GOVERNMENT OF GUAM

DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES

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DEC 2 9 2017

GL# 34-17-1354
Speaker Benjamin J.F. Cruz

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Honorable Benjamin J.F. Cruz
Speaker
I Mina'trentai Kuattro Na Liheslaturan Guåhan
Guam Congress Building
163 Chalan Santo Papa
Hagåtña, Guam 96910

Dear Speaker Cruz:

In accordance with Public Law 31-278, enclosed is the Bureau of Adult Protective Services' Annual Legislative Report for Fiscal Year 2017.

Should you have any questions, you may contact Mr. Arthur U. San Agustin, MHR, Senior Citizens Administrator or Ms. Jocelynn DR Cruz, Social Services Supervisor, Division of Senior Citizens at 735-7421.

for Leo G. Casil

JAMES W. GILLAN

Enclosure

1354

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DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES
DIVISION OF SENIOR CITIZENS

BUREAU OF ADULT PROTECTIVE SERVICES
ANNUAL LEGISLATIVE REPORT
FISCAL YEAR 2017

PERIOD COVERED: OCTOBER 1, 2016 THROUGH SEPTEMBER 30, 2017

PREPARED BY: JOCELYNN DR CRUZ
SOCIAL SERVICES SUPERVISOR I

Doc. No. 34GL-17-1354.

I. Description of the Activities of the Bureau and All Designated Agencies During the Preceding Year

The Bureau of Adult Protective Services (BAPS) is responsible for receiving and investigating all suspected reports of elderly or adults with a disability abuse or neglect. *Elderly* refers to a person age sixty (60) years or older. *Adult with a disability* is any person eighteen (18) years or older who has a physical or mental impairment which limits one (1) or more major life activities; or has a history of, or has been classified as having, an impairment which substantially limits one (1) or more major life activities. Major Life Activities include, but are not limited to: caring for oneself, performing manual tasks, standing, walking, seeing, hearing, eating, sleeping, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking and working.

The mission of the BAPS is to provide protective services to the elderly and adults with a disability in a manner least restrictive with respect to their dignity and in consideration of the values and practices of their culture.

On December 28, 2012, Public Law (P.L.) 31-278 updated Guam's Adult Protective Services (APS) mandates (P.L. 19-54 and P.L. 21-33). The updates of P.L. 31-278 refined the definitions for the types of abuse reported to APS; expanded the list of Mandated Reporters to include Emergency Medical Service (EMS) providers, non-emergency medical transport providers, medical and allied health providers, personnel of banking or financial institutions, pension providers and practicum students in the health and human services; defines the organizational and personnel structure of the Bureau of Adult Protective Services (BAPS); and in Sub-Section 2954, a new provision was added that created the BAPS Fund which provides for all fines collected from any person required by Subsections (a) and (b) of §2952 to report a case of suspected elderly or adult with a disability abuse and fails to make a report to APS, to be deposited into the Fund and shall be expended exclusively for purposes used to support the operations of the BAPS.

During the 1st and 2nd quarters of FY 2017, the BAPS was staffed by three (3) Social Worker III and a Social Services Supervisor I. On March 24, 2017, Ms. Eileen Escalera laterally transferred to another Bureau within the Department and recruitment for the vacated Social Worker position was in process until the position was filled five (5) months later on August 14, 2017 through the lateral transfer of Ms. Nilda Orencia, formerly with the Bureau of Social Services Administration, Division of Public Welfare.

The primary function of the BAPS social workers is case investigation. Upon receiving a referral of alleged abuse or neglect, the social worker(s) meets with the client to assess the situation and proceeds with investigating the allegation(s) of abuse or neglect and develops a case plan which addresses the client's needs in order to intervene if not resolve the abusive situation. Intervention

strategies used by the social workers include: crisis intervention, education, protective shelter, multi-disciplinary team meetings, individual and family sessions, and networking with other government and private agencies to provide formal support services. Another key function is outreach and prevention efforts. Outreach presentations are provided to educate and inform government, private and non-profit entities and the general public of the services available through the BAPS for the prevention of elderly and adults with a disability abuse and neglect.

Further, BAPS administers the Guma Serenidad Program, formerly known as the Emergency Receiving Home, through a contract agreement with Catholic Social Service (CSS) for the Comprehensive Management, Operations, and Maintenance of Protective Services and a Crisis Intervention Hotline (CIH) for seniors, age 60 and older, and adults with a disability, age 18-59, who are victims or alleged victims of abuse and are in immediate or imminent danger and require temporary shelter and support to protect them from further abuse or neglect. The contract between the Department of Public Health and Social Services, Division of Senior Citizens (DPHSS, DSC) and CSS became effective January 1, 2016, upon award of Invitation for Bid No. GSA-003-16 to CSS for a period of 60 months or five (5) years; on a year to year basis. In FY 2017, the service period of October 1, 2016 through September 30, 2017 covers months 10 through 21 of the 60-month agreement between DPHSS and CSS.

The Crisis Intervention Hotline (CIH) receives, responds, and manages reports of suspected elderly or adults with disability abuse and neglect. APS referrals received by the CIH between the hours of 8:00 a.m. through 4:30 p.m., Monday through Friday, except on recognized Government of Guam holidays and weekends, are forwarded to the BAPS for investigation, and referrals received after 4:30 p.m., Mondays through Friday and on recognized Government of Guam holidays and weekends are managed by Guma Serenidad staff.

BAPS also administers the Office of the Long Term Care Ombudsman and activities related to Elder Abuse Prevention, Title VII programs. The Office of the Ombudsman provides services to the elderly at St. Dominic's Senior Care Home, Guam Memorial Hospital Authority Skilled Nursing Unit (GMHA, SNU) and the three Adult Day Care Centers. The Ombudsman visits elderly to meet with them and/or their family members to address, advocate, and resolve concerns for the protection of the resident's health, safety, and welfare while ensuring the rights of residents are safeguarded.

OUTREACH AND ADVOCACY:

BAPS participated in several outreach activities in FY 2017 which include:

- *Family Violence Awareness Outreach* on October 8, 2016, an event coordinated by the Guam Coalition Against Sexual Assault and Family Violence (GCASAFV) and held annually to raise community awareness on Family and Domestic Violence;

- *National Anti-Slavery and Human Trafficking Outreach* on January 22, 2017, an event coordinated by the U.S. Attorney's Office to raise awareness and educate the community

about Human Trafficking;

- *1st Annual Guam Crime Victim's Rights Fair* on April 8, 2017, an event coordinated by the Office of the Attorney General of Guam to raise awareness and inform our citizens about victims' rights and the services provided to victims and their families;

- *2017 Passport to Services Outreach* on April 28, 2017, an event coordinated by the Guam Homeless Coalition and held annually to provide the homeless community with information on housing, employment, health screening, transportation, and other social services;

- *Sexual Assault Awareness Month Community Outreach Fair* on April 30, 2017, an event led by the GCASAFV and held annually to raise awareness on sexual assault; and

- *6th Annual Guam Conference on Aging* on May 11, 2017, an event led by the Division of Senior Citizens and held annually as part of the celebration of Senior Citizens Month in the month of May.

Listed in **Table 1. Outreach Activities** are the outreach events participated by BAPS, which provided the Bureau the opportunity to disseminate information on aging services and educational brochures on APS and the Ombudsman Program to a total of 545 participants.

Table 1. Outreach Activities.

Event Title	Date/Location/Time	Sponsoring Agencies/Organizations	Number of Outreach Participants
Family Violence Awareness Outreach	October 8, 2016 Agana Shopping Center 10:00 am - 2:00 pm	Guam Coalition Against Sexual Assault and Family Violence	34
National Anti-Slavery and Human Trafficking Outreach	January 22, 2017 Micronesia Mall, Center Court 10:00 am - 2:00 pm	U. S. Attorney Office for the Districts of Guam and the Northern Mariana Islands	16
1st Annual Guam Crime Victim's Rights Fair	April 8, 2017 Ricardo J. Bordallo Governor's Complex, Adelup 10:00 am - 3:00 pm	Office of the Attorney General of Guam	31
2017 Passport to Services Outreach	April 28, 2017 Hagatna Mayor's Office 9:00 am - 2:00 pm	Guam Homeless Coalition	26
Sexual Assault Awareness Month Community Outreach	April 30, 2017 Agana Shopping Center 10:00 am - 2:00 pm	Guam Coalition Against Sexual Assault and Family Violence	36

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6th Annual Guam Conference on Aging	May 11, 2017 Pacific Star Hotel 8:00 am - 2:30 pm	Division of Senior Citizens, Department of Public Health and Social Services	402
		Total Participants for all Outreach Events	**545**

BAPS also conducted 66 awareness presentations to agencies and individuals who deliver services to seniors and adults with a disability in the community, to include home-based and facility-based settings such as the 12 Senior Citizen Centers, Victim Advocates Reaching Out (VARO), Guam Memorial Hospital Authority Skilled Nursing Unit, Guam Regional Medical City, In-Home Services Program, Case Management Services Program, Guma Asusena Group Home, St. Dominic's Senior Care Home, the three Adult Day Care Centers, and volunteers for the 2017 Point-In-Time Homeless Count, and to advocates attending the 2016 kNOw MORE: Speak Up Against Sexual Assault & Domestic Violence Conference coordinated by the Guam Coalition Against Sexual Assault and Family Violence (GCASAFV).

Additionally, the Ombudsman made monthly visits to St. Dominic's Senior Care Home, GMH Skilled Nursing Unit, and the three Adult Day Care Centers and quarterly visits to the Guma Asusena Group Home for a total of 54 Ombudsman visits conducted. A total of 54 awareness presentations were conducted at the aforementioned sites for residents, clients, family members, caregivers and staff. In FY 2017, a total of six (6) Ombudsman cases were received and resolved.

BAPS attended and participated in various meetings for the following Council, Coalitions, and Committees in FY 2017:

1. Healing Hearts Sexual Assault Response Team (SART) Steering Committee;
2. Guam Homeless Coalition;
3. 2017 Senior Citizen's Month Central Planning Committee;
4. Guam Developmental Disabilities Council;
5. Human Trafficking Task Force, Victims Services and Crisis Intervention and Treatment Subcommittee held as scheduled by the U.S Attorney's Office, Districts of Guam and the Northern Mariana Islands; and

BAPS also attended several meetings held by the Judiciary of Guam for the Working Interdisciplinary Networks of Guardianship Stakeholders (WINGS) Program, focused on the development and implementation of an Adult Guardianship Education Program for prospective guardians which the Judiciary is working towards implementing.

BUILDING STAFF CAPACITY:

In a continual effort to build the Bureau's capacity and professional development of its employees, the BAPS attended the following trainings in FY 2017:

1. January 17, 2017: BAPS staff participated in the National Adult Maltreatment Reporting

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System (NAMRS) "Open Mic" Webinar in preparation for state reporting of FY16 APS data on the NAMRS.

2. March 10, 2017: BAPS staff attended the mandatory HIPPA Training conducted by Suzanne Kaneshiro, DDS, MBA.
3. May 2 - 4, 2017: BAPS Supervisor Jocelynn Cruz attended the Office on Violence Against Women - Enhanced Services to End Abuse in Later Life, Law Enforcement Training of Trainers in Milwaukee, Wisconsin.
4. May 23, 2017: BAPS Supervisor Jocelynn Cruz and Social Worker William Reyes completed the on-line Module 1 - Introduction to the No Wrong Door System.
5. June 15, 2017: BAPS Supervisor Jocelynn Cruz and Social Worker William Reyes completed the on-line Module 2 - Person-Centered Planning and Implementation.
6. June 21 - July 10, 2017: BAPS Supervisor Jocelynn Cruz completed Module IV - Management and Administration of Procurement Course held at the Guam Community College.
7. August 28 - 30, 2017: BAPS Supervisor Jocelynn Cruz attended the Grants Management Super Circular Overview conducted by Mr. David Rykken. The 3-day training was coordinated by the Department of Administration, Division of Accounts and held at the University of Guam, IT&E Lecture Hall.
8. August 28 - 31, 2017: Social Worker William Reyes attended the 28th Annual National Adult Protective Services Association (NAPSA) Conference and 8th Annual Summit on Elder Financial Exploitation in Milwaukee, Wisconsin.

HIGHLIGHT OF FY 2017:

DEPARTMENT OF JUSTICE (DOJ), OFFICE ON VIOLENCE AGAINST WOMEN (OVW), ENHANCED TRAINING AND SERVICES TO END ABUSE IN LATER LIFE (ALL) GRANT PROGRAM.

In February 2016, the Division of Senior Citizens, DPHSS along with other key partner agencies of the Guam Coalition Against Sexual Assault and Family Violence (GCASAFV) submitted a grant to the U.S. Department of Justice (DOJ), Office of Violence Against Women (OVW) to administer the *"Enhanced Training and Services to End Abuse In Later Life Program"*. The team was comprised of representatives from the DPHSS, Division of Senior Citizens, Bureau of Adult Protective Services (DSC, BAPS); Guam Police Department; Office of the Attorney General, Prosecution Division; Guam Coalition Against Sexual Assault and Family Violence (GCASAFV); Catholic Social Service, Alee Shelter; Judiciary of Guam; and the Governor's Community Outreach-Federal Programs Office, key partners for this grant. In submitting the grant application, the team developed a local program name, the TASI Project, which stands for *Training & Advocacy Services Initiative.* On September 15, 2016, the U. S. Department of Justice, Office of Violence Against Women (OVW), issued a notice of grant award in the amount of $375,000.00 to the DPHSS/DSC for the administration of the OVW Abuse in Later Life (ALL) grant for a period of 36 months.

The goal of the TASI Project is to enhance collaboration to better coordinate community responses and to address the training and service needs of individuals 50 years and older who are

victims of abuse in later life. In June 19, 2017, the DPHSS entered into a Memorandum of Understanding with the GCASAFV, for the purpose of carrying out the goals and objectives of the TASI Project. As the DPHSS' contractor in the administration of this grant, GCASAFV will work closely with the DSC, DPHSS on the overall implementation of the grant and will collaborate with other TASI Project partners to provide training opportunities to assist law enforcement, prosecutors, government agencies, and population specific organizations, victim service providers and advocates, in recognizing and addressing instances of elder abuse; provide or enhance services for victims of abuse in later life, including domestic violence, dating violence, sexual assault, stalking, exploitation, and neglect; create or support multidisciplinary collaborative community responses to victims of abuse in later life; conduct cross-training for law enforcement agencies, prosecutors, agencies or units of local government, attorneys, health care providers, population specific organizations, faith-based advocates, victim service providers, and courts to better serve victims of abuse in late life, individuals 50 years and older.

TASI Project Activities in FY 2017:

- *New Grantee Orientation (NGO)* was held January 10 - 12, 2017 in Washington, DC and was attended by Ms. Cynthia Cabot, Executive Director for GCASAFV. The 3-day orientation provided new grantees and project coordinators with an overview of the OVW ALL Program, the Needs Assessment Process, and on-line resources and topics relevant to the day-to-day management of the grant project.

- *Law Enforcement Training of Trainers (LE TOT)* was held May 2 - 4, 2017 in Milwaukee, Wisconsin. OVW and NCALL approved for Guam's Team of six (6) comprised of interim Project Coordinator Francesca Gatuz from the GCASAFV, Detectives Joel Terlaje and Joseph Aguon, Guam Police Department, Domestic Assault Response Team (GPD/DART), Assistant Attorney General Monica Taimanglo, Attorney General's Office, Prosecution Division, Social Worker Aureau Tagudin, Alee Shelter - Catholic Social Service (CSS), and BAPS Supervisor Jocelynn Cruz, DSC/DPHSS to be trained on how to use the National Elder Abuse Law Enforcement curriculum developed by OVW and NCALL. Upon completion of the LE TOT, the TASI training team will provide a local Law Enforcement Training to law enforcement to law enforcement in our community using the national curriculum.

- *Victim Services Training of Trainers (VS TOT)* was held June 27 - 29, 2017 in St. Paul Minnesota. TASI Project Team members who attended the training were Ms. Cynthia Cabot, Executive Director and Ms. Charlene Bitlaol, TASI Project Coordinator from GCASAFV, and Social Worker Aurea Tagudin from Alee Shelter - Catholic Social Service. The VS TOT Team will also provide a local Victims Services Training to victim service providers and advocates in recognizing and addressing instances of elder abuse other service providers.

- *National Judicial Institute on Domestic Violence Conference* was held August 13 - 16, 2017 in Minneapolis, Minnesota and was attended by Supreme Court Justice F. Philip Carbullido, Superior Court of Guam Judge Maria T. Cenzon and Judge Vernon P. Perez.

- A TASI Project Listening Session was held August 24, 2017 from 10:00 am - 12:00 pm at the Governor's Cabinet Conference Room, Adelup. The goal of the listening session focused on sharing resources and ideas in addressing abuse in later life. Information and ideas shared by key community partners and stakeholders who attended the listening session will help guide the next steps for upcoming TASI grant projects. Attendees included representatives from Guam Legal Services Corporation, Public Defenders Office, Office of the Public Guardian, Government of Guam Association of Retired Persons (GGARP), Bureau of Adult Protective Services (BAPS), Guma Mami, Oasis Empowerment Center, Victim Advocates Reaching Out (VARO), Office of the Attorney General of Guam, Mayor's Council of Guam, Catholic Social Service Alee Shelter, National Family Caregiver Support Program/Health Services of the Pacific, and Mrs. Julie Perez.

NATIONAL ADULT MALTREATMENT REPORTING SYSTEM (NAMRS)

In April 2017, BAPS submitted FY 2016 Agency Component and Key Indicators data to the National Adult Maltreatment Reporting System (NAMRS), a national reporting system for Adult Protective Services programs. The goal of NAMRS is to provide consistent, accurate national data on the abuse and exploitation of older adults and adults with disabilities, as reported to APS agencies.

II. STATISTICAL INFORMATION ON THE NUMBER AND TYPES OF REPORTS RECEIVED DURING THE YEAR FOR BAPS

BUREAU OF ADULT PROTECTIVE SERVICES (BAPS): In FY 2017, the BAPS responded to 259 Unduplicated Referrals/Intakes, averaging 21.5 cases per month. All 259 Referrals/Intakes received were determined to be appropriate for investigation by BAPS. The client profile of the 259 appropriate Referrals/Intakes investigated by the BAPS is illustrated in **Table 2. Client Profile**.

Table 2. Client Profile.

Client Ethnicity	Elderly		Adult With a Disability		Elderly With a Disability (Dual)		YTD by Ethnic Group
	Male	Female	Male	Female	Male	Female	
Black	-	-	-	1	-	-	1
Chamorro	11	29	22	21	45	46	174
Chinese	1	-	-	-	1	-	2
Chuukese	2	-	1	3	1	-	7
Filipino	1	16	5	3	5	8	38
Japanese	-	1	-	-	1	-	2
Korean	1	1	-	-	-	2	4
Palauan	1	2		3		1	7

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Vietnamese	-	1	-	-	-	-	1
White	8	-	1	1	8	3	21
Yapese	2	-	-	-	-	-	2
YTD by Gender	27	50	29	32	61	60	**259**

- Of the 259 appropriate Referrals/Intakes received:
  - 198 or 76% were Elderly [comprised of Elderly and Elderly with a Disability (Dual)];
    - Of the 198 Elderly Referrals/Intakes investigated,
      - 77 or 39% were Elderly
      - 121 or 61% were Elderly with a Disability (Dual)
  - 61 or 24% were for Adults with Disabilities.

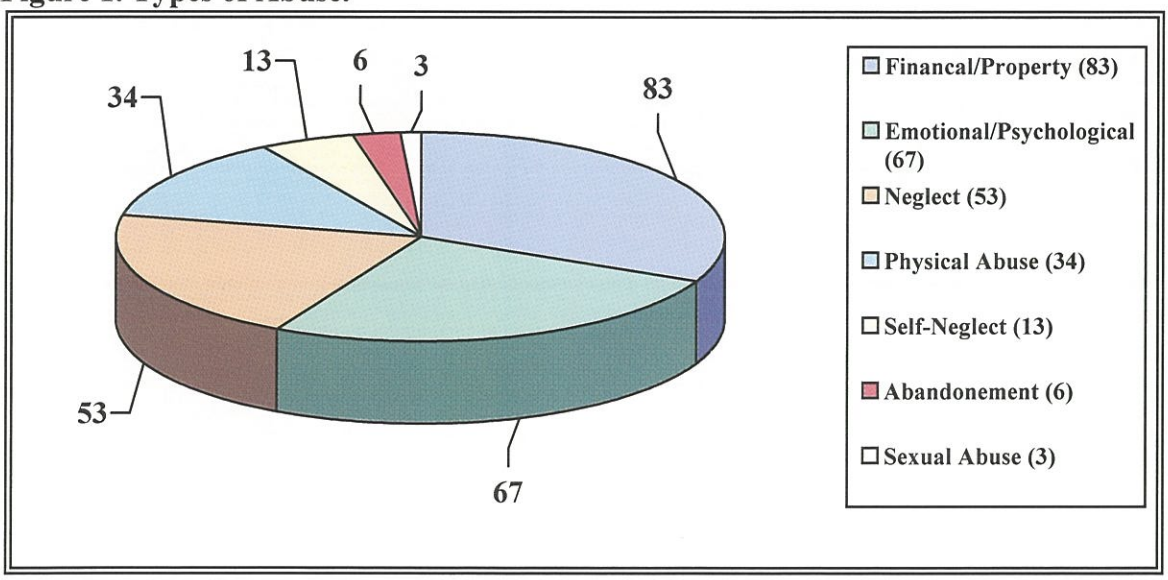
- Of the 259 appropriate Referrals/Intakes received:
  - 142 or 55% were females; and
  - 117 or 45% were males.

- Of the 259 appropriate Referrals/Intakes received, the three (3) highest ethnic groups are Chamorro at 174 or 67%, followed by Filipino at 38 or 15%, and White at 21 or 8%.

- The remaining 26 or 10% were comprised of eight (8) ethnic groups: 7 Chuukese, 7 Palauan, 4 Korean, 2 Chinese, 2 Japanese, 2 Yapese, and 1 each for Black and Vietnamese.

A review of the 259 appropriate Referrals/Intakes received revealed the BAPS staff responded to a range of abuses against the elderly and adults with a disability. The 259 appropriate Referrals/Intakes as categorized by type of abuse are illustrated in **Figure 1. Types of Abuse**.

Figure 1. Types of Abuse.



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- Of the 259 appropriate Referrals/Intakes received:
  - 83 or 32% were for Financial/Property Exploitation
  - 67 or 26% were for Emotional/Psychological Abuse
  - 53 or 21% were for Neglect
  - 34 or 13% were for Physical Abuse
  - 13 or 5% were for Self-Neglect
  - 6 or 2% were for Abandonment
  - 3 or 1% were for Sexual Abuse

Of the 259 case investigations conducted by BAPS, 8 or 3% of the Referrals/Intakes received were substantiated and 251 or 97% were determined inconclusive/unsubstantiated.

The compilation of BAPS Units of Service resulted in a total of 5,743 Units of Services performed by the BAPS this FY 2017. As illustrated below in **Table 3. BAPS Units of Service.**, BAPS provided: 259 Unduplicated Referrals/Intakes Received, 2,233 Phone Calls, 62 Office Visits, 498 Home Visits, 2,143 Information and Assistance, 476 Collateral Contacts, 6 Outreach Activities and 66 Presentations.

Table 3. BAPS Units of Service.

Fiscal Year 2017	**YTD Total**
Unduplicated Referrals/Intakes Received	259
Phone Calls	2,233
Office Visits	62
Home Visits	498
Information and Assistance	2,143
Collateral Contacts	476
Outreach Activities	6
Presentations	66
Total Units of Services Performed	**5,743**

GUMA SERENIDAD PROGRAM: In FY 2017, the contracted Guma Serenidad program staff responded to 33 Unduplicated Referrals/Intakes, averaging 2.7 cases per month. All 33 Referrals/Intakes received were appropriate Referrals/Intakes for investigation. **Table 4. Client Profile** illustrates the client profile of the 33 appropriate Referrals/Intakes investigated by Guma Serenidad:

Table 4. Client Profile.

Client Ethnicity	**Elderly**		**Adult With a Disability**		**Elderly With a Disability (Dual)**		**YTD by Ethnic Group**
	Male	Female	Male	Female	Male	Female	
Chamorro	1	2	4	5	1	7	20
Chinese	1	-	-	-	-	-	1

Filipino	1	1	-	-	1	1	4
Pohnpean	-	-	-	-	-	1	1
Palauan	-	-	-	-	-	1	1
Vietnamese						1	1
White					2	2	4
Yapese	-	-	-	-	-	1	1
YTD by Gender	3	3	4	5	4	14	**33**

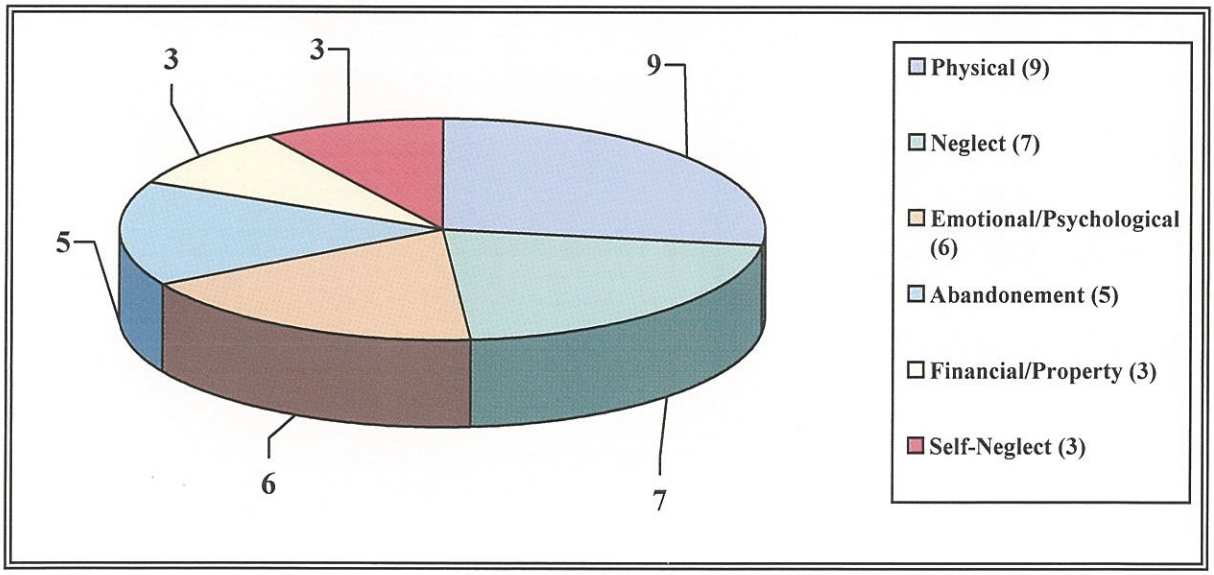
- Of the 33 appropriate Referrals/Intakes received:
  - 24 or 73% were Elderly [comprised of Elderly and Elderly with a Disability (Dual)];
    - Of the 24 Elderly Referrals/Intakes investigated,
      - 6 or 25% were Elderly
      - 18 or 75% were Elderly with a Disability (Dual)
  - 9 or 27% were for Adults with Disabilities.

- Of the 33 appropriate referrals/intakes received:
  - 22 or 67% of the appropriate referrals/intakes were females
  - 11 or 33% were males.

- Of the 33 appropriate Referrals/Intakes received, 20 or 61% were Chamorro, followed by 4 Filipino and 4 White for a combined 8 or 24%, and 1 Chinese, 1 Pohnpean, 1 Palauan, 1 Vietnamese, and 1 Yapese for a combined total of 5 or 15%.

The 33 appropriate referrals/intakes as categorized by Types of Abuse are illustrated in **Figure 2. Types of Abuse**.

Figure 2. Types of Abuse.



- Of the 33 appropriate Referrals/Intakes received:
  - 9 or 28% were for Physical Abuse
  - 7 or 21% for Neglect
  - 6 or 18% were for Emotional/Psychological Abuse
  - 5 or 15% were for Abandonment
  - 3 or 9% were for Financial/Property Exploitation
  - 3 or 9% were for Self-Neglect

As a result of case investigations, five (5) or approximately 17% of the appropriate Referrals/Intakes received and investigated by the Guma Serindad Social Worker were substantiated and 25 or 83% were determined inconclusive/unsubstantiated.

There were three (3) unduplicated clients who required protective shelter in Guma Serenidad during FY 2017. Of the three (3) clients admitted into Guma Serenidad, one (1) was a carry-over from FY 2016, an Elderly male with a Disability (Dual). **Table 5. Clients Admitted into Guma Serenidad in FY 2017** illustrates the profile of clients admitted into Guma Serenidad in FY 2017.

Table 5. Clients Admitted into the Guma Serenidad in FY 2017.

Client Ethnicity	Elderly		Adult With a Disability		Elderly With a Disability (Dual)		YTD by Ethnic Group
	Male	Female	Male	Female	Male	Female	
Chamorro	-	1	-	-	1	-	2
Filipino	-	-	-	1	-	-	1
YTD by Gender	-	1	-	1	1	-	**3**

- Of the three (3) clients admitted into Guma Serenidad:
  - 2 or 67% were Elderly; 1 female Elderly and 1 male Elderly with a Disability (Dual)
  - 1 or 33% was a female Adult with a Disability.

  - 2 or 67% were Chamorro and 1 or 33% was Filipino.

In FY 2017, the staff of the Guma Serenidad conducted a total of 1,759 Units of Services as follows: 3 admissions, 33 Unduplicated Referrals/Intakes Received, 477 Information and Assistance, provided clients with 423 hours of Case Management, 442 hours of Personal Care, served a total of 379 Meals, and participated in two (2) outreach activities as illustrated in **Table 6. Guma Serenidad Units of Service.**

Table 6. Guma Serenidad Units of Service.

Fiscal Year 2017	YTD Total
Admissions at Guma Serenidad	3
Unduplicated Referrals/Intakes Received	33

Information and Assistance	477
Case Management	423
Personal Care Provided	442
Meals Provided	379
Outreach Activities	2
Total Units of Services Performed	**1,759**

Three-Year Review of Three Highest Types of Abuse Referred: A review of statistical data of the three highest Types of Abuse received and investigated by the BAPS and Guma Serenidad within the past three (3) fiscal years to include FY 2017 is illustrated in **Table 7. Three Highest Types of Abuse Referred**.

Table 7. Three Highest Types of Abuse Referred.

Fiscal Year	1st Highest Type	2nd Highest Type	3rd Highest Type
FY 2017	86 Financial/Property	73 Emotional/Psychological	60 Neglect
FY 2016	66 Neglect	59 Financial/Property	45 Emotional/Psychological
FY 2015	62 Financial/ Property	58 Emotional/Psychological	54 Neglect

- Financial/Property Exploitation ranked the highest in all types of abuse received in FY 2017 with 86 referrals, an increase of 27 or 45% from Financial Property Exploitation referrals received in FY 2016, which ranked second highest with 59 referrals received for that Fiscal Year.
- Emotional/Psychological Abuse which ranked third highest in FY 2016 with 45 referrals received; ranked second highest in FY 2017 with 73 referrals, an increase of 28 or 62% from FY 2016.
- Neglect ranked highest in FY 2016 with 66 referrals and ranked third highest in FY 2017 with 60 referrals.
- For all the three years in review, Neglect, Financial/Property Exploitation, and Emotional/Psychological abuse remain as ranking within the top three types of abuse reported and investigated by BAPS.

III. Budget Information

Expenditures for FY 2017 totaled $644,371.38. A breakdown of FY 2017 expenditures is provided in **Table 8. Expenditures**.

Table 8. Expenditures.

Item	Expenditures	Percentage
Salaries	$168,473.16	26%
Benefits	$56,702.12	8%
Contractual Service	$418,260.62	64%

Supplies	$801.48	1%
Drug Testing	$80.00	1%
TOTAL	$644,317.38	100%

IV. INFORMATION ON THE QUALITY OF SERVICES PROVIDED AND THE RESULTS OF SUCH SERVICE IN TERMS OF ALLEVIATING ABUSE

Currently, the BAPS continues to meet the mandates of Public Law 31-278 by providing intervention in abusive situations and assisting clients and their families in obtaining supportive social services, as practicable. Oftentimes, the BAPS serves as the entry point into Guam's long term services and support system for elderly or adults with disabilities. It is the experience of the BAPS social workers that abuse and neglect are not always intentional, but rather caused by caregiver stress and a lack of knowledge on how to care for their elderly parents or family member who is an adult with disabilities. Through BAPS intervention, caregivers are provided with information on caregiving and linkage to relevant support systems. In most instances, the needs of the APS clients are met thus, alleviating the abusive situation. Eight (8) cases were substantiated in FY 2017 with one (1) case for financial/property exploitation forwarded to the Office of the Attorney General for further disposition.

The BAPS addresses abuse from a social service as opposed to a law enforcement perspective. As such, this allows clients to make informed decisions as to how they can help themselves alleviate their abusive situation. The clients' basic right to self-determination is promoted while maintaining their integrity and dignity. Without the BAPS, the only recourse for elderly and adults with disabilities would be assistance from the Guam Police Department. Many incidences of abuse would not be addressed as BAPS clients are reluctant to use police enforcement as a means of resolution, especially in cases involving family members or their primary caregiver. Successful intervention is a continual learning experience of family dynamics, linking available community resources and having a neutral party facilitate through the emotionally laden journey; this has proven to be the most effective means for BAPS to serve their clients.

An important component of the BAPS is the Guma Serenidad/Crisis Intervention Hotline program. Through the Crisis Intervention Hotline, protective services are available seven days a week, twenty-four hours a day, ensuring that elderly and adults with disabilities have access to BAPS services at all times. Availability of the Guma Serenidad has proven essential to the safety of victims of abuse and neglect. The protective shelter affords a safe haven during a crisis. Without the shelter, clients of BAPS would probably remain in the abusive home environment or be placed into a homeless shelter until alternate living arrangements are made.

V. IDENTIFICATION OF PROBLEMS THAT MAY ARISE IN THE IMPLEMENTATION OF THIS ARTICLE

1. Public Law 31-278 provides for mandated reporting of suspected elderly or adults with disabilities abuse or neglect for professionals who in the course of their employment come into contact with elderly and persons with disabilities. The law further provides immunity

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from liability for those individuals who make reports in good faith. However, the law does not provide sanctions for the falsifying of reports. During the course of case investigations, if it is determined by APS social workers that case referrals were not made in good faith, absent any provision for penalties for falsifying reports under this provision, there does not appear to be any means to discourage this action on the part of individuals committing such an act.

2. Public Law 31-278 does not address alleged perpetrators who refuse to cooperate in an APS investigation. Further, APS does not possess the authority to require alleged perpetrators to cooperate with APS investigations which is a contributing variable resulting in higher percentage of inconclusive investigations (unsubstantiated).

3. Although P.L. 31-278 defines the types of abuses in the mandate, the mandate needs to add penalties for substantiated cases of abuse or neglect specific to elders or adults with disabilities, in cases of abandonment, emotional/psychological abuse and neglect. Substantiated cases of physical or sexual abuse are criminal in nature and are forwarded to the Attorney General's Office for their disposition. The Attorney General may investigate and decide whether to initiate criminal proceedings. Cases of substantiated financial or property exploitation can be referred to other legal avenues for possible recourse; however, substantiated cases of abandonment, emotional/psychological abuse and neglect which do not fall under any laws and as such, carry no penalties.

4. Expansion of Services. During the investigations, especially of alleged neglect situations, it has been determined that the neglect of APS clients was not intentional but rather due to lack of services to support family members in their role as caregivers or to assist an adult individual living in the community requiring some level of formal support that cannot be readily provided by family or friends, either due to limited or competing demands the family is managing or the local resource is limited or non-existent.

5. Long Term Care. Long term care needs for the elderly and adults with disabilities is a major challenge for APS clients and their families; clients who do not have family members to care for them on a long term basis. Additionally, many families require to be gainfully employed to maintain their household while the elderly and adults with disabilities often require supervised care, thus, families are constantly challenged with providing care for them in their homes while maintaining their employment for their own survival. The need for placement options on a long term basis for either alternative residential placement or for therapeutic purposes is without question. At times, clients may be rotated among shelter residential type programs with the client(s) being admitted into the existing array of shelter services multiple times which is a band aid approach to the real issue and may bear liability issues in the future. This situation requires a permanent and responsive solution to this growing need in our community, assisted living facilities would be an option to explore. Further, additional funding to support existing therapeutic group homes as well as weekend provision of services for Adult Day Care services for seniors could help provide some relief to this growing need. For the latter, it could be for those families who require such services, thus, a thorough screening process would need to be implemented to ensure those approved for services meet

the preset criteria and given the reality of limited funding for this service, clients could be afforded services on a rotational basis. Although this is not the preferred manner to provide services, it does provide relief and support to Guam's caregivers while ensuring care recipients are provided quality weekend service in a supervised setting.

VI. Recommendations for Action on the Part of the Legislature Whenever Deemed Vital for the Protection of the Elderly and Adults with a Disability

As recommended in prior year reports, legislation needs to be enacted to expand and fund programs for independent living, alternative/transitional homes and assisted living facilities (non-medical) to address the needs of clients admitted into the protective shelter during crisis, but due to limited resources and services in our community, are difficult to transition out of the protective shelter, as more clients are requiring therapeutic and non-medical assisted care.

A second recommendation would be for the provision of law to be enacted for Legal Assistance Services for the elderly to be provided through the Office of the Attorney General or the Public Defender's Office or both as many of the legal requests fall on ensuring the protection of the interests of our seniors; protection and advocacy to ensure legal services are provided to safeguard and protect the rights of our seniors. The partnership between the Division of Senior Citizens and a government legal arm would promote efficiency and greater access to legal services given the current cost to provide legal services and the cost of an attorney at either of the two offices noted in this recommendation.

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