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# Department of Integrated Services for Individuals with Disabilities

## A Report to the Citizens of Guam



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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 which is a collaborative partnership with the Guam Behavioral Health & Wellness Center (GBHWC), formerly known as the Dept. of Mental Health & Substance Abuse (DMHSA).

**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, administration, case management, coordination, research, 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. DISID is an active member of the Guam System of Care Council (GSOCC) to support the implementation of Guam's Child Mental Health Initiative Cooperative agreement in collaboration with government of Guam child serving agency representatives, families, and other community stakeholders who have come together to define and develop a comprehensive and seamless systems of care network.

**DISID's Evaluation, Enforcement, and Compliance (DEEC)** Program 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 & technical assistance support on the implementation of the ADA.

**DISID's Aging and Disability Resource Center (ADRC)** Program is funded through a grant from the Administration on Community Living (ACL) that is administered by the Guam Behavioral Health & Wellness Center (GBHWC) and staff is assigned to DISID. ADRC has established a web-based information system (GuamGetCare.org) that 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 had over 662,137 hits and includes more than 3,747 Client records and over 250 Service Provider resource listings and program information for clients seeking services. The online Resource Directory is regularly updated by ADRC staff and training is regularly provided regarding the utilization of the system.



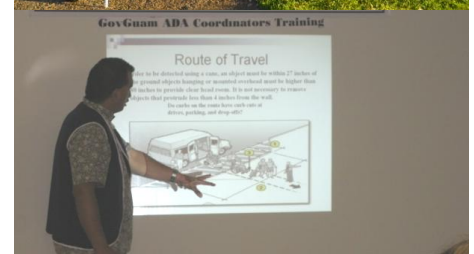
DVR and SRC Members during NDEAM Resource Fair



New Vision Members during NDEAM Resource Fair

**DIVISION OF VOCATIONAL REHABILITATION (DVR):**

- Conducted a series of outreach and educational awareness activities in observance of National Disability Employment Awareness Month (NDEAM) during October that included a Proclamation signing with the Governor, Radio/TV Interviews, Conference Workshops, Open House, "Day in a Life" activity, Recruitment Event and Picnic
- Organized Quarterly Job Placement Circle (JPC) Employer Recruitment Events
- Assisted (67) individuals that applied for DVR services; (53) were determined eligible and had Individualized Plans for Employment (IPEs) developed; (4) completed their IPEs; (1) had a physical/mental restoration; (3) were provided training; (3) were placed In employment; (15) had their cases closed and were successfully rehabilitated
- Participated in monthly Guam Workforce Investment Board (GWIB) meetings
- Participated as a member of the Dept of Education's (DOE) Guam Advisory Panel for Students with Disabilities (GAPSD)
- Provided administrative support to the State Rehabilitation Council (SRC) and State Independent Living Council (SILC) during their Quarterly Meetings
- Provided Technical Assistance Training for DVR staff through SDSU's Technical Assistance and Continuing Education (TACE) program



**DIVISION OF SUPPORT SERVICES (DSS):**

- Participated in the SiñA White Cane Safety Day Awareness Relay Event
- Participated as a 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 (GDCC)
- DISID was released from the Permanent Injunction by the U.S. District Court with a condition that the authority and funding of the Community Habilitation Program and Respite Care Program be transferred to the Department of Mental Health and Substance Abuse (DMHSA)
- Prepared emergency response plans and standard operating procedures and submitted them to the Emergency Operations Center (EOC) at the Guam Homeland Security Office of Civil Defense Administrative Office
- Applied and received \$200,000 funding through the Department of Interior (DOI) Compact Impact Assistance to Implement the Individualized Budgeting Program (IBP)
- Interviewed (22) applicants with disabilities for GHURA mainstream housing program
- Provided Disability Awareness Training for (150) Dept. of Corrections (DOC) Staff

**DISID EVALUATION, ENFORCEMENT & COMPLIANCE (DEEC) PROGRAM UNIT:**

- Assisted the Dededo Mayor in organizing a Task Force and Educational Campaign to ensure that activity at the Dededo Flea Market complies with accessibility, health and safety laws. Task Force included Dededo Mayor and members of the Planning Council, and GovGuam regulatory agency representatives from Dept. of Public Works, Guam Police Dept., Guam Fire Dept., Dept of Public Health, Guam EPA, Dept. of Rev & Tax, Dept. of Land Management, and the Attorney General's Office
- Joined the Governor and Lieutenant Governor in a series of visits to public schools throughout the island to assess the accessibility of these campuses and to offer agency support services that will improve public schools
- Conducted training sessions on the ADA Amendments Act of 2008 among designated GovGuam agency ADA Coordinators. (47) ADA Coordinators from (34) GovGuam agencies participated in the training and were provided copies of the "Better Customer Service Policy" signage to post within their agency
- Developed template Policies and Procedures for handling ADA-related Complaints and ADA Compliance Facilities Inspection and trained the GovGuam ADA Coordinators in how to use them
- Completed the ADA site accessibility inspections of (21) GovGuam agency facilities
- Conducted ADA technical assistance training for (10) Engineering Committee Members and (15) Human Resources Committee Members of the Guam Hotel & Restaurant Association
- Serviced many walk-in Clients with Disabilities at DISID's AT Computer Center



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 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. However, the administration authority and funding for these two programs were later transferred to the Department of Mental Health and Substance Abuse.

The following information consists of the Expenditures to Clients for Fiscal Year 2012 by Funding Sources for each Division:

FUNDING SOURCE(S)		DIVISION OF VOCATIONAL REHABILITATION (DVR)
VR BASIC SUPPORT GRANT		\$ 745,024.00
VR INDEPENDENT LIVING OLDER BLIND GRANT		\$ 12,350.00
VR SUPPORTED EMPLOYMENT GRANT		\$ 18,331.00
<b>TOTAL FEDERAL FUNDS EXPENDED</b>		<b>\$775,705.00</b>

FUNDING SOURCE(S)		DIVISION OF SUPPORT SERVICES (DSS)
LOCAL SPECIAL FUNDS		\$324,198.00
<b>TOTAL LOCAL FUNDS EXPENDED</b>		<b>\$324,198.00</b>

The following information consists of the 2012 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	372,766.00	316,851.00	284,366.96	0.00	32,484.04	55,915.00
	Fringe	113,601.00	96,561.00	86,598.45	0.00	9,962.55	17,040.00
	Health & Benefits	0.00	0.00	0.00	0.00	0.00	0.00
	Travel	3,010.88	3,010.88	0.00	0.00	3,010.88	0.00
	Contract	184,129.93	173,565.93	4,659.10	1,864.75	167,042.08	10,564.00
	Bldg Rent	118,128.00	118,128.00	118,126.80	0.00	1.20	0.00
	Supplies	17,212.04	16,612.04	2,658.64	27.03	13,926.37	600.00
	Equipment	15,000.00	15,000.00	0.00	0.00	15,000.00	0.00
	Drug Testing	0.00	0.00	0.00	0.00	0.00	0.00
	Miscellaneous	594,939.00	594,939.00	796,311.03	0.00	-201,372.03	0.00
	Telephone	19,000.00	16,600.00	166.89	774.58	15,658.53	2,400.00
Capital	0.00	0.00	0.00	0.00	0.00	0.00	
<b>GENERAL FUND TOTAL</b>		<b>1,437,786.85</b>	<b>1,351,267.85</b>	<b>1,292,887.87</b>	<b>2,666.36</b>	<b>55,713.62</b>	<b>86,519.00</b>
FEDERAL FUND	Regular Salary	1,555,825.52	1,421,207.52	645,993.38	0.00	775,214.14	134,618.00
	Fringe	435,673.52	435,673.52	246,292.95	0.00	189,380.57	0.00
	Health & Benefits	0.00	0.00	0.00	0.00	0.00	0.00
	Travel	185,550.13	185,550.13	52,180.24	6,010.31	127,359.58	0.00
	Contract	3,241,500.03	3,097,429.77	540,845.97	299,081.60	2,257,502.20	144,070.26
	Bldg Rent	502,360.00	502,360.00	228,000.00	0.00	274,360.00	0.00
	Supplies	49,256.47	47,840.18	16,516.74	5,342.70	25,980.74	1,416.29
	Equipment	316,443.70	316,443.70	94,242.86	10,986.17	211,214.67	0.00
	Drug Testing	607.00	607.00	40.00	0.00	567.00	0.00
	Miscellaneous	1,000.00	1,000.00	0.00	0.00	1,000.00	0.00
	Telephone	88,938.36	88,938.36	28,962.32	0.00	59,976.04	0.00
Capital	417,640.00	258,717.00	0.00	5,105.88	253,611.12	158,923.00	
<b>FEDERAL FUND TOTAL</b>		<b>6,794,794.73</b>	<b>6,355,767.18</b>	<b>1,853,074.46</b>	<b>326,526.66</b>	<b>4,176,166.06</b>	<b>439,027.55</b>
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	513,881.00	436,799.00	324,197.65	0.00	112,601.35	77,082.00
<b>HEALTHY FUTURES FUND TOTALS</b>		<b>513,881.00</b>	<b>436,799.00</b>	<b>324,197.65</b>	<b>0.00</b>	<b>112,601.35</b>	<b>77,082.00</b>
<b>FUND GRAND TOTALS</b>		<b>8,746,462.58</b>	<b>8,143,834.03</b>	<b>3,470,159.98</b>	<b>329,193.02</b>	<b>4,344,481.03</b>	<b>602,628.55</b>



**CHALLENGES:**

- DVR struggles with the challenges of filling critical vacancy positions 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
- Building the capacity of current staff is also another challenge especially in light of the new standards that have been set forth under the Rehab Act amendments. Current VR Counselors now are required to possess a Masters Degree in Rehabilitation Counseling and be eligible to sit for the Certification of Rehabilitation Counseling (CRC) exam. Current VR Counselors are no longer allowed to do the delegable functions of their positions unless they are enrolled in a Master Degree Program
- 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
- DSS has a need to hire more Social Workers and to fill the vacancy positions that they currently have so that the Individualized Budgeting Plan (IBP) Program can be implemented
- Grant funding for the operations and activities of the DEEC and ADRC program will be expiring soon and there is a need to continue sustaining these programs

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

- Recruitment efforts have been initiated to fill the specialized positions within DVR and DSS
- Technical Assistance Training for VR Staff and SRC/SILC Council Members will be requested through the Region IX Technical Assistance and Continuing Education (TACE) Program at San Diego State University Interwork Institute
- Research is currently being conducted to identify and procure appropriate cloud base software systems that have been designed to meet the needs of various VR agencies so that client case notes can be inputted and accessed off-site and report data can be collected and submitted in a timely manner to DVR's federal granting agency
- Policies and Procedures have been developed for the implementation of the IBP program
- DISID is represented in the Guam Systems Of Care Council (GSOCC) and Systems of Care (SOC) Expansion Planning Team to develop a comprehensive strategic plan that expands systems of care for children/youth/young adults with Severe Emotional Disturbances (SED) and their families. Proactive efforts have identified to solicit the assistance and collaboration of various GovGuam child serving agencies
- DISID is collaboratively working with the Guam State Clearinghouse to research and pursue other funding sources to sustain existing programs and to develop new programs through private foundation grants and other federal grant opportunities
- Guam ADRC continues in its efforts to add more agencies to the ADRC network. This will allow wider use of the resources in the online directory for information and assistance, and for electronic referrals through the GuamGetCare system. Guam ADRC has strengthened its partnerships with the Mayors' Council of Guam, and will be coordinating technical assistance to build capacity at the village level to assist residents seeking information and services
- The ADRC has also consistently maintained a close working relationship with the Social Services Department of the Guam Memorial Hospital Authority (GMHA). In its efforts to help increase opportunities for people, who are at-risk of institutionalization, to live in the community following hospitalization, Guam ADRC offers the availability of its online resource directory with over 250 resource listings that are kept current by ADRC project staff. Resources include community services that are both publicly funded programs as well as private pay. GuamGetCare also has a component that in-network providers use to track referrals as well as detailed consumer records to facilitate tracking service enrollment and delivery information. In working more closely with the GMHA, there is the potential to expand this functionality and track more detailed information on service availability and even creating a reservation model