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.

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.

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%

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
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
- **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
- **59,462 / $641.2m** Vendor Invoices and Direct Payments Processed
- **1,152** Monthly Bank Reconciliation
- **5,761 / $12.5m** Encumbrances Liquidated
- **92,000 / 5,600** Cashed Check / EFT Reconciled
- **638,610** Treasury Collections
- **2** Accounting Training

**What we plan to do**
- **5,000** Drug Free and Payment Requests

---

http://doa.guam.gov/  
Department of Administration  
FY2019 Citizen Centric Report
**FY2019 Fiscal Performance**

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

* General Services Agency – General Fund expenditure increase was due to the write-down of inventory at the Tenda to Fair Market Value.
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 to meet its debt obligations, and to provide essential services to all Guam residents.

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/

Opportunities & Challenges
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

Hāfa 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’ase!

Regards,

Anita Arile

Mgmt Analyst, DOA Div Of Accts
P: 671-475-1115 Fax: 671-472-8483
primary email: Anita.Arile@doa.guam.gov
alternate email: govguam.acctg@gmail.com
website: http://da.doa.guam.gov/

"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
- image006.png 31K
- .DOAdm CCR19 (2020-09-30 FINAL).pdf 5470K