

FY2019 Citizen Centric Report

Management Team

Edward M. Birn
Director

Edith C. Pangelinan
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.



CONSISTENCY



PROFESSIONAL
DEVELOPMENT



PROCUREMENT



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 government.



DEPENDABILITY



LEADERSHIP



CUSTOMER
SERVICE



TRANSPARENCY



ACCOUNTABILITY

DOA Workforce Demographic

120 Positions Filled (FY19 Recruitment*)

Director's Office:	5
Human Resources:	28 (1*)
General Services Agency:	26 (7*)
Division of Accounts (including Treasury):	61 (5*)



70%



30%

FY2019 Performance Measures

ADMINISTRATION

10
Freedom of Information Act (Sunshine Act) Requests Processed and Completed

6,834
Correspondences processed and filed (Incoming and Outgoing)

86
Certification of Funds and Requests for Payments Approved

288
Certification of Funds and Requests for Requisitions Approved

PERSONNEL

2,810
Training and Development Participants

5,000
Drug Free and Payment Requests

6,319
Personnel Actions Processed & GG1s

8,000
Job Applications Processed

3,000
Test Administration and Validation

157
EEO Certification and Related

5,153
Employee Leave Sharing, Verification and New Employee Processed

5,122
Insurance Benefits Administered

\$46.2m
Health Insurance

\$2.6m
Life Insurance

PROCUREMENT

5,774 / \$63m
Requisitions Processed

5,763 / \$44.3m
Purchase Orders Processed

330 / \$1.2m
Tendan Gubetnu Supply processed

ACCOUNTING

1,035 / \$2.2m
Travel Authorizations Processed

\$377.8m
Federal Expenditures

13,951 / \$16.1m
Payroll Net Checks — Paper

59,462 / \$641.2m
Vendor Invoices and Direct Payments Processed

1,152
Monthly Bank Reconciliation

81,707 / \$97.5m
Payroll Net Checks — EFT

2
Accounting Training

5,761 / \$12.5m
Encumbrances Liquidated

92,000 / 5,600
Cashed Check / EFT Reconciled

638,610
Treasury Collections



Who we are

What we did

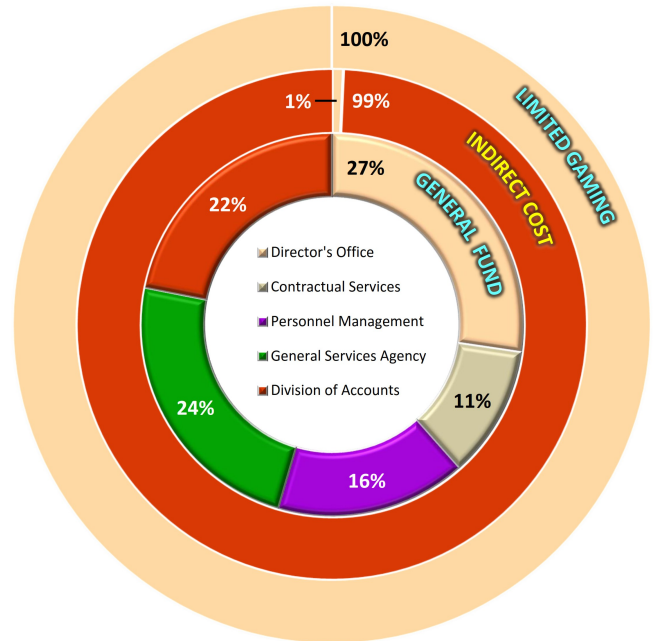
What we spent

What we plan to do



FY2019 Fiscal Performance

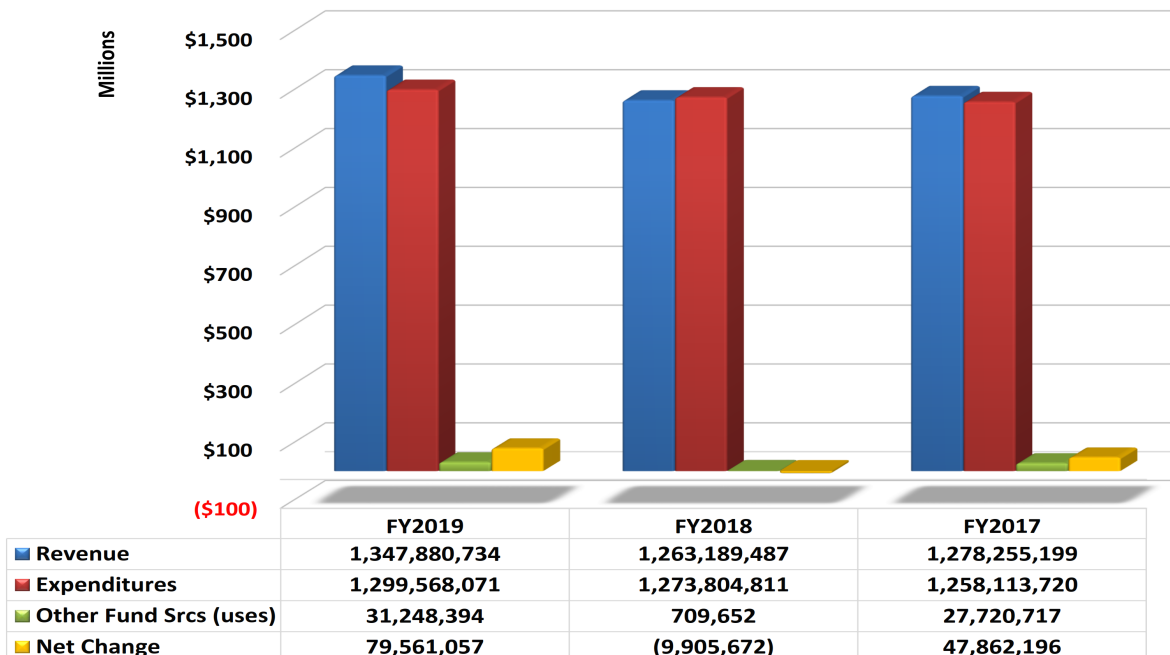
EXPENDITURE COMPARISON	FY2019			
	General Fund	Indirect Cost Fund	Limited Gaming	Total
Director's Office	\$3,110,948	6,791	57,151	\$3,174,890
Contractual Services	1,264,126	0	0	1,264,126
Personnel Management	1,834,236	0	0	1,834,236
General Services Agency	2,682,446 *	0	0	2,682,446
Division of Accounts	2,494,206	962,216	0	3,456,422
Total	\$11,385,962	\$969,007	\$57,151	\$12,412,120



* General Services Agency –General Fund expenditure increase was due to the write-down of inventory at the Tenda to Fair Market Value

Expenditure Comparison	FY2018				FY2017			
	General Fund	Indirect Cost Fund	Limited Gaming	Total	General Fund	Indirect Cost Fund	Limited Gaming	Total
Director's Office	2,521,717	14,605	3,746	2,540,068	1,525,921	14,613	16,217	1,556,751
Contractual Services	1,388,155	0	0	1,388,155	2,790,606	0	0	2,790,606
Personnel Management	1,942,975	0	0	1,942,975	1,732,389	0	0	1,732,389
General Services Agency	996,322	0	0	996,322	1,113,453	0	0	1,113,453
Division of Accounts	2,837,191	970,373	0	3,807,564	2,738,863	980,528	0	3,719,391
Total	9,686,360	984,978	3,746	10,675,084	9,901,232	995,141	16,217	10,912,590

Governmental Funds Processed by Department of Administration



Who we are

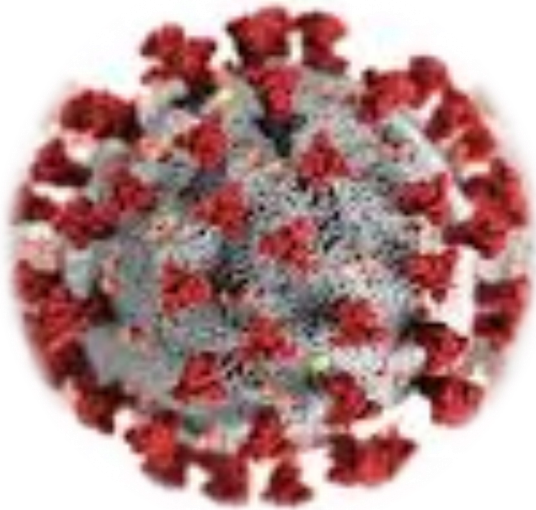
What we did

What we spent

What we plan to do



Opportunities & Challenges



COVID-19 Created Uncertainty

In March 2020, the Coronavirus (COVID-19) became a global pandemic. The primary source of revenue—tourism—was greatly affected as countries began closing their borders to travelers. By July 2020, businesses were gradually allowed to reopen their operations. Although the United States Federal Government is providing states and territories much needed financial relief, the public health emergency duration remains unknown. Adaptation is now the biggest requirement in today's world. Despite these challenges, the Government of Guam continues meet its debt obligations, and to provide essential services to all Guam residents.



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



Maximizing the Use of Digital Technology

Upgrades to Software and Hardware

DOA remains committed to improving efficiency and transparency. Upgrades to desktop hardware and software will equip staff with the ability to work with digital documents and reduced manual paper processes. This upgrade will also ensure compatibility with current or future financial management software solutions.

Content Management Extended

In fiscal year 2018, DOA's Division of Accounts received a Department of Interior, Office of Insular Affairs (DOI-OIA) Technical Assistance Grant to fund a content management and workflow process improvement software enhancement. Phase one of the project has been completed. Phase two is in currently in development.

All financial activities of DOA are in line with the Mission, Vision and Goals established by law. The Government of Guam Fiscal Year 2019 Financial Statements may be viewed and/or downloaded at <http://da.doa.guam.gov/independent-auditors-reports/>

Who we are

What we did

What we spent

What we plan to do



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

Department of Administration

FY2019 Citizen Centric Report



Michele Brillante <mbrillante@guamopa.com>

Fwd: DOA FY2019 Citizen Centric Report

Benjamin Cruz <bjcruz@guamopa.com>

Wed, Oct 7, 2020 at 8:46 AM

To: Christian Rivera <crivera@guamopa.com>, Vincent Duenas <vduenas@guamopa.com>, Frederick Jones <fjones@guamopa.com>, Ira Palero <ipalero@guamopa.com>, Jerrick Hernandez <jhernandez@guamopa.com>, Andriana Quitugua <aquitugua@guamopa.com>, Marisol Andrade <mandrade@guamopa.com>, Michele Brillante <mbrillante@guamopa.com>, Thomas Battung <tbattung@guamopa.com>, Thyrza Bagana <tbagana@guamopa.com>, Johanna Pangelinan <jpangelinan@guamopa.com>, Clariza Roque <croque@guamopa.com>

Sent from my iPhone

Begin forwarded message:

From: Anita Arile <anita.arile@doa.guam.gov>

Date: October 7, 2020 at 8:45:50 AM GMT+10

To: "bjcruz@guamopa.com" <bjcruz@guamopa.com>

Cc: Vincent Duenas <vduenas@guamopa.com>, "admin@guamopa.com" <admin@guamopa.com>, "Edward M. Birn" <edward.birn@doa.guam.gov>, Gaudencio A Rosario <Gaudencio.Rosario@doa.guam.gov>

Subject: DOA FY2019 Citizen Centric Report

Håfa Adai Public Auditor Cruz,

In compliance with §1922(a) of Chapter 19 of Title 1 Guam Code Annotated (P.L. 30-127), we are submitting herewith, the Department of Administration (DOA) Citizen Centric Report for Fiscal Year Ended September 30, 2019.

The report will be posted at the DOA website at <http://da.doa.guam.gov/reports/>.

Should you require more information or clarification, please do not hesitate to contact Gaudencio Rosario, DOA's Deputy Financial Manager at 475-1150 or email at Gaudencio.Rosario@doa.guam.gov.

Si Yu'os Ma'åse!

Regards,

Anita Arile

Mgmt Analyst, DOA Div Of Accts

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"It doesn't make sense to hire smart people and tell them what to do. We hire smart people so they can tell us what to do." (Steve Jobs)

3 attachments




image005.png
10K

**SAVE THE EARTH
GO GREEN**



image006.png
31K

 **.DOAdm CCR19 (2020-09-30 FINAL).pdf**
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