



# 2024



FISCAL YEAR 2024 - PUBLISHED FEBRUARY 2026

# CITIZEN-CENTRIC REPORT

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## ABOUT OUR DEPARTMENT

The Department of Integrated Services for Individuals with Disabilities (DISID) was established under Guam Public Law 24-16 in March 26, 1997 as the designated single point of entry agency that provides, promotes and ensures a full continuum of lifelong programs and services that allows for independence, productivity and inclusion of people with disabilities into the community.

Within DISID, there are two divisions, the Division of Support Services (DSS) and the Division of Vocational Rehabilitation (DVR). DSS leads in the development of a community service delivery system which includes design, implement, administer, coordinate, monitor and evaluate the programs and services of the division for persons with disabilities. DVR provides vocational rehabilitation services to potentially eligible and eligible students and persons with disabilities seeking services and training for employment utilizing VR services, and services for adults who are deaf and/or blind.

## VISION

DISID's vision is to fashion an environment in which supports and services for persons with disabilities and their families are readily available, easily accessible, and culturally responsive.

## MISSION

DISID's mission is to increase access to a full continuum of lifelong programs and services that allow for independence, productivity and inclusion for people with disabilities into the community. DISID advances its mission with integrity and a focus on person-centered outcomes.



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DISID strengthened partnerships with housing and homelessness agencies, remaining a key referring partner for GHURA and Guam Homeless Coalition programs. Social Workers also facilitated emergency housing for victims of abuse through collaboration with Guam Behavioral Health, DPHSS, and other agencies.

### Key Highlights

- Expanded Adult Residential Program (22 → 25 participants).
- Launched Guam's first Adult Day Center for ages 18–59 with disabilities.
- Transitioned In-Home Care Program to DISID management, serving 90 clients and delivering 35,000+ hours (previously 35 clients, 6,720 hours).
- Increased outreach via conferences, trainings, and PBS Guam media partnership.
- Filled critical positions and promoted an ADA Coordinator to lead compliance and training (307 participants trained).

### Community Partnerships

- Donations and support from LDS Church, Guam Bicol Club, University of Guam, Blind Community of Guam, and Veterans organizations.

# OUR PROGRESS

## DIVISION OF VOCATIONAL REHABILITATION

DVR enhances Pre-Employment Transition Services (Pre-ETS) for students with disabilities (ages 14–21) enrolled in post-secondary education and eligible or potentially eligible for VR services. These short-term services help students explore careers and prepare for employment.

### Required Pre-ETS Services

- Job Exploration Counseling
- Work-Based Learning Experiences
- Counseling on Post-Secondary Education
- Workplace Readiness Training
- Instruction in Self-Advocacy

### Impact

- Increased student participation in career exploration and readiness programs
- Strengthened collaboration with schools and community partners for smooth education-to-employment transition.

### Service Delivery

Pre-ETS provided across six GDOE high schools, three charter schools, private schools, and the Department of Youth Affairs. Activities funded through the mandated 15% Pre-ETS reserve.



# FINANCES

## Staff Statistics

2024



2023



## Division of Support Services

### General Funds



### Healthy Futures Funds



## Division of Vocational Rehabilitation

### Federal Funds



### General Funds

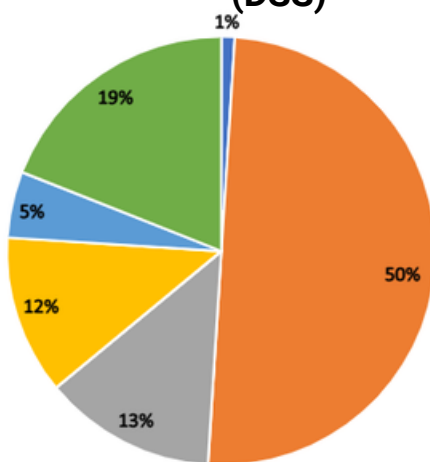


## American Rescue Plan Act



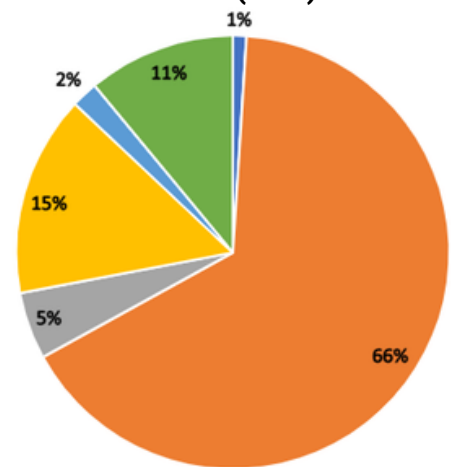
# DEMOGRAPHICS

## Division of Support Services (DSS)



- Asian
- Chamoru
- Federated States of Micronesia
- Filipino
- Palauan (Republic of Palau)
- Other

## Division of Vocational Rehabilitation (DVR)



- Asian
- Chamoru
- Federated States of Micronesia
- Filipino
- Palauan (Republic of Palau)
- Other



# DIVISION OF SUPPORT SERVICES



## KEY CHALLENGES

The Division of Support Services (DSS) faces several ongoing challenges that impact service delivery and program expansion:

- Accessible Housing: Limited options for individuals with disabilities.
- Resource Gaps: Shortages in staff, materials, and infrastructure.
- Funding: Scarce federal grants; need flexible local funding.
- Rising Demand: More clients, but transportation and access remain limited.
- Lack of Assisted Living Facilities



## MOVING FORWARD

DISID-DSS remains committed to delivering quality services to the community through our trusted network of service providers:

- Catholic Social Services operates 24/7 Residential Homes under contract that provide care and support for adults with developmental and intellectual disabilities.
- An Adult Day Center for individuals ages 18–59 with cognitive and intellectual disabilities, operated under an MOA with the Mayors' Council of Guam. It offers a safe, engaging environment with meaningful daily activities that give families peace of mind.

In addition, we will continue to provide direct services to clients, including:

- Stipend-Based In-Home Care Program
- Adult Diaper Bank

DISID plays a vital role in advancing education and training for government agencies and community organizations by:

- Serving as a practicum site for GCC Human Services, UOG Social Work, and the UOG Triton Advising Center (Handshake).
- Providing guidance ADA-related inquiries.
- Delivering Disability Sensitivity and Awareness Training (DSAT).



# DIVISION OF VOCATIONAL REHABILITATION

## KEY CHALLENGES

- Establishment of a One-Stop Center
- Establishment of a Business Engagement Unit
- Staffing & Human Resources Development
- Procuring property/office lease space



## MOVING FORWARD

- The implementation of the Business Engagement Unit
- The implementation of the Intake and Outreach Unit
- Updating the DISID-DVR and GDOE Interagency Cooperative Agreement
- Completing the One-Stop Agreement with the Dept of Labor's Americans Job Center
- Updating the Combined State with the State Rehabilitation Council Input
- Engaging with CEDDERS via an MOA to complete the Comprehensive Statewide Needs Assessment
- Engaged in procuring to Award a 5-Year Contract for Pre-Employment Transition Services

