

FY2020 Citizen Centric Report

Management Team

Edward M. Birn

Director

Bernadine C. Gines

Deputy Director

Gaudencio Rosario

Deputy Financial Manager

Claudia Acfalle

Chief Procurement Officer

Shane Ngata

*Personnel Services
Administrator*

Rosita Fejeran

Treasurer of Guam

**DEPARTMENT OF
ADMINISTRATION**
DIPATTAMENTON ATMENESTRASION



Our Mission

To support Government of Guam agencies, by providing essential administrative services to enable them to effectively and efficiently carry out their mission and responsibilities. We accomplish this by providing financial control and reporting, cash management, procurement and human resource services.

To maximize the integrity, efficiency, stability, effectiveness, and transparency of the government of Guam by providing administrative, fiscal, and policy direction for the execution of a variety of government-wide support services.



DEPENDABILITY



CONSISTENCY



LEADERSHIP



PROFESSIONAL DEVELOPMENT



CUSTOMER SERVICE



TRANSPARENCY



PROCUREMENT



ACCOUNTABILITY



INTEGRITY

Divisions and Goals

Director's Office: To provide administrative policy, direction and coordination of efforts for all divisions.

Human Resources: To provide effective and efficient recruitment, employee / employer services and training programs for Government personnel who are servicing our customers.

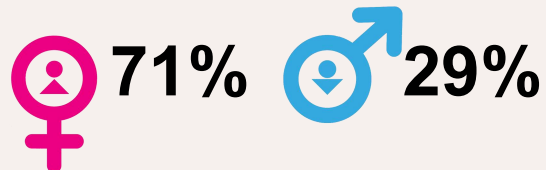
General Services Agency: To support the Government of Guam departments / agencies through the procurement process by continuously developing and using sound procurement policies and practices with value for money.

Division of Accounts (Includes Treasury): To provide accurate and timely financial information and control, effective collection and investment of all revenues, and perform mandated reporting for various federal and local funds/programs thus ensuring the government's financial integrity and promoting an efficient, effective and transparent govern-

DOA Workforce Demographic

97 Positions Filled (FY21 Recruitment*)

Director's Office:	7
Human Resources:	26 (1*)
General Services Agency:	12 (6*)
Division of Accounts (including Treasury):	52 (1*)



FY2020 Performance Measures

ADMINISTRATION

18
Freedom of Information Act (Sunshine Act) Requests Processed and Completed

3,344
Correspondences processed and filed (Incoming and Outgoing)

168
Provide human resources for divisions to meet their missions

393
Certification of Funds and Requests for Requisitions Approved

3
Federal Programs Established— Stimulus, CARES Act, Unemployment

4,485 / \$64.1m
Requisitions Processed

6,523 / \$68.1m
Purchase Orders Processed

382 / \$450.4k
Tendan Gubetnu Supply processed

PROCUREMENT

3,615
Job Applications Processed

3,054
Test Administration and Validation

144
EEO Certification and Related

275
Training and Development Participants

PERSONNEL

10,717
Personnel Actions & GG1s Processed

4,083
Insurance Benefits Administered

5,320
Employee Leave Sharing, Verification and New Employee Processed

15 / \$51k
Drug Free and Payment Requests

\$45.9m / \$2.7m
Health & Life Insurance Premiums Administered

ACCOUNTING

640 / \$766.3k
Travel Authorizations Processed

\$837.5m
Federal Expenditures Processed

34,612 / \$27.6m
Payroll Net Checks — Paper

68,973 / \$295.4m
Vendor Invoices and Direct Payments Processed

1,056
Monthly Bank Reconciliation

97,237 / \$112.3m
Payroll Net Checks — EFT

3,364 / \$9.5m
Encumbrances Liquidated

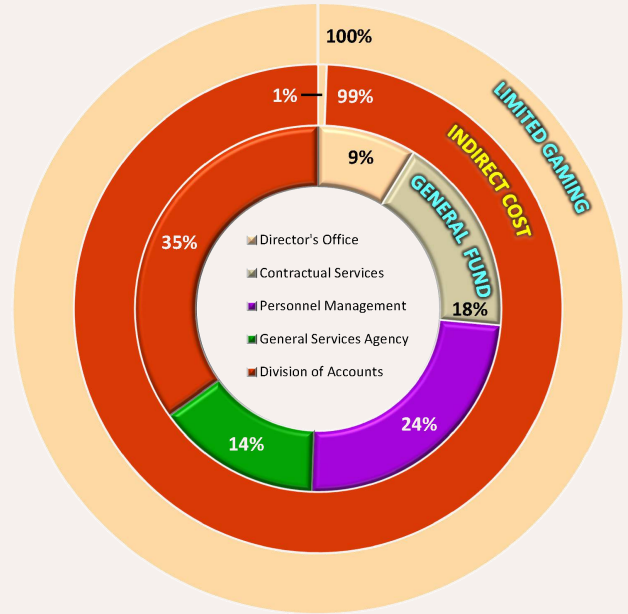
196,515 / 6,686
Cashed Check / EFT Reconciled

638,610
Treasury Collections



FY2020 Fiscal Performance

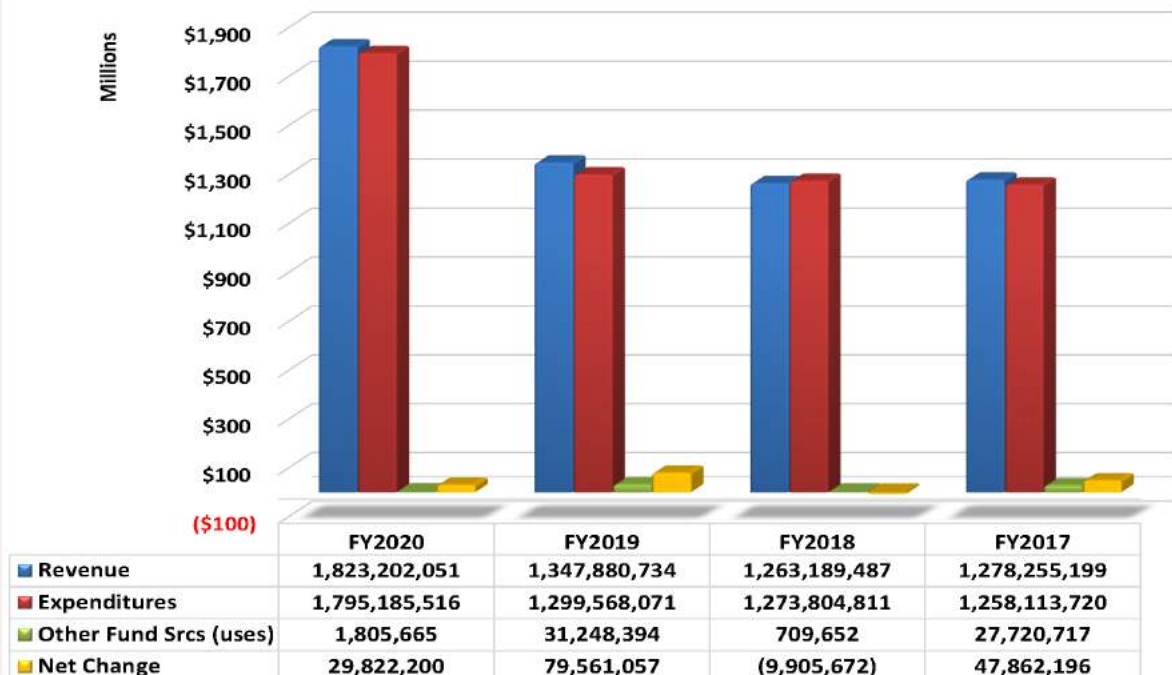
EXPENDITURE COMPARISON	FY2020			
	General Fund	Indirect Cost Fund	Limited Gaming	Total
Director's Office	\$645,533*	\$4,750	\$82,757	\$733,040
Contractual Services	1,305,895	0	0	1,305,895
Personnel Management	1,777,379	0	0	1,777,379
General Services Agency	1,072,668	0	0	1,072,668
Division of Accounts	2,576,018	826,523	0	3,402,541
Total	\$7,377,492	\$831,273	\$82,757	\$8,291,523



* FY2020 Director's Office Expenditure restricted by budgetary restraints.

Expenditure Comparison	FY2019				FY2018			
	General Fund	Indirect Cost Fund	Limited Gaming	Total	General Fund	Indirect Cost Fund	Limited Gaming	Total
Director's Office	3,110,948	6,791	57,151	3,174,890	2,521,717	14,605	3,746	2,540,068
Contractual Services	1,264,126	0	0	1,264,126	1,388,155	0	0	1,388,155
Personnel Management	1,834,236	0	0	1,834,236	1,942,975	0	0	1,942,975
General Services Agency	2,682,446	0	0	2,682,446	996,322	0	0	996,322
Division of Accounts	2,494,206	962,216	0	3,456,422	2,837,191	970,373	0	3,807,564
Total	11,385,962	969,007	57,151	12,412,120	9,686,360	984,978	3,746	10,675,084

Governmental Funds Processed by Department of Administration



Opportunities & Challenges



Challenges

The greatest challenge facing the Department of Administration is the immediate need to implement an updated Financial Management Information System (FMIS). Although the current FMIS is still operable, it is not functioning favorably to the daily operational needs of all users accessing their respective agency's information and transparency requirements.

Current Projects and Goals

Human Resources

1. Nurse Pay scale adjustments;
2. Completing payments due for authorized, but previously unfunded Competitive Wage Act (CWA);
3. Law Enforcement Officers (LEO) Pay scale adjustments for hazardous conditions;
4. Review and reformat the Performance Appraisal and Evaluation form and process to achieve higher standards of performance;
5. Plan and implement a fully comprehensive CWA;
6. Recruit additional staff to ensure continued operations through a retention and succession plan.

Procurement

1. Update procurement policies to ensure compliance with increased federally funded procurement.
2. Obtain a Records Shredding contract.

Accounting

1. Implement an updated Financial Management and Information System (FMIS) to reduce findings and efficiencies; as well as meet updated digital reporting mandates and processes;
2. Implement Administrative Cost percentage of all Special Revenue Fund (SRF) managed by DOA to supplement budget needs.



Phone: 671-475-1101



<http://doa.guam.gov/>



All financial activities of DOA are in line with the Mission, Vision and Goals established by law. The Government of Guam Fiscal Year 2020 Financial Statements may be viewed and/or downloaded at <http://da.doa.guam.gov/independent-auditors-reports/>

Fwd: Dept of Admin FY2020 Citizen-Centric Report

Benjamin Cruz <bjcruz@guamopa.com>

Mon, Jun 28, 2021 at 11:36 AM

To: Vincent Duenas <vduenas@guamopa.com>, Jerrick Hernandez <jhernandez@guamopa.com>, Clariza Roque <croque@guamopa.com>, Thyrza Bagana <tbagana@guamopa.com>, Frederick Jones <fjones@guamopa.com>, Chris Rivera <crivera@guamopa.com>, Thomas Battung <tbattung@guamopa.com>, Johanna Pangelinan <jpangelinan@guamopa.com>, Mariella Cruz <mcruz@guamopa.com>, Ren Jalandoni <rjalandoni@guamopa.com>, Selina Onedera-Salas <sonederasalas@guamopa.com>, Kayleen Concepcion <kconcepcion@guamopa.com>

----- Forwarded message -----

From: **Anita Arile** <Anita.Arile@doa.guam.gov>

Date: Mon, Jun 28, 2021 at 10:10 AM

Subject: Dept of Admin FY2020 Citizen-Centric Report

To: Benjamin Cruz <bjcruz@guamopa.com>

Cc: speaker@guamlegislature.org <speaker@guamlegislature.org>, Edward M. Birn <Edward.Birn@doa.guam.gov>, Gaudencio A Rosario <Gaudencio.Rosario@doa.guam.gov>, admin@guamopa.com <admin@guamopa.com>, Mary Grace V. Edrosa <MaryGrace.Edrosa@doa.guam.gov>, Bernadine C. Gines <Bernadine.Gines@doa.guam.gov>

Håfa Adai,

Pursuant to §1922(a) of Chapter 19 of Title 1 Guam Code Annotated, the Department of Administration (DOA) submits its FY2020 Citizen-Centric Report (CCR).

Additionally, the FY2020 CCR for DOA has been posted on our website at <http://da.doa.guam.gov/citizen-centric-reports-ccrs-updated/>

We respectfully request acknowledgement of the receipt of the CCR Report for our records.

Should you have any questions, you may contact DOA Director Edward Birn at Edward.Birn@doa.guam.gov.

Respectfully,

Anita Arile, MPA

Mgmt Analyst, DOA Div Of Accts

P: 671-475-1115 Fax: 671-472-8483

<http://doa.guam.gov/>



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Benjamin J. F. Cruz
Public Auditor
Office of Public Accountability – Guam

www.opaguam.org


Tel. (671) 475-0390 ext. 209

Fax (671) 472-7951

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