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<th>Resolution No.</th>
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<td>172-32 (LS)</td>
<td>Dennis G. Rodriguez, Jr.</td>
<td>Relative to recognizing and commending Ms. Linda Ann M. Terlaje Susuico on the occasion of her retirement from the Guam Department of Public Health and Social Services and extending a warm and sincere Un Dångkolo Na Si Yu’os Ma’åse’ for her hard work and dedication in serving the health care needs of our island community.</td>
<td>6/18/13 9:34 a.m.</td>
<td>6/21/13 7 p.m.</td>
<td>06/18/13</td>
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Relative to recognizing and commending Ms. Linda Ann M. Terlaje Susuico on the occasion of her retirement from the Guam Department of Public Health and Social Services; and to further extending a warm and sincere Un Dangkolo Na Si Yu’os Ma’ase’ to her for her hard work and dedication in serving the health care needs of our island community.

BE IT RESOLVED BY I MINA’TRENTAI DOS NA LIHESLATURAN GUÅHAN:
WHEREAS, Mrs. Linda Ann M. Terlaje Susuico is married to Mr. Frankie B. Susuico, and their children are: Lymona Marie T. Susuico and Mack Refugia, Jennie Ann T. Susuico and Franco Quintans, and Frankie Isaiah T. Susuico; and

WHEREAS, in 1979, Linda graduated from George Washington High School, and she later attended the University of Guam under a merit scholarship and received her Bachelor of Arts Degree in Business Management in 1983; and

WHEREAS, after graduating in 1983, Linda became employed as a Management Analyst I, KPP II, Management Support Services (MSS), Division of Social Services (DSS) of the Guam Department of Public Health and Social Services (DPHSS). By 1984, Linda was promoted to Management Analyst II in the same Department. In 1984, she also served as Management Analyst III with the Bureau of Management Support (BMS), and at the Department of Public Health and Social Services Division of Public Welfare (DPW); and in 1986, she was again promoted to Management Analyst IV with the BMS, and the DPW of the DPHSS; and

WHEREAS, in 1996, Linda became the Human Services Program Administrator for the BMS and the DPW of DPHSS; and she was then moved to serve as the Chief Human Services Program Administrator, in 2008; and

WHEREAS, Linda excelled in her work and was very well respected by her colleagues due to her professionalism and efficiency. She received a Congratulatory Memorandum from the Administrator of the Division of Social Services, Ms. Catherine Illarmo, in January 1986, for a job well done as informed by the Administration for Children and Families for the progress in meeting, and in some cases, exceeding the Quality Control disposition standards. In April of the same year, Linda again received a Congratulatory Memorandum for the great improvement and timeliness of the disposition of Quality Control reviews which removed the threat of sanctions for the food stamps program; and
WHEREAS, in 1989, together with Ms. Annie Soto, Linda and Annie were the Theme/Logo Contest Winners during the” DPHSS Awareness Week,” with the theme, “Provider and Protector of Better Health and Social Welfare,” which was displayed at the Agana Paseo Loop; and

WHEREAS, in 2002, Linda brought Guam into compliance with the Treasury Offset Program (TOP), as the nationwide mandate enforced the collection of delinquent debts from food stamp recipients who were overpaid benefits; and

WHEREAS, Linda participates in various community outreach activities, and she received a Certificate of Appreciation from the Governor and Lt. Governor of Guam for her sacrifice, patience and endurance during the recovery efforts of Supertyphoon Paka, as a result of her oversight of the emergency food stamp activities at the Southern DPHSS site; and

WHEREAS, Linda received a BEST (Building Exemplary Service Team) Award from the United States Department of Agriculture, Food and Nutrition Service for her Management Evaluation Review team’s discovery of an over $250,000 discrepancy in the Bank of Guam’s food stamp coupons inventory; and

WHEREAS, in 2004, Linda led the implementation and coordination of the Human Resources and Services Administration (HRSA) State Planning Grant on the study of the uninsured, and to design a strategy and option to accessible and affordable health care coverage for all of Guam’s residents. Also, she led the Department of Public Health and Social Services Labor Day festivities in 2006 and 2007, that garnered the Table Decorating Contest award from the Department of Public Works during the Government of Guam - Labor Day Picnic held at Ypao Beach; and

WHEREAS, in 2004, Linda also led the implementation of the Electronic Benefits Transfer (EBT), known as the “Quest Card,” bringing Guam into compliance
with the EBT mandate enforced by the Food and Nutrition Services (FNS) for the Supplemental Nutrition Assistance Program (SNAP). Because of Linda’s determination, she even beat California in the full state implementation of the EBT system. The roll out of the EBT system in 2004 allowed the 7,550 SNAP and 2,055 cash assistance recipients electronic access to their monthly benefits, removing the stigma of using food stamp coupons and standing hours in line to convert their ATP cards to food stamp coupons. In addition, she led in the lifting of the SNAP sanction and garnered a bonus for being one of the top states’ “Most Improved”; and

WHEREAS, Linda’s most recent determined accomplishment was the deployment and roll out of a new eligibility and claims processing system, known as “PHPro”. PHPro had removed the need for redundant data entry, is policy driven, is loved by the workers, and inevitably will reduce the error rate and improve the timeliness of application processing; and

WHEREAS, these accomplishments are a testament of Linda’s intelligence and natural ability to overcome difficult tasks and perform hard work. She had inherited numerous system challenges and years of program accounting errors; and yet, Linda was able to make numerous internal fixes and improve the system collaboration between bureaus overseeing the welfare programs. Furthermore, Linda established and maintained great rapport with the federal Food and Nutrition Services and the Administration for Children and Families. She believes that staff are a vital function of the Department, and she leads by example so that Division staff participate in Department-sponsored activities; and

WHEREAS, Linda is grateful, most especially for her family, as she states that her loving husband, and their children and families were the greatest strength and support to carrying out the many challenges she faced in the workplace, and in life in general; and
WHEREAS, Linda loves to celebrate with her family, and she reads the Bible daily. She has a sweet tooth for chocolates with nuts, and has a liking for chips. She is quite perceptive and subtly adventurous, and she enjoys tending to her orchids; and

WHEREAS, Linda’s professionalism and dedication to serve the community of Guam will be truly missed by her colleagues. Her exemplary work has served as a motivation for others to follow; now therefore, be it

RESOLVED, that I Mina'Trentai Dos Na Liheslaturan Guåhan does hereby, on behalf of the people of Guam, recognize and commend Ms. Linda Ann M. Terlaje Susuico on the occasion of her retirement from the Guam Department of Public Health and Social Services; and does further extend a warm and sincere Un Dångkolo Na Si Yu’os Ma’åse’ to her for her hard work and dedication in serving the health care needs of our island community; and be it further

RESOLVED, that the Speaker certify, and the Legislative Secretary attest to, the adoption hereof, and that copies of the same be thereafter transmitted to Ms. Linda Ann M. Terlaje Susuico; and to the Honorable Edward J.B. Calvo, I Maga’lahen Guåhan.

DULY AND REGULARLY ADOPTED BY I MINA’TRENTAI DOS NA LIHESLATURAN GUÅHAN ON THE 18TH DAY OF JUNE 2013

JUDITH T. WON PAT, Ed.D.
Speaker

TINA ROSE MUÑA BARNES
Legislative Secretary