



**GUAM BEHAVIORAL
HEALTH & WELLNESS
CENTER**

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PROGRAM PLAN DESCRIPTION
RAPE CRISIS INTERVENTION/HEALING HEARTS PROGRAM

The Healing Hearts Crisis Center incorporates a holistic approach for individuals who may have experienced a sexual assault or have been a victim of sexual abuse. Regardless of when the assault occurred or the age, ethnicity, gender or disability of the victim, Healing Hearts offers a supportive, healing atmosphere with caring people to assist them in regaining feelings of safety, control, trust, autonomy and self-esteem.

Services provided consist of the two primary areas of medical and social work. Medical services include acute and non-acute medical examinations, collection of forensic evidence for the Guam Police Department Sexual Assault Kit, testing and/or treatment for sexually transmitted infections and emergency contraception. Social Work services include intake assessments and crisis intervention, short-term case management to coordinate services and referrals for counseling, legal assistance and other client needs as well as child forensic interviews for victims between 3 and 15 years of age. Healing Hearts also provides community outreach, education and prevention services in the general public as well as to local schools. All Healing Hearts services are free of charge to the client, supported through Federal grants and local government funding sources

Mission/Philosophy

Sexual assault, be it rape or abuse, is a traumatic experience for an adult or child and calls for a very supportive and emphatic response in order to begin healing. It is the mission of Healing Hearts to provide support and immediate intervention of emotional distress victims of sexual assault. Healing Hearts offers a supportive, healing atmosphere with caring people to assist them in regaining feelings of safety, control, trust, autonomy and self-esteem.

Goals/Objectives

The program assists individuals to regain feelings of safety, control, trust, autonomy and self-esteem.

Location

In an effort to keep the clients as safe as possible, the location of the office is given via telephone.

Days/Hours of Operation

- Monday- Friday from 8:00 AM – 5:00 PM excluding Government of Guam Holidays

- Immediate services are available afterhours, weekends, and holidays on an on-call basis.

Accessibility

- Office setting with private offices, exam room, meeting rooms for treatment team meetings, family meetings, etc.
- Intakes are available by appointment or as a walk-in basis
- Most services are available on a walk-in basis
- Contact number: 647-5351

Services Provided

- Assessments
- Crisis interventions
- Medical examinations: Acute and non acute examinations
- Collection of forensic evidence
- Testing and treatment for sexually transmitted infections (STI)
- Emergency contraception
- Short-term case management
- Child forensic/multidisciplinary team interviews
- Referrals and linkage to support services including counseling and legal assistance
- Educational outreach and prevention services in the general public and schools.

Referrals to additional rape crisis services:

- Individual or family counseling needs referred contracted therapists
- Trauma due to emotional, physical, or sexual abuse and neglect are reported and referred to Child Protective Services (CPS) or Adult Protective Services (APS)
- Protective or restraint orders referred to Guam Legal Services
- Emergency shelter needs referred to Alee Shelter, Guam San Jose, Oasis, Sanctuary, Inc., or Victims Advocate Reaching Out (VARO) Emergency Shelter

Service Population

- Individuals with a history of sexual assault or sexual abuse

Entry/Exit Criteria:

A. Entry Criteria

1. The individual has a history of sexual assault or sexual abuse; and

2. The individual (or parent/guardian in cases of minors unable to communicate verbally) voluntarily consents to services.

Exit Criteria:

1. The client's crisis situation has been resolved to the extent that other needed services can be provided through outside agencies.
2. Consent for treatment is withdrawn by the client or parent/guardian and it determined that the individual has the capacity to make an informed decision.
3. The client or parent/guardian is competent and non-participatory in treatment, or in following the program rules and regulations
 - A. Non Participation is documented through two phone call attempts and a notification letter sent to the address listed on the intake document

Payer Sources

- Government of Guam
- Federal Grants

Fees

- All services are free of charge however

Referral Sources

- Guam Police Department, Child Protective Services, Guam Department of Education, Office of the Attorney General and Self or family referral.
- 24- hour crisis hotline

Staffing/Program Capacity

B. Program Capacity:

- Healing Heart is the only entity in Guam providing crisis intervention for sexually abused individuals. Healing Hearts served one victim at a time; and has served approximately 90 consumers annually.

C. Staffing Ratio:

- Healing hearts has 5 full time staff
 - Program manager
 - Certified sexual assault nurse examiner –
 - Forensic Interviewer: Bachelor of Social Work
 - A social worker/case management – Bachelor of Social Work
 - Community Program Aid
- Contractual Services

- Part-time Medical Consultant : MD, FACP
- 4 on Call examiners
- 4 on call examiner Assistants

Needs Assessment:

Guam has one of the highest rates of reported rape and or sexual assault in the country. Guam's per capita rate of reported forcible rape is more than twice the national average according to national and local statistics. Since 2009 the number of reported forcible rapes in Guam has risen from 29 to 110 reports in 2014. The national rate according to Federal Bureau of Investigation (FBI) unified crime report is 25.2 reported rapes per 100,000 people. In 2013 Guam had a rate of 64.2 reported rapes per 100,000 people.

Caseload Characteristics/Need That the Program Is addressing (including special populations)

Healing hearts served 92 consumers from Aug 2015 to July 2016. Of these consumers, 67% were minors aged 6-7 and 8.6% were below 6 years old, and 20% were adult between the ages of 18-40 years old.

Demand for this Service

Healing Heart is the only rape crisis center in the island of Guam servicing at least 90-100 consumers annually. Intake would range from four to seven (4-7) cases monthly. 98% of all rape kits are conducted at healing hearts.

Geographic/Cultural Needs and/or Barriers

Service Philosophy Chosen/Description of Services:

- Victim and Patient centered, non biased

Treatment Modalities/Disciplines

- Trauma- Informed Cognitive-Behavioral Therapy
- Medical services: guided by the National Protocol for Sexual Assault Medical Forensic examination for both Pediatric and Adult/Adolescent population.
- Forensic/Multidisciplinary Team interviews are guided by the American Professional Society on the Abuse of Children Practice Guidelines for the Forensic interviewing in cases of suspected child abuse.

Referrals/Discharge/Follow up

- Consumer may choose to leave the program at any time.
- When a person leaves the program, staff members will conduct follow-up contacts at 3 months post-discharge.

Grievance/Rights Procedures

- Upon admission to the program all person served are informed of their rights, consent for release of information, and right to privacy as defined by state and federal laws.

Evaluation/Outcomes:

A. Access

- 90% of clients will receive an intake within 5 business days of first contact

B. Efficiency/Service Utilization

- 90% of clients needing case management will be completed within 10 weeks

C. Effectiveness

- 90% of clients will successfully complete the program

D. Satisfaction



