



EDDIE BAZA CALVO  
GOVERNOR

RAY TENORIO  
LIEUTENANT GOVERNOR

GOVERNMENT OF GUAM  
DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES  
DIPATTAMENTON SALUT PUPBLEKO YAN SETBISION SUSIAT



JAMES W. GILLAN  
DIRECTOR

LEO G. CASIL  
DEPUTY DIRECTOR

AUG 09 2016

Honorable Judith T. Won Pat  
Speaker  
33<sup>rd</sup> Guam Legislature  
155 Hessler Place  
Hagatna, Guam 96910

Office of the Speaker  
Judith T. Won Pat, Ed.D

Date: 08-10-16  
Time: 4:18 pm  
Received By: [Signature]

Dear Madam Speaker:

Attached is the fiscal year 2016 third quarter report of activities and inventory of non-expendable property of the *Guma* San Jose shelter. This is in compliance with Public Law 33-66, Chapter XIII, Section 6, relative to reporting requirements for non-profit organizations.

Should you have any questions or need additional information, please contact Ms. Linda B. Rodriguez, Human Services Program Administrator for the Bureau of Social Services Administration at 475-2653/2672. We appreciate your continued support.

Sincerely,

JAMES W. GILLAN

Attachment

Cc: Office of Public Accountability



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AUG 09 2016

**RECEIVED**  
OFFICE OF PUBLIC ACCOUNTABILITY  
BY: LP  
DATE: 8/10/16  
TIME: 4:05  AM  PM

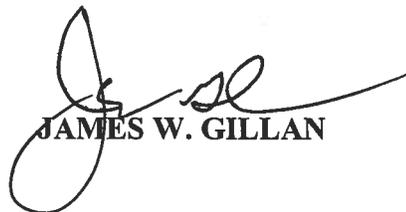
Doris Flores Brooks, CPA, CGFM  
Public Auditor  
Office of Public Accountability  
Suite 401, DNA Building  
238 Archbishop Flores Street  
Hagatna, Guam 96910

Dear Ms. Brooks:

Attached is your copy of the fiscal year 2016 third quarter report of activities and inventory of non-expendable property of the *Guma* San Jose shelter. This is in compliance with Public Law 33-66, Chapter XIII, Section 6, relative to reporting requirements for non-profit organizations.

Should you have any questions or need additional information, please contact Ms. Linda B. Rodriguez, Human Services Program Administrator for the Bureau of Social Services Administration at 475-2653/2672. We appreciate your continued support.

Sincerely,

  
JAMES W. GILLAN

Attachment



**Catholic  
Social  
Service**

*Catholic Charities Guam*

234A U.S. Army Juan C. Fejeran Street

Barrigada, Guam 96913

Tel: 671-635-1406 Fax: 671-635-1444

Email: [css@guam.net](mailto:css@guam.net)

Website: [www.catholicssocialserviceguam.org](http://www.catholicssocialserviceguam.org)

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President / Chairman  
Board of Trustees

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Executive Director

Ronald Carandang  
Deputy Director

**DEPARTMENT OF PUBLIC HEALTH & SOCIAL SERVICE**

P.O. BOX 2816

HAGATNA, GUAM 96932

**3<sup>rd</sup> QUARTER REPORT**

**CONTRACTOR:** CATHOLIC SOCIAL SERVICE

**ADDRESS:** 234A US ARMY JUAN C. FEJERAN STREET  
BARRIGADA, GUAM 96913

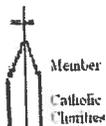
**PROJECT TITLE:** GUMA SAN JOSE HOMELESS SHELTER  
MAIN SHELTER

**MONTH:** April, May, June 2016

**FISCAL YEAR:** 2015-2016

**SUBMITTED BY:** *Terry Mortera*  
TERRY MORTERA  
PROGRAM MANAGER

**APPROVED BY:** *Diana Calvo*  
DIANA B. CALVO  
EXECUTIVE DIRECTOR



**QUARTERLY REPORT  
DEDEDO & ORDOT SHELTERS  
April, May, June FY 2015-2016**

**No. of Staff: 14/15 (Vacant Position: x1 Case Worker)**

**No. of Clients/Dededo Shelter: 169      No. of Cases: 62      Waitlist Cases: 52**

**No. of Clients/Ordot Shelter: 15      No. of Cases: 26      Waitlist Cases: 18**

**DEDEDO SHELTER**

**Placement:**

- One (1) case or four (4) individuals moved to a house in a ranch after the head of household was hired by the owner of the ranch (case number 21644).
- One (1) case or two (2) individuals moved to a pastor's container house (case number: 21638).
- One (1) case or six (6) individuals moved back to the relatives' house (case number: 41622)
- One (1) case or four (4) individuals moved back to the relatives' house (case number : 41624)
- One (1) case of five (5) individuals moved to a duplex house with their own saving (case number: 31638)
- One (1) case or four (4) individuals and another case of two (2) individuals moved to Expansion Unit 8 (case number: 41612 and 41629)
- One (1) case or two (2) individuals moved to Expansion Unit 2 (case number : 41610)
- One (1) case of four (4) individuals moved to a house with their own saving (case number: 61602)
- One (1) case of two (2) individuals moved to a relative's house (case number: 61628)

**Emergency Housing (EH):**

- Thirty-three (33) cases or one hundred one (101) individuals were housed overnight because there were no available rooms for the 60 day program, also they did not have necessary documents at the time of intake.

**Walk In Assistance:**

- A male individual came in to request for food assistance (canned food) six (6) separate times and shower service thirty (30) times. He is receiving income and staying with his relatives and does not need shelter assistance.
- A single female came in to request for food assistance and personal hygiene twelve (12) separate times. She lives in her car and does not want to stay in the shelter (GSJ). She did not receive income in June.
- A male individual came in to request for food and shower service once.
- A male individual who was a former client of the shelter came in to request for food and shower assistance seven (7) separate times. He sleeps in his car and came to the men's shelter three (3) times April for emergency housing and became a client of 60-day shelter program.
- A single female came in to request for food assistance two (2) separate times.

- A single man came in to request for food assistance once. This former client at the Main Shelter with his girl friend exits out voluntarily because it was very hard for them to follow the rules in the shelter.
- A former client of two (2) individuals in Main Shelter came in to request for food assistance once.
- A current client at Main Shelter came in to request for shower service once before he moved in.
- A female individual and her common-law husband came in to request for food and shower assistance two (2) separate times.
- A family of widow and her two adult children came in to request for food assistance once.
- A single male came in to request for food assistance and hygiene product once.
- A single female came in to request for food. She said that she did not need the shelter service.
- A family of eight (8) came in to request for shower service five (5) separate times. Head of household said they are waiting on inspection of an apartment to be approved by Salvation Army. They have income and receive SNAP.
- A couple came in to request for food assistance once. They do not have income though they are not homeless.
- A single male came in to request for shower assistance once. He is a person with disability and unemployed, receiving SNAP and welfare.
- A single male came in to request for food once. He said that he is unemployed and needs shelter.

#### **Voluntary Exit:**

- A family of seven (case number: 31608) moved out due to a son's medical check-up in Hawaii.
- A family of three (case number: 31603) moved out without informing to any workers.
- A family of two (case number: 51619) moved out to a ranch in Yigo.

#### **Eviction:**

- One (1) family or five (5) individuals was evicted due to the no-call-no-show (case number: 41628)
- One (1) case of single woman was evicted due to the no-call-no-show (case number: 41623)
- One (1) family of four (4) individuals was evicted due to the no-call-no-show (case number: 41616)

#### **Work Assistance:**

- Two (2) cases were assisted in obtaining an employment. The fee for police and court clearance was taken from GSJ donation account in order to process the client with employment. (case number: 21644, 31635).
- One (1) case was assisted in receiving money from Department of Labor for which client had filed earlier at Wage and Hour Division after he did not receive his wage from his former employer (case number 21644). The client was able to purchase a second-hand car with the money.
- One (1) case of single individual was assisted in obtaining an employment. She was recommended and guided to go to American Job Center and she was able to be hired as a Security Guard (case number: 41623)

## **ORDOT SHELTER**

The shelter is still being operated under a temporary permit pending an inspection by the Department of Public Works. In order to pass the inspection, a certified electrician needs to inspect and certify the electricity at the shelter. CSS Support Service had paid a contractor, but work has not yet been done.

### **Placement:**

- One (1) individual (#41606) moved out to the Philippines and joined with his family.
- One (1) individual moved out to an apartment with his own savings (case number: 61601).

### **Emergency Housing (EH):**

- Eighteen (18) cases or eighteen (18) of individual male were housed overnight and moved out the next day because there was no available bed at the time of intake.

### **Walk-In Assistance:**

- None for this reporting period.

### **Voluntary Exit:**

- None for this reporting period.

### **Eviction:**

- One (1) individual (#31625) evicted due to the no-call-no-show for four (4) days.
- One (1) case or one (1) individual male was evicted due to no call no show for 2 days (case number: 51609).

### **Work Assistance:**

- One (1) case of single individual was assisted in obtaining an employment. He was hired as a Security Guard and was planning to look for another job through the American Job Center in April. Same individual was able to be hired in June at PIC Hotel with higher payment. Client was used to bike to work and bought a used car with his own savings. (case number: 51612)

### **Consolidated Dededo/Ordot Pending Work as submitted to CSS Support Services:**

1. Repaint floor in Lanai area. (needswater blasting)
2. Repaint several client rooms
3. Six (6) hallway lights need replacement
4. Replace 6 emergency lights
5. Certification of electricity by a certified electrician. (Ordot)
6. Left wing sink is leaking and needs some plumbing work done. (Dededo)
7. Left wing sliding pantry door needs repair or replacement. (Dededo)
8. Right ADA rest room water leak in the wall.(Dededo)
9. Staff bathroom vent need replacement. (Dededo)
10. Laundry room sink clogged (Dededo).
11. Left wing ceiling fan light needs repair.
12. Two (2) door knobs need replacement. (Dededo)
13. Two (2) light fixtures need replacement (Dededo)
14. Need 200 each plug protectors.
15. Fence needs repair. (Dededo).

16. Laundry room's vent not working. (Dededo)
17. All six (6) AC Split units need repair/service contract. (Dededo)
18. Hallway vents need servicing, left and right wings
19. Single restroom left wing toilet not working.
20. Single left wing restroom GFCI plug needs repair.
21. Chest Freezer needs replacement.
22. Common area a/c needs repair. ( Ordot)
23. Unit 1 refrigerator needs replacement.
24. Ordot van's window needs repair.
25. Ordot van's brake repair.
26. Both shelters need water blasting and new paint job.
27. Ordot shelter living/common space tile needs replacement.
28. Ordot ceiling fans (2) two needs installation.
29. Dededo water treatment system needs installation for client use.

#### **Shelter Needs:**

1. Chest Freezer – need is for clients that buy their meat in bulk to save money.
2. Copy machine – need is to make photo copies for staff & clients.
3. Purchase 2 washers & dryers.
4. Purchase two (2) Computers & two (2) printers for Shelter Workers and Social Worker.
5. Purchase a 500 gallon tank to be used during water outages.
6. One (1) bush cutter – to cut grass around the shelters and to be used for training the clients.
7. Purchase one (1) water blaster.
8. Purchase one (1) Lawn mower.
9. Weed Blower.
10. Purchase a computer for the front office x2 push to talk or FRS radio as a communication tool between Shelter workers outside and main office
11. Internet needed for Men's Shelter.

#### **SERVICES PROVIDED:**

Transportation services were provided to and from both shelters; to job sites, job searches, job interviews, Catholic Social Service Office, home searches, workshops, sponsored dinners, The Salvation Army, Mayor's Offices, Superior Court, Public Health- Dededo, Public Health- Mangilao, SDA Clinic, GBHWC, AHRD, DOL, DOE, GHURA, super markets, etc.

Follow ups were made with The Salvation Army regarding applications for housing assistance. Follow ups were also made on applications that were submitted to various employers for employment via phone calls and transporting clients to and from the work sites.

- Total number of calls that the clients made from the office telephones was 2043.
- Total number of meals that were provided to clients were 23677 (excluding sponsored dinners and walk-in assistance). Thirty-one (31) cases or sixty-seven (67) individuals do not qualify with SNAP, and thirty-three (33) cases or fifty-four (54) individuals do not have any income. Other families/individual request for food because they were out of SNAP or cash.
- Total number of transportation that were provided to clients were 533 (excluding sponsored dinners).
- Total number of clients that used the computer services in Dededo was 0. There was no internet available in Ordot for the months of April, May, and June 2016.

## **PROGRAM ACTIVITIES:**

In collaboration with the staff, other agencies and organizations, monthly activities and plans are ongoing throughout Guma San Jose Homeless Shelter Program.

### **Clients:**

- April 6, 2016 – Sodexo-North provided dinner for the clients held at GSJ Lanai.
- April 7, 2016 – Sodexo-Central provided the dinner for the clients held at GSJ Lanai.
- April 8, 2016 – Sodexo-South provided dinner for the clients held at GSJ Lanai
- April 9, 2016 – Dolores Teitingfong family provided dinner for clients held at GSJ Lanai.
- April 13, 2016 – Santa Barbara School invited clients at their play. Clients were transported to and from the location. The play was cancelled due to the no power.
- April 14, 2016 – New Covenant Church provided dinner for clients held at GSJ Lanai.
- April 16, 2016 – University of Guam provided lunch for clients held at GSJ Lanai
- April 16, 2016 -- St. John's church provided the dinner. Clients were transported to and from dinner location.
- April 22, 2016 – Guam Telephone Directory provided the dinner at the Catholic Social Services main office. Clients were transported to and from dinner location.
- April 23, 2016 – Marie Pineda's family provided dinner for the clients held at GSJ Lanai.
- May 6, 2016 – Passport @ Hagatna Mayor's compound
- May 12, 2016 -- New Covenant Church provided dinner for clients held at GSJ Lanai.
- May 14, 2016 – Guam Serenity Lions Club provided lunch for clients held at GSJ Lanai.
- May 18, 2016 – Project Kaniru conducted the screening service for the clients at Social Worker's Room
- May 21, 2016 -- St. John's church provided the dinner. Clients were transported to and from dinner location.
- May 24, 25, 2016 – Micronesian Resource Center Workshop/ Outreach held at GSJ Lanai.
- May 25, 2016 – Project Bisita from DPHSS conducts screening for pregnant women and women with children under 3 months at GSJ Lanai.
- May 25, 2016 -- Santa Barbara Parish provided dinner. Clients were transported to and from dinner location.
- May 28, 2016 – Simple Hearts made donations for clients held at GSJ Lanai.
- June 9, 2016 -- New Covenant Church provided dinner for clients held at GSJ Lanai.
- June 22, 2016 -- Santa Barbara Parish provided dinner. Clients were transported to and from dinner location.
- June 27 and 29, 2016 – Nutrition Class from UOG for clients held at GSJ Lanai.

### **Staff:**

- April 1, 2016 – General GSJ Staff Meeting
- April 1, 2016 - Legacy of Hope Gala event
- April 13, 2016 – Strategic Planning Meeting for Coordinated Entry
- April 16, 2016 – CSS Board of Directors Retreat GSJ presentation
- April 19, 2016 - Strategic Planning Meeting for Coordinated Entry
- April 20, 2016 – Guam Homeless Coalition general membership meeting
- April 21, 2016 – CSS Managers Meeting
- April 21, 2016 – Healthcare for Homeless committee meeting

- April 28, 2016 - Inspection from BOSSA.
- April 29, 2016 – Legacy of Hope Closeout Meeting
- April 29, 2016 - Passport to Services Planning Meeting
- May 4, 2016 –Frail Elderly Mass was held @ CSS Conference Room
- May 5, 2016 – Coordinating Goody bags for Passport Services
- May 6, 2016 – Passport outreach held @ Hagatna Mayor’s compound
- May 13, 2016 – Terry attended Case Management Services Anniversary Celebration
- May 13, 2016 – Adrian resigned from GSJ
- May 15, 2016 – Team-building Picnic @ Matapang Beach
- May 16, 2016 – Staff interviewed for hiring a shelter worker.
- May 17, 2016 – Terry, Mike, and Robert attended the Labor Training at Department of Labor
- May 20, 2016 – Terry attended ERH Anniversary Celebration
- May 24, 2016 – a new Shelter Worker Rowena Duenas started working for GSJ.
- May 31, 2016 – Dain Rivers St. Robert and Julieann Taitano, Shelter Workers, started working for GSJ.
- June 8, 2016 – Meeting with Deputy Director re: GSJ tracking
- June 9, 2016 – HMIS Training for management and Staff
- June 15, 2016 – Guam Homeless Coalition meeting
- June 16, 2016 - 5k planning meeting
- June 16, 2016 – CSS Management. meeting
- June 16, 2016 - Strategic Planning for Coordinated Entry
- June 22, 2016 – GSJ Executive staff Meeting
- June 23, 2016 – CoC Performance Measures Review and Ranking Committee meeting
- June 29, 2016 – PIT Referrals from GHURA meeting at CSS