

GUAM BEHAVIORAL HEALTH AND WELLNESS CENTER

FY 2020 CITIZEN-CENTRIC REPORT

OCTOBER 2019 - SEPTEMBER 2020

THROUGH THE YEARS

1983

The Department of Mental Health and Substance Abuse was created.

2013

Pursuant to Public Law 32-024, Bill No. 73-32, the Department was renamed to Guam Behavioral Health and Wellness Center (GBHWC).

2014

Embarked on its journey towards accreditation.

2015

Developed and implemented the use of electronic behavioral health

2016

Provided Mental Health First Aid (MHFA) training for our service partners and the community. Developed and implemented the Quality Improvement Program.

2017

First Government of Guam agency awarded the 3-year accreditation by the Commission on Accreditation for Rehabilitation Facilities (CARF).

2018

Established Medically Assisted Treatment (MAT) and Community Home-Based (CHB) programs.

2019

Hired the first full-time Pharmacist. Opened Billing office. Became a certified National Health Service Corps (NHSC) site.

2020

Established 24-hour crisis hotline and intake services. Started telehealth services. Opened an inpatient isolation home known as the Warrior Unit.

The role of Guam Behavioral Health and Wellness Center (GBHWC), as the single state entity, is to provide mental health services to the population of Guam either as a direct provider of services or contract services out and have a regulatory role.

OUR MISSION

To provide culturally respectful, quality behavioral health services that support and strengthen the wellbeing of the persons served, their families and the community in a safe environment.

OUR VISION

A healthy island committed to promoting and improving the behavioral health and well-being of the community.

STRATEGIC GOALS

- Continuously provide and expand comprehensive community-based behavioral health services.
- Expand community partnerships to effectively meet the needs of the island community and to increase the public's awareness of behavioral health issues,
- Effectively re-integrate consumers into the community. Provide safe, effective and evidence-based behavioral health services that will improve the quality of consumer care.



LEADERSHIP



THERESA ARRIOLA, MBA
Director



CARISSA PANGELINAN, MPA
Deputy Director

In 2019, Arriola and Pangelinan were appointed by the Leon Guerrero Tenorio administration to serve as Director and Deputy Director of Guam Behavioral Health and Wellness Center. Under their leadership, with a support staff of 243 employees, about 68% of which provide direct care services. GBHWC continues its mission to improve access to critical behavioral health services.

WHO WE SERVE



3,881

TOTAL CONSUMERS SEEN
2018: 3,834 | 2019: 4,085

CONSUMERS BY GENDER

	Male	Female	All Other
FY18	1,976	1,384	6
FY19	2,044	1,595	6
FY20	1,916	1,525	7

CONSUMERS BY PROGRAM/SERVICE

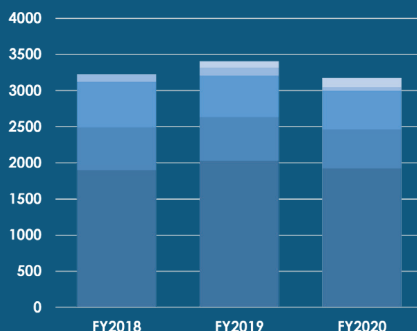
	Outpatient	Inpatient	Crisis	RRP
FY18	3,224	474	96	40
FY19	3,407	435	198	45
FY20	3,178	463	212	28

OUTPATIENT PROGRAMS



3,178

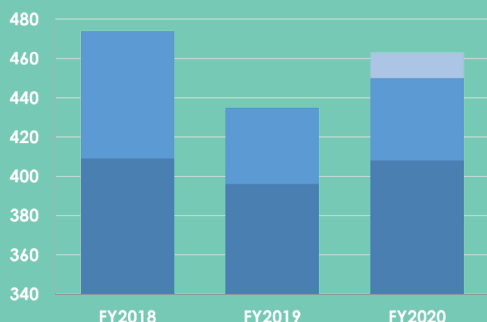
TOTAL OUTPATIENT CONSUMERS
2018: 3,224 | 2019: 3,407



- Adult Outpatient Services
- Child Adolescent Services
- Drug & Alcohol Program
- Healing Hearts Rape Crisis Center
- Healthy Transitions Program - Project Tulaika

INPATIENT PROGRAMS

- Adult Inpatient Unit (16 beds)
- Child Inpatient Unit (16 beds)
- Warrior Unit Isolation Home (5 beds)



463

TOTAL INPATIENT CONSUMERS ADMITTED
2018: 474 | 2019: 435



PREVENTION & TRAINING (P&T) BRANCH

P&T Grant Programs:

- Prevention Education and Community Empowerment (P.E.A.C.E.)
- Guam Focus on Life (GFOL)
- Partnerships For Success (PFS)



6,088

INDIVIDUALS WERE TRAINED/ PARTICIPATED IN P&T EVENT

2018: NOT REPORTED
2019: 1,476

This branch provides training, technical assistance and educational opportunities for program managers, community leaders, and youth and adult volunteers. Types of training offered include: suicide prevention, substance use prevention, mental health promotion, prevention workforce development, and community engagement.

24/7 CRISIS SERVICES

GBHWC provides access to a Crisis Hotline that operates 24/7. Additionally, consumers are able to walk-in at the main facility in Tamuning as GBHWC also provides 24/7 Crisis Intake Services.



CRISIS HOTLINE

(671) 647-8833/4

212

ALL OTHER CONSUMERS SCREENED AT INTAKE
2018: 96 | 2019: 198

*These services are provided by several federally funded grant programs to include: Mangaige Ham (We Are Here), Emergency COVID-19 Grant, and Emergency Response for Suicide Prevention (ERSP). See COVID-19 highlight on page 4 for more details.

RESIDENTIAL RECOVERY PROGRAM (RRP)

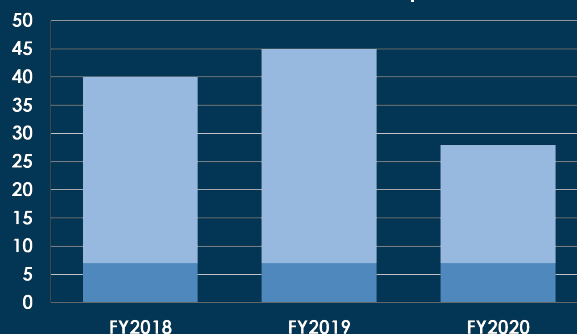
- Serenity Child Group Home (4 beds)

- Adult Group Homes:

- Guma Pahong (4 beds)
- Guma Asusena (5 beds)
- Guma Serenidad (12 beds)

28

TOTAL RESIDENTS
2018: 40
2019: 45

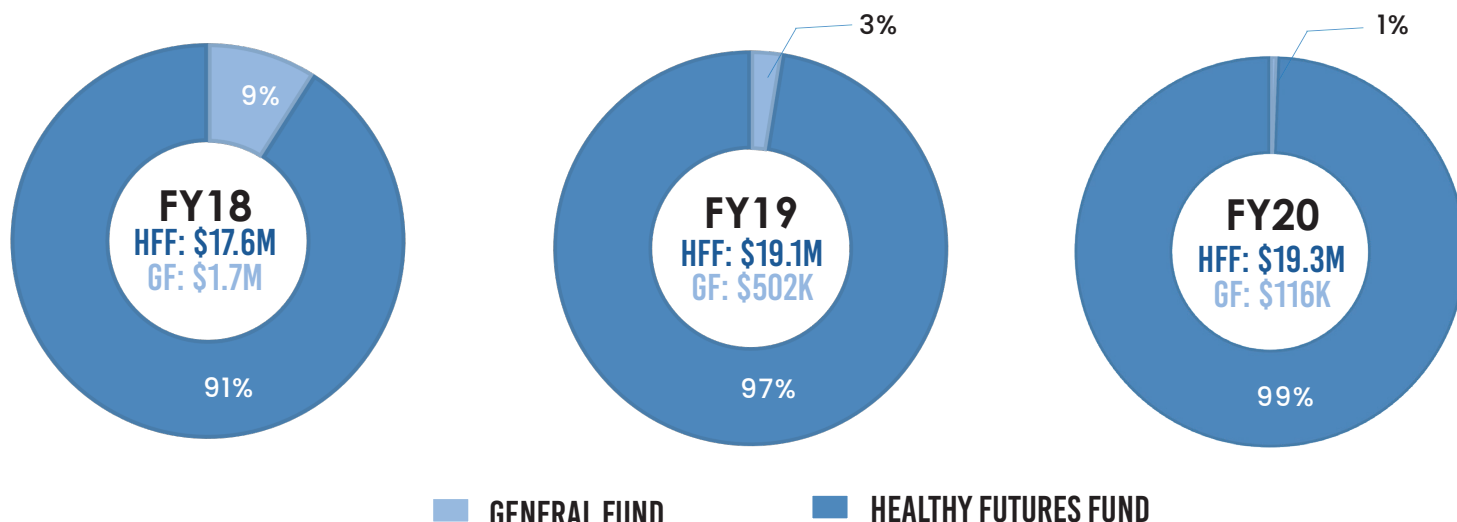


\$19.4M

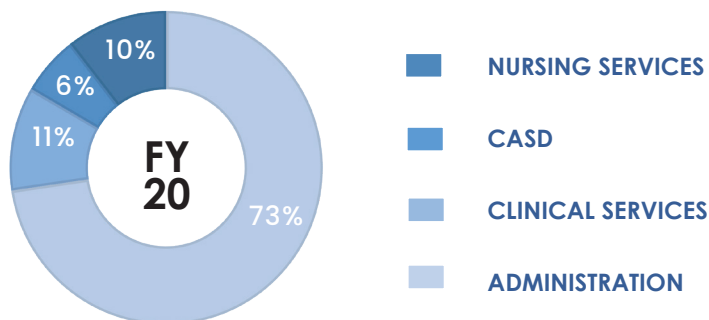
IN EXPENDITURES
2018: \$19.3M
2019: \$19.6M



GBHWC is funded by the Government of Guam's General Fund and Healthy Futures Fund for base operations. This information is derived from those appropriations/expenditures for the years indicated.



EXPENDITURES BY CATEGORY



	FY2018	FY2019	FY2020
ADMINISTRATION	14,724,784	14,922,401	14,112,172
CLINICAL SERVICES	1,464,090	1,686,343	2,082,374
CASD	1,293,526	1,272,637	1,189,087
NURSING SERVICES	1,861,485	1,725,716	2,036,428

Expenditures are broken down into four major categories: Administration, Clinical Services Division, Child Adolescent Services Division (CASD), and Nursing Services Division. Administration includes all Professional Support Unit medical staff: Psychiatrists, Psychologist, Pharmacists, and Medication.

ADDITIONAL FUNDING SOURCES

GBHWC continues to aggressively pursue federal funding through grant opportunities that are aligned with its overall mission and vision. This additional funding allows GBHWC to augment existing support services.



\$6.61M

FEDERAL DOLLARS
2018 \$2.96M
2019 \$4.32M

MILESTONES

\$740K



TOTAL REVENUES FROM
BILLING/CLAIMS

2018: \$17K

2019: \$106K

The establishment of
GBHWC's billing office in
2019 increased billing
revenues by roughly **7X**
more in 2020.

As a result of
hiring a full-time
pharmacist in
2019, the total
number of
prescriptions filled
at GBHWC
increased by
206%.



13,184

TOTAL PRESCRIPTIONS
FILLED

2018: 7,184

2019: 6,392

COVID-19 HIGHLIGHT



GBHWC remained committed to serving the community by adhering to new operational norms while expanding its reach to accommodate the increased demand for mental health services, both of which were a direct result of the Covid-19 pandemic. Such services include the implementation of telehealth services, the establishment of 24/7 crisis hotline and intake services, and the opening of an isolation home known as the Warrior Unit for COVID-19 positive consumers.

ADDITIONALLY, GBHWC HELD ITS FIRST ANNUAL
VIRTUAL REGIONAL CONFERENCE ON SUBSTANCE
USE DISORDERS AMONG PACIFIC ISLANDERS.



OUTLOOK



1. Achieve CARF re-accreditation for another three years



2. Open GBHWC's 3.7 Drug and Alcohol Detox Unit



3. Develop behavioral health and substance use programs at Department of Corrections



4. Establish a doctoral Psychology Internship Program to recruit psychologists for GBHWC