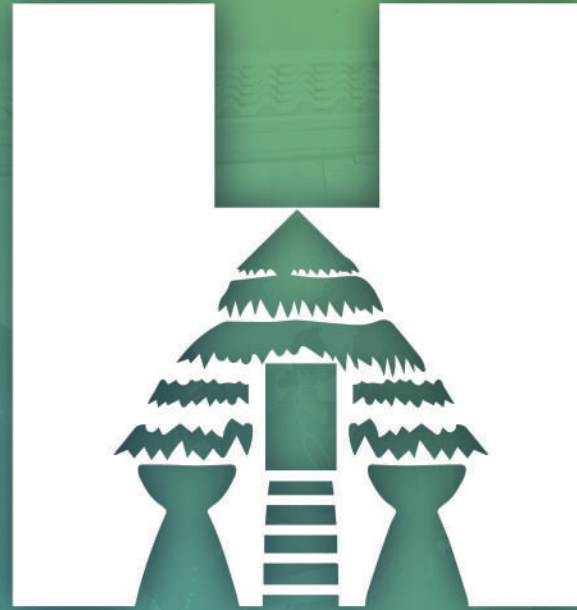




GUAM HOMELESS COALITION

FIRST ANNUAL

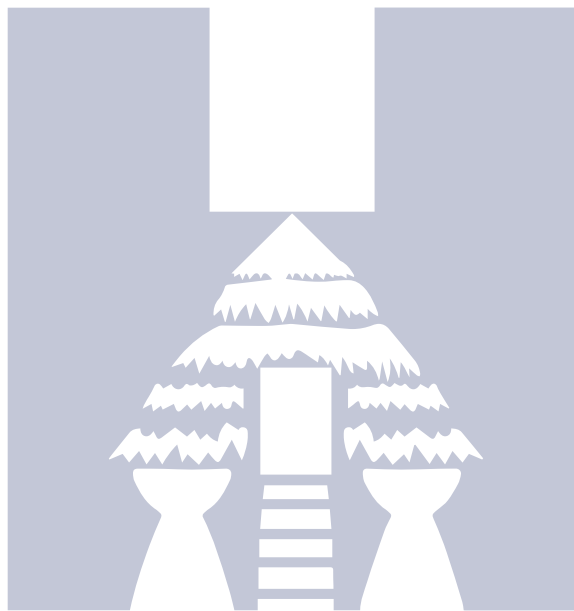


**HOUSING &  
HOMELESSNESS**  
S U M M I T

**HOMELESS ACTION FRAME WORK 2023**



Sponsored by the Office of the Governor and in partnership with the University of Guam - Guam Green Growth.



# Acknowledgements

## Guam Homeless Coalition

The Guam Homeless Coalition (GHC) is a collective of government agencies, non-profit organizations, and the private sector that come together to respond to the needs of homeless youth, families, and single adults. Members include the organizations that operate shelters for homeless youth, families, and single adults and mainstream agencies that provide supportive services to the homeless.

## Mission

The mission of GHC is to empower homeless individuals and families and/or at risk of homelessness to achieve self-sufficiency by providing support through awareness, education, and advocacy. GHC will achieve this through 1. Enhancing life skills, 2. Accessing the resources to obtain and sustain permanent housing, and 3. Providing the skills necessary to obtain employment.

## Vision

The vision of GHC is to use a community-based approach to significantly reduce, prevent and end homelessness and at-risk homelessness on Guam, including:

- Coordinating and/or integrating homeless-related programs for a smooth transition throughout our continuum of care system;
- Implementing an effective and efficient delivery system of services to prevent homelessness and to move homeless families into permanent housing;
- Developing an accessible and comprehensive system which receives individuals and families in need of care and move them through a system towards independent living and sustainability; and
- Developing strong homeless programs/services with sustainable links.

The Guam Homeless Coalition has 27 voting members, 5 non-voting members and welcomes all organizations, business leaders, and community stakeholders to join.

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## Guam Homeless Coalition Officers



**Samantha Taitano**  
Chair



**Rob San Agustin**  
Vice-Chairperson



**Jayne Flores**  
Treasurer



**Justine Bautista**  
Secretary



**Angelina Lape, LMSW**  
Member-at-Large  
Indirect Service Provider



**Diana Calvo**  
Member-at-Large  
Direct Service Provider



**Anthony Cruz**  
Member-at-Large  
Homeless Representative

# COALITION CHAMPIONS

## IN MEMORIAM

We would like to give special focus and recognition to two of Guam's champions for homelessness mitigation on Guam. Their impact was immense, and the Guam Homeless Coalition and our community will forever feel their loss.

### Dr. Margaret Hattori-Uchima

January 24, 1965 - December 26, 2022



Dr. Margaret served as the Dean of the University of Guam (UOG) School of Health since March 2014 and had oversight of the Nursing, Social Work, and Health Science undergraduate degree programs in the School.

She was the chair of the health committee of the Guam Homeless Coalition and served in various leadership roles with the coalition. She helped plan and coordinate the annual Passport to Services, medical mission, and her favorite—the Point In Time (PIT) count.

Her input and recommendation led to the Leon Guerrero-Tenorio Administration's reconstitution of the Interagency Council for Coordinating Homeless Programs where she was appointed to the casework committee.

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### Ray Topasna

December 16, 1963 - February 20, 2022



Ray served as the Executive Director for Guam Housing and Urban Renewal Authority (GHURA) in 2012 and again in 2019, receiving consecutive outstanding reviews for his work. Described as an “out of the box” thinker, Ray strived to innovate affordable housing on Guam. He was a dedicated public servant who was a matter of fact speaker and a strategic decision maker. Along with Dr. Margaret, he was also instrumental in the reconstitution of the Interagency Council and served on the housing committee of the Interagency.

He advocated for public transit improvement for greater opportunities for Guam's people. Ray's work continues with the recent groundbreaking of the “Summer Breeze I” project, which will build 64 low-income housing units in Radio Barrigada.

## Preface

During the pandemic, the homelessness response on Guam was greatly compromised due to non-congregate sheltering and medical precautions changing the intake and operations process for some of the Guam Homeless Coalition shelters. Outreach also changed with new requirements for social distancing, frequent sanitizing, and limiting face-to-face contacts.

The scarcity of housing units was more apparent as federal programs were increased to provide housing for homeless individuals and families. There was hampered success because of limited housing inventory and higher than fair market value rentals which were prohibitive for low-income renters.

There are factors leading to homelessness and also barriers to overcoming homelessness. The Guam Homeless Coalition, in partnership with the Governor and Lieutenant Governor, held the first ever "Housing and Homelessness Summit" on November 10, 2022 to discuss additional ways to change the current homelessness trends exacerbated by the COVID-19 pandemic.

The Summit intended to refresh, refocus, recalibrate, and reinvigorate the fight against homelessness on Guam. In addition to mobilizing and maximizing existing Government of Guam (GovGuam) programs and resources, the nonprofit sector is a valued partner, providing a healthy support system and social net as a whole for the people of Guam. Despite efforts, however, it is evident that gaps in service remain, evidenced by continued street homelessness, chronic homelessness and substandard living conditions. Though homelessness can never be completely eradicated in any jurisdiction, our community is of a size where small efforts can make a sizable impact on homelessness and poverty.

One of the summit's goals is to create a framework for the next five years for homelessness response on Guam. In collaboration with the government, non-profit, and community stakeholders, solutions to specific problems can be resolved within given time frames, and efforts can move further. This plan will be created with action items and due dates so that metrics can be measured on the efficacy of our work. It will also allow for periodic re-evaluation to allocate resources correctly and fill in any gaps in homelessness.

The Guam Homeless Coalition greatly appreciates the Governor and Lieutenant Governor for sponsoring the Housing and Homelessness Summit, all our partners, donors, and collaborators. We look forward to growth in our work and expansion of our membership in the coming years to facilitate a better homelessness response for our island.



## Details

The Housing and Homelessness Summit was a one-day event where homeless service providers gathered to share experiences and best practices and to discuss the current state of homelessness on the island. The Summit consisted of two sessions: the morning session for panels composed of service providers and those with lived experience and an afternoon session for breakout groups.

We thank the following panelists for their participation:

**Housing Service Providers Panel** – Leinani Nahalowaa - Catholic Social Services, Janay Green - Department of Veterans Affairs, Mary Ann Galang - The Salvation Army, Amor Say - Guam Housing and Urban Renewal Authority

**Support Services Providers Panel** – Leilani Giltinag - Sanctuary, Inc., Athena Duenas - Guam Behavioral Health and Wellness Center, Karen Carpenter - Victim Advocates Reaching Out; Audrea Mendiola - The Department of Integrated Services for Individuals with Disabilities, Chelsea Ressoreccion - Guma Mami

**Landlords & Realtors Panel** – Sinforoso Tolentino, Chris Bawar, Carlos Camacho

**Service Providers Panel (Support Services)** – Robert San Agustin - Office of Homelessness Assistance and Poverty Prevention, Jacqueline Thinom-Pong - Mane'lu, Rosalind Reyes - Public Defender Service Corporation, Diana Calvo - Catholic Social Services, Chris Francisco - Lighthouse Recovery Center

**Mayors Panel** – Mayor Robert Hofmann (Sinajana), Mayor Louise Rivera (Tamuning), Mayor Melissa Savares (Dededo)

**Homelessness Lived Experience Panel** – Anthony Cruz, Pedro Namio, Federick Santos

The panels were informational and gave insight into the existing homeless service landscape. The afternoon sessions consisted of breakout rooms with attendees forming groups, analyzing the factors and barriers affecting homelessness, and brainstorming solutions. The result was a Strengths, Weaknesses, Opportunities, and Threats (S.W.O.T.) analysis from each breakout group where action items could be created and implementation discussed.

Many of these issues were directly tied to GovGuam agencies and their services and assigned accordingly. The shortage of affordable housing, however, is a problem facing both government and the private community, therefore, action items and recommendations will be assigned to all partners. Additional action items pertaining to the Guam Homeless Coalition community engagement were also resultant of the breakout sessions.

## Homelessness totals for Guam

In the last decade, the number of homeless on Guam continually decreased with increases in recent years due to the pandemic and economic difficulties that resulted from it. Another contributing factor to the recent rise in homeless numbers may be a result of metrics used in prior years. Specifically, substandard housing was not included from 2017 to 2021. The 2022 PIT count included this demographic.

Total sheltered and unsheltered individuals on Guam:

2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
1,301	1,271	1,356	1,280	1,085	852	854	875	790	680*	1,087

*\*2021 PIT count was for shelters only due to COVID-19 pandemic*

**In general, the circumstances leading to homelessness and the barriers to overcoming homeless are:**

- Identification / Vital Documents
- Transportation
- Access to and engagement in support services
- Employment/Education/job training
- Lack of Affordable Housing
- Lack of Emergency Shelter
- Access to and engagement in medical, behavioral, and wellness care

**Homelessness and Housing Summit overall goal:**

- Collaborate with all stakeholders to create a strategic plan to reduce the number of individuals at-risk and eliminate homelessness for the most vulnerable populations (children, elderly, and disabled), and veterans.

### Objectives



Multiyear plan to identify and address key gaps between agencies and GHC partners when assisting those at-risk or experiencing homelessness.



Identify and develop policy or legislation that addresses gaps and supports the reduction of homelessness on Guam by 2026.



Reduce street homelessness on Guam by 5% annually using PIT Count data as metrics.

## Activities

- **Gain** a better understanding of government and nonprofit programs available to assist those experiencing or at-risk of experiencing homelessness.
- **Explore** and gain a better understanding of the challenges experienced by homeless individuals, service providers, and landlords.
- **Assess** the challenges that special populations of homeless individuals and families face. Special populations include large families, persons with disabilities, persons who are elderly, persons who have been victims of abuse, and youth.
- **Refocus** roles of GHC partners and agencies to have a more efficient response system.
- **Develop** 1, 3, and 5-year goals to include metrics that gauge progress, effectiveness, and resource allocation.





## S.W.O.T. Analyses

The following reports include the analysis of Strengths, Weaknesses, Opportunities, Threats (S.W.O.T.) from the different breakout session categories with a summary of the results and action items presented with estimated time frames for accomplishment. There will be 1, 3 and 5-year timelines assigned per item to create a strong foundation for future work of the Guam Homeless Coalition, the Government of Guam, and stakeholders.

For future homelessness and housing summits, metrics will be assessed, and work can be gauged for revision if necessary.



Category: Housing Services	
<b>Strengths</b> 1. Public and private partnerships 2. Affordable housing development 3. Stable rental units 4. Existing programs support stability 5. Short-term housing shelters providing basic needs	<b>Opportunities</b> 1. More translation services 2. Transitional homes 3. Map of continuum of care 4. Services for first-time homeowners
<b>Weaknesses</b> 1. Military allowance - market adjustment 2. Length of processing time 3. Need for more case management 4. Lack of diversity at various locations 5. Availability of furnishing units 6. Deposits: rent & utilities 7. More outreach	<b>Threats</b> 1. Military driving up housing market 2. Landlords reluctant to work with homeless population and first-time renters 3. History of renters 4. Criminal history/ sex offenders registry 5. Large household size 6. Cultural insensitivity 7. Rise of cost of maintenance 8. Rising cost of utilities and cost of living 9. Transportation 10. Loss of employment 11. Waitlist for section 8 and public housing
<b>Current resources:</b> 1. GHURA -Section 8, Public Housing 2. Emergency Solution Grants 3. Emergency Rental Assistance 4. Guam Housing Corporation 5. Continuum of Care Housing 6. Housing for victims of domestic violence 7. Housing for disability	

Analysis: Though there are good resources for housing services, the market dictates the availability of needed inventory. There could be an improvement and more translation services and case management, which could speed up application processes. There is a need to increase the confidence of landlords to rent to first-time renters and those with different histories. More outreach and awareness of services would be helpful.



	2023	2024	2025	2026	2027	2028
Objective: Increase accessibility to and awareness of government and nonprofit programs.						
Action Item: All Government of Guam Agencies– Hire multilingual staff to assist clients experiencing language barriers.						
Perform an audit on translation services available at every agency. Examine current agency procurement issues and fix agreements for vendors.						
<ul style="list-style-type: none"> <li>2023- Interpretation and translation services will be available at 50% of government and nonprofit agencies.</li> </ul>						
<ul style="list-style-type: none"> <li>2026- Interpretation and translation services will be available at all government and nonprofit agencies.</li> </ul>						
<ul style="list-style-type: none"> <li>2028 - Have translated websites and essential information at nonprofit and government agencies to assist those experiencing homelessness or at-risk of experiencing homelessness. (Languages: Tagalog, Chuukese, Korean, etc...)</li> </ul>						
Action Item: Increase bus stops near public and other low-to moderate-income housing areas.						
<ul style="list-style-type: none"> <li>Guam Regional Transit Authority has a robust online bus map system to improve access to transportation.</li> </ul>						
Action Item: Develop a comprehensive list of resources that are maintained, up-to-date, and accessible.						
<ul style="list-style-type: none"> <li>An easily accessible website that identifies what services are available based on an individual's needs.</li> </ul>						
<ul style="list-style-type: none"> <li>Annual Resource Guide that is printed and distributed during outreach.</li> </ul>						
<ul style="list-style-type: none"> <li>Guam Homeless Coalition will post its annual outreach plan at the beginning of each year.</li> </ul>						
<ul style="list-style-type: none"> <li>Guam Homeless Coalition will host quarterly outreach events.</li> </ul>						
<ul style="list-style-type: none"> <li>Educational campaign about homelessness and available services.</li> </ul>						
Action Item: Annual community outreach event for the general public to coincide with Homeless Awareness month. (a month-long activity of events to build awareness)						
Objective: Increase partnerships with landlords and realtors to assist in housing individuals.						
Action Item: Develop an education campaign directed towards landlords and realtors.						

	2023	2024	2025	2026	2027	2028
<ul style="list-style-type: none"> <li>Educational awareness videos that provide landlords and realtors with information about programs, support, and landlord incentives.</li> </ul>						
Action Item: Develop a comprehensive list of landlords and available units updated weekly and available to service providers.						
<ul style="list-style-type: none"> <li>An easily accessible website that lists available rental units that work with homeless programs.</li> </ul>						
Action Item: Develop a list of real estate agents that work with public programs.						
Objective: Increases accessibility for housing for vulnerable populations.						
Action Item: Develop annual policy or legislation proposals from the Guam Homeless Coalition						
Action Item: Develop a campaign to highlight first time home ownership services						
<ul style="list-style-type: none"> <li>10% increase in individuals and families taking advantage of first time home ownership programs</li> </ul>						
Improve application processing time - GHURA						
<ul style="list-style-type: none"> <li>7-10 day processing</li> </ul>						
<ul style="list-style-type: none"> <li>5 business day processing</li> </ul>						
<ul style="list-style-type: none"> <li>48-72 hr process</li> </ul>						



Category: Poverty and Substandard Housing	
<p><b>Strengths</b></p> <ol style="list-style-type: none"> <li>1. Technology - forms accessible online now</li> <li>2. upgrades to physical structures (Public Housing)</li> <li>3. people can log on to check on their status in real time</li> <li>4. partnerships between agency workers,</li> <li>5. online training (e.g. how to live in a house, orientation for tenants, how to deal with stressors, etc.)</li> <li>6. Ample amount of wrap around services (follow up, different services, all now available)</li> </ol>	<p><b>Opportunities</b></p> <ol style="list-style-type: none"> <li>1. Legislation for homelessness assistance</li> <li>2. New affordable housing from GHURA</li> <li>3. More programs from American Rescue Plan for housing and job training</li> </ol>
<p><b>Weaknesses</b></p> <ol style="list-style-type: none"> <li>1. Eligibility: doors closed for those with legal issues, convictions</li> <li>2. Building codes are strict</li> <li>3. Process for applying for vouchers is cumbersome for some families; may be hindrance for families who don't have/understand technology Having hard copies and someone for guidance</li> <li>4. Agencies need to examine process and evaluate areas that can be improved</li> <li>5. Need for trained, readily available translators</li> <li>6. Agencies are at-capacity serving clients/the communities</li> <li>7. Need for professional development for agencies (time management, customer service, client correspondence)</li> <li>8. Singles are not eligible.</li> <li>9. Landlords may not accept vouchers because military rates are higher, perpetuating the substandard housing cycle for families.</li> <li>7. More outreach</li> </ol>	<p><b>Threats</b></p> <ol style="list-style-type: none"> <li>1. Limited housing in the current market</li> <li>2. Military buildup creating irregularities in market</li> <li>3. Eventual end of federal assistance programs</li> <li>4. Education and training opportunities not utilized</li> </ol>
<p><b>What do you want to see in the future?</b></p> <ol style="list-style-type: none"> <li>1. Technology can be used to assist agencies with clients, customer service, etc.</li> <li>2. Consensus among agencies and agency workers on a system that works (managing time for calls, managing walk in, paperwork)</li> <li>3. Change in hours for some agencies/office</li> <li>4. Accept the reality that those who don't work/ have means may be at risk for homelessness. Proactive: safe, adequate housing, and resources that can support lifting them out of the at-risk status, houselessness or for those transitioning.</li> <li>5. Creative ways to be resourceful using natural resources (e.g. water catchment systems, subsidies for sustainable alternatives (solar), etc</li> <li>6. Opportunity to explore affordable innovations</li> </ol>	

**Analysis:** Though technology has been implemented to make access and processes easier, there is a need to assist individuals with understanding the policies and laws. Customer facing workers should be trained in diversity and sensitivity and undergo continued professional development. Gov't agencies should have weekend hours for working families to keep them out of the risk for delinquency with bills and agency contact. For substandard housing, there should be review of new innovations that could support self sustained living and safety.

	2023	2024	2025	2026	2027	2028
Objective: Increase possibilities for public housing eligibility						
GHURA re-examine rules on applicants to expand eligibility for certain prior convictions						
<ul style="list-style-type: none"> <li>Increase in individuals with prior convictions being housed through GHURA.</li> </ul>						
Objective: Increase self sufficiency and home ownership possibilities						
Action Item: Partner with architect and engineering firms to create alternative housing options.						
<ul style="list-style-type: none"> <li>Low cost alternative housing options/ plans will be available to the public for free.</li> </ul>						
Develop partnerships with GCA, GCC, construction companies, and other stakeholders to develop programs to teach people basic household carpentry skills and to assist individuals in basic home maintenance and repairs.						
<ul style="list-style-type: none"> <li>Quarterly free training on basic household carpentry.</li> </ul>						
<ul style="list-style-type: none"> <li>Annually, 5 households in need are assisted with basic home maintenance and repairs.</li> </ul>						
<ul style="list-style-type: none"> <li>Viable construction scraps will be saved for household repairs.</li> </ul>						
Action Item: Partner with Guam Energy Office or other stakeholders to provide solar lights to families living in substandard housing.						
<ul style="list-style-type: none"> <li>200 households will receive at minimum one solar light.</li> </ul>						
Objective: Increase customer relations and engagement to decrease barriers to financial responsibility						
Action Item: Government agencies will develop a plan to operate half day on Saturdays. (DPHSS & DRT)						
Action Item: Government agencies will explore decreasing late fees.						
Action Item: Government agencies will explore accepting all forms of credit cards and not charging convenience fees.						
Action Item: Government agencies will develop a comprehensive customer service plan to better serve constituents.						
<ul style="list-style-type: none"> <li>All government agencies will require a standard customer service training annually.</li> </ul>						

	2023	2024	2025	2026	2027	2028
<ul style="list-style-type: none"> <li>All government agencies will have easily accessible online and in-person customer feedback forms. Agencies will be able to report about feedback collected and steps taken to make improvements.</li> </ul>						
<ul style="list-style-type: none"> <li>Government agencies will have active social media platforms with up-to-date information.</li> </ul>						



Category: Support Services	
<p><b>Strengths</b></p> <p>1. Resources are available</p>	<p><b>Opportunities</b></p> <p>1. Spreading awareness of programs, making their programs known GDOE, MO's; put info where people go</p> <p>2. 10 new buses coming in with GRTA to help wait time go from 1 hr to 30-45 mins</p> <p>3. Taking the bus should be the norm</p> <p>4. Leverage resources from other agencies, have a nurse in every school identify that the children are sick for doctor's notes for families who need assistance with healthcare</p> <p>New legislation to tap on for quicker and easier processes</p>
<p><b>Weaknesses:</b></p> <p>1. Personal care attendants in shelters need to be divided</p> <p>2. Facilities need to be ADA accessible</p> <p>3. Job training necessities: laptops, transportation, identification</p> <p>4. Difficult for clients to attain identification: clients need more compassion and understanding</p>	<p><b>Threats</b></p> <p>Economy and inflammation</p> <p>1. Life expectancy of a grant</p> <p>2. lack of care</p> <p>3. Lack of funding</p> <p>4. Sense of urgency for those in need</p> <p>5. Procurement process slows down everything</p> <p>6. Federal grant programs require a lot for eligibility</p>
<p><b>Existing resources:</b></p> <p>1. GRTA existing programs: helps homeless veterans and disabled people</p> <p>2. Public Health: identification and birth cert waived fee</p> <p>3. Human capital = resource</p> <p>4. American Job Center Senior Community Service Employment Program: get into gov or non profit to learn skills.</p> <p>5. WIOWA (??) adult barrier to education and receive training</p> <p>6. Manelu Employment Empowerment Initiative: education and environment workshops, eligible for incentives: driver's license, health cert, GED, mobile van, Ayuda Shuttle</p> <p>7. Div. of Vocation and Rehabilitation: targets employment and can assist with job training, UOG and GCC, entering and re-entering workforce for 18+</p> <p>8. CSS does outreach every Fri, asks for needs to link to services</p>	<p><b>Wants for the future</b></p> <p>1. Braiding: taking different sources of funding to address one issue, one agency pays for one service, another agency pays for additional service</p> <p>2. Expanding resources available and more collaborations between agencies</p> <p>3. More funding (??)</p> <p>4. Legislative action (??)</p>

Analysis: Excellent support service is needed to minimize the barriers to employment and housing. Transportation needs to improve. Leveraging resources with a cooperative approach could provide more efficiency and access to services.



	2023	2024	2025	2026	2027	2028
<b>Objective: Increase awareness of available services</b>						
Action Item: Develop creative marketing campaigns to advertise services.						
<ul style="list-style-type: none"> <li>GRTA buses and bus stops will have advertisements of government and nonprofit services.</li> </ul>						
<ul style="list-style-type: none"> <li>Campaign that is specific to employment services.</li> </ul>						
<ul style="list-style-type: none"> <li>Campaign that focuses on mental health services and teaches individuals skills to handle family conflicts.</li> </ul>						
Action Item: More medicaid outreach to substandard areas- DPHSS 2023						
<b>Objective: Improve communication between groups to improve network of services</b>						
Action Item: Develop MOUs and annually review partnerships to increase collaboration.						
<ul style="list-style-type: none"> <li>Individuals at GMH will not be discharged into homelessness and will not need to stay at GMH because of lack of housing.</li> </ul>						
<ul style="list-style-type: none"> <li>Development of a transitional facility from GMH back to housing.</li> </ul>						
<ul style="list-style-type: none"> <li>Improve turn around time in receiving off-island vital documents.</li> </ul>						
<ul style="list-style-type: none"> <li>New multi-agency pilot program with "braided" services.</li> </ul>						



Category: Support Services (Disabilities)	
<p><b>Strengths</b></p> <ol style="list-style-type: none"> <li>Existing services are available and will be expanding</li> <li>DISID: case management, housing assistance, procuring medical equipment</li> </ol>	<p><b>Opportunities</b></p> <ol style="list-style-type: none"> <li>Group home</li> <li>Procuring transitional homes: 20 bed facility</li> <li>More formal agreements with agencies so theres accountability to hold up services, letter of support.</li> <li>Community support Summit: a place for all the agencies to come together so the community can know the services available.</li> <li>Broader line of communication has been made clear, working together.</li> <li>Need more networking opportunities.</li> <li>Medical campus where everything is next to each other (long term)</li> </ol>
<p><b>Weaknesses</b></p> <ol style="list-style-type: none"> <li>Needs are greater than solutions</li> <li>Barriers to accessing care</li> <li>Knowledge of services unknown and hard to navigate</li> <li>Lack of community resources: homeless shelters, staff</li> <li>Staff burnout, Shortage of clinical staff</li> <li>Housing programs to accommodate</li> <li>Affordability</li> <li>Accessibility</li> <li>Cannot be a ward of the state if you're able to afford \$5,000 a month \$300 a day</li> <li>Statement of disability is not something that Guam behavior health but only for mental disability</li> <li>Physical disability for a statement of disability can go to public health</li> </ol>	<p><b>Threats</b></p> <ol style="list-style-type: none"> <li>Limited ADA accessible housing in market</li> <li>Low recruitment of specialty services providers</li> <li>Limited access to basic communication and accessible devices</li> <li>Limited funding for services</li> </ol>
<p><b>Existing resources</b></p> <ol style="list-style-type: none"> <li>Guam Behavioral Health</li> <li>Salvation Army</li> <li>Department for Integrated Services for Individuals with Disabilities</li> </ol>	



	2023	2024	2025	2026	2027	2028
<b>Objective: Recruit and retain providers</b>						
Action Item: Increase the number of social workers.						
<ul style="list-style-type: none"> <li>Develop a campaign to increase interest in the social services field.</li> </ul>						
<ul style="list-style-type: none"> <li>Government incentivized program to pay for social services degree.(if not in existence)</li> </ul>						
Action Item: Create opportunities for service providers to meet outside of work and to practice self-care.						
<ul style="list-style-type: none"> <li>A GHC membership reward program for discounted self-care services from participating vendors.</li> </ul>						
<ul style="list-style-type: none"> <li>Bi-monthly networking events for GHC members.</li> </ul>						
<b>Objective: Expand Support Services for those with disabilities</b>						
Action Item: Develop a comprehensive list of available services for individuals.						
Action Item: Research new models of independent living for able population						
<ul style="list-style-type: none"> <li>A new independent living program.</li> </ul>						
Action Item: Open central medical campus.						
Action Item: Increase transitional housing						
<ul style="list-style-type: none"> <li>By 2028 there will be 5% increase in transitional housing</li> </ul>						



Category: Support Services (Substance Abuse)	
<b>Strengths</b> 1. Existing services are available and will be expanding	<b>Opportunities</b> 1. Group home 2. Procuring transitional homes: 20 bed facility 3. More formal agreements with agencies so theres accountability to hold up services, letter of support. 4. Community support Summit: a place for all the agencies to come together so the community can know the services available. 5. Broader line of communication has been made clear, working together. 6. Need more networking opportunities. 7. Medical campus where everything is next to each other (long term)
<b>Weaknesses</b> 1. Needs are greater than solutions 2. Barriers to accessing care 3. Knowledge of services unknown and hard to navigate 4. Lack of community resources: homeless shelters, staff 5. Staff burnout, Shortage of clinical staff 6. Housing programs to accommodate 7. Affordability 8. Accessibility	<b>Threats</b> 1. Stricter enforcement and harsher penalties for substance abuse offenses affects rehab and intervention possibilities 2. Limited funding for programs 3. Timeliness of assistance
<b>Existing Resources</b> 1. Salvation Army for Peer sponsors LRC: Life House Recovery 2. Guam Behavioral Health: Criminal justice program inside DOC 3. Guam Behavioral Health	

	2023	2024	2025	2026	2027	2028
Objective: Improve pathways to housing for individuals exiting correctional facilities.						
Action Item: Work with the RSAT program to identify gaps in exiting/transitioning service plans. (Develop a program to help people transition)						
<ul style="list-style-type: none"> <li>Individuals exiting correctional facilities will have vital documents prior to exiting.</li> </ul>						
<ul style="list-style-type: none"> <li>Create pathways for employment for those exiting correctional facilities</li> </ul>						
Action Item: Develop shelter/ housing for exiting inmates (halfway house depending on research)						

Category: Community Awareness and Education	
<b>Strengths</b> 1. Manelu bridge to other services. Micronesian community, advocates. 2. Strong partnerships with other communities. 3. One stop shop: transportation, employment, Social Security assistance, translation assistance 4. Mobile agency	<b>Opportunities</b> 1. Improving accessibility. Prioritize transportation. Online platform and call center. 2. 3 year objectives: reimagine transportation. Improve accessibility to information. Partnerships with taxi/ Stroll Guam 3. 5 year goals: everyone on island should know the one stop shop resource, whether phone line or website Website directory Saturate market with ads
<b>Weaknesses</b> 1. Limited access 2. Clients' resources/ collateral contacts do not have reliable phone lines 3. Policies from grants 4. 411 charge 5. Need for centralized source for resources. 6. Low minimum wage, high cost of living 7. How to inform houseless individuals of resources when lack of phone line	<b>Threats</b> 1. Lack of funding 2. Turnover at providers may hamper continuum of effort among partners 3. Legislative priorities can change in short term
<b>Existing resources</b> 1. Guam Coalition 2. Mañelu 3. Micronesian Resources Center 3. VARO	

	2023	2024	2025	2026	2027	2028
Free WiFi at Gov agencies						
Interagency website with strong homeless coalition presence and partnership						
More public awareness campaigns- annually based on barriers and program changes.						

## Miscellaneous action items

	2023	2024	2025	2026	2027	2028
Objective: Increase Guam Homeless Coalition profile in the community						
Action Item: Outreach to grow Guam Homeless Coalition membership and support/donations (annual events, mixers, lunches, telethon, etc..)						
Action Item: Develop annual plan for fundraising efforts for Guam Homeless Coalition						
Action Item: Hire Guam Homeless Coalition dedicated staff or more activity by members						
Action Item: Develop better partnership with Mayors Council to monitor village homeless and needs at village level-reports. Attend/view monthly MCOG meetings						
Objective: Improve Guam Homeless Coalition practices and accountability						
Action Item: Evaluate reporting / accountability of coalition members						
<ul style="list-style-type: none"> <li>Revise current GHC reporting standards</li> </ul>						
<ul style="list-style-type: none"> <li>Implement annual member survey for recommendations and feedback</li> </ul>						
<ul style="list-style-type: none"> <li>Increase information sharing w/in coalition - #'s for individuals in and out of shelters to be reported monthly and made public</li> </ul>						
Action Item: Create a universal release of information for individuals so that agencies and coalition can have a comprehensive approach for individuals and referrals						
Action Item: Coordination between GHC organizations doing outreach to increase effectiveness and avoid duplicative efforts.						

## ALL ACTION ITEMS

	2023	2024	2025	2026	2027	2028
Objective: Increase accessibility to and awareness of government and nonprofit programs.						
Action Item: All Government of Guam Agencies– hire multilingual staff to assist with interpretation and translation when assisting clients experiencing language barriers.						
Action Item: Perform audit on translation services available at every agency Examine current procurement issues at agencies and fix agreement for vendors.						
<ul style="list-style-type: none"> <li>2023- Interpretation and translation services will be made available at 50% of government and nonprofit agencies.</li> </ul>						
<ul style="list-style-type: none"> <li>2026- Interpretation and translation services will be made available at all government and nonprofit agencies.</li> </ul>						
<ul style="list-style-type: none"> <li>2028 - Have translated websites and essential information at nonprofit and government agencies to assist those experiencing homelessness or at-risk of experiencing homelessness. (Languages: Tagalog, Chuukese, Korean, etc...)</li> </ul>						
Action Item: Increased bus stops near public housing areas and other low- to moderate-income housing areas.						
<ul style="list-style-type: none"> <li>Guam Regional Transit Authority has a robust online bus map system to improve access to transportation.</li> </ul>						
Action Item: Develop a comprehensive list of resources that is maintained, up-to-date, and accessible..						
<ul style="list-style-type: none"> <li>An easily accessible website that identifies what services are available based on an individual's needs.</li> </ul>						
<ul style="list-style-type: none"> <li>Annual Resource Guide that is printed and passed out during outreach.</li> </ul>						
<ul style="list-style-type: none"> <li>Guam Homeless Coalition will post their annual outreach plan at the beginning of each year.</li> </ul>						
<ul style="list-style-type: none"> <li>Guam Homeless Coalition will host quarterly outreach events.</li> </ul>						
<ul style="list-style-type: none"> <li>Educational campaign about homelessness and available services.</li> </ul>						
Action Item: Annual community outreach event for general public to coincide with Homeless Awareness month. (a month long activity of events to build awareness)						
Objective: Increase partnerships with landlords and realtors to assist in housing individuals.						

	2023	2024	2025	2026	2027	2028
Action Item: Develop an education campaign directed towards landlords and realtors.						
<ul style="list-style-type: none"> <li>Educational awareness videos that provide landlords and realtors with information about programs, support and landlord incentives.</li> </ul>						
Action Item: Develop a comprehensive list of landlords and available units updated weekly and available to service providers.						
<ul style="list-style-type: none"> <li>An easily accessible website that lists available rental units that work with homeless programs.</li> </ul>						
Action Item: Develop a list of real estate agents that work with public programs.						
Objective : Increases accessibility for housing for vulnerable populations.						
Action Item: Develop annual policy or legislation proposals from the Guam Homeless Coalition						
Action Item: Develop a campaign to highlight First time home ownership services						
<ul style="list-style-type: none"> <li>10% increase in individuals and families taking advantage of first time home ownership programs</li> </ul>						
Improve application processing time - GHURA						
<ul style="list-style-type: none"> <li>7-10 day processing</li> </ul>						
<ul style="list-style-type: none"> <li>5 business day processing</li> </ul>						
<ul style="list-style-type: none"> <li>48-72 hr process</li> </ul>						
Objective: Increase possibilities for public housing eligibility						
GHURA re-examine rules on applicants to expand eligibility for certain prior convictions						
<ul style="list-style-type: none"> <li>Increase in individuals with prior convictions being housed through GHURA.</li> </ul>						
Objective: Increase self sufficiency and home ownership possibilities						
Action Item: Partner with architect and engineering firms to create alternative housing options.						
<ul style="list-style-type: none"> <li>Low cost alternative housing options/ plans will be available to the public for free.</li> </ul>						
Develop partnerships with GCA, GCC, construction companies, and other stakeholders to develop programs to teach people basic household carpentry skills and to assist individuals in basic home maintenance and repairs.						



	2023	2024	2025	2026	2027	2028
<ul style="list-style-type: none"> <li>Quarterly free training on basic household carpentry.</li> </ul>						
<ul style="list-style-type: none"> <li>Annually, 5 households in need are assisted with basic home maintenance and repairs.</li> </ul>						
<ul style="list-style-type: none"> <li>Viable construction scraps will be saved for household repairs.</li> </ul>						
Action Item: Partner with Guam Energy Office or other stakeholders to provide solar lights to families living in substandard housing.						
<ul style="list-style-type: none"> <li>200 households will receive at minimum one solar light.</li> </ul>						
Objective: Increase customer relations and engagement to decrease barriers to financial responsibility						
Action Item: Government agencies will develop a plan to operate half day on Saturdays. (DPHSS & DRT)						
Action Item: Government agencies will explore decreasing late fees.						
Action Item: Government agencies will explore accepting all forms of credit cards and not charging convenience fees.						
Action Item: Government agencies will develop a comprehensive customer service plan to better serve constituents.						
<ul style="list-style-type: none"> <li>All government agencies will require a standard customer service training annually.</li> </ul>						
<ul style="list-style-type: none"> <li>All government agencies will have easily accessible online and in-person customer feedback forms. Agencies will be able to report about feedback collected and steps taken to make improvements.</li> </ul>						
<ul style="list-style-type: none"> <li>Government agencies will have active social media platforms with up-to-date information.</li> </ul>						
Objective: Increase awareness of available services						
Action Item: Develop creative marketing campaigns to advertise services.						
<ul style="list-style-type: none"> <li>GRTA buses and bus stops will have advertisements of government and nonprofit services.</li> </ul>						
<ul style="list-style-type: none"> <li>Campaign that is specific to employment services.</li> </ul>						
<ul style="list-style-type: none"> <li>Campaign that focuses on mental health services and teaches individuals skills to handle family conflicts.</li> </ul>						

	2023	2024	2025	2026	2027	2028
Action Item: More medicaid outreach to substandard areas- DPHSS 2023						
Objective: Improve communication between groups to improve network of services						
Action Item: Develop MOUs and annually review partnerships to increase collaboration.						
<ul style="list-style-type: none"> <li>Individuals at GMH will not be discharged into homelessness and will not need to stay at GMH because of lack of housing.</li> </ul>						
<ul style="list-style-type: none"> <li>Development of a transitional facility from GMH back to housing.</li> </ul>						
<ul style="list-style-type: none"> <li>Improve turnaround time in receiving off-island vital documents.</li> </ul>						
<ul style="list-style-type: none"> <li>New multi-agency pilot program with “braided” services.</li> </ul>						
Objective: Recruit and retain providers						
Action Item: Increase the number of social workers.						
<ul style="list-style-type: none"> <li>Develop a campaign to increase interest in the social services field.</li> </ul>						
<ul style="list-style-type: none"> <li>Government incentivized program to pay for social services degree.(if not in existence)</li> </ul>						
Action Item: Create opportunities for service providers to meet outside of work and to practice self-care.						
<ul style="list-style-type: none"> <li>A GHC membership reward program for discounted self-care services from participating vendors.</li> </ul>						
<ul style="list-style-type: none"> <li>Bi-monthly networking events for GHC members.</li> </ul>						
Objective: Expand Support Services for those with disabilities						
Action Item: Develop a comprehensive list of available services for individuals.						
Action Item: Research new models of independent living for able population						
<ul style="list-style-type: none"> <li>A new independent living program.</li> </ul>						
Action Item: Open central medical campus.						
Action Item: Increase transitional housing						
<ul style="list-style-type: none"> <li>By 2028 there will be 5% increase in transitional housing</li> </ul>						

	2023	2024	2025	2026	2027	2028
Objective: Improve pathways to housing for individuals exiting correctional facilities.						
Action Item: Work with the RSAT program to identify gaps in exit/transitioning service plans. (Develop a program to help people transition)						
<ul style="list-style-type: none"> <li>Individuals exiting correctional facilities will have vital documents prior to exiting.</li> </ul>						
<ul style="list-style-type: none"> <li>Create pathways for employment for those exiting correctional facilities</li> </ul>						
Action Item: Develop shelter/ housing for exiting inmates (halfway house depending on research)						
Public WiFi at Gov agencies						
Action Item: Interagency website with strong homeless coalition presence and partnership						
Action Item: More public awareness campaigns- annually based on barriers and program changes.						
Objective: Increase Guam Homeless Coalition profile in the community						
Action Item: Outreach to grow Guam Homeless Coalition membership and support/donations (annual events, mixers, lunches, telethon, etc..)						
Action Item: Develop annual plan for fundraising efforts for Guam Homeless Coalition						
Action Item: Hire Guam Homeless Coalition dedicated staff or more activity by members						
Action Item: Develop better partnership with Mayors Council to monitor village homeless and needs at village level-reports. Attend/view monthly MCOG meetings						
Objective: Improve Guam Homeless Coalition practices and accountability						
Action Item: Evaluate reporting / accountability of coalition members						
<ul style="list-style-type: none"> <li>Revise current GHC reporting standards</li> </ul>						
<ul style="list-style-type: none"> <li>Implement annual member survey for</li> </ul>						

	2023	2024	2025	2026	2027	2028
recommendations and feedback						
<ul style="list-style-type: none"> <li>Increase information sharing w/in coalition - #'s for individuals in and out of shelters to be reported monthly and made public</li> </ul>						
Action Item: Create a universal release of information for individuals so that agencies and coalition can have a comprehensive approach for individuals and referrals						
Action Item: Coordination between GHC organizations doing outreach to increase effectiveness and avoid duplicative efforts.						



## Summary

For all the S.W.O.T. tables, objectives were stated and action items were proposed to reach those goals. The time frames for completion are color coded and span the present time through the end of 2028. During the breakout sessions and S.W.O.T. analyses, there are action items from the different analyses that are similar in regards to requested services or improvements needed. Tasks were assessed for duplication and merged where needed. Those were combined or put into the most relevant table.

There are 13 objectives with 67 action items stated to reach each respective objective and an estimated time frame for completion.

46 tasks and metrics were deemed achievable within the next two years.

28 tasks and metrics were deemed achievable by the end of 2026.

6 tasks and metrics were deemed longer term fixes to be achieved by the end of 2028.

The responsible agency for the work is included in each task. Each agency or organization can assign a champion to these tasks and report it to the Guam Homeless Coalition when completed to track for accountability and progress.

The intent of the work will be for an overall improvement of services for our people facing homelessness and poverty. Greater efficiency and stronger partnership between the Guam Homeless Coalition and Government of Guam agencies is the overarching goal by 2028. As each task is achieved, the subsequent metrics should be more easily reached due to a stronger and wider foundation of services.

### Tasks to be completed by end of 2024 (and agencies)

- Perform audit on translation services available at every agency. Examine current procurement issues at agencies and fix agreement for vendors (DPHSS)
  - 2023- Interpretation and translation services will be made available at 50% of government and nonprofit agencies. (ALL APPLICABLE GOVERNMENT AGENCIES and Continuum of Care Providers)
- Develop a comprehensive list of resources that is maintained, up-to-date, and accessible..
  - An easily accessible website that identifies what services are available based on an individual's needs. (OHAPP and INTERAGENCY COUNCIL)
  - Annual Resource Guide that is printed and passed out during outreach (GHC)
- Guam Homeless Coalition will post their annual outreach plan at the beginning of each year. (GHC)
- Guam Homeless Coalition will host quarterly outreach events. (GHC)
- Educational campaign about homelessness and available services. (GHC, OHAPP)
- Annual community outreach event for the general public to coincide with Homeless Awareness month. (a month-long activity of events to build awareness. (GHC)
- Develop an education campaign directed towards landlords and realtors. (GHC)
- Educational awareness videos that provide landlords and realtors with information about programs, support and landlord incentives
- Develop a comprehensive list of landlords and available units updated weekly and available to service providers (GHC)
- An easily accessible website that lists available rental units that work with homeless programs
- Develop a list of real estate agents that work with public programs (GHC)
- Develop annual policy or legislation proposals from the Guam Homeless Coalition (GHC)
- Develop a campaign to highlight First time home ownership services (Guam Housing Corp)
- 10% increase in individuals and families taking advantage of first time home ownership programs (Guam Housing Corp)

- Improve application processing time - 7-10 day processing (GHURA, DPHSS)
- GHURA re-examine rules on applicants to expand eligibility for certain prior convictions
- Increase in individuals with prior convictions being housed through GHURA
- Partner with Guam Energy Office or other stakeholders to provide solar lights to families living in substandard housing. (GHC, Guam Energy Office)
  - 200 households will receive at minimum one solar light.
- Government agencies will develop a plan to operate half day on Saturdays or selected weekend days monthly. (DPHSS & DRT, other agencies)
- Government agencies will explore accepting all forms of credit cards and not charging convenience fees (DOA)
- Government agencies will develop a comprehensive customer service plan to better serve constituents
- All government agencies will require a standard customer service training annually
- All government agencies will have easily accessible online and in-person customer feedback forms. Agencies will be able to report about feedback collected and steps taken to make improvements
- Government agencies will have active social media platforms with up-to-date information
- Develop creative marketing campaigns to advertise services
  - GRTA buses and bus stops will have advertisements of government and nonprofit service (GRTA)
- Improve turn around time in receiving off-island vital documents (OHAPP)
- Create opportunities for service providers to meet outside of work and to practice self-care (GHC)
- A GHC membership reward program for discounted self-care services from participating vendors (GHC)
- Bi-monthly networking events for GHC members (GHC)
- Work with the RSAT program to identify gaps in exiting/transitioning service plans. (Develop a program to help people transition) (DOC, GBHWC)
- Individuals exiting correctional facilities will have vital documents prior to exiting. (DOC, DRT)
- Interagency website with strong homeless coalition presence and partnership (OHAPP)
- More public awareness campaigns- annually based on barriers and program changes (OHAPP/ GHC)
- Hire Guam Homeless Coalition dedicated staff or more activity by members (OHAPP)
- Develop better partnership with Mayors Council to monitor village homeless and needs at village level- reports. Attend/view monthly MCOG meetings (GHC)
- Evaluate reporting / accountability of coalition members (GHC)
- Revise current GHC reporting standards (GHC)
- Implement annual member survey for recommendations and feedback (GHC)
- Increase information sharing w/in coalition - #'s for individuals in and out of shelters to be reported monthly and made public (GHC)
- Create a universal release of information for individuals so that agencies and coalition can have a comprehensive approach for individuals and referrals (GHC)
- Coordination between GHC organizations doing outreach to increase effectiveness and avoid duplicative efforts (GHC)

### Tasks to be completed by end of 2026

- Interpretation and translation services will be made available at all government and nonprofit agencies.
- Guam Regional Transit Authority has a robust online bus map system to improve access to transportation. (GRTA)
- Improve application processing time -5 business day processing (GHURA, DPHSS)
- Partner with architect and engineering firms to create alternative housing options (DPW, GHC, OHAPP)

- Low cost alternative housing options/ plans will be available to the public for free
- Develop partnerships with GCA, GCC, construction companies, and other stakeholders to develop programs to teach people basic household carpentry skills and to assist individuals in basic home maintenance and repairs. (GHC)
  - Quarterly free training on basic household carpentry
  - Annually, 5 households in need are assisted with basic home maintenance and repairs.
  - Viable construction scraps will be saved for household repairs.
- Government agencies will explore decreasing late fees for individuals in poverty
- Develop creative marketing campaigns to advertise services. (OHAPP, DOL, GBHWC)
  - Campaign that is specific to employment services. (DOL)
  - Campaign that focuses on mental health services and teaches individuals skills to handle family conflicts (GBHWC, GHC)
- More medicaid outreach to substandard areas (DPHSS)
- Develop MOUs and annually review partnerships to increase collaboration.
  - Individuals at GMH will not be discharged into homelessness and will not need to stay at GMH because of lack of housing (OHAPP, GHC, GMH)
  - Development of a transitional facility from GMH back to housing (OHAPP, GMH)
  - New multi-agency pilot program with “braided” services (All Gov’t agencies and GHC)
- Increase the number of social workers.
  - Develop a campaign to increase interest in the social services field. (GHC, UOG, GCC, DPHSS)
  - Government incentivized programs to pay for social services degree (if not in existence) (OHAPP, DOL, UOG, GCC, GDOE)
- Develop a comprehensive list of available services for individuals. (GHC, OHAPP)
- Research new models of independent living for able population (GHC, DISID)
  - A new independent living program
- Create pathways for employment for those exiting correctional facilities (DOL, DOC)
- Develop shelter/ housing for exiting inmates (halfway house depending on research)
- Public wifi at Government agencies (OTECH)
- Outreach to grow Guam Homeless Coalition membership and support/donations (annual events, mixers, lunches, telethon, etc..) (GHC)
- Develop annual plan for fundraising efforts for Guam Homeless Coalition (GHC)

## Tasks for 2028

- Hire multilingual staff to assist with interpretation and translation when assisting clients experiencing language barriers. DPHSS, GHURA, GBHWC, OHAPP, DRT, GMH
- Have translated websites and essential information at nonprofit and government agencies to assist those experiencing homelessness or at-risk of experiencing homelessness. (Languages: Tagalog, Chuukese, Korean, etc...)
- Improve application processing time - 48-72 hr process (GHURA, DPHSS)
- Open central medical campus
- Increase transitional housing (GHC, GHURA, OHAPP)
  - By 2028 there will be 5% increase in transitional housing

# Appendix

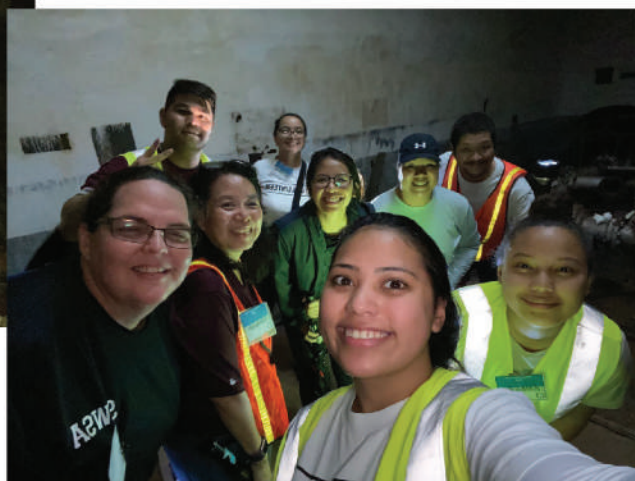
## Guam Homeless Coalition Members

Member Organization	Description of Services	Contact Info
Anchor of Hope Center - First Church of God	Provides permanent supportive housing (PSH) and support services to survivors of domestic violence. Helps house survivors of domestic violence experiencing chronic homelessness (a homeless individual with a disability who has been homeless for at least 1 year).	love.guison@anchorofhopecenter.org
Bureau of Statistics and Plans	Ensures Guam's resources are effectively used for the benefit of present and future generations by ensuring consistency among various plans, policies and programs	Website: <a href="https://bsp.guam.gov/">https://bsp.guam.gov/</a> Tel: (671) 472-4201/2/3
Bureau of Women's Affairs	Assists with young and adult women to promote their welfare, improving their working conditions, increase their efficiency, and advance their opportunities for profitable employment.	Website: <a href="mailto:info.bwa@guam.gov">info.bwa@guam.gov</a> Tel: 671-475-9162
Catholic Social Service	Serves the elderly, the abused, the homeless, and individuals with disabilities through the following programs: protective shelters, homeless/housing, individuals with disabilities, and support services.	Website: <a href="http://www.catholicsocialserviceguam.org">www.catholicsocialserviceguam.org</a> Email: <a href="mailto:info@cssguam.org">info@cssguam.org</a> 671-635-1422
Dept of Integrated Services for Individuals with Disabilities (DISID)	Provides integrated services for individuals with disabilities and their families including a maximum of 16 hours of respite care a month.	<a href="http://Disid.guam.gov">Disid.guam.gov</a> Tel: 475-4624/4646 Email: <a href="mailto:dss@disid.guam.gov">dss@disid.guam.gov</a>
Department of Labor	American Job Center, Senior Community Service Employment Program (SCSEP),	<a href="http://www.dol.guam.gov/">www.dol.guam.gov /</a> <a href="http://www.hireguam.com">www.hireguam.com</a> 671-475-7000/1
Dept. of Public Health and Social Services	Bureau of Social Services Admin: SNAP, Cash Assistance, Medicaid and MIP, Division on children's wellness, adult protective services, Division of senior citizens	<a href="https://dphss.guam.gov/">https://dphss.guam.gov/</a> <a href="https://dphss.guam.gov/dph/">https://dphss.guam.gov/dph/</a> See website for division contact information
Department of Veterans Affairs	Confidential help for Veterans, service members, and their families at no cost in a non-medical setting. Services include counseling for: depression, post-traumatic stress disorder (PTSD), and the psychological effects of military sexual trauma (MST). We can also connect you with more support in VA and your community.	Website: <a href="https://www.va.gov/guam-vet-center/">https://www.va.gov/guam-vet-center/</a> Tel: 671-472-7161
Department of Youth Affairs	Provides programs and services geared toward promoting youth leadership skills as well as youth development, rehabilitation, and community involvement. Includes correctional facilities, counseling, juvenile diversion, school-based programs, and youth resource centers.	<a href="https://dya.guam.gov/">https://dya.guam.gov/</a> <a href="mailto:dya.guam@gmail.com">dya.guam@gmail.com</a> <a href="https://dya.guam.gov/contact-us/">https://dya.guam.gov/contact-us/</a>



Member Organization	Description of Services	Contact Info
Guam Housing and Urban Renewal Authority	Administers housing assistance for low- to moderate-income families under Housing First Rental Assistance, Public Housing, Section 8 Housing Choice Voucher Program and the Guma Trankilidat (Elderly Housing); as well as Community Planning and Development.	<a href="https://ghura.org/">https://ghura.org/</a> Email: <a href="mailto:webmaster@ghura.org">webmaster@ghura.org</a> Tel: (671) 477-9851
Guam Behavioral Health & Wellness Center	Providing comprehensive Behavioral health services for the people of Guam. ensure those who need mental, emotional and drug/alcohol addiction services receive it without judgment.	<a href="https://gbhwc.guam.gov/care@gbhwc.guam.gov">https://gbhwc.guam.gov/care@gbhwc.guam.gov</a> 671-647-5440 Crisis Line: 988 Rape Crisis Intervention: (671) 647-5351
GuamHeadstart Program, Dept of Education	Provides a comprehensive child development program for children ages 3 to 5 years who meet income requirements or have a disability. Also, follows a two-generational approach to support both children and families in obtaining needed assistance in areas such as education, health, dental, mental health, social services, and additional services for children with disabilities.	Website: <a href="https://guamheadstart.gdoe.net/">https://guamheadstart.gdoe.net/</a> (671)475-0484 Email: <a href="mailto:headstartregistration@gdoe.net">headstartregistration@gdoe.net</a>
Guam Legal Services Corp.	Provides legal and advocacy services to low-income persons; to victims/survivors of domestic violence, sexual assault, and stalking; and to individuals with disabilities.	Website: <a href="http://www.lawhelp.org/gu">www.lawhelp.org/gu</a> Email: <a href="mailto:information@guamlsc.org">information@guamlsc.org</a>  671- 477-9811 / 2
Guam Memorial Hospital Authority	Guam's only public hospital that has been serving the island community since 1946.	<a href="https://www.gmha.org/contact@gmha.org">https://www.gmha.org/contact@gmha.org</a> (671) 647-2330
Guma' Mami Inc.	Provide a multitude of services such as case management , educational/life-skills workshop and residential settings for individuals with physical, emotional and cognitive disabilities.	<a href="https://www.gumamami.net/gumamami@guam.net">https://www.gumamami.net/gumamami@guam.net</a> 477-1505
Korean Shelter Inc.		671-688-4687 <a href="mailto:rjguam@gmail.com">rjguam@gmail.com</a>
Mañe'lu/Micronesian Resource Center One Stop Shop	Provides informational and educational resources to assist Micronesians as they transition to a new life on Guam.	Website: <a href="http://www.manelu.org">www.manelu.org</a> Email: <a href="mailto:mrcoss@manelu.org">mrcoss@manelu.org</a> 789-1265/686-2227
Elim Pacific Ministries/Oasis Empowerment Center	Elim Pacific Ministries/Oasis Empowerment Center provides emergency shelter, food assistance, outpatient supportive services for women with children in treatment, and a thrift store.	Contact Info: (671) 646-4601 <a href="mailto:info@oasisguam.org">info@oasisguam.org</a>
Office of Homelessness Assistance and Poverty Prevention	The lead agency for GovGuam homelessness response. Services include Guam ID for homeless, Mayors Verification, Benefits eligibility, shelter referrals, agency services referrals, emergency meals	<a href="http://governor.guam.gov/ohapp">governor.guam.gov/ohapp</a> 671-475-2081 <a href="mailto:ohapp@guam.gov">ohapp@guam.gov</a>
Public Defender Service Corp.	Provides quality legal services to indigent persons in both criminal and civil proceedings within prescribed standards and goals	<a href="https://guampdsc.org/">https://guampdsc.org/</a> <a href="https://guampdsc.org/contact-us/">https://guampdsc.org/contact-us/</a> 475-3100; Fax: 477-5844

Member Organization	Description of Services	Contact Info
Sanctuary, Inc.	Provides 24-hr accessibility to homeless, runaway, and troubled youth between ages 12 to 18 and their families. Services include counseling, referrals, temporary emergency shelter and aftercare; individual, group, & family counseling; and various programs, services and support groups	www.sanctuaryguam.org 475-7100 Crisis Line 475-7101
The Salvation Army	The Salvation Army's mission is to preach the gospel of Jesus Christ and to meet human needs in His name without discrimination. The organization provides temporary rental assistance, food assistance, disaster services, substance abuse treatment support services, and a thrift store.	https://guam.salvationarmy.org/guam/ hector.acosta@usw.salvationarmy.org Tel: 477-3528 / 3529 / 9855 / 7671 & 489-0342
The Tent Corporation DBA SureStay Hotel Guam	Surestay Hotel/ Guam Homeless Coalition program emergency shelter program partner	472-3001 472-3029
University of Guam	The University of Guam empowers the region by uniting island wisdom with universal sources of enlightenment to support exceptional education, discovery, and service that respect and benefit local and global communities.	Website: https://www.uog.edu/ Tel: 671-735-2654
Victim Advocates Reaching Out (VARO)	Provides free and confidential, voluntary services to victims of domestic violence sexual assault/abuse, rape, physical abuse and other violent or traumatic events to include crisis intervention, information, follow-up and referral. 24-hour dispatch through Crisis Hotline	varoguam@yahoo.com varoguam1@yahoo.com 477-5552
Westcare Pacific Islands	Provides targeted services that support the recovery and resiliency of individuals struggling with homelessness, substance use, mental illness, and adverse experiences.	https://www.westcarepacificislands.org Tel: 472-0218 / 9






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## APPLICATION FOR MEMBERSHIP

Agency/Organization: \_\_\_\_\_

Name and Title of Representative: \_\_\_\_\_

Name and Title of Alternate 1: \_\_\_\_\_

Name and Title of Alternate 2: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Email (Representative): \_\_\_\_\_

Email: (Alternate 1): \_\_\_\_\_

Email: (Alternate 2): \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Please check the category that most closely describes you or your appointee:

Agency or organization in Guam that provides or facilitates housing and/or services to the homeless individuals and homeless families.

At-large member who represents the communities of Guam affected by homelessness and committed to the mission and vision of the Guam Homeless Coalition and committed to finding solutions to end homelessness.

Business Community

Charitable Organizations

Academia

Faith-Based Organization

Concerned Citizen

Homeless Advocate

Former homeless (a person who in the past received homeless assistance, housing and/or supportive services)

Homeless person (a person who is currently receiving homeless assistance (housing, and/or supportive services)

Currently residing in a Homeless Shelter:  No  Yes – specify: \_\_\_\_\_

**\*\*NOTE:** Homeless persons residing in homeless shelter must list the homeless programs in which they participate.



