



Eddie Baza Calvo
Governor
Ray Tenorio
Lieutenant Governor

Department of Administration
(DIPATTAMENTON ATEMENSTRASION)
DIRECTOR'S OFFICE
(UFISINAN DIREKTOT)

Post Office Box 884 Hagatña, Guam 96932
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Christine W. Baleto
Director
Joseph L.G. Rios, Jr.
Deputy Director

AUG 30 2016

The Honorable Judith T. Won Pat, Ed.D.
Speaker
I Mina Trentai Tres Na Liheslaturan Guahan
155 Hesler Place
Hagatna, Guam 96910

RE: Citizen Centric Report – Department of Administration

Buenas yan Hafa Adai Madam Speaker:

Pursuant to Public Law 30-127, we are submitting the Citizen Centric Report for the Department of Administration for fiscal year 2015.

Should you have any further questions or concerns, please contact the Department of Administration's Financial Manager, Kathy Kakigi at 475-1211/1169

Si Yu'os Maase!

Sensaramente,

Christine Baleto
Director

Attachment



Department of Administration

Dipattamenton Atmenestrasion

FISCAL YEAR 2015

SPECIAL POINTS OF INTEREST:

- About Us
- Performance
- Finance
- What's Next

DEPARTMENT OF ADMINISTRATION, P.O. BOX 884 HAGATNA, GUAM 96932
GITC BLDG, 690 S. MARINE CORPS DR, 2ND FLR STE 204, TAMUNING

A Citizen's Report - FY 2015

Why Does Department of Administration Exists?

Mission:

To provide support to Government of Guam agencies, to assist them as they effectively and responsibly carry out their mission and responsibilities. We accomplish this by providing financial, cash management, procurement, information technology and human resource service.



Divisions:

Director's Office:

Oversees the operation and function of all divisions.



Division of Accounts:

To provide accurate and timely financial information to ensure the Government's financial integrity and promote an efficient, effective and accountable government.

Human Resources:

To provide comprehensive Human Resources services to agencies.

General Services Agency:

To support the Government of Guam department/agencies effectively with the procurement of goods and services in compliance with the law.

Data Processing

To provide cost-effective, effective, and reliable information technology (IT) support for the Executive Branch of the government of Guam.



Population

Director's Office	5
Office of Technology	14
Human Resources	26
General Services Agency	29
Division of Accounts	59*

* includes Treasurer of Guam & Payroll



Contact Us



www.doa.guam.gov



671-475-1101/1250

Performance



Director's Office

Major Workload Indicator	FY2015 Accomplishments	FY2014 Accomplishments
Provide general supervision for divisions within the department	4	4
Provide human resources for divisions to meet their mission	129	129
Certify funds & approve requests for Direct Payments/Journal vouchers	40	35
Certify funds & approve request for requisitions	220	200
Certify funds & approve contract payments	4	4
Process and maintain files of incoming & outgoing correspondence	2900	2800
Process request for information (Sunshine Act)	20	15

Division of Accounts

Major Workload Indicator	FY2015 Accomplishments	FY2014 Accomplishments
ASO Training Sessions	2	1
Vendor and Direct Payments	50,179	56,985
Travel Processed	4,956	3,128
Journal Vouchers	28,538	39,157
Liquidations/Adjustments	4,653	3,185
Customs and Quarantine Activity	1,656	1,484
Checks Reconciled	418,033	404,483
Payroll Checks/ EFT Processed and Issued	32,173	32,074
Federal Expenditures	\$294,758,573	\$292,695,631

Human Resources Division

Major Workload Indicator	FY2015 Accomplishments	FY2014 Accomplishments
Processed Application for Vacancies	11,455	11,455
Processed Personnel Actions and Verifications	2,594	2,677
Health/Life Insurance Administration	4,937	5,995
Training and Development	2,571	1,919

Office of Technology

Major Workload Indicator	FY 2015 Accomplishments	FY2014 Accomplishments
Computer Operation Services	1,590	1,810
Project Management Service (by Project)	100	95
Networking and Tech Support	3,700	3,500

General Services Agency

Major Workload Indicator	FY2015 Accomplishments	FY2014 Accomplishments
Tenda Gubetnu Supply Requisition Processed	704	366
Purchase Order	6,867	6,980
Transmitted Encumbrance Documents	6,867	6,980

Financials

EXPENDITURE COMPARISON	FY2015			FY2014		
	General Fund	Indirect Cost Fund	Total	General Fund	Indirect Cost Fund	Total
Director's Office *	3,928,823	21,034	3,949,857	4,364,628	72,656	4,437,284
Personnel Management	1,886,184	-	1,886,184	1,742,933	-	1,742,933
Financial Management	54,397	-	54,397	82,874	-	82,874
Data Processing	1,857,833	-	1,857,833	1,999,878	-	1,999,878
General Services Agency	1,160,678	-	1,160,678	954,766	-	954,766
Division of Accounts	2,565,393	1,039,627	3,605,020	2,406,880	1,068,424	3,475,304
Total	11,453,308	1,060,661	12,513,969	11,551,959	1,141,080	12,693,039

* All contractual services for the Department of Administration were categorized under the Director's Office account.

The Department of Administration oversees 252 active funds and out of the 252 funds, the department administers three Special Revenue Funds: State Agency for Surplus Property Fund (314), Financial Management Revolving Fund (299), and Human Resource Services Revolving Fund (298). The State Agency for Surplus Property Fund was created for the disposal of salvage and surplus personal property from GovGuam agencies

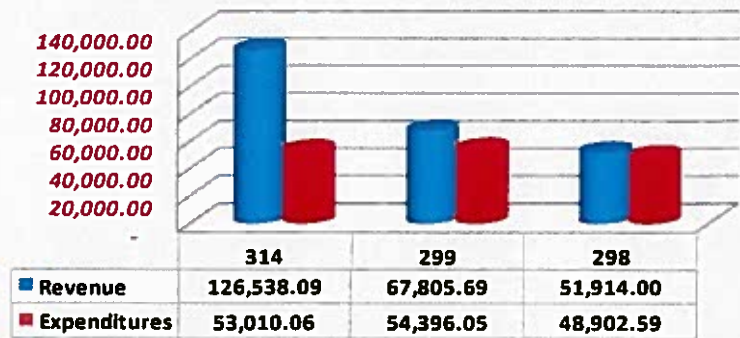
and departments. The Financial Management Revolving Fund was created by Executive Order No. 2002-12 for cost associated with the handling and accounting for monies and deposits to be charged for treasury services to the Financial Management Division. The Human Resource Services Revolving Fund was created by Executive Order No. 2002-01 for administrative costs and supplies and equipment costs associated within the

areas of classification and pay, recruitment, records, employee benefits, test development, employee management relations, training and development, as well as the Drug-Free Work program of Human Resources Division. Below shows the comparison data between revenues and expenditure for Fiscal Year 2015. A complete financial information can be found on our website at <http://www.doa.guam.gov/>

"The Department of Administration oversees 252 active funds..."



Revenue VS Expenditure



All financial activities of DOA are in line with the Mission, Vision and Goals established by law. DOA was instrumental in the receipt of the "Certificate of Excellence in Financial Reporting" for the 2012 and 2013 Comprehensive Annual Financial Report (CAFR). The CAFRs may be viewed online at [www.http://da.doa.guam.gov/reports/comprehensive-annual-financial-reports/](http://da.doa.guam.gov/reports/comprehensive-annual-financial-reports/)

Effort

What's next?



In the beginning of 2016, the Department of Administration has welcomed its new director, Ms.

Christine W. Baleto. With the passing of former director Anthony Blas, Governor Calvo appointed Ms. Baleto to take helm of the department.

Ms. Baleto has vast managerial experience in the private sector. She was the executive director for Sanctuary Inc., from 1998-2003. She was the assistant general manager of Pepsi Cola Bottling Company of Guam from 2003-2005. She was the General Manager of Market Wholesale Distributor, Inc. since 2005 until she accepted the Governor's appointment. Ms. Baleto owns and operates the franchise Pacific Fruits, LLC. Db

FROOTS, since it opened in 2008. In 2007, she was awarded the Guam Business Woman of the Year. Before taking the Department of Administration leadership, she was a member of the Port Authority of Guam board of directors.

Ms. Christine Baleto earned her bachelor's degree in Behavioral Science in 1991 at Chaminade University and later obtained her Master's in Business Administration in 2003 from the University of Guam.



WWW.PITIVITI.ORG /

Executive Leadership Development Program

Five of our Department of Administration employees have participated and completed the Executive Leadership Development Program (ELDP) training in the last seven years.

The ELDP training has been designed to respond to the emerging personnel needs the insular governments continue to face by providing customized leadership training to insular government employees. Program participants will meet four times over the course of one year to develop skills in leadership, management, government finance, procurement, and auditing. The program comprises four week-long classroom sessions and a series of developmental and career enhancement assignments between classes. The program is administered by the Graduate School's Pacific and Virgin Islands Training Initiatives, with funding support from the United States Department of the Interior's Office of Insular Affairs.

We hope and seek to nominate more of our staff in the Executive Leadership Development Program training. We trust this program will develop highly qualified staff and to lead the government to the next level of performance, and into the future.

Deloitte and Touché. LLP. (2014—2015) *Financial Statements and Additional Information and Independent Auditor's Report*. From www.guamopa.org/dboos

Deloitte and Touché. LLP. (2014—2015) *Government-Wide Single Audit Report*. From www.guamopa.org/dboos

Guam Office of the Public Accountability (2015) *Government-Wide Compliance Highlights*. From www.guamopa.org/dboos

Guam Office of the Public Accountability (2015) *Government-Wide Management Letter*. From www.guamopa.org/dboos

Department of Administration (2015-2017) *Mission, Activity Description, and Objective*. From www.doa.guam.gov

Department of Administration (20012—2014) *DOA budget digest*



On May 9, 2013, Governor Calvo issued Directive #2013-02 announcing the "Governor's Symposium on Workforce Development" enabling Government of Guam employees to "gain valuable knowledge in the technical areas of legal issues, budgeting, accounting, procurement and human resources."



The Division of Accounts, in coordination with the Human Resources Division, has since then upheld that pledge to ensure effective and efficient public service in the area of accounting by conducting a bi-annual Accounting Policies and Procedures training. The Division's evaluation maintains an average 17.5 on a scale of 1 to 20, with 20 representing an Excellent rating.