



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

FISCAL YEAR 2017

October 1, 2016 to September 30, 2017

TABLE OF CONTENTS

About DISID..... Page 1
 Performance Report.....Pages 2-4
 Financial Report..... Page 5
 Challenges/Moving Forward..... Page 6

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)

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.

DISID serves as a public service to coordinate and provide vocational rehabilitation and comprehensive community services for eligible individuals with disabilities.

PASSPORT TO SERVICES APRIL 28, 2017, 9AM TO 3PM THE HAGATNA COMMUNITY CENTER

BUS PICKUP: DEDEDO MAYOR'S OFFICE 8AM | TAMUNING MAYOR'S OFFICE 9AM



FOOD, REFRESHMENTS & GOODY BAGS WILL BE PROVIDED

INDIVIDUALS REQUIRING SPECIAL ACCOMMODATIONS, PLEASE CONTACT BEN SERVINO AT 898-8696 3 DAYS PRIOR TO EVENT

GET HELP WITH THE FOLLOWING SERVICES

- | | |
|--------------------------|---------------------------|
| HEALTH SCREENING | JOB TRAINING & EMPLOYMENT |
| ADULT IMMUNIZATION | PUBLIC WELFARE ASSISTANCE |
| HIV TESTING | VETERANS ASSISTANCE |
| MENTAL HEALTH ASSESSMENT | FREE HAIRCUTS |



3 December International Day of Persons with Disabilities



- take action
- disability-inclusion
- women with disabilities
- promote dignity
- organize forums
- develop social policies
- social integration
- children with disabilities
- data collection
- disability-inclusion
- understanding disability
- plan events
- employment
- advocate human rights
- empowerment
- awareness-raising
- mainstream disability
- ensure equality
- inclusive education
- accessible healthcare
- and stigma and stereotyping



DIVISION OF VOCATIONAL REHABILITATION (DVR):

The **Division of Vocational Rehabilitation (DVR)** has a staff of **Twelve (12)** 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. An 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 Seventy One (571)** individuals received services from DVR; **Two Hundred Nine (209)** individuals were determined Eligible and their Individualized Plan for Employment (IPE) were developed; **Fifty four (54)** individuals completed their IPEs; **Two (2)** individuals only received Counseling and Guidance services; **Eleven (11)** individuals received physical and mental restoration services; **Seventy Nine (79)** individuals received Training services; **Sixty Two (62)** individuals were ready for employment; **Thirty Five (35)** individuals were placed in Employment; **Seventy Three (73)** individuals had their services interrupted; **Twenty Nine (29)** individuals had their cases closed and were successfully rehabilitated, **Seven (7)** individuals had their case closed after IPE was initiated; **Ten (10)** individuals had their case closed before their IPE was initiated.
- During the month of October, a series of outreach and educational awareness activities were planned and conducted in observance of **National Disability Employment Awareness Month (NDEAM)**. NDEAM is a time to celebrate the many and varied contributions of America's workers with disabilities. **"#Inclusion Works"** was the National Theme for this fiscal year's celebration. Local activities included a Proclamation Signing by the Governor at the Adelup complex, an all day conference was co-sponsored and held at the Hotel Nikko Guam on October 21, 2016 that focused on Transition Services and accessing employment services at the American Job Center (AJC), and a Job Fair targeted towards Applicants with Significant Disabilities which was hosted by I-Can Resources Company. Weekly workshop presentations were conducted throughout the month at the DVR Conference Room including: 1) **"DVR Program Services Orientation presentation"**; 2) **"American Job Center (AJC)/Hireguam.com Website Orientation Presentation"** 3) **"Preparing a Master Application and Writing an Effective Resume"**; 4) **"Dressing for Success at a Job Interview"**; 5) **"Provision of Reasonable Accommodation in the Workplace"**; 6) **"Employment Opportunities with Federal Contractors"**; 7) **"Employer Workplace Accommodations"**; 8) **"Employment Opportunities within GovGuam under the 2% law"**; 9) **"Employment Opportunities for Veterans with Disabilities"**; 10) **"Ticket to Work & Work Incentives under Social Security Disability Insurance (SSDI)"**; and 11) **"Preparing for a Job Interview/Simulated Mock Interview"**.
- Co-sponsored and participated in the **3rd Annual Island-wide Parents Empowering Parents (PEP) Conference on Disabilities** that was held on Saturday, April 29, 2017 at the Hotel Nikko Guam. This year's conference topic focused on **"Promoting Successful Transition for your Child from Early Intervention to Adult Hood"**. DVR Staff was featured as one of the conference workshop presenters and had also set up an outreach table display to schedule intake appointments for Applicants with the VR Counselors.
- Established a **Web Design Training Program** targeted for **Clients with Autism** with one of our local Community Service Providers (CSPs).

- Participated as a member of the **Guam Workforce Development Board (GWDB)**.
- Participated as a member of the Dept of Education's (DOE) **Guam Advisory Panel for Students with Disabilities (GAPSD)**.
- Assigned **DVR Counseling Staff** to serve as liaisons during Student **IEP Meetings** for each of the Public High Schools on Guam.
- Conducted a three hour workshop presentation regarding the "**Employment of Individuals with Severe Disabilities**" under the **2% law** for GovGuam Agencies at the DOA Training.

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 Information & Referral Services and 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 referrals for Respite Care Services and Community Habilitation Program to Guam Behavioral Health and Wellness Center and the Department of Public Health & Social Services.

- During this Fiscal Year Period, a total of **Three Hundred Twenty Five (325)** individuals were seen by DSS; **Sixty Six (66)** individuals received Housing Application Assistance; **Twenty Three (23)** individuals received Transportation Application Assistance; **One Hundred Sixty(160)** individuals received Information & Referral Assistance; **Thirteen (13)** individuals received ADA Technical Assistance; **Fourteen (14)** individuals received Property Tax Credit Application Assistance; **Three (3)** individuals received Assistive Technology; **Thirty Four (34)** individuals received Advocacy Assistance; **Fifty Four (54)** individuals received Case Management Services; **Forty Six (46)** individuals received Public Assistance Services; **Twelve (12)** individuals received Financial Assistance Services; and **Fourteen (14)** individuals received technical assistance regarding the Accessible Parking Law.
- Staff participated and took the lead in coordinating the **2017 Guam Homeless Coalition "Passport To Services" Outreach event** on April 28, 2017 at the Hagatña Mayor's Office Grounds.
- **Served Fifteen (15)** 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.
- Assisted **Special Olympics Guam (SOG)** in the provision and coordination of GFD Stand-by Emergency Medical Technicians and GPD Traffic Control during their **Annual SOG Track & Field Event**.

- Participated and contributed towards the success of the **“Family Fun Day”** event that was held at the GDDC facility on Saturday, March 25, 2017 in observance of Developmental Disabilities Awareness Month.
- Served as a Panel Presenter during the **“2017 Service Learning, Youth and Community Preparedness Summit”** at the Westin Resort on January 20, 2017. There were approximately **Two Hundred (200)** participants comprised of 8th grade students, adult teachers, supervisors, and school administrators that attended the Summit. The event was sponsored by Guam DOE, Guam Homeland Security/Office of Civil Defense (GHS/OCD), in collaboration with the Federal Emergency Management Agency (FEMA).
- Co-sponsored the **23rd Annual Guam System for Assistive Technology (GSAT) Fair** held on March 4, 2017 at the Micronesian Mall and the **GSAT Conference** held on March 10, 2017 at the Westin Resort Hotel.
- Participated and set up an **Outreach Table Display** during the **10th Annual Autism Awareness Fair** on Saturday, April 8, 2017 at the Hagatña Shopping Center.
- Provided collaborative support to the **Hunter’s Speak Non-Profit Organization** by participating in their **1st Annual 5K Run/Walk/Wheel Fundraising Event** on April 15, 2017, from 5am to 10am and all proceeds from the event went towards the establishment of the Guam Autism Center. DISID staff also decorated the front office reception area and wore blue attire during the week of April 17-21, 2017 in commemoration of Autism Awareness Month.
- Staff participated in the **“No Wrong Door - Person Centered Counseling”** On-Line Training Modules.
- Met with Senator Rodriguez and his staff to discuss the possibility of drafting and introducing local legislation to implement the Federal **Achieving Better Life Experience (ABLE) Act** on Guam.
- A total of **Sixty Two (62)** Individuals voluntarily participated in the **“On-Line Registry for People with Special Needs”**.
- Provided a letter of support for the **Helen Keller Foundation’s “I-CanConnect Program”** which was later funded by the Federal Communication Commission (FCC) to provide **FREE Assistive Technology Communication Equipment** for individuals on Guam that are deaf/hard of hearing and blind/vision loss.
- Provided written testimony in support of **Bill No. 379-33 (COR)** –An Act to Authorize the Guam Economic Development Authority, on behalf of the Department of Integrated Services for Individuals with Disabilities and the Chamorro Land Trust Commission, to Lease and Develop Lot No. 5138-2-R3 New-1-1, Lot 5138-2-R3 New-1-R2 and Lot No. 5138-2-R3 New-1-2 at a Commercial Lease Rate, for a Lease Term of Twenty-Five (25) years, to Rezone the lots from Agriculture (“A”) to Commercial (“C”), to Construct the DISID Business Center and One Stop Community Resource and Wellness Center, and the Establishment of the Guam Autism Center. **Bill No. 379-33 (COR)** was passed by the Legislature on Dec. 30, 2016 and was approved by Governor Eduardo B. Calvo as **P.L. 33-227** on January 9, 2017.
- Received a **wheelchair donation** from the **“Guam Hawgs Motorcycle Club”** and distributed to an individual who did not have any health insurance coverage and couldn’t afford to purchase one.
- Participated in the official **Unveiling Ceremony of the Apolinario Mabini Statue** at the Philippine Consulate General’s residence in Tamuning. It is important to note that Apolinario Mabini was a scholar who had polio and is an inspirational leader for people with disabilities.
- Coordinated **“A Day In A’ Life”** Disability Simulation event with representatives from the Media and Leaders within the Community in observance of the Anniversary of the **Americans with Disabilities Act**.

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. Other federal funding that is received include the Independent Living Older Blind (ILOB) Grant, the Independent Living Services (ILS) Grant, and the Supported Employment (SE) Grant.

DISID’s Division of Support Services (DSS) receives local funds to provide support services to individuals with disabilities and to provide educational awareness/technical assistance regarding the Accessible Parking Law. DSS also received federal funding to implement the Individualized Budgeting Program (IBP)

EXPENDITURES TO CLIENTS FOR FISCAL YEAR 2017 BY FUNDING SOURCES FOR EACH DIVISION:

FUNDING SOURCE(S)	DIVISION OF VOCATIONAL REHABILITATION (DVR)
VOCATIONAL REHABILITATION (VR) SERVICES GRANT	\$ 969,650.84
INDEPENDENT LIVING OLDER BLIND (ILOB) GRANT	\$ 38.00
INDEPENDENT LIVING SERVICES (ILS) GRANT	\$ 0.00
SUPPORTED EMPLOYMENT (SE) GRANT	\$ 24,977.25
TOTAL FEDERAL FUNDS EXPENDED	\$ 994,666.09

FUNDING SOURCE(S)	DIVISION OF SUPPORT SERVICES (DSS)
INDIVIDUALIZED BUDGETING PROGRAM (IBP) GRANT	\$ 22,500.00
TOTAL FEDERAL FUNDS EXPENDED	\$ 22,500.00

The following data consists of the 2017 (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	440,784.00	371,388.00	276,476.44	0.00	94,911.56	69,396.00
	Fringe	158,736.00	131,119.00	93,637.23	0.00	37,481.77	27,617.00
	Travel	0.00	0.00	0.00	0.00	0.00	0.00
	Contract	15,000.00	12,750.00	976.43	2,305.48	9,468.09	2,250.00
	Bldg Rent	124,344.00	124,344.00	124,344.00	0.00	0.00	0.00
	Supplies	1,000.00	850.00	637.88	0.00	212.12	150.00
	Equipment	13,800.00	11,700.00	10,144.00	0.00	1,556.00	2,100.00
	Drug Testing	0.00	0.00	0.00	0.00	0.00	0.00
	Miscellaneous	474,520.00	474,340.00	470,655.00	0.00	3,685.00	180.00
	Telephone	6,200.00	5,300.00	4,846.82	447.02	6.16	900.00
	Capital	0.00	0.00	0.00	0.00	0.00	0.00
GENERAL FUND TOTAL		1,234,384.00	1,131,791.00	981,717.80	2,752.50	147,320.70	102,593.00
FEDERAL FUND	Regular Salary	956,345.00	956,345.00	526,156.59	0.00	430,188.41	0.00
	Fringe	472,607.00	472,607.00	190,996.63	0.00	281,610.37	0.00
	Travel	92,935.00	88,992.90	44,533.54	995.00	43,464.36	3,942.10
	Contract	3,307,953.59	2,773,555.57	1,030,650.93	368,368.31	1,374,536.33	534,398.02
	Bldg Rent	516,000.00	516,000.00	240,000.00	0.00	276,000.00	0.00
	Supplies	35,950.00	35,950.00	8,132.71	239.34	27,577.95	0.00
	Equipment	277,240.00	276,346.00	19,925.00	7,363.00	249,058.00	894.00
	Drug Testing	580.00	580.00	160.00	0.00	420.00	0.00
	Miscellaneous	53,458.00	53,458.00	22,500.00	170.00	30,788.00	0.00
	Telephone	8,000.00	8,000.00	0.00	0.00	8,000.00	0.00
	Capital	90,000.00	90,000.00	0.00	0.00	90,000.00	0.00
FEDERAL FUND TOTAL		5,811,068.59	5,271,834.47	2,083,055.40	377,135.65	2,811,643.42	539,234.12
ACCESSIBLE PARKING FUND	Travel	9,035.36	9,035.36	0.00	0.00	9,035.36	0.00
	Contract	48,642.00	48,642.00	0.00	5,025.00	43,617.04	0.00
	Supplies	7,219.43	7,219.43	381.13	2,093.00	4,745.30	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 TOTAL		89,196.83	89,196.83	381.13	7,118.00	81,697.70	0.00
FUND GRAND TOTALS		7,134,649.42	6,492,822.30	3,065,154.33	387,006.15	3,040,661.82	541,827.12

CHALLENGES:

- DISID continues to struggle with the challenges of filling critical vacancy positions within the two divisions due to the competitive nature of the positions and the low compensation structure that currently exists for these specialized positions. There are also challenges in identifying appropriate GovGuam Employees that are willing to serve in the interview panels.
- It is very difficult to find qualified ASL Interpreters that could be utilized by GovGuam Agencies to effectively communicate with clients and customers who are deaf or hard of hearing.
- DISID still has not been able to procure an online client case tracking system that can be accessed by VR Counselors and Social Workers when they are off-site at IEP meetings in the schools or conducting client need assessments at their homes.
- It has been a real challenge trying to investigate and keep up with the number of Accessible Parking and ADA Noncompliance complaints that have been received from individuals with disabilities or family members due to the lack of manpower.
- Transportation issues and concerns have been raised by many constituents with disabilities including the limited time period for accessing paratransit services to go to work or appointments, breakdown of buses, lack of buses, lack of sensitivity and awareness of disability issues and needs, etc.

MOVING FORWARD:

- To address our manpower issues, DISID will continue working with DOA-HR's Recruitment Division and DOL's American Job Center to post DISID's recruitment announcement on their website. Work with other DVR Offices and Universities in the mainland to recruit qualified applicants for the specialized positions within DVR and DSS. DISID will also continue to collaborate with the Guam DOL to assign **Two (2)** Trainees from their Senior Community Services Employment Program (SCSEP) and also with DPH&SSS to assign **One (1)** Trainee from their Job Opportunities and Basic Skills (JOBS) Program/Guam Employment and Training Program (GETP) to provide administrative staffing support for the DSS Unit. There are plans to also recruit two (2) new VR Counselors which will be assigned to each of the Public Schools.
- To help address the transportation challenges, DISID will be working collaboratively with GRTA to solicit their assistance in assigning one of their small accessible vans to transport DVR Clients to their work site. We will also work with DOA to conduct Disability Awareness Training for GRTA staff and bus drivers, and will promote other private transportation providers such as Fukuda Enterprises and Access Van Company.
- Exploration of a sole-source procurement of the cloud base software system that have been designed to meet the needs of the VR agencies throughout the nation since the two major companies that have competitively provided these services in the past has now merged to better enhance the software services.
- DSS is working collaboratively with GFD to issue ID Cards for Individuals with Special Needs that have completed a registry form. Discounts at local business outlets will also be explored as an incentive to encourage more people with disabilities to register with DISID.
- To address the lack of ASL Interpreters, DISID plans to hire a Program Coordinator that could also serve as an in-house ASL Interpreter and to coordinate these ASL services for other GovGuam Agencies.
- DISID plans to organize a Disability Conference focusing on ADA, the needs of Care Providers, and the Independent Living philosophy on Guam.