



Benito "Ben" Servino
DIRECTOR

Department of Integrated Services for Individuals with Disabilities

A Report to the Citizens of Guam



Eddie Baza Calvo
GOVERNOR

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LIEUTENANT GOVERNOR

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

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

DISID was established under Guam P.L 24-16 in March 26, 1997 as the designated 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.

The Department's staffing pattern is comprised of twenty five (25) employees within two (2) Divisions: the Division of Vocational Rehabilitation (DVR) and the Division of Support Services (DSS). There are also two (2) Special Program Units: DISID's Evaluation, Enforcement & Compliance (DEEC) and the Aging and Disability Resource Center (ADRC) Unit.

DVR provides vocational rehabilitation and supported employment services to eligible individuals with disabilities and serves as the designated state unit to administer the State Plan for Vocational Rehabilitation Services, Independent Living Services and Independent Living for the Older Blind. DVR provides administrative support and works collaboratively with the State Rehabilitation Council (SRC) and the State Independent Living Council (SILC) in implementing these State Plans.

DSS is responsible for the development of a community service delivery system which includes the design, implementation, administering, coordination, monitoring and evaluation of programs and services for persons with disabilities and does not duplicate services already available in the community through Local and Federal funding or nonprofit organizations. DSS was initially responsible for the establishment of a continuum of comprehensive services and residential alternatives in the community so as to allow individuals with disabilities to live in the least restrictive, individually appropriate environment, but the responsibility was reassigned to DMHSA through an Amended Permanent Injunction Court Order.

DISID's Evaluation, Enforcement, and Compliance (DEEC) Unit was established under the Permanent Injunction to provide technical assistance in the compliance of the Americans with Disabilities Act (ADA) as amended and to also operate an Assistive Technology Computer Lab to train individuals with disabilities on how to use adaptive technology and certain MS Word applications. DEEC staff had also provided training and technical assistance support on the ADA amendment Act.

Through a collaborative partnership with the Departmental Mental Health and Substance Abuse (DMHSA), DISID's Aging and Disability Resource Center (ADRC) program has established a web-based information system (GuamGetCare.org) that also has a Client Care Record component, which provides consumers the ability to manage and coordinate their own care with family and caregivers. The Guam GetCare database has more than 3,000 Client records and also includes over 250 Service Provider resource listings that provide service/program information for clients seeking services. The Resource Directory is regularly updated by ADRC staff.

On February 14, 2011, Governor Eduardo B. Calvo appointed Mr. Benito (Ben) S. Servino to serve as the Director of DISID and on March 4, 2011, the Committee on Health and Human Services, Economic Development, Senior Citizens and Election Reform conducted a Public Hearing to confirm Mr. Servino as the new Director of DISID with a report out recommendation to confirm his appointment.



DVR Resource Display for GSAT Fair at Micronesian Mall



State Rehab Council Members during Quarterly Meeting

STAFF DEVELOPMENT, PUBLIC EDUCATION, COMMUNITY AWARENESS ACTIVITIES

- Three (3) of DISID’S Division of Vocational Rehabilitation (DVR) Counselors had enrolled in San Diego State University - Interwork Institute’s (SDSU-II) Distance Education M.S. Degree Program in Rehabilitation Counseling
- One of DISID’s VR Counselors completed the Professional Crisis Management Association’s Instructor/Practitioner training at DMHSA
- DISID co-sponsored the Annual Guam System for Assistive Technology (GSAT) Conference at the Hilton Hotel during the month of March and conducted two (2) Workshop presentations regarding the Status of Disability Services on Guam and how to access and qualify for the VR Employment Program Services
- DISID partnered with various community-based organization such as the Dededo Veterans Organization (DVO), SINA Group, Autism Community Together (ACT), Guam Medical Transport (GMT), and Client Assistance Program (CAP) to construct the only competitive float with a built-in accessible ramp for the Guam Liberation Parade. A pot-luck luncheon reception was also organized for Families and Clients with Disabilities, Service Providers, Community Partners, and the General Public after the parade. DISID staff also produced a CD video documentary of the Event
- DVR organized a series of outreach and educational awareness program activities in observance of National Disability Employment Awareness Month (NDEAM) in October that included Radio/TV interviews, Workshops, and Recruitment events



SRC Members prepare display boards for outreach event



DISID Float w/ built-in ramp during Liberation Day Parade

COMPILATION AND MAINTENANCE OF A DATABASE ON THE INCIDENCE OF DISABLING CONDITIONS AND NUMBER OF PERSONS WITH DISABILITIES ON GUAM:

- Though a collaborative partnership with the Departmental Mental Health and Substance Abuse (DMHSA), DISID’s Aging and Disability Resource Center (ADRC) has been maintaining an on-line (GuamGetCare.org) Client Care Record system which provides Individuals with Disabilities the ability to manage and coordinate their profile information with family and caregivers. The database has more than 3,000 Client records and includes over 250 Service Provider resource listings
- A community resource directory has been developed and is regularly updated by the ADRC staff
- Universal ID Card w/Barcodes & Scanners have been issued to Clients of DPHSS and Service Providers to more efficiently track congregate meal service delivery

EMPLOYMENT OF CLIENTS WITH DISABILITIES:

- DVR coordinated the first Job Placement Circle (JPC) Employer Recruitment Event in October and has scheduled a JPC Event for every Quarter
- There were 118 Clients that had applied for VR services in FY 2011 (as opposed to 117 in FY2010); there were 130 Individualized Plans for Employment that were developed for Clients (as opposed to 117 in FY2010); there were 107 Clients that were provided Training in FY2011 (as opposed to 95 in FY2010); There were 26 Clients placed into jobs in FY2011 (as opposed to 22 in FY2010); and there were 21 successful closures (as opposed to 13 in FY 2010).

COMPLIANCE OF LOCAL, FEDERAL LAWS:

- DISID’s Evaluation, Enforcement & Compliance (DEEC) Unit facilitated the training of fifty-eight (58) ADA coordinators within the various GovGuam agencies in compliance with Title II of the Americans with Disabilities Amendments Act.
- Ongoing ADA Accessibility Assessment and Update Trainings have been conducted for various GovGuam agencies
- DEEC has collaboratively worked with these ADA Coordinators to ensure that proper signage is displayed at service counters in compliance with P.L. 30-17, which was enacted in July 2010 and requires all agencies, public corporations and instrumentalities of the Government of Guam to ensure that individuals with mobility disabilities are allowed to move to the front of the line for customer service requests and remittance of payments



Governor Eddie Calvo at ADA Anniversary

What are the costs for servicing the Clients of the Department of Integrated Services for Individuals with Disabilities (DISID)?

DISID's Division of Vocational Rehabilitation (DVR) receives federal funds from the U.S. Department of Education, Rehabilitation Services Administration (U.S. DOE, RSA) for the provision of services to individuals with disabilities who qualify for services in the VR programs, namely the VR Basic Support, Independent Living Services, Independent Living for Older Blind, or Supported Employment Programs.

DISID's Division of Support Services (DSS) receives State Local Funds to provide services to individuals with disabilities through contractual agreements for the administration of the Community Habilitation Program (CHP) and Respite Care Program (RCP) services.

The following information consists of the Expenditures to Clients for Fiscal Year 2011 by Funding Sources for each Division:

FUNDING SOURCE(S)	DIVISION OF VOCATIONAL REHABILITATION (DVR)
VR BASIC SUPPORT GRANT	\$797,277.00
VR INDEPENDENT LIVING SERVICES GRANT	\$8,022.00
VR INDEPENDENT LIVING OLDER BLIND GRANT	\$2,934.00
VR SUPPORTED EMPLOYMENT GRANT	\$25,691.00
VR ARRA BASIC SUPPORT GRANT	\$513,391.00
VR ARRA INDEPENDENT LIVING SERVICES GRANT	\$11,988.00
TOTAL FEDERAL FUNDS EXPENDED	\$1,359,303.00

FUNDING SOURCE(S)	DIVISION OF SUPPORT SERVICES (DSS)
LOCAL SPECIAL FUNDS	\$513,881.00
LOCAL GENERAL FUNDS	\$35,614.00
TOTAL LOCAL FUNDS EXPENDED	\$549,495.00

The following information consists of the 2011 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	418,199.88	418,199.88	380,081.07	0.00	38,118.81	0.00
	Fringe	124,722.00	124,722.00	103,702.77	0.00	21,019.23	0.00
	Health & Benefits	0.00	0.00	0.00	0.00	0.00	0.00
	Travel	0.00	0.00	0.00	0.00	0.00	0.00
	Contract	58,495.90	58,495.90	39,194.57	2,115.20	17,186.13	0.00
	Bldg Rent	118,128.00	118,128.00	118,126.80	0.00	1.20	0.00
	Supplies	3,572.35	3,572.35	2,606.06	212.04	754.25	0.00
	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	609,955.00	609,955.00	835,533.59	0.00	-225,578.59	0.00
	Telephone	16,185.63	16,185.63	11,452.70	0.00	4,732.93	0.00
Capital	0.00	0.00	0.00	0.00	0.00	0.00	
GENERAL FUND TOTAL		1,349,258.76	1,349,258.76	1,490,697.56	2,327.24	-143,766.04	0.00
FEDERAL FUND	Regular Salary	2,055,408.50	1,686,142.50	924,906.09	0.00	761,236.41	369,266.00
	Fringe	639,470.30	547,153.30	306,021.36	0.00	241,131.94	92,317.00
	Health & Benefits	0.00	0.00	0.00	0.00	0.00	0.00
	Travel	113,607.51	113,607.51	48,000.42	6,010.31	59,596.78	0.00
	Contract	3,546,165.53	3,151,717.91	1,001,510.44	296,126.21	1,854,081.26	394,447.62
	Bldg Rent	285,000.20	285,000.20	228,000.00	0.00	57,000.20	0.00
	Supplies	37,383.07	36,200.21	14,914.05	1,416.29	19,869.87	1,182.86
	Equipment	140,612.92	135,643.94	52,789.21	6,104.16	76,750.57	4,968.98
	Drug Testing	374.00	374.00	75.00	0.00	299.00	0.00
	Miscellaneous	3,400.00	3,400.00	690.00	0.00	2,710.00	0.00
	Telephone	30,599.17	28,540.00	19,771.07	0.00	8,768.93	2,059.71
Capital	56,495.00	56,495.00	26,495.00	0.00	30,000.00	0.00	
FEDERAL FUND TOTAL		6,908,516.74	6,044,274.57	2,623,172.64	309,656.97	3,111,444.96	864,242.17
HEALTHY FUTURES FUND	Regular Salary	0.00	0.00	0.00	0.00	0.00	0.00
	Fringe	0.00	0.00	0.00	0.00	0.00	0.00
	Contract	534,878.26	534,878.26	534,878.26	0.00	0.00	0.00
HEALTHY FUTURES FUND TOTALS		534,878.26	534,878.26	534,878.26	0.00	0.00	0.00
FUND GRAND TOTALS		8,792,653.76	7,928,411.59	4,648,748.46	311,984.21	2,967,678.92	864,242.17

CHALLENGES:

DISID struggles with the challenges of having to provide the mandated services under Local P.L. 24-16 as a result of the Amended Permanent Injunction (API) court orders imposed by the District Court. The Federal Management Team (FMT) which serves as the Court Appointed Receiver over DISID and DMHSA often overstepped their authority over the Department. The FMT had to be reminded that their oversight authority only applies with regards to services provided to the targeted DD/MI population and not to the whole disability population. Their main focus should have been on the Clients that were initially placed in DISID’s residential group home program services (which was transferred over to DMHSA under the API), but the FMT believed that their authority also applied to the other mandated DISID services including the federally funded Vocational Rehabilitation (VR) Program services that has implementation guidelines and authorities that are strictly regulated and covered under the Rehabilitation Act of 1973 as amended.

Another challenge was negotiating the return of three DISID staff (two Social Workers and one Program Coordinator) that was temporarily assigned to DMHSA to assist the clients that were transitioning out of the residential group homes and these three staff positions had been funded out of DISID’s annual budget allotment. DISID agreed to allow two of the staff to do a lateral transfer to DMHSA with the condition that they be funded out of DMHSA’s annual budget allotment so the vacant positions can be filled.

In July and August of 2011, the VR Program Coordinator retired and the VR Administrator resigned from their positions. Shortly after that, one of DISID’s VR Counselors also resigned to take on a lateral position with another GovGuam agency. The vacancy of these critical positions will adversely impact the operations of our DVR program services. To provide some continuity in leadership, the Director of DISID temporarily serves as the Interim VRA, however the Department of Administration (DOA) Human Resources Office has established an open recruitment effort to fill all the vacant position.

Seeking funding to construct DISID’s new Community Resource Center facility across from JFK High School posed another challenge especially since the FMT had presented DISID’s A&E plans to the District Court Judge to seek support in the construction of a DMHSA Treatment Center at the site and the FMT did not have jurisdictional control over the property. The District Court Judge later instructed the FMT to focus on the provision of program services to the target population and not on the construction of the Center.

DEVELOPMENT OF SHORT-TERM AND LONG TERM PLANS TO MEET THE NEEDS OF INDIVIDUALS WITH DISABILITIES:

DISID collaborated with the Guam Regional Transit Authority (GRTA) to apply for a \$1.3Million grant to establish a “One Call-One Click” Transportation Dispatch Center for Veterans-including those with disabilities and their dependants and the bulk of these resources will be utilized to help fund the construction of the DISID Community Resource Center located across from JFK.

DISID is also seeking funding assistance for the modification of the existing Architectural & Engineering Plans and to apply for a Community Development Grant or GEDA loan to cover the additional construction costs for the DISID Community Resource Center. This Center will house the Division of Vocational Rehabilitation, Division of Support Services, and other community satellite programs such as Public Health, Mental Health, AHRD’s One-Stop Career Center and to serve as an Emergency Shelter for consumers with disabilities within the community during natural disasters.

DISID is represented in the Systems Of Care Council and SOC Expansion Planning Team to develop a comprehensive strategic plan that expands systems of care for children/youth/young adults with behavioral health needs and their families.

DISID is also working collaboratively with Senator Aline Yamashita and Senator Palacios regarding the SAFE (Sustaining Appropriate Fair Environments) Think Tank committee composed of key stakeholders from the community to discuss policies, practices, procedures, that are needed to be revised, introduced, or deleted that will help ensure that all people of diversity which includes abilities, languages, and culture – are SAFE especially during times of duress. Legislation is currently being drafted to cover the need for disability awareness and DISID will be providing skill building/strategies in working with Emergency Responders, GovGuam and Customer Service representatives to include training standards and certificate requirements.

The ADRC is currently testing the use of Barcodes & Scanners that have been issued to DPHSS and some of their contracted Service Providers, to more efficiently track congregate meal service delivery. The ADRC program intends to ultimately issue to consumers, Universal Identification Cards (ID cards) that contain bar codes, and barcode scanners to service provider agencies/programs utilized by Guam’s older adults and individuals with disabilities. This effort ensures complete and accurate tracking of services, as well as equipping consumers with ID cards and pertinent agencies with registries that can be very useful in providing basic information for emergency assistance and emergency management officials to base decisions for responding to incidents.

The ADRC also continues to strengthen its collaborative partnerships with the Guam Memorial Hospital Authority, the Mayors Council of Guam, the Guam Veterans Affairs office, and other public and private service provider agencies, to begin preliminary coordination for Care Transitions and Options Counseling services, two of the new initiatives being implemented with the ADRC, by the Administration on Aging, in partnership with the Centers for Medicare and Medicaid Services, and the Veterans Health Administration, to build the ADRC as the foundation for home and community based services for long term care.