



# 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



Department of Youth Affairs

JUL 10 2017 5:00pm

Director's Office

July 6, 2017

Mr. Adonis Mendiola  
Director of Youth Affairs  
P.O. Box 236371 GMF  
Barrigada, Guam 96921

Dear Mr. Mendiola:

Hafa Adai! The information listed below is for the Runaway Homeless and Abused Program (3rd Quarter of Fiscal Year 2017) from April 01, 2017 thru June 30, 2017.

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.

Sinceramente,

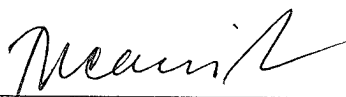
Therese C. Arriola  
Executive Director

**Non Profit Organization Receiving Appropriations from Government of Guam**  
**Pursuant to P.L. 31-77 (Sanctuary, Incorporated)**  
**FY 2017 (April 1, 2017 - June 30, 2017)**  
**3rd Quarter Expenditure Report**  
**Department of Youth Affairs**  
**Runaway Homeless Program**

Fund	Contract Amount	Object Classification	Expenditure
General/Federal	<b>\$ 332,150</b>		
		Salary	\$ 69,843.53
		Benefits	\$ 7,990.14
		Travel	\$ -
		Contractual	\$ 589.52
		Supplies & Materials	\$ 2,277.44
		Equipment	\$ -
		Utilities	\$ 7,071.73
		Miscellaneous	\$ 2,650.67
		Vehicle Lease	\$ -
		<b>Grand Total</b>	<b><u>\$ 90,423.03</u></b>

I CERTIFY THAT THIS IS A TRUE AND CORRECT STATEMENT OF THE EXPENDITURES FOR FISCAL YEAR 2017 FOR THE PROJECT ABOVE.

SIGNATURE OF AUTHORIZED OFFICIAL:



\_\_\_\_\_  
 THERESA C. ARRIOLA  
 EXECUTIVE DIRECTOR

DATE: 7/6/17

**FY 2016-2017 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> Tiffany Paulino	
<b>TELEPHONE:</b> 475-7101	<b>FAX:</b> 477-3117
<b>REPORT PERIOD:</b> April 1, 2017-June 30, 2017	<b>DATE OF REPORT:</b> July 7, 2017

**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><b>Goal:</b> 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><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>	<ul style="list-style-type: none"> <li>- For this reporting period, our agency provided services for twenty six (26) youth in the community. Four (4) of which were victims of physical/sexual abuse, two(2) were victims of neglect, four(4) were victims of homelessness, five(5) simply requested for a timeout from their families, and eleven (11) were on extended furlough from the Department of Youth Affairs.</li> </ul>
--	--

<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 Residential Assistants</p>	<p><b>Results:</b></p> <ul style="list-style-type: none"> <li>• During, this reporting period, fifteen (15) youth resided in the shelter during the month of April. Nineteen (19) youth resided in the shelter during the month of May. Seventeen (17) youth resided in the month of June. At least two hundred and ninety eight(298) 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 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 and Case Manager Supervisor</p>	<p><b>Results:</b></p> <ul style="list-style-type: none"> <li>• Roughly two hundred and fifteen (215) contacts were made via 24-hour crisis hotline.</li> <li>• Household and family dynamics, 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 ninety two(92) referrals were made to other agencies, organizations, such as Guam Behavioral Health and Wellness Center (GBHWC), Guam Police Department, Sanctuary D&amp;A, OASIS Empowerment, Child Protective Services, I</li> </ul>

<p><b>Responsible Parties:</b> Crisis Intervention Worker, Case Manager and Case Manager Supervisor</p>	<p>famagu'on-ta, Inafamaolek, GALA , Alee shelter, New Beginning, and Lighthouse Recovery Center, Department of Corrections.</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> Case Manager Supervisor, Case Manager</p>	<p><b>Results:</b> During this quarter a total of twenty six (26) youth received shelter services. There were nineteen (19) new intakes admitted to shelter. Twelve (12) youth continued to receive shelter services into the month of July. One (1) client continued in aftercare services once reunified with their parent or legal guardian from the month of May through August.</p> <p>During this reporting quarter seven (7) clients transitioned into the care of their biological parents, five(5) clients were placed back into the custody of the Department of Youth Affairs, one(1) was transitioned to the Sagan Na' Homlo treatment facility, and one(1) was transitioned into Serenity. A total of fourteen (14) youth were exited from the COED Emergency shelter.</p> <p><b>Results:</b> 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><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 family skills training sessions for youth and</p>	<p><b>Results:</b> A total of sixteen (16) 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><b>Time line:</b> ongoing</p> <p><b>Responsible Parties:</b> Crisis Intervention Worker, Case Manager</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> AmeriCorps facilitators and volunteers.</p>	<p><b>Results:</b></p> <ul style="list-style-type: none"> <li>• A total of three (3) Middle/High School YAM classes were conducted during this reporting period with a total of one(1) youth in attendance at the Astumbo Middle School class site. There were also eleven (11) participants who attended a total of thirteen(13) YAM classes at Sanctuary inc. 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.</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> 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><b>Timeline:</b> ongoing</p> <p><b>Responsible Parties:</b> Crisis worker and Case-Manager</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:</p> <ul style="list-style-type: none"> <li>- Two hundred and ninety eight (298) youth individual supportive counseling sessions.</li> <li>- Sixteen (16) parent individual supportive counseling sessions.</li> <li>- IPP completion rate for this quarter is at 76.9%</li> </ul>
<p><b>Activity B:</b> The project will provide case management services for youth and their families that will enhance stabilize and strengthen their relationships.</p>	<p><b>Results:</b> Twenty six (26) youth received case management services via the Co-Ed Shelter and one (1) participated in Aftercare services.</p>

<b>Timeline:</b> ongoing	
<b>Responsible Parties:</b> Case Manager Supervisor	

**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. Finally, one of the key issues were parents who failed to comply and provide positive family support to the youth in our shelter. This contributes to the relapse in negative behavior once the youth has returned home.

**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 second case manager in training. Executive Director Theresa C. Arriola continues to partner up with many other organizations on island to promote and bring about awareness on issues that directly affect the youth in our community. Throughout this summer we have also teamed up with other organizations in the community to keep the youth in our shelters occupied with several recreational and educational activities.

**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 23 of 26 (80%) 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 18 out of 20(90%) 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 18 out of 20 family members reported verbal feedback during this reporting period. Of the total number of family members who have reported 90% have stated to be satisfied with all aspects of the program including 85% 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"> <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>
Client Satisfaction	Of all clients who have completed satisfaction survey, 24/26 clients reported an increased quality in familial relationships. 25/26 stated that they had good or very good access to services with prompt response time. 24/26 rated overall services as good or very good and 25/26 clients surveyed have indicated that they would likely or very likely refer others to Sanctuary for services needed.



Performance Measures	Data
<p><b>Performance Measures: Number and Percent of program youth committed to correctional facility.</b>            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><b>Reporting Format:</b>            A. The number of program youth enrolled in a correctional facility</p>	14
<p>B. Number of youth in the program.</p>	26
<p>C. Percent (A/B)</p>	53.8%
<p><b>Performance Measures (Description) Number and percent of program youth completing program requirements</b>            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><b>Reporting Format:</b>            A. The number of program youth who exited the program having completed program requirements.</p>	9
<p>B. Number of youth who left the program.</p>	14
<p>C. Percent (A/B)</p>	64.3%