



Benito "Ben" Servino
DIRECTOR

Department of Integrated Services for Individuals with Disabilities

A Report to the Citizens of Guam



Eddie Baza Calvo
GOVERNOR

Ray Tenorio
LIEUTENANT GOVERNOR

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About the Department of Integrated Services for Individuals with Disabilities (DISID).....Page 1

DISID was established in 1997 under Guam P.L 24-16 to improve services for persons with disabilities by creating and establishing a designated agency (DISID) as the single point of entry agency that provides, promotes and ensures a full continuum of lifelong programs and services that allows for independence, productivity and inclusion of people with disabilities into the community.

Department of Integrated Services for Individuals with Disabilities (DISID)

<http://www.disid.guam.gov>

Mr. Ben S. Servino, M.S., Director

238 Archbishop Flores St., DNA Building
 Suite 702, Hagåtña, Guam 96910
 (671) 475-4646 (VT), (671) 477-9183
 (TT), (671) 477-2892 (F)

Division of Vocational Rehabilitation (DVR):

Suite 602, Hagåtña, Guam 96910
 (671) 475-5735/38 (VT)
 (671) 477-8642 (TT), (671) 475-4661 (F)

Division of Support Services (DSS):

Suite 702, Hagåtña, Guam 96910
 (671) 475-4646 (VT)
 (671) 477-9183 (TTY), (671) 477-2892 (F)



DIVISION OF VOCATIONAL REHABILITATION (DVR):

The **Division of Vocational Rehabilitation (DVR)** has a staff of **Fourteen (14)** employees and their offices are located on the 6th floor of the DNA Building in Hagatna and they provide 1) **Vocational Rehabilitation (VR) Program Services**; 2) **Supported Employment (SE) Program Services**; 3) **Independent Living (IL) Program Services**, and **Independent Living Older Blind ILOB) Services** for eligible Individuals with Disabilities. There are two (2) Advisory Councils: the **State Rehabilitation Council (SRC)** and the **Statewide Independent Living Council (SILC)** composed of individuals with various disabilities, families, employers, agency representatives, advocates, and service providers that provide guidance and direction in the implementation of the VR Services and Independent Living Program Services. Orientation Presentation of DVR Program Services is conducted for the General Public every 1st & 3rd Tuesday of each month at 9:00am on the 6th Floor DVR Conference Room at the DNA Building in Hagatña.

- During this Fiscal Year Period, a total of **Five Hundred Eight (508)** individuals received services from DVR; **One Hundred Eighty Nine (189)** individuals were determined Eligible and their Individualized Plan for Employment (IPE) were developed; **Forty Nine (49)** individuals completed their IPEs; **One (1)** individual only received Counseling and Guidance services; **Eleven (11)** individuals received physical and mental restoration services; **Sixty Five (65)** individuals received Training services; **Fifty Seven (57)** individuals were ready for Employment; **Twenty Eight (28)** individuals were placed in Employment; **Seventy One (71)** individuals had their services interrupted; **Fourteen (14)** individuals had their cases closed and were successfully rehabilitated, **Sixteen (16)** individuals had their case closed after IPE was initiated; **Seven (7)** individuals had their case closed before their IPE was initiated..
- A series of outreach and educational awareness activities were planned and conducted in observance of **National Disability Employment Awareness Month (NDEAM)** during October. NDEAM is a time to celebrate the many and varied contributions of America's workers with disabilities. The theme for this year — which marks 70 years since the first observance — is: "**My Disability is One Part of Who I Am**". Local activities included a Proclamation Signing by the Governor that was scheduled on Sept. 29th, 2015 at Adelup and a Job Fair targeted towards Applicants with Significant Disabilities which was hosted by I-Can Resources Company, a Two (2) day Self Employment Conference that was co-sponsored with SBDC. A Picnic was hosted at the Agat Nimitz Beach Main Pavilion for Individuals with Disabilities, Families, and Service Providers to culminate the month's celebration activities. Weekly workshop presentations were conducted throughout the month including: 1) "**Employment Rights of Individuals with Disabilities under the ADA**"; 2) "**DVR Program Services Orientation**"; 3) "**Pre-Employment Skills Training**"; 4) "**Assistive Technology utilization in the workplace**"; 5) "**Provision of Reasonable Accommodation by Employers**"; 6) "**Employment Opportunities with Federal Contractors**"; 7) "**Guam DOL American Job Center (AJC)/HireGuam Website presentation for Employers and Job Seekers**"; 8) "**Employment Opportunities within GovGuam under the 2% law**"; 9) "**Employment Opportunities for Veterans with Disabilities**"; 10) "**Social Security Disability Insurance (SSDI) and Plan to Achieve Self Support (PASS) Programs**"; 11) "**Community Rehabilitation Provider Panel Presentations**"; 12) "**Employment Opportunities within the Federal Govt.**".
- Collaborated with the University of Guam (UOG) Small Business Development Center (SBDC) to co-sponsor a two-day conference on Oct 29 and 30, 2015 regarding "Customized Self Employment" at the Westin Resort and eighty (80) people registered to attend it. An extensive twelve week SBDC/PIMI - Micro Credit workshop was also developed and targeted specifically for Individuals with Disabilities.
- Collaborated with Guam DOL and other core program partners (the Adult, Dislocated Worker, Youth, Wagner-Peyser Act, Adult Education and Family Literacy Act, and the Vocational Rehabilitation programs) to draft Guam's four year Workforce Innovation and Opportunity Act (WIOA) "Combined State Plan" which was submitted on April 1, 2016 and later approved on June 29, 2016, by the U.S. Department of Labor and Education. The new "Combined State Plan" was developed for a 6 year period and focuses on comprehensively addressing the career and professional development needs of our community by maximizing existing resources so that key core program partners no longer work in silos and work collaboratively to utilize the American Job Center (AJC) services for the benefit of our mutual constituents. Cost sharing of resources and equal access issues will also be addressed.
- Participated as an active member in the monthly Guam Workforce Development Board (GWDB) and the Dept of Education's (DOE) Guam Advisory Panel for Students with Disabilities (GAPSD)

DIVISION OF SUPPORT SERVICES (DSS):

The **Division of Support Services (DSS)** has a staff of **Four (4)** employees and their offices are located on the 7th floor of the DNA Building in Hagatna and they are responsible for the development of a community service delivery system which includes the design, implementation, administration, case management, coordination, research, monitoring and evaluation of programs and services for persons with disabilities. **DSS** participates in the Guam System of Care Council (GSOCC) to support the implementation of Guam's Child Mental Health Initiative Cooperative agreement in collaboration with other GovGuam child serving agency representatives, families, and other community stakeholders who have come together to define and develop a comprehensive and seamless SOC network. **DSS** also provides support to Individuals with Disabilities that are applying for housing assistance through the Guam Housing and Urban Renewal Authority (GHURA) and the Guam Housing Corporation (GHC); or transportation services through the Guam Regional Transit Authority (GRTA); including other support services including Guam Behavioral Health and Wellness Center and the Department of Public Health & Social Services

- During this Fiscal Year Period, a total of **Three Hundred Fifteen (315)** individuals were seen by DSS; **Eighty Five (85)** received Housing Application Assistance; **Sixteen (16)** received Transportation Application Assistance; **One Hundred Thirty One (131)** received Information & Referral Assistance; **Nineteen (19)** received ADA Technical Assistance; **Nineteen (19)** received Property Tax Credit Application Assistance; **Twenty Four (24)** received Advocacy Assistance; **Fifty One (51)** received Case Management Services; **Twenty Four (24)** received Public Assistance Services; **Thirty six (36)** received Financial Assistance Services; and **Fourteen (14)** received technical assistance regarding the Accessible Parking Law.
- Conducted a **two (2) hour Class presentation** on DISID's Programs and Services for **(35) Special Education Students** on April 4, 2016 at UOG.
- Provided **Technical Assistance** during the **2016 FestPac Event** on Guam to ensure that designated **Accessible Parking and Accommodations** were provided for Individuals with Disabilities.
- Planned and organized the **2016 ADA Awareness Month** Activities which included a Proclamation signing at Adelup, Workshops on 1) Accessible Parking requirements for business and for qualified individuals with disabilities; 2) GovGuam Self Evaluation and Transition Plans; 3) Use of Service Animals; 4). Collaborated and partnered with various organizations such as the Guam Legal Services Corporation (GLS) to conduct workshops on the ADA Rights of Individuals with Disabilities, provision of Reasonable Accommodations and the Voting Rights of Individuals with Disabilities during the month of July at the DISID 6th floor Conference Room.
- Participated as an active member of the **Guam System of Care Council (GSOCC), CEDDERS Advisory Council, Guam System for Assistive Technology (GSAT) Advisory Council, and the Guam Developmental Disabilities Council (GDDC).**
- In partnership with the **Guam Fire Department (GFD)**, DISID launched the **Guam Emergency On-Line Registry for People with Special Needs**. Under **Public Law 33-54**, DISID and GFD has been mandated to create the **Emergency Online Registry for Persons with Special Needs** to assist first responders such as police, firefighters, paramedics or emergency medical technicians to interact appropriately with persons with disabilities and to effectively communicate and efficiently respond in the event of emergencies such as accidents, natural disasters and terrorist attacks. An MOU has been drafted to articulate the roles and responsibilities between DISID and GFD and an application form has been developed and disseminated within the community during outreach events. DISID Social Workers have also been assisting individuals to complete the application forms and have forwarded the completed forms to GFD. Inclusion in the registry is completely voluntary. Examples of information to be included in the Registry is as follows: Name, Date of Birth, Gender, Height, Weight, Blood Type, Birthmarks, Scars, Tattoos, Address, Ethnicity/Language Spoken, Contact Information for Caregivers, Types of Disability, Medications, Transportation Needs and any Assistive Technology used by the individuals. All information will be kept confidential and be used only as needed in the provision of emergency care.
- A total of **Seventeen (17)** individuals voluntarily participated in the **On-Line Registry for People with Special Needs**.

- Established a listing of **Designated Gov Guam ADA Coordinators** who would be responsible for coordinating the efforts of the government to comply with Title II and investigating any complaints that the entity has violated Title II. Provided hand-on training to all the designated Gov Guam ADA Coordinators and worked with them to develop their agency's self-evaluation plans and transition plans to eliminate any programmatic, communication, and physical barriers to access.
- Developed a **partnership** with the **Guam Housing and Urban Renewal Authority (GHURA)** in the accommodations of persons with disabilities by incorporating the assistance of Social Workers during scheduled **Mass Screening appointments** for mutual clients. DISID is also an active member of the **Guam Homeless Coalition** and participates in the planning of community outreach events to identify and assist individuals with disabilities and veterans that are homeless, especially those that have families. DISID coordinated the distribution of over 200 futons to the Homeless Coalition for their mutual Clients. The futons had been used by off-island athletes that were accommodated at the local high schools during the FestPac Events.
- As part of the Governor's blueprint on assisting those in need, DISID's Division of Support Services (DSS, has processed **One Hundred (100) applications** from qualified individuals with disabilities for participation in the **Individualized Budgeting Program (IBP)**. The IBP provides the opportunity for a major paradigm shift in the delivery of services to individuals with disabilities from that which is Government-directed to that of being "Client-driven". The paradigm shift consists of empowering the Client by providing informed choices so that the Client can make a decision from a variety of service options to choose from. The Client, their Social Worker, Service Provider, and Family Member will collaborate to form an individualized budget based on each Client's Individualized Service Plan.
- Conducted a **four (4) hour Disability Awareness Training** for **Forty (40)** DOC Recruits on August 26, 2016 in DISID's 6th Floor Conference Room.
- Served **Thirty (30)** Individuals that had applied for the **Individualized Budgeting Program (IBP)** which was funded by the DOI Compact Assistance Grant. The IBP aims to provide individuals with disabilities the opportunity to choose the type of services and supports (i.e. wheelchair, cane, hearing aid, eye glasses, personal care assistant, etc.) independently from typical programs offered through the Government of Guam through an allowed budget over which they have control.
- Provided testimony not in support of **Bill No. 270-33 (COR)**: An act to transfer lot 5138-2-r3 new-1-2 and lot 5138-2-R3 new-1-R2, *Ipaotumon*, Municipality of *Dededo* to the CLTC land inventory for commercial leasing, and to provide for lease revenue sharing with DISID, and to identify land from the CLTC lands inventory for the construction of a DISID facility.
- Worked collaboratively with the **Guam Economic Development Authority (GEDA)** to seek the Legislature's authorization to establish a **Public/Private Partnership to lease and develop the property across from JFK High School** for the construction of a new One Stop Resource & Wellness Center which would house DISID and the Guam Regional Transit Authority's (GRTA) operations including the One-Call-One Click Transportation Dispatch Center. This initiative would provide an annual savings of \$364,344 to the Government of Guam from the cost of having DISID lease private office space in Hagatna. The Governor's Office and the Department of Public Works (DPW), was able to demolish and dispose of the old, abandoned Guam Rehabilitation and Workshop Center Structure at the property which was not only an eye sore, but a health and safety concern for the community. **Bill No. 379-33 (COR)** was introduced by D. G. Rodriguez, Jr., to authorize GEDA to lease and develop the property across from JFK and to construct a DISID Business Center and One Stop Community Resource and Wellness Center, including the establishment of a Guam Autism Center at the property
- Provided Technical Assistance to the Management of the ITC Building to address the lack of **Accessible Parking** concerns that have been raised and other barriers to access within the facility including the restrooms.
- Provided a presentation on the **Accessible Parking** requirements during the **Mayor's Council Meeting** and also conducted an **ADA Site Accessibility Assessment** at various Village **Mayor's Offices**.

DISID’s Division of Vocational Rehabilitation (DVR) receives federal funds to assist individuals with disabilities to prepare for and engage in gainful employment consistent with their strengths, resources, priorities, concerns, abilities, capabilities, interests, and informed choice.

DISID’s Division of Support Services (DSS) receives Local Funds to provide support services to individuals with disabilities and to provide educational awareness regarding the Accessible Parking Law.

EXPENDITURES TO CLIENTS FOR FISCAL YEAR 2016 BY FUNDING SOURCES FOR EACH DIVISION:

FUNDING SOURCE(S)	DIVISION OF VOCATIONAL REHABILITATION (DVR)
VOCATIONAL REHABILITATION (VR) SERVICES GRANT	\$ 1,058,593.00
INDEPENDENT LIVING OLDER BLIND (ILOB) GRANT	\$ 6,495.00
SUPPORTED EMPLOYMENT (SE) GRANT	\$ 28,242.98
TOTAL FEDERAL FUNDS EXPENDED	\$ 775,705.00

FUNDING SOURCE(S)	DIVISION OF SUPPORT SERVICES (DSS)
INDIVIDUALIZED BUDGETING PROGRAM (IBP)	\$19,500.00
TOTAL FEDERAL FUNDS EXPENDED	\$19,500.00

The following data consists of the 2016 (4th Quarter) Appropriation/Expenditure Report pursuant to P.L. 30-196.

FUND	OBJECT CATEGORY	APPROPRIATION	YTD ALLOTMENT	EXPENDITURES	OUTSTANDING ENCUMBRANCES	FUNDS AVAILABLE	UNALLOTTED BALANCE
GENERAL FUND	Regular Salary	349,224.00	315,995.00	254,158.45	0.00	61,836.55	33,229.00
	Fringe	133,095.00	101,399.00	86,914.16	0.00	14,484.84	31,696.00
	Travel	0.00	0.00	0.00	0.00	0.00	0.00
	Contract	10,000.00	8,500.00	3,833.48	2,188.88	2,477.64	1,500.00
	Bldg Rent	124,344.00	124,344.00	124,344.00	0.00	0.00	0.00
	Supplies	643.00	547.00	0.00	0.00	547.00	96.00
	Equipment	0.00	0.00	0.00	0.00	0.00	0.00
	Drug Testing	0.00	0.00	0.00	0.00	0.00	0.00
	Miscellaneous	611,455.00	465,263.00	244,106.41	0.00	221,156.593	146,192.00
	Telephone	6,000.00	6,000.00	5,264.08	0.00	735.92	0.00
Capital	0.00	0.00	0.00	0.00	0.00	0.00	
GENERAL FUND TOTAL		1,234,761.00	1,022,048.00	718,620.58	2,188.88	301,238.54	212,713.00
FEDERAL FUND	Regular Salary	1,505,317.96	1,505,317.96	548,014.85	0.00	957,303.11	0.00
	Fringe	570,546.03	570,546.03	212,727.41	0.00	357,818.62	0.00
	Travel	84,394.65	84,394.65	19,965.88	2,838.00	61,590.77	0.00
	Contract	2,886,354.09	2,886,354.09	1,153,102.67	171,985.62	1,561,265.80	0.26
	Bldg Rent	360,000.00	360,000.00	240,000.00	0.00	120,000.00	0.00
	Supplies	28,837.50	28,837.50	6,679.91	1,577.97	20,579.62	0.00
	Equipment	75,740.00	75,740.00	35,553.97	7,157.85	33,028.18	0.00
	Drug Testing	480.00	480.00	0.00	0.00	480.00	0.00
	Miscellaneous	73,758.00	73,758.00	19,500.00	170.00	54,088.00	0.00
	Telephone	5,400.00	5,400.00	1,028.48	400.00	3,971.52	0.00
Capital	125,000.00	125,000.00	0.00	0.00	125,000.00	0.00	
FEDERAL FUND TOTAL		5,715,828.23	5,715,828.23	2,236,573.19	184,129.44	3,295,125.62	0.00
ACCESSIBLE PARKING FUND	Travel	9,035.36	9,035.36	0.00	0.00	9,035.36	0.00
	Contract	53,642.04	53,642.04	5,000.00	2,000.00	46,642.04	0.00
	Supplies	7,219.43	7,219.43	0.00	0.00	7,219.43	0.00
	Equipment	15,000.00	15,000.00	0.00	0.00	15,000.00	0.00
	Miscellaneous	9,300.00	9,300.00	0.00	0.00	9,300.00	0.00
ACCESSIBLE PARKING FUND TOTALS		94,196.83	94,196.83	5,000.00	2,000.00	87,196.83	0.00
FUND GRAND TOTALS		7,044,786.06	6,832,073.06	2,960,193.75	188,318.32	3,683,560.99	212,713.00

CHALLENGES:

- DISID is still faced with the challenge of filling critical vacancy positions such as the DVR Administrator, DVR Supervisor, DSS Administrator, and Program Coordinator which will adversely impact the operations of our program services. The Department of Administration (DOA) Human Resources Office has established an open recruitment effort to fill all the vacant positions, but due to the specialized and competitive nature of the positions, it has been quite difficult to recruit qualified staff especially with the low compensation structure that currently exists for these specialized positions.
- The existing VR case tracking system is outdated and the system is not always reliable. It is proprietary software that cannot be accessed by VR Counselors when they are off-site at an IEP meeting or other location.
- There are still a number of Private Businesses that are not complying with the Federal and Local law regarding “Accessible Parking” despite the educational outreach and trainings that have been conducted by DISID.
- A number of GovGuam Agencies are still not in compliance with Section 508 regarding their website accessibility and DISID does not have the staff to assist in providing technical assistance and support to address this issue.
- Issues and concerns have been raised regarding access to public and private transportation services.

MOVING FORWARD:

- Continue working with **DOA-HR’s Recruitment Division** to fill the vacancy positions within DVR and DSS. Collaborate with Guam DOL to assign **Three (3) Trainees** from their **Senior Community Services Employment Program (SCSEP)** and also with DPH&SSS to assign **Two (2) Trainees** from their **Job Opportunities and Basic Skills Program (JOBS)/Guam Employment and Training Program (GETP)** to provide staffing support for the DSS Unit. DVR will also be accepting a Student Intern from off-island who is completing his Masters Degree in Rehabilitation Counseling and wishes to do his practicum hours on Guam.
- Collaborate with the **Governor’s Serve Guam Commission** and their **AmeriCorp Program** to provide needed training and awareness regarding emergency and natural disaster preparedness strategies for Individuals with disabilities and to conduct site assessments of Emergency Shelters to ensure compliance with the ADA Accessibility Standards.
- Work with the **GovGuam Office of Technology** and the **Guam System for Assistive Technology (GSAT)** to provide training to ensure that all government websites comply with the ADA and Section 508 Accessibility requirements.
- Work with the **Civil Service Commission** to establish official **ADA Coordinator** classification positions because most GovGuam designated ADA staff liaisons are currently conducting these important responsibilities as collateral duties.
- Work with **Guam Animals in Need (GAIN)**, **Dept. of Agriculture**, and the **Dept. of Corrections** to and establish a dog training program to include therapeutic and service animals.
- Schedule regular trainings each month to assist **GovGuam Agencies** and **Private Businesses** to comply with the Accessible Parking Law. Plans include scheduling in-depth and hands-on training workshops to educate planners, construction contractors, architects, business owners, and government officials such as one stop plan reviewers and building inspectors regarding the requirements of the Accessible Parking Law.
- Attend **GRTA Board Meetings** to share concerns that have been raised by constituents and make recommendations to help improve services. Also provide support to GRTA by allowing their Consumer Advisory Council to conduct their focus group meetings at the DISID facility.