Gmail by Google

BENJAMIN CRUZ <speaker@senatorbjcruz.com>

# Fwd: Filing of 2015 Citizen-Centric Report

**Benjamin J.F. Cruz** <senator@senatorbjcruz.com>
To: BENJAMIN CRUZ <speaker@senatorbjcruz.com>

Wed, Feb 8, 2017 at 6:55 PM

Speaker Benjamin J.F. Cruz

FEB 09 2017
Time 9:10 AM / PM File No.
Received By
GL# 34-17-176

---------- Forwarded message ----------
From: **Christine P. Quinata** <christine.quinata@csc.guam.gov>
Date: Mon, Feb 6, 2017 at 11:10 AM
Subject: Filing of 2015 Citizen-Centric Report
To: Llewelyn Terlaje <lterlaje@guamopa.org>, senator@senatorbjcruz.com
Cc: Jennifer Reyes <jennifer.reyes@csc.guam.gov>, Peter Calvo <peter.calvo@csc.guam.gov>

2017 FEB -9 AM 9:54

OPA Annual Report CCR 2015.pub

Hafa Adai,

Our apologies for the late filing of the Citizen-Centrex Report for 2015.

The late submission is do to our access software being down and not able to give an accurate report.

Athough,with the collaboration with the DOA Data staff we were now able to get our access up and running again.

Please be advised that the report is also available for review on our website at
http://csc.guam.gov/financial-reports/

Feel free to contact our office if you should have any questions 647-1855.

Regards!

*Christine Paulino-Quinata*
*Special Projects Coordinator*
*Civil Service Commission*
*(w) 647-1855*
*(f) 647-1867*

--
**Speaker Benjamin J.F. Cruz**
*I Mina'trentai Kuåttro Na Liheslaturan Guåhan*
T 671-477-2520 | F 671-477-2522
http://www.senatorbjcruz.com

0176

# CIVIL SERVICE COMMISSION

Fiscal Year 2015, Citizen-Centric Report

## GOALS

Our goal is to provide quality and efficient services in order to promote a healthy Merit System.

## MISSION

Our mission is to administer the merit system by entertaining appeals or complaints from classified employees and providing a fair and equitable venue by which the appeals or complaints can be adjudicated.

Chairperson, Edith Pangelinan





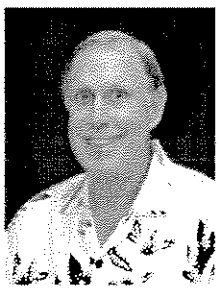
Vice Chairperson, Daniel Leon Guerrero



Priscilla Tuncap



Lourdes Hongyee



John Smith



Catherine Gayle

## HISTORY

The creation of the Guam Civil Service Commission (CSC) was first contemplated in the Organic Act of Guam under §1422c, which states,

> "The legislature shall establish a merit system and, as far as practicable, appointments and promotions shall be made in accordance with such merit system. The Government of Guam may by law establish a Civil Service Commission to administer the merit system. Members of the Commission may be removed as provided by the laws of Guam." [cited in part]

However, it was not until August 7, 1967, with the passage of Public Law (PL) 9-86 that the CSC was actually created. The creation was prompted by a letter from then Governor Manuel F.L. Guerrero, which was submitted to the Ninth Guam Legislature to establish a CSC, separate from any operating department of the government in order to afford balance between the needs of the institution and rights of the employee.

# HOW WE PERFORMED

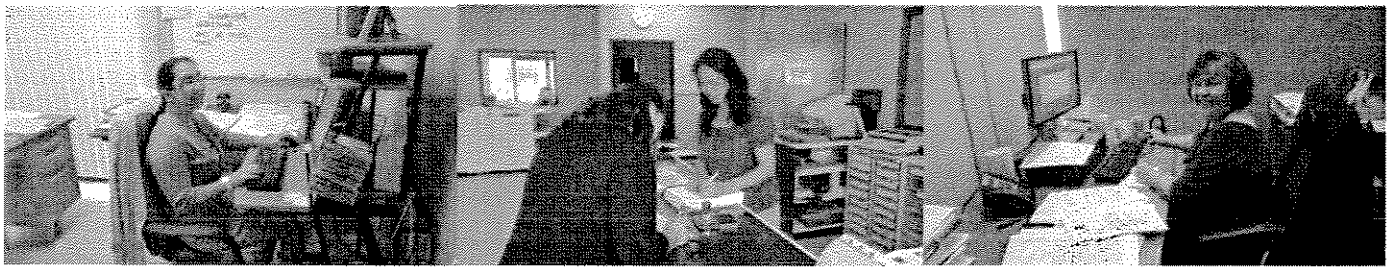
## APPEALS PER YEAR




| | Adverse Action | EEO | Furlough | Grievance | Mini-Hatch Act | Merit Bonus Appeal | Personnel Action Review | Post Audit | Whistleblower |
|---|---|---|---|---|---|---|---|---|---|
| 2013 | 40 | 0 | 0 | 11 | 0 | 2 | 0 | 5 | 3 |
| 2014 | 46 | 0 | 0 | 13 | 0 | 0 | 0 | 6 | 0 |
| 2015 | 46 | 0 | 0 | 13 | 0 | 0 | 0 | 6 | 0 |

## APPEALS

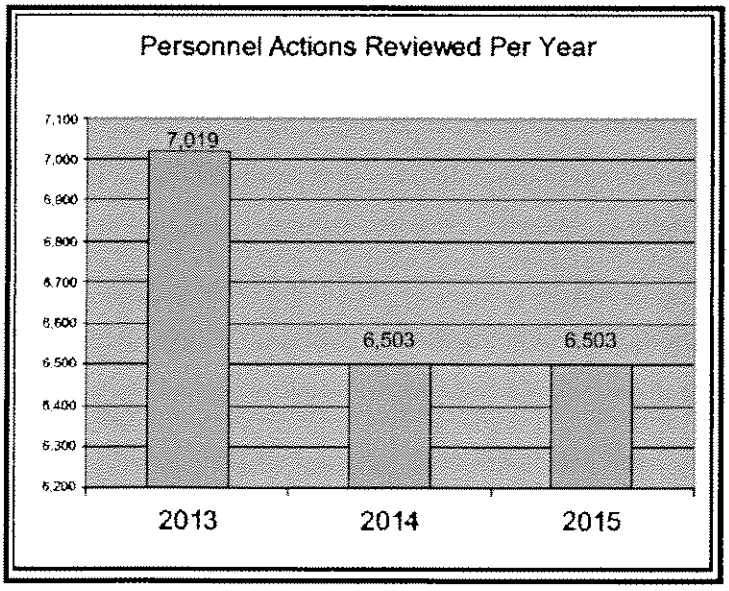
The number of Adverse Actions, Grievances and Post Audit complaints has been steadily rising between 2013 though 2015. The number of appeals were solely determined by the employees themselves in direct relation to the actions administered and processed by the individual agencies.



| PERSONNEL ACTIONS REVIEWED PER YEAR | |
|---|---|
| 2013 | 7,019 |
| 2014 | 6,503 |
| 2015 | 6,503 |

## PERSONNEL ACTION REVIEW

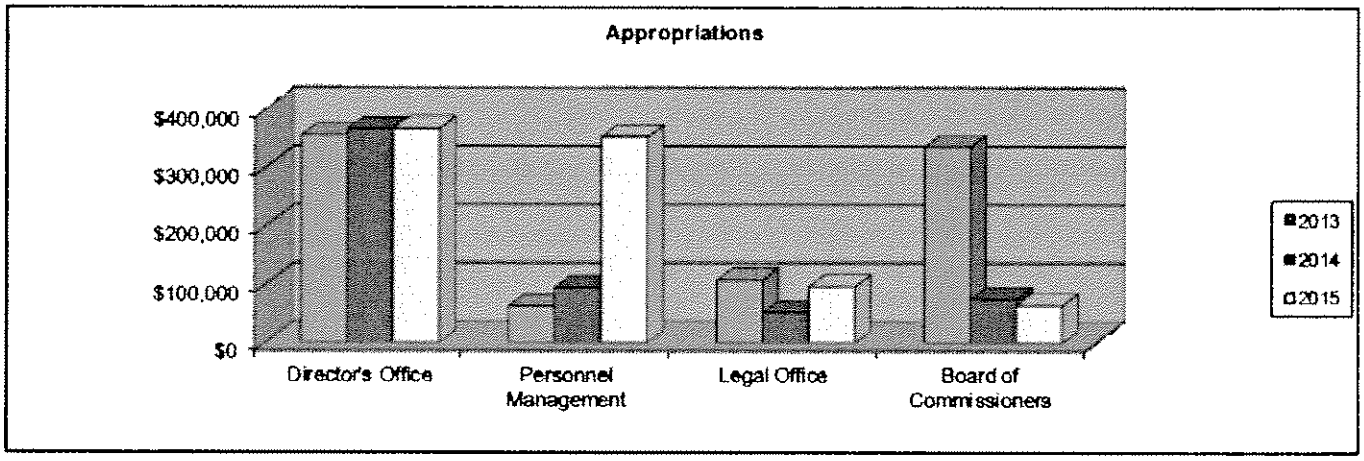
The number of Personnel Actions submitted and reviewed dramatically decreased in 2014 from 2013 and remained steady in 2015. Actions reviewed are completely dependent upon the timely submission of the various agencies.



# APPROPRIATIONS/EXPENDITURE

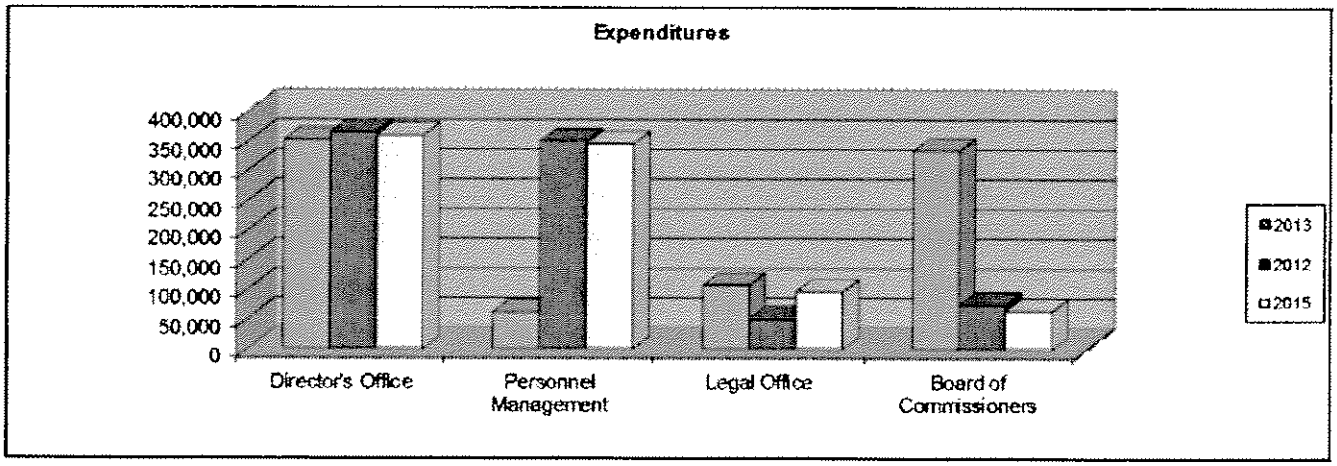
| Appropriations | | | |
|---|---|---|---|
| | 2013 | 2014 | 2015 |
| Director's Office | $354,914 | $365,201 | $366,287 |
| Personnel Management | $61,548 | $94,706 | $351,689 |
| Legal Office | $107,295 | $50,856 | $96,309 |
| Board of Commissioners | $334,254 | $74,024 | $63,590 |
| **TOTAL** | **$858,011** | **$584,688** | **$877,875** |

The Appropriation and Expenditure level for the Commission is consistent with the current administrative function to include a slight increase in Salary attributed to the implementation of the Hay Study. The Commission is still moving forward in pursuing the immediate recruitment of an Administrative Law Judge and a Legal Secretary as this will expedite current cases listed in our agenda for adjudication under the direction of the Chairman. If funds permit, the Commission is still considering in moving forward with new technology by procuring Notebooks or IPads to be used by each Commissioners to view cases thus making easier and portable for each users to handle, in comparison to the reproduction of documents making it bulky and cumber-




| Expenditures | | | |
|---|---|---|---|
| | 2013 | 2014 | 2015 |
| Director's Office | $351,474 | $365,099 | $359,495 |
| Personnel Management | $61,546 | $350,305 | $345,703 |
| Legal Office | $107,294 | $50,855 | $96,152 |
| Board of Commissioners | $334,253 | $74,023 | $63,511 |
| **TOTAL** | **$854,841** | **$840,282** | **$864,861** |





# FUTURE OUTLOOK

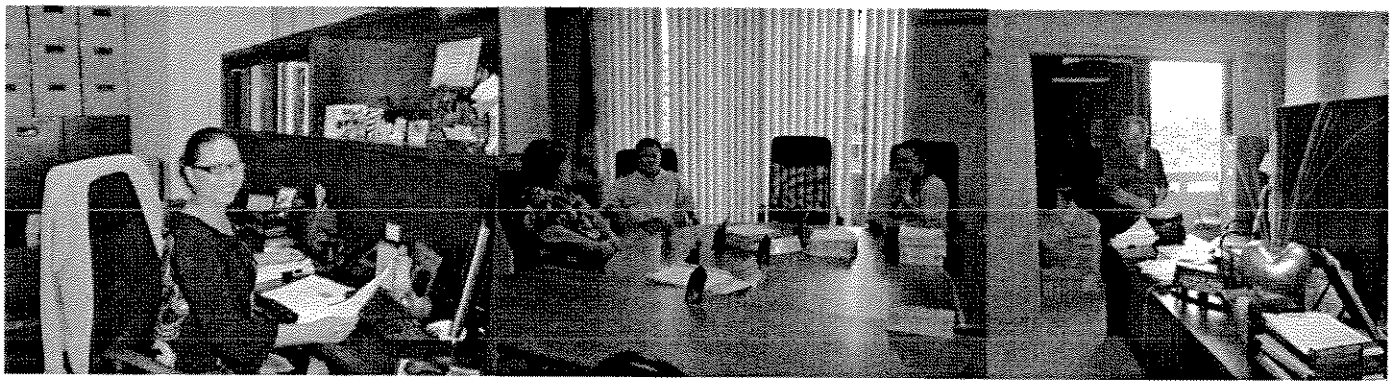
For the Commission to continue pushing forward towards a Paperless operation, whereas all cases will be downloaded and viewed on Notebooks/ IPads minimizing the need for reproduction and manpower, thus saving thousands of dollars annually. This technology will surely enhance The Commission's ability to distribute Packets to the Commissioners as well as other players involve in the case. In addition, the Commission will still continue providing essential trainings & workshops throughout the Government Agencies as it impacts the Commission's Objectives and to further pursue the upgrade of the Commission's Audio & Video Recording System, for documentation purposes.

## Accomplishments

On September 11, 2015, Public Law 33-66 was signed in to law authorizing the sum of $ 119,115.00 to the Commission to employ or contract a full -time or part-time Administrative Law Judge (ALJ) to assist the Commission with adjudicatory responsibilities and for the purchase of equipment such as computers, furniture, legal research tools and other office supplies. In addition, the sum of $34,000.00 is allocated for employing an administrative staff.

In Fiscal Year 2011 the Governor appointed the Executive Director of Civil Service Commission to Chair Mag Pro Committee and thus for the past 5 years the Commissions had successfully been recognizes with an achievement award and for the Fiscal year 2015 the Commission once again been recognized with the following award:

- Customer Service Professional of the Year: Out and About
- Unit of the year
- Employee of the Year
- Agency of the Year



**BOARD OF COMMISIONERS**
Chairperson, Edith Pangelinan
Vice Chairperson, Daniel Leon Guerrero
Commissioner, Priscilla Tuncap
Commissioner, Lourdes Hongyee
Commissioner, John Smith
Commissioner, Catherine Gayle
Commissioner, Edith Pangelinan


| | |
|---|---|
| Jolene Duenas, Board Secretary | jolene.duenas@csc.guam.gov |
| Alberto A. Lamorena V, Executive Director | alberto.lamorena@csc.guam.gov |
| John Nowakowski, Administrative Counsel | john.nowakowshi@csc.guam.gov |

**PMA Division**

| | |
|---|---|
| Roland P. Fejarang, Personnel Management Administrator | roland.fejarang@csc.guam.gov |
| Maria Masnayon, Personnel Management Analyst III | maria.masnayon@csc.guam.gov |
| Tony Aguon, Personnel Management Analyst III | tony.aguon@csc.guam.gov |
| Maria Cruz, Personnel Management Analyst III | maria.cruz@csc.guam.gov |

**Administrative Division**

| | |
|---|---|
| Jennifer Reyes, Administrative Services Officer | jennifer.reyes@csc.guam.gov |
| Christine Quinata, Special Projects Coordinator | christine.quinata@csc.guam.gov |

http://www.csc.guam.gov/

Suite 6A, 777 Route 4
Sinajana, Guam 96910

# CIVIL SERVICE COMMISSION

Fiscal Year 2015, Citizen-Centric Report

## GOALS

Our goal is to provide quality and efficient services in order to promote a healthy Merit System.

## MISSION

Our mission is to administer the merit system by entertaining appeals or complaints from classified employees and providing a fair and equitable venue by which the appeals or complaints can be adjudicated.

Chairperson, Edith Pangelinan





Vice Chairperson, Daniel Leon Guerrero



Priscilla Tuncap



Lourdes Hongyee



John Smith



Catherine Gayle

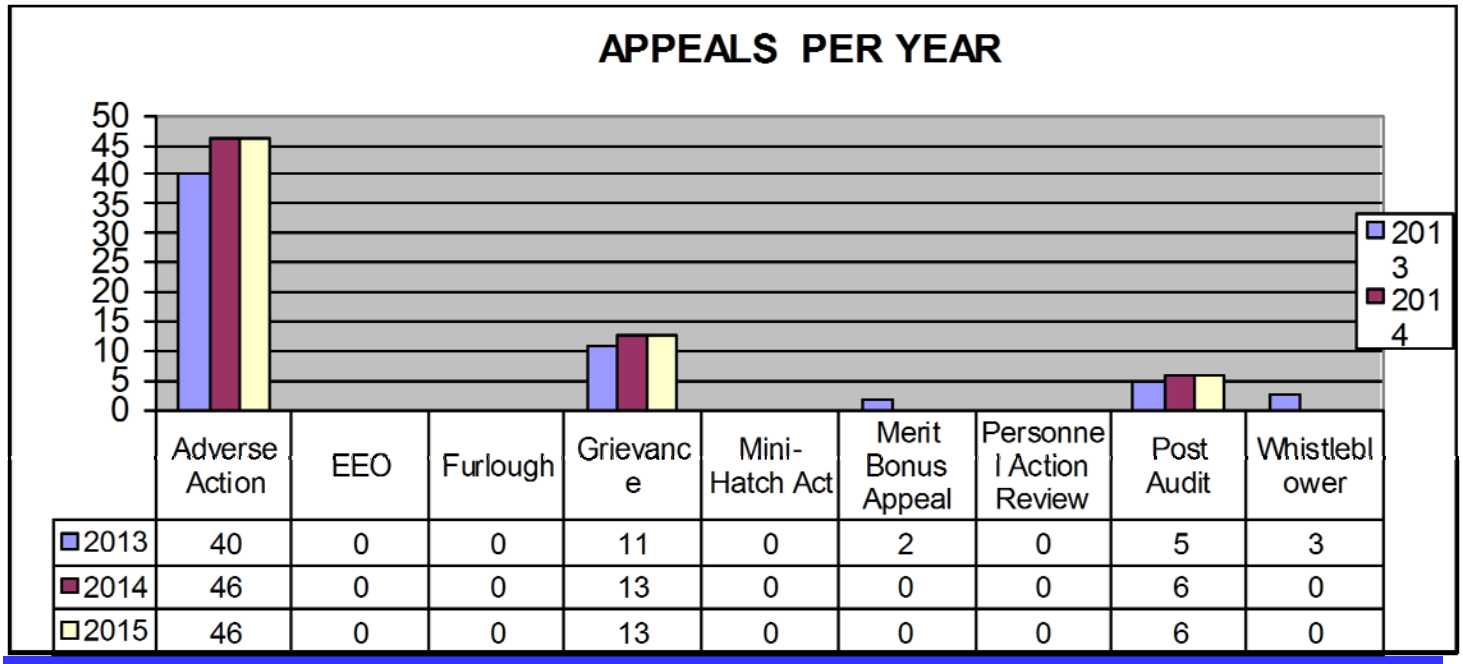
## HISTORY

The creation of the Guam Civil Service Commission (CSC) was first contemplated in the Organic Act of Guam under §1422c, which states,

> "The legislature shall establish a merit system and, as far as practicable, appointments and promotions shall be made in accordance with such merit system. The Government of Guam may by law establish a Civil Service Commission to administer the merit system. Members of the Commission may be removed as provided by the laws of Guam." [cited in part]

However, it was not until August 7, 1967, with the passage of Public Law (PL) 9-86 that the CSC was actually created. The creation was prompted by a letter from then Governor Manuel F.L. Guerrero, which was submitted to the Ninth Guam Legislature to establish a CSC, separate from any operating department of the government in order to afford balance between the needs of the institution and rights of the employee.

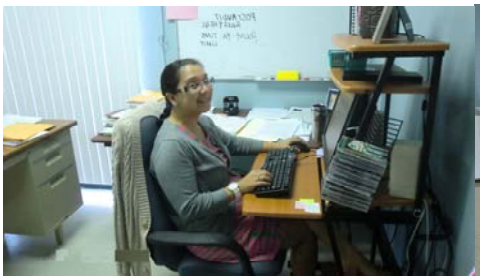
# HOW WE PERFORMED




| | Adverse Action | EEO | Furlough | Grievance | Mini-Hatch Act | Merit Bonus Appeal | Personnel Action Review | Post Audit | Whistleblower |
|---|---|---|---|---|---|---|---|---|---|
| 2013 | 40 | 0 | 0 | 11 | 0 | 2 | 0 | 5 | 3 |
| 2014 | 46 | 0 | 0 | 13 | 0 | 0 | 0 | 6 | 0 |
| 2015 | 46 | 0 | 0 | 13 | 0 | 0 | 0 | 6 | 0 |

## APPEALS

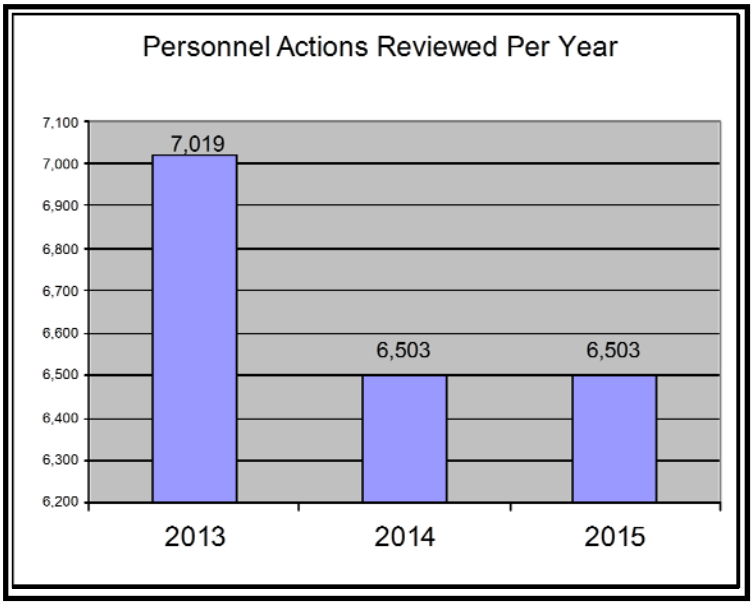
The number of Adverse Actions, Grievances and Post Audit complaints has been steadily rising between 2013 though 2015. The number of appeals were solely determined by the employees themselves in direct relation to the actions administered and processed by the individual agencies.







| PERSONNEL ACTIONS REVIEWED PER YEAR | |
|---|---|
| 2013 | 7,019 |
| 2014 | 6,503 |
| 2015 | 6,503 |




## PERSONNEL ACTION REVIEW

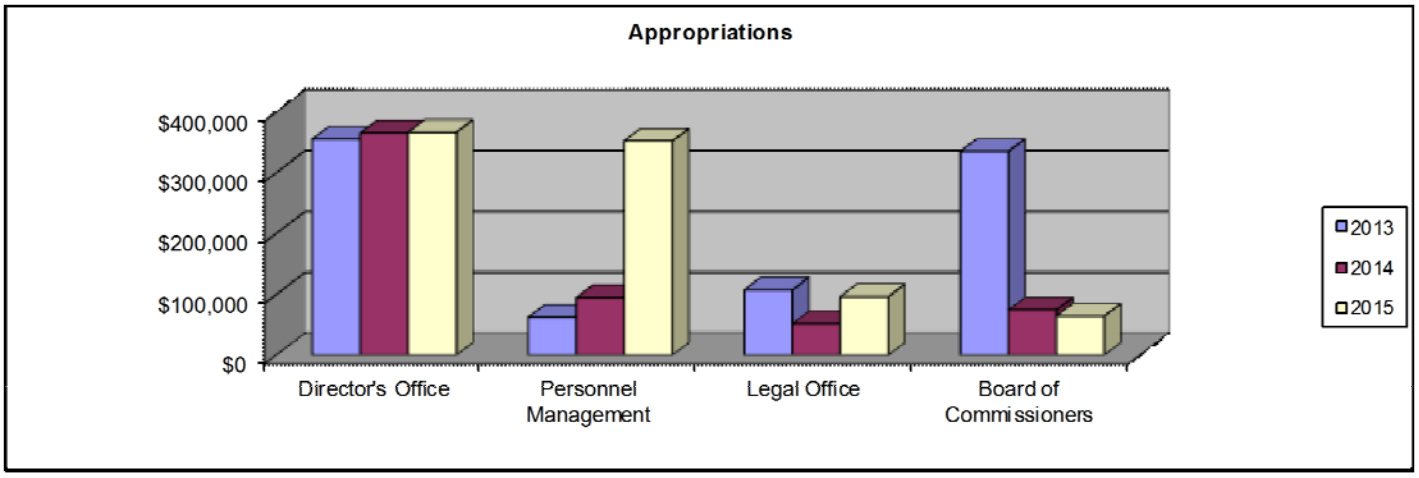
The number of Personnel Actions submitted and reviewed dramatically decreased in 2014 from 2013 and remained steady in 2015. Actions reviewed are completely dependent upon the timely submission of the various agencies.

# APPROPRIATIONS/EXPENDITURE

## Appropriations

| | 2013 | 2014 | 2015 |
|---|---|---|---|
| Director's Office | $354,914 | $365,201 | $366,287 |
| Personnel Management | $61,548 | $94,706 | $351,689 |
| Legal Office | $107,295 | $50,856 | $96,309 |
| Board of Commissioners | $334,254 | $74,024 | $63,590 |
| **TOTAL** | **$858,011** | **$584,688** | **$877,875** |

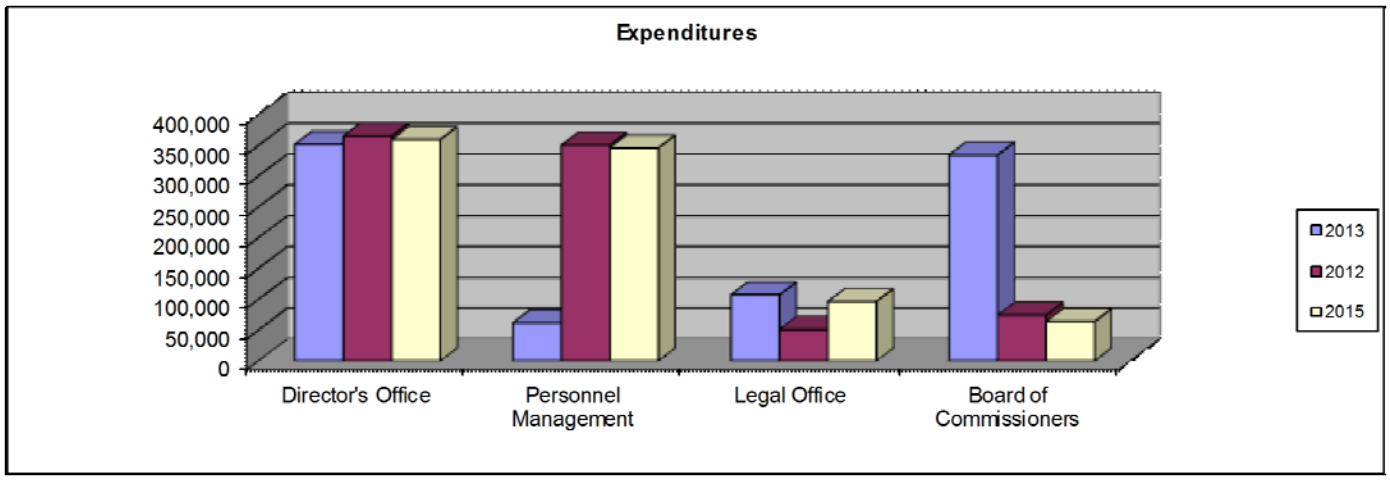
The Appropriation and Expenditure level for the Commission is consistent with the current administrative function to include a slight increase in Salary attributed to the implementation of the Hay Study. The Commission is still moving forward in pursuing the immediate recruitment of an Administrative Law Judge and a Legal Secretary as this will expedite current cases listed in our agenda for adjudication under the direction of the Chairman. If funds permit, the Commission is still considering in moving forward with new technology by procuring Notebooks or IPads to be used by each Commissioners to view cases thus making easier and portable for each users to handle, in comparison to the reproduction of documents making it bulky and cumber-




## Expenditures

| | 2013 | 2014 | 2015 |
|---|---|---|---|
| Director's Office | $351,474 | $365,099 | $359,495 |
| Personnel Management | $61,546 | $350,305 | $345,703 |
| Legal Office | $107,294 | $50,855 | $96,152 |
| Board of Commissioners | $334,253 | $74,023 | $63,511 |
| **TOTAL** | **$854,841** | **$840,282** | **$864,861** |





# FUTURE OUTLOOK

For the Commission to continue pushing forward towards a Paperless operation, whereas all cases will be downloaded and viewed on Notebooks/ IPads minimizing the need for reproduction and manpower, thus saving thousands of dollars annually. This technology will surely enhance
The Commission's ability to distribute Packets to the Commissioners as well as other players involve in the case. In addition, the Commission will still continue providing essential trainings & workshops throughout the Government Agencies as it impacts the Commission's Objectives and to further pursue the upgrade of the Commission's Audio & Video Recording System, for documentation purposes.

## Accomplishments

On September 11, 2015, Public Law 33-66 was signed in to law authorizing the sum of $ 119,115.00 to the Commission to employ or contract a full -time or part-time Administrative Law Judge (ALJ) to assist the Commission with adjudicatory responsibilities and for the purchase of equipment such as computers, furniture, legal research tools and other office supplies. In addition, the sum of $34,000.00 is allocated for employing an administrative staff.
In Fiscal Year 2011 the Governor appointed the Executive Director of Civil Service Commission to Chair Mag Pro Committee and thus for the past 5 years the Commissions had successfully been recognizes with an achievement award and for the Fiscal year 2015 the Commission once again been recognized with the following award:

- Customer Service Professional of the Year: Out and About
- Unit of the year
- Employee of the Year
- Agency of the Year





**BOARD OF COMMISIONERS**
Chairperson, Edith Pangelinan
Vice Chairperson, Daniel Leon Guerrero
Commissioner, Priscilla Tuncap
Commissioner, Lourdes Hongyee
Commissioner, John Smith
Commissioner, Catherine Gayle
Commissioner, Edith Pangelinan


| | |
|---|---|
| Jolene Duenas, Board Secretary | jolene.duenas@csc.guam.gov |
| Alberto A. Lamorena V, Executive Director | alberto.lamorena@csc.guam.gov |
| John Nowakowski, Administrative Counsel | john.nowakowshi@csc.guam.gov |

**PMA Division**

| | |
|---|---|
| Roland P. Fejarang, Personnel Management Administrator | roland.fejarang@csc.guam.gov |
| Maria Masnayon, Personnel Management Analyst III | maria.masnayon@csc.guam.gov |
| Tony Aguon, Personnel Management Analyst III | tony.aguon@csc.guam.gov |
| Maria Cruz, Personnel Management Analyst III | maria.cruz@csc.guam.gov |

**Administrative Division**

| | |
|---|---|
| Jennifer Reyes, Administrative Services Officer | jennifer.reyes@csc.guam.gov |
| Christine Quinata, Special Projects Coordinator | christine.quinata@csc.guam.gov |

http://www.csc.guam.gov/

Suite 6A, 777 Route 4
Sinajana, Guam 96910