



SANCTUARY INCORPORATED OF GUAM

406 Mamar Road Chalan Pago, GU 96910
sanctuaryguam.com • inquiries@sanctuaryguam.com
TEL (671) 475-7101 • FAX (671) 477-3117

January 22, 2021

Melanie Brennan, Director
Department of Youth Affairs
169 San Isidro Street
Mangilao, Guam 96923

RE: Quarterly Program Status Report

Hafa Adai Ms. Brennan,

Attached is the quarterly status report for the period of October 1 through December 31, 2020. If you should have any questions or concerns, please feel free to contact me at 475-7101.

Si Yu'os Ma'ase,

VICTOR CAMACHO
Executive Director

24 HOUR CRISIS HOTLINE: (671) 475-7100





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January 22, 2021

Ms. Melanie Brennan
Department of Youth Affairs
P.O. Box 236371 GMF
Barrigada, Guam 96921

Dear Ms. Brennan:

Hafa Adai! The information provided below is for the Runaway Homeless and Abuse Program (1st Quarter of Fiscal Year 2021) from October 01, 2020 thru December 31, 2020.

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.

Un Dankalu na Si Yu'os Ma'ase.

VICTOR CAMACHO
Executive Director

**Non-Profit Organization Receiving Appropriations from Government of Guam
Pursuant to P.L. 31-77 (Sanctuary, Incorporated)
FY 2021 (October 1, 2020 – December 31, 2020)
1st Quarter Expenditure Report
Department of Youth Affairs
Runaway Homeless Program**

Fund	Contract Amount	Object Classification	Expenditure
General/Federal	\$211,858		
		Services Rendered	
		October 2020 -	
		2 clients @ \$121/day	\$ 7,502.00
		November 2020 -	
		2 clients @ \$121/day	\$ 4,356.00
		December 2020 -	
		No DYA Clients	\$ 0.00
		Grand Total	<u>\$11,858.00</u>

I CERTIFY THAT THIS IS A TRUE AND CORRECT STATEMENT OF THE EXPENDITURES FOR FISCAL YEAR 2021 FOR THE PROJECT ABOVE.

SIGNATURE OF AUTHORIZED OFFICIAL:



VICTOR CAMACHO
EXECUTIVE DIRECTOR

DATE: _____

1/22/21

FY 2020-2021 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: Leilani G. Giltinag, Quality Assurance Officer	
TELEPHONE: 475-7101	FAX: 477-3117
REPORT PERIOD: October 1 – December 31, 2020	DATE OF REPORT: January 20, 2021

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>	<p>Results: For this reporting period, our agency provided services for a total of five (5) youth in the community. All five (5) youth served were on extended authorized leave from DYA. Among the five, two (2) were also under the care and jurisdiction of child protective services.</p>
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*Reviewed by CB 1/29/21
KLG/DM 1/29/2021*

<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: During this reporting period, a total five (5) youth resided in the shelter throughout the months of October, November, December and received individual supportive counseling. At least eighty (80) individual supportive counseling sessions were conducted in-person or via telephone/zoom web conference calls that included educational, health and personal growth.</p>
<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 Residential Assistants</p>	<p>Results: On a weekly basis, the program facilitates various activities for therapeutic and recreational purposes such as life skills to include stress/anger management, home management, mentoring, and exercise to promote social skills and healthy personal growth.</p>
<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: Approximately 65 contacts were made to the 24-hour crisis hotline during this reporting period. Issues brought up during the crisis calls involved youth beyond control behavior, physical abuse, neglect, runaway, homelessness, violence and aggression, and sexual abuse, including COVID-19 information/referrals.</p>
<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>Responsible Parties: Crisis Intervention Worker, Case Manager I and Case Manager II</p>	<p>Results: An estimation of twenty (20) referrals were made to other agencies, organizations, such as Guam Behavioral Health and Wellness Center (GBIHC), Guam Police Department, Sanctuary D&A, Child Protective Services, I Famagu'on-ta, GALA, and Island Girl Power.</p>

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<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 five (5) youth received shelter services. One (1) out of four (4) was a new intake in November 2020, while the other three (4) youth remained in the shelter since the previous reporting period.</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 their families experiencing crisis situations through Sanctuary's 24-hour crisis hotline or Emergency Shelter Program.</p> <p>Time line: ongoing</p>	<p>Results: All five (5) youth served received family skills training sessions during this reporting period. Family sessions via telephone/video conference or scheduled outings/furloughs were conducted as well to develop a reunification plan. During this reporting period, three (3) youth served exited the shelter to be reunified with their families.</p>

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<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: Due to COVID-19 restrictions, all supportive groups such as YAM classes for Middle and High School students were suspended in order to minimize the risk of spreading COVID-19. Sanctuary also did not receive any referrals from current existing partners for YAM classes.</p>
<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 via in-person and telephone/video conference during 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 is as follow:</p> <ul style="list-style-type: none"> - All five (5) youth served individual supportive counseling sessions. - Parents/legal guardians of youth served received some consultation and one-on-one time with the assigned case manager via telephone/video conference to discuss reunification plans. - IPP completion rate for this quarter is at 60%.
<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>Timeline: ongoing</p> <p>Responsible Parties: Case Manager II and Case Manager I</p>	<p>Results: A total five (5) youth received case management services via the Co-Ed Shelter.</p>

Problems Encountered:

A challenge encountered this quarter is the COVID-19 global pandemic which resulted in a lot of restrictions and formulations of new organizational policies in accordance with Guam regulations. Intake screening and assessments for new clients were limited due to social distancing measures. Intakes completed on an emergency basis were conducted via telephone or video/web conference. Families who had plans in place to gain physical custody of their child/children are now facing more hardships such as

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financially stability due to loss of employment, unable to complete required self-help courses, and other challenges that has resulted in the extension of shelter stay for youth.

Future Plans:

The Case Management and Clinical department 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. In light of COVID-19, Sanctuary is working on improving its technology plan to include counseling sessions conducted via web-conferencing. 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. To assist with these plans, we continue to increase our staff capacity.

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 among all youth served. Observations are based on demeanor and nature of peer 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 manager based on parents' verbal feedback to the Case Manager. It has been challenging to increase parental involvement given the new COVID-19 precautionary measures.
Families Satisfied with Program	Families of youth served reported verbal feedback during this reporting period indicating that they are satisfied with all aspects of the program including all precautionary measures to minimize the risk of spreading COVID-19.
Client Satisfaction	Of all clients who have completed satisfaction survey, 100% have reported that they felt safe while here at Sanctuary. A total of 100% have rated that they were either very satisfied or satisfied with the overall care and support services received.

Performance Measures	Data
Performance Measures: Number and Percent of program youth committed to a correctional facility. 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.	
Reporting Format: A. The number of program youth enrolled in a correctional facility	5
B. Number of youth in the program.	5
C. Percent (A/B)	100%

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Performance Measures (Description) Number and percent of program youth completing program requirements 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.	
Reporting Format: A. The number of youth who exited the program having completed program requirements.	3
B. Number of youth who left the program.	0
C. Percent (A/B)	N/A

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