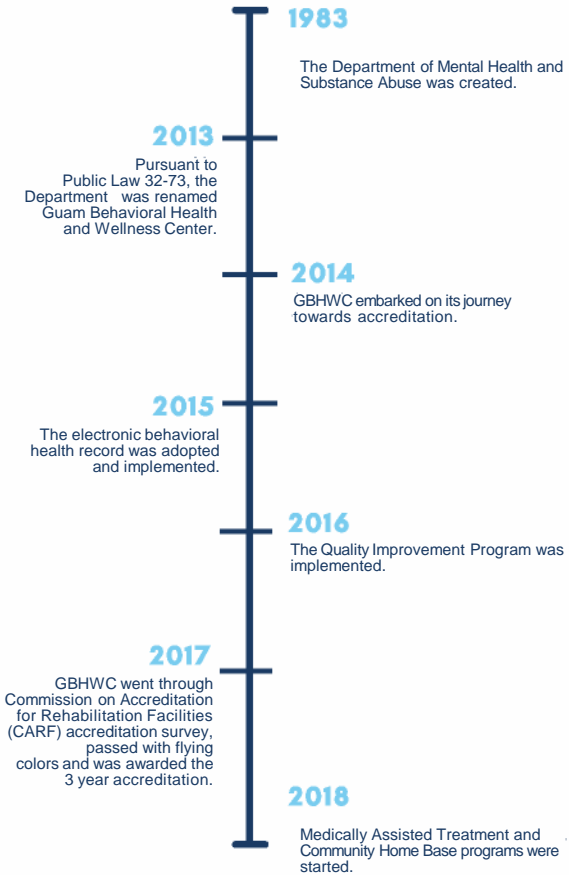





# THE GUAM BEHAVIORAL HEALTH & WELLNESS CENTER

## 2018 Citizen Centric Report



### MISSION

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



### VISION

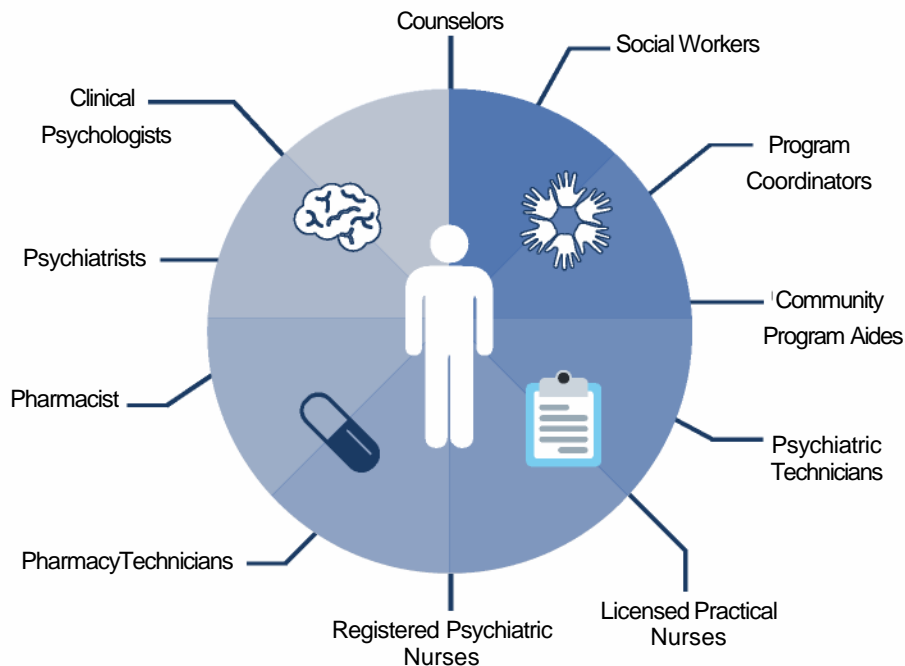
A healthy island committed to promoting and improving the behavioral health and wellbeing of the community.



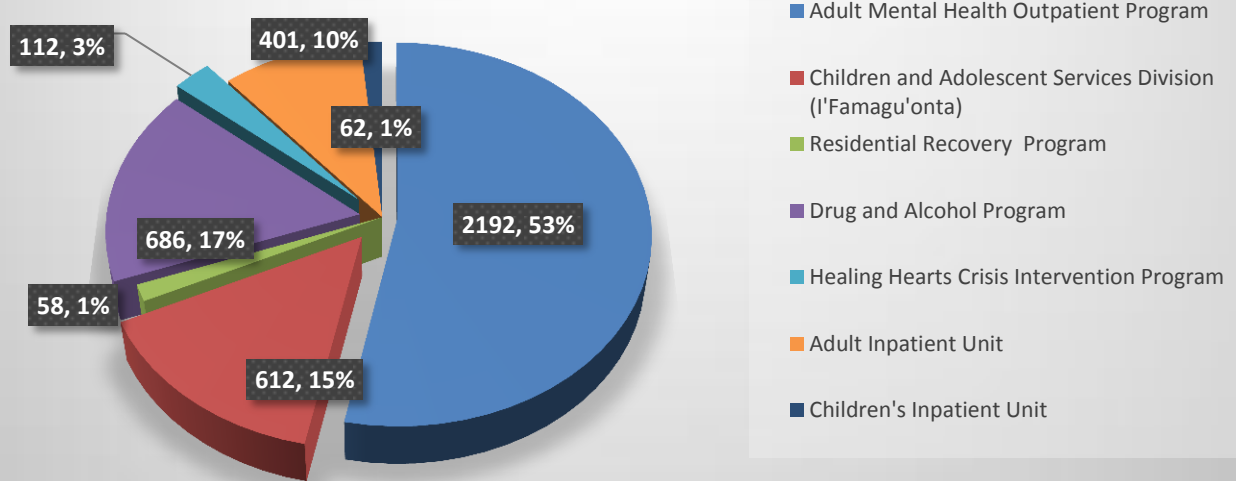
### STRATEGIC GOALS

- 1 TO CONTINUOUSLY PROVIDE AND EXPAND COMPREHENSIVE COMMUNITY-BASED BEHAVIORAL HEALTH SERVICES AND EFFECTIVELY RE-INTEGRATE CONSUMERS INTO THE COMMUNITY.
- 2 TO PROVIDE SAFE, EFFECTIVE AND EVIDENCE-BASED BEHAVIORAL HEALTH SERVICES THAT WILL IMPROVE THE QUALITY OF CONSUMER CARE.
- 3 TO EXPAND COMMUNITY PARTNERSHIPS TO EFFECTIVELY MEET THE NEEDS OF THE ISLAND COMMUNITY AND TO INCREASE THE PUBLIC'S AWARENESS OF BEHAVIORAL HEALTH ISSUES, SUBSTANCE USE DISORDERS, AND COGNITIVE DISABILITIES.

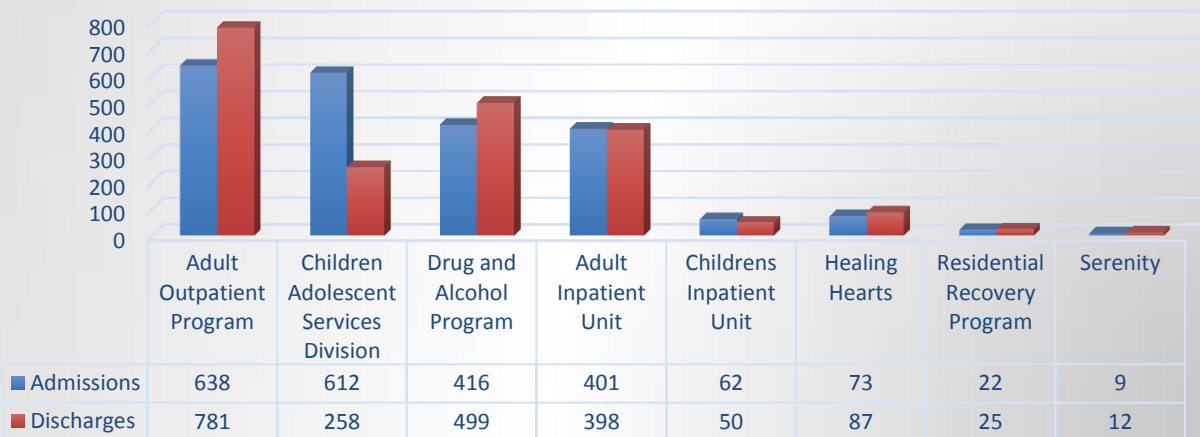
### OPERATIONAL STRUCTURE: CLIENT CENTERED



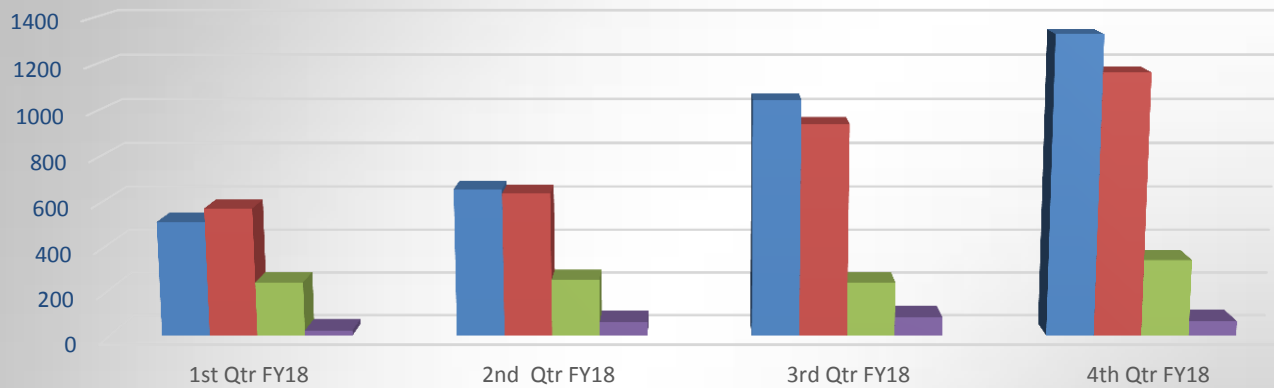
## 4,123 Total Consumers Served FY 2018



## Total Admissions and Discharges FY 2018



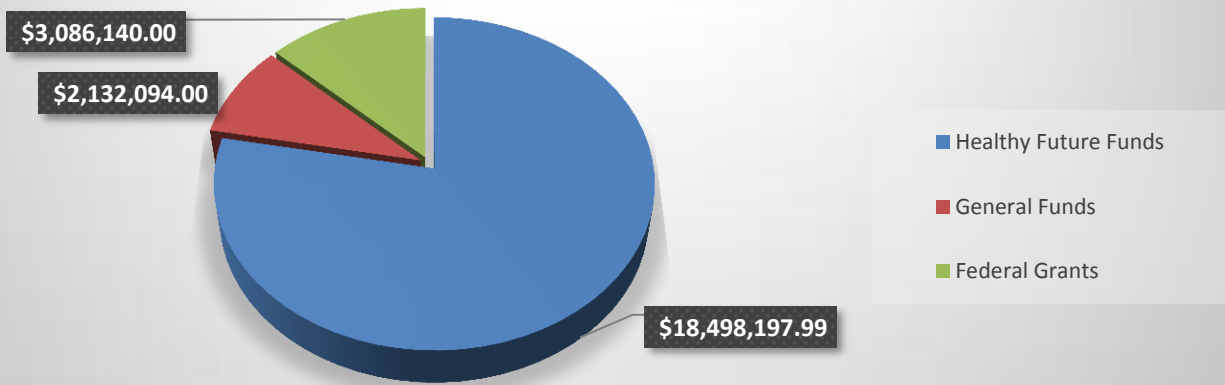
## 3,310 Total Consumers Seen at Medication Clinic



|                 | 1st Qtr FY18 | 2nd Qtr FY18 | 3rd Qtr FY18 | 4th Qtr FY18 |
|-----------------|--------------|--------------|--------------|--------------|
| Scheduled Appt. | 509          | 654          | 1046         | 1330         |
| Total Seen      | 569          | 635          | 941          | 1165         |
| Walk - In       | 239          | 249          | 238          | 339          |
| New Consumers   | 22           | 59           | 82           | 64           |

■ Scheduled Appt.   
 ■ Total Seen   
 ■ Walk - In   
 ■ New Consumers

## Appropriated Budget Source FY 2018 = \$23,716,431.00



### ADMINISTRATION

- Professional Support Division (Psychiatrists, Pharmacist, and Psychologists)
- Financial Management Division
- Facilities Operations Section
- Quality Improvement/Regulatory Compliance
- Director's Office
- Human Resources
- Information Technology/Electronic Behavioral Health Record
- Safety and Security
- Patient Affairs
- Personnel Training
- Medical Records

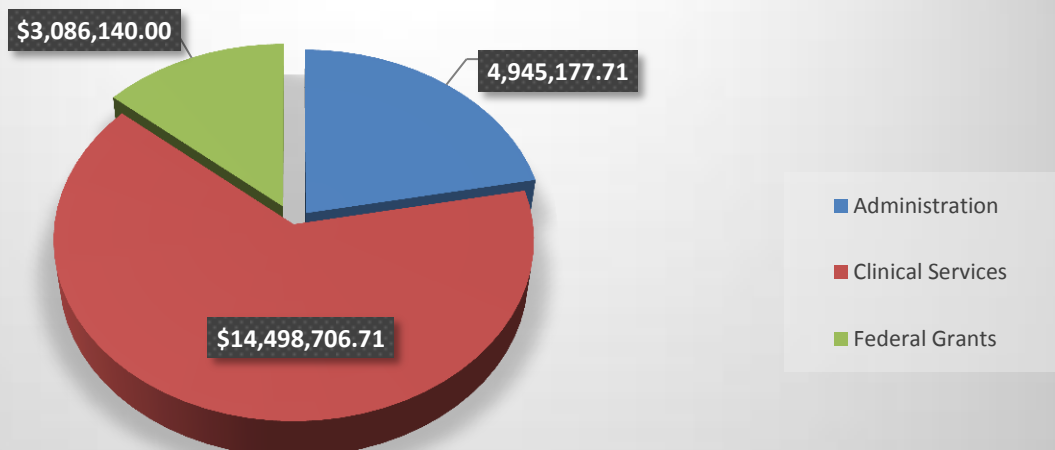
### CLINICAL SERVICES

- Adult Counseling
- I Famagu'on-ta Child Adolescent Services
- Community Support Services
- Nursing Services
- Drug and Alcohol Program (New Beginnings)
- Healing Heart Crisis Center
- Residential Recovery Program
- Medication Clinic
- Adult Inpatient Unit
- Child Inpatient Unit

### FEDERAL GRANTS

- Substance Abuse Prevention and Treatment Block Grant
- Block Grant for Community Mental Health Services
- Para I Famagu'on (icareguam) System of Care Expansion Grant (No Cost Extension)
- Guam Opioid Response Project
- Projects for Assistance in Transition from Homelessness
- PEACE- Partnerships for Success (No Cost Extension)

## Total Expenditures FY 2018= \$22,530,023.95





## FUTURE OUTLOOK

# NEW INITIATIVES AND PROGRAMS IN THE WORKS

## FULLY-ASSISTED ADULT THERAPEUTIC GROUP HOME

A fully-assisted living facility operated 24-hours a day and 7-days a week that provides a home-like atmosphere for individuals with severe and persistent mental illness receiving therapeutic treatment. The program uses both individual and group approaches in assisting each individual to develop skills in symptom management as well as interpersonal and practical living skills within the structured residence. The staff assists the residents in establishing and maintaining connections with services in the general community. Symptom management is the primary focus of the program to help individuals stabilize and function well on a day to day basis.

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## GUAM CRISIS LIFELINE

## DEPARTMENT OF INTERIOR- TECHNICAL ASSISTANCE GRANT

The Guam Crisis Lifeline will establish culturally appropriate, evidence-based suicide prevention, assessment, treatment and follow up programs and practices. These practices will be standardized throughout the health care system and help form strong linkages between the behavioral health and medical care systems.

Guam Crisis Lifeline project will impact Guam's high rates of suicide by providing 24-hour and 7-days a week suicide prevention and clinical intervention services which could significantly reduce suicide among Guam's children, adolescents, and adults.

## CHALLENGES

1. Recruitment and retention of qualified staff
2. Lack of funding
3. Requisitions and procurement delays
4. Capital improvement project upgrades
5. Anticipated critical shortages of qualified medical service professionals in anticipation of retirement
6. Aging medical workforce



Michele Brillante &lt;mbrillante@guamopa.com&gt;

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## GBHWC Citizen Centric Report FY2018

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Mon, Aug 26, 2019 at 5:19 PM

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Cc: Carissa Pangelinan &lt;Carissa.Pangelinan@gbhwc.guam.gov&gt;, Theresa Arriola &lt;Theresa.Arriola@gbhwc.guam.gov&gt;, Joseph Baza &lt;Joseph.Baza@gbhwc.guam.gov&gt;

Attached please find Guam Behavioral Health and Wellness Center's FY2018 Citizen Centric Report.

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Email: [meshaun.bamba@gbhwc.guam.gov](mailto:meshaun.bamba@gbhwc.guam.gov)**CONFIDENTIALITY NOTICE:**

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