


GUAM BEHAVIORAL HEALTH AND WELLNESS CENTER		
TITLE: Healing Hearts Crisis Center Program Description and Scope of Services	POLICY NO: CL-HH-01	Page 1 of 1
RESPONSIBILITY: Healing Hearts Crisis Center		
APPROVED BY:  THERESA C. ARRIOLA, DIRECTOR 4/21/2021	DATE OF ORIGINAL APPROVAL: 10/11/2016	
	LAST REVIEWED/REVISED: 3/8/21	

PURPOSE:

To provide an overview of the Healing Hearts Crisis Center program description and scope of services, that will guide staff in the delivery of such services at the Guam Behavioral Health and Wellness Center (GBHWC). This policy will meet the Commission on Accreditation of Rehabilitation Facilities (CARF) 2020 standards section 2A.1, 2A.3 and 2A.9.

POLICY:

- A. Healing Hearts Crisis Center (HHCC) is the only rape crisis center on the island of Guam and provide survivors of sexual assault with discrete, immediate, and full medical and mental health attention.
- B. HHCC shall incorporate an evidence based holistic approach for individuals who may have experienced a sexual assault or have been a victim of sexual abuse, regardless of when the assault occurred or the age, ethnicity, gender or disability of the victim.
- C. Intakes and other services will be provided by appointment or on a walk-in basis in the outpatient setting Monday – Friday 8:00 – 5:00 pm excluding government of Guam holidays. Acute medical services are available afterhours, weekends, and holidays on an on-call basis.
- D. Eligibility/Entry Criteria are as follows:
 - 1. The individual has a history of sexual assault or sexual abuse; and
 - 2. The individual (or parent/guardian in cases of minors unable to communicate verbally) voluntarily consents to services.
- E. Discharge criteria are as follow;
 - 1. The client's crisis situation has been resolved to the extent that other needed services can be provided through outside agencies.
 - 2. Consent for treatment is withdrawn by the client or parent/guardian and it determined that the individual has the capacity to make an informed decision.
 - 3. The client or parent/guardian is competent and non-participatory in treatment, or non-compliant in following the program rules and regulations. Non-Participation is documented through two phone call attempts and a notification letter sent to the address listed on the intake document.
- F. All Healing Hearts services are free of charge to the client, supported through federal grants and local government funding as determined by appropriations.

- G. Healing Hearts clients can be self-referred, referred through outside agencies such as the Guam Police Department, Child Protective Services, Guam Department of Education, Guam Memorial Hospital, Office of the Attorney General or through other avenues such as by private clinics and community-based advocacy organizations.

PROGRAM PHILOSOPHY GOALS AND OBJECTIVE

GBHWC's mission is to provide culturally respectful, quality behavioral health services, that support and strengthen the well-being of the persons served, their families and the community in a safe environment. It envisions a healthy island, committed to promoting and improving the behavioral health and well-being of our community.

Sexual assault, be it rape or abuse, is a traumatic experience for an adult or child and calls for a very supportive and emphatic response in order to begin healing. It is the mission of Healing Hearts to provide support and immediate intervention to victims of sexual assault. Healing Hearts offers a supportive, healing atmosphere with caring people to assist them in regaining feelings of safety, control, trust, autonomy and self-esteem.

DESCRIPTION AND SCOPE OF SERVICES

Services provided consist of the two primary areas of medical and social work. Medical services include acute and non-acute forensic medical examinations, collection of forensic evidence for the Guam Police Department Sexual Assault Kit, testing and/or treatment for sexually transmitted infections and emergency contraception. Social Work services include intake assessments and crisis intervention, child forensic interviews, Forensic Experiential Trauma Interviews, multi-disciplinary team interviews, short-term case management to coordinate services and referrals for counseling, legal assistance and other client needs. Healing Hearts also provides community outreach, education and prevention services in the general public as well as to local schools.

Medical services are provided in line with best practices and evidence-based practices guided by the National Protocol for Sexual Assault and Abuse Medical Forensic Examinations published by the U.S. Department of Justice, Office on Violence Against Women. Forensic Interview protocols are derived from the American Professional Society on the Abuse of Children (APSAC), the National Children's Advocacy Center and Certified FETI. Contracted therapists utilized evidence-based practices such as Cognitive Behavioral Therapy (CBT), Dialectical Behavioral Therapy (DBT), Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) and Cognitive Processing Therapy (CPT).

PROGRAM CAPACITY AND STAFFING

Healing Heart is the only entity in Guam providing crisis intervention for victims of sexual violence. Healing Hearts serves one client at a time; and serves approximately 90 consumers annually. It has four (4) full time staff, one (1) part-time staff and contractual services such as medical consultant, on call examiners and examiner assistants and therapists.

DEFINITION ROLE AND FUNCTION

Positions	Responsibility	Qualifications
Healing Hearts Program Manager	Administers the HHCC Program to include establishing and implementing program goals, policies and procedures; supervising program staff; preparing and implementing program budget; developing and implementing training guidelines and protocol; monitoring and evaluating program services	Experience in managing health care programs; experience working with victims of sexual assault and domestic violence; bachelor's degree in Social Work, Psychology, Sociology, Public Health or closely related field
Sexual Assault Nurse Examiner	Performs acute and non-acute forensic medical examinations of sexual assault victims; collect, assess and document forensic evidence; administer medication to victims; documents assessment data and review medical charts.	Complete Sexual Assault Nurse Examiner courses; experience with working with victims of sexual assault and domestic violence; licensure as Registered Nurse; bachelor's degree in Nursing
Social Worker	Screen referrals; respond to crisis situations; conduct intake assessment and forensic interviews; develop treatment plans; conduct case management;.	Must have a bachelor's degree in Social Work or other related behavioral health field
Community Program Aide	Receive referrals and provide information to individuals seeking service; assist in organizing and operating community outreach, education and prevention activities; perform clerical tasks	

REFERENCE:



GUAM BEHAVIORAL HEALTH & WELLNESS CENTER

790 Gov. Carlos G. Camacho Rd. Tamuning, Guam 96913

TEL: (671) 647-5330 FAX: (671) 649-6948

REVIEW AND ENDORSEMENT CERTIFICATION

The signatories on this document acknowledge that they have reviewed and approved the following:

Policy Title: Healing Hearts Crisis Center Program Description and Scope of Services

Policy No: CL-HH-01

Initiated by: Healing Hearts Crisis Center

Date	Signature
3/12/21	

Maria Teresa Adon, MS, LPC
Program Manager Healing Hearts Crisis Center

Date	Signature
4/6/2021	

Tyrone Bryan, MS, LMSW-E004
Acting Administrator - Child Adolescent Services Division

Date	Signature
4-6-21	

Leonora Urbano MSN, RN-BC
Nursing Administrator

Date	Signature
4/13/2021	

Reina Sanchez, M.A.
Clinical Administrator

Date	Signature
4/9/21	

Dr. Ariel Ismael
Medical Director

Date	Signature
3/24/21	

Cydsel Victoria Toledo
Management Analyst IV
Quality Management / CARF Accreditation Compliance

Date	Signature
4/14/21	

Carissa Rangelinan
Deputy Director

