



# CIVIL SERVICE COMMISSION

*Kumision 9 Setbision Sibit*

- Fiscal Year (FY) 2023 -

## *Citizen-Centric Report*



1. OVERVIEW

2. PERFORMANCE

3. FINANCES

4. OVERVIEW

### ➤ HISTORY OF THE CIVIL SERVICE COMMISSION

The Commission was established by the Organic Act of Guam §1422(c), which reads in part...

*“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.”*

The Commission was created in 1967 by Public law 9-86, and re-established in 1982 by Public Law 16-23, (Civil Service Reform Act), as amended by Public law 16-41 and codified in Title 4, Guam Code Annotated, Article 4, §4401 and following.

4 Guam Code Annotated §4401 reads in part... There is established, in and for the Government of Guam, a Civil Service Commission composed of seven (7) members appointed by *I Maga'hâga/Maga'lâhi* with the consent of *I Liheslatura*. The members shall serve for a term of six (6) years and until their successors are appointed and qualified, provided that of the initial members appointed under this Chapter, appointments shall be made so that two (2) members of the Commission, sitting or newly appointed shall serve for two (2) years, two members, witting or newly appointed shall serve for a term of four (4) years and three (3) members, sitting or newly appointed shall serve for a term of six (6) years.

### ➤ OUR MISSION

Our mission is to administer and enforce personnel policies and practices that will uphold the Merit system and Due Process for all Government of Guam employees in the classified service.

### ➤ OUR GOAL

To be the premier agency of Government of Guam, establishing the ideal in human resources leadership for others to follow, focusing on quality, recognizing and remaining open to innovation, and insisting on accountability.

## COMMISSIONERS



JUAN K. CALVO  
Chairman



ANTHONY P. BENAVENTE  
Vice Chairman



PRISCILLA T. TUNCAP  
Commissioner



JOHN A. SMITH  
Commissioner



ROBERT C. TAITANO  
Commissioner



FRANCISCO T. GUERRERO  
Commissioner



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## ➤ DUTIES OF THE COMMISSION

The Commission hears appeals from Adverse Action appeals, Grievance appeals, and Equal Employment Opportunity (EEO) appeals from an employee in the classified service of the executive branch, who has gone through the competitive hiring process.

The Commission authorizes the PMA staff to conduct investigations on complaints regarding Appointments and Promotions (Post Audits), and Notices of Personnel Actions (NOPA) immediately pursuant to CSC Resolution 2024-001. The PMA Staff will then present their findings and recommendations to the Commission for final adjudication.

The Commission hears the PMA staff Assessment Report regarding a potential Political Activity (Mini Hatch), Public Employee Protection Act (Whistle Blower), Priority Placement Procedure (PPP), Furlough, Layoff, and Ethics in Procurement violation complaint. After hearing the PMA staff's assessment of the written complaint, the Commission will determine whether to proceed into an investigation of the potential violation of the complaint. The PMA staff will then present their investigation findings and recommendations to the Commission for final adjudication.

## ➤ PERSONNEL ACTION REVIEW

The number of personnel actions submitted and reviewed slightly decreased between 2022 and 2023. Actions reviewed are dependent upon the timely submission of the various agencies.

## ➤ APPEALS

In fiscal year 2023, the CSC saw an increase in Adverse Action appeals as well as a slight increase in Mini-Hatch Act cases between 2022 and 2023.

## LEADERSHIP



**DANIEL D. LEON GUERRERO**  
*CSC Executive Director*

## OFFICE INFORMATION



### Hours of operation:

Monday-Friday **open** from  
**8:00 a.m. to 5:00 p.m.**



### Location:

**BELL TOWER**, Suite 201, 710  
West Marine Corps Drive,  
Hagatna, Guam 96910



### Office Number:

(671) 647-1855



### Fax Number:

(671) 647-1867



### Mailing address:

P.O. Box 2950 Hagatna,  
Guam 96932



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1. OVERVIEW

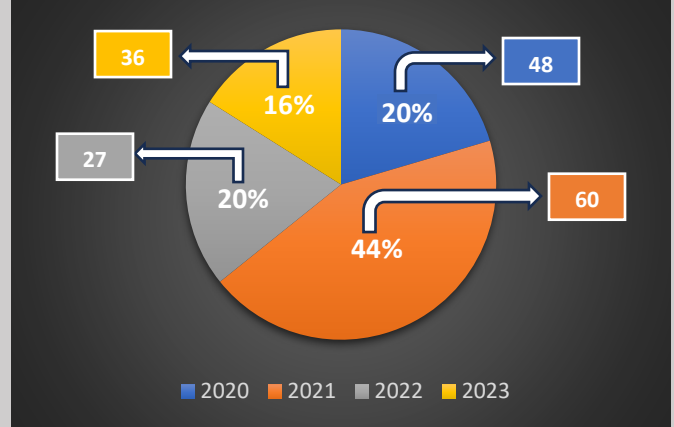
2. PERFORMANCE

3. FINANCES

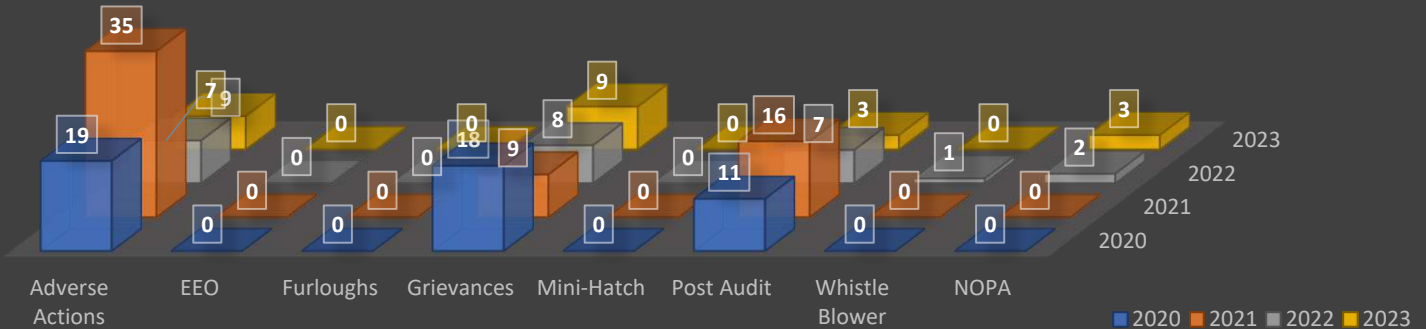
4. OUTLOOK

TYPE OF APPEALS/COMPLAINTS	YEAR 2020	YEAR 2021	YEAR 2022	YEAR 2023
ADVERSE ACTION	19	35	9	18
EEO	0	0	0	0
FURLOUGH	0	0	0	0
GRIEVANCE	18	9	8	9
MINI-HATCH ACT	0	0	0	2
MERIT BONUS APPEAL	0	0	0	0
POST AUDIT	11	16	7	7
WHISTLE BLOWER	0	0	1	0
Notice of Personnel Action	0	0	2	0
<b>TOTAL PER YEAR:</b>	<b>48</b>	<b>60</b>	<b>27</b>	<b>36</b>

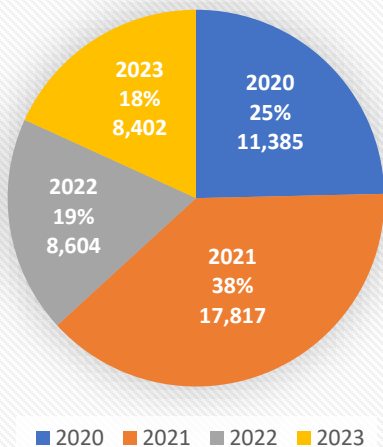
Appeals / Complaints per last four (4) Fiscal Years.



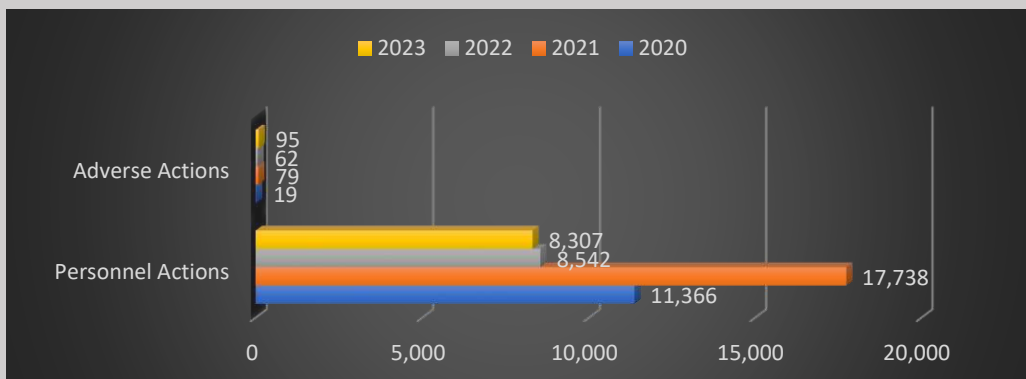
Type of Appeals/Complaints per Fiscal Year



Actions per Fiscal Year



TYPE OF ACTION	YEAR 2020	YEAR 2021	YEAR 2022	YEAR 2023
PERSONNEL ACTIONS	11,366	17,738	8,542	8,307
ADVERSE ACTIONS	19	79	62	95
<b>TOTAL PER YEAR:</b>	<b>11,385</b>	<b>17,817</b>	<b>8,604</b>	<b>8,402</b>





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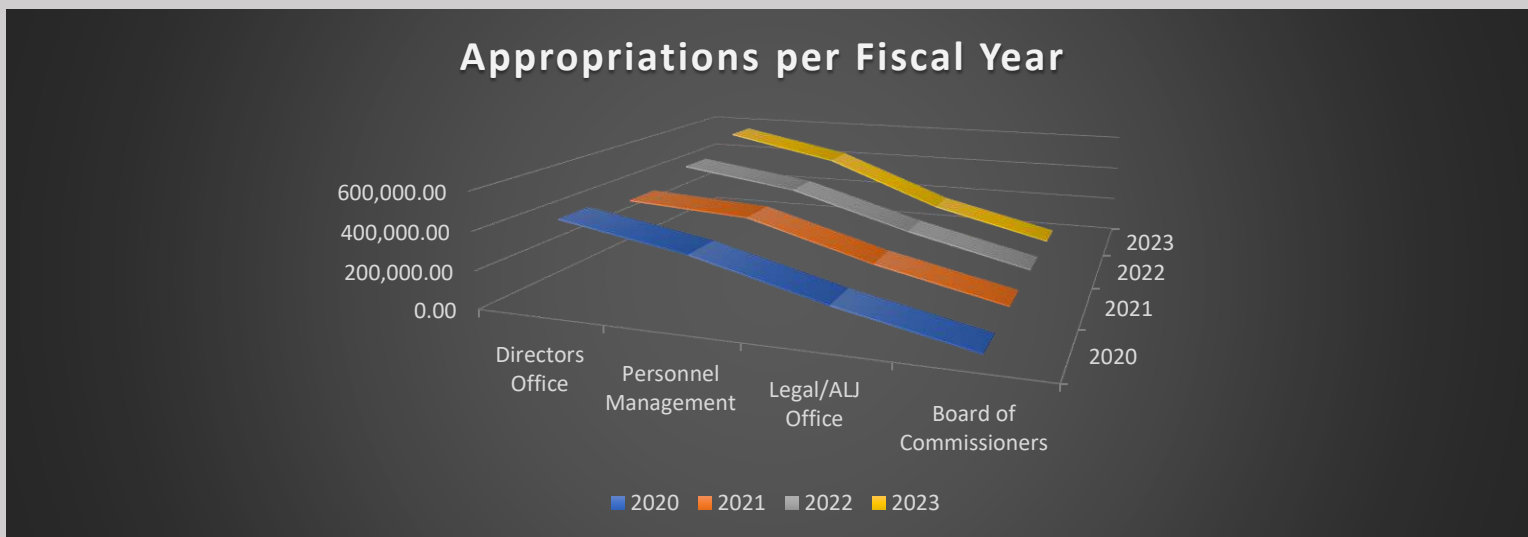
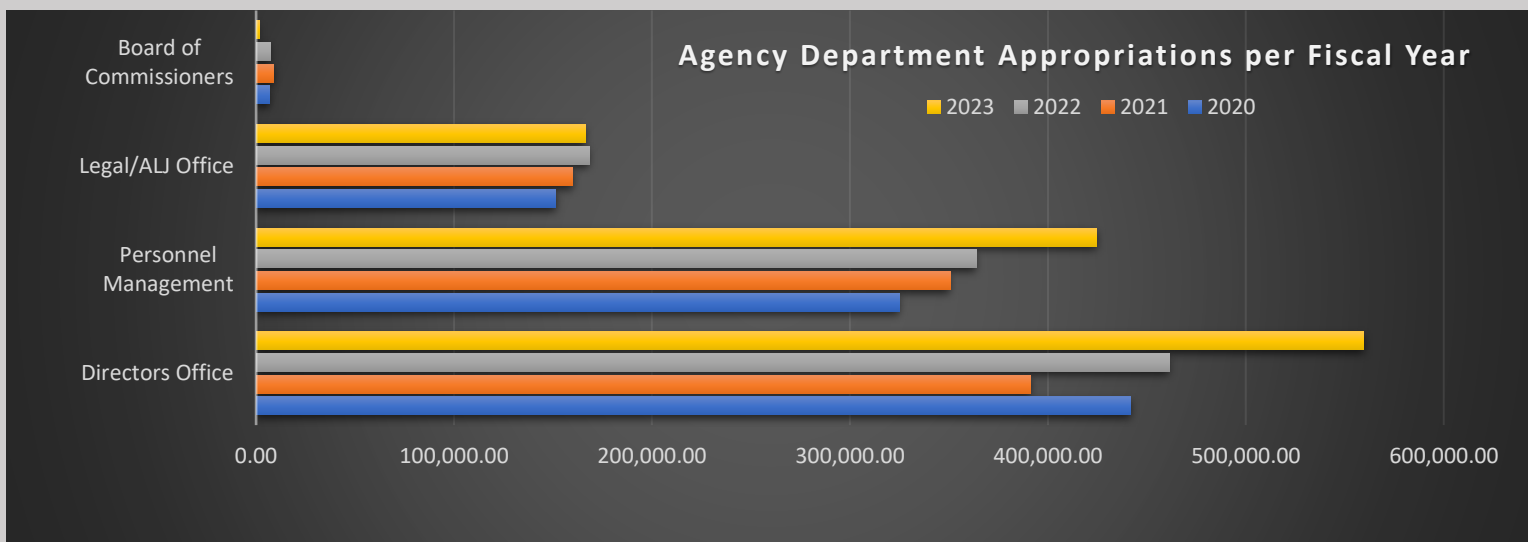
2. PERFORMANCE

3. FINANCES

4. OUTLOOK

## ➤ APPROPRIATIONS

Agency Department	YEAR 2020	YEAR 2021	YEAR 2022	YEAR 2023
Directors Office	\$ 441,743.00	\$ 391,299.00	\$ 461,324.00	\$559,509.00
Personnel Management	\$ 324,796.00	\$ 350,591.00	\$ 363,838.00	\$424,786.00
Legal/ALJ Office	\$ 151,296.00	\$ 159,786.00	\$ 168,221.00	\$166,343.00
Board of Commissioners	\$ 7,004.00	\$ 8,848.00	\$ 7,070.00	\$1,610.00
<b>TOTAL</b>	<b>\$ 924,839.00</b>	<b>\$ 910,524.00</b>	<b>\$ 1,000,453.00</b>	<b>\$1,152,248.00</b>





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2. PERFORMANCE

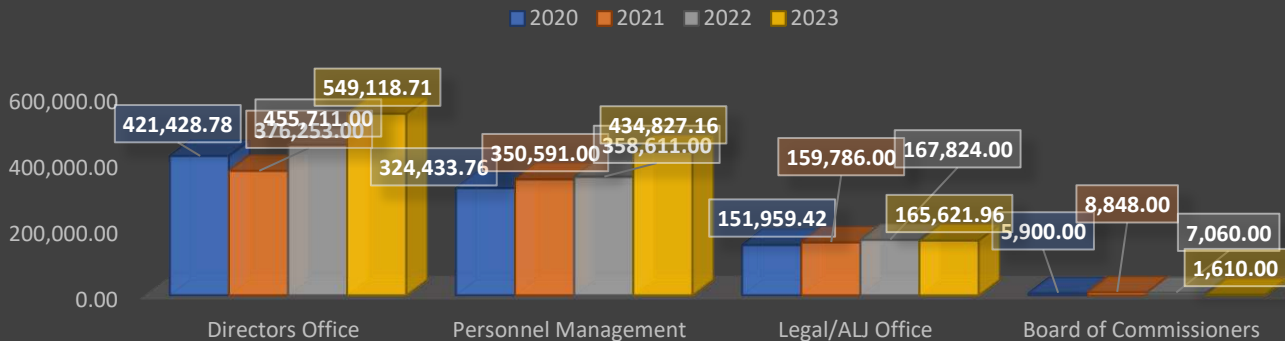
3. FINANCES

4. OUTLOOK

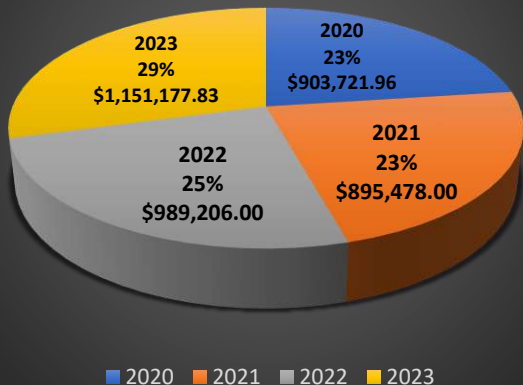
## EXPENDITURES

Agency Department	YEAR 2020	YEAR 2021	YEAR 2022	YEAR 2023
Directors Office	\$ 421,428.78	\$ 376,253.00	\$ 455,711.00	\$549,118.71
Personnel Management	\$ 324,433.76	\$ 350,591.00	\$ 358,611.00	\$434,827.16
Legal/ALJ Office	\$ 151,959.42	\$ 159,786.00	\$ 167,824.00	\$165,621.96
Board of Commissioners	\$ 5,900.00	\$ 8,848.00	\$ 7,060.00	\$1,610.00
<b>TOTAL</b>	<b>\$ 903,721.96</b>	<b>\$ 895,478.00</b>	<b>\$ 989,206.00</b>	<b>\$1,151,177.83</b>

## AGENCY DEPARTMENT EXPENDITURES PER FISCAL YEAR



## Expenditures per Fiscal Year



The Commission's Appropriation and Expenditure levels for Fiscal Year 2023, showed an increase compared to 2021. This is due to the earnings of salary increments, the rise in cost of media announcements, communication costs, awarding of merit bonuses, and the implementation of the 22% increase which was funded through Public Law 37-3.





# CIVIL SERVICE COMMISSION

*Kumision 1 Setbision Sibit*

- Fiscal Year (FY) 2023 -

## *Citizen-Centric Report*



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### ➤ FUTURE OUTLOOK

Our future outlook is to move toward a paperless environment by accomplishing milestones projects, utilizing all resources currently available within our government system, purchasing additional software/equipment and revising our current Standard Operating Procedures as well as our Rules. We are currently scanning all incoming documents and are making strides to scan all previously filed documents. Our office looks to also enhance its services by providing training for its employees, providing more information via the internet and working collaboratively with our customers.

# CIVIL SERVICE COMMISSION

## *Staff Members & Contact Information*

### Director's Office

**DANIEL D. LEON GUERRERO**  
Executive Director  
[daniel.leonguerrero@csc.guam.gov](mailto:daniel.leonguerrero@csc.guam.gov)

**JAMES P. DIAZ**  
Administrative Services Officer  
[james.diaz@csc.guam.gov](mailto:james.diaz@csc.guam.gov)

**CHRISTINE P. QUINATA**  
Special Projects Coordinator  
[christine.quinata@csc.guam.gov](mailto:christine.quinata@csc.guam.gov)

**JANEQUE L. L.G. SAGUN**  
Board Secretary  
[janeque.sagun@csc.guam.gov](mailto:janeque.sagun@csc.guam.gov)

**ELYZE T. POCAIGUE**  
Clerk I  
[elyze.pociague@csc.guam.gov](mailto:elyze.pociague@csc.guam.gov)

### Legal Office

**ERIC D. MILLER**  
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**SUSAN L. CORBIN**  
Legal Secretary III  
[susan.corbin@csc.guam.gov](mailto:susan.corbin@csc.guam.gov)

### PMA Division

**ROLAND P. FEJARANG**  
PM Administrator  
[roland.fejarang@csc.guam.gov](mailto:roland.fejarang@csc.guam.gov)

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**VICKILYNN C. SABLAN**  
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**AUDRE D.C. KING**  
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[audre.king@csc.guam.gov](mailto:audre.king@csc.guam.gov)

**FISCAL YEAR (FY) 2023  
GREETINGS, FROM THE CSC EXECUTIVE DIRECTOR.**

*Bunas yan Hafa Adai!*

As the Executive Director of the Civil Service Commission, Kumision I Setbision Sibit, it has been an Honor to serve the people of Guam.

The Commission adjudicates appeals of classified employees in the executive branch under its jurisdiction which includes a total of 56 Autonomous plus Line Agencies and Departments, covering over ten thousand two hundred fifteen (10,215) employees.

The Civil Service Commission is the only entity in the Executive Branch that exists to provide quasi-judiciary administrative adjudication services for the Government of Guam which minimizes litigation costs and caseloads in the courts.

CSC is the vanguard of the Merit System, providing justice to employees and management by enforcing due processes in accordance to Rules and Laws.

The CSC Staff is divided into various divisions that provide administrative, case management and legal support to the Civil Service Commission. The Administrative division provides for budgetary, front office reception, recording and streaming of hearings and other vital administrative support services. The Personnel Management Division provides complex case management of all appeals. Analysts organize all cases and prepare critical hearing documents, conduct audits and investigation for matters scheduled before the Commission for adjudication in compliance with time standards. Lastly, the Legal Division provides legal guidance to the Commission, schedules Commission hearings, prepares orders and judgements adjudicated by the Commissioners and serves as the agency's representative in court matters. Additionally, our legal counsel may be appointed as an Administrative Law Judge (ALJ) by the Commission.

The CSC Staff consistently strives to provide a professional and well-organized Public Hearing for the general public to view and provide the real party of interest (employee and management) a safe environment and fair hearing. This year, CSC upgraded the audio/video system and Data System Management Dashboard for better quality of recording and streaming of hearings.

In fiscal year 2023, Governor Lou Leon Guerrero approved a 22% pay increase for employees under the Government of Guam's General Pay Plan (GPP) across the board. This was a long time coming for Government of Guam employees, as the GPP hadn't been adjusted since 2014 and it was necessary to address the deficit in equity and competitiveness since then.

The CSC has re-started the governor's worksite wellness program this year (2023) allowing employees two (2) hours per week administrative leave for this important activity which promotes greater productivity.

During fiscal year 2023, the CSC has completed 18 adverse action appeals, 9 grievance appeals, 7 post-audit complaints, 2 mini-hatch complaints, for a total of 36 cases adjudicated.

The CSC would like to keep in our memories, Commissioner - Priscilla T. Tuncap and Administrative Service Officer - James P. Diaz, with Honor and gratitude, gone but not forgotten.

Special thanks to the Honorable Lourdes a. Leon Guerrero, Maga'hagan Guahan, Governor of Guam; the Honorable Joshua F. Tenorio, Sigundo Maga'lahaen Guahan, Lieutenant Governor of Guam and the staff of the Commission. Thank you to the Guam Legislature for supporting the CSC and enabling us to provide the employees a cost-effective way of appealing actions taken by management that they believe is in violation of rules and laws. Finally, I express my gratitude to each and every one of our Commissioners for their valuable time, diligent efforts, and unwavering commitment to the Civil Service Commission Board.

Un Dangkulo na si Yu'os Ma'ase



**Daniel D. Leon Guerrero, CSC Executive Director**



Office of Public Accountability - Guam &lt;admin@guamopa.com&gt;

## CIVIL SERVICE COMMISSION FY 2023 CITIZEN-CENTRIC REPORT

3 messages

**Christine Quinata** <christine.quinata@csc.guam.gov>

Thu, Apr 10, 2025 at 3:19 PM

To: Office of Public Accountability <admin@guamopa.com>, speakerblas@guamlegislature.gov, "mcruz@guamopa.com" <mcruz@guamopa.com>

Cc: Daniel Leon Guerrero <Daniel.leonguerrero@csc.guam.gov>, Janeque Sagun <janeque.sagun@csc.guam.gov>, Roland Fejarang <roland.fejarang@csc.guam.gov>, Audre King <audre.king@csc.guam.gov>

Hafa Adai!

On behalf of the CSC Executive Director, Daniel D. Leon Guerrero, our office is pleased to announce that the Fiscal Year 2023 Civil Service Commission Citizen Centric Report has been completed in compliance with *Title 1 Guam Code Annotated (GCA) Chapter 19 §1922 (a)*.

Attached herewith is an electronic copy of the FY223 CSC Citizen Centric Report. For added convenience, you may also access this report online at our CSC website by clicking here: [csc.guam.gov](https://csc.guam.gov)

Very Respectfully,

 **CSC FY 2023 CCR.pdf**  
1829K

**Speaker Frank Blas Jr.** <speakerblas@guamlegislature.gov>

Fri, Apr 11, 2025 at 9:06 AM

To: Christine Quinata <christine.quinata@csc.guam.gov>

Cc: Office of Public Accountability <admin@guamopa.com>, "mcruz@guamopa.com" <mcruz@guamopa.com>, Daniel Leon Guerrero <Daniel.leonguerrero@csc.guam.gov>, Janeque Sagun <janeque.sagun@csc.guam.gov>, Roland Fejarang <roland.fejarang@csc.guam.gov>, Audre King <audre.king@csc.guam.gov>

*Hafa Adai,*

Confirming receipt.

*Bernice Rivera*

Administrative Assistant



**Office of Speaker Frank F. Blas, Jr.**

I Mina'trentai Ocho na Liheslaturan Guahan 38<sup>th</sup> Guam Legislature

Guam Congress Building, 163 Chalan Santo Papa, Hagatña

(671)969-6456

[speakerblas@guamlegislature.gov](mailto:speakerblas@guamlegislature.gov)

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**Christine Quinata** <christine.quinata@csc.guam.gov>

Fri, Apr 11, 2025 at 10:33 AM

To: Office of Public Accountability <admin@guamopa.com>, speakerblas@guamlegislature.gov, "mcruz@guamopa.com" <mcruz@guamopa.com>

Cc: Daniel Leon Guerrero <Daniel.leonguerrero@csc.guam.gov>, Janeque Sagun <janeque.sagun@csc.guam.gov>, Roland Fejarang <roland.fejarang@csc.guam.gov>, Audre King <audre.king@csc.guam.gov>

Hafa Adai!

On behalf of our Executive Director, Daniel D. Leon Guerrero, we kindly request that the previously submitted CCR be replaced with the attached document below.

Your cooperation is greatly appreciated.

Warm regards,

On Thu, Apr 10, 2025 at 3:19 PM Christine Quinata <christine.quinata@csc.guam.gov> wrote:

[Quoted text hidden]



**FY2023 CCR.pdf**

1858K