

Welcome and Hafa Adai!

At Guam Behavioral Health and Wellness Center (GBHWC), we do our best to provide you with a positive experience. Regardless of what may have brought you to our services, there is hope. We believe in you and we are here to help you.

This booklet will provide you information about the services of the Child Adolescent Services Division (CASD) and about the I Famagu'on-ta Program. There is a lot of information within this booklet so please keep it and refer back to it as you have questions. You are also welcome to ask any staff person questions about our services.

Location, Office Hours, Telephone and Fax Number:

We are located at 215-A Chalan Santo Papa, J&G Complex Suite 106-109 F in Hagatna, Guam. Our Office hours is from 8:00 a.m. to 5:00 p.m. Monday through Friday. Our Intake schedule is from 8:00 a.m. to 3:00 p.m. We are closed on weekends and on Government of Guam Holidays. Flexible hours after 5:00 p.m. and weekends may be available by appointments only. Our telephone numbers are: (671) 477-5335/5349. Fax (671) 477-5330.

After hours Emergency Services:

Please go to our main GBHWC Building in Tamuning, open 24 hours, 7 days a week via the Security Guard front door.

Crisis Helpline: (671) 647-8833/4

Vision and Mission:

Our Vision is a community that enhances the system of care philosophy and core values which are: person-centered, youth guided, family driven, strength based, culturally and linguistically relevant and least restrictive community based services.

Our Mission is to provide the highest standard of care and strengthen our island community by enhancing every person's emotional and behavioral health through evidence-based practices that is person-centered and culturally responsible.

As part of Guam Behavioral Health and Wellness Center, CASD also subscribes to the overall vision and mission of the agency. GBHWC's vision statement is "a healthy island, committed to promoting and improving the behavioral health and wellbeing of the community, and the mission is "to provide culturally respectful quality behavioral health services that support and strengthen the wellbeing of the person served, their families and the community in a safe environment."

The I Famagu'on-ta Program and the System of Care Philosophy and Guiding Principles:

CASD and the I Famagu'on-ta program subscribes to the System of Care philosophy and to the following guiding principles:

- Access to a comprehensive array of service
- Individualized services using the wraparound approach
- Least restrictive environment
- Full family participation
- Integrated services
- Care coordination
- Early identification and intervention
- Smooth transitions
- Rights of the child protected
- Non-discriminatory and culturally appropriate
- Collaboration among all stakeholder

The System of Care Philosophy is the coming together of all the service provider network (public and private) in partnership with the child and family to address the complex and changing needs of the child, youth and family through the wraparound approach. A child and family team, better known as the Wrap Team is formed with the child, family, natural supports and service providers. The assigned Social Workers also known as the Care Coordinator or Wrap Coordinator facilitates the wrap meeting. A Wrap Plan or treatment plan is usually the outcome of a wrap meeting and is signed off by the child, parent and all team members.

The I Famagu'on-ta program is Guam's first Child Mental Health Initiative (CMHI/2002, federal grant) in reforming mental health services for children and youth with serious mental health conditions and their families. This initiative promotes the development, implementation and sustainability of system of care for children, youth with severe mental health conditions and their families.

CASD available services:

Our services consist of two categories: Short-term and Long-term.

Short-term care is provided over a 3 to 6-month period for less intense life situations.

Long-term care is provided beyond the 6-month period and up to 18+ months. Long-term services are for intense life situation and requires a full wraparound approach.

How one gets enrolled in CASD-I Famagu'on-ta to access services:

The first step to receiving services is to complete the referral form as to the reason and the need for seeking our services. The referral has to be signed by the parent or legal guardian of the minor. **You would be asked to provide a photo identification.**

Family and Youth Orientation is provided before or after the Intake assessment based on your convenience. The orientation is very important as it provides you with important information as well as answers to questions that you might have.

The **Intake assessment** is conducted by a social worker and it can take up to more than an hour time depending on the given situation. You will be asked to take a photo of your child to be placed in your child's clinical record to positively identify your child.

After the intake assessment documentations have been completed, it goes to a case staffing process and a Care Coordinator is then assigned to work with you. The Care Coordinator would be contacting you within 10-12 days after the completion of your intake to make a visit with you and your child. The Care Coordinator would spend some time getting to know you and your child to best understand your story and help you meet your needs.

The following are some of the main services that we provide: Please ask any of our staff person to explain any of the services on this list if you need more information.

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- Intake assessment
- Care Coordination
- Therapy/Counseling; includes individual, play therapy and family therapy.
- Psycho-educational skill building and Therapeutic Groups:
 - “Chill-out” group available for middle school and high school students.
 - “Sunshine” group for 6-8 year olds.
 - “Good grief” group for loss issues
 - “#relationshipgoals” for middle school and high school students
 - Collaborative Problem Solving (CPS): parenting training module
- Individual Education Plan (IEP) training
- Psychiatric evaluation and Services:
 - Crisis intervention
 - Medication Clinic
 - Medication Management
 - Child Inpatient Unit for acute care; observation and for stabilization
- Parent Personal Leadership development
- Youth Leadership Training

- Therapeutic Group Home, Residential.
- SERENITY, step down, Residential.
- Referral Drug and Alcohol Assessment through D&A and Sanctuary
- Referral to Healing Hearts for sexual assaults and abuse
- Wraparound graduation available upon completion of treatment/wrap plan
- Transition to adult service for continuation of mental health service beyond age 17, if needed and desired.

Community Outreach:

We are involved in community activities such as out-reach promoting public awareness with our community partners. Some of these out-reaches are the “Healthy Mother, Healthy Babies, Head Start Fair, Career Fairs at Different schools, Child Abuse Prevention Month In April, etc. The month of May is national and local Mental Health Month and throughout the month we have various activities going on such as the Mental Health Proclamation by the Governor, public open house, displays and awareness rallies. In December we hold our annual Family Christmas Cheer. We invite you to join with us in many of these community activities.

Appointments: and Cancellation:

Our services are available by appointment or on a walk-in basis. Intakes are on a walk-in basis between the hours of 8:00 a.m. to 3:00 p.m. Counseling and all the others are by appointment.

As soon as you know you cannot come to your appointment, please call the office at (671) 477-5338 to cancel. If you are cancelling your medication clinic appointment, you must call the medication clinic at least 12 hours in advance to cancel. The number to call is: (671) 647-5352/5345. Medication clinic appointments are very valuable and we would like the opportunity to offer your appointment time to another person in need.

Fees:

Currently, there are no fees for our services, however, we still collect insurance information for data and funding purposes. Please provide an up-to-date copy of your insurance during the Intake Interview. We are able to provide our services free of charge to you as a result of local appropriations and from federal grant(s).

Your Lead provider:

Our CASD-I Famagu'on-ta services use a multidisciplinary treatment team approach. The teams may comprise of social workers, counselors, family partners and peer specialists. Every child or youth that is enrolled in our service from the very beginning gets assigned to a Care Coordinator who is the Lead Provider. Once care coordination services are completed and no other services are needed from the Care Coordinator, other than for example the continuation of medication or counseling, the minor is then transitioned to medication only or counselling service only until

these services are no longer needed. Should a need for a care coordination surface after the transition, the psychiatrist as well as the counselor could request for care coordination to be reinstated. This request will be presented during case staffing and the assigned Care Coordinator would most like resume the care coordination. If medication or counseling is no longer needed, and the services are to end, the medication clinic nurse will notate closure with the medication service and the counselor will notate the completion of the counseling service in the minor's electronic health record.

Wrap Plan/ Treatment Plan:

The Care Coordinator will work with you and your parents in developing your individualized wrap plan or treatment plan. Together you will identify your goals to meet your needs. Remember, this is your treatment plan so we encourage you to provide input and give frequent feedback on your progress toward your goals or when you want to make some changes.

Completing your treatment:

The eventual goal of behavioral health treatment is to help you learn life skills, gain confidence, independence and have the best life possible with your family and within the community, as you continue your recovery and wellness.

Wraparound Graduation:

When you and your wrap or treatment team determine that you have met your treatment goals and care coordination or wraparound coordination is no longer indicated, your Care Coordinator will recommend that you participate in the wraparound graduation to acknowledge your accomplishments. This special event is attended by your wrap team members and is a celebration honoring you and your parents/family.

Discharge:

Effective treatment requires regular participation from you. Our System of Care and Wraparound policy requires parental participation for successful treatment outcome. This is a partnership between us, you and your child and if you chronically miss your child's appointments, not show up for important meeting, we will administratively discharge you for no activity after 90 days.

We will make every attempt to contact you by phone, even attempt a home visit and if all fails, we will send you a letter before you are discharged from our services. If you do not contact us within two (2) weeks of receiving the letter, we will discharge you for non-participation in your treatment.

You can always return to our services after you are discharged but you will have to go through the screening, intake and orientation process again.

Follow up structured phone interview is made 30-90 day after discharge to find out how you are doing and to give you an opportunity to provide us feedback about our services. The information you provide in the phone interview is confidential and is used as part of our quality improvement process.

Your Rights and Responsibilities:

GBHWC is committed to supporting and promoting your rights. When you go through an intake assessment, you will be given a statement of consumer rights and responsibilities. Your intake worker will go through this with you as part of your orientation to services, and then you will take it home to read more thoroughly and keep for your records. Your rights talk about what you can expect as a client of GBHWC and ICASD-I Famagu'on-ta and your responsibilities talk about what we expect from you and how you can have an impact on the outcome of your treatment.

Although you have the support and encouragement of your treatment/wrap team, your recovery depends a lot on you. We need you to work in cooperation with your team and take a leadership role in a spirit of mutual trust and respect.

Your Privacy and Confidentiality:

GBHWC is committed to protecting the privacy of its clients and ensuring that the personal information we receive is kept safe, secure, confidential, accurate and up to date. GBHWC employees who have access to your records shall abide by the Health Insurance Portability and Accountability ACT (HIPAA) and are bound by ethical standards and the HIPAA Privacy Rule.

GBHWC collects information about your health and stores it in chart, which is called your mental health record. GBHWC keeps both hard copy documentation and electronic behavioral health records. We need this information to provide you with quality care and create a record of the care, treatment and services you receive.

When you go through an intake assessment, you will be given a notice of privacy practices. Your intake worker will go through this with you and then you will take it home to read more thoroughly and keep for your records. You will also receive instructions regarding GBHWC Authorization to Release Mental Health Records which also includes specific instructions regarding sharing information about domestic violence and sexual assault.

Mandated Reporting:

GBHWC personnel are considered mandated reporters for suspected child abuse or neglect and for the elderly and adults with disabilities. Guam law requires any person who, in the course of his or her employment, occupation or practice of his or her profession, comes into contact with children, elderly or adults with disabilities to report when he or she has reason to suspect on the basis of medical, professional or other training and experience that a child, elder adult or adult with a disability has been abused or neglected and 10 GCA Chapter 2 S 2952 for suspected abuse of the elderly or adults with disabilities.

CASD-IFamagu'on-ta takes this role very seriously, and as a result, a referral will be made for all children who come into our facility, given that a disclosure of sexual assault or abuse mandates us to report these suspicions to Child Protective Services or the Guam Police Department.

Complaints and Grievances:

GBHWC strives to promote consumer's access to high quality services by responding to consumers' concerns in a sensitive and timely manner. We provide consumers with an easily accessible, problem resolution process for resolving issues whenever possible. We are committed to listening to consumers' and other stakeholders' complaints and responding in a fair, timely and respectful manner. All complaints will be given due consideration without reprisal, discrimination and barrier to services. Complaints regarding CASD-IFamagu'on-ta services shall be addressed within five (5) working days.

The notice of privacy practices document which you will receive during the Intake assessment also contains details of how you can file a complaint with GBHWC if at any time you believe your privacy rights have been violated or are otherwise dissatisfied with services you have received. Any complaints can also be filed with Guam Legal Service Corporation.

Contraband:

The following items are not allowed at our facility:

Illegal and illicit drug

Alcohol

Weapons or any instrument or device that is designed to cause bodily injury

If we have reason to believe you are carrying a weapon, alcohol, or illegal or illicit drugs, a bag search may be initiated prior to letting you enter the building. If these items are brought to the facility, they may be confiscated and legal authority (i.e., Police) may be notified.

Smoking:

Individuals may smoke outside the facility but must be at least 20 feet from the building, smoking is prohibited in all GBHWC/ Government vehicles.

Waiting Area:

Once you have checked in, please wait in our designated waiting area. Your clinician will come to the waiting area to greet you. If you are with young children, please maintain close supervision of them. You may not leave them unattended in the waiting room area during your appointment.

Soliciting:

Soliciting of any kind and selling of any goods (i.e. car wash tickets, lunch plates, etc.) is prohibited.

Cell Phones:

Please turn off your ringer, game noises, etc. when in the building. Please be respectful when talking on your cell phone in our waiting area or step outside.

Aggressive Behavior Policy:

GBHWC strives to be safe place for our staff, clients and visitors. Everyone is expected to treat each other with respect. We ask that you are polite during interactions with others. GBHWC has a **zero tolerance policy for aggressive behavior**. Aggressive behavior is defined as yelling, swearing, using offensive language, name calling, pushing, physical fighting, throwing objects, acting in an aggressive manner; or making racist, sexist or homophobic comments.

Threats of harming or fighting with another individual violate the rights of others and are taken seriously. If you have a conflict with another individual, please ask staff to help you resolve the situation.

If an out-of-control situation occurs, we will ask you to leave our premises and if inappropriate the Police may be called.

If you intentionally damage GBHWC property, you are responsible to fix the damages. Please understand. As a client, you are still subject to the laws of Guam.

Safety Information:

Your safety is our priority! In case of an emergency **call 911**.

If there is ever an emergency while you are in the building, please follow instructions from the nearest staff member and/ or follow the emergency exit route maps posted throughout the building.

- Please notice where the "EXIT" signs are located
- If you hear the fire alarm or see flashing lights please proceed to the nearest exit immediately and assemble at the front of the building, a safe distance away from the building. Do not stand in the roadway as this may block the emergency vehicles responding to the situation.
- If we go into lockdown, calmly go into the nearest room with a staff member and follow their instructions.
- If there is an earthquake, drop, cover and hold. Once the shaking stops follow the nearest staff member outside the building.
- In the event of a typhoon, we close when Condition of Readiness (COR) 2 is announced by the Governor and re-open when the Governor announces COR 4. Before and after a potential storm, please listen to the news and radio to determine whether we are open or closed for business.

Code of Ethics:

The GBHWC Code of Ethics describes the behavior you can expect from every GBHWC employee including administrative and clinical staff, volunteers, and interns. A summary of our Code of Ethics is below. The full Code of Ethics is posted in our waiting areas for you to reference however, if you would like a copy, please ask and we will be happy to provide a copy for you.

- We are prohibited from engaging in relationships (i.e., sexual intimacies, dating, etc.) with active or previous clients and do not provide services to individuals with whom we have engaged in relationships in the past.
- To avoid exploitation, we are prohibited from accepting gifts of substantial value from clients.
- We respect your privacy and keep your information, administrative or clinical, which pertains to the client in a public place.
- We are prohibited from discussing any information, administrative or clinical, which pertains to the client in a public place.
- In connection with our work, we shall not discriminate based on race, color, sex, sexual orientation, age, religion, national origin, marital status, political belief, mental, or physical disability, or any other preference or personal characteristics, condition or status.
- We respect your right to hold values, attitudes, and opinions that differ from our own and in our work we refrain from imposing our personal values and religious beliefs on you.
- We are held to the specific ethical guidelines of our professional discipline. If a staff member is found to be in violation of an ethical standard, they may be reported to their ethical review board and/ or licensing board.

12 Reasons Why...
System of Care and Wraparound Works

Agencies serve the same child or youth and family

No one agency can do it alone

Partnership between agencies and families are created

Services are individualized, coordinated and are integrated

Empowers the child, youth and family

Wraparound serves families well

Improves lives of child, youth, family and community

Eliminate the “running around” for families

Use of non-traditional services and cultural and natural supports

Reduces juvenile delinquency

Cost effective both in human lives and economy

It is the RIGHT thing to do!!!

**CHILD ADOLESCENT SERVICES DIVISION (CASD)
I FAMAGU'ON-TA STAFF:
2017-2018**

ADMINISTRATOR: Annie F. B. Unpingco, MSW, LCSW, LPC

DATA ADMINISTRATIVE CLERK: May Joy D. Ordon

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YOUTH COORDINATOR:

Esther Figir

FAMILY PARTNERS:

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Rolinda Martinez, PT I
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Lynette Valdez, PT I
Julie Cruz, PT I

Stephanie Aguon, PT I
Thomas Talavera, PT I
Francisco Salas, PT I
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SYSTEM OF CARE EXPANSION- IMPLEMENTATION GRANT STAFF

PROJECT DIRECTOR: Carissa Pangelinan
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SOCIAL MARKETING: Nia Serneo
DATA ADMINISTRATIVE CLERK: Jesse Libby
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PEER SPECIALISTS: Jenny Lou Quichocho and Josephine Santos