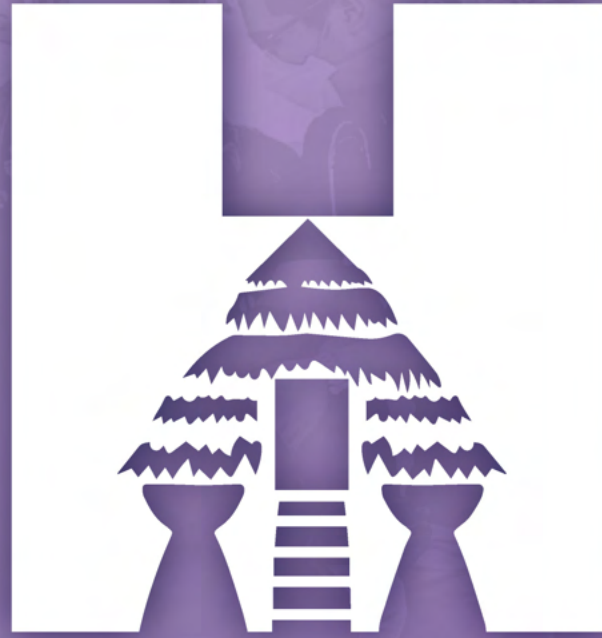




GUAM HOMELESS COALITION



2024 HOUSING & HOMELESSNESS

S U M M I T

2024 ACTION FRAMEWORK



GUAM BEHAVIORAL HEALTH
AND WELLNESS CENTER

Sponsored by Guam Behavioral Health and Wellness Center

Acknowledgements



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.

Our 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.

- 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.

Our 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:

The Guam Homeless Coalition has 23 voting members, 10 non-voting members and welcomes all organizations, business leaders, and community stakeholders to join.

Guam Homeless Coalition Officers 2024 to 2026



Aja Ramos
Chairperson

Westcare Pacific
Islands



Rob San Agustin
Vice-Chairperson

Office of Homeless
and Poverty
Prevention



Leilani Giltinag
Treasurer

Sanctuary, Inc



Jesse Libby
Secretary

Guam Behavioral
Health and
Wellness Center



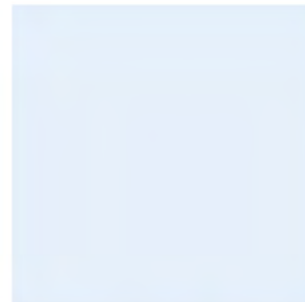
Angelina Lape
Indirect Services

HeadStart



**Jaqueline
Thinom-pong**
Direct Services

Mañe'lu



Scotdy Aguon
Lived Experience

We thank our outgoing GHC Officers for their time, commitment and perseverance throughout Typhoon Mawar recovery and tireless efforts to improve the Guam Homeless Coalition during their terms.

Samantha Taitano (Chair), Jayne Flores (Treasurer), Justine Bautista (Secretary), Diana Calvo (Direct Services), Anthony Cruz (Lived Experience)

COALITION CHAMPIONS IN MEMORIAM

We give special focus and recognition to Guam's champions for homelessness mitigation on Guam. Their unwavering commitment to helping others inspired all of us and their spirit and the impact they made in our lives and the community will always remain.



Peter Sgro

July 21, 1959 - January 9, 2024

Peter Sgro was a longtime supporter of the Guam Homeless Coalition and a friend to many of us who worked with him over the years. Whenever there was a GHC event, Mr. Sgro was more than willing to give what he could. Every Passport To Services, his vehicle would pull up with a generous food donation to fuel the homeless and the coalition partners who dedicated their time and energy for the day.

Mr. Peter Sgro will be greatly missed and his contributions will be forever remembered and appreciated. Thank you for exemplifying the true meaning of community, compassion and generosity.

Terry Mortera

July 7, 1962 - May 23, 2024

Terry was a long time public servant and spent years at Catholic Social Service. He managed Guma San Jose and his efforts brought smiles to countless faces and made a profound difference in the lives of so many. We will carry on that same spirit as we perpetuate the impact he made in the community.

A lifelong entertainer, Terry was our gracious and charismatic host for the 2023 Guam Housing and Homelessness Summit and he will always be remembered for his enthusiasm around others and welcoming demeanor with his colleagues. Thank you, Terry, for the light you brought and for reminding us that a single act of kindness can change the world.



PREFACE

Hafa Adai!

2023 was an unprecedented year for the Guam Homeless Coalition. It was a year of defining ourselves in the face of opposition to our mission and asserting ourselves in the wake of a natural disaster. It was a year of growth and new ideas to apply to persistent challenges. There were transitions for organizations taking on new programs and changed leadership. Through all this, the constant was the continued fellowship between all the coalition members standing united for all of the unhoused on Guam. From a homeless encampment raid to typhoon response to emergency sheltering, the coalition found itself in a place that it had never been before as advocates for the homeless in Guam.

The year began with the usual annual point in time count and as Guam moved past the COVID pandemic we were able to resume all normal pre-COVID functions. There was a slight decrease in the PIT count enumeration from 1,087 in 2022 to 1,075 in 2023.

In March of 2023, the Coalition was faced with a publicized encampment sweep coordinated by Guam's Attorney General. This event was important because of the "stateside" efforts regarding the criminalization of homelessness and making its way to Guam. As the political climate changes locally and nationwide, the Guam Homeless Coalition must heighten its awareness on the legalities and rights of those facing homelessness. The Guam Homeless Coalition did take a position against this action to encourage more collaboration for future actions to decrease the likelihood of retraumatization of these individuals living in encampments. It was clear that the action did not result in any long term improvement for these individuals. The takeaway from this was understanding that there was an effort to dehumanize and criminalize street homeless in the media and public eye. We need even stronger advocacy by the Guam Homeless Coalition as attitudes change on Guam. Homelessness is not a crime and housing should be a basic right.

In May, the Coalition encountered something new. Since its establishment, the coalition had never gone through a natural disaster the magnitude of Typhoon Mawar. As a result of this, the Coalition had to find a way to assert itself in the response and recovery process. Many member organizations helped in the community but the voice of the coalition needed to be heard. The Coalition partnered with the American Red Cross and underwent training for emergency shelter planning and operation. We also coordinated a "mini passport to services" inside the typhoon shelters to assist Red Cross and FEMA volunteers with casework, translation, interpretation and connection to services and benefits. From this experience, we now understand that the Guam Homeless Coalition should have a role in disaster response for future natural disasters.

From learning about our strength in the face of adversity, the Guam Homeless Coalition leadership then decided to take an introspective look at improving for the future. The result was creating committees within the coalition to address areas of possible improvement. The GHC created committees for: Housing, Emergency Response, Data, Training, Communications, Finance, Fundraising and special Review and Ranking committees. Each committee created goals to achieve in observance of the 5 year action framework that was created in 2022 and according to our guidance and assistance received from the US Department for Housing and Urban Development (HUD).

The coalition would like to thank its partners and all who assisted in making a continued impact to decrease homelessness on Guam.

Si Yu'os Ma'ase.



2023 HOUSING AND HOMELESSNESS SUMMIT HIGHLIGHTS



The first ever Proclamation and Legislative Resolution, recognizing November as Homelessness Awareness month

Presentations



Emergency Recovery

The Leaders and players in retrospect of Typhoon Mawar (left to right) Mayor Robert Hofmann; Charles Craig from FEMA Voluntary Agency Liaison; Diana Calvo Executive Director of CSS and Secretary of VOAD



Housing Justice with Micronesian Legal Services Corporation and Public Defender Service Corporation (MLSC)

Matthew Wolff, Heidi Simpson PDSC - Stephen Hattori, Executive Director of PDSC



Lived Experience Panel: In Their Words: A discussion on the experience of being homeless

Daria Calvo (Moderator), Kallen Perez (Peer Support Specialist), Jason Rushing, Sula DeJesus

GHC PROGRAMS IN ACTION

GHC FINANCIAL ASSISTANCE

100+

Financial assistance provided to assist clients with: identification and other essential documents, utilities arrears, medical needs, employment needs, airline tickets to reunite with family, and more.

GHC PARTNER PROGRAMS

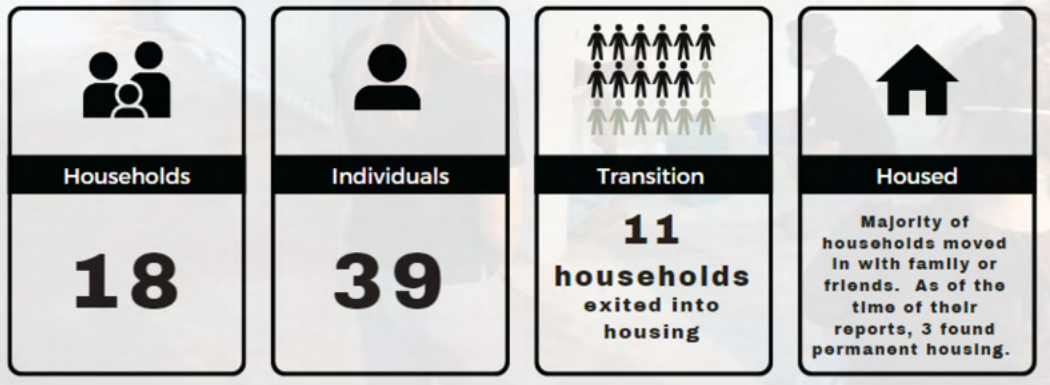
89

Guam IDs

72

Ayuda Shuttle IDs

EMERGENCY SHELTER PILOT PROGRAM



2023 PIT Count

Individuals	Households	Sheltered	Unsheltered	Minors	Adults	Female	Male	Transgender
1,075	406	174	901	311	764	479	595	1

Historical total Point in Time count homeless individuals on Guam:

2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
1,271	1,356	1,280	1,085	852	854	875	790	680*	1,087	1,075

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

REFINING THE APPROACH

In an effort to move the mission and vision of the Guam Homeless Coalition forward, committees were created to tackle coalition initiatives and action items from our strategic framework. The committees are a direct result of the needs determined from the last Housing and Homelessness Summit in 2023. The GHC committees are expected to meet monthly and report on their progress in the monthly GHC membership meeting. Each committee works with other government agencies and stakeholders to complete action items related to their area. Committees also continually assess current events, legislation and circumstances that affect homelessness response. The following are the current committees and their duties:



Financial Committee

The Financial committee will be headed by the Guam Homeless Coalition Treasurer and will be responsible for:

- Reviewing and approving financial requests from the coalition members.
- Development of standard operating procedures and criteria for reviewing large financial requests.
- Review of the Emergency shelter program and recommendations for funding.
- Strategic Framework tasks that are related to finances.



Data and Training Committee

The Data committee will be headed by the HMIS team and will track GHC data and develop training plans to help support coalition members in the work they do. will be responsible for:

- Quarterly review of data with CoC programs.
- Development of a Corrective Action plan for system performance reviews.
- Strategic Framework tasks that are related to data
- PIT Count Training
- HMIS Training
- Shelter Training in coordination with GDOE.
- Develop or source a standardized case management training for CoC case workers.
- Disseminate information about other training (HUD and other federal or local agencies) opportunities to the membership.
- Strategic Framework tasks that are related to training and capacity building.



Review and Ranking Committee

The Review and Ranking committee will review and rank renewal and new CoC applications. The Review and Ranking committee will work closely with the Data Committee. Responsibilities Include:

- Early review of CoC renewal applications in anticipation of NOFA release. Renewals will be reviewed in the Q2.
- Review and ranking of new projects.
- Strategic Framework tasks that are related to the CoC application.



Fundraising Committee

The Fundraising committee is responsible for:

- Donor engagement
- Coordinate fundraising activities, including a signature annual fundraising event.
- Strategic Framework tasks that are related to fund development.



Emergency Response Committee

The Emergency Response committee is responsible for:

- Develop and annually review emergency response policies and procedures.
- Lead emergency response
- Strategic Framework tasks that are related to emergency response



Communication Committee

The Communication committee is responsible for:

- Social Media management
- Media Strategy to promote the organization
- Sending out Press Releases
- Basic Maintenance of the GHC Website
- Strategic Framework tasks that are related to public awareness and media.



Housing Committee

The housing committee is responsible for:

- Monthly update of available housing listings
- Landlord and realtor engagement
- Strategic Framework tasks that are related to housing.



S.W.O.T

During breakout sessions at the Summit, committees came together to complete an annual S.W.O.T. Analysis to better understand their committee’s strengths, weaknesses, opportunities, and threats. Committees reassessed their work and progress since the 2023 conference, calibrating their efforts, sharing new ideas and discussing how they contribute to the Continuum of Care. Additionally, committees created goals or metrics for the coming year.

Data & Training Committee DATA

Strengths	Weaknesses
<ul style="list-style-type: none"> ● Diverse group of members for the data committee. ● The committee has members that are knowledgeable in public/non-profit sector operations. ● Improve CoC project performance. 	<ul style="list-style-type: none"> ● Not all participating projects are part of the data committee. ● Small group of members/wear many hats many responsibilities / committee members are part of the other CoC committees, ● Over-burden with meetings ● One hour meeting not long enough! ● Information / reporting policy & procedures ● Reporting, inconsistent
Opportunities	Threats
<ul style="list-style-type: none"> ● Bring in fresh members/partners with new ideas to expand and improve services. ● Bring in someone with lived experience. ● Uniform/formalize CoC reporting. ● Better informed communities / access to HUD reporting sites. ● CoC related homeless project reports in one location. ● Better CoC project performance ● More funding opportunities may open. 	<ul style="list-style-type: none"> ● Losing funding for projects. ● Saving face / program /being the bad guys. ● Planning for expansion.

Review and Ranking Committee

- HMIS is primarily used by HUD and its federal partners for reporting. The system is not accessed by other community programs.
- Lack of knowledge of how the CoC projects work. Would like more information on how to access homeless services and where these services can be obtained. A workflow was suggested to be given to the community to show the pathways to get homeless services.
- HMIS access/participation to other non HUD community partners/projects that serve the homeless.
- Client satisfaction survey for clients exiting Continuum of Care projects.
- Quarterly review of program reports. Quarterly reporting of the CoC projects be tested out and challenges discussed by the CoC Review and Ranking committee. GHURA can work with projects that are underperforming to create a corrective action plan.
- How the SMO (Sinajana Mayor's Office) assists homeless in the village by providing, safe area for homeless to sleep at night, charge devices, eat, shower, and store important documents/ids for the homeless households. He also has keeps photographs of the homeless in case of emergency. SMO always looking to gathering data to develop projects to serve the community, (cloud based system for residency verifications?). A household can go to any mayor's office and have a verification generated.
- Working to get access points to GHURA, Rev & Tax, DPHSS and GPD. Eight mayor's office still utilize manual file systems. This residency verification project was piloted at the Dededo mayor's office.
- Sharing of information restrictions and roadblocks, experiences of the mayor when trying to assist his homeless clients. Chelsea – mentioned privacy concerns.
- CES / CoC prioritization procedures. CES for the CoC needs to be revisited.
- GHC reports – to be placed at GHC website, Amor and Diana – transparency.
- SMO brought up sheltering the homeless during a typhoon. Mentioned a suggestion to have the homeless sheltered separately during typhoon. They will be among friends and avoid stigma. The homeless would be picked up at 10am at specified areas and brought to homeless only shelters. The homeless would normally leave the shelters first. Chelsea from Guma Mami added that the homeless were given information on the available storm shelters. Some homeless did not seek public shelter, because they heard that smoking was not allowed.

TRAINING

Strengths	Weaknesses
<ol style="list-style-type: none"> 1. Diversity of Committee Members 2. Committee members hold various positions throughout the community (i.e. Social Workers, Program Managers, Data Specialists, Planners, etc.) which brings varying viewpoints to topics/ideas. 3. Knowledgeable Committee Members 4. Committee Members hold a diversity of knowledge/experience to topics (i.e. Mandated Reporting, Data Collection, Program Technical Assistance) 	<ol style="list-style-type: none"> 1. Difficulty Arranging Meetings, due to the positions various members hold, finding time to meet and collaborate can be challenging. 2. Members Have Other Commitments 3. The majority of the Training Committee are part of other committees, or hold positions, which are very time- consuming. This leads to the 4. Committee being a lower priority for most.
Opportunities	Threats
<ol style="list-style-type: none"> 1. Capability to Conduct Trainings: Various Members have the capability to conduct training, due to their knowledge and experience. 2. Various Training Opportunities Offered: There are constant training opportunities offered by the community and/or federal partners. 	<ol style="list-style-type: none"> 1. Overextension of Committee Members: Due to members' very busy schedule, it could lead to potential burnout. 2. Low-Priority Committee 3. Members have other commitments that are higher priority, which leads to lower interest in the Committee.

Training Committee Plans:

Start the planning process for a Coordinated Entry System. Workshop Series.
Plan for next year's Point-In-Time Count Training

COMMUNICATIONS COMMITTEE

Strengths	Weaknesses
<ul style="list-style-type: none"> ● Good internal communications within committee ● Increased engagement on social media <ul style="list-style-type: none"> ○ More regular social media posts ○ Sharing of member posts ○ Increased and more purposeful social media posts surrounding events that encourages engagement ○ Member engagement through sharing of social media posts ● Creation of informational webinar series to highlight the work that members are doing. Creation of YouTube account for video content. 	<ul style="list-style-type: none"> ● Limited access to our Facebook ● Community is still unsure how to access us. ● No employee to regularly check on social media and email accounts, so communication can be sporadic. ● Website needs to be updated
Opportunities	Threats
<ul style="list-style-type: none"> ● Reaching more of the people doing the work ● Polling people on self care activities ● List of places to announce <ul style="list-style-type: none"> ○ Tri vision ○ Free section in newspaper ○ Social media ○ Press release ● Continue to produce It Takes a Village 	

2024 Goal

By 2025, 75% of the population on Guam will know who the coalition is and what we do.

- a. Updated and relevant information on website and social media
- b. Quarterly awareness campaigns related to outreach events (PIT, P2S, Summit, Fundraising)
- c. An annual outreach schedule will be posted and available
- d. Promote and share member information on all social channels



HOUSING COMMITTEE

Strengths	Weaknesses
<ul style="list-style-type: none"> ● Guam Homeless Coalition partners ● GHC Network ● Upcoming Gov't inventory of housing/shelter ● Gov't support (from Lt Governor) ● Other non-profit groups and stakeholders wanting to help ● Court programs (family recovery) ● CLTC 	<ul style="list-style-type: none"> ● Need for grant writers ● Transportation ● Affordable housing ● Lack of financial assistance ● Stigma of homelessness ● Lack of case management ● Lack of ADA compliant housing inventory ● Processing wait times (GHURA) ● CLTC
Opportunities	Threats
<ul style="list-style-type: none"> ● Legislation can be introduced ● Expand internship guidelines for other jurisdictions ● Increase grant funding (CoC or other) ● Increase fair housing training ● Pilot program for re-entry (TOHGE) ● Housing symposium ● CLTC 	<ul style="list-style-type: none"> ● Housing market ● Aging out of youth system (into homelessness) ● Military renters ● Construction and workforce costs ● Corporate landlords ● Landlord/ tenant laws ● Available housing inventory ● CLTC

2024 Goals from breakout session:

- Propose legislation for Guam Housing Corp trust fund to be used for other housing programs
- Create an internal landlord directory for Guam Homeless Coalition to utilize
- Create educational awareness campaign to destigmatize homelessness so landlords would want to rent to them
- Create action items for youth aging out of the system and into homelessness



FUNDRAISING COMMITTEE

Strengths	Weaknesses
<p>The members are committed to the work and mission of the GHC.</p> <ul style="list-style-type: none"> - The GHC fills certain gaps in supportive services that government and non-profit organizations can provide. - It increases collaboration amongst member organizations. - The GHC is well known in the community. - The creation of various subcommittees and committee assignments of members. - November is proclaimed Homelessness Awareness Month allowing for further recognition 	<p>The GHC does not have dedicated full-time staff to coordinate and lead GHC objectives.</p> <ul style="list-style-type: none"> - The GHC competes with others for sponsorships and donations from the business community. - The GHC does not have office or storage space for in-person meetings or to receive and store donated items. - The GHC relies heavily on the donations and sponsorship to help support GHC events.
Opportunities	Threat
<p>The GHC should apply for grants and other funding sources to support and coordinate operations of GHC events.</p> <ul style="list-style-type: none"> - The GHC should engage in member organizations to weave in funding in their operations to fund and support GHC event such as Passport to Services, PIT Count, Housing & Homelessness Summit, etc. - The GHC Officers should engage with business community forums to solicit their support in sponsorship. <p>- The fundraising committee and communications committee shall collaborate to ensure that sponsors of the GHC will be recognized on GHC website and its social media pages.</p>	<p>The GHC competes for sponsorship and donations from the business community.</p> <ul style="list-style-type: none"> - The ability to assist in financial requests is dependent on the amount of monetary donations received.

Goals:

The fundraising committee has set an annual fundraising goal of \$30,000 for the first year and with a \$10,000 increase in the goal every subsequent year. Additionally, the fundraising committee has agreed to hold at least one fundraising event every quarter of the year to help with community engagement and awareness.

Action Framework Progress

As we continue using the action framework as a guide for the Guam Homeless Coalition Members, Government of Guam agencies and community stakeholders, there was good progress considering the challenges faced. As we move through 2024 and into 2025, these items will continually be assessed for impact and appropriateness with the long term goal of overall homelessness systems response improvement, greater data collection and information sharing and services improvement to support poverty prevention.

ALL ACTION ITEMS

	2023	2024	2025	2026	2027	2028
Objective: Increase accessibility to and awareness of government and nonprofit programs.						
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"> 2023- Interpretation and translation services will be made available at 50% of government and nonprofit agencies. 						Customer facing agencies have access to contracted translation services if needed.
Action Item: Develop a comprehensive list of resources that is maintained, up-to-date, and accessible.						
<ul style="list-style-type: none"> An easily accessible website that identifies what services are available based on an individual's needs. 						Government site for OHAPP and Interagency Council. https://governor.guam.gov/ohapp/ichp/
<ul style="list-style-type: none"> Annual Resource Guide that is printed and passed out during outreach. 						Annual resource guide by the Guam Homeless Coalition distributed at PIT count and all year round.
<ul style="list-style-type: none"> Guam Homeless Coalition will post their annual outreach plan at the beginning of each year. 						In development: 2025 plan to be completed and released.
<ul style="list-style-type: none"> Guam Homeless Coalition will host quarterly outreach events. 						January: PIT Count; April: Passport to Services; September: Medical Mission; November: Homelessness Summit
<ul style="list-style-type: none"> Educational campaign about homelessness and available services. 						Coalition youtube: It takes a Village Series
Action Item: Annual community outreach event for general public to coincide with Homeless Awareness month. (a month long activity of events to build awareness)						
						November is now designated for summit event and proclamation. Outreach tie-ins are TBD.
Objective: Increase partnerships with landlords and realtors to assist in housing individuals.						
Action Item: Develop an education campaign directed towards landlords and realtors.						
						Landlord survey released June 2024 to gather landlord feedback
Educational awareness videos that provide landlords and realtors with information about programs, support and landlord incentives.						
						GHC "It Takes a Village" PSA series.
Action Item: Develop a comprehensive list of landlords and available units updated weekly and available to service providers.						
						In Progress.

	2023	2024	2025	2026	2027	2028
<ul style="list-style-type: none"> An easily accessible website that lists available rental units that work with homeless programs 			Reassessing need. This may become an internal GHC list for homeless population and clients			
Action Item: Develop a list of real estate agents that work with public programs.			In progress with landlord survey			
Objective : Increases accessibility for housing and services for vulnerable populations.						
Action Item: Develop annual policy or legislation proposals from the Guam Homeless Coalition			In progress. Initiatives to be announced at Summit.			
Action Item: Develop a campaign to highlight First time home ownership services						
GOAL: 10% increase in individuals and families taking advantage of first time home ownership programs						
Improve GHURA/DPHSS application processing time 7-10 day processing						
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"> Increase in individuals with prior convictions being housed through GHURA. 						
Objective: Increase self sufficiency and home ownership possibilities						
Action Item: Partner with Guam Energy Office or other stakeholders to provide solar lights to families living in substandard housing.			Guam Energy Office current campaign weatherization assistance program for eligible households. Go to: energy.guam.gov			
<ul style="list-style-type: none"> 200 households will receive at minimum one solar light. 			To be reassessed based on funding and Energy Office programs			
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)			Reassessing: Increase in online payment possibilities and online submissions are effective.			
Action Item: Government agencies will explore accepting all forms of credit cards and not charging convenience fees.			Fees have been waived for payments to the government until Sep 30, 2024.			
Action Item: Government agencies will develop a comprehensive customer service plan to better serve constituents.						
<ul style="list-style-type: none"> All government agencies will require a standard customer service training annually. 						
<ul style="list-style-type: none"> 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. 						

	2023	2024	2025	2026	2027	2028
<ul style="list-style-type: none"> Government agencies will have active social media platforms with up-to-date information. 			In progress and ongoing			
Objective: Increase awareness of available services						
Action Item: Develop creative marketing campaigns to advertise services.						
<ul style="list-style-type: none"> GRTA buses and bus stops will have advertisements of government and nonprofit services. 						
Objective: Recruit and retain providers						
Action Item: Create opportunities for service providers to meet outside of work and to practice self-care.		In process. Monthly and quarterly events still being discussed.				
<ul style="list-style-type: none"> A GHC membership reward program for discounted self-care services from participating vendors. 						
<ul style="list-style-type: none"> Bi-monthly networking events for GHC members. 						
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)			In progress. Estimated plan to be completed Sep 2024.			
<ul style="list-style-type: none"> Individuals exiting correctional facilities will have vital documents prior to exiting. 			OHAPP working with DOC to create protocol for re-entry to include all documents and services/plans by time of release.			
Action Item: Interagency website with strong homeless coalition presence and partnership			https://governor.quam.gov/ohapp/ichp/ . Continued development and refinement			
Action Item: More public awareness campaigns- annually based on barriers and program changes.						
Objective: Increase Guam Homeless Coalition profile in the community						
Action Item: Hire Guam Homeless Coalition dedicated staff or more activity by members			Forming of GHC committees has resulted in more member work and collaboration			
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			GHC created committees to address issues. Data committee will assess reporting and data integrity			
<ul style="list-style-type: none"> Revise current GHC reporting standards 			In process: Committee is assessing annual COC evaluation to improve reporting			

	2023	2024	2025	2026	2027	2028
			and data			
<ul style="list-style-type: none"> Implement annual member survey for recommendations and feedback 			To be implemented 2024. Annual GHC member survey to be conducted by November			
<ul style="list-style-type: none"> Increase information sharing w/in coalition - #'s for individuals in and out of shelters to be reported monthly and made public 			Data and training committee are refining reports to aggregate the data and incorporate it into information for the public			
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.			GHC Outreach chat has members advising weekly on outreaches.			

Action Items- 2025 through 2026

Objective: Increase accessibility to and awareness of government and nonprofit programs of government and nonprofit programs.

2026- Interpretation and translation services will be made available at all government and nonprofit agencies.						
Action Item: Increased bus stops near public housing areas and other low- to moderate-income housing areas.						
Guam Regional Transit Authority has a robust online bus map system to improve access to transportation.						

Objective : Increases accessibility for housing for vulnerable populations.

Improve GHURA/DPHSS application processing time to 5 business day processing						
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Objective: Increase self sufficiency and home ownership possibilities

Action Item: Partner with architect and engineering firms to create alternative housing options.						
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.						
<ul style="list-style-type: none"> Quarterly free training on basic household carpentry. 						

	2023	2024	2025	2026	2027	2028
<ul style="list-style-type: none"> Annually, 5 households in need are assisted with basic home maintenance and repairs. 						
<ul style="list-style-type: none"> Viable construction scraps will be saved for household repairs. 						
Objective: Increase customer relations and engagement to decrease barriers to financial responsibility						
Action Item: Government agencies will explore decreasing late fees.						
Objective: Increase awareness of available services						
<ul style="list-style-type: none"> Develop creative marketing campaigns to advertise services. 						
<ul style="list-style-type: none"> Campaign that is specific to employment services. 						
<ul style="list-style-type: none"> Campaign that focuses on mental health services and teaches individuals skills to handle family conflicts. 						
More medicaid outreach to substandard areas				There was greater outreach due to Typhoon Mawar. Outreach strategies ongoing.		
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"> Individuals at GMH will not be discharged into homelessness and will not need to stay at GMH because of lack of housing. 						
<ul style="list-style-type: none"> Development of a transitional facility from GMH back to housing. 						
Action Item: Develop MOUs and annually review partnerships to increase collaboration.						
<ul style="list-style-type: none"> Improve turnaround time in receiving off-island vital documents. 						
<ul style="list-style-type: none"> New multi-agency pilot program with "braided" services. 						
Objective: Recruit and retain providers						
Action Item: Increase the number of social workers.						
<ul style="list-style-type: none"> Develop a campaign to increase interest in the social services field. 						
<ul style="list-style-type: none"> Government incentivized program to pay for social services degree.(if not in existence) 				EXECUTIVE ORDER NO. 2023-10: Established Health and		

	2023	2024	2025	2026	2027	2028
				Social Services Workforce development.		
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				Current models of interest: "Clustering" or "medical respite centers". Minimal medical supervision living in group or individual setting		
<ul style="list-style-type: none"> A new independent living program. 				See above. Evaluate if Medicaid funding could help in housing and services.		
Objective: Improve pathways to housing for individuals exiting correctional facilities.						
<ul style="list-style-type: none"> Create pathways for employment for those exiting correctional facilities 						
Action Item: Develop shelter/ housing for exiting inmates (halfway house depending on research)						
Public WiFi at Gov agencies				In development with "Internet for All" program through Infrastructure Office		
Objective: Improve Guam Homeless Coalition practices and accountability						
Action Item: Outreach to grow Guam Homeless Coalition membership and support/donations (annual events, mixers, lunches, telethon, etc..)				In progress with fundraising and communications committees		
Action Item: Develop annual plan for fundraising efforts for Guam Homeless Coalition				In development with GHC fundraising committee		
Action Items 2026-2028						
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.						

	2023	2024	2025	2026	2027	2028
<ul style="list-style-type: none"> 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...) 						
Objective : Increases accessibility for housing for vulnerable populations.						
Improve GHURA/DPHSS application processing time to 48-72 hours						
Objective: Expand Support Services for those with disabilities						
Action Item: Open central medical campus.						
Action Item: Increase transitional housing						
<ul style="list-style-type: none"> By 2028 there will be 5% increase in transitional housing 						



APPENDIX

Guam Homeless Coalition Members

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 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: info.bwa@guam.gov 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: www.catholicsocialserviceguam.org Email: info@cssguam.org 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.	Disid.guam.gov Tel: 475-4624/4646 Email: dss@disid.guam.gov
Department of Labor	American Job Center, Senior Community Service Employment Program (SCSEP),	www.dol.guam.gov / www.hireguam.com 671-475-7000/1
DPHSS Division of Senior Citizens	Bureau of Social Services Admin: SNAP, Cash Assistance, Medicaid and MIP, Division on children's wellness, adult protective services, Division of senior citizens	https://dphss.guam.gov/ https://dphss.guam.gov/dph/ See website for division contact information
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.	https://dya.guam.gov/ dya.guam@gmail.com https://dya.guam.gov/contact-us/
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.	https://ghura.org/ Email: webmaster@ghura.org 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.	https://gbhwc.guam.gov/ care@gbhwc.guam.gov 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: https://guamheadstart.gdoe.net/ (671)475-0484 Email: headstartregistration@gdoe.net
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: www.lawhelp.org/gu Email: information@guamlsc.org 671- 477-9811 / 2
Guam Memorial Hospital Authority	Guam's only public hospital that has been serving the island community since 1946.	https://www.gmha.org/contact@gmha.org (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.	https://www.gumamami.net/gumamami@guam.net 477-1505
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: www.manelu.org Email: mrcoss@manelu.org 789-1265/686-2227
Elim Pacific Ministries/Oasis	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 info@oasisguam.org
Micronesian Legal Services Corporation		
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	governor.guam.gov/ohapp 671-475-2081 ohapp@guam.gov
Public Defender Service Corp.	Provides quality legal services to indigent persons in both criminal and civil proceedings within prescribed standards and goals	https://guampdsc.org/ https://guampdsc.org/contact-us/ 475-3100; Fax: 477-5844
Sanctuary, Inc.	Provides 24-hr accessibility to homeless, runaway, and troubled youth between ages 12 to18 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	https://guam.salvationarmy.org/guam/ hector.acosta@usw.salvationarmy.org

	His name without discrimination. The organization provides temporary rental assistance, food assistance, disaster services, substance abuse treatment support services, and a thrift store.	Tel: 477-3528 / 3529 / 9855 / 7671 & 489-0342
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	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
Friends of the GHC (NON-Voting)		
Victor Dungca		
Gregorio Calvo		
Fr. Francis Hezel		
Mark Crisostomo		
Mike Milner		
SureStay Hotel		
Department of Veterans Affairs		
Dept. of Public Health and Social Services/Bureau of Social Services Admin.		
Bureau of Statistics and Plans		
Samantha Taitano		



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.

