



SANCTUARY INCORPORATED OF GUAM

"Helping Youth and Families Help Themselves" since 1971

Address: 406 Maimai Rd., Chalan Pago, Guam 96910
Tel: 475-7101 * Fax: 477-3117 * Crisis Hotline: 475-7100



April 10, 2018

TO: Mr. Peter Alexis Ada, Director
Department of Youth Affairs
#169 San Isidro St.
Mangilao Guam 96923

RE: Quarterly Program Status Report


*Ada
4/10/18
cc: Grace and Jeannette*

Hafa Adai Mr. Ada:

Attached is the quarterly status report for the period of **January 1, 2018-March 31, 2017**. If you should have any questions or require more information, please feel free to contact me at 475-7101.

Si Yu'os Ma'åse.'

Theresa C. Arriola
THERESA C. ARRIOLA
Executive Director

 Department of Youth Affairs
APR 10 2018
3:44 PM
Director's Office



Sanctuary, Incorporated of Guam



A Non-profit Organization Established in 1971

406 MaiMai Road Chalan Pago, Guam 96910 • Administrative Office (671)475-7101

Crisis Hotline (671)475-7100 • Fax (671)477-3117 • Email: sanctuar@ite.net

www.sanctuaryguam.org

April 05, 2018

Mr. Peter Alexis Ada
Director of Youth Affairs
P.O. Box 236371 GMF
Barrigada, Guam 96921

Dear Mr. Ada:

Hafa Adai! The information listed below is for the Runaway Homeless and Abused Program (2nd Quarter of Fiscal Year 2018) from January 01, 2018 thru March 31, 2018.

We have listed all expenditures for services and equipment that were \$5,000 or greater.

Services	-0-
Equipment	-0-
Inventory Property	-0-

Please let us know if you have any questions.

Sinseramente,

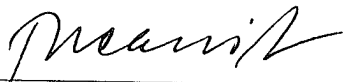
Theresa C. Arriola
Executive Director

Non Profit Organization Receiving Appropriations from Government of Guam
Pursuant to P.L. 31-77 (Sanctuary, Incorporated)
FY 2018 (January 1, 2018 - March 31, 2018)
2nd Quarter Expenditure Report
Department of Youth Affairs
Runaway Homeless Program

Fund	Contract Amount	Object Classification	Expenditure
General/Federal	\$ 332,150		
		Salary	43,779.26
		Benefits	4,458.64
		Travel	-
		Contractual	589.33
		Supplies & Materials	2,337.33
		Equipment	-
		Utilities	9,204.17
		Miscellaneous	4,038.41
		Vehicle Lease	-
		Grand Total	<u>\$ 64,407.14</u>

I CERTIFY THAT THIS IS A TRUE AND CORRECT STATEMENT OF THE EXPENDITURES FOR FISCAL YEAR 2018 FOR THE PROJECT ABOVE.

SIGNATURE OF AUTHORIZED OFFICIAL:



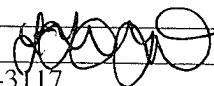
 THERESA C. ARRIOLA
 EXECUTIVE DIRECTOR

DATE: 4/6/18

FY 2017-2018 RUNAWAY HOMELESS YOUTH (RHY) BASIC CENTER

Department of Youth Affairs

QUARTERLY PERFORMANCE REPORT FORM

ORGANIZATION/AGENCY: Sanctuary Incorporated of Guam	
VENDOR NUMBER: S1456001	
PERSON COMPLETING REPORT: Lakretia Castro-Santos 	
TELEPHONE: 475-7101	FAX: 477-3117
REPORT PERIOD: January 1, 2018-March 31, 2018	DATE OF REPORT: April 10, 2018

Project Description:

The Runaway Homeless Youth (RHY) CO-ED shelter 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>Goal: The overall goal of the CO-ED is to provide professional services for up to 200 who are runaways, homeless, or victims of abuse.</p> <p>Decrease recidivism and problems of runaways and homeless youth.</p> <p>Objective 1. 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 & radio), public presentations, bus stop murals, school presentations, door-to-door street outreach, and informational displays at shopping centers throughout the island.</p> <p>Indicator/Outcomes/Periodicity: <i>Awareness of available services for run away and troubled youth for the community of Guam as a whole.</i></p>	<ul style="list-style-type: none"> - For this reporting period, our agency provided services for Twenty seven (27) youth in the community. Two (2) of which were victims of physical/sexual abuse, One (1) that ran away from home, Seven (7) were victims of neglect, Eight (8) were on temporary timeouts, and nine (9) were on extended furlough from the Department of Youth Affairs.
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<p>Activity A: The Emergency Shelter program will provide individual supportive counseling at least twice a week for each youth residing in the shelter.</p> <p>Time Line: Daily; ongoing daily sessions</p> <p>Responsible Parties: Case Manager and Residential Assistants</p>	<p>Results:</p> <ul style="list-style-type: none"> • During, this reporting period, eleven (11) youth resided in the shelter during the month of January. Ten (10) youth resided in the shelter during the month of February. Twenty (20) youth resided in the month of March. At least two hundred and eighty seven (287) individual supportive counseling sessions were conducted that included educational, health and personal growth.
<p>Activity B: To provide therapeutic and recreational activities for youth to promote personal well being.</p> <p>Timeline: Daily</p> <p>Responsible Parties: Case Manager and/or and Residential Assistants</p>	<p>Results:</p> <ul style="list-style-type: none"> • On a weekly basis, the program facilitates various support activities for therapeutic and recreational purposes such as life skills to include money management, cooking skills, home management, mentoring, and exercise to promote social skills and personal growth.
<p>Objective II. 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>Indicators/Outcomes/Periodicity: <i>Accessibility of children and their families in crisis situations who use Emergency Shelter services.</i></p> <p>Activity A: 24-hour crisis hotline is open to the general public to provide immediate feedback, assessments and referrals to appropriate agencies.</p> <p>Time line: on-going</p> <p>Responsible Parties: Crisis Intervention Worker and Case Manager II</p>	<p>Results:</p> <ul style="list-style-type: none"> • Roughly two hundred and thirty (230) contacts were made via 24-hour crisis hotline. • Household and family dynamics, beyond control, physical abuse, neglect, runaway, homelessness, and sexual abuse were the top issues of concern for youth who accessed the crisis hotline.
<p>Activity B: Provide referral services for all youth and their family members assessed for services needed from other agencies.</p> <p>Timeline: on-going</p>	<p>Results:</p> <ul style="list-style-type: none"> • An estimation of two hundred and three (203) referrals were made to other agencies, organizations, such as Guam Behavioral Health and Wellness Center (GBHWC), Healing Hearts, Guam Police Department, Sanctuary D&A, Child Protective Services, I

<p>Responsible Parties: Crisis Intervention Worker, Case Manager I and Case Manager II</p>	<p>famagu'on-ta, GALA , Alee shelter, New Beginnings, Lighthouse Recovery Center and Island Girl Power.</p>
<p>Objective III: 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>Indicators/Outcomes/Periodicity: <i>Accessibility of emergency 24hr placement for runaway and homeless youth needing assistance/guidance to begin the reunification process.</i></p> <p>Activity A: 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>Activity 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>Timeline: ongoing</p> <p>Responsible Parties: Case Manager II, Case Manager I</p>	<p>Results: During this quarter a total of twenty seven (27) youth received shelter services. There were nineteen (19) new intakes admitted to shelter. Eight (8) youth continued to receive shelter services into the month of April. Five (5) clients placed in aftercare services after being exited from this shelter.</p> <p>During this reporting quarter eight (8) clients transitioned into the care of their biological parents, nine (9) were transitioned to a family relative, three (3) clients were placed back into the custody of the Department of Youth Affairs, and one(1) was transitioned into another treatment facility. A total of twenty one (21) youth were exited from the COED Emergency shelter.</p> <p>Results: During this quarter all youth who were admitted into shelter met their basic needs, and referred to appropriate agencies or organizations to further meet the youth and family's needs. The Case Managers and Executive Director worked with other agencies and organizations in the field of human services to help work towards promoting reunification and reconciliation between the youth and family.</p>
<p>Objective IV 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>Indicators/Outcomes/Periodicity: <i>Conflict Mediation skills of children and their families</i></p> <p>Activity A: Provide family skills training sessions for youth and</p>	<p>Results: A total of twelve (12) 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, the Department of Youth Affairs, or other youth center facilities.</p>

<p>their families experiencing crisis situations through Sanctuary's 24-hour crisis hotline or Emergency Shelter Program.</p> <p>Time line: ongoing</p> <p>Responsible Parties: Crisis Intervention Worker, Case Manager</p>	
<p>Activity 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>Timeline: ongoing</p> <p>Responsible Parties: AmeriCorps facilitators and volunteers.</p>	<p>Results:</p> <ul style="list-style-type: none"> • A total of twelve (12) Middle/High School YAM classes were conducted during this reporting period with a total of thirty nine (39) youth in attendance at the Astumbo Middle School and Main Office at Sanctuary Incorporated of Guam. These youth 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, Probation as well as self referrals.
<p>Objective V: 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>Indicators/Outcomes/Periodicity: <i>Availability of supportive services to children and their families in crisis situations.</i></p> <p>Activity A: The project will provide individual supportive counseling for youth and their parent/legal guardians assisting them in making appropriate decisions relative to their family dynamics.</p> <p>Timeline: ongoing</p> <p>Responsible Parties: Crisis worker and Case-Manager</p>	<p>Results: 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:</p> <ul style="list-style-type: none"> - Two hundred and seventy eight (278) youth individual supportive counseling sessions. - Twelve (12) parent individual supportive counseling sessions. - IPP completion rate for this quarter is at 66.6%
<p>Activity B: The project will provide case management services for youth and their families that will enhance stabilize and strengthen their relationships.</p>	<p>Results: Twenty seven (27) youth received case management services via the Co-Ed Shelter and five (5) participated in Aftercare services.</p>

Timeline: ongoing	
Responsible Parties: Case Manager II	

Problems Encountered:

A challenge encountered this quarter is once again not being able to identify an alternate 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. The youth and parent are always encouraged to sign up for aftercare services to help with the transition back home easier when problems arise. Unfortunately most clients who have exited our care this quarter opted not to participate in aftercare, but were still provided with a transitional plan to be used at their discretion. 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. Lastly, parents and/or guardians failed to make contact with their child while in the shelter. It was hard to establish communication and schedule family time due to parents and/or guardians being out of reach.

Future Plans:

The Case Management and Counseling departments continue to develop corrective action plans to address several gaps in services such as improving placement time periods, monitoring of case management activities, and case updates. Sanctuary continues to partner with agencies such as Child Protective Services and the Department of Youth Affairs by increasing day to day communication to discuss ways to better serve clients in shelter. We now also have funding through the Basic Center grant to assist in funding self referrals in shelter. To assist with these plans we continue to increase our staff population, and currently have a new case manager I in training. This writer is now the new case manager II, with a Bachelor in Social Work and started in October of 2017. Executive Director Theresa C. Arriola continues to find innovative ways to access support services that directly benefit the COED Emergency shelter. We also have secured another source of funding under the VOCA grant to assist victims of crimes which we often encounter.

Performance Measures:

Social Competence	Case Manager and shelter staff have reported to observe improvement in social interactions and, defined as maintaining positive relationships with others 22 of 27 (81%) clients served within this reporting period. Observations are based on demeanor and nature of client interactions as documented using daily client progress reports.
Family Relationships	Noted improvements in family relationships, defined as willingness to address family issues, and improved styles of communication, has been reported by case manger 17 of 27 (63%) based on parents verbal feedback to the Case Manager. Several 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.
Families Satisfied with Program	<p>A total of 13 out of 27 family members reported verbal feedback during this reporting period. Of the total number of family members who have reported 92% have stated to be satisfied with all aspects of the program including, 84% of families stating that they will access Sanctuary services for future familial issues. Again the numbers above only include cases in which parental involvement is present. Areas surveyed include:</p> <ol style="list-style-type: none"> 1) Noted quality in family relationships 2) Future access of services 3) Accessibility and response time 4) Overall rating of services 5) Recommending services to others
Client Satisfaction	<p>Of all clients who have completed satisfaction survey, 86% have reported an increased quality in familial relationships. A total of 86% have stated that they had good or very good access to services with prompt response time. A total of 84% have rated overall services as good or very good and 88% of clients surveyed have indicated that they would likely or very likely refer others to Sanctuary for services needed.</p>

Performance Measures	Data
<p>Performance Measures: Number and Percent of program youth committed to correctional facility.</p> <p>Definition: The number of program youth who have been ordered to a correctional facility. Include youth mandated to any secure residential facility including juvenile correctional and adult correctional facilities. Official records are the preferred data source.</p>	
<p>Reporting Format:</p> <p>A. The number of program youth enrolled in a correctional facility</p>	9
<p>B. Number of youth in the program.</p>	27
<p>C. Percent (A/B)</p>	33.3%
<p>Performance Measures (Description) Number and percent of program youth completing program requirements</p> <p>Definition: The number and percent of program youth who have successfully fulfilled all program obligations and requirements. Program obligations will vary by program, but should be a pre-defined list of requirements or obligations that clients must meet prior to program completion. Program records are the preferred data source.</p>	
<p>Reporting Format:</p> <p>A. The number of program youth who exited the program having completed program requirements.</p>	6
<p>B. Number of youth who left the program.</p>	10
<p>C. Percent (A/B)</p>	60%