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## **Part I. Non-Case Services**

### **A. Individual Information and Referral Services (I&R)**

Multiple responses are not permitted.

1. Individuals receiving I&R within PAIR priority areas 46
  
2. Individuals receiving I&R outside PAIR priority areas 7
  
3. Total individuals receiving I&R (lines A1 + A2) 53

## **B. Training Activities**

1. Number of trainings presented by PAIR staff 48
2. Number of individuals who attended training (approximate) 1,439

A Guam Legal Services Corporation-Disability Law Center staff presented at the 24th Annual Guam System for Assistive Technology Conference on March 2, 2018. The purpose of the training was to inform attendees on voting rights and access. Guam Legal Services Corporation-Disability Law Center educated the audience on voting laws and regulations, including Help America Vote Act of 2002 (HAVA), The Rehabilitation Act of 1973, The Americans with Disabilities Act Amendments Act (ADAAA). In addition, the presenters discussed using voting assistants and the option for curbside voting.

### **C. Information Disseminated to the Public**

1. Radio and TV appearances by PAIR staff	0
2. Newspaper/magazine/journal articles	1
3. PSAs/videos aired	55
4. Hits on the PAIR/P&A website	19,250
5. Publications/booklets/brochures disseminated	2,388
6. Other (specify separately)	0

Narrative

## **Part II. Individuals Served**

### **A. Individuals Served**

Count individual once per FY. Multiple counts not permitted for lines A1 through A3.

1. Individuals still served as of October 1 (carryover from prior FY)	12
2. Additional individuals served during the year	78
3. Total individuals served (lines A1 + A2)	90
4. Individuals w. more than 1 case opened/closed during the FY. (Do not add this number to total on line A3 above.)	8

**B. Individuals served as of September 30**

Carryover to next FY may not exceed total on line II. A.3 above 31

## C. Problem Areas/Complaints of Individuals Served

1. Architectural accessibility	0
2. Employment	4
3. Program access	0
4. Housing	6
5. Government benefits/services	12
6. Transportation	0
7. Education	0
8. Assistive technology	0
9. Voting	0
10. Health care	66
11. Insurance	0
12. Non-government services	1
13. Privacy rights	0
14. Access to records	0



15. Abuse	0
16. Neglect	0
17. Other	1

## D. Reasons for Closing Individual Case Files

1. Issues resolved partially or completely in individual favor	78
2. Other representation found	0
3. Individual withdrew complaint	0
4. Appeals unsuccessful	1
5. PAIR Services not needed due to individual's death, relocation etc.	2
6. PAIR withdrew from case	6
7. PAIR unable to take case because of lack of resources	0
8. Individual case lacks legal merit	3
9. Other	0

Please explain

## **E. Intervention Strategies Used in Serving Individuals**

List the highest level of intervention used by PAIR prior to closing each case file.

1. Technical assistance in self-advocacy 3

2. Short-term assistance 73

3. Investigation/monitoring 0

4. Negotiation 0

5. Mediation/alternative dispute resolution 1

6. Administrative hearings 3

7. Litigation (including class actions) 10

8. Systemic/policy activities 0

## **Part III. Statistical Information on Individuals Served**

### **A. Age of Individuals Served as of October 1**

Multiple responses not permitted.

1. 0 - 4        0

2. 5 - 22      0

3. 23 - 59     43

4. 60 - 64     6

5. 65 and over 41

## **B. Gender of Individuals Served**

Multiple responses not permitted.

1. Females 50

2. Males 40

### C. Race/Ethnicity of Individuals Served

1. Hispanic/Latino of any race 0

*For individuals who are non-Hispanic/Latino only*

2. American Indian or Alaskan Native 0

3. Asian 19

4. Black or African American 1

5. Native Hawaiian or Other Pacific Islander 64

6. White 5

7. Two or more races 0

8. Race/ethnicity unknown 0

## D. Living Arrangements of Individuals Served

Multiple responses not permitted.

1. Independent	45
2. Parental or other family home	36
3. Community residential home	0
4. Foster care	0
5. Nursing home	0
6. Public institutional living arrangement	4
7. Private institutional living arrangement	2
8. Jail/prison/detention center	0
9. Homeless	0
10. Other living arrangements	2
11. Living arrangements not known	1

## E. Primary Disability of Individuals Served

Identify the individual's primary disability, namely the one directly related to the issues/complaints

1. Blind/visual impairment	4
2. Deaf/hard of hearing	1
3. Deaf-blind	0
4. Orthopedic impairment	14
5. Mental illness	5
6. Substance abuse	0
7. Mental retardation	0
8. Learning disability	0
9. Neurological impairment	24
10. Respiratory impairment	4
11. Heart/other circulatory impairment	20
12. Muscular/skeletal impairment	6
13. Speech impairment	0



14. AIDS/HIV	0
15. Traumatic brain injury	1
16. Other disability	11

## **Part IV. Systemic Activities and Litigation**

### **A. Systemic Activities**

1. Number of policies/practices changed as a result of non-litigation systemic activities 0

2. Number of individuals potentially impacted by policy changes 0

Describe your systemic activities. Be sure to include information about the policies that were changed and how these changes benefit individuals with disabilities. Include case examples of how your systemic activities impacted individuals served.

## **B. Litigation/Class Actions**

1. Number of individuals potentially impacted by changes as a result of PAIR litigation/class action efforts 0

2. Number of individuals named in class actions 0

Describe your litigation/class action activities. Explain how individuals with disabilities benefited from your litigation activities. Be sure to include case examples that demonstrate the impact of your litigation.

## Part V. PAIR'S Priorities and Objectives

### A. Priorities and Objectives for the Fiscal Year Covered by this Report

For each of your PAIR program priorities for the fiscal year covered by this report, please:

1. Identify and describe priority.
2. Identify the need, issue or barrier addressed by this priority.
3. Identify and describe indicators PAIR used to determine successful outcome of activities pursued under this priority.
4. Explain whether pursuing this priority involved collaborative efforts by other entities. If so, describe this collaboration.
5. Provide the number of cases handled under the priority. Indicate how many of these, if any, were class actions.
6. Provide at least one case summary that demonstrates the impact of the priority.

1. Priority One: Personal Decision Making 2. GOAL: Provide information to individuals with disabilities and the general community about the personal and decision-making process. 3. GLSC-DLC will assist persons with disabilities who require third party assistance in performing management of their fiscal and personal needs using the least restrictive form of agency agreement, such as Specific Powers of Attorneys and Legal Guardianships when appropriate. 4. Guam Legal Services Corporation-Disability Law Center continues to coordinate with various organizations around the island, such as the Guam Department of Integrated Services for Individuals with Disabilities, the Guam System for Assistive Technology, the Center for Excellence in Developmental Disabilities Education, Research, and Services, the Guam Department of Education, the University of Guam, the Client Assistance Program, the Guam Developmental Disabilities Council, Parents Empowering Parents, Inc., Supportive Services to Veterans and their Families, and the Ombudsman to facilitate training, presentations, workshops, outreach events, provide advocacy, technical assistance, feedback, and support staff when needed. 5. 67; none were class actions 6. Guam Legal Services Corporation-Disability Law Center assisted a 42 year old male who suffered a stroke. Client's daughter applied for services on his behalf to become his attorney in fact. The P&A initially determined that a power of attorney was not appropriate as the client was not competent to execute one at that time. The P&A proceeded with a legal guardianship. During process of prepping the legal guardianship, the P&A met with the client and his daughter several times and noticed that the client's competence had significantly improved. The P&A then determined that the client was competent and we assisted in prepping and executing a power of attorney.

1. Priority Two: Accessibility 2. Goal: Provide individuals with disabilities access to programs, services, public benefits, transportation, and buildings as required by the Americans with Disabilities Act Amendments Act (ADAAA), Section 504 of the Rehabilitation Act of 1973, and the Fair Housing Act. 3a). Objective One: GLSC-DLC will provide community outreach and advocacy regarding accessibility requirements under applicable local and federal laws. 3b). Objective Two: GLSC-DLC will investigate complaints and provide representation or legal advice when appropriate, related to accessibility for individuals with disabilities. 4. GLSC-DLC worked with other agencies such as Center for Excellence in Developmental Disabilities Education Research and Service (CEDDERS), Guam Systems for Assistive Technology (GSAT), the Guam Department of Integrated Services for Individuals with Disabilities (DISID), the University of Guam, and the Guam Department of Education to facilitate training, presentations and ensure accessibility for individuals with disabilities. 4. GLSC-DLC worked with other agencies such as Centers for Excellence in Developmental Disabilities Education Research and Service (CEDDERS), Guam Systems for Assistive Technology (GSAT), the Guam Department of Integrated Services for Individuals with Disabilities (DISID), and other non-profits on joint outreach activities for the purpose of disseminating information on accessibility. 5. 7; none were class actions 6a). GLSC-DLC participated in 24th Annual Guam System for Assistive Technology (GSAT) 2018 AT Conference and Fair. GLSC-DLC presented on voting rights, voting options, accessing polling places and accessibility for individuals with disabilities to approximately 200 conference attendees. In addition, GLSC-DLC disseminated brochures and provided educational information on voting rights of individuals with disabilities. During the August primary election, GLSC-DLC inspected 67 polling sites throughout the island and investigated whether parking areas, walkways, entryways, sign-in tables,

and voting booths were accessible. Additionally, GLSC-DLC attorneys and advocates administered disability training to over 400 precinct officials prior to the primary election. This training instructed precinct officials on how to correctly assist voters with disabilities to ensure their full participation in the electoral process.6b). GLSC-DLC assisted an individual who is blind by advocating on her behalf to request that the Guam Election Commission (GEC) bring the AutoMARK voting device to her designated polling site during the primary election. The voting machine was held at the GEC and available to voters prior to election day. Having the AutoMark at her polling site would enable her to vote with her peers. In previous years, voters that need to use the AT voting device would have to vote prior to the date of the election. The commission honored her request and she was able to vote independently and privately with her peers. Additionally, GLSC-DLC collected and reviewed the polling inspection forms from the 2018 primary election and sent a list of complaints and issues with recommendations so that certain accessibility problems would be rectified before the 2018 general election held in November. GLSC-DLC held a meeting to discuss recommendation and the Election Commission proposed and implemented a corrective action plan for the general election. 1. Priority Three: Employment 2. Goal: Protect and promote rights for individuals with disabilities with regard to employment opportunities. 3a). Objective One:GLSC-DLC will provide information and representation, when appropriate, to individuals with disabilities to increase and expand access to employment opportunities, with focus on workplace accommodations, competitive employment, employer awareness, and self-employment. 3b) Objective Two: GLSC-DLC will provide information and representation, when appropriate, to young adults with disabilities to increase successful outcomes in transitioning from school to post-secondary education, or employment. Transition Training (GCC 504/PEP). 4. GLSC-DLC collaborated with Department of Rehabilitation, American Jobs Center and the Center for Excellence in Developmental Disabilities Educations Research and Service (CEDDERS) to conduct training presentations and conferences including the National Disabilities Employment Awareness Month, held annually in October. 5. 4; none were class actions.6a) GLSC-DLC represented a client with mental illness who was terminated from her job as a Land Agent at the Department of Land Management. Under the Government of Guam Adverse Action Procedures, she was accused of Abandonment of Position and was terminated. Our client had been admitted to the inpatient psychiatric unit at the Guam Behavioral Health and Wellness Center for a period of time. Her mental disability seriously incapacitated her and she was unable to function normally. She had been misdiagnosed earlier by a physician as having a chronic thyroid problem. Her true mental condition came to light when she attempted suicide. Our client reported that she was waiting for her primary doctor to return from his absence to obtain clearance to return back to work. The agency did not wait for any medical clearance and proceeded to terminate her from her job. Evidence was presented by GLSC-DLC staff attorney that proved our client had major depression and was under the care of medical doctors and a psychologist at the Department of Behavioral Health and Wellness who were trying to balance various medications, counseling and group therapy for her clinical depression. During the adverse action administrative hearing, our client stated that she was willing to forego any back compensation for time she had missed, if she would just be allowed to return to her job, now that she had been medically cleared to return. After due deliberation, the Commission voted in favor of our client. She was subsequently reinstated to her position. 6b). Our client is a court appointed 17-year-old female diagnosed with bipolar, general anxiety disorder, panic disorder, social anxiety disorder, generalized anxiety disorder, and attention deficit Hyperactivity Disorder. GLSC-DLC, together with other social service agencies, assisted the client in obtaining access to mental health residential care and treatment, access to special education accommodations and modifications to her learning needs, transition to her family home, graduating from high school and transitioning to post-secondary education. Today, the client continues to receive overall mental health care and treatment for herself, as well as pursue a degree in college. 1. Priority Four: Social Security & Health Care 2. Provide assistance to eligible individuals in gaining access to benefits under the Social Security Act & and other health care laws. 3a). Objective One: GLSC-DLC will provide information and representation, when appropriate, to individuals with disabilities who have been denied Social Security disability benefits or who have had a determination of over-payment by the Social Security Administration. 3b). Objective Two: GLSC-DLC will provide information and representation, when appropriate, to individuals with disabilities who have questions about, or have been denied, appropriate health care services or benefits. 4. GLSC-DLC collaborated with the Department of Vocational Rehabilitation and the American Jobs Center to conduct a presentation on Social Security disability Insurance. 5. 12; none were class actions. 6a). Our client is a 55-years-old female diagnosed with spine and nerve damage. The client came to Guam Legal Services-Disability Law Center to request legal assistance on a Social Security Administration issue. Initially, the client applied for Social Security Disability Insurance and was determined that her condition

was not severe enough to keep her from working. Guam Legal Services Corporation-Disability Law Center advocated to appeal the decision and won, based on additional recommendations from medical experts, additional supporting medical documents, and thorough investigative research that her disabilities were established prior to the date she was last insured. 6b). Guam Legal Services Corporation-Disability Law Center assisted a 52 year old male who is deaf. He sought our services after he had been repeatedly denied interpreter services at various medical facilities. The P&A made contact and met with the Department of Public Health and Social Services' Americans with Disabilities Coordinator to discuss our client's issues. A plan was formulated to ensure that their staff receives training on the proper procedures when a request for interpreter services is received. The P&A also met with a local private hospital staff and their attorney to discuss the formulation of a policy on interpreter requests. As a result of the P&A's interventions, the client was able to avail of interpreter services during medical appointments at various facilities.

## **B. Priorities and Objectives for the Current Fiscal Year**

Please include a statement of priorities and objectives for the current fiscal year (the fiscal year succeeding that covered by this report), which should contain the following information:

1. a statement of each priority;
2. the need addressed by each priority; and;
3. a description of the activities to be carried out under each priority.

1. Priority One: Personal Decision Making 2. Provide information to individuals with disabilities and the general community about the personal decision-making process. 3. GLSC-DLC will assist persons with disabilities who require third party assistance in performing management of their fiscal and personal needs using the least restrictive form of agency agreement, such as Specific Powers of Attorneys, Legal Guardianships or Healthcare Surrogates, when appropriate. 1. Priority Two: Accessibility 2. Provide individuals with disabilities access to programs, services, public benefits, transportation and buildings as required by the Americans with Disabilities Act Amendments Act (ADAAA), Section 504 of the Rehabilitation Act of 1973, and the Fair Housing Act. 3a). GLSC-DLC will provide community outreach and advocacy regarding accessibility requirements under applicable local and federal laws. 3b).GLSC-DLC will investigate complaints and provide representation or legal advice when appropriate, related to accessibility for individuals with disabilities. Priority Three: 1. Employment 2. Protect and promote rights for individuals with disabilities with regard to employment opportunities. 3a). GLSC-DLC will provide information and representation, when appropriate, to individuals with disabilities to increase and expand access to employment opportunities, such as workplace accommodations, competitive integrated employment, employer awareness, and self-employment. 3b). GLSC-DLC will provide information and representation, when appropriate, to young adults with disabilities to increase successful outcomes in transitioning from school to post-secondary education, or employment. Priority Four: Social Security & Health Care 2. Provide assistance to eligible individuals in gaining access to benefits under the Social Security Act & and other health care policies and laws. 3a) GLSC-DLC will provide information and representation, when appropriate, to individuals with disabilities who have been denied Social Security disability benefits or who have had a determination of overpayment by the Social Security Administration. 3b) GLSC-DLC will provide information and representation, when appropriate, to individuals with disabilities who have questions about, or have been denied, appropriate health care treatment, services or benefits. 1. Priority Four: Social Security & Health Care 2. Provide assistance to eligible individuals in gaining access to benefits under the Social Security Act & and other health care policies and laws. 3a). GLSC-DLC will provide information and representation, when appropriate, to individuals with disabilities who have been denied Social Security disability benefits or who have had a determination of overpayment by the Social Security Administration. 3b). GLSC-DLC will provide information and representation, when appropriate, to individuals with disabilities who have questions about, or have been denied, appropriate health care treatment, services or benefits.

## Part VI. Narrative

At a minimum, you must include all of the information requested. You may include any other information, not otherwise collected on this reporting form that would be helpful in describing the extent of PAIR activities during the prior fiscal year. Please limit the narrative portion of this report, including attachments, to 20 pages or less.

The narrative should contain the following information. The instructions for this form outline the information that should be contained in each section.

- A. Sources of funds received and expended
- B. Budget for the fiscal year covered by this report
- C. Description of PAIR staff (duties and person-years)
- D. Involvement with advisory boards (if any)
- E. Grievances filed under the grievance procedure
- F. Coordination with the Client Assistance Program (CAP) and the State long-term care program, if these programs are not part of the P&A agency

A. Sources of funds received and expended: FY 2017 85, 799/85,799 FY 2018 96,161/85,799 B. Budget for the fiscal year covered by this report FY 2017-FY 2018 Wages/Salaries 68,472/56,090 Fringe Benefits 12,022/11,332 Materials/Supplies/Postage/Publications 1,421/1596 Telephone/Utilities 2,079/2,094 Rent 2,297/1,728 Travel/Mileage 2,120/2,813 Bonding/Insurance 1,502/1,004 Equipment (Rental/Purchase) 861/1,050 Legal Services: 0 Indirect Service: 0 Miscellaneous 5,387/8,092 C. Description of PAIR staff (duties and person-years) HAROLD F. PARKER, Executive Director, has been with GLSC-DLC since June 2008. He has a diverse legal background and an extensive practice experience. Prior to GLSC-DLC, he retired as the Executive Director of the Guam Public Defender Service Corporation and was in private practice. He oversees the administration of the PAIR program, reviews eligible client intakes for acceptance, and carries a caseload. CAROL D. CABILES, Protection and Advocacy Program/ Outreach Coordinator, has been employed at GLSC-DLC since February 2002. She started as an advocate and in October 2007, became a Program Coordinator. She graduated in 1997 with a Bachelor in Social Work from the University of Guam. Her duties include oversight of program goals and objectives, directing the planning, development, coordination, and implementation of projects consistent with such programs, providing consultation and technical assistance to program staff and conducting intakes and assessments of PAIR eligible clients. SHEILA M.S. CRUZ, Administrative Director began working with GLSC-DLC in September 2008. Prior to working with GLSC-DLC, she managed a private law firm from 2004 to 2008. Ms. Cruz also has over thirteen years of experience with the community and in social services as a volunteer, victim advocate, and working with troubled youth and their families. She oversees office management, human resources, and fiscal management. CHRISTINE B. VISOSKY, Bookkeeper, has worked at Guam Legal Services Corporation- Disability Law Center since February 2009. Her primary responsibilities include accounting for GLSC-DLC funds, cost accruals, account reconciliations, payroll, and financial reports. She graduated from Holy Name University with a B.S. in Accounting in March of 1996 and has worked in the accounting field for fourteen years. KELLA HERNANDEZ, Accountant, employed with GLSC-DLC since May 2018. Her primary responsibilities include accounting for funds, cost accruals, accounts reconciliations, payroll, and financial reports. She has a Bachelor in Business Administration in Accounting from the University of Guam. MAY COLLANTES, Information Technology Specialist, has been employed with GLSC-DLC since July 2016. She has a Bachelor of Science in Information Technology. She was recently employed as a Computer Systems Analyst and IT Support. She monitors the GLSC-DLC website, provides technical assistance, repairs and updates computer programs and software, assists in community presentations, education, and outreach projects. JAMES BALDWIN, Staff Attorney: Employed with GLSC-DLC since August 2015. He graduated from Colgate University in 1983 with a Bachelor of Arts, Suffolk University Law School with a Juris Doctorate in 1986, and a Master of Science in Taxation from the University of Hartford in 1991. He was admitted to practice in the State of Connecticut in 1986, the State of Florida in 1998, the Guam Bar Association in 1991, and the U.S. Federal District Court, District of Guam in 1991. At GLSC-DLC he shares a caseload across the board with the P&A programs as well



as other GLSC-DLC programs. ERIC D. MILLER, Staff Attorney, has been with GLSC-DLC since June 2016. He graduated from Xavier University in 1974 with a Bachelor of Arts and from University of Dayton School of Law in 1977 with a Juris Doctorate. He served as the Executive Director for the Guam Public Defender Service Corporation from 2011-2016 as well as the Associate Director for the Legal Services of East Tennessee from 1987-2011. He is a GLSC-DLC staff attorney who does primarily Protection and Advocacy work for persons with disabilities including counseling, advising, and direct representation under the Protection and Advocacy for Individual Rights (PAIR) program. ROBERT G.P. CRUZ, Staff Attorney: Employed with GLSC-DLC since July 2016. Mr. Cruz obtained his Bachelor of Science in Biology in 1971, a Juris Doctor in 1983 from Santa Clara University, completed numerous courses at the National Judicial College, University of Nevada as well as several graduate courses in Administrative Law and Procurement from the University of Guam. Professional background includes Adjunct Professor- University of Guam, Instructor/Facilitator in Business Law- University of Phoenix, Child Support Referee/Administration Hearing Officer- Superior Court of Guam, and operated his own private practice law firm for six years. At GLSC-DLC he shares a case load across the board with the P&A programs, as well as other programs at GLSC-DLC. NAOMI C. SANCHEZ, Advocate, has been employed with GLSC-DLC since October 2015. In May 2015, she graduated from the University of Guam with a Bachelor of Social Work. She was a practicum student with GLSC-DLC from August 2014 to April 2015. Under the PAIR program she receives referrals, conducts intakes with new applicants, reviews cases, and assists the attorney throughout the case until case closure. NORA CADAG, Advocate, employed with GLSC-DLC from January 2005—October 2007, rehired in March 2008 until present. She graduated from the University of Guam with a Bachelors in Social Work in December 2004. Her duties include conducting initial assessments on referrals, intake interviews, advocating during case presentations, managing cases up until closure, conducting home visits, and assisting with outreach events in collaboration with community partners as well as GLSC-DLC's sponsored events. EILEEN JAO-DADOR, Advocate, employed with GLSC-DLC in June 2010. She earned a Bachelor of Social Work from the University of Guam in 2008. Prior to working with GLSC-DLC, she was employed with the Guam HIV AIDS Network Project as an HIV/STD Risk Reduction Counselor and Community and Media Liaison providing HIV/AIDS education and prevention, counseling, testing and referral services to at-risk populations. In addition, she collaborated with other national AIDS organizations and other partners in HIV/AIDS prevention, care, and advocacy. Her duties under the PAIR program include receiving referrals, reviewing applications, conducting intakes, participating in case reviews and managing the case through closure. Additional duties include interviewing potential clients in GLSC-DLC's other P&A programs. CRYSTAL KOCH, Advocate, employed with GLSC-DLC since May 2018. Prior to joining the organization, she worked in fundraising and development for non-profit organizations. Her casework includes conducting intake assessments, collecting information pertinent to the case, reviewing documents, making referrals to appropriate agencies, reviewing cases with Executive Director and staff attorneys. TEO GOGO, Legal Secretary: Employed with GLSC-DLC since November 1997. She prepares and processes legal pleadings and correspondences; reviews files to determine status, and prepares documents; communicates with attorneys, opposing attorneys and/or their staff, and court officials regarding cases; communicates with clients regarding status, hearings, execution of documents or obtains information; prepares exhibits, binders, and other case related materials. SHERI BATUNGBACAL, Secretary, employed with GLSC-DLC since December 2017. Her duties include creating client file folders, preparing acceptance letters, scheduling attorney appointments, preparing powers of attorneys, closing letters and notarizing documents. CLARISSA CRUZ, Receptionist, employed with GLSC-DLC since October 2017. Her duties include answering phone calls, scheduling appointments, maintaining online calendar of activities, pre-screening applicants to determine eligibility requirements based on program's priorities, in addition to other duties assigned. SADIE BLAS, File Clerk/Runner, employed with GLSC-DLC since November 2017. She assists applicants and clients from processing their application to closing their file. Additional duties include, but not limited to filing documents, organizing files, and accompanying in home visits. D. Involvement with advisory boards (if any): GLSC-DLC staff continues to have ongoing membership to numerous advisory councils and boards such as, the University of Guam Center for Excellence in Developmental Disabilities, Education, Research and Services (UOG CEDDERS); the Guam Developmental Disabilities Council (GDCC); Guam System for Assistive Technology (GSAT); and the Guam Homeless Coalition. E. Grievances: GLSC-DLC had 1 grievance filed in FY 2018. F. Coordination with the Client Assistance Program (CAP) and the State long-term care program, if these programs are not part of the P&A agency: GLSC-DLC continues to have a collaborative partnership and MOU for contact services with Client Assistance Program (CAP). GLSC-DLC also continues to work with the Long Term Care

Program under the Division of Senior Citizens at the Department of Public Health and Social Services. GLSC-DLC provides referrals as well as collaborates in multi-disciplinary team meetings when appropriate.

## Certification

Signed? Yes

Signed By Harold F. Parker

Title Executive Director

Signed Date 12/28/2018