



# SANCTUARY, INCORPORATED

*"Helping Youth and Families Help Themselves" since 1971*

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January 9, 2015

To: Adonis Mendiola  
Director  
Department of Youth Affairs

*ad*  
*1/14/15*

From: Mildred Q. Lujan  
Executive Director  
Sanctuary, Incorporated of Guam

Re: Program Report

Attached is the quarterly program status report for October 1, 2014 through December 31, 2014.

Should you have any questions, please feel free to contact myself at 475-7101 ext. 101 or Mamaling Reyes at 475-7101 ext. 107.

Sincerely,

*Mildred Q. Lujan*  
Mildred Q. Lujan, Executive Director  
Sanctuary Incorporated of Guam

**FY 2014 RUNAWAY HOMELESS YOUTH (RHY) BASIC CENTER**

**Department of Youth Affairs**

**QUARTERLY PERFORMANCE REPORT FORM**

<b>ORGANIZATION/AGENCY:</b> Sanctuary Incorporated of Guam	
<b>VENDOR NUMBER:</b> S1456001	
<b>PERSON COMPLETING REPORT:</b> Samantha C. Rivo-Cruz	
<b>TELEPHONE:</b> 475-7113	<b>FAX:</b> 477-3117
<b>REPORT PERIOD:</b> October 1, 2014 to December 31, 2014	<b>DATE OF REPORT:</b> January 9, 2014

**Project Description:**

The Runaway Homeless Youth (RHY) Basic Center is a community based program specifically designed to assist runaway, homeless, victims of abuse and other similarly troubled youth and their families. The program provides a 24-hour shelter and care as a safe home for runaway, homeless and victims of abuse for up to 30 days during which case management services are provided in resolving their issues of conflict in times of crisis at the same time keeping focus on strengthening the family as a collective unit. The case management unit includes crisis intervention, individual program planning, group and family counseling, aftercare, outreach and referrals. The primary purpose of the program is to 1) provide a viable temporary safe alternative to the natural home, detention center or the streets; and 2) to facilitate the problem solving process of case management by lowering the level of tension in the family to a point in which constructive dialog may begin.

**Project Goals and Objectives; Project Activities; Project Performance Measures; Project Outcomes:**

<p><b>Goal:</b> The overall goal of the Basic Center is to provide a safe and stable Emergency Shelter for run away and troubled youth and assist them in resolving crisis and conflicts by keeping focus on promoting family unity and improving quality of life for Guam's youth.</p> <p><b>Objective 1.</b> To increase the awareness of available services and issues related to Runaway and Homeless youth and victims of abuse by conducting outreach efforts directed at youth, parents, and community agencies through a 24-hour crisis hotline, presenting information through the local media (newspapers, television &amp; radio), public presentations, bus stop murals, school presentations, door-to-door street outreach, and informational displays at shopping centers throughout the island.</p> <p><b>Indicator/Outcomes/Periodicity:</b> <i>Awareness of available services for run away and troubled youth for the community of Guam as a whole.</i></p>	
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<p><b>Activity A:</b> The Emergency Shelter program will provide individual supportive counseling at least twice a week for each youth residing in the shelter.</p> <p><b>Time Line:</b> Daily; ongoing daily sessions</p> <p><b>Responsible Parties:</b> Case Manager and/or Program Director, and Residential Assistants</p>	<p><b>Results:</b></p> <ul style="list-style-type: none"> <li>• During, this reporting period, nine (9) youth resided in the shelter during the month of October. Six (6) youth resided in the shelter during the month of November. Eight (8) youth resided in the month of December. At least Two Hundred and Ninety Four (294) individual supportive counseling sessions were conducted that included educational, health and personal growth.</li> </ul>
<p><b>Activity B:</b> To provide therapeutic and recreational activities for youth to promote personal well being.</p> <p><b>Timeline:</b> Daily</p> <p><b>Responsible Parties:</b> Case Manager and/or Program Director, and Residential Assistants</p>	<p><b>Results:</b></p> <ul style="list-style-type: none"> <li>• On a weekly basis, the program facilitates various support activities for therapeutic and recreational purpose such as life skills to include money management, cooking skills, home management, mentoring, and exercise to promote social skills and personal growth.</li> </ul>
<p><b>Objective II.</b> To increase crisis intervention services to runaway and homeless youth and their families by providing 24 hours services to 200 youth parent and/or community members.</p> <p><b>Indicators/Outcomes/Periodicity:</b> <i>Accessibility of children and their families in crisis situations who use Emergency Shelter services.</i></p> <p><b>Activity A:</b> 24-hour crisis hotline is open to the general public to provide immediate feedback, assessments and referrals to appropriate agencies.</p> <p><b>Time line:</b> on-going,</p> <p><b>Responsible Parties:</b> Crisis Intervention Worker, Case Manager, and Program Director</p>	<p><b>Results:</b></p> <ul style="list-style-type: none"> <li>• Four Hundred and Thirty-Eight (438) contacts were made via 24-hour crisis hotline.</li> <li>• Household and family dynamics, runaway/throwaways, beyond control, physical abuse and sexual abuse were the top issues of concern for youth who accessed the crisis hotline.</li> </ul>
<p><b>Activity B:</b> Provide referral services for all youth and their family members assessed for services needed from other agencies.</p> <p><b>Timeline:</b> ongoing</p>	<p><b>Results:</b></p> <ul style="list-style-type: none"> <li>• An estimation of One Hundred and Two (102) referrals was made to other agencies, organizations, such as Guam Behavioral Health and Wellness Center (GBHWC), Alee Shelter, Drug and Alcohol services, Guam San Jose, AHRD, Guam Police Department, Sanctuary D&amp;A Department, Child</li> </ul>

<p><b>Responsible Parties:</b> Crisis Intervention Worker, Case Manager and Program Director.</p>	<p>Protective Services, I famagu'on-ta, and Westcare.</p>
<p><b>Objective III:</b> To reduce the problems of youth 12-17 who are runaway, homeless and victims of abuse by providing temporary shelter and aftercare services for up to 10 youth at any given time while they resolve problematic issues.</p> <p><b>Indicators/Outcomes/Periodicity:</b> <i>Accessibility of emergency 24hr placement for runaway and homeless youth needing assistance/guidance to begin the reunification process.</i></p> <p><b>Activity A:</b> The project will provide temporary shelter and aftercare service for 10 youth 12-17 years of age for up to 30 days while providing the youth with supportive counseling and connecting youth and families with other agencies.</p> <p><b>Activity B:</b> The project will provide basic necessities such as food, clothing, shelter, and transportation services to and from school and appointments while also providing supportive counseling and guidance to promote reunification and reconciliation.</p> <p><b>Timeline:</b> ongoing</p> <p><b>Responsible Parties:</b> Program Director and Case Manager.</p>	<p><b>Results:</b> During this quarter a total of Thirteen (13) youth received shelter services. There were nine (9) new intakes admitted to shelter, one (1) youth reentered for shelter services, three (3) youth continued to receive shelter services in the month of October. Nine (9) clients continued in aftercare services once reunified with their parent or legal guardian from the month of October to December.</p> <p>During this reporting quarter one (1) transitioned to foster parents, three (3) clients went to a legal guardian, and one (1) client transitioned to the Permanent Housing Program.</p> <p><b>Results:</b> During this quarter all youth who were admitted into shelter met their basic needs, reunified with familial placement or referred to appropriate agencies or organizations to further meet the youth and family's needs. The Case Manager and Executive Director worked with other agencies and organizations to help work towards promoting reunification and reconciliation between the youth and family.</p>

<p><b>Objective IV</b> To strengthen family relationships of 120 youth and their families through individual family and group counseling to resolve conflicts that will lead to familial reconciliation and reunification.</p> <p><b>Indicators/Outcomes/Periodicity:</b> <i>Conflict Mediation skills of children and their families</i></p> <p><b>Activity A:</b> Provide 120 family skills training sessions for youth and their families experiencing crisis situations through Sanctuary's 24-hour crisis hotline or Emergency Shelter Program.</p> <p><b>Time line:</b> ongoing</p> <p><b>Responsible Parties:</b> Crisis Intervention Worker, Case Manager and Program Director.</p>	<p><b>Results:</b> A total of six (6) family skills training sessions were provided this reporting period to youth and their families experiencing crisis. Family sessions were conducted as well to develop a reunification plan. During this quarter all other youth transitioned back home to a parent/legal guardian, alternate familial placement or a foster care home.</p>
<p><b>Activity B:</b> The Project will conduct 45 Anger Management groups for children in crisis situations to learn assertive, non-violent ways of channeling their anger.</p> <p><b>Timeline:</b> ongoing</p> <p><b>Responsible Parties:</b> Program Directors, Case Manager, and AmeriCorps volunteers.</p>	<p><b>Results:</b></p> <ul style="list-style-type: none"> <li>• A total of twenty-one (21) High School YAM classes were conducted this reporting period with a total of six (6) youth in attendance and were mentored by Sanctuary's AmeriCorps Volunteers during the group session.</li> <li>• A total of twenty-one (21) Middle School YAM classes were conducted during this reporting period with a total of eighteen (18) youth in attendance and were mentored by Sanctuary's AmeriCorps Volunteers during the group session. The group's participants consisted of youth in Sanctuary programs, as well as outside referrals from other agencies such as GDOE, I Famagu'on-ta and Probation.</li> </ul>
<p><b>Objective V:</b> To decrease recidivism and problems of runaway and homeless youth and their families to assist with their transition back home and meet their long-term needs.</p> <p><b>Indicators/Outcomes/Periodicity:</b> <i>Availability of supportive services to children and their families in crisis situations.</i></p> <p><b>Activity A:</b></p>	<p><b>Results:</b> Individual supportive counseling sessions were provided this reporting period to assist youth and their parent/legal guardians to make appropriate decisions relative to their family dynamics. The breakdown of the sessions are as follow: - Two Hundred Ninety Four (294) youth individual supportive counseling</p>

<p>The project will provide individual supportive counseling for 120 youth and their parent/legal guardians assisting them in making appropriate decisions relative to their family dynamics.</p> <p><b>Timeline:</b> ongoing</p> <p><b>Responsible Parties:</b> Program Directors and Case-Manager</p>	<p>sessions.</p> <ul style="list-style-type: none"> <li>- Six (6) parent individual supportive counseling sessions</li> <li>- IPP completion rate for this quarter is at 90%</li> </ul>
<p><b>Activity B:</b> The project will provide case management services for 200 youth and their families that will enhance stabilize and strengthen their relationships.</p> <p><b>Timeline:</b> ongoing</p> <p><b>Responsible Parties:</b> Program Director and Case Manager</p>	<p><b>Results:</b> Thirteen (13) youth received case management services via the Co-Ed Shelter and Nine (9) participated in Aftercare services.</p>

**Problems Encountered:**

A challenge encountered is identifying placement in a timely manner for youth who are wards of the state due to exhaustion of alternate familial placement and limited foster care placement. Once a youth exits from shelter services, one of the vital parts in maintaining reunification is to sign up for aftercare services to help reduce the recidivism rate. The youth and parent are always encouraged to sign up for aftercare services to help with the transition back home easier when problems arise. The youth and parent are always given a transitional plan to follow in the event they opt not to seek aftercare services. Further, youth and parents who attended Sanctuary's support groups observed frequent changes with group facilitators. However, this issue was resolved before the quarter ended. Sanctuary's support groups now have assigned stable group facilitators running the group. Lastly, parent involvement in programs (groups and supportive counseling) is limited; parents do not participate in all the services we recommend despite agreeing to participate and access other services upon intake of client.

**Future Plans:**

The Case Management and Counseling Section have developed corrective action plans to address several deficiency areas such as improving data collections, monitoring of case management activities and case updates. This improvement is making significant progress on a daily basis. Sanctuary continues to partner with agencies such as Child Protective Services by a holding monthly meeting to discuss ways to better serve clientele.

Performance Measures:

<p>Social Competence</p>	<p>Case Manager and shelter staff have reported observed improvement in social interactions and, defined as maintaining positive relationships with others 9 of 13 (85%) clients served within this reporting period. Observations are based on demeanor and nature of client interactions as documented using daily client progress reports.</p>
<p>Family Relationships</p>	<p>Noted improvements in family relationships, defined as willingness to address family issues, and improved styles of communication, has been reported by case manger 11 out of 13 (85%) based on parents verbal feedback to the Case Manager. Most of the clients during this reporting period were wards of the state. The number provided above only includes clients who were able to work towards reunification with a family member or foster parent. It is challenging to work on a family relationship when a family member or foster parent is not identified. More than 30 days are needed to work on fostering a positive relationship when working with CPS clients and their family members or foster parent.</p>
<p>Families Satisfied with Program</p>	<p>A total of 8 out of 13 family members completed Sanctuary's Satisfaction Survey during this reporting period. Of the total number of family members who have completed the satisfaction survey, 88% have reported to be satisfied with all aspects of the program including a 88% of families stating that they will access Sanctuary services for future familial issues. Areas surveyed include:</p> <ol style="list-style-type: none"> <li>1) Noted quality in family relationships</li> <li>2) Future access of services</li> <li>3) Accessibility and response time</li> <li>4) Overall rating of services</li> <li>5) Recommending services to others</li> </ol>
<p>Client Satisfaction</p>	<p>Of all clients who have completed satisfaction survey, 75% have reported an increased quality in familial relationships. A total of 87.5% have stated that they had good or very good access to services with prompt response time. A total of 88% have rated overall services as good or very good and 100% of clients surveyed have indicated that they would likely or very likely refer others to Sanctuary for services needed.</p>