GBHWC).

**2014**

Embarked on its journey towards accreditation.

**2015**

Developed and implemented the use of electronic behavioral health

**2016**

Provided Mental Health First Aid (MHFA) training for our service partners and the community. Developed and implemented the Quality Improvement Program.

**2017**

First Government of Guam agency awarded the 3-year accreditation by the Commission on Accreditation for Rehabilitation Facilities (CARF).

**2018**

Established Medically Assisted Treatment (MAT) and Community Home-Based (CHB) programs.

**2019**

Hired the first full-time Pharmacist. Opened Billing office. Became a certified National Health Service Corps (NHSC) site.

**2020**

Established 24-hour crisis hotline and intake services. Started telehealth services. Opened an inpatient isolation home known as the Warrior Unit.

The role of Guam Behavioral Health and Wellness Center (GBHWC), as the single state entity, is to provide mental health services to the population of Guam either as a direct provider of services or contract services out and have a regulatory role.



### OUR MISSION

To provide culturally respectful, quality behavioral health services that support and strengthen the wellbeing of the persons served, their families and the community in a safe environment.

### OUR VISION

A healthy island committed to promoting and improving the behavioral health and well-being of the community.

### STRATEGIC GOALS

- Continuously provide and expand comprehensive community-based behavioral health services.
- Expand community partnerships to effectively meet the needs of the island community and to increase the public's awareness of behavioral health issues,
- Effectively re-integrate consumers into the community. Provide safe, effective and evidence-based behavioral health services that will improve the quality of consumer care.

### LEADERSHIP



**THERESA ARRIOLA, MBA**  
Director



**CARISSA PANGELINAN, MPA**  
Deputy Director

In 2019, Arriola and Pangelinan were appointed by the Leon Guerrero Tenorio administration to serve as Director and Deputy Director of Guam Behavioral Health and Wellness Center. Under their leadership, with a support staff of 243 employees, about 68% of which provide direct care services. GBHWC continues its mission to improve access to critical behavioral health services.

### WHO WE SERVE



**3,881**

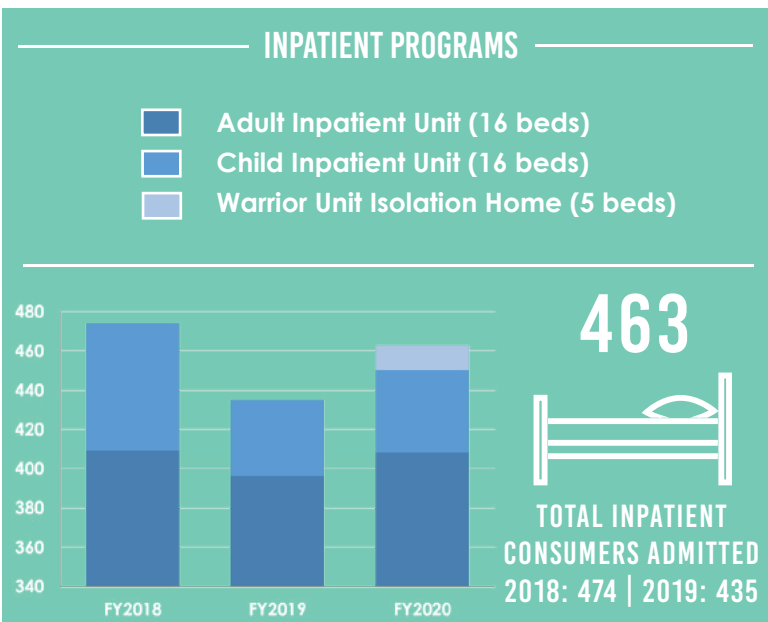
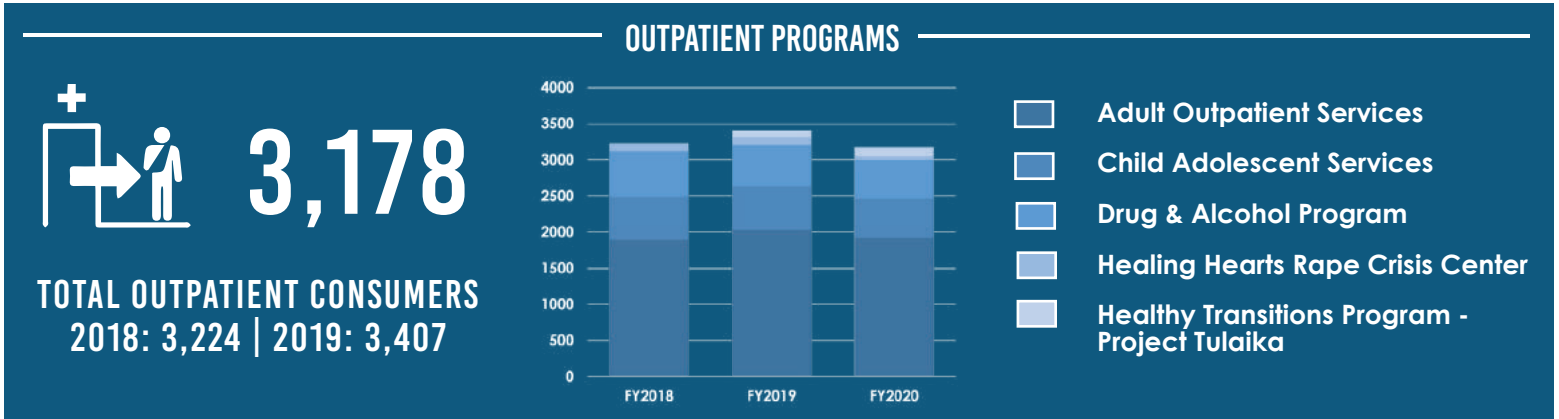
**TOTAL CONSUMERS SEEN**  
2018: 3,834 | 2019: 4,085

#### CONSUMERS BY GENDER

	Male	Female	All Other
FY18	1,976	1,384	6
FY19	2,044	1,595	6
FY20	1,916	1,525	7

#### CONSUMERS BY PROGRAM/SERVICE


	Outpatient	Inpatient	Crisis	RRP
FY18	3,224	474	96	40
FY19	3,407	435	198	45
FY20	3,178	463	212	28



## PREVENTION & TRAINING (P&T) BRANCH

**P&T Grant Programs:**

- Prevention Education and Community Empowerment (P.E.A.C.E.)
- Guam Focus on Life (GFOL)
- Partnerships For Success (PFS)



# 6,088


**INDIVIDUALS WERE TRAINED/  
PARTICIPATED IN P&T EVENT**

2018: NOT REPORTED  
 2019: 1,476

This branch provides training, technical assistance and educational opportunities for program managers, community leaders, and youth and adult volunteers. Types of training offered include: suicide prevention, substance use prevention, mental health promotion, prevention workforce development, and community engagement.

## 24/7 CRISIS SERVICES


GBHWC provides access to a Crisis Hotline that operates 24/7. Additionally, consumers are able to walk-in at the main facility in Tamuning as GBHWC also provides 24/7 Crisis Intake Services.



**CRISIS HOTLINE**

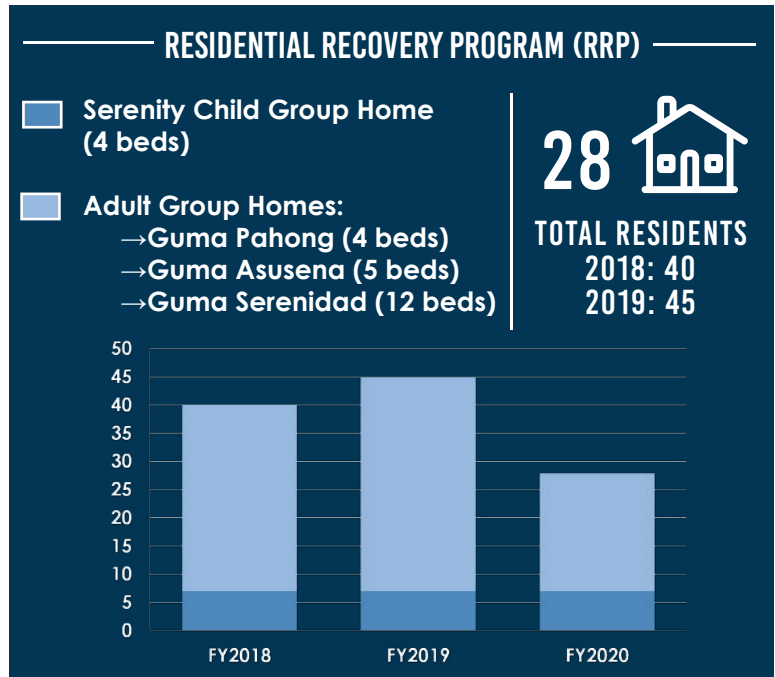
**(671) 647-8833/4**

# 212



**ALL OTHER CONSUMERS SCREENED AT INTAKE**  
 2018: 96 | 2019: 198

*\*These services are provided by several federally funded grant programs to include: Mangaige Ham (We Are Here), Emergency COVID-19 Grant, and Emergency Response for Suicide Prevention (ERSP). See COVID-19 highlight on page 4 for more details.*

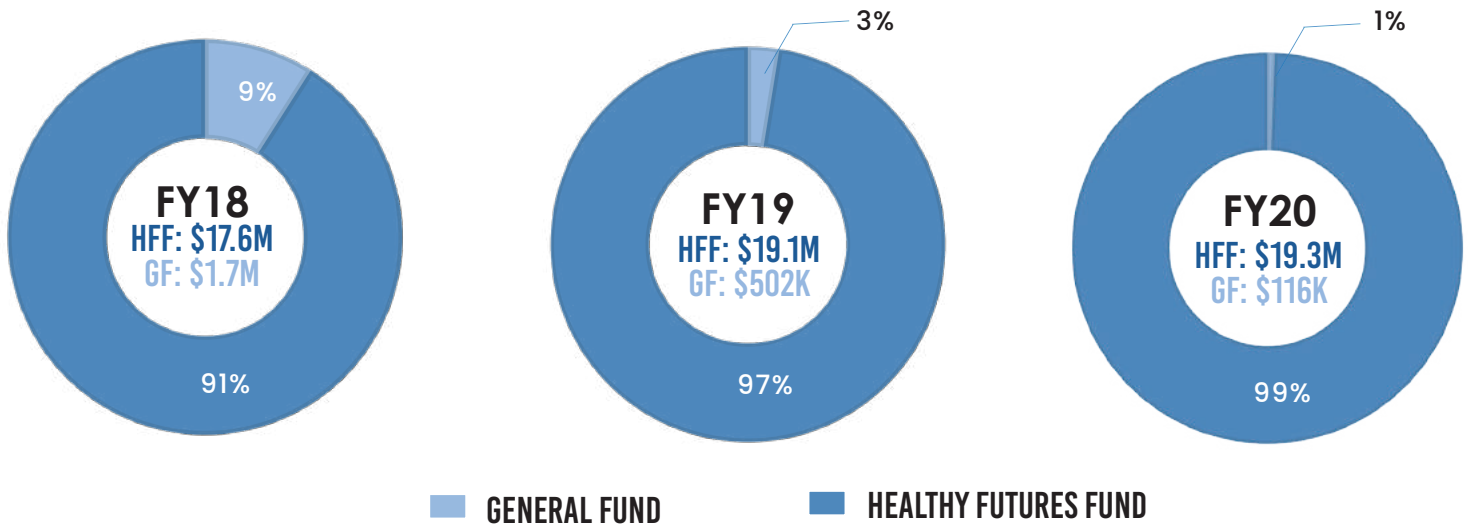


# \$19.4M

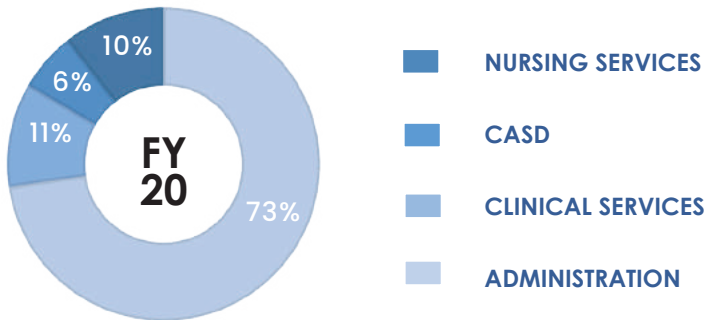
IN EXPENDITURES  
 2018: \$19.3M  
 2019: \$19.6M



GBHWC is funded by the Government of Guam's General Fund and Healthy Futures Fund for base operations. This information is derived from those appropriations/expenditures for the years indicated.



## EXPENDITURES BY CATEGORY

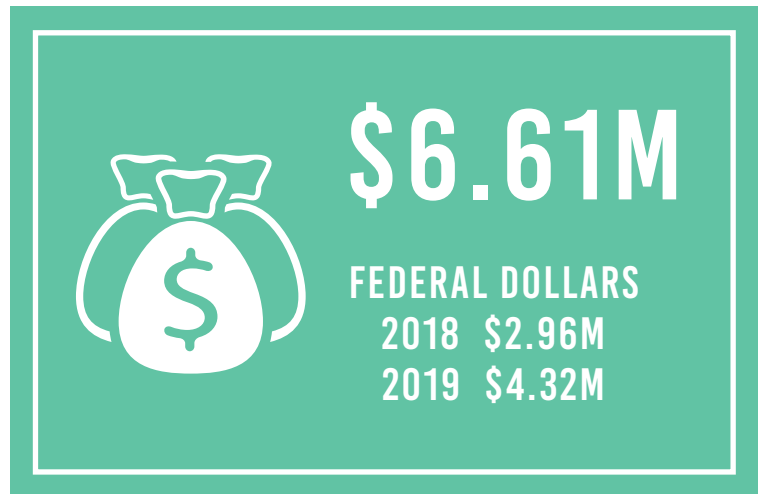


	FY2018	FY2019	FY2020
ADMINISTRATION	14,724,784	14,922,401	14,112,172
CLINICAL SERVICES	1,464,090	1,686,343	2,082,374
CASD	1,293,526	1,272,637	1,189,087
NURSING SERVICES	1,861,485	1,725,716	2,036,428

Expenditures are broken down into four major categories: Administration, Clinical Services Division, Child Adolescent Services Division (CASD), and Nursing Services Division. Administration includes all Professional Support Unit medical staff: Psychiatrists, Psychologist, Pharmacists, and Medication.

## ADDITIONAL FUNDING SOURCES

GBHWC continues to aggressively pursue federal funding through grant opportunities that are aligned with its overall mission and vision. This additional funding allows GBHWC to augment existing support services.



## MILESTONES

**\$740K**



TOTAL REVENUES FROM BILLING/CLAIMS

2018: \$17K

2019: \$106K

The establishment of GBHWC's billing office in 2019 increased billing revenues by roughly **7X** more in 2020.

As a result of hiring a full-time pharmacist in 2019, the total number of prescriptions filled at GBHWC increased by **206%**.



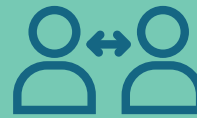
**13,184**

TOTAL PRESCRIPTIONS FILLED

2018: 7,184

2019: 6,392

## COVID-19 HIGHLIGHT



GBHWC remained committed to serving the community by adhering to new operational norms while expanding its reach to accommodate the increased demand for mental health services, both of which were a direct result of the Covid-19 pandemic. Such services include the implementation of telehealth services, the establishment of 24/7 crisis hotline and intake services, and the opening of an isolation home known as the Warrior Unit for COVID-19 positive consumers.

ADDITIONALLY, GBHWC HELD ITS FIRST ANNUAL VIRTUAL REGIONAL CONFERENCE ON SUBSTANCE USE DISORDERS AMONG PACIFIC ISLANDERS.



## OUTLOOK



1. Achieve CARF re-accreditation for another three years



2. Open GBHWC's 3.7 Drug and Alcohol Detox Unit



3. Develop behavioral health and substance use programs at Department of Corrections



4. Establish a doctoral Psychology Internship Program to recruit psychologists for GBHWC



Thomas Eladio Battung &lt;tbattung@guamopa.com&gt;

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**Fwd: GBHWC Citizen Centric Report for FY2020**

1 message

**Benjamin Cruz** <bjcruz@guamopa.com>

Fri, Jul 30, 2021 at 3:58 PM

To: Vincent Duenas <vduenas@guamopa.com>, Jerrick Hernandez <jhernandez@guamopa.com>, Clariza Roque <croque@guamopa.com>, Thyrsa Bagana <tbagana@guamopa.com>, Frederick Jones <fjones@guamopa.com>, Chris Rivera <crivera@guamopa.com>, Mariella Cruz <mcruz@guamopa.com>, Ren Jalandoni <rjalandoni@guamopa.com>, Marisol Andrade <mandrade@guamopa.com>, Johanna Pangelinan <jpangelinan@guamopa.com>, Thomas Battung <tbattung@guamopa.com>, Selina Onedera-Salas <sonederasalas@guamopa.com>, Kayleen Concepcion <kconcepcion@guamopa.com>

----- Forwarded message -----

From: **Tavia D. Manglona** <Tavia.Manglona@gbhwc.guam.gov>

Date: Fri, Jul 30, 2021 at 3:54 PM

Subject: GBHWC Citizen Centric Report for FY2020

To: [senatorterlajeguam@gmail.com](mailto:senatorterlajeguam@gmail.com) <[senatorterlajeguam@gmail.com](mailto:senatorterlajeguam@gmail.com)>, [bjcruz@guamopa.com](mailto:bjcruz@guamopa.com) <[bjcruz@guamopa.com](mailto:bjcruz@guamopa.com)>Cc: Theresa Arriola <[Theresa.Arriola@gbhwc.guam.gov](mailto:Theresa.Arriola@gbhwc.guam.gov)>, Carissa Pangelinan <[Carissa.Pangelinan@gbhwc.guam.gov](mailto:Carissa.Pangelinan@gbhwc.guam.gov)>, Rhea Chang <[rhea.chang@guam.gov](mailto:rhea.chang@guam.gov)>

Hafa Adai:

On behalf of Director Theresa Arriola, please find Guam Behavioral Health and Wellness Center's Citizen Centric Report for FY2020 attached. The document is also available on our website at: <https://gbhwc.guam.gov/sites/default/files/Citizen%20Centric%20Report%20FY2020.pdf>.

Feel free to contact our office at 647-1901/5400 should you have any questions or concerns regarding this matter.

Regards,

**Tavia Manglona, Special Projects Coordinator**

Guam Behavioral Health And Wellness Center

[790 Gov. Carlos G. Camacho Road](#)[Tamuning, Guam 96913](#)

(Tel) 647-5400 (Fax) 649-6948

(Email) [tavia.manglona@gbhwc.guam.gov](mailto:tavia.manglona@gbhwc.guam.gov)

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Benjamin J. F. Cruz

Public Auditor

Office of Public Accountability – Guam

[www.opaguam.org](http://www.opaguam.org)

Tel. (671) 475-0390 ext. 209

Fax (671) 472-7951

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**3 attachments**



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**MEMO Transmittal\_GBHWC to Speaker and Public Auditor 7.30.21.pdf**  
42K



**APPROVED Citizen Centric Report FY2020 FINAL REVISION 7.30.21.pdf**  
2646K