



Citizen Centric Report

Fiscal Year Ended
September 30, 2021



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



OUR DEPARTMENT

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



About Us

Department of Administration's mandate is to provide administrative services to line agencies in order that these agencies can fulfil their respective mandates. DOA offers professional human resources, procurement and financial services to line agencies, and also some services (e.g. classified and unclassified position listings, government-wide financial reports) for the entire government.

DOA is required to process information relating to its three specialties at a much higher level than any other agency. It is a 3 billion dollar enterprise, employing nearly 4 thousand employees and procuring goods and services annually of about \$250 million including the health insurance contract, the largest single annual purchase of the Government of Guam.

DOA needs to attract the best talent to succeed in the task and it cannot operate with underfunded staffing levels and obsolete or failing equipment.

DOA has also taken on the task of administering certain benefit programs, ERA and HAF which are US Treasury programs and local programs including War Claims and COVID bereavement support.

Division And Goals

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

Internal Audit: To provide objective and independent assurance and consulting activities designed to add value and improve the operations of DOA and Government of Guam line agencies.

Federal Programs: To administer and manage federal support programs mandated by law.

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

Insurance and Benefits: To administer the Government of Guam's Group Life and Health Insurance benefits for all employees, retirees and survivors of retirees (members) government wide, to include health insurance coverage for foster children.

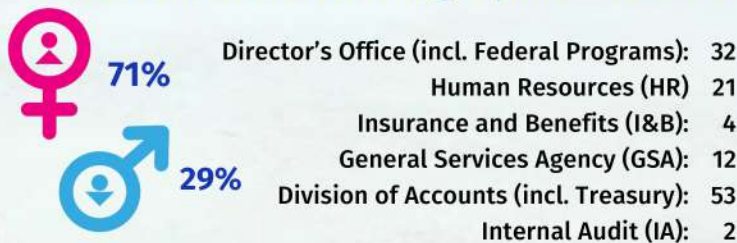
General Services Agency: To support the Government of Guam departments / agencies through the procurement process by continuously developing and using sound procurement policies and practices with value for money.

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 government.

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DOA Workforce Demographic - 124 FTE



CONTACT INFORMATION

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Mailing Address: P.O. Box 7420, Tamuning, Guam 96931

Telephone Number: 671-475-1101

Web Page: <https://doa.guam.gov/>



OUR PERFORMANCE

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DIRECTOR'S OFFICE (includes Internal Audit)

61	FOIAs completed	433	Funds certified
1,174 / \$12.4m	Guam War Claims processed and completed	145 / \$1.45m	Bereavement Claims processed and completed
2,278 / \$5.23m	Emergency Rental Assistance processed and completed	1,174 / \$12.4m	Homeowners Assistance Program processed and completed
4,014	Correspondences transmitted	2 audits	Internal Audits completed

HUMAN RESOURCES (includes Insurance & Benefits)

14,768	Personnel Actions processed	2,828	Job applications processed
4,083	Insurance Benefits administered	\$83.3m / \$2.0m	Health & Life Insurance premiums administered
3,068	Empl. Leave Sharing, Verification & New employees processed	3	EEO Certification processed
3,400	Test administration and validation performed	14 / \$21k	Drug-Free tests and payment processed

GENERAL SERVICES AGENCY

8,418 / \$70.8m	Requisitions processed	33,482 / \$172.9m	Purchase Orders processed
188 / \$656.1k	"Tendan Gubetnu" supply processed		

DIVISION OF ACCOUNTS

\$1.0b	Federal Expenditures processed	1,220	Bank Reconciliations
603,802 / \$874.4m	Treasury collections	317,341 / 6,686	Guam War Claims completed
3,481 / \$25m	Encumbrances de-obligated / liquidated	148 / \$231.0k	Travel authorizations processed
34,612 / \$27.6m	Payroll Net Checks - Printed	97,237 / \$112.4m	Payroll Net Checks - EFT
50,045 / \$886.6m	Vendor invoice & Direct payments processed		

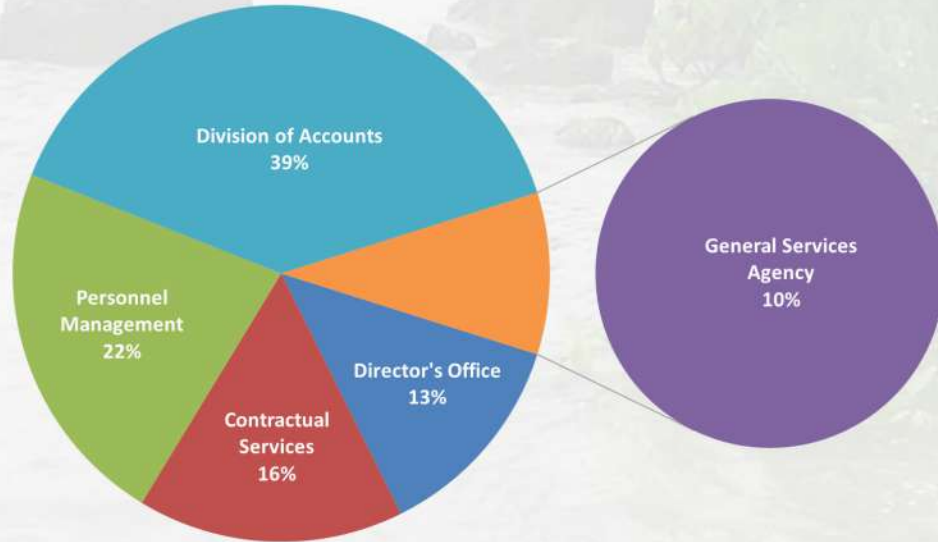




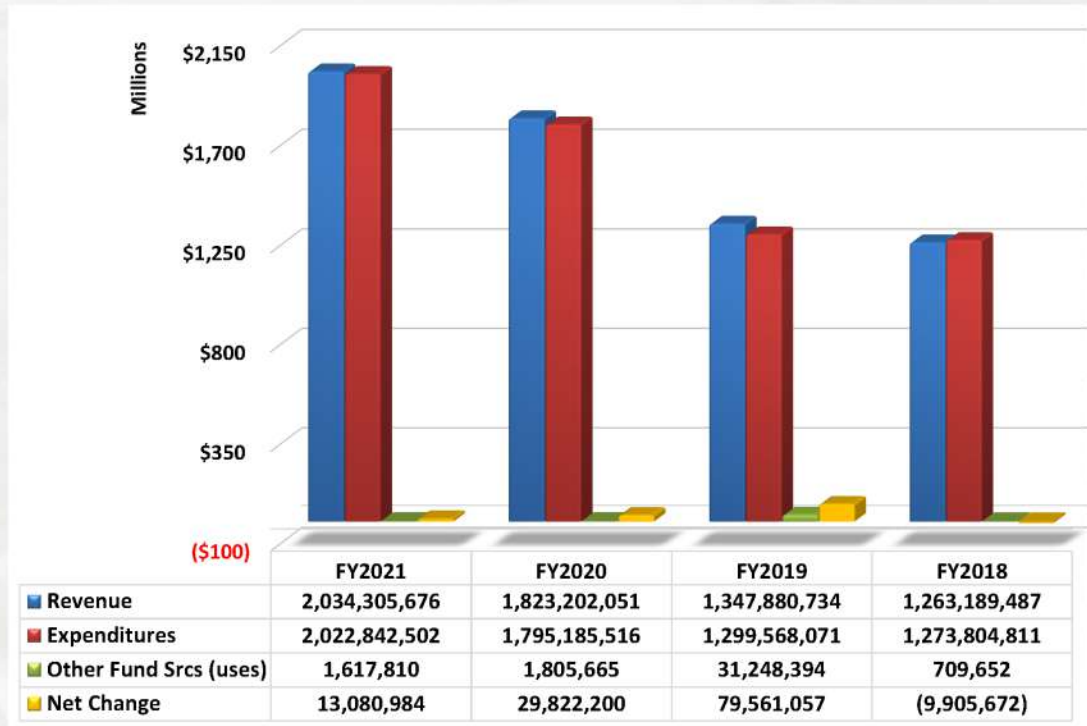
OUR FINANCES

OPERATING COSTS

Division	FY2021	% of FY21	FY2020	% Change
Director's Office	1,180,692	12.775%	733,040	37.9%
Contractual Services	1,482,856	16.044%	1,305,895	11.9%
Personnel Management	2,062,346	22.314%	1,777,379	13.8%
General Services Agency	901,017	9.749%	1,072,668	-19.1%
Division of Accounts	3,615,361	39.118%	3,402,541	5.9%
Total	9,242,272	100.0%	8,291,523	



GOVERNMENTAL FUNDS PROCESSED BY DOA



NOTE: DOA has issued a Annual Comprehensive Financial Report (ACFR) and Popular Annual Financial Report (PAFR) for Fiscal Year 2021. The reports may be viewed and/or downloaded at <https://da.doa.guam.gov/reports/>

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OUR CHALLENGES AND FUTURE

CHALLENGES

Financial Management System - Software, Policy and Processes update needed

Procurement - Software, Policy and Processes update needed

Records Management - Paperless and Digitization to be optimized

Workforce Recruitment - Wage scale update needed

Workforce Retention and Retirement - Training and Succession plans needed

PROJECTS AND GOALS

Completed:

- Pay Scales for Nurses, Law Enforcement and Educators.

Federal Programs for FY2022:

- Emergency Rental Assistance (ERA), March 3, 2021.
- Low Income Household Water Assistance Program (LIHWAP), April 11, 2022.
- Homeowner's Assistance Fund (HAF), May 9, 2022.

On-going:

- Financial Management and Information System (FMIS) in negotiation;
- Government Wage scale in progress
- Workforce Recruitment, Retention and Succession Planning in progress;
- Update Performance Appraisal and Evaluation Form and Process;
- Update Procurement Policies and Processes;
- Obtain a Records Shredding contract;
- Administrative Cost Percentage for DOA-management Special Revenue Funds.

FUTURE PLANS FOR GROWTH

Paperless and Digitization:

- Reduction of Paper (hardcopy) submissions
- Investment in Software Digitization
- Advance Transparency and Accountability

Hybrid Work Model:

- Remote Work (telework) and On-Site Work

Biometrics:

- Payroll System update

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Kayleen Concepcion <kconcepcion@guamopa.com>

Fwd: DOA 2021 Citizen Centric Report

Benjamin Cruz <bjcruz@guamopa.com>

Tue, Sep 13, 2022 at 9:13 AM

To: Vincent Duenas <vduenas@guamopa.com>, Jerrick Hernandez <jhernandez@guamopa.com>, Thyrza Bagana <tbagana@guamopa.com>, Thomas Eladio Battung <tbattung@guamopa.com>, Johanna Pangelinan <jpangelinan@guamopa.com>, Kayleen Concepcion <kconcepcion@guamopa.com>, Ren Jalandoni <rjalandoni@guamopa.com>, Kyle Bungubung <kbungubung@guamopa.com>, Thomas Quichocho <tquichocho@guamopa.com>, Frederick Jones <fjones@guamopa.com>, Mariella Cruz <mcruz@guamopa.com>

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

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

Date: Tue, Sep 13, 2022 at 8:57 AM

Subject: DOA 2021 Citizen Centric Report

To: Speaker Therese M. Terlaje <speaker@guamlegislature.org>

Cc: Benjamin Cruz <bjcruz@guamopa.com>, admin@guamopa.com <admin@guamopa.com>, Edward M. Birn <Edward.Birn@doa.guam.gov>, Gaudencio A Rosario <Gaudencio.Rosario@doa.guam.gov>, Mary Grace V. Edrosa <MaryGrace.Edrosa@doa.guam.gov>

Håfa Adai,

On behalf of the Department of Administration (DOA), I am transmitting the FY2021 Citizen Centric Report in accordance with Title 1 Guam Code Annotated Chapter 19 § 1922(a).

Kindly acknowledge receipt of the report.

Thank you.



Respectfully,

Anita Arile, MPA

Management Analyst, DOA Division of Accounts

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Benjamin J. F. Cruz

Public Auditor

Office of Public Accountability – Guam

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