



Office of Homelessness Assistance and Poverty Prevention STANDARD OPERATING PROCEDURES

Mission Statement

Decreasing homelessness and poverty on Guam through
COMPASSION for our people,
CONNECTION to services and families,
CULTIVATION of life skills for resilience against poverty.

Vision

Our vision is showing people they can regain their *-ability* from their vulnerability. We believe helping out is helping up.

Description

The Office of Homelessness Assistance and Poverty Prevention (OHAPP).

Thereby created the Office of Homelessness Assistance and Poverty Prevention (OHAPP) within the executive branch and *under the administrative supervision of the Mayor's Council of Guam*. (Amended per EO 2020-37 to: **under the administrative supervision of the Office of the Governor, in close coordination with the Mayors' Council of Guam.**)

- i. The OHAPP shall be the lead government of Guam coordinating agencies on homelessness assistance and poverty prevention and may obtain, receive, and administer grants to support its mission and operations. The OHAPP may employ such personnel as may be necessary to carry out its functions.
- ii. Departments and agencies mandated to provide housing, public assistance, human services, healthcare, social services, education, public transportation, behavioral health, employment, workforce

development, substance abuse, parole services, child protection services, adult protective services, disability services, jail and prison reentry, emergency preparedness and response, and public safety services shall cooperate and assist the OHAPP with its mission to stabilize and assist homeless individuals and families. Departments and agencies may physically and administratively assign personnel to assist the OHAPP on a permanent, temporary, or rotational basis including but not limited to eligibility specialists, caseworkers, social workers, and housing staff.

- iii. Original documentation to establish proof of residency required to obtain a Guam Identification Card for Homeless Individuals and Unaccompanied Homeless Youth pursuant to Public Law 35-32 and §57107 of 10 GCA Chapter 57 from the Department of Revenue and Taxation may be issued by the OHAPP.
 - iv. The OHAPP shall establish a Family Reunification Program to identify family members both on Guam and abroad for reunification of the homeless population with their families, to coordinate the transfer of services, and to facilitate travel if necessary for the purposes of obtaining medical care not available on Guam or for humanitarian purposes.
 - v. The Director of the Department of Public Health and Social Services shall prioritize and consider applications and requests made by the OHAPP for individuals seeking eligibility for participation to receive mileage for off-island medical care pursuant to §2311(e) of 5 GCA Chapter 23.
- b. The Office of Veterans Affairs of the Government of Guam shall actively identify and engage homeless veterans for the purpose of securing housing and public assistance benefits, including homeless veterans housing vouchers. Such efforts shall be done in conjunction with the OHAPP and GHURA.

OHAPP Positions and Job Descriptions (2022)

Director

Oversees the day-to-day operations of the OHAPP team making executive decisions about projects to be undertaken. Develops the agency's overall strategy, regarding clientele, services and public awareness.

JOB DUTIES

- Managing the overall operation of the organization by overseeing all administrative, financial, and personnel matters
- Establishing and maintaining effective working relationships with other GovGuam agencies and community partners to coordinate support services
- Developing and implementing programs to meet community needs
- Monitoring program effectiveness, making adjustments as needed, and reporting progress to stakeholders
- Communicating regularly with Governor and Lieutenant Governor regarding the programs or services to ensure the work is aligned
- Researches and secures Grant funding for programs and projects
- Monitoring the performance of staff members and providing feedback on performance to promote employee development
- Identifying opportunities to improve efficiency and processes in order to support organizational goals

Administrative Assistant

The Administrative Assistant works collaboratively with all staff to support the mission of the OHAPP. This position is a key link in supporting the efficient and smooth day-to-day operations of the organization.

KEY RESPONSIBILITIES

Administrative Support

- General administrative duties include drafting communications, managing mailings, preparing reports, and maintaining appropriate filing systems.
- Provides support to the team, to include scheduling of training/meetings, travel arrangements, and event coordination.
- Coordinates and expedites requests for procurement of supplies, materials, equipment and other support services.
- Office management duties include ordering and maintaining inventory of material and supplies, troubleshooting technology problems, coordinating with vendors for services/repairs.
- Monitors and maintains a log of office expenditures and funds
- Brings ideas from events, meetings, etc. back to the organization to contribute to on-going efforts.
- Composes correspondence for signatories and communicates with the front office to comply with all timekeeping duties and responsibilities.
- Special projects and other tasks as assigned.

Social Worker I

This is routine social work involved in the application of social work principles in various social work settings performing independently and under closer supervision on a variety of more complex developmental assignments.

DUTIES AND RESPONSIBILITIES:

- Conducts initial client interviews and assesses appropriateness of referral.
- Interviews clients and other appropriate persons to obtain information on social history.
- Conducts assessment and develops service plans for the client. Evaluates the present situation of family, children, or adults and makes recommendations regarding alternative placement.
- Refers clients to appropriate resources for specialized services; prepares all forms necessary to achieve service plan.
- Prepares written summary, or essential reports regarding case progress and maintains records on case activities.
- Cooperates with other agencies in making services available to clients.
- Performs related duties and outreach activities when needed.

Social Worker II

This moderately complex professional social work is involved in the application of social work principles and theory in the diagnosis and treatment of children and adults with social problems working independently on an ongoing basis and participates in the full range of complex professional duties under closer supervision.

DUTIES AND RESPONSIBILITIES:

- Interviews clients and other appropriate persons to obtain information and make preliminary assessment of cases in order to make proper referrals.
- Develops an assessment and service plan for the client; provides counseling to assist with adjustment problems; places children and adults in appropriate facilities; prepares all forms necessary to achieve service plan.
- Participates in the selection, summarization, and presentation of case data from a variety of sources for casework planning, supervisory conferences, and consultation.
- Participates in staff conferences with physicians, psychologists, and other professionals.

- Confers with public officials, agency representatives, and other professional persons regarding specific cases; interprets and provides public information regarding agency programs and activities.
- Prepares social studies, case histories, reports and evaluations concerning information secured and services rendered.
- Maintains comprehensive case records and statistics; participates to a limited degree in the development and conduct of surveys and research studies; prepares other reports as required.
- Performs related duties as required.

Outreach Coordinator

The Homeless Outreach Coordinator will assist and provide clients with the resources, guides, and information about accessing services and other benefits unique to the homeless population through Street Case Management & Housing Navigation.

DUTIES AND RESPONSIBILITIES:

- Make connections with individuals experiencing homelessness, build trust and help them access the services they want so they can end their homelessness.
- Provide street and field-based outreach services that shall be conducted in areas where the homeless are known to congregate including but not limited to local libraries, streets, encampments, public parks, and other government buildings.
- Act as the liaison between the homeless community.
- Able to establish effective professional relationships with culturally and racially diverse clients.
- Works effectively in a team
- Advocate and connect people to needed services such as medical, mental health, and substance abuse services
- May provide assessment services in the field.
- Build rapport and utilize motivational interviewing strategies to support vulnerable people moving through the stages of change and accepting an offer of housing.

Outreach Worker

The Outreach Worker reports to the managers and/or Executive Director and works in accordance with the mission, values and philosophy of the organization. The Outreach Worker assists in support services for individuals in the community who are homeless or at risk of homelessness, helping them to work towards safer, more stable and independent living.

DUTIES AND RESPONSIBILITIES

- Facilitating community partnerships with an aim towards aligning a coordinated, client-centered community support system for shared community clients.
- Implementing day to day program delivery
- Monitors incoming constituent calls and gmail correspondence
- Recording and relaying constituent details, histories and needs
- Acting as an advocate for clients, assisting with forms and services such as ID assistance
- Supporting clients (be their safe person) as they navigate through addictions and mental health issues and services
- Perform other related duties as assigned and required in the office.