



Government of Guam

CITIZEN CENTRIC REPORT

Fiscal Year Ended
September 30, 2022



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MANAGEMENT TEAM

DIRECTOR

Edward M. Birn

DEPUTY DIRECTOR

Elizabeth T. Fisher

CHIEF FINANCIAL OFFICER

Theresa Rivers

DEPUTY FINANCIAL MANAGER

Gaudencio Rosario

PERSONNEL SERVICES ADMINISTRATOR

Shane Ngata

CHIEF PROCUREMENT OFFICER

Andriana Quitugua (Acting)

TREASURER OF GUAM

Rosita Fejeran

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.

Divisions 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.

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.

Supply Chain & Contract Support: Provide contract administration and post procurement support to line agencies; and monthly reports to the Procurement Policy Office.

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.

**DOA Workforce
Demographic
at 09-30-2022
138 FTE**



PERM 106
UC 12
LTA 20

| | |
|---|----|
| Director's Office (includes Federal Programs) | 28 |
| Internal Audit (IA) | 2 |
| Human Resources (HR) | 23 |
| Insurance and Benefits (I&B) | 5 |
| General Services Agency (GSA) | 12 |
| Supply Chain & Contract Support (SCCS) | 1 |
| Division of Accounts (includes Treasury) | 67 |



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ADMINISTRATION (includes Internal Audit & Federal Programs)

| | | | |
|-------|-----------------------------|-----------------|---|
| 38 | FOIAs completed | 5,457 / \$14.6m | Emergency Rental Assistance processed and completed |
| 500 | Funds certified | 1,443 / \$7.05m | Homeowners Assistance Program processed and completed |
| 4,847 | Correspondences transmitted | 4 audits | Internal Audits completed |

Human Resources

| | | | |
|--------|---|-------|--|
| 14,220 | Personnel Actions processed | 3,100 | Job applications processed |
| 63 | EEO Certification processed | 2,233 | Drug-Free tests and payment processed |
| 5,133 | Empl. Leave Sharing, Verification & New employees processed | 3,020 | Test administration and validation performed |

Insurance & Benefits

| | | | |
|--------|---|---------------|---|
| 6,580+ | Health & Life Insurance premiums administered | 158 / \$1.66m | Guam War Claims processed and completed |
| 6,126 | Insurance Benefits administered | 190 / \$1.84m | COVID-19 Claims processed and completed (Note: 6 Disapproved) |
| 550 | Benefits discrepancies resolved | 463 / \$x.xxm | Bereavement Claims processed and completed - Basic \$10k |
| 654 | Employee processing | 263 / \$x.xxm | Bereavement Claims - Dependent / AD&D / Supplemental Life |

General Services Agency

| | |
|------------------|-----------------------------------|
| 4,948 / \$124.2m | Requisitions processed |
| 5,412 / \$69.5m | Purchase Orders processed |
| 164 / \$164.4k | "Tendan Gubetnu" supply processed |

Supply Chain & Contract Support

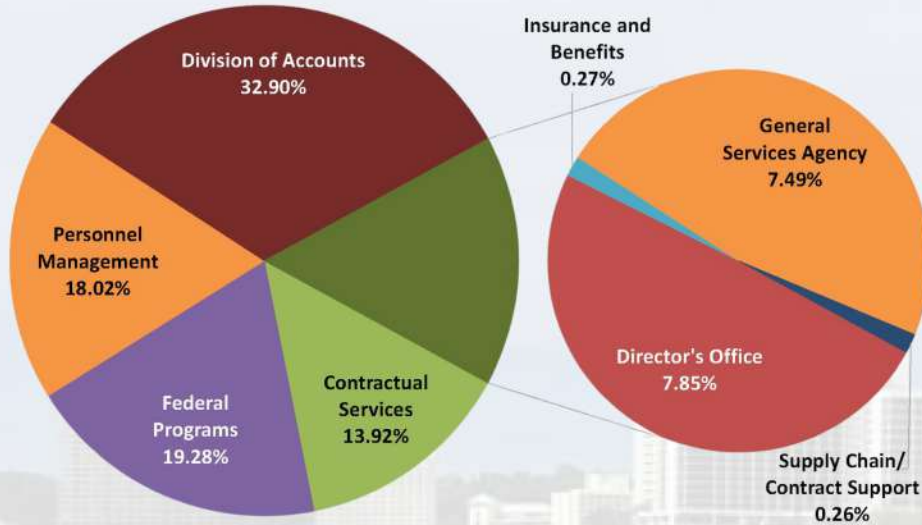
| | |
|---------------|--|
| 143 / \$29.7k | GCC Module I Training - Certified Students / Cost |
| 2 RFI / 2 RFP | Requests For Information / Requests For Proposal processed |
| 1 | Supply Chain Issues (IDIQ) |

Accounting (includes Payroll and Treasury)

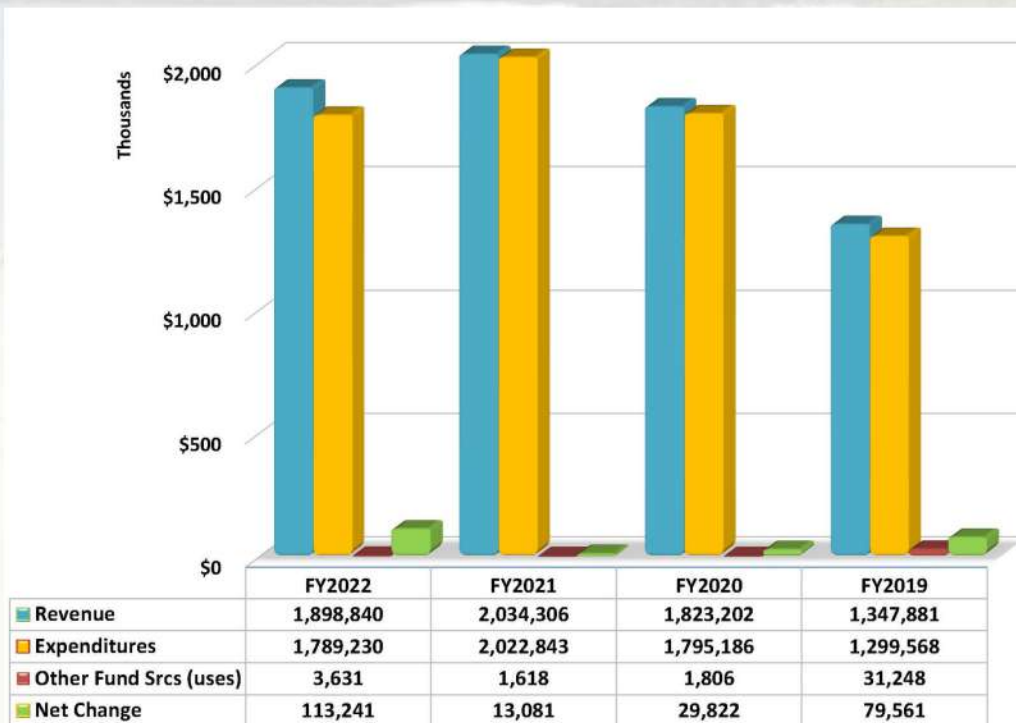
| | | | |
|------------------|--|--------------------|------------------------------|
| \$608.6m | Federal Expenditures processed | 167,356 / \$54.4m | Treasury collections - DOA |
| 1,284 | Bank Reconciliations | 481,415 / \$881.9m | Treasury collections - DRT |
| 2,964 / \$27.08m | Encumbrances de-obligated / liquidated | 6,365 / \$5.69m | Payroll Net Checks - Printed |
| 729 / \$3.09m | Travel authorizations processed | 122,828 / \$147.3m | Payroll Net Checks - EFT |
| 96,110 / \$1.19b | Vendor invoice & Direct payments processed | | |
| 108 / \$1.02m | Guam War Claims payments completed | | |

OPERATING COSTS

| Division | FY2022 | % of FY22 | FY2021 | % Change |
|--------------------------------|----------------------|---------------|---------------------|----------|
| Director's Office | \$ 860,433 | 7.849% | \$ 1,180,692 | -37.22% |
| Contractual Services | 1,526,164 | 13.922% | 1,482,856 | 2.84% |
| Federal Programs | 2,113,457 | 19.279% | - | 0.00% |
| Personnel Management | 1,975,838 | 18.024% | 2,062,346 | -4.38% |
| Insurance and Benefits | 29,563 | 0.270% | - | 0.00% |
| General Services Agency | 821,279 | 7.492% | 901,017 | -9.71% |
| Supply Chain/ Contract Support | 28,612 | 0.261% | - | 0.00% |
| Division of Accounts | 3,607,077 | 32.904% | 3,615,361 | -0.23% |
| Total | \$ 10,962,422 | 100.0% | \$ 9,242,272 | |



GOVERNMENTAL FUNDS PROCESSED BY DOA



NOTE: DOA has issued a Popular Annual Financial Report (PAFR) for Fiscal Year 2022. The reports may be viewed and/or downloaded at <https://da.doa.guam.gov/reports/>

OUTLOOK

PROJECTS AND GOALS

Completed:

- Pay Scales for Nurses, Law Enforcement and Educators.
- Pay Scale for General Pay Plan per Public Law 37-003.
- Low Income Household Water Assistance Program (LIHWAP).

Federal Programs for FY2022:

- Emergency Rental Assistance (ERA), March 3, 2021; Cycle 6 opened November 22, 2023.
- Homeowner's Assistance Fund (HAF), May 9, 2022; extended to December 26, 2023.

On-going:

- Monitor Self-Funded Insurance Plan premiums and claims for Cost Effectiveness;
- Establish Captive Insurance for Self-Funded Plan;
- Multi-year Health Insurance Contract;
- Workforce Recruitment, Retention and Succession Planning;
- Update Performance Appraisal and Evaluation Form;
- Update Procurement Policies and Processes;
- Paperless/Digitization - Obtain a Records Shredding contract;
- Administrative Cost Percentage for DOA-management Special Revenue Funds.

FUTURE PLANS AND GROWTH

Group Insurance

- Government-wide On-Line enrollment to Sync with various payroll offices and insurance companies.
- Direct contracting with hospitals and healthcare providers

Hybrid Work Model:

- Remote Work (telework) and On-Site Work

Biometrics:

- Payroll System update

CHALLENGES

Benefits enrollment: single comprehensive government-wide enrollment software program is needed.

System or program to track enrollment and premium discrepancies is needed.

Financial Management System - Additional Software, Policy and Processes is needed.

Records Management - Paperless and Digitization to be optimized.

Workforce Retention and Retirement - Training and Succession plans needed.



Office of Public Accountability - Guam <admin@guamopa.com>

Dept of Admin FY2022 Citizen Centric Report

1 message

Anita Arile <Anita.Arile@doa.guam.gov>

Fri, Jan 19, 2024 at 10:16 AM

To: Benjamin Cruz <bjcruz@guamopa.com>

Cc: "admin@guamopa.com" <admin@guamopa.com>, "Edward M. Birn" <Edward.Birn@doa.guam.gov>, "Elizabeth T. Fisher" <lisa.fisher@doa.guam.gov>, Theresa Rivers <Theresa.Rivers@doa.guam.gov>, Gaudencio A Rosario <Gaudencio.Rosario@doa.guam.gov>

Hafa Adai Public Auditor Cruz,

In accordance with 1 GCA, Chapter 19, §1922(a), please find attached the Department of Administration (DOA) FY2022 Citizen Centric Report.

This report is also posted on the DOA Division of Accounts' website at <https://da.doa.guam.gov/reports/citizen-centric-reports-ccrs-updated/>.

If you have any questions or concerns, please feel free to contact us at 671-475-1101.

*Respectfully,***Anita Arile, MPA***Mgmt Analyst, DOA Div Of Accts*<http://doa.guam.gov/>**2022 CCR Guam (2024-01-19).pdf**

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