Office of the Attorney General
Citizen-Centric Report
Fiscal Year 2019

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Who We Are
The Office of the Attorney General has eight divisions and various units that collectively work together to meet our mission. We help Guam families, protect the public, and serve the government by providing legal counsel. Internally, we strive to ensure each division and unit is given the tools necessary to achieve excellence and work efficiently.

Mission
To represent the Government of Guam, prosecute on behalf of the People of Guam, and uphold the rule of law.

Core Values
Professionalism
Respect
Integrity
Dedication
Excellence

Helping Guam Families
Protecting the Public
Serving the Government

Employee Demographics
Total OAG Personnel: 198

Personnel
64% - Support Staff
27% - Attorneys
9% - Investigators

Immediate up to 50%
40% up to 50%
10% up to 50%

Gender
37% Male
63% Female

Solicitors
Reviews government contracts for compliance with Guam law; provides legal advice to government agencies and issues legal opinions

Civil Litigation
Represents GovGuam in civil lawsuits and claims made against the government

Administration
Responsible for the business processes of the agency and provides support to all divisions

Consumer Protection
Enforces local laws against false, misleading and deceptive practices; promotes consumer education and awareness

General Counsel
Develops and implements internal policies and procedures; serves as liaison to the Legislature

PROSECUTION
Handles criminal allegations against minors; represents GovGuam in cases involving youth and incapacitated adults

FAMILY
Child Support Enforcement
Assists parents with obtaining financial support for raising their children

Victim Service Center
Guides victims of crimes and their families through the criminal justice process, including informing victims of their rights and important case updates

Solicitors
Prosecutes all adult criminal cases

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Fun Fact:
34 law schools are represented among
54 attorneys in the OAG (as of 09/30/20)

Attorney General Leevin T. Camacho
@oaggguam
Each division serves our island in many ways. Here is a summary of our work output over the last four years and the trend changes in each category.

**Child support dedicated resources to reduce the decades-old $5M undistributed child support payments. Focusing on locating parents and reissuing checks, over $146,000 in 158 cases were returned in the first five months, with checks dating as far back as 2008.**

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### Our Performance

#### Each division serves our island in many ways. Here is a summary of our work output over the last four years and the trend changes in each category.

<table>
<thead>
<tr>
<th>Division</th>
<th>FY2016</th>
<th>FY2017</th>
<th>Δ% FY16-17</th>
<th>FY2018</th>
<th>Δ% FY17-18</th>
<th>FY2019</th>
<th>Δ% FY18-19</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CHILD SUPPORT ENFORCEMENT DIVISION</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Child Support Collected</td>
<td>$10,881,598</td>
<td>$10,310,282</td>
<td>-5.25%</td>
<td>$9,923,175</td>
<td>-3.75%</td>
<td>$9,382,651</td>
<td>-5.45%</td>
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<tr>
<td>Active Caseload</td>
<td>6,654</td>
<td>6,662</td>
<td>0.12%</td>
<td>6,512</td>
<td>-2.25%</td>
<td>6,584</td>
<td>1.11%</td>
</tr>
<tr>
<td>Undistributed Collections Redispersed*</td>
<td>0</td>
<td>0</td>
<td>▲</td>
<td>0</td>
<td>▲</td>
<td>$146,767.40</td>
<td>▲</td>
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<tr>
<td><strong>CONSUMER DIVISION</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Complaints</td>
<td>365</td>
<td>178</td>
<td>-51.23%</td>
<td>249</td>
<td>39.89%</td>
<td>219</td>
<td>-12.05%</td>
</tr>
<tr>
<td>Closed Complaints</td>
<td>12</td>
<td>90</td>
<td>600.00%</td>
<td>56</td>
<td>-37.78%</td>
<td>36</td>
<td>-35.71%</td>
</tr>
<tr>
<td>Gov’t Collections Cases Filed*</td>
<td>0</td>
<td>0</td>
<td>▲</td>
<td>0</td>
<td>▲</td>
<td>47</td>
<td>▲</td>
</tr>
<tr>
<td><strong>FAMILY DIVISION</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Juvenile Delinquency / Juvenile Drug Court</td>
<td>427</td>
<td>286</td>
<td>-33.02%</td>
<td>196</td>
<td>-31.47%</td>
<td>202</td>
<td>3.06%</td>
</tr>
<tr>
<td>Restorative Justice</td>
<td>61</td>
<td>108</td>
<td>77.05%</td>
<td>130</td>
<td>20.37%</td>
<td>157</td>
<td>20.77%</td>
</tr>
<tr>
<td><strong>PROSECUTION DIVISION</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Felony Cases Filed</td>
<td>784</td>
<td>745</td>
<td>-4.97%</td>
<td>771</td>
<td>3.49%</td>
<td>716</td>
<td>-7.13%</td>
</tr>
<tr>
<td>Misdemeanor Cases Filed</td>
<td>919</td>
<td>752</td>
<td>-18.17%</td>
<td>648</td>
<td>-14.49%</td>
<td>610</td>
<td>-5.13%</td>
</tr>
<tr>
<td><strong>VICTIM SERVICE CENTER</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Victims Served</td>
<td>1,622</td>
<td>1,471</td>
<td>-9.31%</td>
<td>1,307</td>
<td>-11.15%</td>
<td>1,285</td>
<td>-1.68%</td>
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<tr>
<td>Criminal Injuries Compensation Awarded</td>
<td>$90,571.27</td>
<td>$162,808.65</td>
<td>79.76%</td>
<td>$172,976.08</td>
<td>6.25%</td>
<td>$60,202.45</td>
<td>-65.20%</td>
</tr>
<tr>
<td>Restitution Collected*</td>
<td>0</td>
<td>0</td>
<td>▲</td>
<td>0</td>
<td>▲</td>
<td>$53,461.97</td>
<td>▲</td>
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<tr>
<td><strong>SOLICITORS DIVISION</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Contract Review</td>
<td>590</td>
<td>508</td>
<td>-13.90%</td>
<td>454</td>
<td>-10.63%</td>
<td>429</td>
<td>-5.51%</td>
</tr>
<tr>
<td>Legal Guidance &amp; Opinion Requests</td>
<td>185</td>
<td>165</td>
<td>-10.81%</td>
<td>123</td>
<td>-25.45%</td>
<td>221</td>
<td>79.67%</td>
</tr>
<tr>
<td><strong>LITIGATION DIVISION</strong></td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>Total Matters Opened</td>
<td>181</td>
<td>182</td>
<td>0.55%</td>
<td>164</td>
<td>-9.89%</td>
<td>154</td>
<td>-6.10%</td>
</tr>
<tr>
<td>Total Matters Closed</td>
<td>125</td>
<td>174</td>
<td>39.20%</td>
<td>129</td>
<td>-25.86%</td>
<td>170</td>
<td>31.78%</td>
</tr>
<tr>
<td><strong>ADMINISTRATION DIVISION</strong></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Criminal History Clearance Processed</td>
<td>371</td>
<td>410</td>
<td>10.51%</td>
<td>386</td>
<td>-5.85%</td>
<td>462</td>
<td>19.69%</td>
</tr>
<tr>
<td>Walk-in Assistance*</td>
<td>0</td>
<td>19,486</td>
<td>▲</td>
<td>17,314</td>
<td>-11.15%</td>
<td>18,570</td>
<td>7.25%</td>
</tr>
</tbody>
</table>

*New initiatives, no data for previous years

### Performance Highlight

- **Restitution court orders defendants to compensate victims for financial losses suffered as a result of a crime. This year, there was an increase of 100 cases opened and a total of $76,714.30 was collected.**

- **The Consumer Protection Division launched a new initiative to collect on outstanding obligations owed to Guam Memorial Hospital, the Department of Administration, and the Department of Revenue & Taxation. An audit by the Office of Public Accountability showed that GMH’s partnerships with the OAG and DRT resulted in a 100.4%, or $7.3M, increase in self-pay accounts. The 47 cases filed in court totaled over $577k.**

- **The longevity of the Criminal Injuries Compensation Program was realized after a grant was secured that reimburses 60 cents of every dollar dispersed by the OAG to eligible victims of crime and their families. Over $60,000 was awarded in FY19.**
The total budget for Fiscal Year 2019 was $28,979,723.77. For the third consecutive year, the OAG’s budget was reduced, presenting the opportunity to utilize technology to streamline operations and find creative solutions using existing resources.

A continuous increase in the Special Revenue Funds category is a result of a federal grant awarded to the OAG in 2018. The grant matches 60 cents of every dollar dispersed to eligible victims under the Criminal Injuries Compensation Program, with a 94% increase between FY18 and FY19.

The Child Support Enforcement Division is supported by a 66% federal match contribution, and for every dollar spent, the General Fund contributes 34 cents. In FY19 the General Fund contribution was decreased for this division as a budget strategy to utilize available funding from prior years, allowing the OAG to maximize its General Fund allocation towards other operational needs.

The Office manages the Victims of Crime Act (VOCA) federal grant and sub-grants this funding to organizations who provide direct services to victims of crime within the community. Funding from FY2018 was sub-granted to six organizations in FY2019. Of note, $1.3M was awarded in FY2019 but has yet to be subgranted. The OAG has until September 2022 to expend those funds.

There has been growth in federal funding year over year, with a 12% increase from FY18 to FY19.

An independent audit was conducted, resulting in a clean audit opinion. For complete financial information, visit opaguam.org.
The use of technology allowed the OAG to improve community access and information by updating its website and creating a presence on social media. This public portfolio was created at little to no cost and has considerably expanded the availability of information on topics that are of interest to families, students, law enforcement, government entities and stakeholders, and the community-at-large.

**COMING SOON:**

The OAG intends to continue applying technology to increase efficiency and simultaneously reduce costs. A transition in email systems is expected to take place in the coming fiscal year and we continue to look at other ways to find technology-driven solutions.

We remain committed to supporting victims of crime. Part of the FY18 federal funding the OAG received will be dedicated to launching Guam’s first automated victim notification system. The system will provide victims with free, confidential, 24-hour access to information and updates in ongoing criminal cases.

The OAG is vested in protecting our Island’s well-being, health, and environment. In this fiscal year, we filed suit to protect Guam’s drinking water from PFAS contamination and sued drug manufacturers for fixing prices and false advertisement. There are several other national initiatives the OAG is considering which could bring positive change and resources to our community.

**Future Challenges and Economic Outlook**

The COVID-19 pandemic has indescribably changed how we operate as individuals, as families, as a community, as a government. Although we have changed how we operate as a government, what has not changed is our mission to serve our island. The immediate challenge that we face as an agency is fulfilling our mission in a way that is safe to our staff, their families and the individuals we serve.

We have launched new initiatives, such as collections on behalf of the government and efforts to address the Undistributed Child Support Collections, despite a reduction in budget over the last two years. We will build on the progress we’ve made, but we are also prepared to continue adapting once the full impact of COVID-19 on our island’s people and economy is determined.
Mandated Submittal: OAG FY19 CCR

Hafa Adai Speaker Muna-Barnes and Ms. Brillante,


Kindly confirm receipt of this email.

Continued health and well wishes to you and your staff.

Si Yu'os Ma'ase,
Carolina Charfauros
Public Information Officer
Ufisinan Hinirat Abugao~Office of the Attorney General

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